

Patient information

About Ward F14

Telephone number: 01284 713235 / 713236

Introduction

This booklet will provide you with useful information about Ward F14 and the services and facilities available in our hospital. Ward F14 is a gynaecology ward. During your stay you will be looked after by several different members of staff.

Organisation of care

Clinical staff/nursing Teams: You will be looked after by a team of nursing staff. Nursing staff wear a variety of uniforms; the main ones you will see are:

- Ward Manager wears a navy blue uniform with white trim
- Ward Sister wears a royal blue uniform with a white trim
- Staff Nurses wear mid blue striped uniform with white trim or maroon scrub suit
- Nursing assistants wear a grey uniform with white trim
- Student Nurses wear a white tunic with black trousers or white dress

Visiting times

Please use the hand gel before entering and on leaving the ward. If any of your family/friends have had diarrhoea and vomiting please ask them not to visit. Visiting times on the ward are between 2.30pm - 3.30pm and 7.00pm – 8.00pm. Visitors may only visit outside these times at the discretion of the nurse in charge on the ward. Visiting is restricted because patients need to be seen by clinical staff. It is also important for patients to rest and regain their strength after their operation/during treatment. We also request that visitors are restricted to only 2 per patient at any given

time. Visitors are asked not to sit on the beds but to use the chairs that are available on the ward.

Pharmacy

You will need to bring your current medication with you to hospital and they will be used during your stay if appropriate. If you can, please bring your medications in their original packaging, not a dosette box. On your discharge you will be supplied with the medications you require to take home.

General ward facilities

Mealtimes: A menu card will be given out daily from which you can make your choice. We always have vegetarian dishes and can provide meals for those on special diets or with particular cultural/religious requirements. Please inform the nursing staff if you have any special requirements. We have introduced 'Protected Mealtimes' in most areas. This means that we discourage any activities which interrupt your mealtime experience. We discourage visiting at meal times as we tend to find that patients do not like to eat in front of visitors. However, if your visitors are able to assist you at mealtimes they are welcome to come in for this purpose. For reasons of safety, squash and fruit juices should be provided in plastic rather than glass bottles.

Toiletries: Each patient will require:

- Toothbrush / toothpaste or denture cleaner
- Soap / shower gel
- Talcum powder / deodorant
- Shaving equipment
- Nightwear / day clothes
- Small change for newspapers etc

Washing / laundry: Day clothes can be worn whilst in hospital, you do not have to stay in night clothes. However, there are no laundry facilities in the hospital and you will need to make arrangements with family / friends to take your washing home. If you have major difficulties with this, please speak to the nursing staff who can provide hospital night wear. Due to lack of space it would be helpful if excess baggage could be taken home.

Your property / money

The hospital will not accept responsibility for valuables or personal belongings kept in your possession. Valuables including cheques and pension/credit cards should **not** be kept with you during your hospital stay. There is a safe in the hospital where valuables can be placed and a receipt will be given. We suggest you only keep small change for newspapers, telephone calls and other small items you may require. When you are going home please note you can access your valuables from the hospital safe between 09:30 and 16:00 Monday to Friday only.

Moving and handling

Health and safety guidelines stipulate that nurses should perform as little lifting as possible in order to prevent back injuries, therefore we will encourage you to be as independent as possible. If assistance is needed, we will assess your needs and measures will be implemented to protect you and the staff.

Medical certificates

Please ask the Nurse in Charge for self-certification forms for the first seven days of your stay. If you are in hospital for a long time you will be given medical certificates at fortnightly intervals. When you are discharged from hospital any further certificates will be issued by your own Doctor.

Going home

You may be moved when the Doctor has decided you are able to go home. We will normally expect you to make your own transport arrangements (utilising friends, relatives etc). However, if your condition dictates, it may be possible to arrange hospital transport. Please discuss with ward staff if you have particular difficulties. It will be necessary to obtain your medicines to take home from Pharmacy. This will take some time, therefore, if relatives are collecting you, please allow for this.

Safety

Although we aim to promote patient safety it is also important to uphold the safety of staff. The Trust operates a policy of 'zero tolerance' with regard to violence and aggression towards staff.

West Suffolk Hospital is a smoke-free site

Smoke-free means that smoking is not permitted anywhere on site and applies to all staff, patients and visitors. Nicotine Replacement Therapy (NRT) should be taken into hospital by in-patients who smoke.

Fire precautions

Fire exits are located at either end of the ward. If the alarm sounds, ward staff will inform you of any action which needs to be taken. On Tuesdays the fire alarm is tested, so don't be alarmed to hear this.

