

THE ROYAL EDINBURGH HOSPITAL

A guide for patients, relatives and carers



Every effort has been made to ensure that the information in this booklet was accurate at the time of going to press – July 2010.

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WELCOME

The Royal Edinburgh Hospital

Welcome to the Royal Edinburgh Hospital. The hospital provides psychiatric and mental health services, including treatment for learning disabilities and dementia, and a wide range of specialist services, which include:

- Child and Adolescent Mental Health Services
- Forensic psychiatry (The Orchard Clinic)
- Learning disabilities (The Greenbank Centre and the William Fraser Centre)
- Brain injuries (The Robert Fergusson Unit)
- Eating disorders (The Cullen Centre)
- Traumatic stress (The Rivers Centre)
- Alcohol and substance misuse (The Ritson Clinic).



Location

The hospital is in Morningside, a pleasant and welcoming community with shops, cafes and a public library. The hospital has large grounds with beautiful mature trees, picnic benches, pathways and orchards, which we hope you will enjoy during your stay or visit here.

History

The Royal Edinburgh Hospital has a long history of caring for those with mental health conditions. It was founded after the tragic death of Edinburgh poet Robert Fergusson, at the age of 24. Fergusson had a serious head injury, after falling down a flight of stairs, which led to him being deemed 'insensible'. When his mother could no longer look after him, Fergusson was sent to the city's Bedlam madhouse, where he died in October 1774, almost certainly as a result of his head injury.

Fergusson's doctor, Andrew Duncan, was moved by the poet's death and decided to set up a hospital in the city which would look after people with mental illness with greater dignity and respect. Duncan launched a fundraising appeal in 1792, and in 1806, Parliament granted £2,000. The money was used to buy a large house in Morningside with four acres of land, and the architect Robert Reid was commissioned to design a new building, which came to be called the East House.

The hospital opened in 1813. At first it was only for patients whose families could afford to pay. The West House, now called Mackinnon House, opened in 1842, for poor patients. It took over the care of the city's Bedlam inmates in 1844.

The hospital's first Physician Superintendent was Dr William Mackinnon, who took up the post in 1839. Thanks to his influence, patients were encouraged to be active, using any existing skills such as gardening, pig farming, carpentry

or sewing, and to take part in sports, including curling. A printing press was installed and a magazine, The Morningside Mirror, was produced. Mackinnon's successor, Dr David Skae, was interested in the classification of mental illness, and began to develop the hospital's international reputation as a postgraduate training centre.

At the turn of the 20th century, attitudes towards mental illness slowly started to change. In 1922, the hospital was renamed the Royal Edinburgh Hospital for Mental and Nervous Disorders.

Throughout the 20th century, the hospital introduced pioneering and innovative services to meet the needs of its patients. Changes were made to reflect advances in the understanding, diagnosis and treatment of mental illness. This approach has continued into the 21st century, with the hospital providing new services, therapies and interventions at the forefront of quality patient care.

Safety and respect

We would like you to feel that this is a safe and respectful place in which to:

- Receive care as a patient
- Visit relatives and friends
- Work as a member of staff.

While in the hospital, all staff, patients and visitors should behave in a way that is not intimidating, threatening or dismissive. This is to ensure that you are being listened to and taken seriously in a respectful and dignified manner.

Physical and verbal violence and aggression, including racial abuse and name calling, towards anyone is always unacceptable and any behaviour of this nature will be investigated and appropriate action taken.

If you are concerned that someone is behaving in a way that is inappropriate, disrespectful, threatening or unsafe, you should speak to one of the following, as you feel comfortable:

- Any member of ward or hospital staff
- Minority Ethnic Health Inclusion Service: 0131 537 7565
- Individual Advocacy: 0131 537 6004
- Edinburgh Carers' Council: 0131 270 6087.

You may also ask a friend or relative to speak on your behalf.

Every effort will be made to look into and address any matters raised. Someone will get back to you to let you know, within the bounds of confidentiality, that the situation has been resolved.

This does not, in any way, affect your right to complain using the NHS complaints procedure.

Getting here

The Royal Edinburgh Hospital is in Morningside, on the south side of Edinburgh, a short walk from Morningside Road. Many buses stop close to the hospital. The nearest bus stops are in Morningside Road (routes 5, 11, 15, 16 and 23), Cluny Gardens (38 and 41) and Colinton Road (45).

For route information and timetables contact Lothian Buses on 0131 555 6363. For routes from East Lothian and Midlothian contact First on 08708 72 72 71.

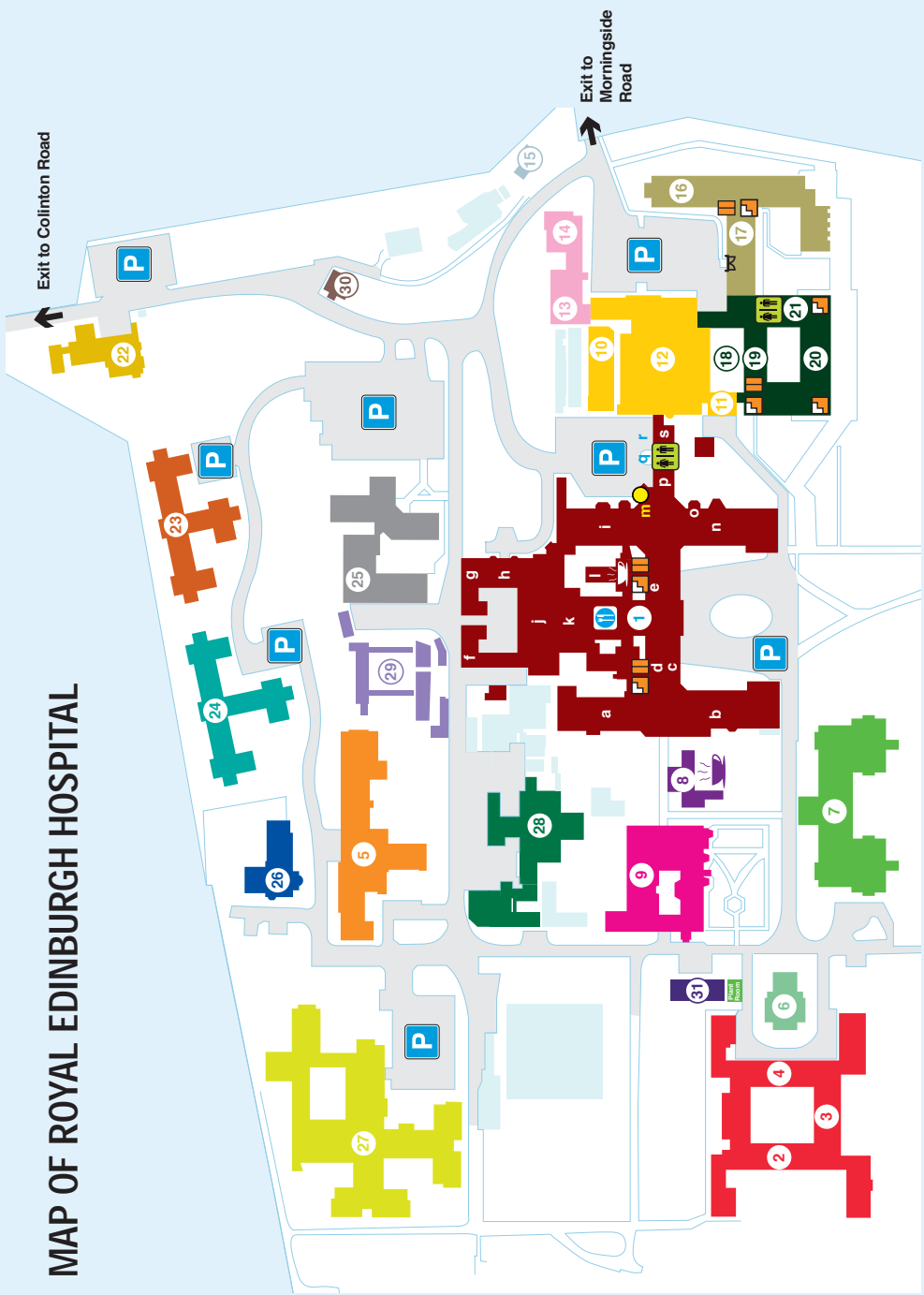
If you receive certain social security benefits, you may be entitled to help with your travel costs. Staff at the reception desk can give you more details and help you fill in a claim form.

