

## During Your Stay in Hospital

## Information for BFG Patients in Hospital

***IF YOU REQUIRE ANY OTHER INFORMATION  
PLEASE ASK FOR THE PATIENT SUPPORT  
OFFICER (PSO)***

The provider of this information takes every care to ensure that it is accurate and up to date, but cannot guarantee its completeness and correctness.

# *Paderborn Garrison*

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## Welcome

### Your Hospital

You or your child have been admitted to **St. Vincenz-Krankenhaus Paderborn**.

This is a German hospital, however, it has agreed to pay specific attention to the needs of British patients, for example:

- The English language is widely spoken
- Curtains and screens are available
- The hospital works closely with your GP.

#### Sites:

St. Vincenz (Haus 1):

Am Busdorf 2-4, 33098 Paderborn  
Reception: Tel. 05251 86 0  
Specialty: Orthopaedics, General Medicine,  
General Surgery, Neurology, Oral Surgery,  
Cardiology, Vascular Surgery and an  
Intermediate and Intensive Care Unit.

St. Vincenz Frauen- und Kinderklinik St. Louise (Haus 3)

Husenerstrasse 81, 33098 Paderborn  
Reception: Tel. 05251 86 4100  
Specialty: Paediatrics, Neonatal Unit,  
Paediatric Intensive Care Unit, Gynaecology  
and Obstetrics.

St. Josefs Brüderkrankenhaus

Husenerstrasse 46, 33098 Paderborn  
Reception: Tel. 05251 7020  
Specialty: Urology and Radiotherapy.

Karl Hansen Klinik (KHK)

Antoniusstrasse 19, 33175 Bad Lippspringe  
Reception: Tel. 05251 95 4000  
Specialty: Ear, Nose and Throat (ENT) and  
Sleep lab.

## **Help with Understanding: Patient Support Officers [PSOs]**

Many of the hospital staff will speak English but if you want additional assistance, the Patient Support Officers [PSOs] are there to help and you or the hospital staff can request their assistance. PSOs are considered an integral member of the clinical team, and sharing of information is governed by information protocols and the Code of Practice for confidentiality.

They can:

- Interpret when you see medical staff and help with questions you may have
- Advise you on hospital routines
- Liaise with your medical centre

### **Please Ask For Help**

The hospital staff will contact the PSO at your request. The PSOs are available during office hours but can also be contacted out of hours to provide support via the telephone.

The office hours of the Patient Support Service Team are:

Monday to Friday                      8:00hrs – 16:30hrs

The PSO telephone number from your bedside telephone is 1445 (in Haus 1) or dial 4113 (in Haus 3).

### **From outside call:**

St Vincenz Krankenhaus PB    ☎ 05251 86 1445

Frauen und Kinderklinik PB    ☎ 05251 86 4113

Karl Hansen Klinik                ☎ 05252 95 4331

Out of hours and on Public Holidays please call the Patient Support Service Hospital Hotline on ☎ 0800 5889936.

### **Your responsibilities**

All health professionals and support staff working in the German hospitals aim to provide the highest standard of health care.

A lot of effort and resources go into making sure that your health needs will be met, and you have to play your part as well. Please follow the instructions of those providing care.

If there are problems or something occurs which you feel needs changing, please speak to the Hospital Staff/Patient Support Team.

Please remember that whilst you are in Hospital you are still under the Jurisdiction of the military. Failure in discipline and behaviour may result in your Unit Orderly Officer or Royal Military Police being contacted.

On admission the PSO will ask you to complete a form requesting your personal, head of Household as well as next of kin details. Please complete the form as soon as possible to enable us to support you throughout your hospital stay.

### **Self-Discharge**

If you decide to leave hospital against the advice of your doctor, you do so at your own risk and may become liable for costs if a further subsequent readmission becomes necessary.

Units/Medical Centres will be informed of patients who discharge themselves from hospital.

In the event of a parent wishing to self-discharge their child, please be aware that the GP and Health Visitor will be notified and may wish to speak with you if there is a concern or your child's recovery may be at risk.

## *Hospital Routines*

### **Privacy**

Screens and curtains are not routinely provided in German hospitals although your hospital has been asked to do so. If you would like a screen for privacy, please inform the nursing staff, who will organise a mobile screen for you. If you have any difficulty, please contact the Patient Support Team.

