The Oxford University Hospitals Visitors' Charter

We have a policy of ‘open visiting’ on our wards from 10am to 10pm*. We recognise the important role that relatives, loved ones, friends and carers play in supporting patients in their recovery. We have developed this Charter in order to ensure that open visiting is beneficial to everyone.

**You can expect our staff to:**

- Be polite to everyone
- Avoid making unnecessary noise
- Welcome all visitors when this is in the patient’s best interests
- Keep each patient’s next-of-kin / named contact well informed (with the patient’s permission)
- Put patient care first, which might mean sometimes asking visitors to leave
- Talk to visitors about how to make the most of their time on the ward
- Ensure patients have the opportunity to rest and recover
- Offer advice on how best to support the patient, and help visitors when asked
- Speak to visitors about the issues that can arise when children visit
- Listen to visitors’ comments and feedback
- Protect patients from infections and diseases

**We ask you to:**

- Be polite to everyone
- Keep noise levels low and speak quietly
- Let staff know when they intend to visit, and for how long
- Remember that staff may not give out information about a patient without the patient’s permission
- Avoid disturbing staff doing important work, such as giving out medicine
- Agree visiting times with other family or friends, so that patients do not have more than two visitors at a time
- Take breaks away from the bedside, to allow the patient time to rest – don’t feel you have to be there all the time
- Support the patient, and feel confident to ask staff for help with this
- Talk to the nurse in charge before bringing children to visit, and only bring them if it is in their best interests
- Tell us what you think about the care the patient is receiving
- Follow hygiene rules and stay away if unwell

* Our critical care and high dependency units retain visiting hour restrictions in the interest of patient safety and recovery.