

Welcome to Nuffield Health Hereford Hospital

We're here to help you get better. And whether you're with us for a day or longer, we want to make sure your stay is comfortable.

You'll find everything you need to know in this folder, like visitor hours and menu choices.

If you have a question, just ask a member of your friendly healthcare team. From nurses to housekeepers, we're all on hand to help.

Thank you for choosing our hospital. We hope your time here is as comfortable as possible.



Dawn Pickrell
Hospital Director

We're here to build a healthier nation

We're Nuffield Health, the UK's largest healthcare charity. For the last 60 years, our team of experts have been working together to make the nation fitter, healthier, happier and stronger, all for the public benefit.

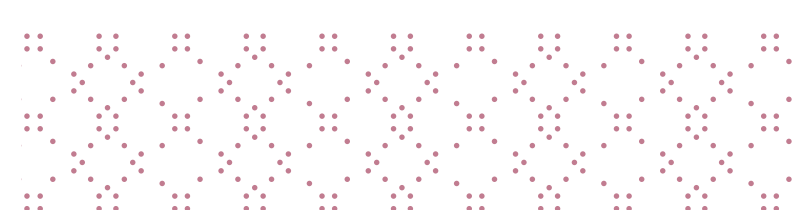


As a not-for-profit, we don't answer to shareholders. Instead, we invest all our income back into our family of 31 hospitals, 112 fitness & wellbeing clubs, 5 healthcare clinics, over 200 on-site workplace wellbeing services, as well as developing flagship charitable activities supporting our communities.

It's all part of our ambition to build a healthier nation.

With a team of experts and specialists, we're here to support your health in lots of different ways.

And with a personalised approach built all around you, we can provide the best possible care – wherever you are on your journey.





Meet your healthcare team

From nurses to pharmacists, we're here to help you get better.

Senior team

Our senior team is made up of the Hospital Director, Matron, Finance Manager and Sales and Services/Sales and Marketing Manager. It's their job to manage day-to-day life at Nuffield Health Hereford Hospital.

They're also in charge of maintaining our clinical standards, keeping the hospital clean, looking after patients and managing our finances.

The Resident Medical Officer (RMO)

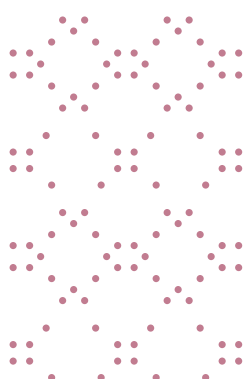
The RMO is an experienced doctor, whose job is to make sure you get the care you need.

They're on-site 24 hours a day, helping our consultants and nurses look after you during your stay.

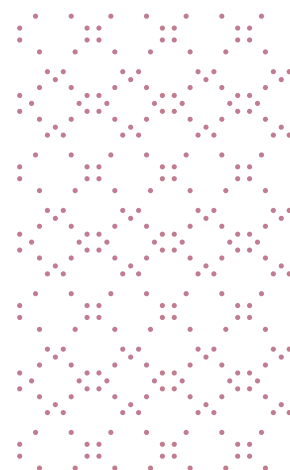
Student nurses

Alongside your healthcare team, you might also be seen by a student nurse.

We think it's important to give the next generation opportunities to learn. But if you'd rather not be seen by a student nurse, just let your team know.



Making your stay more comfortable



We want to make you feel at home, right from the moment you arrive at Nuffield Health Hereford Hospital. If you'd like something else to make your stay more comfortable, let us know and we'll do our best.

Free wi-fi

Stay online during your stay with our free wi-fi.
Network: **NH_Guest**
Password: **nuffield**

Clergy and faith leader visits

Speak to your nurse if you'd like a visit from a faith leader. We can arrange visits from most religious denominations.

Translation services

Let your nurse know if you or your family would like an interpreter.

Consent

Before surgery, we'll ask you to sign a consent form. Our team will make sure you've got all the information you need to feel confident about treatment. They'll be on hand to answer any questions.

Chaperone

Our chaperones are available to give support before and during any investigations or procedures.

Chaperones are usually nurses. Just speak to a member of your team if you'd like them to stay with you during your consultation, examination, or treatment.

Accessible information

All our information is available in large print.

All the right ingredients

Tasty, healthy dishes are always waiting for you at Nuffield Health Hereford Hospital. Everything we make will be freshly prepared and brought to your room by our friendly ward host.

Made for you

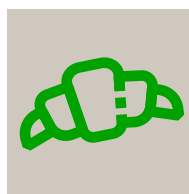
Our menus have been carefully created to work with dietary requirements, including low fat, high fibre and vegetarian diets.