A green light above a patient's room indicates that a doctor or nurse is attending a patient.

A red light above a patient's room indicates that a patient has called for assistance.

If you have any concerns regarding your or your child's privacy or dignity, please speak to your PSO.

## **How to Contact Staff**

To call the nurse, press the call button at your bedside. A nurse will attend to you as soon as possible. If you are mobile, you can also go to the nurses' ward office but please always knock on the door as they may be in a meeting or discussing patient details and would wish to maintain confidentiality.

## **WEEKENDS AND PUBLIC HOLIDAYS**

As there are fewer doctors on duty at weekends or Public Holidays, there may not be a ward round. If you or your child are having physiotherapy, please check with the physiotherapist regarding weekend arrangements.

## **Routine of Ward Staff**

### **DOCTORS**

You should see the doctor(s) in charge of your/your child's care once a day at the ward rounds. It is very important that you take this opportunity to speak to the doctor regarding any medical queries and discuss any concerns. They are often unable to visit at other times due to their operating schedules or other duties. It can be possible to arrange an appointment to see the doctor if necessary. Please discuss this with the nurse or your PSO. Some patients find it useful to write down questions they have for the doctor.

**Please note: sometimes ward rounds are held as early as 7:00 in the morning.**

### **NURSES**

The style of nursing may be different to that which you are used to. The nurses will not disturb you during your stay unless they have a specific reason to visit you, e.g. change dressing. The emphasis in German hospitals is on rest and recuperation.

**Therefore, if you are in any discomfort or need assistance, do not hesitate to ring the call bell and ask the nurse if you/your child need help.**

### **Medication**

The method of issuing medication is often very different to that practised in the UK. As an adult you may be given your drugs for the whole day in a 'medication tray' and be expected to take your tablets at the times specified on the tray. For children the administration is provided by nurses.

If you are unsure about how or when to take the medication, please ask the ward staff.

If you or your child are in pain and need pain relief, you must let the staff know and they will arrange pain relief. The staff will assume that you or your child are not in pain or that pain relief is sufficient

## **Security**

Please leave any valuables at home. The hospital cannot take responsibility for any personal belongings you bring and you do so at your own risk.

Please make sure that you do not leave your belongings on display while you are out of your room or in theatre. A lockable cupboard or safe may be available in your/your child's room; you can ask the nurses to look after the key while in theatre. unless you tell them otherwise

## **Consent**

### **IF YOU OR YOUR CHILD ARE DUE TO HAVE AN OPERATION**

#### **Prior to the operation**

A doctor will discuss the procedure with you and ask you to sign a consent form. You/your child will also see an anaesthetist who will discuss the intended anaesthetic and ask you to sign a consent form. If you are concerned or you do not understand the consent form, please ask for the assistance of a Patient Support Officer, before you sign this document.

#### **On the day of operation**

Shortly before being taken to the operating theatre you/your child will be asked to change into an operation gown and depending on the procedure to put on anti-thrombosis stockings (which are quite difficult to get on!). Any jewellery, underwear, spectacles, false teeth, hearing aids, nail polish etc. must be removed. A pre-medication may also be given.

Occasionally, due to Emergency admissions, your operation may be delayed. The staff will endeavour to keep you informed. Do not hesitate to ask if you are concerned.

#### **Following the operation**

If the pain is causing a lot of discomfort, please inform the nurse. You will have the opportunity to see the doctor and discuss the operation and any further treatment required during the next ward round when you have recovered from the effects of the anaesthetic or the pain medication.

## *Links to Home- During your stay in Hospital*

### **Sharing Information:**

While you or your child are in hospital, various links are kept with the community to ensure a seamless transfer of your care upon discharge. The personal or medical details will be kept confidential and shared only with the staff directly involved with your health care.

If you are a dependant, please be aware that you can “opt out” of having your name added to the Daily Bedstate. However, this may result in you and your family not receiving relevant support. You have the legal right to confidentiality and access to your information. Service Personnel should refer to Standing Orders/Instructions for BFG.

**If you require more information, please ask your PSO for a copy of the leaflet “Sharing Information”**

### **Visiting Times**

For Haus 1, St. Josefs and the Karl Hansen Klinik.

