

## Refreshments

There are refreshments available at our three main sites.

Frimley Park Hospital	
<p><b>Pinetrees restaurant</b> Located on the first floor. Offers a range of hot and cold food.</p> <p><b>Breakfast:</b> Monday to Friday: 7.30am – 11am Saturday and Sunday: 7.30am – 10am</p> <p><b>Lunch:</b> 12pm – 2pm                      <b>Evening Meal:</b> 6pm – 8pm</p>	
<p><b>Café Glade</b> Located near the main entrance. Monday to Friday 7.30am – 9pm Saturday and Sunday 9.30am – 7pm</p>	<p><b>Baguette shop</b> Located near the main entrance serving a variety of freshly prepared baguettes and baps. Monday to Friday 9.30am – 3.30pm</p>
Heatherwood Hospital	
<p><b>Café Glade</b> Small coffee shop with great coffee and a limited amount of hot food available throughout the day. Located near the main entrance. Daily Newspapers and magazines are also available to purchase. Monday to Friday 7.30am – 5.30pm Weekends closed.</p>	
Wexham Park Hospital	
<p><b>Courtyard restaurant</b> Situated on the ground floor. Monday to Sunday 7.15am – 7.45pm</p>	
<p><b>Café Glade</b> Situated in the main entrance. Monday to Friday 9am – 5pm</p>	<p><b>Crossroads coffee shop</b> Monday to Friday 6.30am – 6pm Saturday and Sunday 8am – 5pm</p>

For a translation of this leaflet or for accessing this information in another format:

Large Print



Please contact (PALS) the Patient Advice and Liaison Service on:  
**Frimley Park Hospital**  
 Telephone: 01276 526530  
 Email: fhft.palsfrimleypark@nhs.net  
**Heatherwood Hospital**  
 Telephone: 01753 633365  
 Email: fhft.palswexhampark@nhs.net  
**Wexham Park Hospital**  
 Telephone: 01753 633365  
 Email: fhft.palswexhampark@nhs.net

<p><b>Frimley Park Hospital</b> Portsmouth Road, Frimley, Surrey, GU16 7UJ Hospital switchboard: 01276 604604 Website: www.fhft.nhs.uk</p>
<p><b>Heatherwood Hospital</b> London Road, Ascot, SL5 8AA Hospital switchboard: 01344 623333 Website: www.fhft.nhs.uk</p>
<p><b>Wexham Park Hospital</b> Wexham, Slough, Berkshire, SL2 4HL Hospital switchboard: 01753 633000 Website: www.fhft.nhs.uk</p>

Title of Leaflet	Visitor Information	
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### Legal Notice

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible. Please therefore always check specific advice or any concerns you may have with your doctor.



**Frimley Health**  
NHS Foundation Trust

# Visitor Information



**We support open visiting  
at Frimley Health  
9am - 9pm**

Our priority is caring for our patients, but we understand the important role played by visitors. Our visiting times offer flexibility for families and friends to visit and spend time with their loved ones.

Information for patients,  
relatives and carers

## Number of visitors

In order to maintain a calm and restful environment for patients there is a limit of two visitors per patient at a time. Please note some wards have a day rooms and lobby areas where you can wait if too many visitors arrive at the same time. Occasionally we may need to ask visitors to leave for a short period to enable staff to carry out essential or personal care, ward rounds and examinations by the medical team.

## Privacy and dignity

When using mobile phones in the clinical area please be considerate so that you do not disturb other patients and keep ring tones to a minimum.

## Paediatrics and maternity

In paediatrics and maternity visiting times are slightly different; Please speak to the nurse in charge.

## Children

Please check with the nurse in charge before visiting with children and babies. Please make sure that children are supervised by an adult so that they do not touch equipment or disturb patients unduly.

## Rest and Sleep

Patients need time for rest and recovery, particularly following surgery and some investigations – please check with ward staff if it is okay to visit someone soon after such a procedure. General visiting ends at 9pm to enable patients to be settled for the night.

## Protected mealtimes

Protected mealtimes allow patients to eat their meals without unnecessary interruptions and to enable staff to focus on providing assistance to patients who are unable to eat independently. All our wards have protected mealtimes between 12 noon and 1.30pm; but we very much welcome visitors and carers to stay to help patients with eating and drinking.

## Infection prevention and control

We work very hard to reduce the risk of infection to patients; you can help by observing the following simple rules:

- Clean your hands before and after visiting and feel free to ask staff if they have cleaned their hands.
- Wash and dry your hands after using the toilet.
- When visiting a patient please talk to the nurse or midwife in charge on arrival.
- If you have any concerns regarding the cleanliness of the environment, please speak to the nurse or midwife in charge.



## Zero tolerance – violent, threatening and abusive behaviour

The Trust and its staff are committed to providing high quality care to patients and giving consideration to the needs of their visitors. However, all patients and visitors are advised that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

## Single sex accommodation

The Trust prides itself on maintaining patients privacy and dignity and provides single-sex bays or rooms designated for either men or women with allocated single-sex toilet and washing facilities.

If you have any concerns or complaints please speak to the nurse in charge of the ward.

## Carers

The trust has signed up to John's Campaign which is a national initiative that welcome families and carers for extended visiting rights for family carers of patients with dementia in hospitals in the United Kingdom. If a carer for a patient with dementia wishes to stay after our open visiting times to settle their love one then please speak to the nurse in charge.



## Useful Information

### Chaplaincy service

If you wish to see a chaplain or religious leader of a particular faith please let the nurse in charge know. There is a hospital multi-faith prayer room and chapel at both Frimley Park and Wexham Park Hospitals.

