Welcome to Wordsworth Ward

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 18802.

Ashford and St. Peter’s Hospitals
NHS Foundation Trust

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: 01784 884488
Website: www.ashfordstpeters.nhs.uk

St. Peter’s Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: 01932 872000

Patients first  Personal responsibility  Passion for excellence  Pride in our team
Welcome to Wordsworth Ward
A Guide for Patients and Carers

Wordsworth Ward is a 21 bed Rehabilitation facility, located in the Ward Block of Ashford Hospital. We accept patients from the Emergency Department, Medical Assessment Unit or other wards. Patients are also accepted from Outpatient Clinics, other hospitals and brought in, electively, from home.

Contact Details

The direct lines for Wordsworth Ward are:

01784 88 4008 or 01784 88 4578

Telephone Enquiries

It would be helpful if one member of the family is elected to telephone the ward then pass on information to others. It is sometimes difficult for us to give detailed information over the phone to anyone but the next of kin.

You will be asked for permission before we give any information to relatives.

Should you need to telephone the ward, please do so after 10.00 hours.

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 Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk
If there is anything else we can do to make your stay on Wordsworth Ward more comfortable, please let us know.

Please speak to the Nurse in charge if you are concerned about any aspect of your, or your relatives care.

Ward Clerk

The Ward Clerk will be available between 08.00 and 15.00 hours, Tuesdays and Fridays, and will be pleased to answer any questions you may have.

Staff

The day to day management of the ward is carried out by a Ward Sister. She leads a team of dedicated Nurses who will endeavour to make your stay in hospital as comfortable as possible.

Your Medical Consultant is a Specialist in Rehabilitation

The Consultant in charge of your care is supported by a medical team. The Registrar leads the team of Resident Medical Officers and is available to answer the majority of your medical questions or concerns (Monday – Friday 09.00 – 17.00 hours).

A member of your team of Doctors will see you daily on weekdays. Should a relative wish to speak to one of the Doctors (with your permission), or make an appointment to see the consultant, please ask at the Nurses Station.

Visiting Hours

Visiting times for Wordsworth Ward are 15.00-16.30 & 18.00-20.00 hours daily.
Should you need to visit outside of these hours, please arrange this with a member of staff.

Meals and Special Diets

Meals are served at 07.00, 12.00 and 17.00 hours. Hot drinks are offered throughout the day. If you would like a drink at any time please ask the Nurse looking after you.

A trolley selling snacks, magazines and drinks visits the ward Monday to Friday.

There is a League of Friends cafeteria in the outpatients department and a Choices restaurant on the ground floor.

If you have concerns about help with feeding, please let the Nurses know.

 Relatives are also most welcome to come at meal times to assist.

Property and Valuables

We ask that valuables and large amounts of money are not kept on the ward.

All your property will be recorded on a property list when you come onto Wordsworth Ward and any money you do have can be kept in the ward safe for a maximum of 24hrs.

When you are in hospital please feel free to ask relatives to bring in clothes and toiletries. We like our patients to feel as comfortable as possible and it is surprising how being dressed in your own clothes can make you feel better.

If you would like to bring books or magazines, please feel free to do so.

There is a locker beside your bed that is ideal for storing personal belongings.

Outpatients Appointments

In order that the consultant can keep an eye on your condition, when you leave hospital you may be required to come back to an Outpatient’s appointment.

If you do, the appointment will be booked for you and once home you will receive a card telling you when and where to go.

Chaplaincy

There is a hospital Chaplain, also Ministers of other denominations who visit Wordsworth Ward. If you would like to see one of them, please ask the Nurse looking after you or at reception.