Acute General Medicine

Welcome to Complex Medicine Unit – B (CMU-B)

Information for patients and visitors
If you have any questions or concerns at any time, please speak to the nurses or doctors looking after you.

Complex Medicine Unit – B (CMU-B)
Level 7, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU
Tel: 01865 221 195 (portable)
Tel: 01865 221 969 (ward)

Visiting times

Visiting times: flexible during the day until 8.00pm, but please consider:

- mornings are busy with care, therapy and doctors’ rounds
- patients need quiet and rest; two visitors only at the bedside at once, please
- mealtimes are important and we are busy helping patients with meals – you are welcome to come and help your relative if you wish.

We welcome visitors to the ward, but no more than two visitors for each patient at any one time please. If our visiting times are difficult for your relatives, please talk to one of the nurses on the ward.
Car parking

Patients who attend regularly for treatment over a prolonged period of time, and visitors to long-stay patients or relatives of patients in critical care, may be entitled to discounted or free parking. Please see the posters on site or call the Parking Office on 01865 223 044 for more information.

Talking to the nurses

We understand that visitors will sometimes need to speak to the nurses, but please avoid disturbing the nurses while they are doing their drug rounds. Times of drug rounds are displayed on the notice boards.

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.
Meals

Approximate mealtimes are:
Breakfast 7.30am
Lunch 12.30pm
Supper 5.30pm

You will be offered three meals a day, and snacks mid morning and afternoon. Snacks are available 24 hours a day, so tell your nurse if you are hungry or have missed a meal. All ward menus cover all dietary needs and include vegetarian, vegan, halal and kosher options.

Protected mealtimes

We have 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 don’t bring valuables with you – ask someone to take them home for you. If necessary, items can be placed in the hospital safe.

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

Laundry facilities

Unfortunately we have no facilities for washing patients’ clothes on the ward, but special laundry bags can be provided.

Hairdresser

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

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.

Privacy, dignity and respect

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.

Leaving hospital

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 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
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 228 906**
Monday to Friday 9.00am - 1.00pm

NHS Choices: [www.nhs.uk](http://www.nhs.uk)

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**Travelling home**

Please arrange your own transport home, or for a relative or friend to collect you. **Hospital transport is for people who meet strict medical criteria only.**

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**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, please talk to the Ward Sister or staff caring for you, who may be able to solve the problem straightaway.

If you would prefer to talk to someone else, please contact our Patient Advice and Liaison Service (PALS), Monday to Friday 9.00am - 5.00pm on **01865 221 473**.
Further information

You can find more information about the John Radcliffe Hospital on our website: 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