



Oxford University Hospitals
NHS Foundation Trust

Acute General Medicine

Welcome to Short Stay Ward (5A)

Information for patients and visitors

Welcome to Short Stay Ward (5A)

There are three wards in the Short Stay Unit at the John Radcliffe Hospital; 5A, 5B, and 5 E/F. The unit offers specialist care to patients with varying complex medical conditions. If you are a patient on one of the short stay wards, you are likely to be with us for up to five days. If your healthcare needs require you to be in hospital for a longer period, you may move to a longer stay ward.

We aim where appropriate, to help our patients become as independent as possible.

A consultant and a team of junior doctors and nurses care for our patients and completes a daily ward round.

Carers are welcome, please ask for the 'knowing me' care plan. We also support 'John's Campaign'.

If your relatives have any concerns, please ask them to speak to the nurse caring for you.

Short Stay Ward 5A
Level 5, John Radcliffe Hospital
Headley Way
Headington
Oxford OX3 9DU

Nurses' station: **01865 221 830 or 01865 221 831**

Telephone Enquiries

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward. Please could they also phone after **10.30am** for the most up to date information.

We are not able to give out detailed medical information over the telephone, but we can report on how you are progressing in a general way, and we can take a short message for you.

Mealtimes

Approximate mealtimes are:

Breakfast 7.30am - 8.30am
Lunch 12.00 - 1.00pm
Supper 5.30pm - 6.30pm

We operate protected mealtimes so that you are not disturbed by the healthcare professionals while you are eating.

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 have missed a meal and are hungry, please let the nurses know. Staff are able to order additional snack items 24 hours a day.

Privacy, Dignity and Respect

We expect our staff to do their best for you, to treat you with dignity and respect and preserve your privacy. We also do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

Filming and photography are not permitted anywhere on Oxford University Hospitals NHS Foundation Trust sites.

Oxford University Hospitals NHS Foundation Trust operates a zero-tolerance policy.

Infection, Prevention and Control

To help prevent the spread of infection, we ask all patients and visitors entering or leaving the ward to use the alcohol gel dispensers located at the entrances and exits.

If you are being looked after in isolation, your visitors must wear gloves and aprons provided and wash their hands on leaving your room.

Visiting

Visiting times: Flexible from **08.00am - 8.00pm.**

We encourage visiting, but please remember that you will get tired quickly, so we allow only two visitors at the bedside at any one time. Chairs are available for visitors.

Children over five may visit (with supervision), and under fives may visit if you arrange this with us first. Occasionally, we may ask visitors to wait outside while we care for you.

Please be aware that visiting guidelines may change at short notice due to infection, prevention and control advice.

Personal Property and valuables

Do not bring jewellery or valuables into hospital – please ask a friend or relative to take them home. If necessary, we can put items in the hospital safe on request.

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

Please bring in clothes (ideally with name labels attached) and ask your relative to check your locker for any laundry to take home. If clothing is soiled, we will place it in a plastic bag to be taken home.

It is best for you to wear your own clothes or nightclothes where possible.

Please speak to a member of staff about the use of personal/ portable devices. We also offer free WiFi: 'OUH-Guest'

In Case of Fire

If a fire alarm sounds, staff will let you know what to do.

There are two types of fire alarms. An intermittent alarm indicates there may be a fire in a nearby area of the building; in this circumstance, staff may need to prepare to take patients who have been evacuated from another clinical area. Visitors may be asked to leave the ward to create space.

A continuous fire alarm indicates there may be a fire in this area of the building. If a **continuous fire alarm** sounds, **visitors** will be instructed to **evacuate** to the designated **Fire Assembly Point which is outside the main building in the Womens Centre Car Park**.

Patients must remain in their bed spaces, and the clinical team will assist you to evacuate to another clinical area where your care can safely be continued. Patients must not leave the ward with your visitors during a fire alarm; this could put people who may be looking for you at risk.

Parking

There are four main ANPR (Automatic number plate recognition) controlled public car parks with barriers.

Please enter your number plate and pay at a payment machine in the car park when you leave. Payment is by card or by phone. You may also pay online up to 24 hours after leaving (see payment machine for details). If you need to pay with cash, please go to the car parking office before you leave.

You may park free for 30 minutes and there are drop off/pick up points on the hospital site. Car parks are run by the Trust and all money raised is invested in patient and visitor services.

Parking charges can be found on the Trust website:
www.ouh.nhs.uk/hospitals/jr/find-us

Parking (continued)

Patients who attend regularly for treatment over a prolonged period of time, visitors to long stay patients, relatives of patients in critical care and family carers, may be entitled to discounted or free parking.

Please see the posters on site or speak to the ward staff for more information.

Medicines 'To Take Out' (TTO)

A pharmacist or pharmacy technician will come and speak to you soon after admission to check which medicines you normally take and whether you have supplies of these medicines with you or at home.

Bringing your medicines in from home helps ensure you get the right medicines whilst you are in hospital. The ward may ask to use your own supplies of medicines whilst you are on the ward.

We will record the details of your hospital admission, and any changes to your regular medication, on the discharge summary.

When you leave hospital, you will be given some medicines to take home. This will include your regular medicines and any new ones.

There may be a wait whilst your prescription is being prepared. We aim to have it ready for you within 90 minutes, sometimes it can take longer, and we thank you for your patience with this.

If you have any questions about medicines you have received from us, you can contact our confidential **Patient Medicines Helpline**.

This is for patients recently discharged from one of our hospitals. One of our specially trained and experienced pharmacists or pharmacy technicians will answer your call.

Helpline: **01865 228 906**

Monday to Friday 9.00am - 5.00pm

Email: **medicines.information@ouh.nhs.uk**

www.ouh.nhs.uk/services/departments/pharmacy/helpline.aspx

Leaving Hospital

The discharge process starts on admission, and we will discuss discharge plans both with yourself, where appropriate, and your relatives.

On your day of discharge, we may move you from the bed space to the transfer lounge, or to another area of the ward early in the day. The nurses can provide your usual medications and help with meals, and you can wait in comfort for your transport and medicines to take home.

Most patients go back home when they leave hospital and Home First aims to help you get home from hospital by working together to support you to regain and maintain your independence in your own home.

If community support services are needed, these can be arranged. For example, 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 six community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live. However, if your needs are more complex and returning home from hospital is no longer appropriate for you, our multi-disciplinary team will support you and your family to make suitable discharge arrangements.

We expect patients or relatives to arrange their own transport home. Hospital transport is only available for patients who meet strict medical criteria.

For more information please visit: www.ouh.nhs.uk/leavinghospital and www.livewell.oxfordshire.gov.uk

Feedback

If you would like to tell us anything about your experience, staff, students and facilities, please speak to the nurse in charge. Alternatively, you can contact the patient advice and liaison service (PALS).

Telephone: 01865 221 473 or 01295 229 259

Email: PALS@ouh.nhs.uk or feedback@ouh.nhs.uk

For more information, please visit: www.ouh.nhs.uk

Further information

For a translation of this document, or a version in another format such as easy read, large print, braille or audio, please telephone: 01865 740 892 or email: patientexperience@ouh.nhs.uk.

If you would like help preparing for your visit, arranging an interpreter, or accessing the hospital, please visit Patient guide - Oxford University Hospitals (ouh.nhs.uk)



What did you think of your care?

<https://www.ouh.nhs.uk/patient-guide/feedback/friends-and-family-test.aspx>



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charity@ouh.nhs.uk | 01865 743 444 | www.hospitalcharity.co.uk

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www.ouh.nhs.uk/information

