Welcome to the Cardiology Ward

On behalf of the team who will be caring for you we would like to take this opportunity to welcome you and your family to the Oxford Heart Centre (OHC).

We understand that you may be anxious about your stay with us and may have a number of questions or concerns. We have developed this folder to help guide you through your time as a patient within the OHC. We would like to assure you that the quality of care that you can expect to receive is of the utmost importance to all of us.

We strive to ensure that the environment is safe and welcoming and meets our standards of cleanliness. We are working hard with our teams to ensure these standards are maintained. We know that patients have concerns about the levels of infection within hospital areas and we would like to assure you that we have robust systems for monitoring and controlling the spread of infection.
The Matron and Deputy Matron place a huge importance on making sure that our patients receive a high standard of nursing care and we will work closely with our staff to achieve this.

We will try to be on the ward often and to be accessible for patients and staff so that we can understand what really matters and how we can work together to accomplish this. We are happy to give advice on how you and your visitors can play a part in helping us to maintain these standards.

We have included a questionnaire within this folder as a way to listen to your feedback and further improve our service. As a nursing team, we strive to provide the “best” quality care that we can and look forward to hearing your views.

Matron

Deputy Matron

Ward Manager

Patient Satisfaction Survey

We have included a questionnaire at the end of this folder. Please fill it in when you are ready to leave hospital. This helps us listen to what you have to say and improve things when we need to so we can give you the best quality care. In the future, we will publish a patient satisfaction report that you can read if you wish to.

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Information for patients

Welcome to the Cardiology ward. We have written this folder to help you when you are a patient here. It gives you information about the ward and patient facilities. If you have any questions about the information in this folder, or have any suggestions on how it can be improved, please do not hesitate to speak to a member of the ward team.

What happens when you arrive

When you get here you will be welcomed by staff and asked what you would like to be called. A whiteboard at the nurses’ reception area has all the patients’ names and where they are on the ward. This helps staff and visitors to find you easily. You will be asked if you are happy to have your name written on the whiteboard.

Interpreter Services

If you do not speak English we can get an interpreter to help you speak to the doctors and nurses. Please ask a relative or friend to tell your nurse as soon as possible and we will do our best to provide an interpreting service.

If you wear a hearing aid or have hearing difficulties, please tell the nurses and doctors looking after you.

Privacy and Dignity

The cardiology ward provides all single room accommodation for our patients; each room also includes ensuite facilities.

Visitors’ toilets are on located on the ward.
Visiting times

The cardiology ward has open visiting; the only restriction is a protected meal time between 12 pm and 1 pm. Our aim is to make sure that you enjoy a peaceful mealtime. We will do our best, as far as is possible, to make sure that you are not interrupted while you are eating your meal. Please talk to a member of staff if this is difficult for you and your family.

We do ask that only three people at any time are at the bedside.

Telephone enquiries

If you are telephoning to see how a patient is, please ring in the late morning after the doctors’ rounds. It is helpful if one member of the family can telephone for information and then let the rest of the family know.

Ward reception: 01865 572671 or 01865 572676

Ward mobile: 01865 572678
Promoting patient safety

Infection Control
Cleanliness on the ward and the control of infection are a priority for all the ward staff and you can help us to prevent infections spreading.

The easiest way to pass on germs is with our hands so when staff clean their hands before and after patient contact they help stop bugs spreading. We take part in the “clean your hands campaign” that encourages staff to clean their hands before and after seeing a patient.

There are 2 ways that they clean their hands:

- Using soap and water (when the hands are physically dirty or if a patient is vomiting or has diarrhoea)
- Using an alcohol hand gel. This kills more than 90% of germs in 30 seconds and dries naturally on the skin.

We hope that when you see staff cleaning their hands you will know that we take infection control very seriously. If you’re worried that someone has forgotten to wash their hands – it’s okay to ask. We welcome your help in keeping you safe.

You will see alcohol gel dispensers on the way in and out of the ward, and next to every bed and washbasin in all the rooms.

We will give you cleansing hand wipes before every meal and every time you use bedside toilets. Please ask your visitors not to sit on the patient beds, rather use the chairs provided.

We are not able to have flowers or plants on the ward because bacteria in the flower water increase the risk of hospital acquired infection.
Fire Policy for Patients and Visitors
All the staff are trained in fire and evacuation procedures. In the unlikely event of a fire, the nursing staff will take control of the situation. If there is an emergency, patients and visitors are asked to follow instructions given to them by staff.

Meals and drinks
- Breakfast 07.30
- Lunch 12.00 (Protected meal times 12.00 - 13.00)
- Dinner 17.30

You will be given a menu every day to choose what you would like to eat for the next day. Please let the ward housekeeper or a nurse know if you need a special diet.

