



Oxford University Hospitals  
NHS Foundation Trust

# NUFFIELD ORTHOPAEDIC CENTRE

**Information for patients**



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



**Oxford University Hospitals**  
NHS Foundation Trust

Nuffield Orthopaedic Centre  
Windmill Road  
Headington  
Oxford OX3 7HE

Main switchboard 0300 304 7777

**[www.ouh.nhs.uk](http://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](http://www.ouh.nhs.uk)** as well as other information about our hospitals, or contact our Patient Advice and Liaison Service (PALS) office on 01865 738 126.

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

# THE NUFFIELD ORTHOPAEDIC CENTRE

The Nuffield Orthopaedic Centre has a world-wide reputation for excellence in orthopaedics, rheumatology and rehabilitation.

The hospital also offers specialist services such as the treatment of bone infection and bone tumours, limb reconstruction and rehabilitation.

The Oxford Centre for Enablement (OCE) provides specialist neurological rehabilitation services for patients with long-term conditions.

The Botnar Research Centre is a state-of-the-art research facility housing the Oxford University Institute of Musculoskeletal Sciences.

**Please check carefully where you need to go so that you can choose the closest 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. Please ask at a reception desk if you require a wheelchair or assistance from a porter.

## **Patients with hearing difficulties**

If you wear a hearing aid or have hearing difficulties, please tell the nurses and doctors looking after you.

## **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.

## **Theatre Direct Admissions**

On the morning of your surgery we will admit you via the Orthopaedic Short Stay Unit (OSSU) near the main entrance, or via Theatre Direct Admissions (drop-off point to the left as you enter the NOC site). Please do not arrive before the time we give you, as the doors do not open until 7.00am. You may then have to wait in the department before you go to theatre. You wait for your theatre slot in your own clothes, and change into a gown before going to theatre. Your clothes and belongings will be securely stored, and returned when you are transferred to the ward. We can only store hand luggage size bags, so please only bring essentials with you. We cannot be held responsible for any items stored.

# 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**

Our 24 hour Chaplaincy service supports patients and relatives of all faiths and none, and will help to contact religious leaders in the community. Please ask a member of staff if you wish to see a Chaplain during your visit. There is a multi-faith room above the atrium.

## **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 0345 050 7666 or email [carersoxfordshire@oxfordshire.gov.uk](mailto:carersoxfordshire@oxfordshire.gov.uk)

## **Shops, restaurants and cashpoints**

There is a restaurant, and a League of Friends cafeteria and shop in the main atrium, as well as a vending machine and a cashpoint.

# 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 small bedside cabinet, but it cannot be locked. We cannot store valuables securely, so please do not bring any with you.

## **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.
- **Alcohol.** Alcohol is not allowed anywhere in the hospital.
- **Jewellery or large sums of money.**

## **Hospital radio**

Radio Cherwell broadcasts from studios at the Churchill Hospital in Headington. For more information call 01865 225 522 or email [studio@radiocherwell.com](mailto:studio@radiocherwell.com)

## **Telephones / mobile phones / WiFi**

Please ask staff on your ward if you may use a mobile phone, and if so, where. We 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**

Visiting hours are 10.00am - 10.00pm. There may be limits on visitor numbers at the bedside. If someone 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 bay areas on our wards to protect your privacy and dignity.

# GETTING TO THE NUFFIELD ORTHOPAEDIC CENTRE

Correct at time of print: for more information visit [www.ouh.nhs.uk](http://www.ouh.nhs.uk)

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

There is a Park & Ride service to the NOC and buses from Oxford City Centre.

**900 Park & Ride.** Monday to Friday 6.45am - 7.30pm.

Thornhill Park & Ride to NOC and Churchill via Windmill Rd.

