

How to get help or tell us if you are unhappy

If you have a concern or you are unhappy about the treatment you have received at the hospital, you can contact our Patient Advice and Liaison Service, or PALS.

PALS can help by telling you about services run by the hospital.

PALS can help with any problems you have with the services in the hospital.

PALS can help if you are worried about care and treatment.

PALS can help to find support groups to help you.

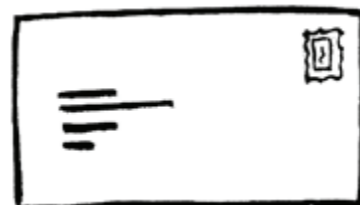
You can find the PALS office by the Reception desk at the Main Entrance to the RUH

You can telephone PALS on 01225 825656.



You can write to us:

PALS
Royal United Hospital
Combe Park
Bath BA1 3NG



Or you can email us pals@ruh.nhs.uk

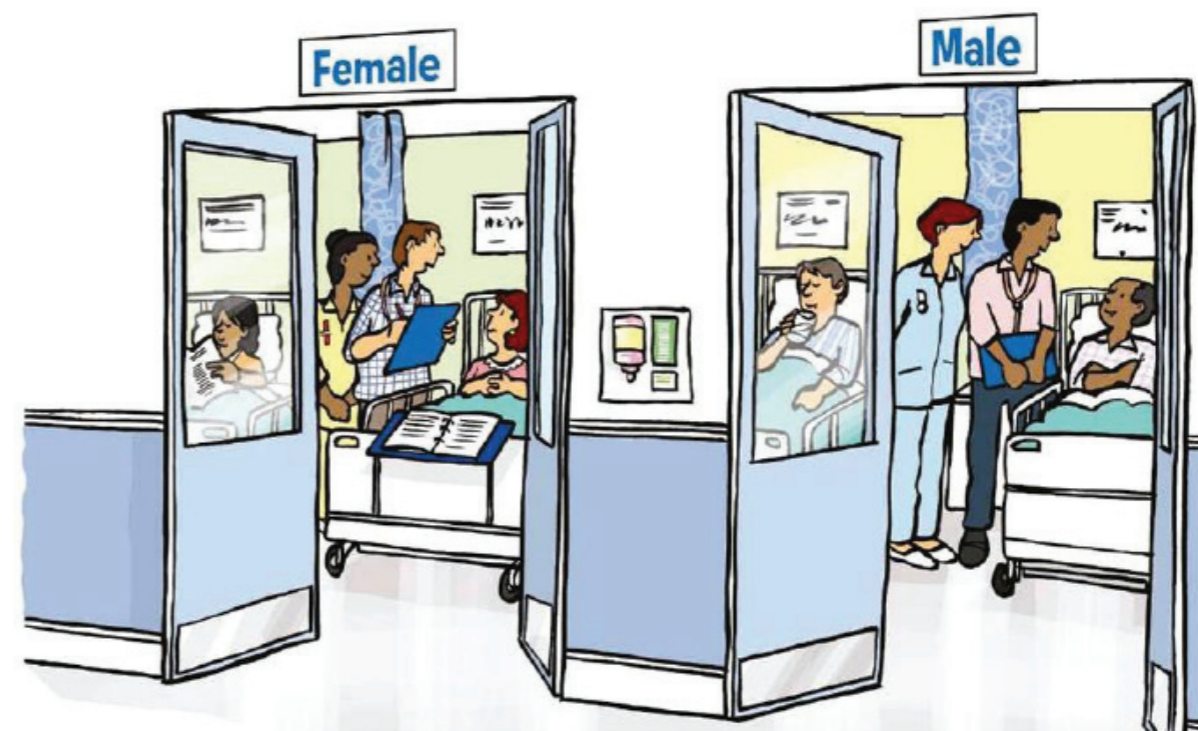


Larger print copies and translations can be made available on request.

RUH

Information for Patients

Same-sex accommodation



This leaflet tells you how we are making sure that men and women will not have to share rooms, toilets or bathrooms, when they are in hospital.

This information explains:

- what we are doing to make sure that when you are in hospital, your stay is as nice as possible
- when we say **we** in this leaflet, we mean the **Royal United Hospital** or **RUH** for short

You may like to have someone support you when you read this information.

What do we want to do?

If you don't feel well and you need to stay in hospital, we want to make sure that your stay is as nice as possible.



What to expect

Sometimes you will sleep in a room by yourself, but most people share a bay with other people.



We want to make sure that men and women do not have to share the same room in hospital, which will make your stay nicer.



If you are a man you will share a bay only with other men.



Most people will share a room with less than six beds. This is called a bay.



If you are a woman you will share a bay only with other women.



A hospital ward can be made up of a number of bays.

The doctors and nurses looking after you will probably be both men and women.



Hospitals may have a room that some men and women can use during the day to eat or relax.



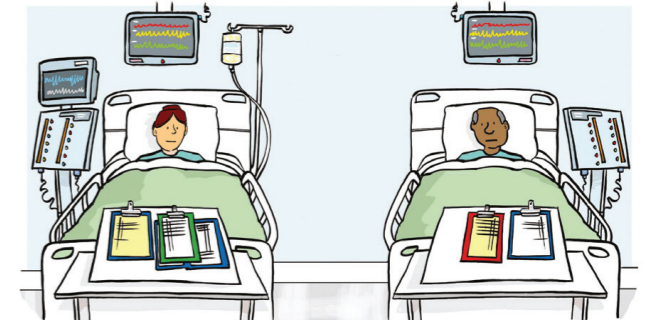
When do men and women have to share?

The toilet and bathroom will be close to your bed so you can get to them easily.

If you are a man, you will share a toilet or bathroom only with other men.



If we need to care for you very quickly, or you need specialist care and/or equipment, you might have to share with men and women.



If you are a woman, you will share a toilet or bathroom only with other women.



But we will tell you before we do this and try to move you as quickly as we can back to a single sex area.

