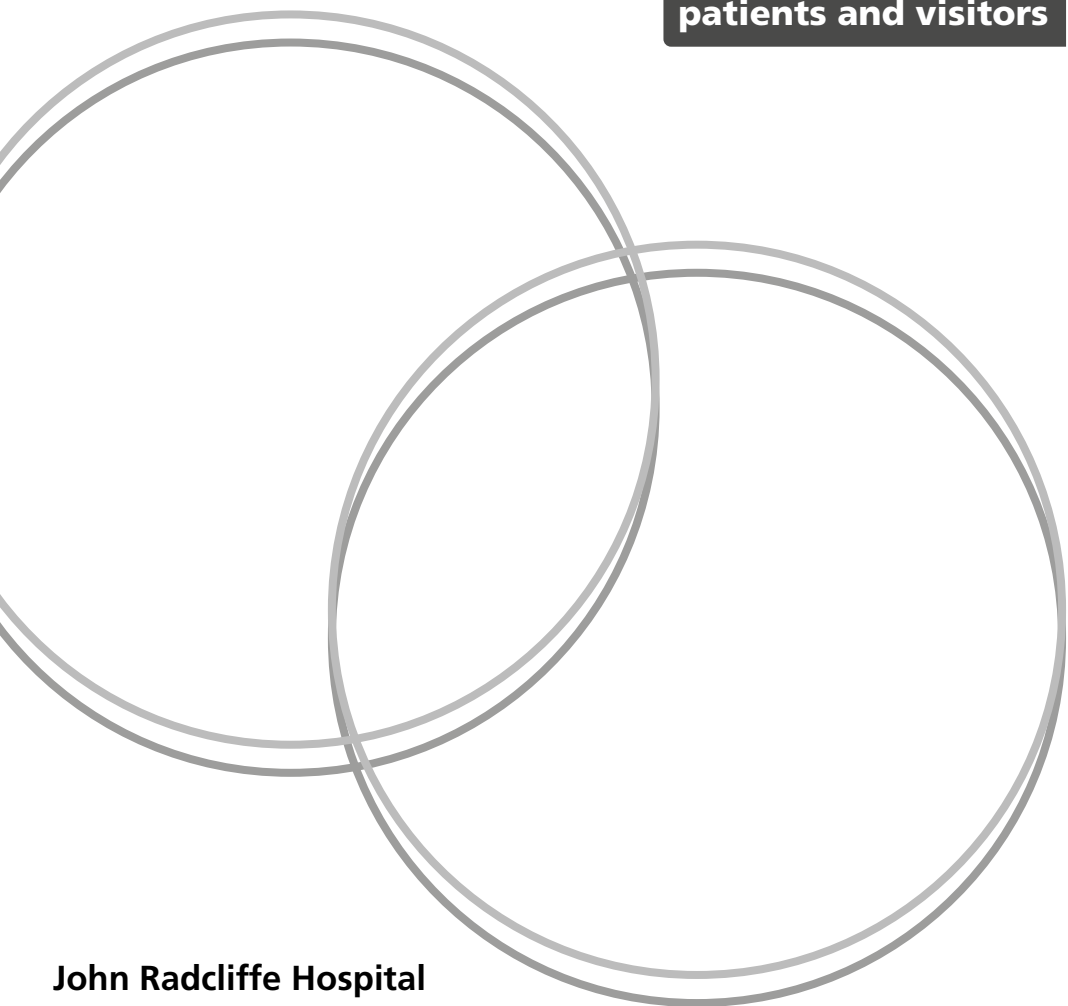




Oxford University Hospitals
NHS Foundation Trust

Welcome to Osler Respiratory Unit (5C/D)

**Information for
patients and visitors**



John Radcliffe Hospital

Welcome to Osler Respiratory Unit

Level 5

John Radcliffe Hospital

Headley Way

Headington

Oxford OX3 9DU

Tel: **01865 221 970**

01865 221 966

01865 221 965

Osler Respiratory Unit specialises in Respiratory Medicine. We care for patients with various acute conditions and needs; this means patients may be required to move from one bed space to another within the ward, so we can provide appropriate care.

For your safety, please tell a member of staff if you leave the ward for any reason, where you are going, and when you will be back.

If you have any questions or concerns, please speak to the nurses or doctors looking after you.

Visiting

Visiting arrangements are dependent on the Trust's guidance.

Please see www.ouh.nhs.uk/covid-19/faqs.aspx for the latest information

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 doctors / nurses

If you would like to speak to the doctors about your relative, please ask the nurse in charge to arrange this for you.

For telephone enquiries, 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.

Meals

Breakfast 7.30am - 8.00am

Lunch 12.00 noon - 12.30pm

Supper 5.30pm - 6.00pm

We offer 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.

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.

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

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.

For more information please visit [**www.ouh.nhs.uk/leavinghospital**](http://www.ouh.nhs.uk/leavinghospital)

Let us know your views

If you are unhappy about any aspect of your care or treatment, please talk to the staff caring for you, who may be able to solve the problem straightaway.

Please also visit [**www.ouh.nhs.uk/patient-guide/feedback**](http://www.ouh.nhs.uk/patient-guide/feedback)

Further information

Please visit [**www.ouh.nhs.uk**](http://www.ouh.nhs.uk) and follow us on social media.

Facebook.com/OUHospitals

Twitter @OUHospitals

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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