

# Visitors' charter

We understand the important role that family, friends and loved ones play as care partners in supporting patients throughout their stay, and that is why we offer open visiting on most of our inpatient wards between 8.00am and 8.00pm – more information can be found on [www.gwh.nhs.uk](http://www.gwh.nhs.uk).

If you need to visit outside of these hours, please speak to a member of the ward team.

We will always be guided by the patient's wishes and there may be times when visitors will be asked to leave due to clinical or personal care needs.

You can expect our staff to	We expect our visitors to
Be polite and courteous at all times	Be polite and courteous to staff, patients, and other visitors
In line with Johns Campaign, be supportive of visitors who wish to participate in the patient's care	Visit at appropriate times if you would like to help your relative or friend, for instance to eat their meal
Do our best to create a calm and restful environment	Be respectful and keep noise to a minimum – please put phones on silent
Use our skills to prioritise care for all patients and communicate these decisions with visitors	Limit the number of visitors to two per patient at any one time, unless special circumstances are agreed with the ward
Keep the next of kin / named contact well informed and supported – with patient consent	<ul style="list-style-type: none"> <li>• Understand that information cannot be given out without patient consent</li> <li>• Provide updated contact details</li> </ul>
Work hard to provide a clean hospital	<ul style="list-style-type: none"> <li>• Not bring flowers or plants to ward areas</li> <li>• Not sit on patient beds</li> </ul>
Do all we can to protect patients from infection – this may mean restricting visiting times or moving patients	<ul style="list-style-type: none"> <li>• Use alcohol gel when entering and exiting the ward</li> <li>• Stay home if unwell and allow time before visiting following recent illness</li> </ul>
Give visitors' loved ones all the care and support they need	Speak to a member of staff if you have any concerns

Please speak to a member of the ward team if you have any questions.

Alternatively, contact our Patient Advice and Liaison Service (PALS) if your question has not been resolved [gwh.pals@nhs.net](mailto:gwh.pals@nhs.net).