Car parking spaces at the hospital are very limited and it can be difficult to find a place to park in the hospital grounds. That's why we ask you, where possible, to use public transport or to arrange to be dropped off.

There are parking spaces for disabled drivers in front of the main hospital buildings. Please do not park in these spaces unless you have a blue badge.

If you are a patient, you may need to inform the Driver and Vehicle Licensing Agency on 0870 600 0301 that you are having hospital treatment, as your condition or medication may affect your fitness to drive. Please discuss this with your doctor.

MAP OF ROYAL EDINBURGH HOSPITAL





Toilet



Lifts



Stairs

1. Mackinnon House

- a) Robert Fergusson Unit Ward 13
- b) Ward 14
- c) Board room
- d) Pharmacy
- e) WRVS shop
- f) Estates
- g) Mortuary
- h) Psychotherapy
- i) Physiotherapy department, chaplaincy
- j) Kitchens/catering department
- k) Dining room
- l) Clouston room
- m) Reception/postbox
- n) Ward 8
- o) Dentist
- p) Security
- q) Volunteering hub
- r) Bike racks
- s) Mental Health Assessment Service

First floor:

- a) Robert Fergusson Unit Ward 15
- b) North Wing ward
- d) Hospital administration
- i) Training department
- n) Manual handling, planning department

Second floor:

- a) Robert Fergusson Unit Ward 17
- b) Ettrick ward
- d) IT department
- n) Swanston Ward

2. Intensive Psychiatric Care Unit (PCU)

- 3. Myreside Ward
- 4. Craiglea ward

5. Child and Adolescent Mental Health Service (CAMHS)

6. The Hive

7. Jardine Clinic:

- Nile Ward
- Eden ward
- Canaan Ward
- Jordan Ward
- Jardine Day Centre

8. Verandah tea room

9. Kinnair Unit

- 10. Artlink
- 11. Link Gallery
- 12. Psychology department

- 13. Jordanburn Lecture Theatre
- 14. Kennedy Tower

15. Logistics (The Cottage)

16. Ground floor: Merchiston Ward

- First floor:** Meadows Ward
- 17. ADC Entrance

18. The Patients' Council

19. Electrocardiography (ECG)

20. The Andrew Duncan Clinic:

- Basement:** Health Inequalities Occupational Therapy
- Ground:** Advocard Advocacy Community Rehabilitation Team
- Mental Health Tribunal Outpatient department

- First:** Hermitage Ward The Ritson Clinic
- Second:** Balcarres Ward Craigmackhart Centre (Patients' Library, CAB)

21. Social work department

22. Cullen & Rivers Centres

23. The William Fraser Centre

24. The Greenbank Centre

25. Scottish Ambulance Centre

26. Carnethy House

27. Orchard Clinic

28. Laundry

29. Greenhouses

30. Union office

31. Nursery

Accessibility and communication needs

The hospital buildings are fully wheelchair accessible. To help us to make any necessary arrangements, please let staff know before you arrive if you have any special needs such as:

- Difficulty with communication or any sensory impairment
- Mobility difficulties, including help with wheelchairs
- Special equipment
- Special dietary needs
- Interpretation or translation services.

The Minority Ethnic Health Inclusion Service (MEHIS) is available to staff and patients from an ethnic minority community and aims to:

- increase access to advice and information
- reduce the stigma of mental ill health
- ensure that our environment and services are sensitive to the needs of ethnic minority clients and their carers.

MEHIS Linkworker contact details:

Bangladeshi	0131 537 7564
Chinese	0131 537 7562
Indian/Pakistani	0131 537 7563
Refugee/Arabic	0131 537 7561
General enquiries	0131 537 7565

Lesbian, Gay, Bisexual and Transgender (LGBT) support

If you would like confidential support with LGBT matters such as:

- exploring sexuality and gender issues
- coming out
- equality and discrimination
- accessing local community support

contact Maxwell Reay on 0131 537 6366.



No smoking policy

Smoking is not permitted anywhere in the hospital grounds and buildings. The only exceptions are in the designated smoking rooms on some wards, for use by patients only, and in the smoking shelters provided in the grounds.

NHS Lothian has a team of specially trained staff who can help you stop smoking. If you need help to stop smoking you can contact Smokeline on 0800 84 84 84.

If you are a patient at the Royal Edinburgh Hospital you can get help from the Smoking Cessation Service to stop or reduce your smoking. Ask a member of staff to refer you to the service, or call 0131 537 6525.

Illegal drugs and alcohol

The use of illegal drugs on hospital premises is forbidden. Anyone who brings illegal drugs to hospital will be reported to the police.

Anyone who appears to be under the influence of drugs or alcohol may be asked to leave and will be removed by the police if necessary.

Please do not bring alcohol into any of the wards.

Infection control

At the Royal Edinburgh Hospital, we take measures to help prevent and stop the spread of healthcare associated infection (HAI).

Our staff are trained in the importance of hand hygiene and you will see them washing their hands regularly. You and your visitors are encouraged to wash your hands and to use the alcohol hand gel provided. Visitors are asked not to come to hospital if they have a cold or are feeling unwell.

Ward and public areas are cleaned to a high standard and are regularly checked for cleanliness. If you have any concerns about cleanliness or infection control, please speak to the nurse in charge of the ward, or ask to speak to the infection control nurse.

