

OUR GUIDE FOR OUTPATIENTS



PREPARING FOR
YOUR VISIT

YOUR
HEALTH
IS OUR
FOCUS



CROESO MAWR A WARM WELCOME

From the moment you arrive, you can expect the very best patient care.

We understand that attending hospital appointments can be an anxious time for you. So to help put your mind at rest, this booklet will give you all the information you need to prepare for your visit to St Joseph's Hospital.

If after reading this booklet you still have questions then please give us a call. Our friendly and professional team members are well trained to talk about medical conditions without confusing you with medical jargon and they will do everything they can to support you during your time with us.

We look forward to welcoming you to St Joseph's Hospital.



YOUR INDIVIDUAL REQUIREMENTS

If you have any specific requirements prior to attending your appointment such as the need for an interpreter, sign language support or information in an alternative format, please let us know at the earliest opportunity.

Should you have any mobility concerns or wish to request a chaperone during your visit, please contact us on **01633 820 344** and a member of our team will be happy to assist you.

PROTECTING YOUR DATA

We take the protection of your personal data very serious.

We fully abide by the Data Protection Act and GDPR regulation.

You can find a copy of our Privacy notice which informs you of the processing of your data and the rights you have on our website or alternatively you can contact us for a copy to be sent to you.



ON YOUR ARRIVAL

On arrival, please report to Main Reception, where a member of our team will welcome you.

- The reception team will direct you to the appropriate area for your consultation or treatment.
- When you check in, a member of staff will explain the next steps and what to expect during your visit.
- If you require any further information while you are waiting please do not hesitate to ask a member of staff.
- Our consultants and outpatient nursing teams always endeavour to keep appointments running on time.
- Occasionally, appointments may take longer than expected which may result in a short delay. Should there be any delays, we will endeavour to keep you informed and thank you for your patience and understanding.

CLEAN AND SAFE

We are committed to maintaining a safe, clean and infection-free environment.

We encourage all patients and visitors to use the hand sanitiser provided throughout the hospital during their visit.

If you have any concerns at any point, please do not hesitate to speak to a member of staff.



COMFORT ZONES

ST JOES CAFÉ

Our onsite Café offers a selection of hot and cold snacks, meals, and refreshments for patients and visitors.

Opening hours are:

Monday to Friday: 8.00am - 6.00pm

Hot food served until 4.00pm

Saturday: 8.30am - 3.00pm

Hot food served until 2.30pm

The Café is closed on Sundays and Bank Holidays.

A self-service coffee machine is also available within the Outpatients Department for patients and visitors to use throughout the day.

HOSPITAL GROUNDS

Patients and visitors are welcome to enjoy the seating areas and benches available at the front of the hospital.



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ABOUT ST JOSEPH'S HOSPITAL

SMOKING POLICY

St Joseph's Hospital operates a smoke-free policy throughout the hospital site to help maintain a safe and healthy environment for patients, visitors and staff.

ACCESSIBILITY

The hospital provides easy access for wheelchair users and patients with mobility requirements. If you require wheelchair assistance during your stay please let a member of the team know and we will be happy to assist you.

CONSENT TO TREATMENT

Your consent will always be obtained prior to any treatment or clinical procedure. Our team will ensure you are provided with clear information about your care to support you in making informed decisions regarding your treatment.

ADDITIONAL SUPPORT

If you require any additional support during your journey with us including interpreter services or communication assistance, please let us know as early as possible so that appropriate arrangements can be made.



YOUR QUESTIONS ANSWERED

Q. WILL I BE SAFE FROM BUGS SUCH AS MRSA?

A. Patient safety is our highest priority and we are committed to maintaining the highest standards of infection prevention and control throughout the hospital. While it is not possible to eliminate all risk within a healthcare environment we have robust measures in place to minimise the risk of infection and help keep our patients safe.

If you have any concerns regarding infections such as MRSA or C. Difficile, please speak with a member of staff who will be happy to assist you.

