

Table of Contents

Promoting healthy living	2
Before you go into hospital	3
What to take with you	4
On the ward	5
Your treatment	5
Agreeing to treatment	6
Personal Needs	7
Discharge - going home	7
Discharge - ongoing care	8
Discharge - support at home	9
Discharge - intermediate care	10
Pensions and Benefits	11
Obtaining your patient records	11
Your Rights and Responsibilities	12
If you have a complaint	13
Useful numbers	14
Your Important Numbers and Dates	15
About PRIAE	16
Aknowledgements	17

Promoting Healthy Living

It is important to take care of your health. Simple exercise, such as walking on a regular basis can help.

Try to eat healthy food and eat lots of fresh fruit and vegetable.

My Favorite Exercise

My Favourite Fruit

My favourite Hobby

What Makes Me Laugh

Before You Go Into Hospital

If you do have to go to hospital, you should prepare yourself. When you receive an admission letter, it should tell you about your in-patient stay.

The letter should ask you if you have any special requirements. If it does not, please ring the contact number on your admissions letter, and let them know what special requirements you have.

If you can't speak English you should ask a family member or a friend to phone the hospital and tell them that you will need an interpreter.

*'When the heart is at ease,
the body is healthy'*

-Chinese Proverb

What To Take With You

The information you receive should tell you what you can take with you into hospital.

You should take your most recent prescription and/or your current medication.

Do not take valuables or large amounts of money.

Do not take too many clothes, as there may not be sufficient place to store personal items.

You may take small items of religious importance to you e.g. prayer mats, or religious books, as the hospital may not be able to supply them.

On The Ward

In some hospitals, you may be asked questions about your language and religion. This is to make sure that hospital can make arrangements so that your needs can be met.

Please ask the Nurse, if you are not told, about meal times, visiting times and the number of visitors allowed.

Your Treatment

When a doctor sees you, tell them everything about your symptoms

If you find it difficult, please ask for an interpreter or ask a friend/family member to be present.

You may have to go without food or drink before an operation, please make sure you follow these instructions.

Agreeing To Treatment

You will be asked to agree to any treatment for your condition, and may have to sign a consent form.

If you are not sure about the treatment or the option available to you, you can ask for help from an interpreter or health advocate.

Most hospitals use trained interpreters. It is better to ask for them. Please do not depend on children to translate for you in these situations.

'When health is absent, wisdom cannot reveal itself, art cannot manifest, strength cannot fight, wealth becomes useless, and intelligence cannot be applied'

- Herophilus

Personal Needs

If you would like to pray in private, ask staff what space is available. If you want to talk to a faith guide such as a priest or Imam, please ask for them.

Please let staff know what your bathing and washing requirements are. For example, do tell them if you would like someone to rub your back.

Discharge - Going Home

A day and time for your discharge will be agreed in advance with you so that you can be collected.

If you live alone and there is no one to collect you, please ask for transport to be arranged for you.

If your consultant decides you need an ambulance, this will be arranged for you.

Discharge – ongoing care

Hospital staff should make sure you get all the help you need after you leave the hospital.

If your home needs to be altered in any way, for example if you need a stair lift or help to get in and out of bath, an assessment will be carried out before you leave hospital

Your hospital doctor will write to your GP about your treatment, and medicines you need to take.

Follow up appointments will be made for you and a letter will be sent to you. It is important that you keep these appointments.

Discharge – support at home

You should be given information on what services are available in the community, including the name of a contact person either from the hospital or from social services.

Ask for details of any clubs and day centres that you can attend, or voluntary organisations that can support you.

If you live alone, you should ask for arrangements to be made to help you. You should also ask if there is a 'From Hospital to Home' service available.

*'Good care never yet
destroyed anything'*
Irish proverb

Discharge – intermediate care

Sometimes you will need short-term care before you can go home. Please ask the hospital staff to make clear what that means and how you will be looked after during that period.

At other times a programme will be agreed with you to help with your rehabilitation in the home.

It is extremely important that you understand this programme and can stick to it to get full benefit.

*‘Health is the greatest gift,
contentment the greatest wealth,
faithfulness the best relationship.’
- Buddha*

Pensions and Benefits

Your pensions and benefits may be affected while you are in hospital. Please check with your local benefits office, or get a carer or relative to check on your behalf.

You must inform the Benefits Office if you are unable to manage your own affairs whilst in hospital.

Obtaining your patient records

To obtain information held on you, you have to complete an Application for Access to Health Records form.

This is available from the hospital’s Health Records office or the Patient Advice and Liaison Service.

There is normally a charge of up to £50 for this service.

Your Rights and Responsibilities

The hospital's Patient Charter includes what you can expect in terms of:

Your care.

Having your treatment explained to you, making sure your details are kept confidential.

Remember you have the right to be always treated with dignity, respect and confidentiality.

For your part, you should treat all staff, and other patients, equally, and with dignity and respect.

Please make sure you comply with hospital rules and regulations.

If you have a complaint

Sometimes, things go wrong, and the service you receive is not as good as you would like it to be.

You should speak to a member of staff as soon as possible or contact the hospital's Patient Information and Liaison Service (PALS).

That is the first stage and, if you are not satisfied, you can go to an Independent Review Commission and, ultimately, the Health Service Ombudsman.

If you feel you have been treated unfairly, you should seek advice and complain to the relevant equality body.

Useful Numbers

Commission for Patient and Public
Involvement in Health

0845 120 7111

Commission for Racial Equality

020 7939 0000

Disability Rights Commission

08457 622 633

Equal Opportunities Commission

0845 601 5901

Health Service Ombudsman

0845 015 4033

NHS Direct

0845 46 47

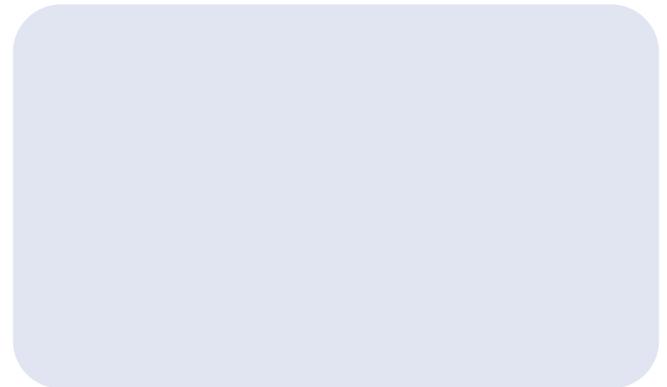
PRIAE

0113 285 5990

Your Important Numbers



Your Important Dates



About PRIAE

The Policy Research Institute on Ageing and Ethnicity (PRIAE) was established in 1998 after it became clear that there remains a lack of developments in this area and that fragmentation would continue unless a national 'umbrella' body was set up to support work with black and minority ethnic (BME) elders.

PRIAE is an independent registered charity working to improve pensions, health, social care and housing, and quality of life for black and minority ethnic older people in the UK and in Europe. The Institute aims to influence policy and increase and encourage good practice in work with BM Elders.

PRIAE does this through creating and leading on research projects, information, service, developments, training and consultancy.

Thank You from PRIAE to

Mrs Shantaben R Patel, aged 84 years for being the originator of this notebook. She uses her notebook in the belief that: 'even if in pain, it is best to avoid a headache: be prepared and be in control' she says.

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