We offer lighter meals (or smaller portions) to suit your appetite. We also have a special menu for children and younger patients.

What's on today's menu?

You'll find today's menu at the front of this folder.

Meal times



Breakfast from
8am



Lunch from
12pm
(midday)



Dinner from
6pm

If you've returned from theatre and aren't ready to eat before 7pm, you can choose from our evening menu.

Meal times are flexible and might change due to nursing care or consultant visits.

Your visitors can also order from the daily menu, for an extra charge. Just let us know their order before 11am for lunch, and 4pm for dinner.



Your visitors

A visit from friends and family can brighten up anyone's day. That's why guests are welcome to visit you at Nuffield Health Hereford Hospital.

Visiting hours

Patients are usually rested between 1:30pm–2:30pm, so we ask guests to plan around this time. We encourage visitors to leave by 9pm.

Visitor Meal

Visitors are welcome to dine with you and order from the daily menu for an extra charge. Just let us know their order before 11am for lunch and 4pm for dinner.

Smoking

We have a no smoking policy (including e-cigarettes) in the hospital buildings and grounds.

Taxis

We can order taxis throughout the day. Just ask a member of staff.

Security

We ask all visitors to check in at the main reception desk. They'll be given security badges to wear when in the hospital.

We take security very seriously and have CCTV in operation at all times. If you're concerned about a possible security issue, please let a member of staff know as soon as possible.

Contacting the hospital

If your loved ones need to get in touch, they can call 01432 355131.

Our phone lines are open 24 hours a day.

Car parking

Free car parking is available but can be limited during peak times.

Health and safety

Valuables

Avoid leaving valuables in your room during your stay. You can ask for these to be locked away safely during your treatment or operation.

Personal electronics

Please tell your nurse if you've brought your own electronic devices, like a hairdryer or laptop. Our technician will check they're safe to use.

You're also welcome to borrow a hairdryer if you need one.

Hot water

Hot water temperature is controlled by our thermostats and kept to 40°C. This is very hot and should be mixed with cold water by a nurse before using.

Fire safety

All our hospitals are built to the highest standards of fire safety – and we have an automatic fire detection system in every part of the hospital.

We test the fire alarm every Wednesday at 9:15am. These tests only last between 5-10 seconds. But our fire doors close automatically, so it's best to stay in your room during tests.

Infection prevention

We're committed to reducing the risk of infection for our patients.

Our staff make sure all areas of the hospital, from the rooms to the floors, are clean and tidy at all times.

Visitors and patients can help by:

- ◆ Washing your hands with soap and water or alcohol hand rub before or after:
 - eating
 - sneezing and coughing
 - using the toilet
 - touching a medical device (catheter, peripheral, central line, etc.)
- ◆ Not touching any wounds
- ◆ Asking visitors suffering from diarrhoea, vomiting or infection to avoid visiting the hospital until they're better.

Thank you for helping us keep up our cleanliness standards for infection prevention.





Going home

When it's time to leave, we'll give you a copy of our 'Going Home' folder. From pain relief to follow-ups, it's a handy guide with all you need to know about your discharge from our care.

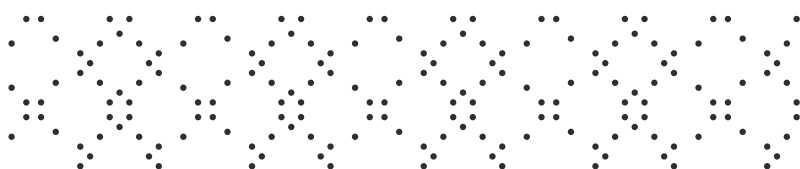
Discharge time

If you've been with us overnight, you can expect your discharge time to be before 12pm midday. Make sure you have someone ready to pick you up.

Your nurse will give you a discharge pack and you'll be seen by pharmacy and/or physiotherapy staff if needed.

Settling your bill

You can pay any additional costs when you're leaving.



About us

At Nuffield Health Hereford Hospital, we offer high standards in clinical care – with state-of-the-art facilities, consultant-led treatments, spotlessly clean rooms and a team of helpful, experienced nurses. It's why the Care Quality Commission awards us the highest ratings in the healthcare sector.



Your next step

We want to get you back to full health as soon as we can. That's why we offer 30 days' free access to any one of our 112 fitness & wellbeing clubs nationwide. We can help get you back into exercise in a safe, supported way.

Visit nuffieldhealth.com/patientrecovery to get booked in.

Hospital facilities and services

- ◆ Diagnostic imaging, including MRI, CT, mammography and X-ray
- ◆ On-site physiotherapy
- ◆ Ambulatory care unit
- ◆ Ophthalmic suite
- ◆ Day care suite

Hospital events

Find out more about a wide range of medical conditions at our hospital events. They're free to all.

