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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 فون ਕਰੋ: 01932 723553

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Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

# Welcome to Heron Ward



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### **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 Experience Team on 01932 723553 or email [patient.advice@asph.nhs.uk](mailto:patient.advice@asph.nhs.uk). If you remain concerned, the team can also advise upon how to make a formal complaint.

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## **and Finally ...**

Visiting the Ward 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.

# **Welcome to Heron Ward**

## **GUIDE FOR PATIENTS AND CARERS**

Heron ward, located at St Peters Hospital is a 12 bed facility for patients who require elective surgery or emergency admission for Vascular care.

### **CONTACT DETAILS**

The direct lines for Heron Ward are:

01932 723266  
01932 723267  
Fax 01932 722801

Ward Sister is Andrea Gopal and the Vascular Specialist Nurse is Tricia Smith

### **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, and then pass on information to others. This will assist staff by saving them time, which could otherwise be devoted to patient care. Please advise the Nurse in Charge of the

name of this person. Should you need to telephone the ward, please do so after 10.00am.

## **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. If the Ward Clerk is not available please ask for the Nurse in Charge.

## **STAFF**

The day-to-day management of the ward is carried out by a Ward Sister or Senior Staff Nurse, leading a team of dedicated Nurses, all of whom will endeavor 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 near to the Nurses station daily.

## **YOUR VASCULAR CONSULTANTS**

The Consultant in charge of your care is supported by a team of doctors who also cover theatres, outpatients and vascular in-patients within the hospital on outlying wards. A Consultant led Ward round is carried out daily to review your care.

to 4 hours therefore please do not contact the person collecting you until the Nurse has said to do so.

If appropriate you will be issued with a Practice Nurse letter for wound care. If you are house bound then a District Nurse referral will be arranged.

The Ward Clerk or the Consultants Secretaries will arrange a follow up appointment with your team if required. You will receive a letter in the post to confirm the date, time and location of this appointment.

If you feel unwell, have any problems or require further assistance for up to 4 weeks following your discharge date, please call **Heron Ward** (01932 723266 / 01932 723267) and ask to speak with the Ward Sister or the Vascular Specialist Nurse, and in conjunction with the on-call consultant we will advise you accordingly.

You may be asked to return as a Ward Attender to be reviewed on the ward by the Consultant on call. The date, time and place will be confirmed with yourself on discharge. Please be aware that there may be a delay in the Doctor reviewing you as this Doctor maybe busy elsewhere.

## INFECTION CONTROL

We try to reduce the risk of infections being spread. We ask for all relatives and visitors to use the gel provided at the entrance of the ward before entering and leaving.

Please ask visitors not to come to the ward if they are experiencing flu like symptoms, diarrhea or vomiting.

## DISCHARGE AND FOLLOW UP

Please see separate leaflet 'leaving Hospital'.

We welcome your feedback. You will be given a 'Friends and Family' form to complete before leaving the ward. Alternatively you may wish to complete the online version at your convenience at home it can be located at [www.ashfordstpeters.nhs.uk/friends-and-family-test](http://www.ashfordstpeters.nhs.uk/friends-and-family-test).

When you are discharged from Heron Ward you will be provided with a Discharge letter and the Hospital will send a copy of this to your GP.

Any new medication will be dispensed by the hospital pharmacy and the discharging Nurse will counsel you on the appropriate medication advice. Your discharge letter will be given to you at the same time as your medications which the Nurse will talk you through giving you an opportunity answer any questions. Medications being dispensed from Pharmacy can take between 2

Should your relative wish to speak to one of the Doctors or make an appointment to see the Consultant, please ask at the Nurses Station. (Available Monday to Friday at a mutually agreed time and has obtained your permission to do so). A member of the Vascular team will be unavailable after 5pm to speak with but the on-call Doctor will be available however this Doctor will not be involved with your relatives care and may not be able to fully answer all your questions.

## VISITING HOURS

Visiting times for Heron Ward are 15.00-16.30 and 18.00-20.00 daily.

Only two visitors to a bed are permitted at any one time, and due to infection control reasons to refrain from sitting on patient's beds and to use the chairs provided.

We ask that visitors do not visit outside these hours, but should they need to do so, please arrange this with the nurse in charge and inform him/her on your arrival.

Parking charges can be found on the boards in the Parking areas for your visitors and a weekly parking ticket can be obtained there also.

## **MEALS AND DIETS**

If you have any specific dietary requirements, please advise the Nursing Staff of this on your admission to the ward.

Meals are served at 07.30, 12.30 and 17.00 hours.

Hot drinks are served at breakfast, midmorning, mid-afternoon, after evening meal and late evening. However, if you would like a hot drink at any other time please ask the nurse looking after you.

A trolley selling snacks, magazines, papers and drinks visits the ward Monday to Friday. There is a League of friend's cafeteria and a shop in the Outpatient area which is open 08.30-17.00.

If you have any concerns about help with feeding, please let the Nurses know. A relative is most welcome to come at meal times to assist, after discussion with the Nurse in Charge.

## **PROPERTY AND VALUABLES**

We ask that valuables and large amounts of money are not brought into hospital, should this happen they must be returned home as soon as possible.

You will be requested to sign an indemnity form when you come into hospital as the ward cannot accept responsibility for your property.

Whilst you are in Hospital please ask your relatives to bring in your clothes and toiletries.

There is a small locker by the bed for your personal belongings.

Unfortunately we do not offer laundry facilities in the hospital.

No flowers are allowed on the ward due to risk of infection.

## **MEDICATION**

In order to maintain continuity of your prescribed medication, and to assist our ward pharmacist, we would recommend that you bring in all your medication with you, or arrange for a relative to bring this in at their earliest convenience.

## **CHAPLAINCY**

A Hospital Chaplain and religious leaders of other faiths are available.

If you would like to see one of them, please speak to the Nurse in Charge or the Ward Clerk.

If there is anything else we can do to make your stay on Heron Ward more comfortable, please let us know and we will try and help.