



Oxford University Hospitals
NHS Foundation Trust

Welcome to Cardiology Ward and Acute Cardiac Care Unit

**Information for
patients and visitors**



Cardiac Directorate Services

Cardiology Ward and Acute Cardiac Care Unit (ACCU)

Cardiology Ward (Including Rapid assessment unit) and ACCU provide specialist care for cardiac patients who are medically unwell, requiring intervention or with varying complex cardiac conditions. We aim, where appropriate, to help our patients become as independent as possible when they recover.

Once patients no longer need hospital care, being at home or in a community setting is the best place to recover.

Cardiology Ward and ACCU

Oxford Heart Centre, Level 0, John Radcliffe Hospital, Headley Way, Headington, Oxford. OX3 9DU

Ward:

Telephone: **01865 572 671**

Cardiology Lead Nurse:

Lucina Nyahora

Telephone: 01865 572 667

Email: lucina.nyahora@ouh.nhs.uk

Cardiology Matron:

Kate Blayney

Telephone: 01865 572 940

Email: kate.blayney@ouh.nhs.uk

Our ward team

Our team is here to provide safe, high-quality care and support during your stay. The ward team includes:

- Registered Nurses
- Nursing Assistants
- Discharge Coordinator
- Housekeeper
- Ward Clerk
- Catering Staff
- Cleaning Staff
- Pharmacist
- Physiotherapists
- Occupational Therapists

Medical team

There are several Cardiology Consultants within our department. You will be assigned to one Consultant, and their team of registrars and resident doctors will review your care daily in person. Additionally, a daily MDT (Multidisciplinary Team) board round takes place, where each patient's care plan is reviewed and discussed.

Resident doctors are available on the ward from 8:45am to 5:00pm daily.

The MDT includes:

Doctors, Physiotherapists, Occupational Therapists, Dietitians, Pharmacists, Speech and Language Therapists, and Nurses. Each member may provide treatment and advice within their area of expertise.

If you or your relatives have any concerns, please speak to the nurse caring for you. If the issue is not resolved, you may escalate it to the nurse in charge.

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 call following the ward round (after 10:30 am); this will allow the most up-to-date information to be shared.

We cannot give out detailed medical information over the telephone out of respect for our patients' confidentiality. We may be able to transfer calls to the portable phone so patients can update you themselves.

Mealtimes

Approximate mealtimes are:

Breakfast 7.30am to 8.30am.

Lunch 12.00 to 1.00pm.

Supper 5.30pm to 6.30pm.

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

Our ward menus include vegetarian, vegan, coeliac, Halaal and kosher options. Drinks are served during the day, biscuits and fruit are also offered.

If you have missed a meal and are hungry, please let the nurses know. Staff can order additional hot meals and/or snack items 24 hours a day.

Privacy, Dignity and Respect

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

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

We do not allow patients or visitors to take photographs or videos in clinical areas (where patients are being looked after) at any time.

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.

If you have any questions about why you are being looked after in isolation, please ask the nurse looking after you.

Visiting

Our visiting Times: Flexible during the day from 8.00am to 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 five years old 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 advice.

Personal property and valuables

Please do not bring jewellery or valuables into hospital – a family member should 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.

In case of fire

If the fire alarm sounds, staff will inform you of what to do.

Patients must remain in their bed spaces. The clinical team will assist you if evacuation is required.

If the ward needs to be evacuated, patients and visitors will be directed by staff to the nearest Fire Assembly Point or to another clinical area where your care can safely continue.

Do not leave the ward with visitors during a fire alarm. Doing so could put you and others at risk and make it difficult for staff to locate you.

Parking

There are four main ANPR (Automatic Number Plate Recognition) controlled public car parks.

These are managed by the OUH Car Parking and Security team.

John Radcliffe Hospital

Location: Car Park Office

Level 2 (opposite the lifts)

Opening hours: Monday to Friday, 8:30am to 4.00pm

Tel: 01865 523044

Email: carparking@ouh.nhs.uk

Health and Welfare Lasting Power of Attorney (LPA)

If you or another family member, hold a Lasting Power of Attorney (this was called an Enduring Power of Attorney before October 2007), please let us know, and we will ask your relative to bring in a copy for our records as soon as possible.

If you think someone may hold one, please let us know so we can advise.

Many of our patients have conditions such as dementia or delirium and are not always able to give informed consent to treatment, an LPA can help us make the best decision about their care.

Memory problems, Acute Delirium, Dementia

If you have memory problems, acute delirium or dementia, please complete a 'Knowing Me' document with your relative, these can be collected from the nursing station. Placing these at your bedside is a helpful way for us to get to know you better and adapt our care and conversation accordingly.

Sometimes bringing in photographs or familiar items from home can be comforting and reassuring in an unfamiliar environment. Leaving messages or photos on our bedside white boards can also be helpful and offer reassurance. Please speak to the nurses if this is something you would like to do.

We understand being in hospital is worrying and often a time that can bring about change and uncertainty. Please make contact with these local agencies who can help and support you at this time.

Carers Oxfordshire

Telephone: **01235 424 715**

Website: www.carersoxfordshire.org.uk

Oxfordshire Dementia Advisors

Telephone: **01865 410 210**

Website: www.dementiaoxfordshire.org.uk

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, as it may be a medicine that is not regularly stocked on the ward.

We will record the details of your hospital admission, and any changes to your regular medication, on the discharge summary. You will be given a copy of this discharge letter, and one will additionally be sent to your GP.

When you leave hospital, you may 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 to 5.00pm

Email: medicines.information@ouh.nhs.uk

Website:

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 home when they leave hospital. Some patients may be supported via the Discharge to Assess (D2A) at home pathway. This service aims to get you home from hospital as soon as possible, working with 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 a few community hospitals in Oxfordshire, so the first available bed may not be the 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 the following websites:

www.ouh.nhs.uk/leavinghospital

www.livewell.oxfordshire.gov.uk

Feedback

Your feedback is important to us. Sharing your thoughts helps us resolve any issues quickly and improve your experience.

If you would like to tell us anything about your experience with our staff, students, or facilities, please speak to the nurse in charge. Alternatively, you can contact the **Patient Advice and Liaison Service (PALS)** for support.

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

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



Making a difference across our hospitals

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OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

