

Welcome to your personal

Healthcare Logbook & Guide to Safer Healthcare

The purpose of this Logbook is:

1. To provide you with somewhere to keep an up to date personal record of your healthcare
2. To give you tips and guidance about what you can do as a patient to help enhance your safety in hospital
3. To help you get the information you need to better understand and be more informed about your healthcare



Patient safety is important.

More than a million people are treated successfully each day in the NHS.

However, hospitals are very busy and complex places and unfortunately things still do sometimes go wrong.

Hospitals and healthcare staff work very hard to keep you safe and free from harm during your stay in hospital but because patient safety is so very important we are always looking for additional ways to improve what we already do.

We want you and your family to help us.

Recently, we asked other patients, their relatives and staff from our hospital wards what they felt patients and their families could do to help and how best we might support them to do this.

This Logbook and the Patient Safety DVD have been developed based on what they told us.

Research also shows that patients who are more involved in, and informed about, their care can experience more satisfying and safer healthcare.

Use your Logbook to help you to get more involved & to find out what you can do to help.

HOW TO USE THIS LOGBOOK

Your Logbook has four sections:

1	Information about you
	Use this section to write down your contact details , what medications you are taking, current & previous health problems and other information about yourself that you wish staff to be aware of.
2	What you can do to enhance your safety
	This section tells you about the sorts of things that you can do as a patient or relative to help staff improve your safety.
3	Information & notes about your care
	This section is to help you to be better informed about and more involved in your care. Use it to keep notes about your care , to remind you of questions you should ask or to help you keep track of what to expect during your stay in hospital.
4	Useful information & contacts
	This section contains general information about your ward and links to further information about patient services and organisations . You can add leaflets given to you during your stay in hospital to keep this information in one handy place.

HOW TO USE THIS LOGBOOK

Inside the front cover of the Logbook you will find a:

Patient Safety DVD

The **DVD** presents a brief film about how patients and their relatives can help to improve patient safety. The film is about 8 minutes long.



If your stay in hospital is planned try to watch this DVD before you come into hospital. Encourage family and friends who will visit you to watch the DVD too. You will be able to watch the DVD during your stay in hospital.

Question Note Pad.

An important way to become more involved in your care is by **asking questions**. Your **Notepad** is a simple way to help you to ask, and **get answers to**, any questions that you may have about your care and treatment. With your permission, family members may also use the notepad to ask doctors and nurses questions.



When you are in hospital you will be offered a dedicated “talk time” during your day when a member of the ward staff will spend time with you to update you about your care and to answer your questions.

Relatives can be part of this talk time too if you wish.

Information about you

YOUR CONTACT DETAILS:

Name:

Address:

Telephone:

Email:

NEXT OF KIN/ EMERGENCY CONTACT DETAILS

Name: _____

Telephone:

YOUR GP/FAMILY DOCTOR'S CONTACT DETAILS:

Name of GP:

Name of GP Practice:

.....

Telephone:

Your NHS Number:

PEOPLE (*RELATIVES, CARERS, FRIENDS*) WHO CAN BE PART OF CONVERSATIONS ABOUT MY CARE:

Name:

Name:

Name:

OTHER CONTACT DETAILS/NOTES:

.....

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ABOUT YOU

My medical history

My current health conditions

ABOUT THE MEDICINES YOU TAKE AT HOME

- Always **keep an up to date list** of all the medications that you take and **take your list with you** when you go to hospital or attend an appointment with your GP.
- You may already have a list, if so you could keep it in this Logbook. If not, make a list of your medications in the table on the page opposite.
- Add any medicines to your list that you buy yourself – like cold & cough remedies, pain killers or allergy and indigestion relief.
- Tell us about any allergies that you have:

Medicines you are allergic to:

Name or type of medicine	What happens to you when you take this medicine?

Are you allergic to anything else? *(for example, some people are allergic to Elastoplast, some are allergic to latex).*

WRITE DOWN THE MEDICINES THAT YOU TAKE AT HOME

Name of medication	What do you take it for?	How much do you take? (dosage)	When do you take this medicine?	*Complete this column in hospital

*Ask staff to indicate if any changes are made to your home medications. *Ask them to detail any changes below.

WRITE DOWN THE MEDICINES THAT YOU TAKE AT HOME

Name of medication	What do you take it for?	How much do you take? (dosage)	When do you take this medicine?	*Complete this column in hospital

*Ask staff to indicate if any changes are made to your home medications. *Ask them to detail any changes below.