Visitors are welcome at any time between 08:00 – 20:00 on all wards with the exception of Intensive Care. Visiting times here are 10:00 – 11:00 and 15:00 – 18:00 unless otherwise agreed. Please note, no more than 2 visitors at a time are allowed to be with the patient on Intensive Care.

Haus 3

Visitors are welcome at any time between 08:00 – 20:00 on all wards with the exception of ICU for children (K4) and the Obstetrics ward (C).

Ward K4: 09:30 – 13:00 and 13:30 – 20:00.

Ward C: 10:00 – 11:00 and 16:00 – 19:00.

**Of course new Dads and siblings are exempt from these rules!**

Please check with the ward staff, about possible contagious illnesses should any children under the age of 6 wish to visit the children’s wards.

Please remember that too many visitors at the same time can be exhausting for you and may disturb other patients in the room.



## Welfare Services

Your first point of contact for any welfare issues is your own Unit Welfare Officer (UWO). The process is to call the relevant guardroom and ask them to contact the UWO on your behalf.

*If you would rather speak to someone who is independent of your unit, or you would like specialist welfare support you can contact the Army Welfare Service (AWS). You will be asked to leave your name and contact details and an Army Welfare Worker will get back to you.*

**If you require any contact numbers or advice, please ask the PSO.**

## Discharge

The medical staff will advise when you/your child may be discharged. There is an important administration process to follow. You will be given a Discharge Note which is for your information. A copy will also be forwarded to your Medical Centre.

Once you have been advised that you/your child will be discharged, please be so kind to pack your things, as the next patient will be waiting to be admitted.

The Discharge Note informs the GP of any immediate clinical requirements you have following discharge and is an important clinical record. If you or your child require medication on discharge, you will be given a maximum 10-day supply. Please check the Discharge Note prior to leaving hospital. If medication is recommended but you have not received any, please contact your PSO immediately.

You will need to ensure that:

- You have informed the PSO of your discharge
- You have been given a Discharge Note from the Doctor (for you to keep)
- You have the medication the Doctor has recommended and understand the instructions and possible side effects
- If your admission was a planned General Surgery, Orthopaedics or Gynaecology admission, please obtain your Outpatient follow-up appointment from the PSO office prior to discharge
- You contact the Telephone Assessment Service (TAS) **after 17:00 on the day of discharge** (including weekends and Public Holidays) and they will be pleased to help you with all your ongoing medical requirements. Call via your local medical centre or on 0521 305 3961.

Please note: The Hospital Doctor has no authority to sign you off work for sick leave. The Doctor may make a recommendation however this will be reviewed by your GP.

## Transport

It is your responsibility to arrange transport via the Garrison Transport Office. Office hours are Monday to Friday from 0800-1600hrs. For Bielefeld and Gütersloh call 0521 9254 3219 and for Paderborn call 05254 982 2842. Transport can be arranged to collect you during normal working hours on the day of your discharge from hospital. Please make your arrangements as early as possible.

During silent hours or weekends, you should phone your unit to collect you.

## *Your Comments*

### **Information about our Quality of Care Surveys**

- We continuously endeavour to improve the service provided to patients and value any comments and suggestions you may have about your or your child's experience during your hospital stay. You will receive a link to a patient survey, which will be sent directly to your E-mail address. We hope you will take the time to share your views with us by completing the survey.
- All survey responses are completely anonymous and your answers will be treated in the strictest confidence.
- This is your opportunity to have your say and to pass on your comments about the care/treatment/services that you have received.
- Your feedback is extremely important to us. Your responses assist us to see where the service is working well and where issues have arisen.
- The completed responses are compiled into reports which are used to identify areas of excellence or areas needing improvement. This allows us to work with hospital and Primary Care colleagues to make sure all British patients are provided with the best possible care.

**PLEASE REMEMBER THAT YOUR VIEWS  
ARE VERY IMPORTANT TO US**

### **What if I am not satisfied?**

#### **Talking it through**

If you have a concern about the care that you have received, it is best to try to sort it out straight away by speaking to the Hospital Staff. If you prefer, a Patient Support Officer (PSO) will speak to the staff on your behalf and assist you in resolving the problem. Please ask a member of staff to direct you to their office or to ask a PSO to come and see you. The PSO will record your concerns and may raise as an incident for further discussion with the hospital.