Q. WILL I BE GIVEN A CLEAR EXPLANATION ABOUT THE TREATMENT AND/OR PROCEDURE I AM ABOUT TO HAVE (IF HAVING ONE)?

A. Yes. During your consultation, your clinician will fully explain the procedure or treatment. You will also have the opportunity to ask any questions you may have before giving your informed consent to proceed.

Q. WHAT INFORMATION WILL I BE GIVEN?

A. We provide a range of information leaflets to help keep you informed. Our aim is to provide patients with relevant information at the appropriate stage of their care.

If you require any further information, please do not hesitate to ask a member of the team.

All of our leaflets can also be provided in Braille upon request.



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YOUR QUESTIONS ANSWERED

Q. CAN I SEE THE HIW INSPECTION REPORT?

A. Yes, you'll find it online at: www.hiw.org.uk

Q. CAN I BRING MY PET IF THEIR IDENTIFICATION BOOK IS PROVIDED?

A. We kindly ask that patients do not bring pets into the hospital.

However, assistance dogs are welcome, provided valid identification is presented upon arrival.

Q. WHAT HAPPENS IF I AM ISSUED A PRESCRIPTION AT MY APPOINTMENT?

A. You may be issued a prescription if your consultant recommends medication as part of your treatment. Prescriptions issued at St Joseph's Hospital are chargeable when dispensed through our hospital pharmacy, and the cost will vary depending on the medication prescribed.

We only recognise NHS prescription payment exemptions for patients who have been referred to us directly under NHS care.

Our pharmacy is open until 4:00pm. If the pharmacy is closed, there is a prescription hatch available where prescriptions can be left for collection on the following working day(s).

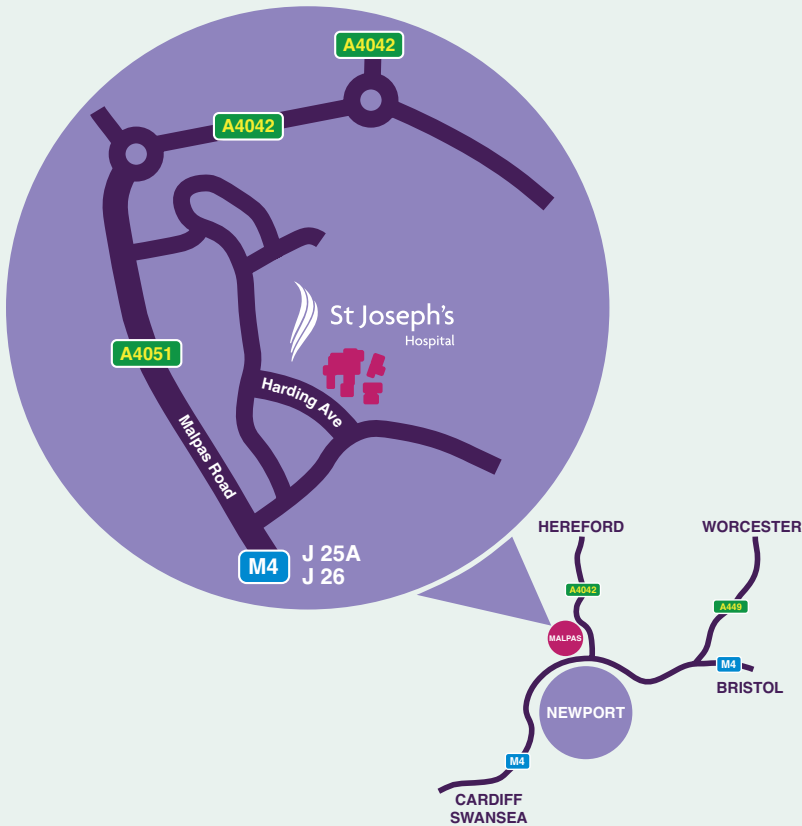


HOW TO FIND US

St Joseph's Hospital is conveniently located approximately 2 miles from Junction 25A and Junction 26 of the M4 motorway. The hospital is easily accessible and benefits from free on-site parking for both patients and visitors.

