

## Visiting times

This Visitors' Code of Conduct aims to create a restful environment for patients. It is also aimed at helping to reduce the spread of infections.

Under the new arrangements visiting hours on all adult wards within Frimley Park Hospital will be:

### Visiting times

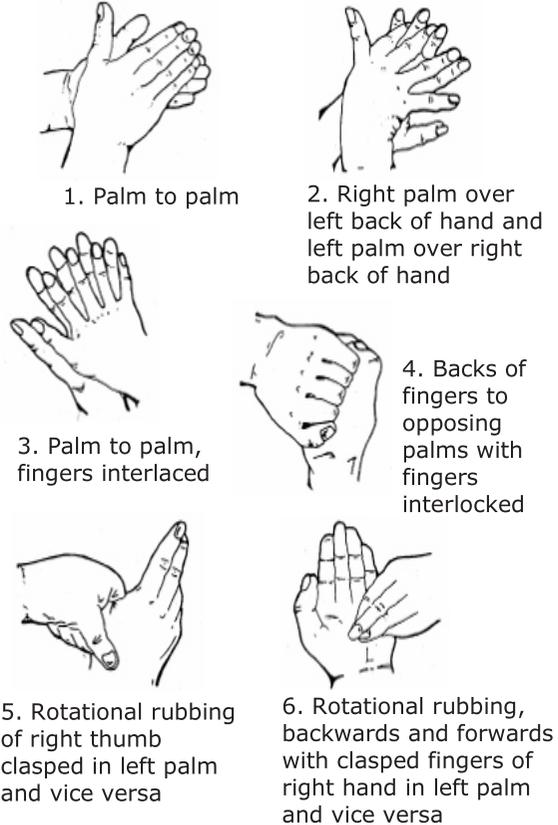
**Monday to Friday  
6.30pm to 8.30pm**

**Saturday and Sunday  
2.30pm to 8pm**

- The following wards will still have more flexible visiting according to directions given at the ward entrance: Maternity, Cardiac Care Unit, Intensive Treatment Unit and Paediatrics.
- Relatives and close friends who need to visit outside these visiting times are asked to contact the nurse-in-charge to obtain a **visiting exception permit**.

Please clean your hands with alcohol gel from the wall dispensers when entering and leaving the ward. The gel will evaporate naturally.

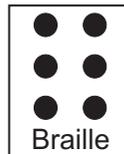
### Six stage hand cleaning technique



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or



please contact the  
Patient Advice & Liaison Office on

☎ 01276 526706

## Working together to protect our patients



### A Code of Conduct for Visitors

- What you can do for us
- What we will do for you
- Visiting times

Thank you for helping us to protect our patients by following our visitors' code. We want to create quiet time for patients while respecting the desire for visitors to see their loved ones when they are unwell.



Congestion on our busy hospital site means we have had to limit visiting times to evenings during the week. We will only be able to complete our plans to develop services, including a new Emergency Department if we can limit daytime traffic. We have extended visiting times at weekends.

Because we know not everyone can attend in the evening, we will make exceptions in some circumstances e.g. those only able to come by public transport. See overleaf for details about visiting hours and the '**Visiting Exception Permit**'.

We welcome visitors at specific times if they are helping to care for their relative or friend, for example by assisting them at mealtimes.

We would also ask your help in limiting visitors to no more than two at any time. Young children are known to carry more infections than most adults, so we ask you not to bring visitors under 10 years old.

**Mary Dunne**  
**Director of Nursing**

## What you can do for us

- 1 Please use the hand gel wash each time you enter and leave the ward.
- 2 Please respect other patients and keep noise to a minimum.
- 3 Make sure there are no more than **two visitors** at the bedside at a time. Only bring in children under 10 years old if you really need to.
- 4 Please help us to keep infection away from the wards. **Don't visit if you are unwell.** Use the chairs provided and don't sit on a patient's bed.
- 5 Please do not use mobile phones, cameras, etc, in patient areas.
- 6 Please only bring in essential personal items for the patient. We need to keep the bedside free from clutter to help with cleaning.
- 7 Physical violence, verbal aggression or threatening behaviour towards staff will not be tolerated.
- 8 Please do not bring in plants or flowers to the hospital.
- 9 Your relative or friend may have agreed for you to ask questions about their condition or treatment. If you wish to speak to the nurse-in-charge please ask at the start of your visit so this can be arranged.

## What we will do for you

- 1 We aim to create a clean, calm and restful environment to help our patients recover.
- 2 We aim to keep mealtimes free from interruptions so that we can provide assistance to patients who need it.
- 3 We will take all precautions to reduce infection. We will wash our hands between patients and provide gel dispensers at the entrance to every ward, bay and bedside.
- 4 We will protect the privacy and dignity of all patients in our care.
- 5 We will be polite and courteous to you.
- 6 We aim to keep relatives well informed. The nurse-in-charge or the ward manager is there to help.
- 7 The Head of Nursing for the area will respond as quickly as possible to any concern you raise about the care of the patient.
- 8 If you are the patient's designated contact we will respond as promptly as possible to telephone enquiries about the patient's condition.