Visit nuffieldhealth.com/events to see what's coming up.

Recovery Plus

Our optional recovery programme, Recovery Plus is available to our private patients after in-patient treatment. We can provide you with a personal recovery plan, including:

- ◆ A health check
- ◆ Exercise and nutritional advice
- ◆ A 3-month membership at a Nuffield Health fitness & wellbeing club of your choice
- ◆ Your very own recovery coach

With Recovery Plus, you'll be taken care of from start to finish. A full list of treatments can be found at nuffieldhealth.com/recoveryplustreatments

Please note, this plan is free of charge to private patients at our hospitals.

Quality and assurance

Care Quality Commission

For over 60 years, we've helped people improve their physical and emotional wellbeing. We're proud to maintain high standards of care, professionalism and expertise. But we're always looking for ways to get better.

We've won a few awards too, including the LaingBuisson Private Hospital Group award and Private Hospital Group of the Year at the Health Investor Awards. And we're proud to lead the way for quality in the independent sector, as rated by national regulators like the Care Quality Commission.

Audit

We keep a close eye on our services, making sure they comply with national and local policy. And to also ensure we never become complacent.

As a result, we're always looking for ways to make our patient care better.

Quality and safety

Making sure our patients and staff are safe is our top priority. That's why we have strict governance systems in place, each guided by the same principle: quality matters.

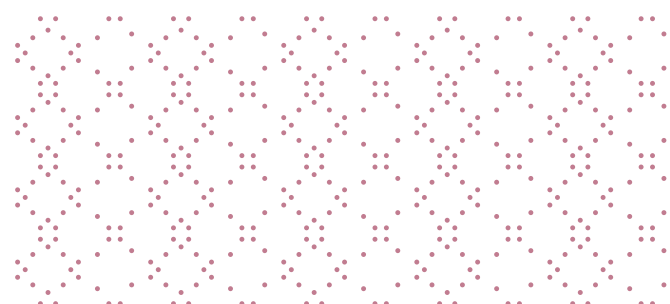
Everything we do is checked against best practice and KPIs – some come from customers' feedback, while others are developed to regulatory or internal standards.

It's how we make sure we're delivering the best possible care.

Data protection

The confidentiality of your information is extremely important to Nuffield Health. That's why we fully comply with the Data Protection Act 2018 and confidentiality guidelines.

To find out more, take a look at our full privacy policy at nuffieldhealth.com/privacy



Discover a gym built around you

Our network of fitness & wellbeing clubs can help you achieve your health and fitness goals. We've got fully equipped gym floors, wellbeing services and exclusive member benefits – all under one roof.

- ◆ Friendly, expert physiotherapists and personal trainers
- ◆ Group exercise classes
- ◆ Swimming pools and spas
- ◆ Regular Health MOTs
- ◆ State-of-the-art equipment
- ◆ Multi-club access
- ◆ Fitness programmes designed around your goals
- ◆ Accredited by the Chartered Institute for the Management of Sport and Physical Activity

Nuffield Health fitness & wellbeing clubs near you

- 1) Nuffield Health Worcester Gym
- 2) Nuffield Health Cwmbran Gym
- 3) Nuffield Health Gloucester Gym

