

## Contacting the Chaplaincy

We can be contacted in any of the following ways:

### In an emergency:

- Ask ward or department staff to contact us on your behalf via the hospital switchboard

### In a non-urgent situation:

- Telephone us:  
01493 452408 (Direct Line)  
Extension 2408 (Internal)
- Ask ward or department staff to contact us on your behalf
- Email us: chaplaincy@jpaget.nhs.uk
- Visit the Chapel or Chaplaincy Office (next to the Chapel on the Ground Floor)
- Fill in your details in the slip below, and ask a staff member, friend or relative to drop it into the Chaplaincy office

Name.....

Date of Birth.....

Ward .....

## Our Chaplains

Revd Dr Alan Palmer  
Revd Robert Soanes  
Revd Peter Glanville  
Revd Marilyn Zipfel  
Revd Stephen Andrews  
Revd Peter Paine

In addition to our Chaplains, we also have a friendly, dedicated and compassionate team of volunteers who give their time and talents freely to support patients, relatives, visitors and staff.

### Trust Values

#### Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals  
So people feel **welcome**

#### Attentively kind and helpful

- Look out for dignity, privacy & humanity
- Attentive, responsive & take time to help
- Visible presence of staff to provide care  
So people feel **cared for**

#### Responsive communication

- Listen to people & answer their questions
- Keep people clearly informed
- Involve people  
So people feel **in control**

#### Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve  
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet,  
contact PALS 01493 453240

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James Paget University Hospitals NHS Foundation Trust

## Chaplaincy Service



Patient, Relative & Visitor  
Information

## What do we do?

We are here for you...

**...no matter who you are, or whatever your beliefs, our Chaplains will seek to support and care for you in whatever way we can.**

### We offer:

- A friendly listening ear at a time of difficulty or crisis
- Space to talk about life, purpose and the meaning of things
- Help in bereavement
- Pastoral Counselling
- Support if you wish to practise your faith or tradition
- Contact with representatives of world faith communities and belief groups
- Prayer support
- Above all, total compassion, understanding, and confidentiality.

## Who are we?

The Chaplaincy team is based in the hospital and represents, or is in contact with, all major faiths and denominations. This experienced team is comprised of ministers, priests and volunteers from a range of beliefs and in a variety of capacities, male and female, working together throughout the hospital.

## It's good to talk

It can be an anxious time when we are admitted to hospital. We are away from the comfort of home, and we may be feeling unwell, and awaiting procedures or the results of tests.

What we think about things: ourselves; our lives; what really matters; may be at the forefront of our minds. Perhaps it is because somebody close to us is unwell, and we find ourselves watching and waiting with them...

We are trying to hold everything together, and sometimes we need help.

Whatever your circumstances and beliefs, and whether you are a patient or relative, you might find it helpful to talk in confidence to someone about what is going on.

## We are here for the whole of the hospital community

We are here for patients, relatives, visitors and members of staff. We work closely together to care for people of all faiths and traditions and for those without any religious affiliation. Spiritual and pastoral care is for everyone. We will respond to everyone who asks to see us and respect their beliefs.

## The Chapel

Apart from 'formal' services (when it is asked that the chapel and particular faith tradition be respected) the chapel is always open for reflection, quiet time or prayer.

## Prayer Room

A Muslim prayer room (equipped with foot washing facilities) is available next to the Chapel. This is open 24 hours a day.

## Services in the Chapel

Sundays	09:30	Holy Communion
Mondays	12:30	Daily Prayers
Tuesdays	13:00	Prayer Bank
	16:30	Roman Catholic Mass
Wednesdays	12.30	Daily Prayers
Thursdays	12.30	Daily Prayers
Fridays	13:00	Islamic Prayer (Jummah)

Holy communion and prayer can also be delivered at the bedside for those who are unable to come to the chapel; please ask ward staff to contact the Chaplaincy if you would like for this to be arranged.