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

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

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

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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

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HERON WARD (SHORT STAY UNIT) Duchess of Kent Wing Surgical Directorate

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

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Department: Surgical Directorate

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Your surgical team will review you every day until the day you are ready to go home, when either a doctor or a senior nurse will discharge you. You will be asked to vacate your bed by 09.30 on the day of discharge so you will need to ensure that whoever is collecting you is able to pick you up at this time.

If you require patient transport this will be arranged for you. If you cannot be collected at 09.30, and you are well enough, you will be asked to wait in the hospital discharge lounge.

If there is a medical need to prolong your stay in hospital, you may be moved to another surgical ward where your team will continue to look after your care.

If you have any questions or concerns, please speak to the sister/nurse in charge.

ELECTIVE CARE

INTRODUCTION – 1st March 2010

The short stay surgical unit, situated on Heron ward in the Duchess of Kent wing, will be a protected facility environment to comprise 14 beds which will be for adult, short stay surgery, (up to 5 days), admitting patients from the following specialities:

Urology
Gynaecology
General Surgery

The short stay surgical unit will share the same philosophy as the Day Surgery Unit providing an efficient alternative to conventional inpatient treatment. Local patient charter standards, quality and audit monitoring will also apply.

BENEFITS

1. Heron is already a surgical ward, conforming to single sex agenda.
2. Improved efficiencies in length of stay
3. Improved quality of care
4. Patients will be admitted with an estimated date of discharge
5. Bed capacity will be more easily managed and predictable.
6. Reliable bed capacity will ensure patient pathways/discharge comply with the 18 week target
7. Enables financial savings to be made

SERVICE TIMES

The unit will open each Monday at 07:00 and close at 13:00 hours on Saturday.

There will be no weekend or Bank holiday service unless by special arrangement.

MANAGERIAL

Heron ward will be part of the surgical directorate; the managerial staff will be as under:

Clinical Director	Elliot Chisholm
General Manager	Amanda Mockridge
Matron	Barbara Doyle
Ward Manager	Mandy Akers

NURSING

The ward manager will have responsibility for the day to day running of the unit, ensuring that high standards of care are delivered at all times, and will report directly to the matron for surgery.

The unit will be staffed by an appropriate ratio of trained and untrained nurses. All staff will have the knowledge and skills appropriate to acute surgical nursing.

CLERICAL

The ward administrators will undertake all necessary clerical duties, including the computerised admission and discharge of all patients on PAS.

LENGTH OF STAY

The length of stay in the unit will range from 23 hours to a maximum of 5 days.

Multidisciplinary discharging will be done on Heron ward to enable the discharge process. This means that your discharge may be arranged by a member of our nursing team following agreement with your doctor.

PRE-ASSESSMENT

It is desirable that all elective patients admitted to the unit are pre-assessed prior to admission.

All patients will be discouraged from bringing in any valuables. The Trust cannot accept responsibility for the storage of expensive patient valuables. Please do not bring large amounts of money, jewelry etc to the wards.

ADMISSION TO THE UNIT

Patients will be admitted to Heron ward from the admissions lounge via theatre. Emergency patients will come directly to the ward.

INFORMATION ABOUT YOUR STAY ON HERON WARD

Heron ward is a short stay facility for patients expected to be discharged within five days.

You will be admitted to Heron either directly from home or via the operating theatre when you have had your surgery.