Fire procedure

In the event of a fire, an alarm will sound continuously in the area where the fire is, and intermittently in nearby areas. On hearing an alarm, follow the instructions of staff, and please don't panic. Staff are trained in fire and evacuation procedures. Please do not leave the ward without informing nursing staff.

A fire alarm test takes place every Friday at 10am. This means that the fire alarm will ring for a short time.

OUTPATIENT INFORMATION

When you arrive

From the Andrew Duncan Clinic car park, enter through the yellow sliding doors and go into the outpatient department reception. If you have an appointment letter or outpatient card, show it to the receptionist who will show you to the waiting area. If you don't have a card or letter, just give the receptionist your name, date of birth, your GP's name and the name of the person you have come to see.

You are welcome to bring a friend or relative if you wish. The doctor may ask them to come with you, or they may stay in the waiting area. If you need to bring your children, that's OK. We have a small supply of toys to keep them busy. If you have very small children, try to arrange for a babysitter if you can, as your first visit may take a couple of hours.



Waiting to be seen

You will be given an appointment time and we will try our best to see you promptly. If appointments are running late, the receptionist will let you know when you arrive. Please try to arrive on time so that we don't keep others waiting. If you can't make your appointment, or will be late, let us know as soon as possible on 0131 537 6247.

We have tried to make the waiting area as comfortable as possible. There are magazines for you to look through until your appointment time and you can also pick up various leaflets, which you may find helpful.

Your appointment

Your first appointment could take up to two hours, but following appointments should not take as long. You should use this time to ask any questions you may have. It might be helpful to write down all the things you want to ask about before you arrive. If you forget to ask something, you can always ask your GP.

After you have been seen, further arrangements will be made for you:

- The doctor may ask you to visit the clinic again. If this is the case, you will need to let the receptionist know and you will be given an appointment card
- If your treatment needs to begin immediately, the doctor will give you a note to take to your GP
- A letter will be sent to your GP within a few days giving details of any more tests or treatments you may need. You will need to discuss this with your GP.

Carers may have concerns about the person they are supporting, or may have information that they think it would be helpful for the doctor to know when making an assessment.

If a carer wishes to speak to the doctor about the person they are supporting, they should contact the doctor's secretary to make an appointment.

Medical students

The Royal Edinburgh Hospital is a teaching hospital. Medical and other students receive valuable training by sitting in on outpatient appointments.

We encourage users of the service to allow students to observe or participate in their care. You will be asked if it's alright for a student to be present. You have the right to say no.

Prescriptions for medications

Most medications will be dispensed by your GP. However, occasionally you will be given a prescription for the hospital pharmacy.

If you have been given a hospital prescription, take it to the hospital pharmacy where they will give you your medications. The pharmacy is on the Mackinnon House corridor and is open from 8.30am to 5pm Monday to Friday.

If you need medications outwith these times, your doctor will give you enough to last until the pharmacy is open. Please note that the hospital pharmacy will only dispense hospital prescriptions; they will not give you medications that have been prescribed by your GP.

INPATIENT INFORMATION

Preparing to come to hospital

We encourage patients to wear everyday clothes when in hospital. You will either be able to do your own washing on the ward or, if you are in hospital for a long time, send your clothes to the laundry. Please make sure that all clothing you bring with you is machine washable and marked with your name.

You should bring in personal toiletries such as soap, toothbrush, toothpaste, a comb or hairbrush, shampoo, deodorant and shaving kit. If you have forgotten any of these items, or if your admission was unplanned and you have come without any belongings, please let a member of staff know as they will usually be able to provide these for you.

You may want to bring in small items which make you feel at home, such as books, photographs and small ornaments. This is fine, but please don't bring anything valuable or easily broken.



Money and valuables

You should bring a small amount of money to pay for things like newspapers, snacks and drinks from the shop or vending machines. Please do not bring in large amounts of money. There is lockable storage available for clothes and small non-valuable items.

If you are forced by circumstances to bring in money or valuables, please give them to the nurse in charge, who will give you a receipt. They will be passed to the cashiers who will put them in the hospital bank for safe-keeping. The cashiers can be contacted from 9am to 4pm Monday to Friday. Small amounts of cash can be held at ward level and withdrawn as required.

The hospital cannot accept responsibility for any loss or damage to personal property that is not handed in for safekeeping.

Mobile phones and cameras

Mobile phones should be used with consideration for others. Please keep your phone on silent or discreet mode, especially at night, and do not use it in areas where others are trying to relax or sleep. If you choose not to hand your phone to ward staff for safekeeping, you are responsible if it is lost or damaged.

For reasons of patient confidentiality, cameras and mobile phone cameras must not be used in any part of the hospital.

Electrical equipment

For safety reasons, we must check all electrical equipment brought into the hospital before you can use it. This includes things like radios, shavers and hairdryers. The ward staff can arrange this but it may take a few days. If you have a laptop computer or radio, please use headphones so you do not disturb others. Remember that these items are brought in entirely at your own risk.

Medications

If you are currently taking any medications, please bring all of them with you and show them to the doctor who admits you. They can then be taken home again by a friend or relative or given to the nursing staff. You should not keep any medications on the ward.

When you leave hospital, you will be given a supply of any medications that you need.

The wards

The ward you are admitted to will depend on the service looking after you. When you arrive, you will be shown around your ward and given a leaflet with specific information about that ward.

Acute adult

Balcarres:	537 6404
Hermitage:	537 6431
Merchiston:	537 6406
Meadows:	537 6479
Intensive Psychiatric Care Unit (IPCU):	537 6519

Psychiatric rehabilitation

Craiglea:	537 6529
Ettrick:	537 6331
North Wing:	537 6816
Swanston:	537 6209

Care of the elderly wards

Nile:	537 6626
Jordan:	537 6619
Eden:	537 6624
Canaan:	537 6622
Ward 14:	537 6593
Jardine Day Unit:	537 6617

There are also two care of the elderly wards located at the Royal Victoria Hospital.

RVH 1:	537 5048
RVH 2:	537 5050
Orchard Day Service	537 5033

Early onset dementia

Myreside:	537 6563
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Scottish Brain Injuries Rehabilitation Service (Robert Fergusson Unit)

RFU 13:	537 6351
RFU 17:	537 6353



Substance misuse

Ritson Clinic: 537 6444

Forensic psychiatry (The Orchard Clinic)

Cedar: 537 5802

Hawthorn: 537 5807

Redwood: 537 5811

Child and Adolescent Mental Health Services

Inpatient Unit: 537 5974

Learning disabilities

Greenbank Centre

Stevenson Unit: 537 6154

Wallace Unit: 537 6157

Livingstone Day Centre: 537 6148

William Fraser Centre

Culzean: 537 6139

Rannochmore: 537 6143

Strathaird Day Centre: 537 6134

Carnethy House: 537 6166

Admission

When you are admitted, staff will speak to you to find out more about you and why you are in hospital. This information will help staff to develop a plan of care that meets your needs. Staff will also carry out some tests to check your physical health. These usually include:

- A physical examination by a doctor
- A blood test
- A urine test
- Checks on your blood pressure, pulse, height and weight.

