

SLIGO GENERAL HOSPITAL



PATIENT INFORMATION LEAFLET

Welcome to Sligo General Hospital

Thank you for taking the time to read this Information leaflet. We hope it will be of help to you and make your visit to Sligo General Hospital more pleasant.

Issued December 2009

MISSION STATEMENT

Sligo General Hospital is committed to the delivery of a high quality, patient-centred service in a safe, equitable and efficient manner. We recognise and value the contribution of each staff member and endeavour to support them in their ongoing development.

ADMISSION

A bed has been provisionally booked for you in this hospital. However, you should confirm its availability on the morning of your admission by contacting the ward where you are to be admitted. Please check your Admission Letter for details.

On arrival please go to Admissions Office which is past the Main Reception are on Level 3 (on your left)

Please bring with you, as appropriate:

- Medical Card Number and date/valid to
- V.H.I. Number and plan
- B.U.P.A.. Number
- VIVAS Number
- Garda Medical Aid Number

On your admission you will be asked to sign certain forms to enable the hospital to submit your account to the respective medical insurance companies.

WHAT SHOULD I BRING WITH ME?

You should bring your own nightwear, dressing gown, slippers, towels, face cloth, toiletries (toothbrush, toothpaste, soap, comb, razor, etc.), pen and paper.

Please note you are responsible at all times for your own personal belongings.

You will have a locker beside your bed and a small wardrobe, but space is very limited so please do not bring extra personal clothing.

As the hospital does not provide a personal laundry service, please make suitable arrangements with your relatives and friends.

VALUABLES AND CASH

Please do not bring any valuables, jewellery, or large amounts of money (except a small amount of petty cash for newspapers, etc.) with you. The hospital does not accept responsibility for the loss of any of these items.

WHO WILL TAKE CARE OF ME WHILE I AM IN HOSPITAL?

Medical Staff:

Each Consultant has a team usually comprising of a Senior Registrar, and/or Registrar, Senior House Officers (SHO), and Interns. During your stay you may be seen by doctors from other teams, as appropriate.

You may be asked to sign a consent form before surgery or some other procedures, so make sure you understand the form before you sign it. Parents and guardians must sign consent forms for children under the age of 16. Information about your illness is confidential. Without your permission it will not be given to anyone, except those involved in your treatment and your own General Practitioner.

Nursing Staff:

The Director of Nursing is supported by her team of Unit Nursing Officer/Services Manager, Clinical Nurse Managers, Clinical Nurse Specialists, Staff Nurses, Student, Nurses, Health Care Assistants, and Ward Receptionists.

When in hospital, please feel free to discuss your care and treatment with both the medical and/or nursing staff,

ACCOMMODATION FOR RELATIVES

If a relative of a very ill patient or parent of a child wishes to stay overnight, the Clinical Nurse Manager/Staff Nurse in charge will offer assistance.

VISITING TIMES

The general visiting times in Sligo General Hospital are 2pm to 4pm and 6:30 pm to 8:30pm , except

Maternity: Visiting – 2:30 pm to 5:00pm and 7:00pm to 8:30pm

I.C.U.(Intensive Care Unit) and Coronary Care Unit
Visiting – 2:30pm to 5:00pm and 7:00pm to 8:30pm

NO children are allowed to visit.

Many patients are very ill and tire easily so please limit the duration of your visit.

Peace and quiet contribute greatly to a patient's recovery. Please be as quiet as possible in the corridors and while in the ward with your relative or friend.

- Never bring alcohol / tobacco to patients
- Ensure children are supervised at all times

MOBILE TELEPHONES

The use of mobile phones can cause life support and diagnostic equipment to malfunction and should **NOT** be used in Patient Care Areas.

HOSPITAL SERVICES

The **Hospital Shop** is in the main concourse.

Newspapers, magazines, confectionery, soft drinks, toiletries, flowers can be purchased.

Opening hours are:

Everyday 9:00 – 18:00 hrs.

Newspapers and other small articles are delivered to the wards daily.

Telephones – there are **public phones** in the main concourse, opposite the reception desk. Both coins and cards are accepted.

Internet access is available in the main concourse.

Postal Service – letters and parcels are delivered to and collected from the wards daily.

Security Monitoring Systems are in place throughout the hospital consisting of CCTV and security personnel.

CATERING SERVICES

Visitors may avail of The Mollway Restaurant located on Level 2.

Monday – Sunday 8am to 11:15am and 12 noon to 6pm.

and/or

The Lake Isle Coffee Lounge is located on Level 3 close to the Outpatients Department.

Monday – Friday 8am to 5pm

Saturday and Sunday - closed

RELIGIOUS CARE

The hospital Chaplaincy Department provides a full pastoral care service for patients and their families. An appropriate Religious Minister can be contacted via the nursing staff.

Holy Trinity Church (Inter-denominational) is situated within the main concourse. It incorporates a small Blessed Sacrament Chapel and Chaplain's Office. A church service is held on Wednesdays at 11.00 hrs.

