

## INFORMATION FOR VISITORS

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# Influenza (flu) – advice for visiting patients with flu

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Sherwood Forest Hospitals NHS Foundation Trust is committed to providing patients with high-quality care while maintaining the compassion, dignity and privacy, which is vital to restoring them to good health. The safety and well-being of our patients is paramount. We recognise the important role family and significant others play in helping their loved ones during their hospitalisation.

To help us provide the best care possible and reduce the risk of spreading flu within our hospitals, we request patients and visitors to follow the recommended guidelines below. If you have any questions or concerns, please discuss them with the nurse in charge:

- While the patient is infectious, please **do not** visit.
- When the patient is no longer infectious, we suggest visiting during the hours of 2pm and 4pm to help support their rest and recovery. We request any exceptions to be coordinated with the nurse in charge.
- To ensure confidentiality, we ask that the correct contact names and phone numbers of family members are verified so they can be entered into the patient's health record.
- If possible, we ask that one family member or designated person be the spokesperson when calling the ward for information. This designated person would then share information about the patient with other family members. Multiple family members calling for patient information reduces the amount of time our nurses spend with patients. When calling about your loved one, we request you call after 9am to allow the staff ample time to prepare for the morning routine with patients.
- All visitors must be free of flu-like symptoms. If you develop flu-like symptoms, you can help yourself and others by staying at home and treating your symptoms.
- Only close relations or a partner wearing normal surgical face masks should visit.
- Please do not have more than one visitor per patient for half an hour per visiting session. We request exceptions to this to be coordinated through the nurse in charge.
- Children should not visit except in exceptional circumstances. We request that this is coordinated through the nurse in charge.
- To reduce the risk of spreading flu, please cover your nose and mouth when you cough or sneeze.

- Use a tissue and dispose of it promptly and carefully. Remember: 'Catch it, Bin it, Kill it'.
- For your protection, and that of the patient, please wear the protective clothing the nurses have requested you wear. This will include a plastic disposable apron, a pair of gloves and a surgical face mask. Nursing staff will explain how to wear these, and how to remove and dispose of them safely. Perform hand hygiene (wash hands) before and after removing protective clothing.

Thank you for your co-operation in helping us protect our patients and staff from flu.

### Contact details

If you have any further questions or concerns, please talk to one of your nurses or a member of the Infection Prevention and Control Team.

The team is available seven days a week, 8am to 4pm, and there is an answer phone outside these hours:

- Telephone: 01623 622515 extension 3840/6268.

### Useful websites

<https://www.gov.uk/government/organisations/public-health-england>

World Health Organisation: [World Patient Safety Day 2023: Engaging Patients for Patient Safety \(who.int\)](https://www.who.int/campaigns/world-patient-safety-day-2023)

### Further sources of information

NHS Choices: [www.nhs.uk/conditions](https://www.nhs.uk/conditions)

Our website: [www.sfh-tr.nhs.uk](https://www.sfh-tr.nhs.uk)

### Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you.

External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net)

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