If a physical examination is required and the doctor doing the examination is a different sex from you, a chaperone of the same sex as you will be present. If you wish, routine physical examinations can be carried out by a doctor of the same sex as you, but this may not be possible on admission or in an emergency.



Your care team

While you are in the Royal Edinburgh Hospital, your care is the responsibility of a team, often referred to as the multi-disciplinary team. This means that it is made up of a number of different types of staff, such as doctors, nurses and occupational therapists.

In some wards, staff do not wear a uniform, but all staff wear a name badge with their photograph on it. If you do not know someone, you can ask the person who they are and ask to see their badge.

Keyworker/named nurse

A member of the nursing staff will be your keyworker. Your keyworker will work with you and the rest of your team to plan your care. They will meet with you regularly while you are in hospital to talk about how you are getting on and to give you advice and support. When your keyworker is not on duty you will have a named nurse from your keyworker group.

You will be asked if you would prefer to have a male or female keyworker and where possible you will get your preference. If you would like to change your keyworker for any reason, speak to the charge nurse or another member of staff. You will be told each week the times when your keyworker will be on duty.

Detention, observation and passes

The purpose of the acute admission wards is to deliver 24-hour high quality care which is safe and effective. As part of this care, you will be observed and your freedom to come and go may be restricted. You may need a pass to leave the ward, and there may be a limit on the amount of time you can leave for.

The level of observation that you are under, and what this means for you, will be explained to you by a member of staff. The following information should answer any questions you may have about observation and passes, but if there is anything that you still don't understand, just ask a member of staff.

What is voluntary admission?

If you have been admitted voluntarily, this means that you have agreed to come into hospital, but you are not under a detention order.

Even though you cannot be kept in hospital against your will, we would ask that you do not leave the ward unaccompanied for the first 24 hours of your stay. This is to allow staff to observe you and spend time with you, which helps them to understand your needs and plan your care.



What happens if I want to leave?

If you decide to leave at short notice, staff will try to make the necessary arrangements for medication and follow-up care. You should be aware that if you do want to leave, but nursing staff think that this would not be in your best interests, they may ask a doctor to decide whether you should be detained.

A nurse can keep you in hospital for up to two hours while waiting for a doctor to arrive, and for a further hour once the doctor arrives. This is called Nurses' Holding Power.

A Mental Health Officer must also agree to your detention unless it's an emergency. In this case they will still be made aware of the situation.

What is detention?

If you are detained under the Mental Health (Care and Treatment) (Scotland) Act 2003, you can be kept in hospital without your consent and you can be given some treatment without your consent. If this happens you will be given more information about the type of detention you are under and what this means for you.

For more information about your rights under the Mental Health (Care and Treatment) (Scotland) Act 2003, contact the Mental Welfare Commission on 0800 389 6809.

An independent advocate or your keyworker can also give you information and provide you with booklets on different aspects of the Act. There is more information about advocacy on page 31 of this booklet.

What is observation?

Observation involves spending time with you and checking regularly to see how you are doing. There are many reasons why you may be observed, for example because you have come into hospital for assessment, because you have started new medication, or because you may be at risk.

Observation is an important part of your care. We understand that a high level of observation may be uncomfortable or upsetting for you. We will always keep observation at the lowest possible level while taking into account your safety and the safety of others. There are three levels of observation:

- **General observation:** This means that the staff on duty should know your general whereabouts at all times, whether in or out of the ward. It is your responsibility to tell a member of staff if you are leaving the ward for any reason.

You may have an agreement that you will not leave the ward without a member of staff, family member or friend – or that you will only leave the ward for an agreed length of time. This is known as ‘general with conditions’. Any conditions will be discussed with you and included in your care plan.

- **Constant observation:** This means that a named member of staff should be aware of exactly where you are and should be able to see or hear you at all times.
- **Special observation:** This means that a named member of staff must be able to see you and must be no more than an arm’s length away from you at all times.

You can discuss any thoughts, feelings or worries about being observed with your keyworker. If you are uncomfortable being observed by either a male or female member of staff, please mention this and it will be taken into account.

Can my level of observation be increased or decreased?

The decision to increase your level of observation can be made by the nurse in charge. This will then be discussed with your doctor at the earliest opportunity.

The decision to reduce your level of observation will be made by your team. If you are under constant or special observation, this will be reviewed by your team at least every 24 hours. You will be told about these reviews.

What is a pass?

A pass is an amount of time, agreed between you and your team, during which you can leave the ward or the hospital. You may be able to leave on your own, or you may have an escorted pass which means that someone will have to go with you. This may be a member of staff or sometimes one of your visitors; this will be discussed with you. The amount of time that you leave for can range from 15 minutes to overnight.

If you go on an overnight pass, you may not be able to return to the same bed. For this reason, you will be asked to store your belongings in a box which will be kept safely until your return.



Visitors

The hospital generally has flexible visiting times but there may be certain times, such as meal times and therapy times, which should be avoided if possible. The staff on your ward will tell you the best times for visitors to come.

It is not possible to accommodate large numbers of visitors for each patient. If you have a lot of relatives or friends who wish to visit, please ask them to come at different times.

Children are usually welcome to visit but please check with the nurse in charge to make sure it is suitable. Children should not visit for long periods of time and they must be supervised at all times. Children should never be left in the care of other patients and cannot be looked after by nursing staff. On the acute adult wards, a family room is available and should be booked for use when children are visiting.

Animals are not allowed in the hospital, apart from guide dogs, other support animals or registered therapeutic pets (Therapets).

Catering services

Meals are provided from the central kitchen. Food is put on plates for each patient, brought to the ward on trays by a porter and handed out to patients by the ward staff. You can choose what you would like to eat in advance from the menu cards available on the ward.

If you need help to complete the card, just ask a member of staff. If you have special dietary needs which are not available on the menu, let a member of staff know and they will make sure that you are offered suitable food. There is a multicultural menu available.

If you need specially adapted crockery or cutlery, please tell a member of staff who will provide it for you if available, or refer you to the Occupational Therapy Department who will order it for you.

Meal times

Breakfast:	8am – 8.45am
Mid-morning drink:	10am – 11am
Lunch:	12pm – 12.45pm
Afternoon drink:	3pm – 3.30pm
Evening meal:	5.15pm – 6pm
Evening drink:	7pm – 7.30pm.

Drinks and snacks are available outwith these times. If you miss a meal, staff can order food from the kitchen within normal working hours. See pages 34-35 for a list of places where you can get refreshments.

Protected mealtimes

Mealtimes are protected, which means that all other activities on the ward stop to allow staff to serve meals and assist patients who need help. This also means that you will not be needlessly disturbed while you are eating.

Bringing food into hospital

For reasons of food hygiene, you and your visitors should not bring perishable foods into the hospital. If you do wish to keep food such as biscuits or sweets on the ward, they must be kept in a sealed container. Any food kept in the ward kitchen must be stored according to strict guidelines. See the rules which are displayed in the kitchen.

