Dear service user,

In line with national guidance you will carry your own hand-held record. This allows you to have information about your pregnancy to hand whenever you need it. Please take this record to all appointments you have with your midwife, if you need to attend hospital or if you need to get care from any other health professional – for example, your family doctor (GP). There is a section in the record for your comments and questions.

If you are not happy to carry your record, please speak to your midwife and we will make alternative arrangements.

Following your baby’s birth and on final discharge by the community midwife, your midwife will return your hand-held record to the hospital. In addition to the hand-held record, we also use a patient electronic record.

If you lose your hand-held record, please let us know immediately.

Within NHS Ayrshire & Arran we offer a comprehensive, integrated maternity service within the hospital and community settings. You will be supported to make an informed choice as to where you will have your baby.

We welcome you to the maternity services and hope you will find your pregnancy and delivery an enjoyable experience. With your help, we hope to provide a programme of care to meet your individual needs.

The Ayrshire Maternity Unit (AMU) is a purpose-built unit
linked to University Hospital Crosshouse. The unit has an early pregnancy assessment suite (EPAS), maternity outpatient department, ultrasound department, labour suite, maternity theatres, midwifery suite, inpatient ward and neonatal unit (NNU), as well as a designated women’s health physiotherapy department.

Maternity services throughout Ayrshire are coordinated from Ayrshire Maternity Unit. Maternity services on Arran are coordinated from Arran War Memorial Hospital. The midwives on Arran provide a separate information leaflet detailing how the service works on the island and how it links to AMU.

This booklet has been produced for your guidance and we hope you will find the information useful. Please do not hesitate to let us know how we can help you while you are in our care. If you have any questions or requirements regarding your care, please speak to your midwife. You should also read your ‘Ready Steady Baby’ book, as it gives lots of helpful information.

**Quality standards**

NHS Ayrshire & Arran aims to deliver the highest quality of healthcare services to the people of Ayrshire and Arran. The Healthcare Quality Strategy for NHS Scotland (May 2010) details the three quality ambitions, and provides the focus for everything we do in our aim to deliver the best quality healthcare.

**Improving the patient experience**

We are committed to ensuring that all of our mothers and their families have a positive experience. We are part of the Maternity and Children’s Quality Improvement Collaborative (MCQIC), a national initiative which aims to ensure that the care women and babies receive is the safest possible. In addition, it aims to improve women’s satisfaction in maternity services.
Giving your child the best possible start in life is a priority. In line with the Scottish Government’s Getting it Right for Every Child (GIRFEC) and Early Years policy, we work to support parents, in partnership with other agencies, to ensure that the outcomes for all children improve.

This starts in pregnancy with the midwife usually being the named person throughout the pregnancy journey. Care is then transferred to the health visitor to ensure continuity and seamless care.

**Facilities for people with special needs**

If you have a special need and require assistance of any kind when attending the department, please tell your midwife who will make the necessary arrangements.

**Parking and wheelchairs**

There are disabled parking spaces at the main entrance of the maternity unit and wheelchairs are available in the front entrance hall. The appropriate badge must be displayed on cars parked in disabled parking bays at all times.

**Hearing loop system**

We have hearing loop systems in the following areas:

- Front entrance reception desk
- Maternity outpatients
- Early pregnancy assessment suite (EPAS)

To ensure privacy during consultation with medical staff, we can provide personal communication devices for patients who are hard of hearing.

**Toilets**

Toilet facilities are sign-posted in the unit. These are located on both the lower and upper floors and are designed for wheelchair access.

**Lift**

There is a lift available for both patients and public use.
Disability Requirements

If you or your birth partner have a disability or complex special need that requires you to bring specialist equipment into hospital, please discuss this with your midwife.

Interpreter services and sign language

If you require the services of a language interpreter or a British Sign Language interpreter to help during consultations with your doctor or midwife, please ensure that you inform your midwife.

Care in your pregnancy


The principles of the pathway are that pregnancy and childbirth are normal physiological processes and unnecessary intervention should be avoided.

The pathway for maternity care is outlined as follows:

Green: Healthy women with uncomplicated pregnancies should be offered a midwife as their lead professional, being the first point of contact to confirm, book, assess and plan care.

