Welcome to Ward 7D
Welcome to Ward 7D. This leaflet contains information which will be useful to you and your visitors during your stay.
If you have any questions or concerns at any time, please speak to the nurses or doctors looking after you.

Ward 7D
Level 7, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

Nurses’ station: 01865 221980
Patients’ telephone: 01865 221162

Visiting times
Our visiting times are 2.30pm - 8.30pm.
We welcome visitors to the ward and suggest no more than 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 understand 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, so please ask people not to call until late morning, unless it is urgent.

Please nominate one person to telephone and share information with others. This helps nurses use their time as efficiently as possible for the benefit of all patients.

Please remember that we are not able to discuss specific details about patients over the telephone, due to patient confidentiality.
Talking to the nurses

Each patient has a named nurse. If the named nurse is busy the Ward Coordinator, who wears a red armband, will be able to help you.

The Ward Sister is available from 9.00am to 5.00pm on weekdays.

Meals

Approximate mealtimes are:
Breakfast 8.00am
Lunch 12.30pm
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, cakes and fruit are also offered.

If you miss a meal for any reason or would like something else to eat, light hot meals or snacks are available 24 hours a day. Please ask the ward housekeeper or one of the nursing staff.

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.

Hospital shops

There are two shops on Level 2 selling newspapers, magazines, snacks, fruit and other general items.

A shop trolley visits the wards occasionally.
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<thead>
<tr>
<th>Section</th>
<th>Description</th>
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<tr>
<td><strong>Personal property and valuables</strong></td>
<td>Please ask someone to take all your valuables home with them. If necessary, items can be placed in the hospital safe. The Oxford University Hospitals NHS Trust cannot be held responsible for the loss of personal property or valuables.</td>
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<tr>
<td><strong>Laundry facilities</strong></td>
<td>Unfortunately we have no facilities for washing patients’ clothes on the ward.</td>
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<tr>
<td><strong>Hairdresser</strong></td>
<td>Please ask a member of staff for further details about this service.</td>
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<td><strong>Hospedia</strong></td>
<td>Hospedia is a private company which provides the bedside television and telephone service. You can buy pre-payment cards from the 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 you will need to register.</td>
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<td><strong>Privacy, dignity and respect</strong></td>
<td>We expect our staff to do their best for you, and to treat you with dignity and respect. Similarly, we do not expect our staff to be subjected to any form of verbal abuse, threatened or assaulted in any way.</td>
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<tr>
<td><strong>Leaving hospital</strong></td>
<td>We will aim to get you ‘Home for Lunch’ on your day of discharge wherever possible. We will ask you to move from your bed space to a lounge or day room early in the day; here you can wait in comfort for your medication and your transport home.</td>
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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 see the leaflet ‘Leaving Hospital’.

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.

There can be a wait of up to four hours for your medicines to be dispensed, and your patience is appreciated.

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

**Travelling home**

Please arrange your own transport home, or for a relative or friend to collect you. Hospital transport is for people with a medical need only.

**Let us know your views**

Your views are important to us and help us to provide the best care to our patients. If you are unhappy about any aspect of your care or treatment, you can speak to the nurse caring for you or request to speak to the ward manager, who will address your concerns.
Alternatively you can ask to speak to the Matron for the unit or contact her on 07767 613549. If you would prefer to talk to someone else, please contact our Patient Advice and Liaison Service (PALS), Monday to Friday 9.00am - 4.00pm on 01865 221473 / 740868.

Further information

You can find more information about the John Radcliffe Hospital on our website: www.ouh.nhs.uk