Procedure for the delivery of patient’s property to the wards

Please Note: 1. Patients’ property must **not** be left at reception for ward staff to collect

2. Patients property “Drop off” and “Pick Up” operates **strictly** between **08:00 and 19:00 hrs ONLY**

3. We do not accept cash, bank cards or other valuables

**Procedure**

1. Patient’s relative attends the Hospital main reception with items they wish to be delivered to their family member.
2. The receptionist and/or relative completes the acceptance of patient property form and attaches it to the property item.
3. Receptionist informs the volunteer that there is an item that requires taken to the wards. A volunteer if available will be asked to deliver the item to the ward.
4. On arrival at the ward the volunteer will ring the door bell and wait for a member of ward staff to come and receive the item. The member of staff from the ward is also required complete to the rest of the property form. This is then returned to the main reception where records are kept.