

Patient information

Spiritual care

How can we help? Information for patients, relatives and carers

The experience of coming to hospital may cause many different emotions for patients, relatives, carers and friends and you may feel that you would like someone to talk to in confidence.

Our chaplaincy team, alongside faith group leaders from across the community, offers pastoral, spiritual and religious care for patients, relatives and carers.

Our chaplaincy and spiritual care team has two full time chaplains, part-time chaplains and roman catholic priests, a chaplaincy administrator and volunteer chaplains.

We offer support to all patients, relatives and carers whatever their faith or belief, religious or non-religious with their consent. Chaplains provide a supportive, confidential listening ear to all. The chaplaincy team works across all sites: West Suffolk Hospital, Newmarket Community Hospital and Glastonbury Court, and consists of representatives from various denominations of Christianity.

We have good links with world faiths and other groups and we aim to get an appropriate person to support you whether religious or non-religious.

The chaplaincy and spiritual care team can:

- Provide a trained, friendly and confidential listening ear when you need to talk things through
- Provide a shoulder to cry on when emotions surface

- Provide bedside ministry (prayer, Holy Communion, anointing), when requested
- Contact and liaise with local belief or faith group leaders on your behalf where requested
- Ensure that your spiritual needs are supported
- Provide emergency baptisms or special naming and blessing services for babies
- Provide support to the dying, the deceased and their families
- Help to arrange emergency weddings/renewal of marriage vows

How do I contact a chaplain?

If you would like to talk to a chaplain, please ask one of the nurses or doctors caring for you and they will contact us. You can also contact a chaplain yourself.

You can leave a non-urgent call on our answering machine 01284 713771 or email us at info.chaplaincy@wsh.nhs.uk.

Contacting a chaplain in an emergency

We provide a 24-hour service. In an emergency, ward staff can be asked to contact the appropriate on-call chaplain via the hospital switchboard.

Is there somewhere for prayer and reflection?

In a busy hospital, you may need time for reflection in a place that is peaceful and quiet. At West Suffolk Hospital we have a chapel and prayer room which are both open 24 hours a day.

Chapel and multi-faith room at West Suffolk Hospital

The chapel and multi-faith room are on the ground floor. If you cannot come to a service, we will willingly visit you at your bedside if you let us know that you'd like this.

Services at West Suffolk Hospital

Monday to Friday	9.15am	Morning prayer (Christian)
Monday	12.30pm	Roman Catholic holy mass
Wednesday	12.30pm	Communion
Friday	1.15pm	Muslim prayer (Jum'a)
Sunday	10.00am	Sunday worship (Christian)

Services at Newmarket Hospital

Services are held at the local churches of St Philip and St Etheldreda's every Sunday at 9.30am in the morning.

Services at the Kings Suite, Glastonbury Court, Bury St Edmunds

The Chaplaincy team visit the Kings Suite at Glastonbury Court once a month.

Contacts

The chaplaincy and spiritual care team: Tel 01284 713771

West Suffolk Hospital, Hardwick Lane, Bury St Edmunds, Suffolk IP33 2QZ

We look forward to meeting you!

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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