Our Address: St Joseph's Hospital, Harding Avenue, Malpas, Newport NP20 6ZE

For sat-nav or smartphone navigation, please use the postcode NP20 6ZE.



FROM SWANSEA

Take the M4 eastbound towards Newport
Pass Cardiff and continue to Junction 24 (Coldra)
Follow signs for the A449
Take the exit for St Joseph's Hospital/Malpas
Follow local signs to the hospital

FROM BRISTOL

Take the M4 westbound towards South Wales
Cross the Severn Bridge
Leave at Junction 24 (Coldra)
Join the A449
Follow signs for St Joseph's Hospital/Malpas

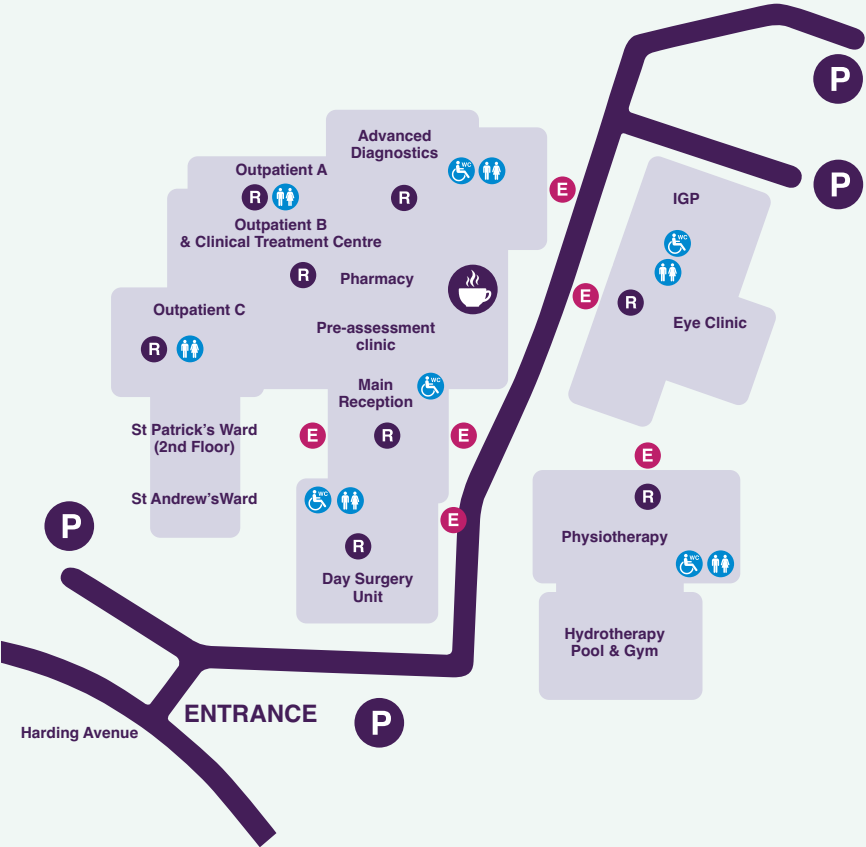
FROM CARDIFF

Take the M4 eastbound towards Newport
Leave at Junction 24 (Coldra)
Follow signs for A449
Take the exit for St Joseph's Hospital/Malpas
Follow local signs to the hospital

FROM HEREFORD

Take the A49 south towards Ross-on-Wye
Join the A40 towards Monmouth
Continue onto the A449 towards Newport
Take the exit for St Joseph's Hospital/Malpas
Follow local signs

HOSPITAL SITE MAP



- P** Parking **E** Entrance **R** Reception
- St Joe's Café Toilets Disabled Toilets

Main Reception: 01633 820 300

Patient Advisor: 01633 820 344

hello@stjosephshospital.co.uk