For more information about catering services, or to pass on comments or suggestions, please contact the Catering Hotline on 0131 537 6664.

Laundry

Some wards have washing machines and irons for patient use. For patients who are in hospital for a long period of time, a hospital laundry service is provided. If you are sending your clothes to the laundry, check that they are machine washable as the hospital will not accept responsibility for any clothes that are damaged.

Make sure that your name is marked on all your clothes. If any items go missing they can be claimed for; ask the nurse in charge of your ward for a laundry claim form.

Occupational therapy

You may receive occupational therapy as part of your assessment and treatment during your stay in hospital or when attending as an outpatient or day patient.

An occupational therapist (OT) will work with you to overcome physical and psychological barriers, enabling you to carry out daily activities and tasks that maintain health and wellbeing. This might include preparing meals, visiting the shops, support with employability issues or continuing with a favourite leisure activity.

An OT can assist you with learning new skills to help you to get the most from life. A home assessment visit may be offered to find out what care and support you may need once you return home.



Physiotherapy

Physiotherapists aim to promote physical and mental wellbeing. If you are referred to a physiotherapist, they will assess your needs and work with you to improve your physical abilities. They will give you help and advice on exercise and a healthy lifestyle.

Exercise is proven to be good for your mood and your self-esteem. There is a gym in the Physiotherapy Department and an exercise room in the Craiglockhart Centre where you can join in daily exercise groups. You can access the physiotherapy service by asking a member of staff to refer you.

Social work

All wards have a social worker linked to the ward team. You can contact them directly or through a member of staff.

A social worker will find out what your welfare needs are and tell you how they can help. For example, you may be entitled to benefits or support. If you are considering accommodation with support, such as a registered care home, you will have to be assessed by a social worker. They will be able to arrange for financial assessment that can show you what charges might be made for services.

They can give you and your family the information and support you may need to deal with a range of issues such as housing, benefits, education, child care and respite care. Carers can request a Carers Assessment and can also get support and information for themselves in their role as carer.

The City of Edinburgh Council Health and Social Care Service has an office in the hospital's Andrew Duncan Clinic that is open at the following times:

Monday – Thursday: 8.30am – 5pm

Friday: 8.30am – 3.40pm

You or your carer can make an appointment at the office or on 0131 537 6800.

East Lothian residents should contact East Lothian Council Access Service on 0845 603 1576 (Monday – Thursday 9am – 5pm, Friday 9am – 4pm).

Midlothian residents should contact Midlothian Council Community Care on 0131 271 6694 (Monday – Thursday 9am – 5pm, Friday 9am – 3.30pm).

The emergency social work service is available out-of-hours on 0800 731 6969.

Benefits and welfare

The Welfare Department can advise you on which benefits you can claim and will help you to make claims. They can send out medical certificates to benefit departments or your employer while you are in hospital. They can also tell you about getting help with travel costs and applying for a bus pass.

A member of the welfare team will meet with you during your first few weeks in hospital. If you would like to speak to them sooner, you can contact them on 0131 537 6384/6449, or ask your keyworker to make an appointment for you. Carers who have joint benefit claims with someone who is in hospital can also request help and advice from the welfare team.

The Welfare Department is on the first floor of Mackinnon House and is open Monday to Friday from 9.30am – 1pm and 2pm – 4pm.

Patients' funds

Patients' funds helps to deal with patients' finances. If you need help looking after your finances while you are in hospital they will make sure that everything is dealt with properly. They will collect your benefits or pensions and pay your bills if you are not well enough to do this yourself.

Dentist, Chiropodist, Optician and Hairdresser

These services are all available in the hospital, usually for people who are staying for a long time. If you would like to make an appointment to see any of them just ask your keyworker.

GENERAL INFORMATION

Spiritual care

Hospital chaplains offer confidential spiritual care and support to people experiencing mental health problems and to their carers, friends and relatives. They work with people of all faiths and none, and will respect your own beliefs and values, whatever they might be. They can arrange for you to be visited by a member of your own church or faith community if you wish. In an emergency, chaplains are available 24 hours a day, seven days a week.

It may help to talk to a chaplain if you are trying to cope with feelings of anxiety, loneliness, despair, sadness, anger or guilt. Please tell a nurse on your ward or call 0131 537 6516 if you or your family would like to speak to a chaplain. You can go along to the Department of Spiritual Care, which is located in the main corridor next to Mackinnon House Reception.



There is a quiet room there for the use of all patients, staff and visitors. It is usually open from 8.30am to 4.30pm Monday to Friday.

Services of Christian worship are offered in the hospital. Times and venues are posted on notice boards or you can ask a member of staff for more information.

Spiritual care and support can continue when you leave the hospital. For details of the spiritual care service in the community, please call 0131 537 6516.

Leaving hospital

Leaving hospital is a positive step, but it may cause you some anxiety. Before you leave, staff will work with you to develop a plan for what will happen and how you will be supported. This is called discharge planning. If you have been in hospital for a long time, a discharge planning meeting will take place about a week before you are due to leave. You and your carer will be invited to take part in this meeting and to give your views about what you will need when you leave hospital. An independent advocate can support you and your carer at this meeting if you like.

On the day of your discharge you will be given written information with the names of people who will provide your follow-up care and the dates of any future appointments. With your permission, a copy of this information may be given to your carer.

A copy of your discharge arrangements will be sent to your GP, as well as a letter saying what treatment you have had and what medications you have



been given. You will usually be given seven days' supply of any regular medications. Any further medications will be supplied by your GP unless it is a hospital-controlled medicine. Your keyworker can explain this to you further.

On some occasions, patients may decide to leave hospital on very short notice. If this happens, nursing and medical staff will try to ensure that you get all the medications you need, but this may take a couple of hours to arrange, particularly if it is the evening or weekend.

It is not possible to arrange for money and valuables that are kept in the hospital bank to be returned to you if you leave unexpectedly outwith office hours. Nursing and medical staff will make any necessary follow-up arrangements and send them on to you.

The Mental Health (Care and Treatment) (Scotland) Act 2003

The law that says how mental health services in Scotland should be delivered is the Mental Health (Care and Treatment) (Scotland) Act 2003. The Act allows for compulsory treatment in the community or in hospital. Most users of mental health services will never need to be treated under this Act. However, there are two important things that you should know about:

Advance statement

An advance statement is made by you while you are well. It sets out what care and treatment you would or would not like to receive if you got seriously ill at some time in the future. It can include your wishes about medications, therapies and particular treatments. It will only be used if you become too unwell to make decisions about your treatment, or if you are receiving compulsory treatment under the Mental Health (Care and Treatment) (Scotland) Act 2003.

Doctors and other people involved in your care have a duty to take into account your wishes about how you would like to be treated.

However, the advance statement is not legally binding, and you can be given treatment that is not what you said you wanted. If this happens, the person who gives you the treatment has to write down why they did not do what you said you wanted. They must give a copy of these reasons to you, your named person and the Mental Welfare Commission.

