Welcome to Ward 5A
Information for patients and visitors
Welcome to Ward 5A

We hope this leaflet will be useful to you and your visitors during your stay with us. If you have any questions or concerns at any time, please speak to the nurses or doctors looking after you.

Ward 5A

Level 5, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

Nurses’ station: 01865 221 830 or 01865 221 831

Visiting times

Our visiting times are 2.30pm - 8.30pm.

We welcome visitors to the ward and suggest a maximum of two visitors for each patient at any one time. If our visiting times are difficult for your relatives, please talk to one of the nurses on the ward.

Telephone enquiries

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We are happy to help but we do ask that these calls are kept to a minimum. Mornings are particularly busy on the ward and unless the matter is urgent it would be very helpful if telephone enquiries are not made until after 10.30am.

We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward. Please could you also phone after 10.30am.
We would like to emphasise that we cannot discuss specific details about patients over the telephone for reasons of patient confidentiality. Thank you for your understanding.

**Talking to the nurses**

We understand that your visitors will sometimes need to speak to the nurses.

It would be very helpful if they could avoid disturbing the nurses when they are doing their drug rounds – the times for these are displayed on the ward notice boards.

**Meals**

Approximate mealtimes are:

- **Breakfast**   7.30am
- **Lunch**      12.00pm
- **Supper**     5.30pm

You can order from a selection of meals offered on the menu, and we can cater for people with special dietary needs. Drinks are served during the day and biscuits and cakes are also offered.

If you have missed a meal or would like something else to eat, a snack-box can be ordered 24 hours a day. Please ask the ward housekeeper or one of the nursing staff if you would like a snack-box.

**Protected mealtimes**

We have introduced protected mealtimes for patients. This means that we will try to make sure that you are not disturbed by healthcare professionals while you are having your meals.
Personal property and valuables

Please do not bring jewellery or valuables with you – ask a family member to take them home. If necessary, items can be placed in the hospital safe.

Oxford University Hospitals NHS Trust cannot be held responsible for the loss of personal property or valuables.

Laundry facilities

Unfortunately we are not able to wash patients’ clothes on the ward. You will need to arrange for a relative or friend to take clothes home to wash. We can provide hospital nightwear for you during your stay if needed.

Hairdresser

Please ask a member of staff for further details of this service.

Hospedia

Hospedia is a private company which provides bedside television and telephone units. You will need to buy pre-payment cards from a machine in the lift lobby on Level 7. You can also pay with a credit or debit card at the bedside units.

The bedside units also provide access to the radio. The radio service is free but registration is required. If you need help with this please ask a member of staff.
Infection control

To help prevent the spread of infection we ask all patients and visitors entering or leaving the ward to use the alcohol gel dispensers located at the entrances and exits. If your relative is in isolation, you must wear the gloves and aprons provided and wash your hands on leaving the room.

Privacy, dignity and respect

Even at difficult times we expect our staff to do their best for you. We expect them to treat you with dignity and respect and to take steps to preserve your privacy. In the same way, we do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

Pharmacy and your medicines

A pharmacist or pharmacy technician will usually come and speak to you soon after admission to check which medicines you normally take and whether you have supplies of these medicines with you or at home. Bringing your medicines in from home helps ensure you get the right medicines whilst you are in hospital. The ward may ask to use your own supplies of medicines whilst you are on the ward.

When you leave hospital you will be given a supply of any new medicines as well as more of your regular medicines if you are running low on these too. In order to do this, Pharmacy must receive a prescription (as part of your discharge letter) from your hospital doctor. Sometimes the doctor is not available to write the prescription immediately and you may have to wait.

Once Pharmacy has received the prescription we aim to have it ready for you within 90 minutes, although sometimes it can take longer. There can be a wait of up to four hours for your medicines to be dispensed. The length of wait is beyond the
control of the nursing staff; if you do have to wait, your patience is very much appreciated.

Your medicines will usually be supplied in a green re-usable bag; you can use the bag to take your medicines to show your GP or to bring them to the hospital in the future.

Discharge home

On your day of discharge we will ask you to move from your bed space to the Transfer Lounge or day room early in the day; here you can wait in comfort for your medication and your transport home.

Most patients go back home when they leave hospital; if you need community support services these can be arranged.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are nine community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please visit www.ouh.nhs.uk/leavinghospital

Travelling home

Please make sure that you have arranged for a relative or friend to collect you and take you home. **Only patients who meet strict medical criteria may request ambulance transport; it is your responsibility to ensure you have made transport arrangements.**

You may park free for 30 minutes (if vehicle exits within this period) in the main barrier-controlled public car parks, and there are drop-off / pick-up points on site.

Visitors to, or carers of, long stay patients (four days or more) may purchase a Weekly Parking Permit. Forms are available from ward staff.

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Your views

Your views are important and help us to provide the best care for our patients. If you are unhappy about any aspect of your care or treatment, please talk to the member of staff caring for you. They may be able to solve the problem straight away.

Alternatively you may contact our Patient Advice and Liaison Service (PALS):
01865 221 473 / 740 868 Monday to Friday 9.00am - 5.00pm or email feedback@ouh.nhs.uk

For more information please see the booklet ‘Information for patients – John Radcliffe Hospital’ or visit www.ouh.nhs.uk
If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**