

Coronavirus update

For patients staying in hospital

Staff at South Tees Hospitals NHS Foundation Trust have been working hard to respond to the coronavirus pandemic and ensure the safety and quality of our services for all patients.

Our number one priority for the last few months has been ensuring that all those who need urgent care – not just those with coronavirus – have been able to get the treatment and support they require.

Staying in hospital may feel slightly different to usual due to the coronavirus pandemic. Please be assured that we have taken all the necessary steps to keep everyone safe including the use of personal protective equipment (PPE), COVID-19 testing and social distancing.

Protect yourself and others from coronavirus

Measures to reduce spread of the virus

We are asking all our inpatients to help us protect themselves and others by:

- Following the latest restricted [visiting rules](#) which apply to all wards and public areas anywhere on site, including café areas and shops.
- Wearing a face mask - To keep everyone safe all of our ward staff will be wearing PPE (face mask, visor, apron and gloves) and we will offer you a mask every day too. If you feel comfortable and able to wear a mask this will protect you from other people as well as helping to protect those around you.
- Staying on the ward as much as possible and limiting walks around the hospital site to essential trips only.
- Keeping a safe distance from other people - if safe distancing is not possible during your treatment, staff will take measures to keep you safe.
- Washing your hands regularly and using hand gel wherever provided.
- Asking ward staff about the free [stop smoking support](#) available including nicotine replacement therapy to help you to stay on the ward and keep safe during this difficult time.

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Patient Information

Keep in touch

While visiting is restricted there are still a number of ways to keep in touch with family, friends and loved ones...



Message service

Friends and family may not be able to visit the wards but they can send a message or picture to patients staying at any of our hospitals by emailing our patient experience team on stees.patient.experience@nhs.net. Messages should include the patient's full name, date of birth and the first line of their home address (or the name of their GP surgery).



iPads available

All of our wards have iPads that patients can use for free to contact family and friends via video call, social media or email – please ask ward staff if you would like to use one or if you need any assistance.



Free NHS WiFi

If you want to use your own laptop, tablet or mobile phone free NHS WiFi is provided by WiFi SPARK. To access this simply open your WiFi settings and select NHS WiFi. For technical support please call 0344 848 9555 (option 1).



Bedside entertainment

The James Cook University Hospital has a bedside TV and phone service provided by Hospedia. Every TV has on-screen instructions to show you how to get started. Lots of the services are free while some require payment by either purchasing a paycard with cash from one of the many vending machines around the hospital, or with credit / debit card by following the on screen instructions.



Refreshments

Takeaway refreshments and vending machines are still available across our sites.

Please note that during the pandemic the staff restaurant and volunteers coffee lounge at The James Cook University Hospital are only open to staff as we have limited seating available due to social distancing.

The seating area in Costa Coffee is reserved for patients attending outpatient appointments only.

To help keep everyone safe please do not arrange to meet friends and family in hospital shops or cafes while visiting is restricted.

Transport to and from hospital

There is travel information for each of our hospital sites at southtees.nhs.uk/hospitals/ – if you need to use public transport, please check with your local transport companies for updates before setting out.

Update your contact details

During the pandemic we are carrying out many appointments using telephone conferences or video calls so it is important we have up to date contact details for all of our patients.

If your address, contact number, email or GP surgery has changed please complete the [secure online form](#) on our website or inform a member of staff.

Please also ensure the ward has up to date contact details for the relative or friend we should contact in an emergency.

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Patient experience - feedback, compliments, issues or complaints

All of our staff will be happy to accept feedback and compliments and will try to resolve any complaints you may have. You can also leave your feedback by completing the inpatient survey on the iPad, which are available on all wards.

If you would like to tell us about a recent stay, good or bad, please visit:
southtees.nhs.uk/patients-visitors/pals

If you do need support to raise your concern you can contact the Patient Experience Team / Patient Advice and Liaison Service (PALS) by either **email stees.pals@nhs.net or call 0800 0282451 or 01642 854807.**

Thank you

Our trust has been able to respond well to the pandemic so far and a big part of that is down to the support we have received from our patients and local communities - thank you.

Latest updates

For latest updates visit **southtees.nhs.uk/coronavirus/** or follow **twitter.com/southtees** or **facebook.com/SouthTeesHospitals**

To ensure we meet your communication needs please inform the Patient Experience Department of any special requirements, i.e. Braille/ Large Print.

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