

**We** always try to return property to the rightful owner & would want the chance to recover any lost item before you go home.

**You** should carefully check your property before you leave hospital and tell a member of staff if anything is missing. The ward staff are responsible for conducting a search for your property and will undertake a more thorough investigation if the item cannot be found.

### **Where to go if you misplace or have a question regarding your property**

Please speak to the Ward Leader if your valuables have been kept for safe keeping and have not been returned to you.

If you misplace or lose your belongings please ask to speak to the Ward Leader or deputy who will ensure a thorough search is done.

If you are unhappy with the outcome of the ward investigation please contact the Patient Experience Team (contact details overleaf) who will review the investigation in accordance with Trust policy.

### **Contact details**

In the first instance, please contact the Ward Leader or manager of the department you have been visiting.

You can do this by contacting the hospital:

Telephone number: 01202 665511

Poole Hospital NHS Foundation Trust  
Longfleet Road  
Poole  
Dorset  
BH15 2JB

Alternatively, contact the:

#### **Patient Experience Centre**

Telephone number: 01202 448499  
Address as above.

Or email:

[patientexperienceteam@poole.nhs.uk](mailto:patientexperienceteam@poole.nhs.uk)

**We can supply this information in larger print or have it translated for you. Please contact us for advice.**

**If you wish to make any comments about this leaflet, please contact the Patient Experience team: contact details as above.**

### **Patient Experience Centre Patient information**

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## **Property and Personal Items**



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## WELCOME

Welcome to Poole Hospital NHS Foundation Trust. This leaflet contains useful information for you and your family on what to bring with you when you come into hospital.

- All the medicines you are currently taking.
- The repeat prescription list that you get from your GP.
- Your "This is me" book (if you have one).
- Your walking stick or any other aid
- If you wear them, your glasses, hearing aids and dentures together with any of their storage cases.
- Toiletries, including toothbrush, toothpaste, soap, flannel & towel. Wet wipes may also be useful.
- Nightwear, dressing gown, underwear and slippers.
- If required, comfortable clothes to wear during the day.
- Small change for newspapers or magazines.

**ALL YOUR PROPERTY SHOULD BE CLEARLY LABELLED PLEASE, THIS WILL HELP TO KEEP IT SAFE**



## OTHER USEFUL INFORMATION AND ADVICE

**We** take all reasonable steps to keep your property safe and minimise the risk of loss or damage.

**You** are encouraged to limit the quantity and value of the property you bring into hospital. Clearly label the property you decide to bring into hospital as this helps keep your property safe.

**We** will not take full responsibility for any property unless it is handed over to staff for safekeeping. We have facilities for safekeeping your valuables but we do not have facilities to lock away other items of property.

**You** will need to sign a form if you decide to keep your property with you. This will include money and any jewellery that you are wearing.

**We** expect you to take responsibility for looking after your own property whilst in hospital.

**You** need to tell us if this is going to be difficult.

**We** provide you with a bedside locker but space is limited & sometimes we need to restrict the amount of property you bring in.

**You** should only bring in items that you really need & ask your family or friends to take other things home

**We** do not have a suitable environment to store your mobile electronic devices, either when in use or when being charged.



**You** should leave mobile electronic devices at home because they are prone to accidental damage & more likely to be targeted for theft.

**We** do not have any lockable facilities at the bedside so please do not bring any high value (monetary or sentimental) or luxury items into hospital.

**You** should ensure that any valuable items that you choose to bring into hospital, for example a mobile phone, hearing aid, glasses & dentures are covered for loss or damage through your personal or home insurance.

**We** do not routinely record each item of clothing you bring into hospital because they are frequently taken home and replaced throughout the hospital stay and it is unreasonable to expect staff to identify and record all these changes.

**You** should tell staff if there are any significant changes to the property you have with you on the ward.