***NEW MEDICINES GIVEN TO YOU IN HOSPITAL**

(*ASK A MEMBER OF STAFF TO HELP YOU COMPLETE THIS LIST)

Name of medication	What you take it for	How much to take (dosage)	When to take this medicine	Side effects? Other comments?

* SHOW THIS LIST TO YOUR GP SO THEY CAN BE AWARE OF ANY CHANGES OR ADDITIONS TO YOUR MEDICATIONS

THE FOLLOWING MEDICINES HAVE BEEN STOPPED BY THE HOSPITAL DOCTOR

(*ASK A MEMBER OF STAFF TO HELP YOU COMPLETE THIS LIST)

Name of medication	Date stopped	Why was it stopped?

* SHOW THIS LIST TO YOUR GP SO THEY CAN BE AWARE OF ANY CHANGES OR ADDITIONS TO YOUR MEDICATIONS

ANY FURTHER INFORMATION ABOUT THE MEDICINES THAT YOU HAVE BEEN GIVEN TO TAKE HOME:

ANY FURTHER INFORMATION ABOUT THE MEDICINES THAT YOU HAVE BEEN GIVEN TO TAKE HOME:

Information for patients and relatives about some medicines commonly prescribed in hospital			
Medicine	Usual Dose	What it is used for	Common side effects
Paracetamol	TWO 500mg tablets four to six hourly up to a maximum of EIGHT tablets in 24 hours	Pain relief	Side effects are rare. Some patients may develop a rash.
Codeine	ONE to TWO 30mg tablets every four to six hours up to a maximum of eight tablets in 24 hours	Pain relief (Only used if Tramadol not used)	The most common side effect is constipation, and some patients become drowsy or confused. A lower dose is usually prescribed if confusion becomes a problem, and laxatives are prescribed in most patients to try to prevent problems with constipation.
Tramadol	ONE to TWO 30mg capsules every four to six hours up to a maximum of eight capsules in 24 hours	Pain relief (Only used if codeine not used)	The most common side effects are nausea and dizziness, headache and drowsiness. Confusion and mood change have also been reported but this is less common.

Space to record information about other medicines you may be prescribed on your hospital ward			
Medicine	Usual Dose	What it is used for	Common side effects

What you can do to
enhance your safety

What you can do to help

TOP TIPS TO HELP IMPROVE YOUR SAFETY

THINK "SAFE"

✓ **SPEAK TO US.** *We are here to listen.*

The most important way to improve patient safety is for patients and staff to talk to each other. **Talk to us** if you want more information. **Talk to us** if you have any doubts or concerns.

✓ **ASK US QUESTIONS.** *We are here to inform.*

Patients can be reluctant to ask questions because they think staff are too busy or they may think their question is not important enough. **Your questions are important** and we do have time – so please do **ask us**.

✓ **FIND OUT** *what you can do to help.*

Patients and their families can make a valuable contribution to ensuring the safety of their healthcare. **Staff at your hospital welcome and value your help.** Ask what else you can do to help on a ward like theirs.

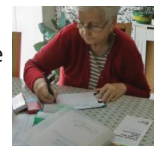
✓ **ENGAGE** *with your healthcare.*

Be informed. Learn about your condition and ask about treatment options. Take part in decisions about your care. **Involved patients feel more satisfied with their care** and staff really do appreciate your interest.

WHAT YOU & YOUR FAMILY CAN DO ...

Before you come into hospital

Make a list of all the medications that you take at home. Include **medicines that you buy** yourself – like cough syrups & vitamins - and **write down any allergies** you have.



You can use the list provided in this Logbook.



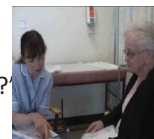
When you are admitted

Take your list with you to hospital and show it to the member of staff admitting you.

Ask "Does my list match your records?"

Ask "What tablets might I be given during my stay?"

Ask "What side effects should I watch out for?"



During your stay in hospital

Help prevent infection, find out about & follow hygiene recommendations for your ward.

Wash your hands regularly, especially before eating and after going to the toilet.



Remind your visitors to clean their hands each time they come on to & leave the ward. **Ask visitors not to sit on your bed.**



Remind staff to wash their hands too. Protecting you from risk of infection is very important to us. If you think we have not cleaned our hands then please do remind us.