**10** (Stagecoach) From City Centre via Cowley Rd and Wood Farm to Windmill Rd.

**city4** (Oxford Bus Company) From Abingdon via City Centre, Old Rd and Wood Farm.

In Oxford there is an on-demand ride-sharing minibus service:  
[pickmeup.oxfordbus.co.uk](http://pickmeup.oxfordbus.co.uk)

## **By car**

### **Roadworks in 2019**

Roadworks in Headington continue to affect access to the Nuffield Orthopaedic Centre. For the full plan, and to sign up for email updates, please see: [www.oxfordshire.gov.uk/accessheadington](http://www.oxfordshire.gov.uk/accessheadington)

Please do not drive unless you have **no other option**: parking space is very limited and there is **no on-street parking** nearby. If you have no alternative, please allow **one hour** to find a space. We strongly advise you to make **every possible effort** to travel by other means.

For SatNav please use postcode **OX3 7LD**.

### **From the east:**

M40 junction 8 or 8a, A40 then A420 to Headington and follow signs.

### **From the north:**

M40 junction 9, A34 then A40 northern ring road, turning off for Marston (B4150), then towards Headington and follow signs.

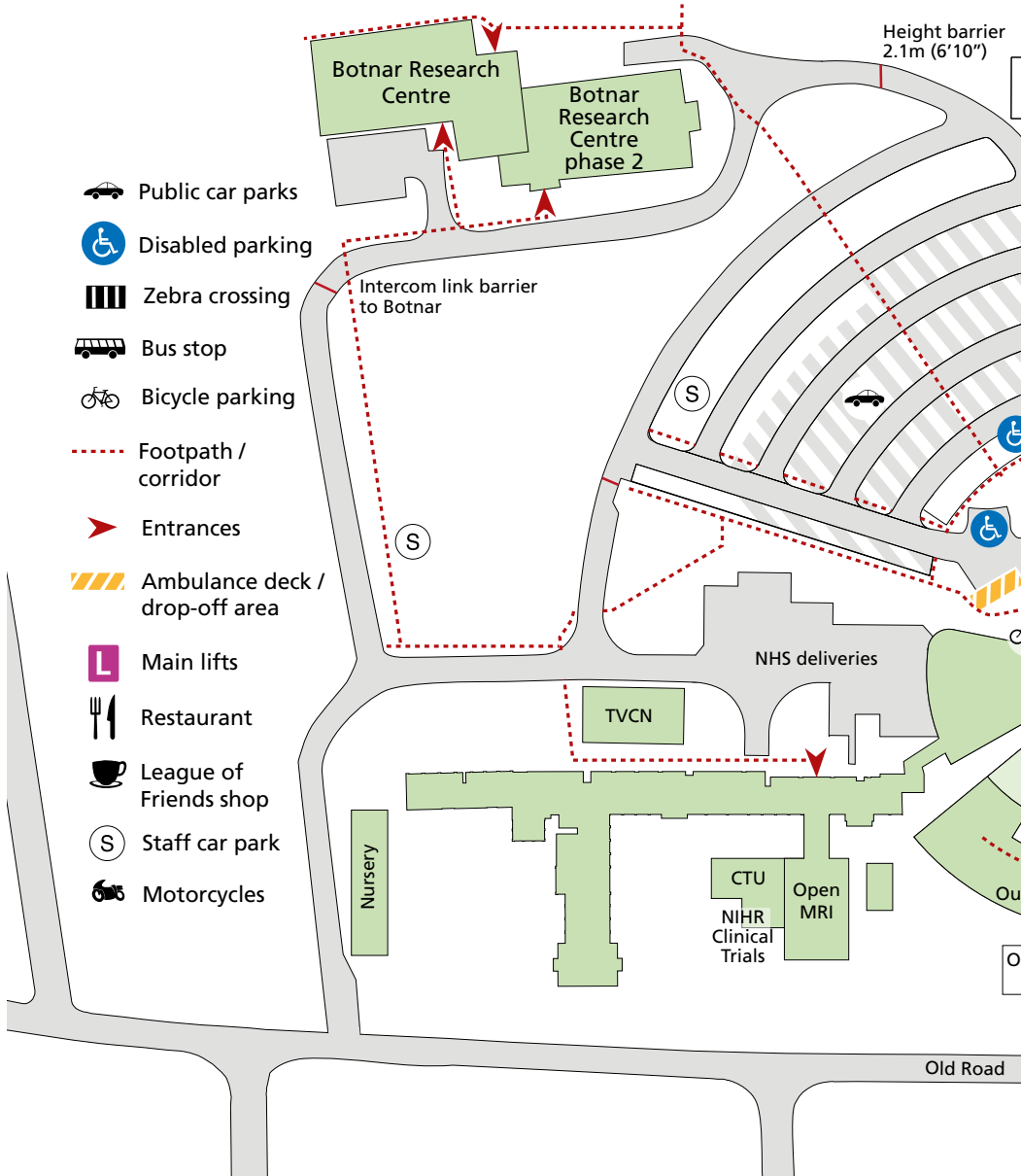
### **From the south and west:**

Approach from the A4142 eastern ring road and B4495 towards Headington and follow signs.

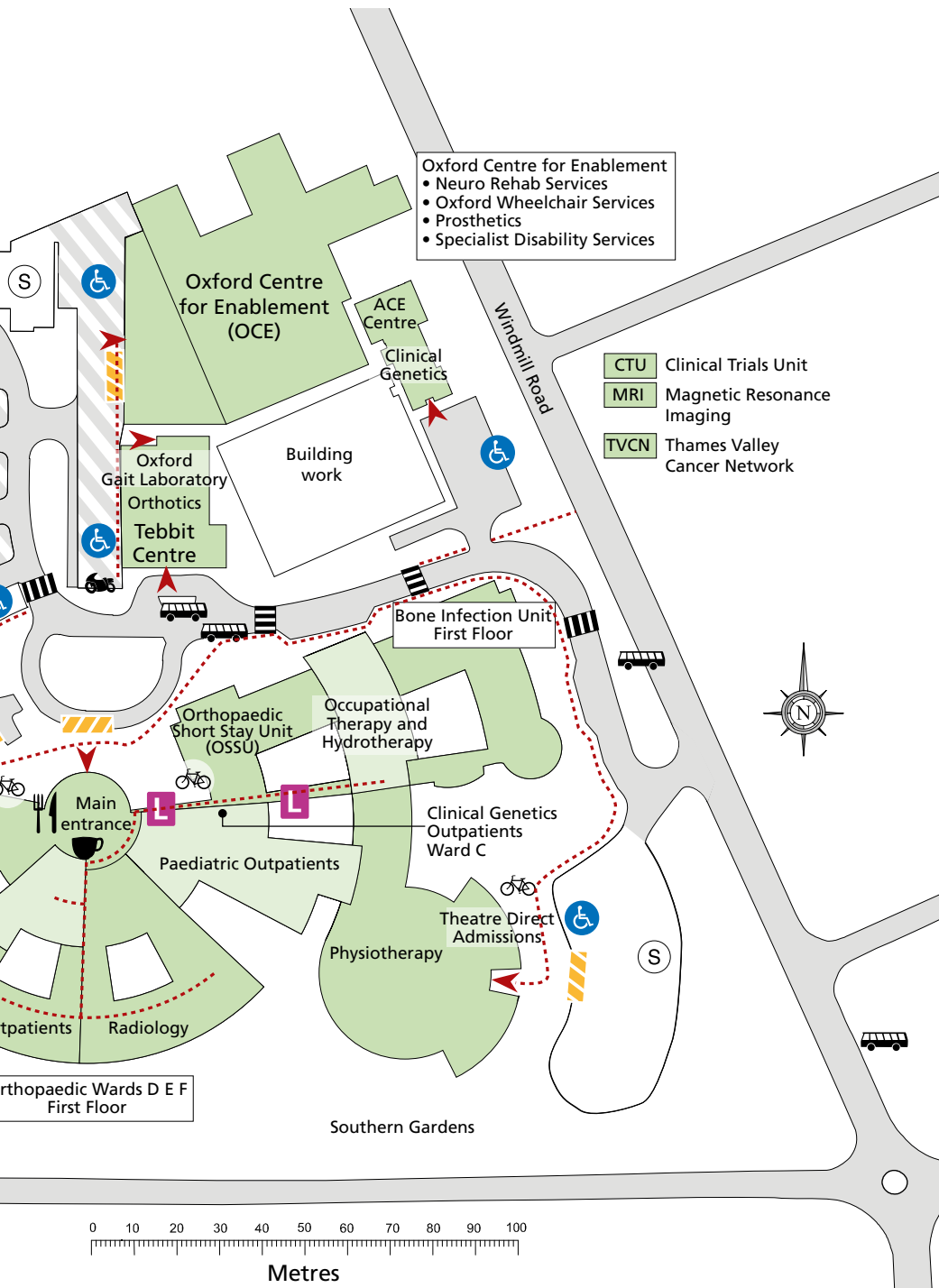
### **Volunteer Driver Service North Oxfordshire**