Amber: Women with any potential medical, obstetric or social risk factors should be further assessed or referred to the appropriate health professional for further assessment or support. Following assessment women may be allocated to the green pathway or be referred to the red part of the pathway for further specialist advice and care.

Red: Women with significant medical or obstetric factors should have a consultant obstetrician as the lead professional, sharing care with midwives, family doctors (GP) and other care providers as appropriate – for example, anaesthetists, diabetologists,
cardiologists, neonatologists, psychiatrists and allied health professionals (AHP).

Sometimes women on the green pathway will transfer to red if needs change during pregnancy, labour or after birth, and vice versa.

Your midwife will undertake a risk assessment when you first meet and will discuss which pathway is recommended for you.

You have the right to give birth in the place of your choice. However, we recommended that women on the red pathway have their babies in our consultant-led unit under maternity team care. If you are advised not to give birth in the place you choose, ask your consultant or midwife to explain the reasons for this. We will support your informed choice wherever possible.

Women who have previously had a baby by Caesarean section will be offered a vaginal birth after caesarean section (VBAC) clinic session to provide an additional opportunity to discuss options for birth.

Although it is not common, some women do have a distinct fear of childbirth. It is important that you have the opportunity to discuss any concerns you may have as early in pregnancy as possible. If you think this may affect you, speak to your community midwife. Our consultant midwife is also available for discussion, information and advice.

Healthy Bump, Health Baby is a one and a half hour appointment at Ayrshire Maternity Unit for pregnant women who have a body mass index (BMI) of 30 or more. This is an informal session with other pregnant women. The midwife, physiotherapist and community food worker will give information and support on:

- how your weight affects your pregnancy;
- keeping active in pregnancy; and
- eating for a healthy pregnancy and a healthy weight.
Important points for women in labour

• Don’t come in to hospital too early unless we have advised you to. Early labour is best spent at home, relaxing, eating and drinking normally. Use this time to relax by watching DVDs, walking, light housework or a warm bath. This helps to pass the time before labour is established. If you are unsure whether to come in or not, please don’t hesitate to call 01563 825300 for advice.

• Once you are in established labour, being mobile during labour has been shown to reduce the need for pain relief. It also helps your baby get into the best position for birth and is linked to a shorter labour. If you feel tired lie down and rest for a while.

• It is important that you drink as you please during labour to avoid becoming dehydrated. Isotonic drinks are ideal and you can drink these whether you are home or in hospital. If you are in early labour, we also encourage you to eat to keep your energy up. In later labour, many women do not want food.

• It is important that you try to pass urine regularly during labour. This gives space for your baby to come down the pelvis and reduces the risk of injury to your bladder.

Giving birth at home

A planned home birth is a safe option for women who have no problems during pregnancy. If you are thinking about having your baby at home, it is important that you let your midwife know as soon as possible in your pregnancy. Women choosing to birth at home are likely to feel more relaxed there and wish labour and birth to progress naturally with little or no intervention. Although it is rarely necessary, you may be advised to transfer into hospital if
complications do arise. If you are thinking about having your baby at home, ask your midwife for the information leaflet on having your baby at home.

### Midwifery-led care

The midwifery suite sits alongside the labour suite and is designed to have a homely environment. We have bean bags, mats and birth balls to help you to be mobile during labour. If you need to rest, there is a birth couch or a bed in the room. We also have a birth pool and Febromed Multitrac equipment to help you feel comfortable.

Aromatherapy has been shown to reduce the need for opiates in labour and there are midwives throughout the maternity unit who, when available, provide aromatherapy for the women in their care.

Staying as mobile as possible speeds up labour and reduces the need for pain relief.

If you require specialist care due to labour complications or certain forms of pain relief, you would then transfer to the labour suite.

### Consultant–led labour suite

Many women in labour within the consultant-led labour suite have an active labour without the need for intervention. We recommend that you discuss your needs and wishes with your midwife and consultant before the birth.

Some women and their babies do require the specialist care of an obstetrician, anaesthetist or paediatrician due to pre-existing medical conditions or complications of pregnancy.