## **Making a complaint**

Although we work hard to offer high standards of service, things can sometimes go wrong. Should this happen, we will do all that we can to put things right for you and to make sure that the same thing does not happen again. We take all complaints very seriously and will look into each matter. We will respond to you as quickly as possible.

You can make a formal complaint by writing to:

GSTT Complaints Department  
7th Floor Haus Burgblick  
Gilead Hospital  
BFPO 39

## **How to make a complaint**

You may find the following advice helpful if you are making a complaint:

- Try to make your complaint as soon as possible after the event. This makes it easier for everyone involved to remember what happened, and helps us to answer your complaint quickly. Ideally, all complaints should be made within six months.
- Please give as much relevant information as you can, including your name and address.
- If you are raising more than one concern, it helps to number each of the different points you are making. This helps us to make sure we answer all of your concerns.
- If you are complaining on behalf of someone else, we need a short letter, signed by the patient, confirming that they have given permission for us to provide you with details of their care.

## Useful German Phrases

### General Terms

Good morning	Guten Morgen
Good evening	Guten Abend
Goodbye	Auf Wiedersehen
Can you help me?	Können Sie mir helfen?
Do you speak English?	Sprechen Sie Englisch?
Is there anyone here who speaks English?	Kann hier jemand Englisch sprechen?
I don't understand	Ich verstehe nicht
Excuse me, please	Entschuldigen Sie bitte
Please	Bitte
Sorry, what was that? / Pardon?	Wie bitte?
Yes	Ja
Thank you	Danke
No, thanks	Nein, danke
May I speak to a doctor?	Darf ich bitte den Arzt sprechen?
There is a problem with ...	Es gibt ein Problem mit ...
I'd like ...	Ich möchte ...
I don't like ...	Ich mag nicht ...
May I use the telephone?	Darf ich bitte telefonieren?
May I have a screen, please?	Könnten Sie mir bitte eine Trennwand aufstellen?

### Your Symptoms

I feel unwell	Ich fühle mich nicht wohl
I am in pain	Ich habe Schmerzen
It hurts	Es tut weh
I feel dizzy	Mir ist schwindlig
I have been sick	Ich habe mich übergeben
I can't breathe	Ich kann nicht atmen
I have a temperature	Ich habe Fieber
I can't sleep	Ich kann nicht schlafen
I have diarrhoea	Ich habe Durchfall
I am constipated	Ich habe Verstopfung
Where are the toilets?	Wo sind die Toiletten?
I would like a wash	Ich möchte mich waschen

## **A to Z – Local Information**

### **St. Vincenz (Haus 1)**

Am Busdorf 2-4, 33098 Paderborn  
Reception: Tel. 05251 86 0

### **St. Vincenz Frauen- und Kinderklinik St Louise (Haus 3)**

Husenerstrasse 81, 33098 Paderborn  
Reception: Tel. 05251 86 4100

### **St. Josefs Brüderkrankenhaus**

Husenerstrasse 46, 33098 Paderborn  
Reception: Tel. 05251 7020

### **Karl Hansen Klinik**

Antoniusstrasse 19, 33175 Bad Lippspringe  
Reception: Tel. 05251 95 4000

## **A**

### **Alcohol**

The consumption of alcoholic drinks is not permitted on hospital grounds.

## **B**

### **Bedside Telephones**

Each bed has access to a bedside telephone. In order to use the patient telephone system for external calls or receive incoming calls you are required to make a deposit of €20. The cost of each unit is €0.10, and a basic daily rental charge of €1,00 will be deducted from the deposit.

**Please note:** Once the €20 is used up the telephone is disconnected without warning until you have bought more credit at the reception.

### **Bed Vacating**

Once you have been advised that you will be discharged, please be prepared to leave your room to allow the staff to prepare the bed space for the next admission.

## **Beverages**

The ward provides tea, coffee, orange juice, apple juice and mineral water (still and fizzy) for the patients at all times. You will find a trolley with hot drinks in the corridor or on some wards in the ward kitchen.