Hospital services and facilities

Chaplaincy and pastoral care services: Our Multi Faith Department offers support to patients, relatives and carers, regardless of belief or no belief. We visit the wards regularly and are able to administer the sacraments when requested. We can be contacted via the ward staff, Switchboard, or directly on 01284 713486, or by visiting the Chapel and leaving a message. We aim to provide an emergency 24 hour on call service. Our resources include the Chapel, a Multi Faith Room for private prayer or reflection and a quiet enclosed garden. Individuals or small groups are welcome to use these facilities and there is a weekly programme of regular services.

Patient Advice and Liaison Service (PALS): PALS is a service which offers support and information and help to patients, their families, carers and friends. The PALS office is situated in the front entrance of the hospital and is available during working hours Monday-Friday. We also provide a telephone answer service - 01284 712555 or Freephone 0800 917 9673.

Meeting individual needs: For patients with hearing difficulties ward staff have access to portable induction loops and for deaf people PALS can arrange a sign language interpreter. For patients with visual impairments ward staff have access to our RNIB approved cassette players to listen to patient information. We can also provide leaflets in large print. PALS can also arrange for interpreters for non-English speaking patients.

Learning Disability Liaison Nursing Service: If you have a learning disability or autism you can get help from our service during your stay at the hospital. Please ask the ward staff to contact the Learning Disability Liaison Nurse for assistance and support if you feel this would be helpful. The service is available from 9.00am until 4.00pm Monday to Friday.

Car parking: There are pay on foot use car parks at the front and rear of the hospital. There are disabled parking spaces at the front, side and rear of the hospital.

Parking concessions: If you are frequent visitor, weekly and monthly rate, concessionary parking permits are available.

Shopping: There are two shops selling cards, gifts, newspapers, magazines, cards, chocolates, sweets, drinks, snacks, toiletries etc in the front entrance concourse.

- **Friends' Shop**

Open Monday to Friday 8:30am to 8:00pm

Weekends / bank holidays 1:00pm to 4:30pm

A trolley service also goes around the wards on Monday and Thursday afternoons. The proceeds from the shop and trolley service are 'gifted' back to the hospital as a grant which allows us to purchase additional items and equipment for the benefit of patients.

- **WH Smiths shop**

Open: 7:00am to 7:00pm Sunday to Friday

7:00am to 6:00pm Saturday

Refreshments

- **Cafeteria Courtyard:** Cafeteria on the ground floor near the front entrance.

Open: 8:30am to 4:00pm Monday to Friday

10:30am to 4:00pm Saturday and Sunday

- **Time Out:** Restaurant on the first floor at the rear of the hospital. Open all day until 8.00pm for snacks and light refreshments.

Meal times: Breakfast 8:00am to 10:00am

Lunch 12:00noon to 2:00pm

Evening 6:00pm to 8:00pm

Toilets for visitors are situated: Ground Floor in Main reception, near X-ray Department, by Pathology Department (at rear of hospital) and in corridor by ward G5 / EAU and ward G3. First Floor in entrance to wards F5 / F6, and by CCU / Rainbow Ward at rear of hospital.

Voluntary services: Individual volunteers and community groups provide a wide range of services to help make your stay as comfortable as possible and to support staff, relatives and visitors. If you would like more information about voluntary work in

the hospital, contact the Voluntary Services Manager, telephone 01284 713206, and they will be happy to discuss any aspect of voluntary work with you.

Patient's library service: There is a patient's library service. Books, including large print, personal stereos and audio cassettes are available for loan to patients. A trolley comes to the ward usually twice a week. Please make sure you return your books to the trolley, the nursing staff, the main reception or the Friends Shop as you leave. If you mistakenly take hospital library books home, please return them as soon as possible.

Friends of West Suffolk Hospital: In addition to their financial support the Friends visit the wards to identify patients wishing to attend Chapel services; they also assist with taking patients to the Chapel and returning them to their wards. Money raised from donations, legacies, subscriptions and fund-raising activities, is spent on providing additional amenities and equipment for the benefit of patients and staff.

Patient satisfaction survey

Your views as a patient, family member or carer are important to us as it helps us to monitor and improve our services. At the end of your stay on the ward you may be approached by a member of staff or a volunteer and ask to complete a very short survey on an electronic tablet. It will only take a couple of minutes of your time but it will help us immensely. We do hope you feel able to participate and staff or volunteers will be available to assist you.

West Suffolk NHS Foundation Trust is actively involved in clinical research. Your doctor, clinical team or the research and development department may contact you regarding specific clinical research studies that you might be interested in participating in. If you do not wish to be contacted for these purposes, please email info.gov@wsh.nsh.uk. This will in no way affect the care or treatment you receive.

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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