You can drink isotonic drinks in the consultant-led labour suite, unless you are having a Caesarean section shortly. However, we advise some women not to eat during labour. You should speak to your doctor or midwife.
We recommend labouring using upright positions and avoiding long periods lying down. However, women having an epidural or an induced labour may find mobility significantly reduced. Ask your midwife if it is possible for you to spend some time out of bed given your own individual circumstances. If, for some reason, you have to be cared for in bed, please try to be as active as possible and avoid semi-sitting for long periods: being on your side or kneeling over the back of the bed are better labour and birth positions.

If your obstetrician recommends continuous heart rate monitoring for your baby, this can often be done by telemetry. This means you will be free to move around your room, rather than be physically attached to a monitor.

**Induction of labour**

Some women may need to have labour started (induced). There are a number of ways that this can be carried out, including vaginal pessaries, breaking of the waters and an intravenous drip. All of these methods are intended to bring on contractions and a combination of these may be required.

In the rare event that specialist equipment or outside expertise is required for the care of you and your baby, we will discuss with you the option of a transfer to a unit that can provide these facilities. Your care plan will be agreed and all aspects of the transfer discussed with you in depth before the arrangements are finalised.

**Bereaved parents**

Within the labour suite, a family room is available for bereaved parents. This room provides facilities for parents and other members of the family to be together at this time.
Ultrasound scans

We offer an ultrasound scan at the booking visit with a further detailed scan between 18 and 21 weeks of pregnancy. You are welcome to bring one person with you. We can provide keepsake photographs of your baby for your photograph album. This service is supported by donations.

Flu vaccination

Pregnant women are known to be at increased risk from the complications of flu, and so we recommend vaccination for all pregnant women. Flu vaccination is safe in pregnancy and having the vaccine could help you to avoid catching the flu and could help to protect your baby. Studies have shown that vaccination during pregnancy can continue to provide protection against flu to babies after they are born, and for their first few months of life. Flu vaccination is carried out between October and March each year. Please discuss this with your midwife.

Antenatal education classes

Classes are held both in the hospital and within the community. Your options will be discussed at the booking clinic. Your midwife will provide you with information to help you make informed choices regarding your pregnancy, delivery and postnatal care. A DVD showing the hospital layout is available to view.

You will also have the opportunity to attend an infant-feeding workshop. These are held in different venues across Ayrshire and will give you the opportunity to discuss infant feeding.

Both Ayrshire Maternity Unit and Arran War Memorial Hospital have Baby Friendly accreditation. This means that mothers can expect best-practice standards of care in relation to infant feeding.
Involving dads

As well as the opportunity to take part in antenatal education classes, feeling connected to your baby before birth can make it easier to adjust to being a dad. Try talking, singing or reading to your baby - they can still hear you through the bump and will begin to recognise your voice even before birth.

Gently stroking your partner’s tummy can help mum and baby relax, particularly after a busy day. Periods of stress can be harmful for the developing baby, so any opportunity for your partner to relax will go a long way to helping her relax and feel special – why not try running a bubble bath or massaging her feet in front of the television? It will also create a nurturing environment in which your baby can grow and develop.

After the birth is the perfect time to say hello to your new baby and share some face-to-face time. Try putting your baby against your bare chest for some skin-to-skin contact, which can help calm them and regulate their temperature and heart rate. Spending quiet time with your baby immediately after the birth is a precious time for you and your birth partner to get to know your baby.

Feeling well during pregnancy and connecting with your baby

Looking after yourself while you are pregnant and taking time to relax can help your baby grow and develop. Sometimes it is difficult to avoid being stressed or busy. However exercise is one way to stay healthy in pregnancy. Regular exercise is good for you and your baby, swimming and walking are good activities. Avoid contact sports and don’t take up anything new during pregnancy. Gradually reduce the amount of exercise you do as your pregnancy progresses. If you have exercised prior to becoming pregnant, then you should discuss with your fitness...
instructor if it is suitable for you to continue. Ask your midwife about the early pregnancy class in your area.

When your baby is born they will be able to use all of their senses. They will already recognise your voice and enjoy your gentle touch, including having some skin-to-skin cuddle time.