The nursing staff will advise you where to find mineral water as this varies from ward to ward.

If you are confined to bed, ring your bell and the staff will be pleased to help.

### Kinderzentrum:

Fruit juice and mineral water (still and fizzy) are available on the ward at all times for patients. The nursing staff will advise you where to find refreshments, as this varies from ward to ward.

## **Books**

There are various books and magazines you can borrow from the office of the Patient Support Team.

## **C**

### **Café/ Cafeteria**

#### Haus 1 and St. Josefs:

Monday – Saturday 6:30 – 18:00

Sundays and Bank Holidays 7:30 – 18:00.

A Breakfast buffet and a warm lunch as well as cakes and snacks are on offer every day. There is also a selection of sweets, crisps, toiletries, newspapers and gifts for sale.

#### Haus 3:

Every day:

Morning: 07:00 – 09:15

Lunch: 11:30 – 13:30

Supper: 17:15 – 18:45

Snacks, salads and cakes as well as a selection of sweets, toiletries and gifts are also for sale.

For the Karl Hansen Klinik please see the noticeboard in front of the cafeteria for timings.

### **Cash point**

There are no cash point facilities within the hospitals.

**D**

**Discharge**      *Information on page 9*

**E**      *English breakfast is available on weekdays only.*

**F****Fire Safety Instructions**

Please check the fire safety plan on the ward corridor notice board, which shows the relevant fire exits. In the unlikely event of a fire, the hospital staff are responsible for co-ordinating the safe evacuation of all patients. If you have any queries on this matter, please ask the PSOs.

**Flowers**

Flowers are welcome on most wards. However, potted plants are not permitted due to the bacteria in the soil. If you require a vase please ask the nursing staff.

**H****Hairdressers**

A mobile hairdressing service can be contacted via the nursing staff.

**I****Internet**

Dongles for your laptop are available for a daily fee of €4. Subject to availability, Tablet PCs with Internet access are available from the PSO. You will be requested to sign a receipt and are liable for any loss of equipment or failure to return on discharge.

**Internal transport**

The hospital will provide transport for all inpatients who need to go to a different hospital/doctor's surgery for tests or consultations during their treatment. In some cases, the ward will request a taxi which the hospital will pay for.

## **K**

### **Kiosk**

Haus 3:  
Monday – Friday 10:00 – 19:00  
Weekends and Bank Holidays 14:00 – 18:00  
A selection of snacks, sweets, cakes as well as toiletries and gifts are on sale in the Kiosk on the ground floor.

### **Laptops**

Use of laptops are permitted throughout the hospital. Please make sure to lock it away whenever you leave the room. The hospital cannot take responsibility for valuable items.

### **Library**

The Patient Support Team holds a selection of English language books.

## **M**

### **Mail**

#### Outgoing Mail

Anyone wishing to send mail through the German or the BFPO Services should hand the stamped letter to a PSO. German stamps can be bought from the Reception desk.

#### Incoming Mail

The address for any mail sent to you is:

Name (Please ask the sender to state your full name – no military rank),

Ward

Hospital address (For addresses see top of information)

### **Meals**

#### **Haus 1 and Haus 3 (Ward A, B, C and D)**

Patients can order their meals through a PSO or the catering assistant. Larger portions are done at your request.

**Breakfast** is served around 07.30 – 08.30. There are various choices including a full English Breakfast, cereals or a continental breakfast. Please check the menu for more details.

The main hot meal of the day is normally served at **lunchtime**. You have the option to order a sandwich instead and have the hot meal reheated in the evening around 17.30.

There are four choices, including a vegetarian meal. Please inform the catering assistant if you require larger portions.

On your lunch tray you will also find cake or biscuits to be eaten with your **afternoon** coffee/tea, which is served around 14.15.



Your doctor may suggest a special diet after surgery or prior to tests. In this case your meals will be automatically adapted by the main kitchen.

Haus 3:

Information for patients staying on ward C and D. The wards C and D offer a breakfast and cold supper buffet.

**Mobile  
Telephones**

Mobile phones must be on silent, but can be used in the hospital.

**P**

**Parking**

St. Vincenz-Hospital (Haus 1):

An underground carpark is available on the road leading to the hospital.

