

If you would like to request a Health Play Specialist then please contact the ward on 01493 452010

Health Play Specialists

at the James Paget University Hospital

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

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



We are available
7 days a week on
Children's Ward



Information for Parents / Carers



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



“Our role is to organise and implement play on the Children’s & Young Persons’ Unit and throughout the Trust as part of the multi-disciplinary team”

Health Play Specialists can make a difference by

- Creating an environment where stress and anxiety are reduced
- Helping your child regain confidence and self-esteem
- Provide an outlet for feelings of anger and frustration
- Help your child understand treatment and illness through play and language
- Prepare for and distract during a wide variety of treatments and procedures
- Speed recovery and rehabilitation
- Support the families/siblings
- Provide activities by the bedside and within the playroom