

CAN WE MAKE YOUR VISIT EASIER?

... putting people at the heart of everything we do ...

We want to make your visit to Ashford and St. Peter's Hospitals easier
Some things we can provide quickly, others may take time to arrange.
Whatever your need – please ask for help.

We can provide interpreters for a variety of languages, information
in larger print or Braille, plus audio and other formats.

If you require a translation please call: 01932 723553

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723 553 تماس بگیرید۔ Farsi

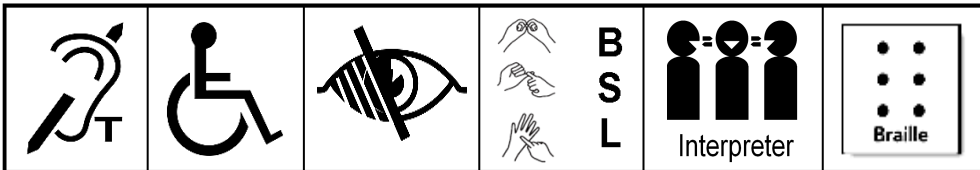
ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553 Punjabi

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723 553 پر رابطہ کریں Urdu

Se precisa de uma tradução por favor contacte: 01932 723553 Portuguese

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

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553 Bengali



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Ashford and St. Peter's Hospitals **NHS**
NHS Trust

MEDICAL HIGH DEPENDENCY UNIT (MHDU)

A GUIDE FOR PATIENTS AND CARERS

PATIENT INFORMATION

Our staff endeavour to provide an excellent service but we do recognise that there are times when you may have concerns. In the first instance please raise these with the Senior Nurse or Manager in charge when you are at the hospital. If they are unable to resolve your query satisfactorily please contact our Patient Advice and Liaison Service (PALS) on **01932 723553** or e-mail www.pals@asph.nhs.uk.

Having done this, if you remain concerned our Complaints Manager can be contacted on **01932 722612** or e-mail www.complaints@asph.nhs.uk

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INFECTION CONTROL

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

Sometimes this may take place outside the bay, but if in doubt please challenge whoever is attending 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.

AND FINALLY.....

Visiting the unit can be tiring. It is understandable to be worried about your loved one, but it is also important to take care of yourself. Try to rest as often as you can and remember to eat sensibly too. You will need to keep up your strength.

If you have any other worries, questions or concerns that we can help you with, please do not hesitate to ask any member of the staff.

FURTHER INFORMATION

If you have any queries regarding the contents of this leaflet please contact the unit on the direct line listed on page 1.

Additional details about our hospitals, including information regarding the Department caring for you can be found by logging on to our website www.ashfordstpeters.nhs.uk or the National NHS website www.nhs.uk which includes an A to Z guide to health.

INTRODUCTION

Welcome to the Medical High Dependency Unit (MHDU) which is located at Level 4 in the Duchess of Kent Building at St. Peter's Hospital.

This leaflet aims to provide simple and practical information to people whose loved one is admitted to our unit.

THE UNIT

Patients who are acutely unwell need constant monitoring and observation, often needing equipment and medicine in support all of which is provided in our unit. However, if the patient continues to deteriorate and/or needs a higher level of care, he/she may be transferred to the Intensive Care Unit (ITU).

Medical care within MHDU is managed primarily by the Respiratory Consultants:

- Professor Mark Britton
- Dr Paul Murray
- Dr Mike Wood

and their teams but patients may also be cared for by other Consultants if they require treatment from another speciality.

CONTACT NUMBERS

Direct line telephone numbers for MHDU are **01932 723 698/9**

THE UNIT 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.

VISITING THE UNIT

Please note that **only two visitors** are allowed for each patient at any one time.

Visiting times are generally 14.00 to 16.00 and 18.00 to 20.00 hours daily. We do, of course make exceptions for newly admitted or seriously ill patients.

Please do speak to any member of staff before entering the unit. You may have to wait or a while. You will be asked to wear an apron and to wash your hands with "alco-gel" provide at the entrance door.

Children under the age of 12 are generally not allowed onto the unit, however allowances can be made. Children must not visit patients unaccompanied.

Please respect the patient's right to privacy. Visitors are usually asked to wait outside the unit whilst nursing care, physiotherapy or medical examinations take place. We apologise if you are kept waiting for long periods of time.

PERSONAL ITEMS

Please take all valuables and clothing home as we have very limited space around each bed.

Basic personal toiletries and shaving equipment are all that are required during a patient's stay with us.

Due to the number of pieces of equipment used to monitor your relative and the position of drip lines clothing may interfere with the monitor and may prove difficult for us to put on. Therefore, it may be preferable for the patient to wear a hospital gown.

Flowers are not permitted as they are a potential source of infection. Also, large containers of water are not advisable next to very expensive electrical equipment.

TELEPHONING THE UNIT

Relatives and friends may want to check on a patient's progress. We are unable to discuss this over the telephone other than to the recognised next of kin. It would be helpful if one person only telephones the unit for a daily update and informs others concerned. To this end please advise the nursing staff of the name of this person.

This will assist staff by saving them time, which could otherwise be devoted to patient care. If there are changes to a patient's condition, the next of kin will automatically be advised, unless otherwise requested.