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اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

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

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر میں فون نمبر 01932 723553 پر رابطہ کریں

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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

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# Falcon Ward

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## Further Information

We aim 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 [asp-tr.patient.advice@nhs.net](mailto:asp-tr.patient.advice@nhs.net). If you remain concerned, the team can also advise upon how to make a formal complaint.

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we suggest they ring the ward after 10.00 when the ward round has been completed.

We hope this leaflet has given you the information you need to help make your time with us on the ward as comfortable as possible. We look forward to caring for you during your time in hospital.

## **WELCOME TO FALCON WARD**

- Located on the second floor of Abbey Wing
- 22-bedded surgical ward
- Mainly for Upper Gastro Intestinal (UGI), Urology and Breast Surgical procedures patients
- Linked with the Surgical Dependency Unit (SDU) and the Wren Unit on the same corridor

### **Ward managers**

Katarina Bunce and Marychil Sangco

Tel: 01932 722372; 01932 722287

## **YOUR STAY IN HOSPITAL**

### **WHAT TO BRING**

We believe that using your own clothes and personal effects is an important part of normalising your experience of being in hospital and that it also has a positive impact on your wellbeing and recovery. Please bring your own clothes, including nightwear, plus a wash bag containing the toiletries you normally use. Remember that you will need a change of nightwear, for example, as any laundry needs to be done outside of the hospital by relatives or other visitors.

Bring any walking aids you use at home, including appropriate and well-fitted footwear. The nursing staff will provide you with double tread, non-slip, slipper socks for your safety while on the ward.

## **PERSONAL PROPERTY AND VALUABLES**

Do bring items to help you pass the time such as a book, magazines or puzzle books. Bring your reading glasses with their case, if you normally use them. It is also useful to have a notepad and pen to write down any questions you have for the ward round or items that you want to ask your visitors to bring for you.

Do ask a visitor to bring you a newspaper when you are in hospital, if you would like one. They can purchase this from the WH Smith at the Main Outpatients entrance to the hospital.

Please leave your valuables, such as jewellery, at home or arrange to have these items sent home as soon as possible. You will appreciate that we cannot accept any responsibility for the loss of, or damage to, your personal property while you are on Falcon Ward. You are welcome to keep a small amount of money on the ward. Your personal belongings can be stored in the small cabinet by your bed. The lockable part of the cabinet is for medication only.

## **SHARING YOUR MEDICAL JOURNEY**

Our doctors will discuss your progress with you during the morning ward round. It is up to you if you would like to share this information with your visitors. Your confidentiality is of paramount importance to us so we will always seek your permission before disclosing any information about you to either friends or relatives.

In our experience we provide a much better service when we have a nominated relative to talk to about your progress. This allows the nursing staff to be more efficient, freeing up their time to spend with patients, but more importantly means that someone in your family will always have the full picture and the latest update.

Do ask us if you would like this nominated relative to have an update from a doctor while visiting you. We are happy to arrange this. As soon as a junior doctor from the team is available they will talk with your nominated relative. This can be with or without you, as you wish.

Appointments for your nominated relative to speak with your consultant can be made via the consultant's secretary for a specific date and time. Our Ward Clerk or any of the nursing staff will be happy to assist with obtaining the secretary's telephone number. This is likely to be on a later day from the day of request.

If your nominated relative would like to speak to the nursing staff by telephone about the most recent plans for your treatment then

Your visitors are asked to use the alcohol hand gel provided at the entrances to Falcon Ward when they arrive, and to use the gel dispensers at the end of your bed whilst on the ward.

Chairs for your visitors can be found in the main corridor. Your visitors are welcome to use these and return them after use. We ask that your visitors do not sit on your bed as this could be an infection risk.

If you are in a side room and additional infection control measures are in place these will be posted on a notice on your door. We ask that your visitors read the information and observe any additional precautions. Our nursing team will be happy to provide further advice if necessary.

Toilets for your visitors are on the ground floor of Abbey Wing. You will appreciate that all toilets on the ward are for patients and staff only.

## **MOBILE PHONES, TELEVISION AND RADIO**

Do bring a mobile phone with charger as long as you are happy to be responsible for it. The phone can help you keep in touch with family and friends during your stay in hospital. You may like to bring a mobile device, such as a tablet, with its charger and headphones if you would like to use it to listen to music, for example. There is free Wi-Fi available on the ward.

As an alternative to bringing your own mobile device, we have a Hospicom personal TV attached to each bedside with multiple TV channels. This is a service that you need to pay for when on the ward and a Hospicom card is available from the Hospicom machine situated on the corridor by the lifts. A radio service, including the hospital station Radio Wey, is available for free at each bedside. Do ask the nurses for a complimentary set of headphones or you may prefer to bring your own headphones with you.

## **MEDICATION**

Bring in all your regular medications as this will help to maintain continuity of your prescribed medications. Alternatively ask a relative or visitor to bring these in at the earliest opportunity.

## ON THE WARD

### YOUR JOURNEY

During your time on the ward you will encounter a range of professionals. They will each have a name badge and wear different uniforms, depending on their role. You can expect to meet Doctors, Nurses and Health Care Assistants. It is likely that you will also meet Pharmacists, Dieticians, Physio Therapists and Occupational Therapists. They will introduce themselves to you and explain what they plan to do. Do ask questions if you need clarification about your treatment.

If you need to summon a nurse when in bed press the red button on the blue pendant. Ensure that this is in easy reach when you are settled in bed. You can use the yellow button on the same pendant to switch on your bedside light.

