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If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 01603 697492 and we will do our best to help.

You can receive help with queries about NCH&C services from **Patient Advice and Liaison Service**

Telephone: 0800 088 4449
Email: pals@nchc.nhs.uk
(Monday-Friday 9am-5pm)

Produced by Norfolk Community Health and Care NHS Trust (02/2017)
Leaflet review date: (02/2019)



Bringing valuables into hospital

Information for patients

What do you mean by valuables?

Valuables are items such as money / cash, credit/debit cards, house or car keys, bank books, social security books, jewellery (including watches) and electrical items.

Should I bring valuables with me to hospital?

We advise that patients should keep as little property on them as possible when they come into hospital. If you do have valuables with you when you are admitted, you can ask a relative or carer to take home any that you do not need during your stay.

What happens if I bring valuables to hospital?

We cannot accept liability for loss of or damage to your property unless it is handed over for safekeeping.

Please tell a member of staff if you have brought valuables into hospital with you, and they can arrange for them to be kept safe.

What happens when I hand over my valuables for safekeeping?

An authorised officer (a member of staff) will take custody of the items, record them in as much detail as possible in the Patients' Monies Receipt Book, issue you a receipt and ask you to read and sign a disclaimer of responsibility. At least one other member of staff will be present as well as the authorised officer during the handover.

Where will my valuables be kept during my stay?

Your property will immediately be moved to the designated secure location on the unit or ward where you are staying.

Cash will be banked into the Patients' Monies Account, and a receipt and a copy of the paying-in slip will be immediately forwarded to our Finance Department.

How do I get my valuables back?

When you leave hospital, you will be asked to sign a form when your valuables are returned.

Please note that if you have handed over cash for safekeeping and are discharged out of office hours, you will need to give advance notice to enable the cash to be prepared.