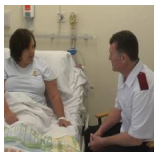


Ask "Before you do that, could you wash your hands please?"

It really is OK to say this. We will not be offended or upset.

WHAT YOU & YOUR FAMILY CAN DO...

During your stay in hospital



Ask about your care & treatment

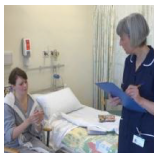
If you are not sure about something that is said to you ask for the information again.

Ask "I didn't quite understand that, could you explain it to me again please?"

Ask "Could you check that for me please, my nurse/doctor has told me something different."



If you are having surgery, ask your doctor to confirm which part of your body will be operated on.



If something unexpected happens, ask why. For example, if you are given any unfamiliar medications to take or you are called upon for a test or X-ray that you have not been told about.

Ask "These don't look like the pills I usually take' can you tell me what are they are for please?"

Ask "I wasn't expecting to have this test, can you tell me what it is for please?"



If you do have any tests done, ask for the results and what they mean.



Tell us if you begin to feel unwell.

Sometimes it can be difficult for staff to notice important changes in a patient's condition. **You know yourself better than anyone** – so please tell staff if you start to feel hot or unwell.

Family members should do the same if they think that the patient is unwell or "not quite themselves".



Patients can look out for each other too – encourage other patients who tell you they are in pain or that they are feeling unwell to tell staff how they feel.

WHAT YOU & YOUR FAMILY CAN DO...

Before you go home

Ask about what to expect after leaving hospital

Find out if there is anything that you should know about.

Ask "What happens next?"

Use the discharge checklist provided in this Logbook for suggestions of other questions you could ask.

Ask "Who should I contact for help or advice?"

See the last section in this Logbook for other useful sources of information and advice for patients and their families



Ask about medications you are given to take home

Make sure you understand each new medication that you have been given to take.

Ask "What are they for" "How should I take them?"

Ask "Are there any side effects to watch out for?"

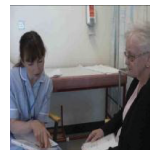
Ask what you should do if you experience any new symptoms after taking your medicines



Make sure you are aware of any changes that have been made to your usual medications

Ask "Have any of my medicines been stopped?"

Ask "Have any of my medicines been changed?"



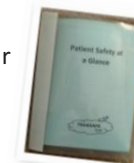
Ask for all changes to be explained to you. Ask for help to record this information on your own medication list.

After your discharge

Tell your GP about your recent stay in hospital and about any changes made to your medications

Ask them and other healthcare staff involved in your care to help you to keep your Logbook up to date.

This will help you stay informed and more involved.



Information & notes about your care

Notes about Your Care

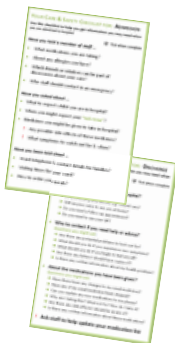
GETTING INFORMATION ABOUT YOUR CARE

You can ask questions about your care and treatment at any time during your stay in hospital

TIP: Write your questions down. You may like to use the **Question Notepad** provided to do this. Some people find this helps them to remember what they want to ask about. With your permission your family can also use the notepad to ask your doctors and nurses questions.



TIP: To help you get the information you need we have also provided two **question checklists** in this section that you may find helpful to use at admission and discharge



YOUR CARE & SAFETY CHECKLIST FOR: ADMISSION

Use this checklist to help you get information you may need when you are admitted to hospital

Tick when complete

Have you told a member of staff ...

- What medications you are taking?
- About any allergies you have?
- Which friends or relatives can be part of discussions about your care?
- Who staff should contact in an emergency?

Have you asked about ...

- What to expect whilst you are in hospital?
- When you might expect your **“talk time”**?
- Medicines you might be given to take in hospital?
- ! Any possible side-effects of these medicines?
- ! What symptoms to watch out for & when?

Have you been told about ...

- Ward telephone & contact details for families?
- Visiting times for your ward?
- How to order your meals?

YOUR CARE & SAFETY CHECKLIST FOR: DISCHARGE

Use this checklist to help you get information you may need when you are about to go home

Tick when complete

Do you know ...

- **What to expect after you leave hospital?**

Questions you might ask:

- Do you need special advice, e.g. wound care?
- Will anyone come to see you at home?
- Do you need a follow-up appointment?
- Do you need to see your GP?