As well as enjoying looking at you, babies also want to communicate with you. Your baby is starting to learn about the world. Responding to your baby’s expressions, sounds and movements will help his or her brain develop. Babies really enjoy it when you copy the sounds and expressions they make.

Babies have their own way of telling you when they have had enough of playing and need a break. They might look away, yawn or arch their back.

You cannot spoil a baby, so comfort them whenever they cry. Learning to be comforted by you, will help your baby to learn to comfort themselves. One way you can help might be to help them find their own hands with their mouth.

Remember to talk to your midwife if you have any questions.

Teaching of students

The hospital provides valuable clinical training to midwifery, medical and allied health professional students as part of their university courses. However, if you would rather students were not present, please speak to your doctor or midwife. This will not affect the care you receive.

Early Pregnancy Assessment Suite (EPAS)

This unit has been especially designed to assess and treat women with early pregnancy problems as day patients. We have a comfortable but small waiting area and it is best if only
one adult accompanies you to the unit. Unfortunately space is limited, so you should make alternative arrangements for the care of children where applicable.

Test results or review by medical staff may be delayed, so assessment can take several hours.

**Maternity outpatient department**

This unit provides 24-hour midwifery advice, triage and assessment as well as support to all pregnant women and those who have recently had their babies.

If you need to speak to a midwife, call 01563 825300.

The midwife will be able to give advice, contact your midwife or arrange a hospital assessment. If you are asked to attend the unit for assessment, please note from 10pm until 7am admission to the unit is by the labour suite entrance situated at the rear of the building. This is clearly signposted.

This unit also provides day facilities to monitor your pregnancy and to carry out investigations if requested by medical staff. If you need to attend this unit, we will give you more detailed information at the time.

**Labour and delivery**

For information about what to bring into hospital please see your ‘Ready, Steady Baby’ book. Space is very limited, so please do not bring in to hospital more than you need. Remember to bring in a pen to help you complete your baby’s feeding charts.

**Medicines**

If you are already taking medicines, it is important that you bring a list of current medication from your family doctor (GP). If this is unavailable then please bring with you any
tablets or other medication you have been prescribed. These will be given to your relatives to take home or returned to you on discharge.

**Onset of labour**

If you think you are in labour or if your waters break, please call the maternity outpatients department on 01563 825300. If you are booked for a home birth, please let the maternity outpatients department know at this time.

You will speak to a midwife, who will ensure that the most appropriate person attends to your call. If you are asked to attend the unit for assessment, please note from 10pm until 7am admission to the unit is by the labour suite entrance situated at the rear of the building. This is clearly signposted.

**Admission to the labour suite or midwifery suite**

When your labour is confirmed, we will discuss your needs and choices and transfer you to the midwifery suite or labour suite depending on which is suitable.

Please discuss this with your community midwife before labour. Let the midwife taking the phone call know which unit when you think you are in labour.

Birthing companions are welcome on the unit to support you. However, in certain rare circumstances, we may ask for all but one of your companions to wait in the designated coffee rooms while we provide urgent care to you or your baby. We will explain this to you and your birthing companions at the time.

**Elective Caesarean section**

For women who are having their baby by elective (pre-planned) Caesarean section, the midwife will carry out a pre-operative assessment at the consultant clinic. This allows you to be admitted to the unit on the day of surgery.
Inpatient ward

Mothers and babies who cannot be transferred home within a six to 24-hour period following the birth, are transferred to the inpatient ward. Accommodation in the ward and length of stay are determined according to the clinical needs of each mother and baby. Most mothers and babies are transferred home by the second day after birth.

We have a discharge lounge in the ward area where you can wait to be collected for home after discharge. Where possible we will give you an estimated time of discharge the day before to help you arrange transport. Midwifery staff will discuss and plan your care with you and will liaise with others involved in your care as needed. A full range of support services, including physiotherapists, dieticians and social workers, are available to help you if required.

Accommodation is available for partners to stay overnight where additional support would be beneficial both in the antenatal and postnatal period. Guidance and further information may be obtained from the ward staff.

Any mother whose baby remains in the neonatal unit is welcome to stay in our hostel beds until her baby is ten days old. If there are extenuating circumstances, she may be able to stay longer.

