

# Welcome to the Ward

We welcome and encourage your involvement and support.

If you have any questions, please just ask.

## Information about visiting

In response to valuable feedback from women and their families we ask that the following visiting arrangements in our antenatal and postnatal wards are respected:



**Partners/key supporters:** Welcome from 8:00am to 10:00pm. Overnight stays are allowed in single rooms only (if woman or baby has particular needs).

**Other visitors:** You are welcome to visit at these specific times: 10:00am to 12:00pm, 2:00pm to 5:00pm, and 6:00pm to 8:00pm. Maximum of 2 visitors at a time per bed, over the age of 16 (unless they are siblings of the baby).

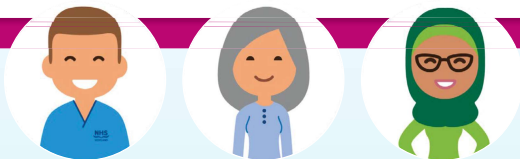


**Consideration:** Please be considerate and respectful of the needs and preferences of everyone on the ward. Sometimes we may ask you to leave the ward temporarily, to ensure privacy, safety, space and rest for women in our care.



**Mealtime:** Ward closed to visitors from 12:00pm to 2:00pm

Scan for more information:



## 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 ward.



Visiting may take place at a bedside or in a communal area. In all instances chairs provided for visiting should be used. If visiting at a bedside, you should avoid sitting on the bed as this can spread infection.

If your relative/friend is being isolated or if the ward is temporarily closed, please follow the advice provided by staff as there may be additional safety measures to follow.

Please do not visit if you are unwell. For example, if you have cold or flu, vomiting or diarrhoea, or an upset stomach.



## 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.



## 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:

