



PATIENT INFORMATION

Coming to the Emergency Department at Torbay Hospital



Torbay Hospital



Ward



Coming into hospital checklist

Tick When Done ☒

Bring your hospital passport if you have one

☐

Bring any medication you are taking

☐

Name, address and telephone number of your next of kin, carer or your nearest friend

☐

Would you like someone to speak on your behalf?

☐

A small amount of money

☐

You may also want to bring a couple of books or magazines

☐

Tell a friend or relative you will be in hospital

☐

Please do not bring



Cigarettes or tobacco as the hospital has a "No Smoking Policy"



Alcoholic Drinks



Lots of Money



Valuables Such as Jewellery



No food items but fruit is OK



Getting to the hospital



You may come to the hospital in an ambulance



A friend or carer may bring you to the hospital

Coming by Car



There are 2 entrances to the hospital;
Cadewell Lane and Lawes Bridge.

The main Car Parks are signposted as soon as you come onto the site and are pay and display.



Parking spaces for disabled drivers are near each of the main hospital entrances.

If you use these please remember to display your "blue badge".



Tell the nurse if you leave your car in the car park while you are in hospital. Special arrangements can be made in these circumstances.

Buses



Lots of buses come to the hospital

Babbacombe 33, 65	Brixham 12, 66	Churston 12, 66
Kingskerswell 12, 66	Marldon 66, 149	Newton Abbot 12, 66
Plainmoor 65	Shiphay 32, 66, SB6, 149	St Marychurch 32, 33, 65, SB5
Teignmouth 32 (Hourly)	Totnes 149	Torquay Centre 12, 32, 33, 64, 65, 149
Teignmouth, Chudleigh, Newton Abbot 40		Teignmouth, Torquay 11

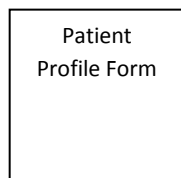
When you arrive at the hospital



You may be asked to switch off your phone in the hospital. The nursing staff will let you know.



The doctors and nurses will meet you when you come to the hospital.



Inform reception staff if you have any learning disabilities, where they can give the doctor/nurses a copy of your patient profile.



Then sit on a chair in the waiting room until the nurse calls your name.

You will be seen as soon as possible but there may be other people more poorly than you.



The nurse will call your name and take you to see the doctor.



Show the doctor and nurse your hospital passport if you have one.



Some of the people wear different uniforms. Please ask us if you have any questions.

Doctor (dark green scrubs)



Matron (Navy Blue scrubs, purple trim)



Sister (Navy Blue scrubs, white trim)



Staff nurse (Royal Blue scrubs)



Assistant Practitioner (Light Blue scrubs)



Health Care Assistant (Mint Green scrubs)



Ward Clerk



Domestic Support / Cleaner



Support Worker



The nurse / doctors will help you to feel better

Tell the nurse if you have a problem with your



eyes  or ears,  or if you need

help with eating  and drinking 



How do you like to communicate?

Tell the nurse or doctor which part of you is not well



Headache



Feel Sick



Breathe



Hot



Back Pain



Chest Pain



Stomach Pain



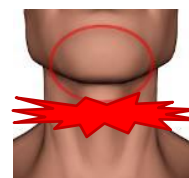
Tired



Been Sick



Cold



Sore Throat

You may have some tests



Xray



Blood
Pressure

It can take some time to get the results



You may not need to be admitted into the hospital, sometimes people do not need to stay in hospital and will go home.



A letter will be sent to your doctor, to say you have been to Accident and Emergency.



If you need information, please ask the doctor to write it all down for you.

You may stay in hospital

The nurse will tell you if you



Should not eat



Should not drink



Tell the nurse if you need to go to the toilet



The nurse may ask you to change clothes.

You may go with a nurse to the emergency ward on a trolley/bed.



You may have a bed on a ward.



You can call a nurse.



Ask the nurse if it's ok to switch on your phone.

Contact Numbers - Health

These people can give you information about your visit to the hospital. They will help you if you have any questions.



Roz Erskine-Gray
Learning Disability Liaison Nurse
Torbay Hospital
Telephone ☎ 01803 654994
e-mail: roz.erskine-gray@nhs.net



Patient advice and Liaison Service (PALS)
Telephone ☎ 0800 02 82 037
Text Phone ☎ 01803 654742
e-mail: pals.sdhc@nhs.net



Maggie Douglas Dunbar
Dementia Specialist Nurse
Telephone ☎ 01803 655859
e-mail: maggi.douglas-dunbar@nhs.net

Torbay Hospital contact numbers

For other wards and departments	☎ 01803 614567
Emergency Admissions Ward (EAU3)	☎ 01803 655966
Emergency Admissions Ward (EAU4)	☎ 01803 655946
Accident Emergency Reception	☎ 01803 654003/8
