John Radcliffe Hospital

Welcome to Ward 6A

Information for patients and visitors
Welcome to Ward 6A. Our aim is to make your stay with us as comfortable as possible. This leaflet contains important information which will be useful to you and your visitors. If you have any questions or concerns at any time, please speak to the nurses or doctors looking after you.

On the ward we have a whiteboard which shows the names of all our patients, their bed number and the name of their consultant. It also shows whether patients are eating or whether they are ‘nil by mouth’ in preparation for an operation or procedure. Having this information displayed on the whiteboard allows us to manage all our patients effectively. We will ask for your consent to include your information.

**Ward 6A telephone number**

Nurses’ station: **01865 221804**

**Visiting times**

**Our visiting times are 3.00pm - 8.00pm**

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.

**Staff**

**Nurses**

There are three nursing shifts each day: early, late and night. At the start of every shift we will introduce you to the nurse who will be looking after you during that shift. Whenever possible you will be cared for by the same nursing team.

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 – times are displayed on the ward noticeboards.

**Doctors**
You will be cared for by a large team of doctors, who visit the ward daily. The ward round is between 8.00am and 9.30am each day. When the doctor visits you, please take the opportunity to talk to him or her about any questions or concerns you may have.

**Other staff**
We work closely with physiotherapists and occupational therapists, who may visit you on the ward. You may also be visited by various specialist staff, who will introduce themselves to you when they visit. All hospital personnel wear ID badges.

**Telephoning the ward**
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.** It is helpful if one person makes any enquiries and then shares the information with family and friends. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward. 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.
Catering

**Hot and cold drinks are served at these times**

6.30am  
8.00am-8.30am with breakfast  
10.30am  
12.30pm after lunch  
3.00pm  
6.00pm after supper  
8.30pm

You will be offered a choice of:

Hot: tea, coffee, hot chocolate, malted milk drink  
Cold: orange / lemon / blackcurrant squash, milk and water

Each patient should have a jug of drinking water and a beaker at their bedside. If it needs refilling, please ask a member of staff for assistance. Water jugs and beakers will be changed each day by 9.30am.

*If you would like a drink at any other time, please speak to a member of the nursing team.*

**Mealtimes**

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<tbody>
<tr>
<td>Breakfast</td>
<td>7.30am - 8.30am</td>
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<tr>
<td>Lunch</td>
<td>12.00 noon</td>
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<tr>
<td>Supper</td>
<td>5.30pm</td>
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**Menus**

One of the nurses will give you a menu to help you to choose your meals.

If you need help, or would like to know what ingredients are in any of the menu choices, then please speak to a member of the nursing team.
Breakfast cereals  Bran Flakes  Cornflakes  Muesli  Rice Krispies  Weetabix

Snacks
Biscuits, fruit and cakes are offered with the mid morning (10.30am) and afternoon (3.00pm) drinks.

Snack boxes are available 24 hours per day.
Each box contains:
• a sandwich – egg or cheese (white or wholemeal)
• a packet of crisps
• a cake
• a piece of fruit
• a drink (orange juice)

Soft choice snack boxes are available on request – yogurt and fruit instead of crisps and cake.

Hot ‘Lite Bites’ are available between 7.00am and 2.30am.
• Broccoli and cream cheese bake
• Lasagne
• Moussaka
• Shepherd’s pie
• Tuna pasta bake

To order a snack box or a hot ‘Lite Bite’ ask a member of the nursing team who will arrange for one to be delivered.

If you are unhappy with the service, or the quality of the meals / drinks received please tell one of the nurses as soon as possible. The nurse will arrange for a Carillion supervisor or manager to come and see you.
Facilities

A hairdresser comes to the ward on Tuesdays – appointments need to be booked on a Monday. We regret that there is no provision for the laundering of patients’ clothes on the ward.

Privacy, dignity and respect

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

Personal property and valuables

Please ask a family member or friend to take home any valuables. Oxford University Hospitals cannot be held responsible for the loss of personal property or valuables. If necessary, items can be placed in the hospital safe.

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 see the leaflet ‘Leaving Hospital’.
Medicines to take home

If the doctor has prescribed any medicines for you to take home, these will be brought to you in the Transfer Lounge. The nurse or pharmacist will make sure you understand how to take them. You will be given medicines to last you for 28 days. We can also give you pain relief medicine and any dressings you need to last for seven days.

There can be a wait of up to four hours for your medicines to be dispensed. Pharmacy will do their best to keep the wait to a minimum. The length of wait is beyond the control of the nursing staff. Your patience is very much appreciated.

Travelling home

Please make sure that you have arranged for a relative or friend to collect you and take you home. We will not be able to offer you transport home – unless you need hospital transport for medical reasons. Please refer to the OUH transport policy document which is placed above your bed.

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 member of staff caring for you, who may be able to solve the problem straight away. If you would prefer to talk to someone else, you may contact our Patient Advice and Liaison Service on 01865 221473 / 740868.

You can also email feedback@ouh.nhs.uk

Further information

For more information please visit www.ouh.nhs.uk or see the booklet ‘Information for patients - John Radcliffe Hospital’.
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@ouh.nhs.uk

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