



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

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

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

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

Se precisa de uma tradução por favor contacte: 01932 723553

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

WELCOME TO FALCON WARD

Located in Abbey Wing, the Ward is a 30 bedded unit that specialises in upper gastrointestinal (UGI), bariatric, colorectal, urology and breast surgical procedures.

MATRON: - Ralph Hayes

WARD MANAGER: - Amanda Hopper

WHAT TO BRING

We encourage you to wear your own clothes when appropriate, to help normalise your experience as an in –patient. We feel this can have a positive impact on your wellbeing and recovery.

PLEASE CONSIDER BRINGING THE FOLLOWING:-

- Own Clothes
- Night wear
- A Bag with your usual toiletries
- Well-fitted footwear. If not available, Nursing Staff can provide non-slip socks
- Any regular Medications you take. If unable, please ask a friend or relative to bring them for you.
- Glasses, hearing aids (with Batteries) , dentures
- Any walking aids you use at home

On day of discharge a Nurse will provide you with your medication and a copy of your discharge letter. If necessary, you will be given a letter for the Practice Nurse about the care of any wounds, or you may be referred to the District Nursing Service. You need to make your own transport arrangements for getting home, unless you have a medical condition that necessitates an Ambulance.

The Ward Clerk will arrange any follow up appointments needed with your Team and a letter will be sent to your home address.

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. If you remain concerned, the team can also advise upon how to make a formal complaint.

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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 to help with this if you require. There is a chapel on the third floor in the main building with services at various times for different faiths.

WORKING TOGETHER

We pride ourselves on providing an excellent service at all times within the resources available to us. We welcome your feedback on our success as much as we value any concerns you would like to raise.

The Ward has a dedicated Patient Experience /Discharge Facilitator who is available to discuss with you any concerns you may have while on the ward.

DISCHARGE

As you recover you may be moved from an acute bed on Falcon to a lower dependency ward so that final preparations can be made prior to discharge. If needed, you may be assessed by the Occupational Therapy Service who can provide help and advice if any ongoing assistance is recommended for you to maintain your independence at home.

PERSONAL PROPERTY AND VALUABLES

Reading books, magazines and puzzle books can be brought into hospital to help pass the time. It may also be useful to have a notebook and pen to write down any questions you may have during Ward Rounds.

We endeavour to help keep your valuables or property safe, but we cannot accept responsibility for loss or damage to your valuables or property. We would encourage you to leave any valuables and money at home, or have these items sent home as soon as possible.

Mobile phones and tablets are permitted on the ward with chargers, as long as you remain responsible for them. Please bear in mind to use headphones while listening to music etc so that other patients are not disturbed. There is free WI-FI, a member of staff will be happy to help you access this.

VISITORS

In recent times, sadly it has been necessary to limit visits from family and friends. The Trust now operates an Appointment System. This allows **one visitor**, one hour three times a week during your stay here.

Appointment Line Number: - 01932 723318.

The line is open daily from 10AM til 4PM.

Of course, we understand family and friends will be anxious for news. It would be helpful if you could nominate a single point of contact who can ring the ward after 11AM, once Doctors rounds have finished, we can update them on your behalf, and they in turn can inform loved ones and friends.

Visitors may be required to wear facemask, gloves and apron whilst on the ward. If you are in a side room extra infection control measures may be in place, these will be posted on your door. If unsure a Member of Staff will be happy to assist you and your visitor.

Toilets for visitors are located on the ground floor of Abbey Wing.

INFECTION CONTROL

Infection control is a priority. For the protection of all our Patients and staff we would kindly ask that If Visitors have Flu like Symptoms, Diarrhoea and vomiting **THEY MUST NOT VISIT THE WARD**. Any potential visitors who have been affected must be 48Hours Free of symptoms before visiting the ward.

Alcohol Hand Gel is available for use on entering and exiting the ward. Chairs are available for visitors, please do not sit on the bed as it could present an infection risk.

ON THE WARD

During your stay with us you may encounter a range of professionals according to your needs. These will include not only Doctors from your team but also, nurses, health care assistants, physiotherapists, occupational therapists, dieticians, and pharmacists. All will introduce themselves to you and explain their particular role and how it relates to your care while here. Doctors rounds usually take place in the morning daily, they will update you and the Nursing Staff on how your treatment is progressing and discuss with you the next steps in your care. Please do ask questions if you need clarification on your treatment plan.

FOOD AND DRINK

It would help us to know if you have any special dietary requirements, so we can organise the correct diet for you. There is a daily menu to choose from with vegetarian and halal options. Hot drinks are served at intervals during the day, however, if you would like a drink outside these times do not hesitate to ask a member of staff to help you.

MEAL TIMES

Breakfast	07.30
Lunch	12.30
Supper	17.00