Please note: As a visitor of the hospital you can get your parking ticket stamped either on the ward or at the Patient Support Office for a reduced parking fee of €0,50 per hour instead of €2,00 per hour.

Further parking spaces are available along the road in front of the hospital and on the large market square in front of the Cathedral.

St. Vincenz Frauen und Kinderklinik St. Louise (Haus 3):

Visitors can use the main car park at the front of the hospital.

Please take a ticket as you enter the car park. The hourly rate is €0,50. Anyone wishing to stay a longer period of time can take the initial parking ticket to the reception where it can be altered to a '24hr ticket' (€3,00) or a 'week ticket' (€12,00). In this case please only use this ticket to come on and leave the car park!

Off road parking is limited, however, ensure you are in the designated parking bays as routine patrols are quick to issue a parking fine.

St. Josefs Brüderkrankenhaus car parking is limited. You could use Haus 3 parking nearby as an alternative.

**Patient  
Support Team**

The Patient Support Team's office is located on the Ground Floor of the St. Vincenz – Hospital Haus 1 and Haus 3. A member of the Patient Support Team will visit each weekday. If you require assistance at any time, please ask the medical staff to contact the PSO for you. During office hours the medical staff will use the hospital pager system and out of hours they will contact a member of the Patient Support Team via the main reception. Of course you may contact the PSO yourself if you wish. Please see page 3 for contact details.

- Public Phones**      Locations of public phones:
- Haus 1  
On the ground floor, next to the reception (pay and card phone)
  - Haus 3  
On the ground floor opposite the kiosk (pay phone)

**Plug adapter**                      Please remember to bring a plug adapter if you want to use a lap top with an English plug.

## **R**

### **Religious Services**

Haus 1 and Haus 3 have their own Chapel, which you are welcome to visit whenever you wish – the chapel doors are always open. Church services are held in German every Sunday. The British Army chaplains will visit the hospital on request to provide support to British patients and visitors. They can be contacted via the PST at any time.

## **S**

### **Smoking**

With the exception of smoking outside the main door, or in a designated smoking room in Haus 1, which is situated on the ground floor, the hospital has a no-smoking policy and smoking is **NOT** permitted anywhere within the hospital building.

## **T**

### **Television**

Television is available free of charge in all patient rooms. 2 English language channels are available.

Haus 3:

The children's wards have no fitted TVs in the rooms. After consultation with the staff especially on ward K1 and K2 in most cases it will be okay to bring in a portable TV.

Parents staying with their children have access to a 'Parent Quiet Room' which is situated on ward K2 and is equipped with a TV.

### **Transport**

The Garrison Transport Office (GTO) provides transport Monday to Friday. Please call the GTO between 08:00 – 16:00 Monday to Friday to book transport.

For Bielefeld and Gütersloh call: 0521 9254 3219.

For Paderborn call: 05254 982 2842.

If you need transport out of hours please contact your Unit Welfare Office.

## **V**

### **Valuables**

Please make sure that you do not leave your belongings on display while you are out of your room or in theatre, as the hospital cannot take responsibility for these items.

A lockable cupboard is available in your room; you can ask the nurses to look after the key while you are in theatre. If you have any item(s) of value (monetary or sentimental) please ask a friend/relative to look after these for you, rather than leaving them in the hospital.

### **Vending machines**

All hospitals provide vending machines for hot and cold drinks and snacks.

## **W**

### **Ward rounds**

You will be seen by a doctor during their ward round. The doctor will keep you fully informed about your progress and discuss any concerns you may have. Some patients find it useful to write down their questions they have for the doctor.

Visitors will be asked to leave the room during the ward rounds to make sure that patients' privacy is respected.

Please note: sometimes ward rounds are held from as early as 07:00 in the morning.

## **Patient Support Service**

### **Office hours:**

Monday - Saturday 08:00-16:30

### **Out of Hours:**

A Patient Support Officer is available via the ward staff, the reception or call the Hospital Hotline 24/7 📞 0800 5889936

More information and answers to FAQ can be found on the Guy's and St Thomas' (GSTT) Website at the following web address:

<http://www.patient-wise.de>

We are also on Facebook:

[www.facebook.com/gstgermany](http://www.facebook.com/gstgermany)