



Oxford University Hospitals
NHS Foundation Trust

HORTON GENERAL HOSPITAL

Information for patients



**Practical advice for your visit
or stay in hospital**



Oxford University Hospitals
NHS Foundation Trust

Horton General Hospital
Oxford Road
Banbury
Oxfordshire OX16 9AL

Main switchboard 0300 304 7777
www.ouh.nhs.uk

This booklet is both for outpatients, who need to visit hospital for an appointment, and for inpatients, who will be staying overnight in hospital.

Information is correct at time of going to press. You can find updates at **www.ouh.nhs.uk** as well as other information about our hospitals, or contact our Patient Advice and Liaison Service (PALS) office on 01295 229 259.

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For a copy of this information leaflet in large print please call 01865 231 471.

THE HORTON GENERAL HOSPITAL

The Horton General Hospital in Banbury is an acute general hospital providing a wide range of services, including:

- emergency department
- general surgery
- acute general medicine
- trauma and orthopaedics
- maternity (midwifery-led unit) and gynaecology
- paediatrics
- critical care unit
- coronary care
- cancer resource centre
- renal dialysis.

Please check carefully where you need to go so that you can choose the nearest car park or bus stop (see map on page 8).

Disabled access

All our car parks have disabled spaces and spaces close to the entrances. All our public areas have disabled access and disabled toilets are available in public areas and on all wards. To request a wheelchair, if needed, dial '0' for Reception from the telephone just inside the main entrances.

Patients with hearing difficulties

If you wear a hearing aid or have hearing difficulties, please tell the staff. Some wards have listening devices on loan or a loop system for use with hearing aids when watching television.

Interpreter services

If your first language is not English and you need an interpreter to help you speak to doctors and nurses, ask a relative or friend to tell your nurse as soon as possible. (Your GP may already have told us that you need an interpreter.)

Smoking

For the health and safety of all patients and staff, smoking is not allowed within the hospital or its grounds.

YOUR HOSPITAL VISIT

Consent to treatment

We may ask you to sign a consent form before certain treatments. You can withdraw consent even after signing. Ask any questions you like, and tell us about anything which may affect your general health. We may also ask to use your surplus tissue for medical research: please ask for a leaflet explaining this.

Personal information

You may be asked to give information about yourself, including 24 hour contact details for the person you would like to be contacted in an emergency, e.g. your wife, husband, partner, friend or relative. If you change your GP or your home address, please contact us so that we can update our records.

Presence of students at patient appointments

Students may be present when you have an appointment: if you would prefer students not to be present, please tell the nurse or the doctor.

Hand washing (infection control)

Healthcare workers clean their hands with soap and water or by using a special hand rub. Please ask all healthcare workers to clean their hands before carrying out any care.

Cultural / religious needs

Your cultural and religious beliefs will be respected in hospital. Members of the Chaplaincy team are available to visit you, and visits from local leaders of other faiths can be arranged; please ask a member of staff. There is also a chapel in the hospital.

Support for carers

Do you look after someone? Carers Oxfordshire listens to carers and provides information and advice. It also aims to help carers get the support they may need. Telephone 0845 050 7666 or email carersoxfordshire@oxfordshire.gov.uk

Shop, restaurant and cashpoint

There is a League of Friends shop, a 'Cup and Saucer' tea / coffee bar in the Outpatients Department, a restaurant and a cashpoint, as well as vending machines around the site.

STAYING IN HOSPITAL

When you arrive on your ward we will give you a printed wristband to wear. We use the wristband to check your identity before we give you any treatment. If you notice a mistake on your wristband or are not given one, please tell a member of staff.

Personal property

You will have a bedside cabinet, but it cannot be locked. Please give anything valuable to your nurse, who will give you a receipt.

Pensions / benefits

If you receive a pension or benefits please ask a friend to deal with these during your stay. If this is not possible, bring your pension book with you and give it to your nurse. Pensions and benefits may be reduced while you are in hospital: please contact the Department for Work and Pensions on 0845 606 0265 if you are in any doubt.

What to bring

• Medicines

Please bring with you all medicines you are taking, in their original containers, and any special cards that give details of your current treatment (e.g. steroid card). Please also bring any non-prescription medicines, ointment or supplements that you use regularly. Put all these things in the green medicines bag (supplied with your admission letter).

• Nightdress / pyjamas, dressing-gown and slippers

If you are having a foot operation, please bring suitable open footwear as your normal slippers may not fit after your operation.

