



# JPUH Visitors Charter

We welcome visitors for the benefit of all our patients' wellbeing. We suggest that visitors attend during the core hours of 07:00 – 22:00 These times can be negotiated according to patient/relative circumstances.



**James Paget  
University Hospitals**  
NHS Foundation Trust

| YOU CAN EXPECT OUR STAFF TO:  | WE EXPECT VISITORS TO:   |
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| <p>Be polite and courteous to visitors at all times.</p> <p>Be respectful - we will aim to keep noise to a minimum.</p>   | <p>Be polite and courteous to staff, patients and other visitors.</p> <p>Be respectful - our patients are poorly so please keep noise to a minimum and put phones on silent.</p>   |
| <p>Be welcoming of visitors who wish to support in the care of their relative or loved one.</p>   | <p>Let the nurses know if you would like to help deliver personal care or help the patient at mealtimes. Please check with nurses regarding patients' dietary requirements.</p>  |
| <p>Do our best to create a calm and restful environment to help patients recover.</p> <p>Care for each patient as an individual and be aware of their needs.</p>  | <p>Agree visiting times with other family and friends so that patients do not have more than two visitors at a time.</p> <p>Use the chairs provided instead of sitting on patients' beds.</p> <p>Talk to the nurse in charge or department manager before bringing children to visit.</p> <p>Allow your relative the opportunity to rest for periods throughout the day - do not feel you have to be there all the time.</p> <p>Be respectful of other patients rest times.</p> <p>Please be aware you will be asked to leave if a medical emergency occurs.</p> |
| <p>We will ensure we will keep the nominated person informed, as identified by the patient.</p> <p>Put patient care first which might mean, sometimes asking visitors to leave the bedside or finish a visit early.</p> | <p>Understand and respect that information cannot be given out unless the patient has given their permission.</p> <p>Understand that due to patient care priorities you may have to wait to speak to staff.</p> <p>Understand that you may be asked to leave the ward temporarily to ensure patients confidentiality, privacy and dignity are maintained.</p> <p>Please do not disturb nursing staff when they are giving out medication.</p>  |
| <p>Work hard to provide a clean hospital.</p> <p>Do all we can to protect patients from infection - on occasions this may mean restricting visiting.</p>  | <p>Wash your hands on entering and leaving the ward.</p> <p>Do not visit if you are unwell.</p> <p>If your illness is diarrhoea and vomiting, do not visit for at least 48 hours after your last episode.</p>  |
| <p>Identify, respect and support (unpaid) Carers and signpost them to additional support.</p>   | <p>Tell us if you are undertaking a caring role so we can support you.</p>   |