Welcome to the Cardiothoracic Ward

On behalf of the team who will be caring for you, we would like 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 at 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 places 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

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.
Welcome to the Cardiothoracic 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 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. At the nurses’ reception you will see a whiteboard on the wall. This displays 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
All patients on the Cardiothoracic Ward will be allocated a private room with ensuite facilities.

Visitors’ toilets are on the ward.

Visiting times
The Cardiothoracic Ward visiting times are:
3.00pm - 8.00pm every day

To support protected mealtimes and the patients’ rest time, if you would like to visit between 12.00 and 3.00pm, please speak to a member of staff.
**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 572663

Ward telephone: 01865 572661
**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 two 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 OK 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.

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 7.30am
• Lunch 12.00 (protected mealtime 12.00 - 1.00pm)
• Dinner 5.30pm

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 - 1.00pm. Please ask the ward housekeeper or a nurse if you have any questions about this.

Is there a day room?
The ward has a day room located just outside the ward for you to use when you want. It has a television and there are books to read and puzzles to do.
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 weekday morning. On Saturday and Sunday all patients will be seen routinely.

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 is 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 him or herself to you.

The times of the nursing shifts are:
- Early shift  7.30am - 3.30pm
- Late shift   1.30pm - 9.30pm
- Night shift  9.00pm - 8.00am
**Staff uniforms**
The following pictures will help you to recognise 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 Cardiothoracic 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, dietitian or pharmacist.
Planning for your discharge home

Planning for your discharge will start on or before admission where possible. We will discuss your estimated date of discharge, your needs, and together agree a plan. Most patients go back home when they leave hospital; special community support services can be arranged if necessary. If you need to be transferred to a community hospital, we will send you to the first available bed. This may not be the one closest to where you live. The priority is to start your rehabilitation as soon as possible.

You are expected to arrange your own transport home. Hospital transport is for people with a medical need only.

On your day of discharge you will be asked to vacate your bed early, and move on to our Transfer Lounge, or a day room, to wait for your transport and medication. This will enable us to start treating another patient. The Transfer Lounge is staffed by qualified nurses and will provide drinks and meals.

We will send a discharge letter to your GP explaining the reason for your hospital stay and giving details of your medication.

If you need a follow-up appointment, or further investigations, we will arrange this before you leave, or you will receive a letter after discharge from hospital.

Medication
Medication which you brought into hospital, and still need, will be returned to you. If you have started new medication, you will be given a supply to take home. Your GP will then prescribe more if required. We will explain your medication before discharge. There are also written instructions on the packaging and an information sheet will be provided.

For further information about your medication please call:
• Patient Medications Helpline: 01865 228906
  Monday to Friday 9.00am - 1.00pm
• NHS Direct: 0845 4647 / www.nhsdirect.nhs.uk
Other information

Mobile phones
Mobile phones must not be used by relatives or visitors in any clinical area on the unit. There are some areas in the hospital where mobile phones may be used but please check with the department first. Mobile phones must not be recharged on the unit.

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.

Car parking
Car Park 1 is the closest to the Oxford Heart Centre.

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

Your name
Cardiothoracic Ward
Level 2, 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.
Contact us

Cardiothoracic Surgery Matron: 01865 572649
Email: sarah.malone@orh.nhs.uk

Cardiac Medicine Matron: 01865 572667
Email: heather.ancill@orh.nhs.uk

Charitable Funds
If you are interested in making a donation or holding a fundraising event, please call Charitable Funds on 01865 7434444 or email campaign@orh.nhs.uk

Further information
For further information please visit our website:
• www.oxfordradcliffe.nhs.uk/heartcentre
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**