• Comfortable day clothes (if needed, but not too many)

• Toiletries, towels and tissues

• Walking or dressing aid (if used)

• Denture cleaner / bowl (if used)

• Books, magazines, stationery, stamps and pens

• Loose change for newspapers etc.

What not to bring

- **Television / radio.** Television is available in all day rooms and all beds have a radio service. Most wards also have a pay-per-view system (Hospedia) at the bedside. Pre-payment cards can be bought by credit / debit card from machines near the wards.
- **Alcohol.** Alcohol is not allowed anywhere in the hospital.
- **Jewellery or large sums of money**

Radio Horton @RadioHorton / www.facebook.com/RadioHorton

Radio Horton is a free service to all patients and can be accessed via Hospedia. Requests and dedications can be made by calling 01295 229 211. Alternatively dial *800 (free on Hospedia).

Telephones / mobile phones / WiFi

Please ask staff on your ward if you may use a mobile phone, and if so, where. Reception varies greatly throughout the hospital buildings. There are public phones on some wards and a bedside service provided by Hospedia. We also offer free WiFi: 'OUH-Guest'.

Meals

You will be offered three meals a day, and snacks mid morning and afternoon. Snacks are available 24 hours a day, so tell your nurse if you are hungry or have missed a meal. All ward menus cover all dietary needs and include vegetarian, vegan, halal and kosher options.

Visitors

Your ward will have set visiting times and limits on the number of visitors at each bed at any one time. Please ask your visitors to observe these. If a friend, or a member of your family, has a cold, cough, stomach upset or condition that may be infectious, please ask them not to visit until they are well again. Visitors should use the hand rub provided.

Flowers

Some wards do not allow flowers for infection control reasons. Please ask your visitors to check first.

Same-sex accommodation

We provide same-sex accommodation where it is clinically safe and appropriate to do so. If the only bed available is in a mixed-sex area we will explain this to you and move you to a same-sex area as soon as possible.

GETTING TO THE HORTON GENERAL HOSPITAL, BANBURY

Correct at time of print: for more information visit www.ouh.nhs.uk

By bus (call Traveline: 0871 200 22 33 / www.traveline.info)

S4 (Stagecoach)

Banbury Centre / Horton / Adderbury / Deddington / Steeple Aston / Tackley / Kidlington / Oxford.

Please check timetables: www.stagecoachbus.com

B1 (Go Ride)

Easington / Horton / Banbury Centre.

Please check timetables: www.goridebus.co.uk

499 (Heyfordian)

Banbury Centre / Horton / Adderbury / Aynho / Kings Sutton.

Please check timetables: www.heyfordian.travel/timetables

81 (Heyfordian)

Bicester / Bucknell / Ardley Somerton / Aynho / Horton / Banbury Centre.

Please check timetables: www.heyfordian.travel/timetables

You can reach Banbury town centre from a number of different places both within the Banbury area and further afield. Take your local bus into the town centre and change onto services **S4** or **499**.

By train

The hospital is a 20 minute walk (uphill) from Banbury railway station. There are taxis available at the station.

Parking

Car Park 1: left of Hightown Road entrance, by Oak and Juniper wards.

Car Park 2: right of Hightown Road entrance, opposite the Maternity Unit.




















Car Park 3: in front of Maternity Unit (Maternity entrance).