- **Who to contact if you need help or advice?**

Questions you might ask:

- Are there any potential problems to look out for?
- What should you do if you experience new symptoms?
- What should you do if you begin to feel unwell?
- Are there any letters I should have copies of?
- Is there any written information about my health problem?

- **About the medications you have been given?**

Questions you might ask:

- Have there been any changes to my usual medicines?
- Have any of my usual medicines been stopped?
- Can you explain any new medications to me please?
- Why am I taking this? What is it for? How do I take it?
- Are there any side effects I should be aware of?
- Is there any written information about these medications?

! Ask staff to help update your medication list

OTHER QUESTIONS YOU MAY WANT TO ADD:

Q:

Answer:

Q:

Answer:

Daily Care Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend
Admitted today New pain relief medication prescribed	Physiotherapist coming after lunch	! Any signs of side effects? Talk Time 2pm	Blood test results due today.	Discharge today, Talk Time 11.00am John coming at 2pm	

Use this chart to help you keep track of what to expect during your stay in hospital.

The grey row gives an example of things you might note down

Daily Care Calendar

Monday	Tuesday	Wednesday	Thursday	Friday	Weekend

Use this chart to help you keep track of what to expect during your stay in hospital.

INFORMATION & NOTES ABOUT YOUR CARE

Use these pages to **keep a personal record of your care.**

For example, you could:

- **Make a note** of any tests done, what the results are and what they mean.
- **Write down answers** to any questions that you or your family have asked.
- **Share your notes** with the different healthcare staff you see to help them keep up to date with your care

INFORMATION & NOTES ABOUT YOUR CARE

Useful information and contacts

USEFUL INFORMATION & CONTACTS

Patient health information

NHS Direct For health advice and reassurance, 24 hours a day, 365 days a year. <http://www.nhsdirect.nhs.uk/>
Telephone: 0845 4647

NHS Choices Your health, your choices
<http://www.nhs.uk/Pages/HomePage.aspx>

Patient.co.uk offers comprehensive health information as well as a number of Brief Decision Aids (BDAs) . BDAs highlight the benefits and risks of treatment options and can help you to make a shared decision with your doctor or nurse about the treatment that is right for you. <http://www.patient.co.uk/>

Out of Hours medical & district nursing service provides urgent advice from a GP or district nurse when your GP surgery is closed. Ring your surgery as usual. The out of hours number will be available on a recorded message. You can also ring NHS Direct on 0845 4647 for general medical advice.

Patient Networks:

Local Involvement Networks (LINKs) are made up of individuals and community groups, such as faith groups and residents' associations, working together to improve health and social care services.
<http://www.nhs.uk/NHSEngland/links/Pages/findingyourlink.aspx>

Healthwatch is a new independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level to make sure that the views of the public and people who use services are taken into account.
<http://www.cqc.org.uk/public/about-us/partnerships-other-organisations/healthwatch>

USEFUL INFORMATION & CONTACTS

Patient support

The Patient.co.uk Support Directory indexes a huge range of websites, services & information for patients and carers
<http://www.patient.co.uk/support-directory.asp>

Patient Advice & Liaison Service (PALS) provides on the spot help and advice for patients and families when using the health service.
<http://www.pals.nhs.uk/>

PALS FreePhone numbers:

Sunderland City Hospitals NHS Foundation Trust 0800 5876513
Northumbria Healthcare NHS Foundation Trust 0800 032 0202

Patient safety

National Patient Safety Agency (NPSA) transferred to the NHS Commissioning Board Special Health Authority on 1st June 2012 but patient guidance on how to improve their safety is still available at:
<http://www.npsa.nhs.uk/pleaseask/beinformed/>

National Reporting and Learning System (NRLS) is the world's most comprehensive database of patient safety information. The NHS Commissioning Board Authority will utilise this information to analyse risk, drive learning and improve patient safety. Healthcare organisations, patients and the public can use this resource to report patient safety incidents.
<http://www.nrls.npsa.nhs.uk/report-a-patient-safety-incident/patient-public-reporting/>

Action against Medical Accidents (AvMA) is an independent charity which promotes better patient safety and justice for people who have been affected by a medical accident.

<http://www.avma.org.uk/>

Helpline: 0845 123 2352 (Mon - Fri 10am - 5pm).

