



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ने सुवातु उरनमे दी लेंड वै तं विरथा वरवे इस नंवर के देन वरवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Welcome to May Ward

A Guide to Patients and Carers

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

Author: Debbie Palmer

Department: Medicine

Version: 4

Published: June 2009

Review: June 2012

Welcome to May Ward

May Ward, located in the Duchess of Kent Wing at St. Peter's Hospital, is a 25 bedded facility for Gastroenterology, Cardiology and General Medical care.

Patients are accepted from the Emergency Department, Medical Assessment Unit and other wards, also from Outpatient Clinics, or brought in, electively, from home.

Contact Details

The direct lines for May Ward are:

01932 722 014 or 01932 723 242

Telephone Enquiries

You will be asked for permission before we give any information to relatives. It is sometimes difficult to give detailed information over the phone to anyone but the next of kin.

It would be helpful if one member of the family is elected to telephone the ward then pass on information to others. Please advise the Nurse in charge of the name of this person.

Should you need to telephone the ward, **please do so after 10.00 hours**. Before this time is a peak time as staff are busy caring for patients.

Ward Clerk

The Ward Clerk, who will be pleased to answer any questions you may have, will be available between 08.00 and 16.00 hours Monday to Friday.

Staff

The day-to-day management of the ward is carried out by a Ward Sister, who leads a team of dedicated Nurses, all of whom will endeavour to make your stay in hospital as comfortable as possible. The name of the Nurse in charge of looking after you will be written on a board at the Nurses station daily.

Your medical consultant is a specialist in gastroenterology or cardiology

The Consultant in charge of your care is supported by a medical team who are based entirely on the ward.

A Registrar leads the team of Senior and Junior House Officers and is available to answer the majority of your medical questions or concerns (Monday – Friday 09.00 - 17.00 hours).

A Medical Support Worker, who assists the Consultants, is allocated to the Respiratory Team on the ward and may be able to assist with general enquiries.

A member of your team of Doctors will see you weekdays on a daily basis. Should a relative wish to speak to one of the Doctors

We are keen to reduce the risk of infections being spread. All staff should use alcohol gel to clean their hands between each patient.

Sometimes this may take place outside the bay but, if in doubt, please challenge whoever is treating you and ask if they have cleaned their hands first.

We also ask visitors to use the gel provided at the entrance to the ward before entering and leaving.

Please speak to the Nurse in charge if you are concerned or have any comments about any aspect of your or your relative's care.

Further Information

If you have any queries regarding the contents of this leaflet please contact May Ward on the telephone numbers shown under Contact Details at the beginning of this leaflet.

On the day of your discharge from May Ward

Unfortunately it is not always possible to give an exact time when discharge medication or transport will be available. Whilst awaiting delivery of your tablets or the arrival of transport to take you home, you may be asked to wait in the Discharge Lounge.

Outpatient Appointments

When you leave hospital, in order that the Consultant can keep an eye on your condition, you may be required to come back to an Outpatient's appointment. If you do, an appointment will be booked for you, and you will receive a card telling you when and where to go.

Productive Ward Project

May Ward is participating in an initiative to make the ward run in a more efficient way so that the nursing staff have more time to spend caring for you. There is an information board at the entrance of the ward if you would like more details.

Also, from time to time we might ask your opinion on your care and take photographs or video of staff carrying out daily tasks. If this occurs whilst you are a patient with us we will ask your permission first.

Infection Control

(with your permission), or make an appointment to see the Consultant, please ask at the Nurses Station.

Visiting Hours

Visiting times for May Ward are between 14.00 - 16.00 and 18.00 -20.00 hours daily. **Only two visitors** to a bed are permitted at any one time. Should you need to visit outside of these hours, please arrange this with a member of staff.

Meals and special diets

If you have any specific dietary requirements, please advise the Nurse in Charge or reception staff when you are admitted.

Meals are served at 07.30 (breakfast), 12.00-13.00 (lunch) and 17.00-18.00 (supper).

Hot drinks will be offered throughout the day. If you would like a drink at any time please ask the Nurse looking after you.

A trolley selling snacks, magazines and drinks visits the ward Monday to Friday.

There is a League of Friends cafeteria and a shop in the Outpatient area which are open 09.00 – 17.00 hours, Monday to Friday.

If you have concerns about help with feeding, please let the Nurses know. After discussion with the nurse in charge, relatives are also most welcome to come at meal times to assist.

Protected Meal Times

Mealtimes are very important when you are unwell and because of this we limit access to the ward at mealtimes. During these protected times visitors are asked to leave the ward unless helping a patient to eat.

Any routine work, doctors' rounds and nursing procedures that can wait until after mealtimes are stopped. This is to allow the nursing staff to concentrate on the patients' nutrition.

Property and Valuables

The Trust does not accept responsibility for property brought into hospital. Valuables should not be kept in hospital and, if possible, be sent home with a relative or friend. If this is not possible, these should be handed in to the nurse for safe keeping. Money handed in will be sent to and deposited in the hospital safe but made available on discharge.

Whilst you are in hospital please feel free to ask relatives to bring in clothes and toiletries.

We like our patients to feel as comfortable as possible and it is surprising how being dressed in your own clothes can make you feel better.

Unfortunately we do not have laundry facilities in the hospital.

If you wish to bring books or magazines with you, please do so. There is a small locker beside your bed that is ideal for storing your personal belongings.

Chaplaincy

A hospital Chaplain, also Ministers of other denominations, visit May Ward. If you would like to see one of them, please speak to the Nurse looking after you or reception staff.

If there is anything else we can do to make your stay on May Ward more comfortable, please let us know.

Housekeeping Arrangements

There is a dedicated notice board on the ward which will outline the cleaning timetable. We all try to be vigilant, but if you find any area which you are concerned about, please contact any member of staff.

There is also a Matron who you can refer to – details are displayed on each ward.

If there is a delay in it being dealt with, please report this to PALS as indicated under Further Information at the end of this leaflet.

The ward at night

Unfortunately, because of the care some patients require, the wards can be quite noisy at night. We will try to keep noise to a minimum, but sleep can, at times, be disturbed.