Named person

A named person is someone who you can choose to be involved in decisions about your care if you are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003. They must act in what they believe to be your best interests. They have the right to be given some information about you. They also have the right to do certain things such as applying to the Mental Health Tribunal to appeal against short-term detention orders. They only have these rights while you are being treated under the Act. It is important to know that the named person doesn't always have to do or say what you want them to. They can do what they think is best for you, without your agreement. They do not get paid to be a named person.

For the most up-to-date information about the Mental Health (Care and Treatment) (Scotland) Act 2003, contact the Mental Welfare Commission. An independent advocate or your keyworker can

give you more information and advice about advance statements and named persons. An advocate can help you to write an advance statement.

Advocacy

Advocacy is about helping people to speak up for themselves. An advocate will help you to exercise your rights, express your views and explore and make informed choices. This can be done through collective advocacy if the issue affects more than one person or individually if it is a personal issue.

Advocates are independent; they do not work for the NHS or mental health service providers. Anyone with a mental disorder has the right to speak to an advocate, including people who are being treated under the Mental Health (Care and Treatment) (Scotland) Act 2003. Carers can also access advocacy services for themselves in their role as a carer and/or named person.



Individual advocacy

Individual advocacy in the Royal Edinburgh Hospital is provided by Advocard. An individual advocate can go with you to meetings to support you to speak for yourself or to speak on your behalf, if this is what you want. They can make sure that you are involved in decisions about your care. They can give you information about your rights, how to deal with practical issues, and other support and services that are available to you.

Advocates hold regular drop-in sessions on the wards. The times for your ward will be advertised on the notice board. At other times you can ask to speak to an advocate by contacting 0131 537 6004 or by asking a member of staff to arrange an appointment for you.

The Patients' Council

The Patients' Council is an independent collective advocacy organisation for people who have used or are still using the services of the Royal Edinburgh Hospital. The Council allows you to have your say about services at the hospital and provides a forum for common issues around mental health treatment and care.

The Council represents your views and works to change things for the better. It is independent of the hospital and the NHS. You can attend the Council's regular meetings, drop-in sessions, social events and workshops, or get involved in one of the working groups that help to reshape services.

The Patients' Council office is in the link corridor between the Andrew Duncan Clinic and Mackinnon House. You can phone the office on 0131 537 6462.

Edinburgh Carers Council:

Edinburgh Carers Council is an independent organisation specifically for all those supporting people who use mental health services, including those at the Royal Edinburgh Hospital. It can provide information and training for carers and an individual advocacy service to support you in your role as carer and/or named person. It also supports collective advocacy groups for mental health carers.

To contact Edinburgh Carers Council, call 0131 270 6087, email info@edinburghcarerscouncil.co.uk, or visit the office at:

The Canon Mill
1-3 Canon Street
Edinburgh
EH3 5HE

Mail

Mail is collected from and delivered to all wards. You can post your mail in the mailbox next to Reception at the Mackinnon House entrance, or you can give it to ward staff for collection.

If friends or relatives wish to write to you, ask them to write the address as shown below to make sure your mail reaches you without delay:

Your name
Ward name
Royal Edinburgh Hospital
Morningside Terrace
Edinburgh
EH10 5HF



Telephones

There is a payphone on each ward for use by patients. If friends or relatives wish to contact you by phone they should call you on the ward payphone. The number will be displayed near the phone and in your ward information leaflet. There are also public payphones located next to the Andrew Duncan Clinic entrance and the Mackinnon House entrance.

Internet access

Internet access is available for patients in the Hive, the Patients' Library and the Craiglockhart Centre Resource Room. The opening times for each of these services are included in this booklet. Patients can also access the internet in the Craiglockhart Centre Resource Room outwith opening hours if accompanied by a member of staff. There is no wi-fi internet access in the hospital.

Refreshments

All wards have a kitchen where patients can make tea or coffee outwith meal times. Free tea and coffee is not available to visitors but there are a number of places where you and your visitors can get refreshments. These are listed on the next page.



The Dining Room

The dining room on the ground floor of Mackinnon House serves hot meals, salads, soup, sandwiches and a range of snacks. It is open Monday to Friday from:

8am – 11.15am
12pm – 1.45pm
3pm – 3.45pm
5pm – 6.45pm

Please note that the dining room is closed on Saturday and Sunday.

The Verandah Tearoom

The Verandah Tearoom is in Mackinnon House, at the other end of the main corridor from the entrance. The Tearoom is run by Friends of Morningside, a group of volunteers. They sell tea, coffee, soft drinks, filled rolls and cakes. The Tearoom has a terrace where you can sit outdoors in dry weather.

The Verandah Tearoom is open Monday to Friday from 10am to 12 noon and every day from 2pm to 4pm.

The Verandah Boutique is open on Tuesday and Thursday from 2pm to 4pm. This is a shop where you can buy second-hand clothes, books and other goods.

The WRVS shop

The hospital shop is run by the WRVS. Located in the main Mackinnon House corridor, it sells snacks and soft drinks, confectionery, stationery, toiletries, magazines and newspapers.

The shop is open:

Monday – Friday:	8am – 5pm
Saturday:	9am – 1.30pm
Sunday:	10am – 1.30pm

The Hive

The Hive is an activity centre and coffee bar for inpatients. Based in the grounds of the hospital, it is run by the Scottish Association for Mental Health (SAMH), Scotland's leading mental health charity, and is funded by NHS Lothian.

At the Hive, you can try new activities and meet new people in a positive environment. It has a relaxed, informal atmosphere and there is always music playing. The coffee bar has a wide choice of drinks and snacks, including healthy options.

There is a pool table, a Wii and a selection of board games. Activities include art groups, tai chi, computer lessons, a music group, hip-hop workshops, trips and outings. A full timetable of activities and events is available on your ward or from the Hive.

For more information, ask a member of staff, call 0131 537 6256, or just go along for a look. The Hive is open at the following times:

Tuesday:

1pm – 5pm and 5.30pm – 8pm

Wednesday, Thursday and Friday:

10am – 12 noon and 1pm – 5pm

Saturday:

1pm – 4pm

The Hive is closed on Sunday and Monday.



The Craiglockhart Centre

The Craiglockhart Centre is in the Andrew Duncan Clinic.

The centre provides extra therapeutic and recreational space for patients. It has 12 rooms which can be booked for individual or group therapies and activities. There is an art room, a kitchen and an exercise room, as well as large and small rooms which can be used in many different ways.

Ask staff on your ward about groups and activities that are available in the Craiglockhart Centre and let them know if you would like to use a room for relaxation or meditation.

Information Resource Room

The Information Resource Room is in the Craiglockhart Centre. It has two computers with internet access and a printer and a range of self-help books and relaxation materials. It also has leaflets and factsheets on subjects such as health and wellbeing, recovery, activities, support and services. Patients can use the Resource Room at any time if they are accompanied by a member of staff.