Masses are celebrated as follows:

Weekdays except Sat - 1 pm

Saturday Vigil - 8:45 pm

Sunday/Holy Days - 8.30 am

Chaplains - Direct contact numbers:

Catholic via Switchboard or Nursing staff

Church of Ireland - 071 – 9162263

Methodist Church - 071 - 9142346

Presbyterian - 071 - 9162337

Baptist - 071- 9145837

Jehovah Witnesses - 071 - 9163388

Elim Pentecostal - 071 - 9130237

Muslim - 086-8107165

INFECTION CONTROL

To avoid introducing and spreading infection, you are advised to wash your hands regularly.

We would appreciate if any friends or relatives who are suffering from colds, flu like illness, chicken-pox, vomiting, diarrhoea or any other infection did not visit while you are in hospital.

Alcohol Hand Gels have been provided for convenience. Please use on entering and leaving the ward.

Also please ensure your visitors do not sit or lie on your bed or other beds.

Footwear / slippers should be worn while walking in the ward area, however, please do not put footwear / slippers on the bed.

If you have daily visitors then clean pyjamas / nightdress, a clean skin flannel and towel brought in daily is a good way to reduce the risk of infection. Patients should not visit other patients in the ward or any other part of the hospital. Inpatients are not permitted to visit the canteen or restaurant while in hospital.

Service Users and their relatives/visitors can ask staff if they have performed hand hygiene before attending to them and also request them to practice hand hygiene

SMOKING POLICY

Sligo General Hospital has a NO SMOKING policy. Smoking and use of tobacco products in the Hospital are prohibited to all patients , staff and visitors within 6 metres of all entrances, exits, windows and ventilation systems, There are two designated smoking shelters located close to the Main Entrance of the Hospital and Coffee Dock area. On admission patients will be asked about their smoking status. For those who wish to stop smoking, Smoking Cessation support and treatment is available. Initial contact should be made with the Smoking Cessation Officer via the nursing staff/doctor.

PARKING

24-hour public parking is available. There are some places reserved for Disabled drivers at various entrances. Disabled drivers are not required to pay parking fees.

Euro Car Parks manages the parking areas. You may speak to a representative in the customer services office located in the main parking area.

PAYMENT OF YOUR ACCOUNT

On discharge your account can be paid at the Accounts Office on Level 3, near Reception. Methods of payment include, cash, cheque, postal order or credit card.

All patients (except Medical Card Holders and certain other exemptions) are liable for a government levy.

If you are a private patient and are accommodated in a private/semi private bed, you will also be liable for additional charges.

COMMENTS/COMPLAINTS

The comments of patients, relatives and visitors are welcomed and used as a gauge and measure of quality service.

We welcome suggestions or ideas on how to improve our services. If you have any ideas that might help please complete a comments card and place in any of the Comment Card Boxes throughout the Hospital.

Sligo General Hospital has a complaints procedure.

If you have a complaint you should direct it in the first instance to the Clinical Nurse Manager / Service Manager, or you may contact the Consumer Services Officer on: 071 91 74517.

TRANSPORT

Bus 478 from Cartron via the town centre runs about every 20 minutes. Monday – Saturday. It stops at the Outpatients/Coffee Lounge Entrance of the Hospital.

LOCATION

Sligo General Hospital is situated on The Mall, Sligo. It is a 10 minute walk to the town centre.

DIRECTIONS:

From Leitrim – Carrick-on-Shannon

Take N4 via Castle Baldwin to Sligo

On entering Sligo take 3rd turning continue into Wine Street.. Bear left and follow one-way system into Stehpen Street and The Mall (signposted Enniskillen, Manorhamilton).

From Donegal:

Follow N15 via to Sligo. On entering Sligo turn left at traffic lights (Feehily's on corner) into Duck Street. Continue into Ash Lane. Hospital Entrance on right.

From Roscommon:

Take N61 to Boyle. Follow signposts to Sligo. At T-junction turn left onto N4. Continue via Castle Baldwin to Sligo. On entering Sligo take 3rd turning continue into Wine Street.. Bear left and follow one-way system into Stehpen Street and The Mall (signposted Enniskillen, Manorhamilton).

From Mayo:

Take N5 to Charlestown. Turn left at Market Square onto N17 to Sligo. At Ballinacarrow roundabout follow N4 to Sligo. On entering Sligo take 3rd turning right, continue into Wine Street. Bear left and follow one-way system into Stehpen Street and The Mall (signposted Enniskillen, Manorhamilton).

FURTHER INFORMATION

Sligo General Hospital,
The Mall,
Sligo, Republic of Ireland.
Tel: 071-91 71111
Fax: 071-91 74645

SLIGO GENERAL HOSPITAL

is a Health Promoting Hospital.



Please see various information leaflets displayed on the wards, Outpatients, Emergency Department and hospital entrances.

Bus Éireann Timetable for Sligo Town



Table No. **478A**

SLIGO WESTERN CITY SERVICE

MONDAY TO SATURDAY

SERVICE NUMBER	472	472	478A	478A	478A	478A	478A	478A	478A	478A
	SX	SX								
Bus Depot	dep. 0750	0840								
O'Connell Street			0930	1000	1100	1145	1400	1435	1520	
Markievicz House			0932	1002	1102	1147	1402	1437	1522	
Merville			0935	1005	1105	1150	1405	1440	1525	
Oakfield Cross			0938	1008	1108	1153	1408	1443	1528	
Sea Road									1535	
Sea Road Junction	0800	0850								
Kilmacowen			0945		1115				1450	
Ransboro Cross			0950		1120				1455	
Carrowmore			0955		1125				1500	
arr.										

