



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.

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

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 Kestrel Ward

Welcome to Kestrel Ward

A Guide for Patients and Carers

Kestrel Ward is a 26 bedded mixed General Surgical Ward based on the first floor of Abbey Wing at St. Peter's Hospital. We accept patients from the Emergency Department, Surgical Assessment Unit or other wards. Patients are also accepted from Outpatient Clinics and brought in electively from home.

Contact Details

The direct lines for Kestrel Ward are:

01932 72 2338 or 01932 72 2201

Telephone Enquiries

It would be helpful if one member of the family is elected to telephone the ward then pass on information to others. It is sometimes difficult for us to give detailed information over the phone to anyone but the next of kin.

You will be asked for permission before we give any information to relatives.

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. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

Author: Terri Hess

Version: 3

Department: General Surgery

Published: June 2007

Review: June 2008

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

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

Staff

The day to day management of the ward is carried out by a Ward Sister and Charge Nurse. They lead a team of dedicated Nurses who 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 Consultant for Surgery

The Consultant in charge of your care is supported by a surgical team who may be ward based or contactable in theatres. The Registrar leads the team of Senior and Junior House Officers and is available to answer the majority of your medical questions or concerns (Monday to Friday between 09.00 and 17.00 hours).

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 Kestrel Ward are **14.00 – 16.00** and **18.00 – 20.00 hours** daily.

Should you need to visit outside of these hours, please arrange this with a member of staff.

Meals and Special Diets

Meals are served at 08.00, 12 mid-day and 17.00 hours. Hot drinks are offered throughout the day. If you would like a drink at any time please ask the Nurse looking after you.

If you have any special dietary requirements please advise staff accordingly.

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 that are open between 09.00 and 17.00 hours, Monday to Friday.

If you have concerns about help with feeding, please let the Nurses know. Relatives are also most welcome to come at meal times to assist.

Property and Valuables

We ask that valuables and large amounts of money are not kept on the ward. All your property will be recorded on a property list when you come onto Kestrel Ward and any money you do have can be kept in the ward safe for a maximum of 24hrs.

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 would like to bring books or magazines, please do so. There is a cupboard behind your bed that is ideal for storing personal belongings.

In the interests of infection control, please do not bring flowers into hospital.

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 once home you will receive a card telling you when and where to go.

Chaplaincy

There is a hospital Chaplain, also Ministers of other denominations who visit Kestrel Ward. If you would like to see one of them, please ask the Nurse looking after you or at reception.