Hot drinks are served at mealtimes, and also mid morning, mid afternoon and mid evening. You will be offered biscuits and small cakes with your hot drink. The ward housekeeper and nursing staff will also be able to make hot drinks at other times of the day. You will be given your own jug of drinking water - please ask if you would like ice.

Health and Safety regulations mean that we cannot keep patients’ own food in the ward refrigerators.

What are protected mealtimes?
We want to make sure you enjoy your lunchtime as it can help you to recover faster, so we try to stop visitors or hospital staff disturbing you between 12.00 - 13.00. Please ask the ward housekeeper or a nurse if you have any questions about this.

Is there a day room?
Near the entrance to the ward we have a day room for you to use when you want. It has a television with Freeview, video and DVD player. There are books to read and puzzles to do. There is also a dining table where you can eat your meal. Please tell the ward housekeeper or the catering assistant if you would like to do this.
The staff looking after you

**Doctors**
You will be under the care of a named consultant while you are in hospital. There are doctors’ rounds each day morning.

The nurses will be able to give you a great deal of information about your care, but if you specifically wish to speak to a doctor and have missed them on their rounds, please ask one of the nurses to arrange this for you.

Our doctors’ teams have a number of responsibilities including admitting patients, attending outpatient clinics and carrying out operations and procedures, so there may be occasions where there a delay before they can visit the ward.

**The nursing team**
There are three different nursing shifts every day. When the shifts start your nurse will come and introduce themselves to you. The times of the nursing shifts are:

- Early shift 07.30 - 15.30
- Late shift 13.30 - 21.30
- Night shift 20.45 - 08.00
**Staff uniforms**
The following pictures will help you to recognize the different nursing and ward staff.

- **Matron/Deputy Matron**
- **Staff Nurse**
- **Ward Manager**
- **Practice Development and Pre-Admission Nurse**

- **Clinical Support Worker**
- **Nursing Student**
- **Senior Ward Housekeeper**
- **Staff Nurse**

**Ward housekeeper and other staff**
The ward housekeeper helps the nursing team to make your stay on the ward as comfortable as possible. They work from Monday to Friday and make sure the ward is clean and tidy and that you are happy with your meals. They can also help you to buy newspapers or other shopping you might need. They are happy to talk to you if you have any worries or complaints.

During your stay you may also meet other members of the team who are there to help you, for example the physiotherapist, dietician or pharmacist. All staff should have a visible identification badge and take the time to introduce themselves to you.
Planning for your discharge home

If your admission to hospital was planned we will have already started planning for your discharge when you came for your pre-admission clinic appointment. Discharge planning is a continual process to make sure you are discharged home safely.

If your admission was unplanned your nurse on the ward will coordinate your return home.

Your nurse will explain your discharge to you and discuss with you the options available. They will make sure referrals to social services or local community hospitals are arranged as required.

When you leave hospital you will be given a letter to take to your GP which will give them the details of your time in hospital. A copy of this letter will also be posted to your GP and will be followed up with a more formal letter being sent from your consultant team to your GP.

If you need a certificate to claim sickness benefit please let your nurse know as soon as possible.

Medicines to take home

If you need medications when you leave, the nurse or pharmacist will explain everything you need to know about taking them correctly. They will explain why you need to take them, the side effects, how to get further help or advice, and whether further follow up is needed (e.g. regular blood tests if you are taking warfarin).

If you need a certificate to claim sickness benefit please let your nurse know as soon as you know that you are being discharged.

You will be given a follow up appointment if you need one.

Please note that hospital transport to take you home is only available if you have a medical need.
Other information

**Telephone and television**
You can have access to telephone and television at your bedside via the Patientline (now renamed ‘Hospedia’) system. You will need to pay for these services – the nearest Hospedia vending machine is located opposite the League of Friends café on Level 2. You can also ring the operator from the bedside unit and pay with a credit card or the Hospedia coordinator can visit you if you wish to pay in cash. You will be given headphones to wear so you can listen to the television without disturbing other patients.

**Hospital radio**
Radio Cherwell is a local radio station especially for patients and broadcasts 24 hours a day, 7 days a week. Full details of programmes are in The Listening News leaflet – please ask your nurse or the ward housekeeper. Radio Cherwell is just one of the radio channels provided to the bedside free of charge via the Hospedia system or on your call bell handset.

**Mobile phones**
Mobile phones must not be used by relatives or visitors in any clinical area on the unit. There are posters in the hospital to show you where you and your visitors can use a mobile phone.

In certain exceptional circumstances patients may be allowed to use their mobile phone providing it is not within the exclusion zone of any infusion/monitoring device. This decision has been taken in order to avoid disturbance to other patients and to protect patient privacy. Mobile phones must not be recharged on the unit.

**Can I bring valuables into hospital?**
We do not recommend that you keep any valuables on the ward and ask that you send valuables home if possible. If you cannot do this please ask a member of staff to arrange for your valuables to be put into the hospital safe.
Our Estates Department must check all electrical equipment, such as a laptop, before you can use it unless it is a new purchase with a sealed plug. Please ask a member of the ward staff about this. We cannot accept responsibility for damage to any electrical items you bring onto the ward.

