

Ward staff

If you wish to speak to the Lead Nurse or Matron/Deputy Matron during your stay please ask a member of staff.



The Dudley Group **NHS**
NHS Foundation Trust

Matron



Lyn Waldron

Deputy Matron



Karen Anderson

Lead Nurse



Alison Field



Welcome to your ward **C4**

If you have concerns about your care or the service you receive, it is best to first speak to the Lead Nurse or Matron. However, if the matter is not resolved, you can contact our Customer Service and Complaints Department on Freephone 0800 073 0510.

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you to Russells Hall Hospital. We aim to make your stay as short and as comfortable as possible. To help you settle in the following information may be useful.

This leaflet can be made available in large print, audio version and in other languages, if you would like this please call 0800 0730510

ਜੇਕਰ ਇਹ ਲੀਫਲੈਟ (ਛੋਟਾ ਇਸ਼ਤਿਹਾਰ) ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਪੇਸ਼ਟ ਇੰਨਫਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ 0800 0730510 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिये तो पेशन्ट इनफरमेशन को-आरडीनेटर को टैलीफ़ोन नम्बर 0800 0730510 पर फोन करें।

જો તમને આ પત્રિકા તમારી પોતાની ભાષા (ગુજરાતી)માં જોઈતી હોય, તો કૃપા કરીને પેશન્ટ ઈન્ફોર્મેશન કો-ઓર્ડિનેટરનો 0800 0730510 પર સંપર્ક કરો.

আপনি যদি এই প্রচারপত্রটি আপনার নিজের ভাষায় পেতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে 0800 0730510 এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الورقة مترجمة بلغتك الأصلية (اللغة العربية), فرجاء اتصل بمنسق المعلومات للمريض
0800 0730510 على التلفون Information Co-ordinator

حسب ضرورت اس ایف ایف ایٹ کو اپنی زبان (اردو) میں حاصل کرنے کے لئے براہ مہربانی ٹیلیفون نمبر 0800 0730510 پر پبلیشنگ انفورمیشن کو-آڈرینکٹر (مریٹوں کے لئے معلومات کی فراہمی کے سلسلے میں انٹر) کے ساتھ رابطہ قائم کریں۔

Visiting times

2.00pm – 4.00pm and
6.30pm – 8.00pm.

Sorry no children under 12 years old unless agreed with the nurse in charge of the area and only two visitors per patient at any one time.

Flowers are not allowed on the wards.

Meals and Drinks

> Breakfast 8am
> Lunch 12noon
> Dinner 5pm

Hot and cold drinks are served mid morning, mid afternoon and in the evening after dinner. They can also be obtained at other times at individual request. If you have any special dietary requirements please advise the nurse, e.g. gluten free, vegetarian or halal meals.

Ward contact numbers

It is helpful if you can arrange with your friends and relatives for one person to phone the ward for information and then let the rest of the family know.

Ward C4 telephone number

- > 01384 456111
- > C4 Day Case Ext 2716
- > Georgina Reception Area Ext 2028
- > C4 Georgina Ward Ext 2251/2839

Please remember: We are here to look after you so don't be afraid to ask for help and advice

Layout of the ward

The ward is separated into four bedded bays with some individual side rooms. The nurse will show you where your nearest bathroom facilities are located.

You will share your four bedded bay only with people of the same gender as you – women only bays and men only bays – however there may be patients of the opposite sex on the same ward.



Ward routine

Nurses carry out regular ward rounds to ensure that you are receiving quality care. During their rounds the nurse will check that everything is within your reach, assess your pain and comfort and this is also a good time for you to discuss any worries or concerns you may have with the nurse. Nurses also undertake regular drug rounds.

If you wish to leave the ward you will be asked to complete a disclaimer form.

Moving to another ward






While we make every effort for you to remain on the ward you are admitted to for the whole of your stay, sometimes it is necessary to move to another ward. If this happens someone will explain why you are moving and where you are moving to.

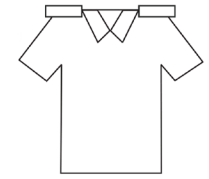
Uniforms you might see on the ward

Many people are involved in caring for you while you are in hospital and they all wear a uniform and a name badge. Staff will introduce themselves but if you are in doubt about who they are, please ask them to explain.

Uniform depending on the colour of the Epaulettes



-  Shift Lead/Ward Sister
-  Staff Nurse
-  Junior Staff Nurse
-  Higher Clinical Support Worker
-  Standard Clinical Support Worker



Male Registered Nurse
(Epaulettes depending on Band)



Discharge Facilitator



Clerical Staff



Volunteer



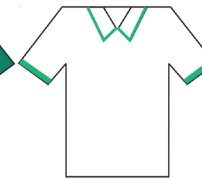
Student Nurse



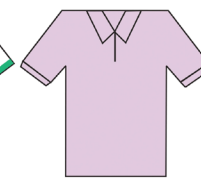
Physiotherapist



Pharmacy Technician/
Student Technician
Assistant Officer



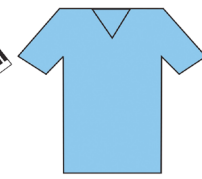
Occupational Therapist



Therapy Assistant



Consultant Nurse



Theatre Staff

Leaving hospital

It is in your best interest not to stay in a hospital bed any longer than you need to.

On your admission to hospital we will have already started planning for your discharge. Discharge planning is essential to make sure you are discharged home safely once you are medically fit and no longer need to be in hospital.

Your nurse will explain your discharge to you and discuss with you (and your family/carers) the options available. They will make referrals to social services, local community services or step down care as required. You may be moved to the discharge lounge on the day of your discharge.

Transport

You will need to arrange your own transport home as this will usually be quicker and more comfortable for you. Please check with the nurse about your own circumstances if you have any queries.

Important

Once you are home, if you have any concerns about your condition please telephone us on the ward for advice.

Tell us what you think...

We are asking all patients to rate the service we have provided before they leave hospital based on whether the service was good enough to recommend to friends and family if they needed similar care or treatment. This helps us to learn about what we do well and where we can make improvements.

You will be given a confidential postcard to give us this feedback, please take a moment to complete it and post it into the comment box.

There may be an opportunity for you to take part in a more detailed survey when you are on the ward – if you feel up to it please take part as we really do value your feedback.