SX= Saturday excepted.

MONDAY TO SATURDAY

SERVICE NUMBER	472	472	478A	478A	478A	478A	478A	478A	478A
	SX	SX							
Carrowmore	dep.	0955	1125	1500		
Oakfield Cross	1002	1132	1507		
Merville	1005	1135	1510		
Sea Road Junction	0820	0910							
Sea Road			1015	1139	1200	1415		1535	
Markievicz Road			1027			1427			
O'Connell Street	arr.	1015	1035	1435	1520		
Bus Station	arr. 0830	0920	1045	1510		

No services on Christmas Day or Public Holidays.

SX= Saturday excepted.

SLIGO CENTRAL CITY SERVICE

MONDAY TO SATURDAY

SERVICE NUMBER	478	478	478	478	478	478	478	478	478	478	478	478
Bus Station	dep. 0750
Cartron	0800	0850	0940	1030	1120	1215	1310	1400	1455	1545	1635	1725
St. John's Hospital	0805	0855	0945	1035	1125	1220	1315	1405	1500	1550	1640	1730
Abbotts Rathbraughan	0807	0857	0947	1037	1127	1222	1317	1407	1502	1552	1642	1732
Clarion Hotel	0810	0900	0950	1040	1130	1225	1320	1410	1505	1555	1645	1735
I.T. Sligo	0818	0908	0958	1048	1138	1233	1328	1418	1513	1603	1653	1743
John Street				1145	1240		1425					
Bus Station				1147	1242		1427					
Markievicz Road	0825	0915	1005	1055	1150	1245	1335	1430	1520	1610	1700	1750
Cairns Road	0828	0918	1008	1058	1153	1248	1338	1433	1523	1613	1703	1753
St. Anne's	0820	0910	1000	1050	1145	1240	1330	1434	1524	1614	1704	1754
McNeill Drive	0831	0921	1011	1101	1156	1251	1341	1436	1526	1616	1706	1756
Martin Savage Terrace	0833	0923	1013	1103	1158	1253	1343	1438	1528	1618	1708	1758
Sports Complex	0835	0925	1015	1105	1200	1255	1345	1440	1530	1620	1710	1800
Cemetery Road	0838	0928	1018	1108	1203	1258	1348	1443	1533	1623	1713	1803
Cairns Road	0841	0931	1021	1111	1206	1301	1351	1446	1536	1626	1716	1806
Carraro Retail Park	arr. 0845	0935	1025	1115	1210	1305	1355	1450	1540	1630	1720	1810

MONDAY TO SATURDAY

SERVICE NUMBER	478	478	478	478	478	478	478	478	478	478	478	478
Carraro Retail Park	dep.	0845	0935	1025	1115	1210	1305	1355	1450	1540	1630	1720
Crozon	0850	0940	1030	1120	1215	1310	1400	1455	1545	1635	1725
Caltragh Crescent	0852	0942	1032	1122	1217	1312	1402	1457	1547	1637	1727
P.S.O.	0855	0945	1035	1125	1220	1315	1405	1500	1550	1640	1730
Circular Road	0857	0947	1037	1127	1222	1317	1407	1502	1552	1642	1732
Cairns Road	0859	0949	1039	1129	1224	1319	1409	1504	1554	1644	1734
Cemetery Road	0900	0950	1040	1130	1225	1320	1410	1505	1555	1645	1735
Sports Complex	0902	0952	1042	1132	1227	1322	1412	1507	1557	1647	1737
Martin Savage Terrace	0906	0956	1046	1136	1231	1326	1416	1511	1601	1651	1741
McNeill Drive	0909	0959	1049	1139	1234	1329	1419	1514	1604	1654	1744
Abbey Street	0915	1005	1055	1145	1240	1335	1425	1520	1610	1700	1750
High Street Friary	0918	1008	1058	1148	1243	1338	1428	1523	1613	1703	1753
O'Connell Street	0920	1010	1100			1340		1525	1615	1705	1755
John Street			1150	1245		1430					1845
Bus Station	0805		1152	1247		1433					1847
Markievicz Road	0810	0921	1011	1101	1155	1250	1341	1436	1526	1616	1706	1756
Caltragh Crescent	0815											
Cairns Road	0825											
Cranmore	0830	0923	1013	1103	1157	1252	1343	1438	1528	1618	1708	1758
General Hospital	0835	0925	1015	1105	1200	1255	1345	1440	1530	1620	1710	1800
Clarion Hotel	0930	1020	1110	1205	1300	1350	1445	1535	1625	1715	1805	
Abbotts Rathbraughan	0933	1023	1113	1208	1303	1353	1448	1538	1628	1718	1808	
Cartron	arr. 0850	0940	1030	1120	1215	1310	1400	1455	1545	1635	1725	1815