Volunteer drivers can take patients to appointments if there is no reasonable alternative transport. For details / to book: 0300 3030 125.

# Nuffield Orthopaedic Centre site map







## Parking charges

Car parks are run by the Trust and all money raised is invested in patient and visitor services.

### Daily Pay & Display parking charges (no change given)

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 is a change machine in the main hospital atrium.

There is free parking for disabled Blue Badge holders. Disabled parking is close to entrances, and there are also 15 minute drop-off / pick-up points for drivers, free of charge. There is a £40 penalty for inappropriate parking (£80 if not paid within 14 days).

Patients who attend regularly for treatment over a prolonged period of time, and visitors to long-stay patients, may be entitled to discounted or free parking. Please call the OUH Car Parking Office on 01865 223 044 for more information.

If you cannot access other transport, community transport may help. Check [ctauk.org](http://ctauk.org) for services. Oxfordshire County Council also has information about local transport at [www.oxfordshire.gov.uk/cms/public-site/public-transport](http://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 01865 738 143 Monday to Thursday 9.00am - 5.00pm, Friday 9.00am - 4.30pm (closed for lunch 1.00pm - 1.30pm).

# 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-guide/feedback](http://www.ouh.nhs.uk/patient-guide/feedback)

## Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. 01865 738 126 Monday to Friday 9.00am - 4.00pm or email [PALS@ouh.nhs.uk](mailto: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](http://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](http://www.ouh.nhs.uk/ft)

## NOC Appeal

The Nuffield Orthopaedic Centre Charity, or 'NOC Appeal', raises funds for clinical facilities and medical research at the NOC. For details and to donate please visit [www.ouh.nhs.uk/nocappeal](http://www.ouh.nhs.uk/nocappeal)

## Making a difference across our hospitals

Our Trust is supported by Oxford Hospitals Charity (registered charity 1175809). The charity helps to transform care – funding the best medical equipment, research, training and facilities for patients and staff across all our hospitals.

If you would like to know more about the charity please visit [www.hospitalcharity.co.uk](http://www.hospitalcharity.co.uk) and sign up for the charity newsletter.

# 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 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](http://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](http://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](mailto: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](mailto: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](mailto: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](mailto:dpo@ouh.nhs.uk) / 01865 221343

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.



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Main switchboard 0300 304 7777

[www.ouh.nhs.uk](http://www.ouh.nhs.uk)

[www.facebook.com/OUHospitals](http://www.facebook.com/OUHospitals)  
[twitter.com/OUHospitals](https://twitter.com/OUHospitals)

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

*Making a difference across our hospitals*

[charity@ouh.nhs.uk](mailto:charity@ouh.nhs.uk) | 01865 743 444 | [hospitalcharity.co.uk](http://hospitalcharity.co.uk)

OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)



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