Join today at nuffieldhealth.com/gyms

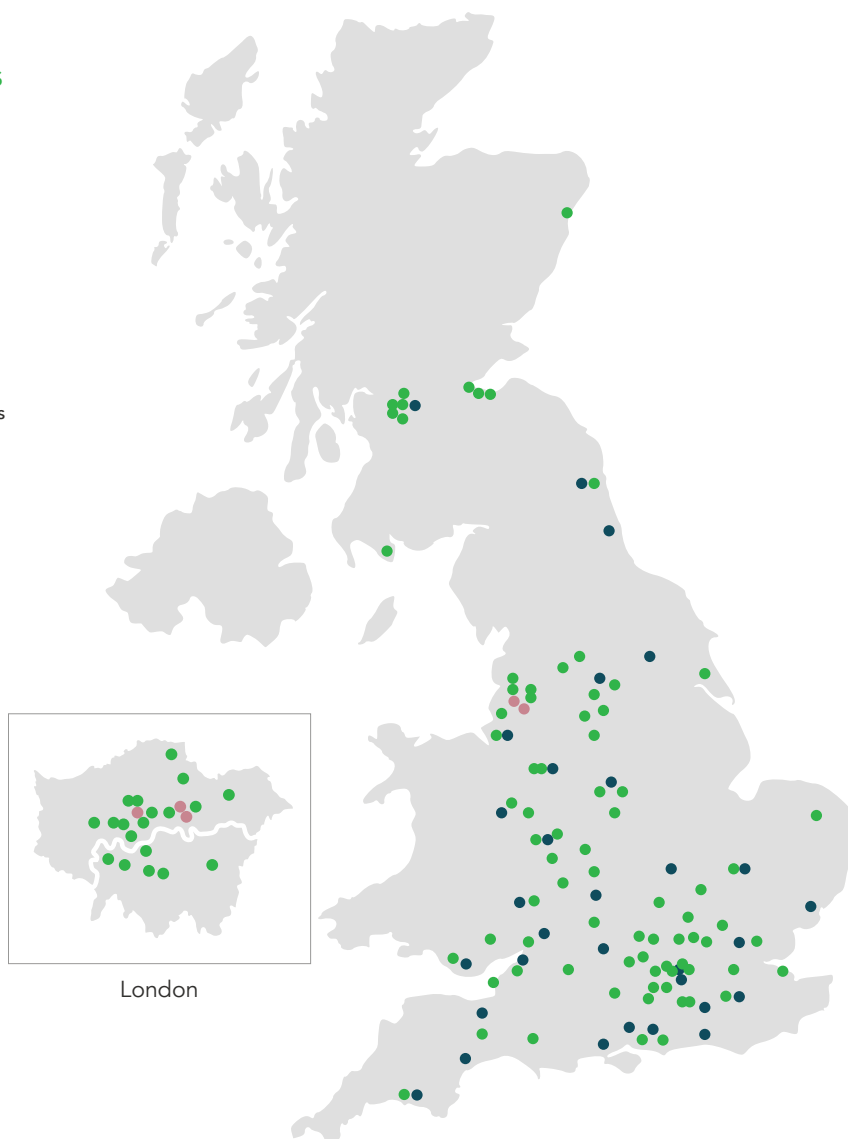
Facilities and services may vary.



Where health and fitness go hand in hand

• Fitness & Wellbeing Clubs

Aberdeen	Hertford
Aylesbury	Hull
Barrow	Ilford
Battersea	Islington
Birmingham Central	Kingston
Birmingham Rubery	Leatherhead
Bishops Stortford	Leeds
Bloomsbury	Leicester
Bolton	Letchworth
Bridgend	Liverpool
Bristol	London City
Bristol North	Manchester Printworks
Bromley	Medway
Brondesbury Park	Merton Abbey
Cambridge	Milngavie
Canary Wharf	Milton Keynes
Cannock	Moorgate
Cheam	Newbury
Chelmsford	Norbury
Chester	Northampton
Chesterfield	Norwich
Chichester	Nottingham
Chigwell	Nuneaton
Chingford	Oxfordshire
Chislehurst	Paddington
Club Baltimore	Plymouth
Cottingley	Portsmouth
Covent Garden	Preston
Crawley	Reading
Crawley Central	Romford
Croydon	Rugby
Croydon Central	Sheffield
Cwmbran	Shipley
Derby	Shoreditch
Devonshire	St Albans
Didsbury	Stockley Park
Doncaster	Stoke
Ealing	Stoke Poges
East Kilbride	Sunbury
Edinburgh	Surbiton
Edinburgh Fountain Park	Swindon
Edinburgh Omni	Taunton
Enfield	Telford
Farnborough	Tunbridge Wells
Farnham	Twickenham
Friern Barnet	Wakefield
Fulham	Wandsworth
Glasgow Central	Wandsworth Southside
Glasgow Giffnock	Warwick
Glasgow West End	West Byfleet
Gloucester	Weston-Super-Mare
Gosforth	Wimbledon
Guildford	Wokingham
Guiseley	Wolverhampton
Harrogate	Worcester
Hemel Hempstead	Yeovil
Hendon	



• Hospitals

Bournemouth	Leeds
Brentwood	Leicester
Brighton	Newcastle
Bristol	North Staffs
Cambridge	Oxford
Cardiff and Vale	Plymouth
Cheltenham	Shrewsbury
Chester	Taunton
Chichester	Tees
Derby	Tunbridge Wells
Exeter	Warwickshire
Glasgow	Wessex
Guildford	Woking
Haywards Heath	Wolverhampton
Hereford	York
Ipswich	

• Medical Centres

Canary Wharf (London)
Hosier Lane (London)
Manchester Diagnostics
Salford Quays
West End (London)



We want to hear from you

We'd appreciate it if you could take a moment to tell us what you think about your experience. Your comments help shape what we do moving forward.

Visit nuffieldhealth.com/survey