There are drop-in sessions in the Resource Room, open to all patients, carers, staff and visitors, on Wednesdays and Thursdays from 2pm to 4pm. During these times you can meet with a trained volunteer from Health in Mind who can help you to find the information you want.



The Patients' Library

The Patients' Library is in the Craiglockhart Centre. It is a large, bright space with books, magazines, music and films which you are welcome to borrow. There are comfortable chairs where you can sit and read, or chat to the friendly volunteers. There is a computer with internet access.

The library is open at the following times:

Tuesday: 10.30am – 12.30pm

Wednesday: 10.30am – 12.30pm
and 2pm – 4pm

Thursday: 2pm – 4pm

Saturday: 2pm – 4pm

Citizens Advice at REH

The Citizens Advice Bureau (CAB) is at the REH every Tuesday. The service is for everyone: patients, carers, visitors and staff. An advisor can give you information on a wide range of topics, from benefits and debt to legal or consumer issues.

CAB is independent and completely confidential. The CAB office is in the Craiglockhart Centre. You can make an appointment by calling 0131 537 6843 or you can just go along to the drop-in session from 2pm to 5pm.



The Volunteering Hub

People volunteer for lots of different reasons. It could be that you want to get out more, meet new people, learn new skills or just simply help out. The aim of the REH Volunteering Hub is to help patients, staff and visitors to find volunteering placements – for their own enjoyment and for the benefit of the community.

There are lots of different ways that you can volunteer and the Volunteering Hub has all the information and support you need to find a placement and get started.

The Volunteering Hub is in the Mackinnon House corridor, near reception. You can drop in on Tuesday, Wednesday and Thursday from 10am to 2pm or you can call 0131 537 6229 for more information.

Artlink

Artlink runs a hospital arts programme at the REH called Functionsuite. Artlink works with patients and staff to make the hospital a colourful and creative environment and runs workshops and events throughout the year. There is an art studio facility in the Artlink hut and artwork is exhibited in the Link Gallery, which is in the link corridor between Mackinnon House and the Andrew Duncan Clinic.

Artlink also runs a gardening project called Growing Spaces, which aims to tidy up the orchards and to use part of the hospital grounds to grow fruit, vegetables and flowers. If you would like to get involved or find out more about the projects, phone 0131 537 6127, e-mail projects@functionsuite.com or visit the Artlink Hut, located just across the car park from the Mackinnon House entrance.



Students and research

NHS Lothian's mental health services provide clinical experience for students of all disciplines. We encourage users of the service to allow students to observe or participate in their care. Students are the next generation of health care professionals and the experience they gain makes them better practitioners. The team member will ask you if it's alright for a student to be present. We understand that this may be difficult for you, and you have the right to say no.

You may be asked to take part in research or for your information to be used in research. If this happens, the research will be explained fully to you and you will be asked for your written consent. Again, you have the right to say no.

Confidentiality and sharing information

To make sure you get the best service, the team member who sees you will ask for information about your current difficulties. To help you further they may share some of this with others, like your GP or other members of the team. Information can be shared with carers with your consent.

The law says that anyone receiving your information has to keep it confidential (private) unless:

- there is a serious risk to you, others, children or other vulnerable people
- there are serious legal issues that require access to your information.

Here are some questions you might ask about sharing information:

Why do we need to share information about you?

- so that you don't have to repeat yourself to different staff members
- so that you get the right services
- so that professionals who need to know are up-to-date with your care.

Who will see this information?

Anyone who may be directly involved in your care, who has a genuine need for it and who is going to use it in your best interest. This could be:

- your GP
- staff within the clinical team
- in the case of an emergency, the Mental Health Assessment Service.

Sometimes we may need your written consent to share information, for example when applying for benefits. You can talk to the people involved in your care about what information might be shared.

The NHS uses anonymised information from patient records for a range of purposes, such as medical research, health service evaluation and planning. When this happens, the information cannot be linked back to you in any way. If you do not want your anonymised information to be used in this way, please email the Caldicott Guardian at alison.mccallum@nhslothian.scot.nhs.uk or call 0131 536 9113.

If there is anything about the sharing of information that you don't understand or that you would like to discuss, you can ask your keyworker or another team member, or call the NHS Lothian Data Protection Officer on 0131 537 6090.

For more information, see the leaflet *Protecting personal health information: A guide for patients*.

Patient and carer involvement in the NHS

There are a number of patient and carer councils, networks and forums within Lothian which enable people to be involved in the development and planning of health services.

Within the REH, the Patients' Council and Edinburgh Carers Council are kept informed about, and involved in, decisions that are made about how the hospital and mental health services are run. They use collective advocacy to raise issues and to represent the views of patients and carers.

NHS Lothian also has four Public Partnership Forums (PPFs) to help ensure that patients have a greater say in how we plan and deliver health services. To find out more about PPFs, and how to become a member, contact 0131 537 9290.

Compliments, suggestions and complaints

NHS Lothian encourages patients to pass on compliments, suggestions or complaints. They help us to improve the service we provide. You can make your views known by speaking to a member of staff. If you would like more information, ask for a copy of the leaflet called Making a Complaint about the NHS. You can also contact the Independent Advice and Support Service (IASS), which is part of Citizens' Advice Scotland, on 0131 557 1500. An independent advocate can help you to make a complaint if you wish.

Helping the hospital

Patients and their relatives often express a wish to help with the work of the hospital. This may be done in a number of ways, such as becoming involved in patient or carer groups or volunteering at the hospital. You may wish to make a donation to the hospital endowment fund. Endowment funds are used for the benefit of patients and staff.

If you would like to make a donation please send a cheque made payable to NHS Lothian Endowments to:

Director of Operations
Mackinnon House
Royal Edinburgh Hospital
Morningside Terrace
Edinburgh EH10 5HF

Volunteer services

Volunteer services are provided across Lothian. Volunteers help patients, their friends and families in many ways, from visiting regularly, helping with activities and being a friendly presence for people during their hospital stay.

Many volunteers work in the Royal Edinburgh Hospital, for example, in the Verandah Tearoom, the Patients' Library and Therapets. For more information, please contact the Voluntary Services Manager on 0131 537 6686.



USEFUL INFORMATION (CONTACTS)



Mental health information

Edspace: an information website where you can find out about mental health, treatment and care, and services in Edinburgh. It provides a good list of support groups and other resources: www.edspace.org.uk

Midspace: Mental health and wellbeing information for Midlothian www.midspace.co.uk

Health in Mind Information

Resource Centre: a centre with friendly staff who can help you to access the Edspace or Midspace websites or provide you with information on a wide range of mental health problems and the support and services available across Edinburgh and the Lothians.

Address:

40 Shandwick Place,
Edinburgh, EH2 4RT

Website:

www.health-in-mind.co.uk

E-mail:

information@health-in-mind.org.uk

Phone: 0131 243 0106

Open Monday – Friday, 10am – 4pm
(answer machine also available)

The Mental Welfare Commission for Scotland:

an independent organisation working to safeguard the rights and welfare of everyone with a mental illness, learning disability or other mental disorder.