The Breastfeeding Network

The Breastfeeding Network (BfN) is a registered charity which offers an independent source of information and support for breastfeeding women and their families.

In Ayrshire, the BfN offers:

- Support during your stay in Ayrshire Maternity Unit
- One-to-one support during your pregnancy and in the early days after your baby is born
- Friendly drop-in breastfeeding centres across Ayrshire
which provide information about feeding your baby, on-going support and a place to meet other pregnant and breastfeeding mums

To find out more please text or ring 07528 104976 or visit the BfN website: www.breastfeedingnetwork.org.uk.

**Neonatal unit (NNU)**

The neonatal unit (NNU) provides specialist family-centred care for premature and sick babies. It is a relaxed, friendly unit with unlimited visiting for parents. Parents are actively encouraged to take part in the planning and delivery of care to their baby.

A waiting area and small play area is available for use by parents, grandparents and other visitors. It is the responsibility of all parents to ensure that children are adequately supervised if using this area. Siblings are encouraged to accompany parents when they visit.

Cold drinks are available at all times. During the afternoon and evening, parents may bring one extra visitor to accompany them. A parent must always accompany visitors to the unit. Three visitors may visit the cot side at any one time.

If you wish to discuss any issues within the NNU, please speak to the nurse or midwife caring for your baby, or ask to speak to the neonatal unit coordinator. Parents have access to medical staff at all times, and you can make an appointment to speak with a consultant paediatrician.

The unit has a very strict hand-washing policy. We ask that all visitors, staff and parents wash their hands on entering the NNU.

On occasion if specialist care is required for your baby which cannot be provided here, we may need to transfer your baby to another hospital. All aspects of your baby’s transfer will be discussed with you in detail. Where possible, you will be given the opportunity to meet with
the dedicated expert neonatal transport team who will transfer your baby.

Security

Your baby will stay by your bedside during the day and at night. If you wish to leave the ward for any reason, you should always tell the midwife on duty. Never leave your baby in the care of anyone you do not know or cannot identify. All staff wear identity badges and a teddy bear emblem will be displayed on badges for those staff authorised to handle a baby in the course of their duties.

If you have any concerns at all about a person’s identity, please ring the nurse call bell for assistance. Access to all wards and departments is through a door-entry system for visitors. A closed-circuit television system has been installed within the Maternity Unit to improve security.

While in hospital, your baby must wear two identification bracelets at all times, and the name on the bracelet must be the same as the name on your own identification bracelet. The identification bracelets and cot name card will be checked daily by the staff. If you notice that a bracelet is either loose or missing at any time, please inform the staff so that it can be immediately replaced.

We recognise that the birth of a baby is a family event, and you will have many relatives and friends who will want to see the new addition to the family. However, we are often reminded these days how easily intruders can gain access to hospital wards. To help us make the unit more secure, please ask your visitors to observe visiting times and to note that there is a limit of two visitors per bed at any one time, in addition to partners.
Before going home

Every baby is checked for important medical conditions and receives a hearing screening test before discharge. Further important blood tests are carried out by your community midwife. For further details, please refer to your ‘Ready Steady Baby’ book or speak to your midwife.

Going home

When you are discharged, a member of staff will accompany you to the ward door. If travelling home by car, it is your responsibility to fit a car seat suitable for your car and baby into the car before you go home.

Community care

Following transfer home from hospital, your community midwife will visit the following day, and will discuss and plan your care with you. If your midwife does not visit before 4pm please call the maternity outpatient department on 01563 825300 and speak to a midwife who will offer advice and support. Your community midwife will care for you until your baby is ten days old.

The care for you and your baby will be handed over to the named health visitor at day ten.

Each child has a named health visitor and your named health visitor will be in touch with you to arrange a home visit to see you and your baby between day 11 and 14. The health visiting service offer a home visiting service in the first few months of your baby’s life and your health visitor will discuss this with you at the first visit. You will have a named health visitor until your baby reaches school age.

The health visiting service will monitor and assess your child’s growth, development and wellbeing. Your health visitor can give evidence-based and expert advice on many topics, including feeding your baby, weaning
onto solids, play, parenting, immunisations and your own health and wellbeing.