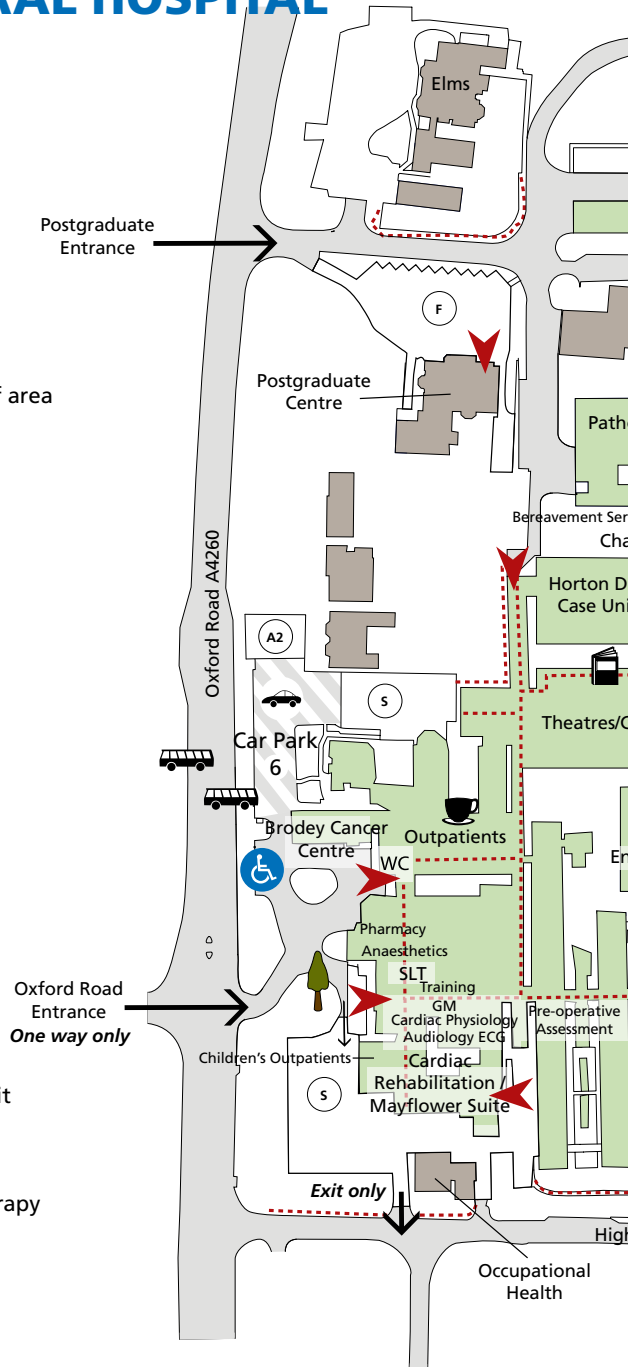
Car Park 4: next to Ramsay Healthcare Horton NHS Treatment Centre.

Car Park 5: short stay car park in front of the Emergency Department.

Car Park 6: left of Oxford Road entrance, near Outpatients Department and Brodey Cancer Centre.

HORTON GENERAL HOSPITAL

- WC Toilets (including disabled)
- ATM Cash machine
- V Vending machine
-  Public car parks
-  Disabled parking
-  Ambulance deck / drop-off area
-  Bus stop
-  Bicycle parking
-  Footpath / corridor
-  Entrances
-  Zebra crossing
-  Main lifts
-  Restaurant
-  Cup and Saucer tea bar
-  League of Friends shop
-  Reception
-  Staff car park
-  EAU Emergency Assessment Unit
-  AGM Acute General Medicine
-  SLT Speech and Language Therapy
-  GM General Management
-  DCU Day Case Unit



Daily Pay & Display parking charges (no change given)

There is a change machine in the hospital main entrance by the Children's Ward lift.

Up to 30 minutes	Free (if vehicle exits within this period)
30 minutes to 1 hour	£1.40
1 - 2 hours	£2.80
2 - 3 hours	£4.20
3 - 4 hours	£5.60
Over 4 hours	£7.00
Lost ticket charge	£7.00

Parking is free overnight if you arrive after 8.00pm and leave before 8.00am.

There are extra-wide parking bays for Blue Badge holders only, which allow for wheelchair use. There are 24 disabled spaces available, but if these spaces are full you can park free of charge in any Pay & Display car park if you display your Blue Badge. There is a £25 penalty for inappropriate parking in disabled spaces (£50 if not paid within 14 days).

Patients who attend regularly for treatment over a prolonged period of time, and visitors to long-stay patients or relatives of patients in critical care, may be entitled to discounted or free parking. Please see the posters on site or call the Parking Office on 01295 229 250.

If you cannot access other transport, community transport may help. Check www.ctonline.org.uk for services. Oxfordshire County Council also has information about local transport at www.oxfordshire.gov.uk/cms/public-site/public-transport

Patients who meet strict medical criteria may request ambulance transport to attend hospital. Please call 0300 100 0015 Monday to Friday 8.00am - 6.00pm.

Patients on certain benefits may claim all or part of the cost of travel to and from hospital. Please call the Cashiers Office on 01295 229 044.

CONTACTS

Feedback

When you visit hospital you may be asked "How likely are you to recommend our department to friends and family if they needed similar care or treatment?" We welcome your feedback. You can also leave feedback via our website www.ouh.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. 01295 229 259 Monday to Friday 9.00am - 5.00pm or email PALS@ouh.nhs.uk

Complaints Office

The Trust is committed to providing the very highest standards of care. If staff or PALS are unable to resolve your concerns, you can submit a complaint in writing to the Trust. Please write to:

The Chief Executive, Oxford University Hospitals NHS Foundation Trust
Headley Way, Headington, Oxford OX3 9DU.

Support Empower Advocate Promote (SEAP)

SEAP can help you complain about NHS services: www.seap.org.uk / 0330 440 9000

Foundation Trust membership

Join us as a member and help us make our patients' experience the best it can be. If you are over 16, live in England and would like to find out more, please visit www.ouh.nhs.uk/ft

Making a difference at the Horton General

Our hospital is supported by Horton General Hospital Charity which helps to transform care – funding the best medical equipment, training and facilities for patients and staff across the Horton.

If you would like to know more about the charity, please visit www.hospitalcharity.co.uk/horton and sign up for the charity newsletter.

To contact the charity direct please email charity@ouh.nhs.uk, call 01865 743 444 or write to:

Horton General Hospital Charity, Floor 3, Unipart House, Garsington Road, Oxford OX4 2PG

Horton General Hospital Charity is part of Oxford Hospitals Charity (registered charity 1175809).

LEAVING HOSPITAL

We will aim to get you 'Home for Lunch' on your day of discharge wherever possible. We will ask you to move from your bed space to the Transfer Lounge or day room early in the day; here you can wait in comfort for your medication and your transport home.

Most patients go back home when they leave hospital; if you need community support services these can be arranged.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are a number of community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please visit www.ouh.nhs.uk/leavinghospital

INFORMATION ABOUT YOU AND HOW WE USE IT

When you come into hospital, information about you, your illness and its treatment is recorded – on paper and/or on computers – to help us care for you. This information is part of your health record and will be kept in case we need to see you again.

Our clinical teams looking after you may share your personal health information with each other. These teams include doctors, nurses, therapists, support staff and students. All NHS staff are bound by law and a strict code of confidentiality, and are monitored by the Trust's Caldicott Guardian, a senior clinician who is responsible for making sure your confidential information is respected. Your information is very important to us, and we have strict controls in place to protect it.

You can find further information in our full privacy notice:
www.ouh.nhs.uk/privacy

How your records are used to help you

Accurate, up-to-date information about you:

- helps our staff assess your health and care for you;
- will help your future treatment, in hospital or elsewhere;
- allows us to review and if necessary look into the care you have received.

How your records help us

Accurate, up-to-date information about you helps us:

- provide high quality care and meet all our patients' needs;
- train healthcare professionals and support research and development;
- review (audit) the quality and outcome of NHS services;
- investigate any incidents or issues that arise;
- is necessary for the hospital to be paid for your treatment;
- contribute to national NHS statistics.

Using and sharing information about you and your care

We will share information about you with staff in other organisations when it is necessary for your care. These may include your GP practice, other hospitals involved in your care, ambulance services, social services and care homes.

We may use your data to assess how well our services are providing care, to suggest improvements and ensure that it is as good as it can be.

Sometimes we have to pass on personal information by law, for example:

- to notify a birth;
- when an infectious disease such as meningitis or measles may endanger the safety of others;
- when required to by a formal court order;
- when sharing information with the police may prevent a serious crime, or prevent harm to you or other people.

We may also share information about you and your care with other NHS organisations responsible for the organisation and funding of health and social care, for example Clinical Commissioning Groups (CCGs) and their Commissioning Support Units (CSUs). If we have to share information about you, we will remove your personal details when possible.

We may share data for approved research projects. In most instances the information will be made anonymous so that you cannot be identified. If this is not possible, we will ask your permission, or if this is not possible, we will request approval from the NHS Health Research Authority's Confidentiality Advisory Group. The Health Research Authority has further details on patient information and health and care research.

Should you not wish information about you to be used for research, please let us know or speak to the clinical team that is treating you.

How we use your information

Your information rights

- You have the right to know how we will use your personal information;
- You have the right to see your health record (your medical notes): this is known as Subject Access (see below);
- You have the right to object to us making use of your information other than for your care;
- You can ask us to change or restrict the way we use your information and we have to agree if possible;
- You have the right to ask for the information we hold about you to be corrected or erased if it is incorrect.

If you object to how we are using your information, or wish us to restrict, erase or correct it, please contact our Information Governance team: information.governance@ouh.nhs.uk / 01865 226912

Accessing your health record (a subject access request)

While you are in hospital, you may ask to look at your health record folder. Your notes will be prepared for you and a qualified member of staff will talk you through the content. Your right to see some information may be limited – for example, if it includes details about other people.

To see your health record after you leave hospital, or if you want copies of your health record, please contact the Subject Access Team at subject.accessrequest@ouh.nhs.uk or write to Subject Access Manager, Legal Services, John Radcliffe Hospital, Oxford OX3 9DU.

General enquiries

If you would like further information about how we use your information and your rights, please contact our Information Governance team: information.governance@ouh.nhs.uk / 01865 226912

Data Protection Officer

Our Data Protection Officer (and Caldicott Guardian) is Dr C Bunch: dpo@ouh.nhs.uk / 01865 221343

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALS@ouh.nhs.uk**

Albanian

Nëse keni nevojë për një përkthyes ose doni një dokument në një gjuhë tjetër, me shkronja të mëdha, Braille (alphabet për të verbërit) ose kasetë me zë, j'u lutemi telefononi në 01865 221473 ose e-mail PALSJR@ouh.nhs.uk.

Arabic

إذا كنت بحاجة إلى مترجم فوري أو إلى ترجمة إحدى مستنداتك إلى لغة أخرى، أو بالحروف الطباعية الكبيرة أو بطريقة برايل للمكفوفين أو بالصوت، يرجى الاتصال بالرقم 01865 221473 أو بالبريد الإلكتروني على العنوان: PALSJR@ouh.nhs.uk

Bengali

আপনার যদি কোন ইন্টারপ্রিটারের প্রয়োজন হয় অথবা অন্য কোন ভাষায়, বড় অক্ষরে, ব্রেইলে অথবা অডিও আকারে কোন ডকুমেন্টের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 01865 221473 নম্বরে ফোন করুন অথবা এই PALSJR@ouh.nhs.uk ইমেইলে যোগাযোগ করুন।

Mandarin

如果您需要安排口译，或需要某文件翻译成另一种语言，或以大字体、盲文或音频格式提供，请致电：01865 221473，或发送电子邮件至：PALSJR@ouh.nhs.uk。

Pashtu

که ته یوه ترجمان ته اړتیا لری یا په یوه بله ژبه، په غځو حرفونو، بریل (د رندو لیک) یا سمعی بڼه یو سند غواړی هیله ده چی ۰۱۸۶۵۲۲۱۴۷۳ ته زنگ ووهی یا PALSJR@ouh.nhs.uk ته ایمیل ولېږی.

Polish

Jeśli potrzebne byłoby Państwu tłumaczenie ustne lub chcieliby Państwo otrzymać dokument w innym języku, w formie dużym drukiem, w alfabecie Braille'a lub w postaci nagrania dźwiękowego prosimy zadzwonić pod numer telefonu 01865 221473 lub napisać na adres e-mail: PALSJR@ouh.nhs.uk.

Portuguese

Se precisar de um intérprete ou de um documento noutra língua, num formato ampliado, em Braille ou em áudio, deverá ligar para o 01865 221473 ou enviar um e-mail para PALSJR@ouh.nhs.uk.

Kurdish Sorani

نەگەر پێویستت بە وەرگێزێ زارەکی هەبە یاخود بەلەگەنامەکانت بە زمانێکی تر یان بە پیتی چاپی گەورە یان دێزێ برەیل (بۆ نابینایان) یان لەسەر شریتی دەنگ دەنێت، تکلیه پەيوەندی بکە بە ژمارە 01865 221473 یا خود نێمیل بنێرە بۆ PALSJR@ouh.nhs.uk.

Urdu

اگر آپ کو ترجمان (انٹریپرٹر) چاہئے یا کوئی دستاویز کسی دیگر زبان، بڑے حروف کی چھپائی، بریل یا ڈیویپر درکار ہو تو براہے مہربانی نمبر 01865 221473 پر کال کریں یا ای میل بھیجیں: PALSJR@ouh.nhs.uk



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www.ouh.nhs.uk

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twitter.com/OUH_Horton

www.facebook.com/RadioHorton
twitter.com/RadioHorton

www.facebook.com/OUHospitals
twitter.com/OUHospitals

Please do not film or take photographs on our hospital sites.

Making a difference across our hospitals

charity@ouh.nhs.uk | 01865 743 444 | hospitalcharity.co.uk

HORTON GENERAL HOSPITAL CHARITY IS PART OF OXFORD HOSPITALS CHARITY, REG 1175809.



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