Address:

Thistle House, 91 Haymarket Terrace,
Edinburgh EH12 5HE

Website: www.mwscot.org.uk

E-mail: enquiries@mwscot.org.uk

Advice line: 0800 389 6809

Lothian Recovery Network: aims to promote and support recovery within Lothian. It offers training, education, information and awareness raising. The Network also runs a number of inspirational events including an annual conference every December.

Website:

[www.nhslothian.scot.nhs.uk/
ourservices/mentalhealth/recovery](http://www.nhslothian.scot.nhs.uk/ourservices/mentalhealth/recovery)

E-mail:

LH_LRN@nhslothian.scot.nhs.uk

Phone: 0131 536 9411

General advice and information

NHS Helpline: for information on the Scottish health services and health matters, or on social care services in your area.

Freephone:

0800 22 44 88 (8am – 10pm)

NHS 24: an online and telephone based service with staff who can answer questions about your health and offer advice.

Website: www.nhs24.com

Phone: 08454 24 24 24

Advocacy Services

CAPS Advocacy: provides collective advocacy in Edinburgh and Midlothian and supports Edinburgh User's Forum and Service Users Midlothian. CAPS also provides individual advocacy in East Lothian and Midlothian.

Address:

5 Cadzow Place
Edinburgh EH7 5SN

Website:

www.capsadvocacy.org
www.edinburghusersforum.org

E-mail:

contact@capsadvocacy.org
info@edinburghusersforum.org

Phone: 0131 538 7177

East Lothian office: 0131 665 9698

East Lothian Involvement

Group (ELIG): provides collective advocacy in East Lothian.

Address:

ELIG c/o Tynepark House, Poldrate,
Haddington, East Lothian, EH41 4DA

Website: www.eligadvocacy.org.uk

E-mail: info@eligadvocacy.org.uk

Phone: 01620 826 667

Support Services

Voice of Carers Across Lothian

(VOCAL): provides support, information, training, counselling and advocacy for carers, including support for people affected by someone else's drug or alcohol misuse. VOCAL Midlothian runs a support group for carers of people with mental health problems.

Address:

8-13 Johnston Terrace, Edinburgh
EH1 2PW

Website: www.vocal.org.uk

E-mail: centre@vocal.org.uk

Phone: 0131 622 6666

Midlothian office

Address:

Grannies Park, Edinburgh Road,
Dalkeith EH22 1JY

E-mail: midlothian@vocal.org.uk

Phone: 0131 663 6869

Carers of East Lothian: provides information and support for carers in East Lothian, including carers of people with mental health problems.

Address:

149 North High Street,
Musselburgh, EH21 6AN

Website: www.coel.org.uk

Phone: 0131 665 0135

Pet Care Network: can help to look after your pets while you are in hospital.

Address:

PO Box 29417, Edinburgh EH4 7YG

Website: www.petcarenetwork.co.uk

Phone: 0131 476 0022

Crisis Support

Edinburgh Crisis Centre: a 24-hour service providing community-based emotional and practical support to people over 18 who are using or have used mental health services in Edinburgh – and their carers – when they are facing a crisis. The centre provides a free telephone helpline as well as face-to-face support.

Address:

PO Box 23768, Edinburgh EH7 5XE

Website:

www.edinburghcrisiscentre.org.uk

E-mail:

info@edinburghcrisiscentre.org.uk or
crisis@edinburghcrisiscentre.org.uk

Helpline: Freephone 0808 801 0414

Breathing Space: a free and confidential helpline for any individual who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to. The phone line 0800 83 85 87 is open 24 hours at weekends (6pm Friday – 6am Monday) and from 6pm to 2am on weekdays (Monday – Thursday).

Mental Health Assessment

Service: a team of mental health nurses providing a 24-hour service who will assess your mental health needs in an emergency.

Phone: 0131 537 6000

The Samaritans: provides confidential, non-judgmental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair, including those which could lead to suicide. The service is offered by phone, e-mail, or face-to-face.

Address:

25 Torphichen Street,
Edinburgh EH3 8HX

Website: www.samaritans.org

E-mail: jo@samaritans.org

Phone: Helpline 08457 90 90 90

This booklet is on the NHS Lothian website at www.nhslothian.scot.nhs.uk (from the home page, click on 'News and Publications' and then 'Publications'). For a copy in larger print, Braille, or your community language, please call 0131 242 8181 and quote reference number 00541.

هذا الكتيب، مستشفى أندربرة الملكي، مرشد للمرضى، وأقاربهم، والقائمين على رعايتهم، موجود في موقع الإنترنت الخاص بخدمة الصحة الوطنية (NHS) العنوان: www.nhslothian.scot.nhs.uk. للحصول على نسخة من الكتيب، الاتصال هاتفياً بواسطة الرقم: 0131 242 8181 وذكر رقم الإشارة 00541

The Royal Edinburgh Hospital, a guide for patients, relatives and carers নামক বুকলেটটি এনএইচএস লোদিয়ান এর ওয়েবসাইট www.nhslothian.scot.nhs.uk এ পাওয়া যাবে। বাংলায় এর একটি কপি পাওয়ার জন্য দয়া করে 0131 242 8181 এ ফোন করবেন এবং রেফারেন্স নম্বর 00541 উল্লেখ করবেন।

本小册子“皇家爱丁堡医院病人、亲属、照护者指引”(The Royal Edinburgh Hospital, a guide for patients, relatives and carers) 载在英国国民保健服务路芙茵分处的网站，网址为 www.nhslothian.scot.nhs.uk。欲索取中文文本请致电 0131 242 8181，并请说出参考编号 00541。

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Niniejsza broszura *Szpital The Royal Edinburgh Hospital, przewodnik dla pacjentów, krewnych oraz opiekunów* (ang. *The Royal Edinburgh Hospital, a guide for patients, relatives and carers*), dostępna jest na stronie internetowej NHS Lothian www.nhslothian.scot.nhs.uk. Aby uzyskać kopię broszury w języku polskim, prosimy zadzwonić pod nr tel. 0131 242 8181 i podać numer referencyjny 00541.

یہ کتابچہ، The Royal Edinburgh Hospital, a guide for patients relatives and carers (دی روڈیکل ایڈنبرا ہاسپٹل مریٹوں، عزیز واقارب اور دیگر کچھ بحال کرنے والوں) کے لئے، لوڈین کی ویب سائٹ www.nhslothian.scot.nhs.uk پر ملاحظہ کریں۔ اس کے اردو کاپی کے لئے برائے مہربانی 0131 242 8181 پر فون کریں اور ریفرنس نمبر 00541 کا حوالہ دیں۔

Royal Edinburgh Hospital

Morningside Place

Edinburgh

EH10 5HF

Phone: 0131 537 6000

www.nhslothian.scot.nhs.uk