If you have a family nurse as part of the Family Nurse Partnership programme you won’t receive care from the health visitor until your child is two. Your family nurse will continue to provide support until this time.

If you wish to discuss your birth after you have gone home from hospital, please speak to your community midwife or health visitor. They will help you to put you in touch with the most appropriate person to answer your questions.

**Postnatal shape-up class**

There is a postnatal shape-up class for all mums for six weeks following the postnatal examination.

The class teaches specific exercises for both core strength and pelvic floor. You can also discuss posture and positioning, as well as relaxation. You can bring your baby along to the class.

You will find further information in the postnatal leaflet which you should have received following the birth of your baby.

**General information**

Visiting times:

- Inpatient ward: 2:30pm to 4pm and 6:30pm to 8pm
- Husband, partner or named visitor: 10am to 9pm
- Own children: 2:30pm to 8pm

If any of your family or friends are unwell, are suffering from a heavy cold or any other infectious illness, they should not visit the hospital. All visitors should wash their hands before touching your baby, and you should continue this practice when you go home.

All visiting is at the discretion of the ward manager or deputy ward manager.

Please ask your visitors to wait patiently for admission to the
ward area at the designated visiting hours. Buzzing before visiting times takes staff away from providing direct care to you and your baby.

To ensure the security of the building, the main entrance doors are locked at 9.45pm each evening by the porter. As an additional measure, women, resident partners/fathers cannot enter or exit the building after this time.

For details of visiting hours in other departments, you should check with the midwife in charge, as visiting may be limited to birth partner only.

**Supervisors of midwives**

Supervisors of midwives are appointed by NHS Ayrshire & Arran to protect the public by promoting safe maternity care and providing ongoing support to midwives.

These experienced midwives are an important source of information and advice for women and families during pregnancy and after the birth of their babies.

A supervisor of midwives is on call at all times and can be contacted through the switchboard at Ayrshire Maternity Unit on 01563 521133.

If you require further information please speak to your midwife.

**Maternity services provision group**

Would you consider joining the Ayrshire maternity services provision group?

This is a multi-disciplinary group made up of members of the public who use the service and maternity staff. The group is responsible for giving advice and direction in maternity care and services. To find out more, please contact Aileen I Brown, Manager for Women’s and Sexual Health Services on 01563 825442.

**Public transport**

There is a regular bus service which stops at University Hospital
Crosshouse main entrance. Information on public transport is available on our website www.nhsaaa.net.

**Car parking: Drop-off and pick-up zone**

The purpose of this area is to enable drivers to drop off women attending for assessment or admission or who are in labour between the hours of 7am until 10pm. Cars must be immediately moved to the main car park. It is also where mothers and babies can be collected when discharged from hospital. Please do not abuse this facility.

**Shop and refreshments**

The coffee shop operated by the Hospital Volunteers is open seven days a week. For opening times, please refer to the notice outside the coffee shop. Refreshments and a selection of light snacks are available to purchase, along with toiletries and baby gifts.

Vending machines are available outwith opening hours within the sitting area. Staff canteen facilities in University Hospital Crosshouse are also open to visitors.

**Parent and child room**

Child-changing facilities and separate feeding room are provided in the upper floor next to the coffee shop.

**Mobile phones**

The use of mobile phones is not allowed within the maternity unit building. Mobile phones may affect patient monitoring equipment.

**Patientline**

Patientline provides communication and entertainment facilities to your bedside including telephone, TV, radio, internet and a selection of games. There is a cost to use this service.

If you choose not to use Patientline, there is a coin-operated public phone available within the main entrance area.
Smoking

Smoking is not allowed within the hospital premises. Smoking is hazardous to health, particularly in pregnancy, and interferes with the growth and development of your baby.

We offer all women carbon monoxide (CO) monitoring at their first midwife appointment. Carbon monoxide is a poisonous gas which you cannot see or smell and it can be harmful to your developing baby. It is given off through cigarette smoke, faulty gas appliances and car exhausts. If you are a smoker or have a raised CO level, we will refer you to the Fresh Air-shire service for advice on smoking cessation and/or advice on second hand smoke.

