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

ने इगठु उरनमे सी लेंड वै डं विरध करके इस नंघर डे डेन करे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس 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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# Welcome to Dickens Ward

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## GUIDE FOR PATIENTS AND CARERS

Dickens Ward, located at Ashford Hospital is a 24 bed facility for patients who require elective surgery for Orthopaedic conditions and other general surgical procedures. It is a designated MRSA free ward therefore all patients will be screened before admission.

All admissions are pre-planned and patients will have attended a pre-assessment clinic.

## CONTACT DETAILS

The direct lines for Dickens Ward are:

**01784 884004 or 01784 884574**  
**Fax: 01784 884905**

## 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. Please advise the Nurse in charge of the name of this person. Should you need to telephone the ward, please do so after 10am.

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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 Advice and Liaison Service (PALS) on 01932 723553 or email [pals@asph.nhs.uk](mailto:pals@asph.nhs.uk). If you still remain concerned please contact our Complaints Manager on 01932 722612 or email [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk).

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## **MEDICATION**

In order to maintain continuity of their prescribed medicine, and to assist our ward pharmacist, we would like all patients to bring their medication into hospital with them.

## **CHAPLAINCY**

There is a hospital Chaplain, also Ministers of other faiths and denominations who visit Dickens Ward.

If you would like to see one of them, please speak to the Nurse looking after you or at reception.

## **DISCHARGE AND FOLLOW-UP**

Please see separate leaflet 'Leaving Hospital'

If there is anything else we can do to make your stay on Dickens 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 relative's care.**

## **WARD CLERK**

The Ward Clerk will be available between 08.00 and 15.00 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 and Charge Nurse. They lead a team of dedicated Nurses who will endeavour 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 at the Nurses station daily.

## **YOUR MEDICAL CONSULTANT IS A SPECIALIST IN ORTHOPAEDICS OR GENERAL SURGERY**

The Consultant in charge of your care is supported by a team of doctors who are contacted by a bleep system as they also cover the Accident and Emergency Centre, theatres, outpatient, pre-assessment and fracture clinics as well as wards at St. Peter's Hospital.

A member of your team of Doctors will see you daily on weekdays.

At week-ends and out of hours there is an on-call Doctor covering the Unit.

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 Dickens Ward are 15.00 - 16.30 and 18.00 - 20.00 hours daily. Only two visitors to a bed are permitted at any one time. We request that visitors do not sit on the beds.

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

### **MEALS AND SPECIAL DIETS**

Meals are served at 07.00, 12.00 mid-day 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.

If you have any specific dietary requirements, please advise the Nurse in Charge or reception staff when you are admitted.

A trolley selling snacks, magazines and drinks visits the ward Monday to Friday. There is a cafeteria and a shop in the Outpatient area which is open 08.30 – 15.00 hours, Monday to Friday.

If you have concerns about help with feeding, please let the Nurses know. Relatives are most welcome to come at meal times

to assist; this must have been agreed with the ward manager or their deputy.

### **PROPERTY AND VALUABLES**

We ask that you do not bring in money or valuables but, should this happen, they must be returned home as soon as possible.

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

When you are in hospital please encourage your relatives to bring in day and night clothes plus 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.

Unfortunately we do not have laundry facilities in the hospital. As storage space is limited, please remember not to bring a lot of personal items into hospital as this causes clutter.

Encourage your relatives to check on a daily basis to see what can be taken home. Over-crowded lockers and bed tables can prevent effective cleaning.

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

Your relatives may wish to provide moist wipes for hand cleansing.