



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 दुगठु उरनमे ची लेउ वै उं विरथा वरवे इस नंवर उे बेन 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](http://www.ashfordstpeters.nhs.uk)

# Welcome to Aspen Ward

# Welcome to Aspen Ward

## A Guide for Patients and Carers

Aspen Ward, located in the Duchess of Kent Wing of St. Peter's Hospital, is a 33 bedded facility for Respiratory, Haematology 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 Aspen Ward are:

**01932 723907 or 01932 723905**

### 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.**

---

### 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](mailto:pals@asph.nhs.uk). If you still remain concerned please contact our Complaints Manager on 01932 722612 or email [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk)

---

**Author:** Terri Hess

**Department:** General Surgery

**Version:** 1

**Published:** April 2007

**Review:** April 2008

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 Aspen Ward more comfortable, please let us know.

### **On the day of your discharge from Aspen Ward**

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, the appointment will be booked for you, and you will receive a card telling you when and where to go.

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

### **Ward Clerk**

The Ward Clerk, who will be pleased to answer any questions you may have, will be available between 07.00 and 15.00 hours Monday to Thursday and 07.00 and 14.15 hours on Friday.

### **Staff**

The day-to-day management of the ward is carried out by a Ward Sister, leading 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.

### **The Medical Consultants are Specialists in Respiratory Care and Haematology**

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

Should a relative wish to speak to one of the Doctors (with your permission), or make an appointment to see the Consultant, please ask at the Nurses Station.

### **Visiting Hours**

Visiting times for Aspen Ward are between 15.00 - 16.30 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 are offered at 10.00, 14.30 and 18.00 hours. 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 is 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.

### **Property and Valuables**

All your property will be recorded on a property list when you are admitted to Aspen Ward and any money you do have can be kept in the ward safe for a maximum of 24hrs should you so wish.

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 feel free to do so. There is a cupboard behind your bed that is ideal for storing personal belongings.

If you have been given flowers, please advise a nurse, or reception staff, and we will find you a vase.

### **Chaplaincy**

A hospital Chaplain, also Ministers of other denominations, visit Aspen Ward.