Make sure you learn how to use the handset that controls the positions of your bed and keep it in easy reach. Using this you can make yourself more comfortable whenever you are in bed.

### FOOD AND DRINK

Tell us, when you come onto the ward, about any special dietary requirements that you have. We will share this information with the kitchen staff so that we can provide you with the correct diet. Hot drinks are served with breakfast and then at regular intervals throughout the day and evening. Just ask a member of our nursing team if you would like a hot drink outside of these times.

in charge before your visitor sets off for the hospital to avoid a wasted journey.

Your regular visitors may like to purchase a weekly ticket for the hospital car park. This can be done at the regular ticket machines on the way out of the hospital.

Refreshments for your visitors are available from the cafeteria in the main entrance to Abbey Wing on the ground floor. There is also a Costa Coffee in the entrance to the Main Outpatients department and a WH Smith shop that sells newspapers, magazines and toiletries in addition to food and confectionery. Opposite WH Smith is the EATWELL cafeteria serving hot meals and drinks. Cash machine is situated next to the cafeteria.

### INFECTION CONTROL

Infection prevention is our priority. For the protection of all our patients, if any of your potential visitors has flu symptoms, diarrhoea or vomiting **they must not visit the ward**. We would ask that any potential visitors, who have been affected by these symptoms, must be 48 hours free of symptoms before visiting you on the ward.

You may like to ask your visitors to bring you a newspaper or a bottle of squash, for example. We ask that your visitors do not bring fresh flowers onto the ward, as these can be an infection risk.

you GP. If necessary, you will be given a letter for the practice nurse about the care of any wounds you may have.

The Ward Clerk will arrange any follow up appointment needed with your team at St Peters. This will be confirmed in writing to your home address.

## **YOUR VISITORS**

### **VISITING**

**Visiting times are 15.00 -16.30 and 18.00 - 20.00 each day.** We welcome visitors on Falcon Ward and value the positive impact that regular contact with friends and family can have on your wellbeing.

We can accommodate two visitors at each bedside at any one time. As many of our patients are recovering from major operations we ask that noise be kept to a minimum to enable patients to rest and recover.

You will appreciate that your visitors will need to leave your bedside if you need any treatment during their visit. There are comfortable chairs in the bay by the nurses' station where they can wait and also a water fountain for refreshments.

Do talk to the nurse in charge if one of your visitors needs to arrange a different time to visit you due to work commitments, for example. It is essential that you discuss this with the nurse

Breakfast is served around 07.30, lunch around 12.30 and supper around 17.00. The precise time depends on where you are on the ward. There is a daily menu for you to choose from and each day there are both meat and vegetarian options.

We welcome relatives on the ward to assist you with meal times, if needed. Speak to the nurse in charge to arrange this.

### **CHAPLAINCY**

A Hospital Chaplain and Religious Leaders of other faiths are available to visit you on the ward. Speak to a member of the nursing team if you would appreciate this. There is a chapel on the third floor in the other building with services at various times for different faiths. It is also a place of quiet for your visitors if they would value any reflection time.

### **ENSURING YOUR SAFETY**

When you arrive on the ward you will have a falls risk assessment. Staff will advise you on how to move about safely whilst on the ward, depending on your level of mobility. If you need to spend long periods of time in bed then they will ensure that you are turned regularly to avoid pressure damage.

You will also be assessed for your risk of developing blood clots in the legs (VTE: venous thromboembolism). You may be prescribed compression stockings or electronic calf pumps to help the blood flow in your legs and/or a preventative medicine

that is injected daily into your abdomen. Do ask a member of the nursing team if you would like a copy of the information leaflet about this.

## **WORKING TOGETHER**

We endeavour to provide an excellent service at all times within the resources that are available to us. We welcome your ongoing feedback on our success. Each patient is an individual so do help us understand how we can make small adjustments in order to tailor your care to you.

Should you have a concern that remains unresolved do raise this with the Nurse in Charge, Ward Manager or Matron. If they cannot resolve your concern, please contact our **Patient Advice and Liaison service on 01932 723553**.

## **GOING HOME**

### **OCCUPATIONAL THERAPY ASSESSMENT**

You may be assessed by an Occupational Therapist. They provide a comprehensive assessment and rehabilitation service to maximise independence in daily living skills including recommendation and provision of appropriate equipment to ensure safe discharge, practical advice on managing daily activities or referrals for social care or other services input.

If you are housebound a district nurse referral will be arranged.

## **FINAL FEEDBACK**

We want you to experience great care while you are on Falcon Ward and welcome your feedback. You will be offered a 'Friends and Family' form to complete before leaving the ward. Alternatively you can complete the online version, at your convenience, after you get home. You can find the form at [www.iwantgreatgare.org](http://www.iwantgreatgare.org)

## **DISCHARGE**

The doctors will confirm when you are fit to leave the ward. You will be advised about the time it is likely to take, to obtain any medication you need to take home. If your medication is available from the stores we hold on the ward then you will get it quicker. Otherwise, if your medication needs to be ordered from our Pharmacy Department, it can take a while to arrive.

We understand that it can be frustrating to have your departure delayed by several hours. Do talk to the nurse in charge about whether you or a relative can collect it later in the day.

You need to make your own transport arrangements for getting home, unless you have a medical condition that necessitates an ambulance. Do this once the timescale for obtaining your medication has been agreed. Then the person collecting you will be able to take you home promptly when they arrive.

Once everything is ready, a nurse will provide you with your medication and your discharge letter. A copy of this will be sent to