**Car parking and buses to the hospital**
The main visitors’ car parks are close to the hospital. Car park 1 is the closest to the Cardiac Unit. You will see signposts that will show you the best place to park. There is a “Pay and Display” system in the car parks and they all have disabled access parking spaces close to the entrance.

There are regular buses to the hospital and Headington as well as Park and Ride services. For more information on bus and train times, telephone Traveline on 0871 200 22 33 or visit www.traveline.info.

**Smoking**
The Oxford Radcliffe Hospitals Trust has a No Smoking Policy in all the buildings and hospital grounds. If you would like help and advice to stop smoking, please ask one of the nurses to arrange for a smoking cessation specialist to see you.

**Can people write to me?**
People can send letters to:

Your name  
Cardiology Ward, Level 0  
The John Radcliffe Hospital  
Headley way  
Oxford OX3 9DU

Letters are delivered to the ward every day. Please make sure people write your name clearly on the envelope.
Shops, restaurants and vending machines

Restaurant, Level 3, main hospital
Monday-Sunday 07.00-20.00
Midnight service 23.00-2.00

League of Friends cafeteria, Level 2, main hospital
Monday-Friday 10.00-16.00
Saturday-Sunday 14.00-16.30

League of Friends tea bar, Women’s Centre
Monday-Thursday 10.00-16.00
Friday 10.00-14.30

Amigo shops, Level 2, main Hospital. They sell newspapers, magazines, soft drinks, fruit, snacks and other general items.
Monday-Friday 7.00-20.00
Saturday 8.00-19.00
Sunday 8.00-17.00

You will find other shops in the West Wing, including Superdrug, Starbucks and WRVS.
In the main hospital you will find vending machines at the bottom of the escalator, in the main corridor on Level 2 and in the restaurant on Level 3. If the Trauma Outpatient Department is open you will find vending machines just inside the main doors.

Cultural and Religious Needs
When you are in hospital the staff will respect your cultural and
religious beliefs and will do their best to respect your wishes. Members of the Chaplaincy Team (Church of England, Roman Catholic and Free Church) are available to visit you and are on call day and night. Please ask a nurse if you would like a visit. Your own priest or minister is welcome to visit you during visiting times.

There is a chapel on the main corridor of Level 2, which is always open, and also a prayer room for Muslims near to the entrance of Level 2 in the Women's Centre. You will find information about the Chaplaincy Team and times of services displayed on the ward. A list of religious leaders of all faiths is available.

**Religious Services**

- **Wednesday at 13.00** – Roman Catholic Mass
- **Thursday at 12.30** – Holy Communion
- **Sunday at 9.45** – Radio Cherwell broadcasts a service

**Patient Advice and Liaison Service (PALS)**

This is an independent and confidential service for patients, relatives and carers.

PALS are there to:

- Help you if you have any concerns about the care receive
- Listen to your ideas to make things better
- Help sort out problems quickly for you
- Help you understand the different services in hospital

The PALS office is on Level 2 by the main reception. It is open Monday-Friday 9.00-17.00.
Data Protection
The Oxford Radcliffe Hospital Trust follows the Data Protection Acts of 1998 and 2005 and members of staff have a duty to treat all information confidentially.

You have the right to see your Health Record (your medical notes) and this is known as “Right of Subject Access”. You can ask for this when you are still in hospital. This involves your notes being prepared for you to read, with the support of a qualified member of staff to answer any questions you have. Sometimes your right to see some of the details may be limited, for example if it gives other peoples information.

If you would like to see your notes after you have left hospital, or need copies, you will need to write to the Health Records Officer. You can find out more at:

www.oxfordradcliffe.nhs.uk/forpatients/healthrecord.aspx

Or you can telephone: 01865 221516
01865 221621
01865 221856

The Oxford Heart Centre Expansion
The new Oxford Heart Centre opened on the 17th October 2009, the cardiology ward is one area of this new building with single rooms and lots more space. However in order to continue to develop this Centre continued fundraising is needed.

Charitable Funds
If you are interested in making a donation or holding a fundraising events to support this project please call charitable funds on:
01865 7434444 or email: campaign@orh.nhs.uk

Alternatively if you would like to donate to the ward only then this is also possible, please speak with your nurse, the ward sister or the housekeeper. Thank you
Further information

You may find further information from:

• www.oxfordradcliffe.nhs.uk
• www.nationalrail.co.uk
• www.oxfordshire.gov.uk (To find a map of Oxford’s cycle routes)
• National Safety Patient Agency
• Clean Your Hands Campaign
• Saving Lives
If you need an interpreter or need a document in another language, large print, Braille or audio version, please call 01865 221473 or email PALSJR@orh.nhs.uk