

Where should I go if I misplace or have a question regarding my 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 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:

Poole Hospital

Telephone number: **01202 665511**

Royal Bournemouth Hospital

Telephone number: **01202 303626**

Alternatively, contact the:

Patient Experience Centre

Telephone number: **0300 019 8499**

Or email: patientexperienceteam@uhd.nhs.uk



The Royal Bournemouth Hospital,
Castle Lane East, Bournemouth, Dorset, BH7 7DW

Poole Hospital,
Longfleet Road, Poole, Dorset, BH15 2JB

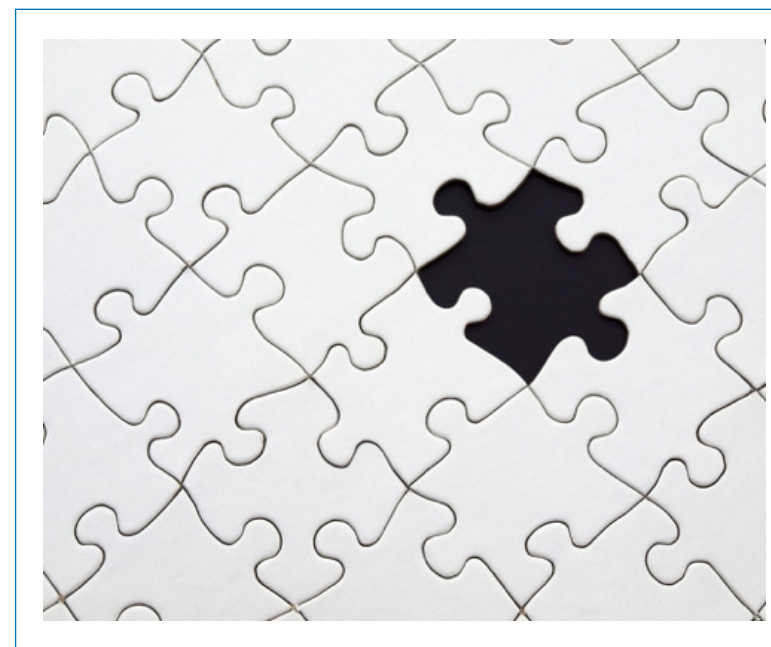
Author: **Laura Northeast** Date: **May 2023** Version: **One**

Review date: **May 2026** Ref: **077/23**

w: www.uhd.nhs.uk

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Property and personal items



Patient experience centre

Patient Information

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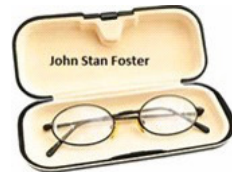
What should I bring with me to hospital?

Welcome to University Hospitals Dorset. This leaflet contains useful information for you and your family on what to bring with you when you come into hospital.

When coming into hospital to stay, please bring:

- 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 and 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

Please clearly label all your property. 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. Labelling your property will help to keep it 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 you are wearing.

We expect you to take responsibility for looking after your own property while in hospital. It is important you tell us if this is going to be difficult.

We provide you with a bedside locker, but space is limited and sometimes we need to restrict the amount of property you bring in. You should only bring in items that you really need and 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 and 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 and 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.

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

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.