



Chaplaincy at MTW

Information for patients

All faiths and none

The hospital chaplaincy is here for every one – patients, relatives and staff – whether you would describe yourself as religious or not.

Coming into hospital can be a very anxious time. Worries about illness, operations, loved ones and many practical matters can affect us.

A Chaplain is someone who is available to listen to you, to offer you support and should you wish pray with you.

The Chaplains can help you to make contact with a leader of your own faith.

The Chaplains are assisted by teams of volunteers who visit the wards and are willing to listen and talk with you.

Whatever your beliefs or lifestyle your opinions will be respected.

If you, or somebody you know is in hospital and would appreciate a visit from a member of the Chaplaincy team, please complete the referral slip opposite and we will arrange for someone to visit as soon as possible.

Request for a visit from the Chaplaincy Team

I would like to request a visit from a member of the Chaplaincy team for:

Name:.....

Ward (if known):.....

Room/bed no. (If known):.....

Date of admission to hospital:.....

Today's Date:.....

Are you the person named above?:.....

If not, does the person know you are making this request?:

Your name (if not that above):.....

Your relationship to patient:.....



Thank you for your request:

You can now:

- Give this slip to a member of the ward staff to pass on to us.
- Place this request in the Chaplaincy letter box (next to the Chaplaincy Office)

If you need further help or advice please either contact or call.

The Chaplain
Multi-Faith Centre
Tunbridge Wells Hospital Pembury
TN2 4 QJ
Tunbridge Wells Hospital ☎01892 635438
Or email s.baker4@nhs.net


The Chaplain
Chaplaincy Centre
Maidstone Hospital
Hermitage Lane
Maidstone
ME16 9QQ
Maidstone Hospital ☎01622 224569
Or email nicolamitra@nhs.net

When there is an urgent need, please contact Chaplaincy via switchboard

Maidstone Hospital ☎01622 729000
Tunbridge Wells Hospital ☎01892 823535

Further information and advice can be obtained from:



NHS 111
NHS Choices online

 **111**
www.nhs.uk

Should you wish to download an electronic version of this leaflet to a mobile device please scan the QR code on the front page.

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone:  01622 224960 or  01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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