We can give help and support to women who wish to stop smoking. If you smoke, we strongly advise you to take up this offer with your hospital or community midwife. However if you decide to continue smoking there is a designated smoke shelter for this purpose. Before leaving the maternity unit to smoke, we will ask you to sign a disclaimer form. Please note there is no access from the building overnight after 9.45pm for the purpose of smoking.

Please advise your visitors that smoking is not allowed outwith the designated smoke shelter.

Chaplains

The unit is visited by chaplains from various denominations. They are available at any time if a special visit is requested.

Your own spiritual advisor is also welcome to visit.

Valuables

Please do not bring large amounts of money or valuables into hospital. If you are unable to leave them at home please hand them to the midwife, who will arrange for their safe keeping and provide you with a receipt.
NHS Ayrshire & Arran cannot accept responsibility for the personal property and valuables of patients unless they are handed in for safe keeping and an official receipt obtained.

**Lost property**

All lost property is handed in to the Security Office, where a register is kept of all items handed in. Any property still unclaimed after one week is passed on to the local police.

**Travelling expenses**

If you are receiving Family Tax Credit, Income Support, income-based Job Seeker Allowance, income-based Employment Support Allowance or have HC2 or HC3 certificates, and did not travel to hospital by ambulance, you can claim a refund of your travel fares. You will be required to present your award letter from the Department of Work and Pensions to confirm this, as well as provide any bus and train ticket receipts if applicable.

**Registration of birth**

All babies must be registered within 21 days. You may register your baby at your local registration office or at Kilmarnock Registration Office, Civic Centre, John Dickie Street, Kilmarnock, by appointment.

**Donations**

We are always pleased to accept donations, which are used to enhance and improve the quality of care within wards and departments.

**Bounty distributor**

The Bounty distributor visits this hospital on a regular basis to distribute packs containing free samples and the Child Benefit Claim Pack. To find out more, call Bounty Customer Care on 0800 316 9341.

**Staff charter**

NHS Ayrshire & Arran pledges to treat patients with dignity and
respect, and staff also have the right to be treated with dignity and respect. Violence in any form, including the use of foul language towards staff, will not be tolerated.

NHS Ayrshire & Arran will support staff who wish to pursue legal action where it is appropriate.

Enquiries about patients

We realise your family and friends will want to enquire about your progress while you are in hospital. However, we appreciate if you ask one relative or friend to telephone, then to communicate any news to your family and friends.

Your well-wishers can, of course, use Patientline to contact you directly if you choose to use the facility.

Making a complaint

If you wish to provide feedback, comment, concern or complaint, please speak to any member of staff or ask to speak with the person in charge of the ward or department - she/he will discuss the matter with you.

If the matter remains unresolved, you can contact the Feedback Comments Concerns and Complaints Department:

- **Telephone:** 01292 513620 or freephone 0800 169144
- **Email:** complaintsteam@aapct.scot.nhs.uk
- **Write:**
  Feedback, Comments, Concerns and Complaints Team
  NHS Ayrshire & Arran
  PO Box 13
  Eglinton House
  Ailsa Hospital
  Dalmellington Road
  Ayr KA6 6AB

Access to health records

The Data Protection Act 1998 gives patients the right of access (with certain exemptions) to their health records. Should you wish access to your record, you must make a formal request in writing.
Application forms and guidelines are available from:

Legal Department
Health Records Department
University Hospital Crosshouse
KA2 0BE

Medical records and confidentiality

For the purpose of your present and future medical treatment, details of your medical care will be recorded. We may use this information for research purposes and to indicate the kind of health service which patients require.

The information will also be used for purposes of accounting in the NHS. Some information will be processed on a computer. At all times, we take great care to ensure that high standards of confidentiality are maintained in respect of all information held. You will find more information in the leaflet ‘Protecting personal information’ enclosed within the information pack given to you at your first booking appointment.
All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Wszystkie nasze publikacje są dostępne w różnych językach, dużym drukiem, brajlem (tylko w wersji angielskiej), na taśmie dźwiękowej lub w innym formacie Twojego wyboru.

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