

Patient information

# Hand hygiene: information for patients, families and carers

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Clean hands are caring hands, and can help stop infections spreading.

**Patients, please protect yourself and others by always washing your hands:**



After using the toilet



After coughing or sneezing



Before eating



If they look dirty

This information can be made available in alternative formats, such as easy read or large print on request. Please call PALS: 020 7566 2324/ 020 7566 2325



**Visitors, carers and families, please protect yourself and patients by:**



Cleaning your hands when you enter or leave a ward or department.



Always washing your hands after using the toilet.



Always washing your hands before touching food.

**How can I clean my hands?**



Use soap and water.



Use alcohol hand rub – found around the hospital.





**Please remember:**



It is ok to ask a member of staff to clean their hands before they touch or treat you.

**For further support or advice:**



**Moorfields Direct telephone helpline**

**Phone:** 020 7566 2345

Monday to Friday, 8.30am - 9pm

Saturday, 9am - 5pm

Information and advice on eye conditions and treatments from experienced ophthalmic-trained nurses.



**Patient advice and liaison service (PALS)**

**Phone:** 020 7566 2324 or 020 7566 2325

**Email:** [moorfields.pals@nhs.net](mailto:moorfields.pals@nhs.net)

Moorfields' PALS team will help you if you are unhappy and would like support with any worries you may have about the care provided at Moorfields. The PALS team can also advise you on how to make a complaint.

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