

If you require a translation please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو اس کے ترجمے کی ضرورت ہو تو آپ ہم سے رجوع فرمائیں۔

আপনার যদি এই পত্রের অনুবাদের দরকার হয়,
তাহলে দয়া করে যোগাযোগ করুন :

Patient Advice and Liaison Service (PALS)
01932 723553

**WELCOME TO HOLLY
WARD**

Ashford Hospital London Road, Ashford, Middlesex, TW15 3AA

Telephone **01784 884488** Facsimile **01784 884017**

St. Peter's Hospital Guildford Road, Chertsey, Surrey, KT16 0PZ

Telephone **01932 872000** Facsimile **01932 874757**

Website: www.ashfordstpeters.nhs.uk

PATIENT INFORMATION

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

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A GUIDE FOR PATIENTS AND CARERS

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 Holly 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 Holly Ward more comfortable, please let us know.

ON THE DAY OF YOUR DISCHARGE FROM HOLLY 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.

WELCOME TO HOLLY WARD

Holly Ward, located in the Duchess of Kent Wing of St. Peter's Hospital. is a 29 bedded facility for Elderly 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 Holly Ward are:

01932 722011 or 01932 723257

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.**

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 and Charge Nurse, 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.

YOUR MEDICAL CONSULTANT IS A SPECIALIST IN ELDERLY CARE

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 Care 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 Holly Ward are 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 08.00 (breakfast), 12.00 mid-day (lunch) and 17.00 (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 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

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 are admitted to Holly 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.