

## How do I contact you?

If you wish to be visited by a member of the chaplaincy team, please speak to a member of ward staff who will make a referral.

We can be contacted directly on the telephone numbers below:

- Royal Bournemouth Hospital: **0300 019 4221**
- Poole Hospital: **0300 019 2167**
- Christchurch Hospital: **0300 019 5111**

The Christchurch Hospital chaplaincy does not have a chaplain on-site every day - if there is no answer on the telephone and the request is urgent, please contact the Royal Bournemouth chaplaincy office on the telephone number given above.

## What are your working hours?

Chaplains are available 8am-4pm on the Poole and Royal Bournemouth hospital sites, Monday-Friday. At weekends a chaplain works 8am-4pm across the sites to meet urgent need. There is an emergency on-call chaplain who can be accessed at any time. Please let a member of staff know.

To read this leaflet in a different language, please visit our website: [www.uhd.nhs.uk/visit/patient-information-leaflets](http://www.uhd.nhs.uk/visit/patient-information-leaflets) and use the language and accessibility function available along the top of the site.

To ask for this leaflet in larger print, please contact the patient experience team on **0300 019 8499** or email [uhd.patientexperienceteam@nhs.net](mailto:uhd.patientexperienceteam@nhs.net).

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

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

Christchurch Hospital,  
Fairmile Road, Christchurch, Dorset, BH23 2JX

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# Chaplaincy and spiritual care



patient information

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## What is the chaplaincy service?

People who are ill, and their families, can find themselves in a uniquely challenging time and in need of spiritual or pastoral support. Chaplains will help you deal with the difficult experiences of life, death, illness and injury, in terms of personal spirituality, compassion and meaning.

Chaplains and volunteers support people of all faiths and none and are happy to meet with patients, families, or friends. Chaplains are available 8am-4pm on the Poole and Royal Bournemouth hospital sites Monday-Friday. At weekends between 8am-4pm, a chaplain works across the sites to meet urgent need. There is also an emergency on-call service outside these hours.

## What does the chaplaincy service offer?

We offer:

- to listen to your concerns - without judgement and with empathy
- spiritual resources - for example, copies of sacred scripture, prayer beads, holding crosses
- ritual support at the bedside - for example, Holy Communion, anointing, special prayers
- to help you make contact with leaders from your own faith community

## What about chapels and prayer spaces?

These are open and available 24 hours a day, seven days a week, for prayer and quiet reflection. They are well signposted - follow signs for 'Chaplaincy Centre', 'chapel' or 'prayer space'. All of the prayer spaces have Muslim prayer mats and at the Poole and Royal Bournemouth sites, there are facilities for ablutions.

Location	Where is the chapel/prayer space?
Royal Bournemouth Hospital	B3 Chaplaincy Centre (next to Co-op)
Poole Hospital	First floor of the Blue Zone
Christchurch Hospital	Main corridor of the ground floor near the Macmillan Unit

## Can I attend a religious service?

Patients, their families, and staff, are welcome to attend our religious services each week. Ask a member of ward staff for support in this.

Location	Religion	When
Royal Bournemouth Hospital Chapel	Holy Communion	Every Thursday 9.30am
	Roman Catholic Mass	First Wednesday of every month 6pm
	Muslim Friday prayers	Lunchtime after the sun's zenith - check time at the prayer space
Poole Hospital Chapel	Christian worship	First Tuesday of every month 1pm
	Muslim Friday prayers	Lunchtime after the sun's zenith - check time at the prayer space
Contact the chaplaincy service at your location for times of other religious prayers, meditations, or special services.		

## How do I make my religion known to staff?

It is important that a patient's religion is recorded on arrival at one of our hospitals. Speak to a member of ward staff if you are unsure.