

MIGNOT MEMORIAL HOSPITAL
ALDERNEY

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INTRODUCTION

The Staff at the Mignot Memorial Hospital welcome you, and hope that the following information will be of assistance to you and your relatives and friends.

We hope to make your stay as pleasant as possible; if you have any further questions or problems please do not hesitate to ask a member of staff.

HOSPITAL FACILITIES

The MMH is a recently modernised 22-bedded community hospital comprising of:

- 14 beds for the continuing care of older people.
- 8 beds for acute care, including medical, and post-operative care.
- 24-hour urgent care facilities.
- Radiology facilities.
- Extended nursing support into the community.

The Hospital comes under the umbrella of the States of Guernsey's Committee for Health and Social Care. (HSC)

HOSPITAL DOCTOR

HSC currently has a contract with the Island Medical Centre to provide in-patient medical care for all patients admitted to the MMH.

Under this contract, Alderney residents and those patients from countries with a reciprocal health agreement with HSC, will not be charged for any medical treatment received whilst an in-patient at the MMH. (A charge for admission may be made by the admitting doctor)

(For further information on fees, please see page 11)

MEALS

Our menus have been created and approved by dieticians to give a varied choice of healthy meals. Should you have any specific dislikes or dietary needs, please let the staff know.

Meal times are as follows:

- Breakfast - 8.30 am
- Morning Coffee - 10.30 am

- Lunch - 12.30 pm
- Afternoon teas - 3.15 pm
- Supper - 5.30 pm

A hot drink is provided at bedtime; should you require extra fruit, fruit juices, biscuits etc, these should be provided by relatives or friends.

VISITING HOURS

Visiting hours are:

1100 - 1200

1500 -1700

1900 - 2000

(There is flexibility depending on the circumstances.)

Visitors to the Hospital are not permitted to smoke anywhere within the Hospital grounds.

Patients may be asked to limit their visitors to a maximum of two at anyone time.

VALUABLES

We ask that valuables and large amounts of money are not brought into the hospital. If this is unavoidable,

please ask the nursing staff to have such items locked in the Hospital safe.

The Hospital will not accept responsibility for the loss or damage to any items.

TROLLEY PHONES

Should you wish to make or receive telephone calls, two trolley pay phones are available for this purpose.

If you are unable to leave your bed, please ask a member of staff to bring a phone to your bedside.

As there are no facilities for obtaining change for the pay phones at the Hospital, please ask your relatives or friends to provide a selection of 10p, 20p, 50p and £1 coins should you wish to use the phones.

For persons wishing to speak to you the trolley phone numbers are **822855 & 824036**

(Please ask callers to phone 822822 so that staff can have the trolley phone ready by your bedside)

MOBILE PHONES

In the interest of safety, privacy, dignity, and to avoid annoyance, HSC policy states that mobile phones should not be used in clinical area (**including shared wards**)

Mobile phones may be used in corridors, reception area, day rooms, individual patient rooms, and outside the building.

SMOKING

No smoking is allowed within the Hospital, or within Hospital grounds.

Patients and visitors are permitted to use the designated external vaping area, but do so at their own risk. All lighters, matches and smoking material should for safety reasons be left at the nurse's station.

ALCOHOL

No alcohol is permitted, except on your doctor's instructions. All alcohol must be kept in the locked medicine cupboard.

MEDICINES

Please remember on being admitted to hospital to hand any medicines you may have to the nursing staff. These

will be kept safe and returned to you on your discharge from hospital.

Self-medication, in addition to the medicines given by nursing staff could be extremely dangerous.

FIRE

All fire escape routes are clearly indicated by the green “running man” symbols. If you discover a fire please raise the alarm in any way you can.

The fire alarm is a loud continuous siren; in the unlikely event of a fire please follow instructions given by staff. For your own safety do not collect personal belongings.

(Please note: the fire alarm system is tested every Monday at 1.00 pm)

LAUNDRY

Continuing care patients may have all their personal laundry processed by the Hospital laundry. Please ensure that all garments are of a machine washable fabric.

As part of infection control procedures, garments are often washed at high temperatures. It is regretted that

the Hospital cannot take responsibility for garments damaged during the laundry process.

General patients are expected, if possible, to arrange for their personal washing to be washed by relatives or friends. Please tell nursing staff if this is a problem.

PERSONAL REQUIREMENTS

All patients are expected to provide their own toiletries, razors etc. Towels and face cloths are provided by the Hospital.

TELEVISIONS, RADIO AND BOOKS

Bed head mounted televisions and radios are installed above every bed, and many patient rooms have wall mounted flat screen TVs. Please ask if you require assistance or a set of headphones.

The Hospital has a selection of books available for patient's enjoyment, some of which are in large print.

ELECTRICAL EQUIPMENT

Personal mains operated electrical equipment may be used, but must be checked for electrical safety by the Hospital's Maintenance Engineer prior to use.

THE HOSPITAL LEAGUE OF FRIENDS

The Hospital is grateful for all the support it receives from the League of Friends.

A trolley shop is operated every Wednesday afternoon from which toiletries and confectionary etc can be purchased.

HOSPITAL FEES

Acute patients. (Also see page 4)

Acute patients, who are residents of Alderney, Guernsey, Jersey or countries that have a Reciprocal Health Agreement with HSC, are not charged for nursing and medical care.

Acute patients from countries with no Reciprocal Health Agreement (**including the UK**) will be charged by HSC for all services and facilities used.

In addition, fees will also be payable for treatment received by General Practitioner.

Please ask to speak to the Hospital Administrator if you have any questions.

Continuing care patients

Continuing care patients who are eligible to claim the long-term care benefit, are charged a co-payment of £198 per week. (2017)

This charge includes all nursing care, chiropody care, accommodation, and treatment by the Hospital Doctor. It does however exclude dental and eye care treatment. Further information can be obtained from the Hospital Administrator (824415).

OUT PATIENTS

All patients treated by a General Practitioner will be charged on a private basis by the GPs practice. (Fees displayed in main entrance)

Patients from countries that have not got a Reciprocal Health Agreement with the HSC (**including the UK**), are also charged separately by HSC for the use of this facility.

AIR TRANSFERS

Patients may require transferring by scheduled or charter flight to the larger hospital in Guernsey.

Residents of Alderney and Guernsey who have contributed to the Guernsey Social Security Authority

scheme, and patients from countries with a Reciprocal Health Agreement will not be charged for such transfers.

Patients from all other countries (**including the UK**) will be charged for their air transfer.

Please note: In all cases relatives travelling with the patient will be expected to pay for their own airfare. (Bailiwick residents travelling with their child may be covered under the ESS scheme.)

COMPLAINTS

If you have any concerns whatsoever, over any aspect of your stay in hospital, please speak to the nursing staff or ask to speak to the Ward Manager or the Senior Nurse on duty. We hope that once the problem has been discussed that the issue can be resolved to everyone's satisfaction.

If however you feel that the matter should be taken further, please ask for the "How are we doing?" leaflet that gives further information.

PATIENT QUESTIONNAIRE

On discharge from hospital you will be handed a Patient Questionnaire. We would be grateful if you could take the time to complete this, adding any comments that you may have.

All questionnaires are completely anonymous and can be returned in the envelope provided (no postage necessary).

CONCLUSION

All the staff at the Mignot Memorial Hospital aim to give you the best care and support possible to aid your recovery. Once again, if you have any further questions, problems or suggestions we ask you to speak to a member of staff.