

# Welcome to the Department

We welcome and encourage your involvement and support.

If you have any questions, please just ask.

## Clinic 5 ENT



Senior Charge Nurse  
Maxine Craighall

Contact number  
0141 211 2345

Lead Midwife  
Annabelle Baker  
0141 211 1234

## Information about visiting



We have no set visiting times. This means that you can be here to support your family member or friend at any time.



Sometimes we may ask you to leave an area temporarily if it is overcrowded, to ensure privacy, safety, space and rest for people. Please be considerate and respectful of the needs of everyone in this area.



If it is essential that you are with someone at all times (for example, if you are their carer), we will always support this.



iPads are available to support people for information and communication purposes – for further information please just ask.

Scan for more information:



## Keeping everyone as safe as possible

No-one is permitted to make unauthorised pictures, videos or audio recordings in healthcare settings that feature other service users, visitors or staff without their consent.



## Help prevent the spread of infection

For your safety and the safety of others, please use the hand hygiene gel provided when coming into and leaving the department.



Please do not visit if you are unwell. In some cases, patients who have an infectious condition or who need protection from infection, may be moved into a side room or specific area to manage the infection or risk. Please follow the advice provided by staff as additional safety measures may need to be followed.

## Sharing feedback, concerns or complaints

If you would like to share any feedback, or have any concerns, please speak to the nurse or midwife in charge – they will be happy to help. You can share your feedback on Care Opinion using the ward iPad or on your own smart device.

To make a formal complaint,



call us on  
**0141 201 4500**



email  
**complaints@ggc.scot.nhs.uk**

Scan for more information:

