



# The Haematology Ward

*Information for patients, family & friends.*

Level 1, Cancer & Haematology Centre, Churchill Hospital  
Old Rd, Headington, Oxford OX3 7LE

**01865 235 048 / 01865 235 049**

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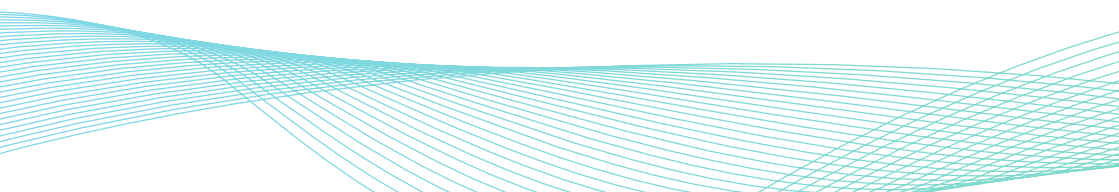
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This booklet is designed to be read with Information for patients - Churchill Hospital. Copies are available on the ward or from the OUH website: [www.ouh.nhs.uk](http://www.ouh.nhs.uk)



# The Haematology Ward

We care for patients undergoing investigations and treatment of blood or bone marrow disorders. Our multidisciplinary team of doctors, nurses, pharmacists, dietitians, physiotherapists and occupational therapists, to mention just a few, supports patients during their stay.



The ward has five bays with two beds in each, and fifteen single side rooms. The single rooms are given to patients on the basis of their clinical need. Each bay and side room has an ensuite shower room and toilet.

A small number of our treatments require specific side rooms. Any restrictions associated with these treatments and the facilities in these rooms are explained in treatment specific leaflets that you will be given.

## Our commitment to you



*During your time with us we aim to provide the highest standards of care and support you in your decisions regarding your treatment. We will respect your dignity, individuality and personal preferences at all times.*

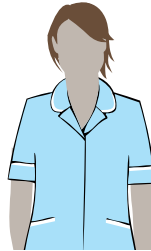
# The Haematology Ward Team



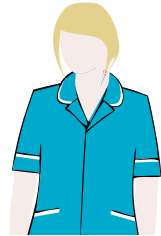
Registered Nurse



Specialist Nurse



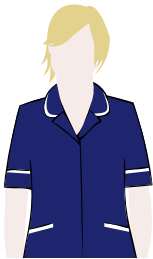
Clinical Support Worker



Student Nurse

## Nurses

On each shift you can expect to be cared for by a Registered Nurse who will be supported by a Clinical Support Worker or Student Nurse. There will always be a nurse managing the ward. Most nurses work 7.30am to 8pm. Some staff work early shifts 7.30am to 2pm, or late shifts 2pm to 8pm. The night shift is from 7.30pm to 8am.



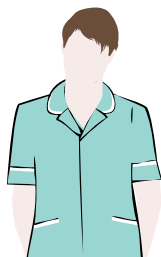
## Ward Sister

The Ward Sister and deputies manage the ward and team of nurses. If you have any comments, concerns or queries please ask to speak to the Sister or Deputy. They regularly speak to patients on the ward to ensure patients are happy with the care they are receiving and make changes as a result of feedback.



### *Senior Housekeeper and Nutritional Assistant*

Our Senior Ward Housekeeper, working alongside our domestic staff, maintains the patient environment to ensure it is safe and that cleanliness is kept to a high standard. Our Nutritional Assistant supports patients in completing menu choices, and provides additional foods including high calorie drinks.



### *Ward Clerk*

The Ward Clerk will welcome you to the ward and will be able to direct you to appropriate services. Please always let the Ward Clerk know if you are leaving the ward.

## Doctors

You will be under the care of a Consultant Haematologist. They supervise a team of doctors and are responsible for prescribing and supervising your treatment whilst in hospital. The Oxford University Hospitals NHS Trust is also a teaching trust for doctors, nurses and therapists.

## Therapists

You may see physiotherapists or occupational therapists as required during your admission. They can help with your mobility and ensure you can manage daily activities, as appropriate for each person.

## Hospital Palliative Care Team

The Hospital Palliative Care Team is a specialist group of doctors and nurses who work alongside the ward team and offer support and symptom management advice. They may become involved in your care when the medical team looking after you feels it is appropriate.

## Research

World class research is carried out in all our hospitals. During your visit, you may be approached about clinical trials and research studies that your treatment team believes would be suitable for you. Your participation in a research trial, if appropriate, will be discussed with you so that you can make the decision to be part of a trial.

# Admission to the Haematology Ward

## *What to Bring?*

It is important to bring your current medications in their original containers with you so that the doctors can make a thorough assessment. Also bring any special cards that give the details of your current treatment. Your drugs will be stored in our medication room and used to continue your treatment whilst on the ward.

They will be returned to you if you are still taking them when you leave, along with a supply of any new drugs that may have been prescribed whilst in hospital.

## *Car Parking*

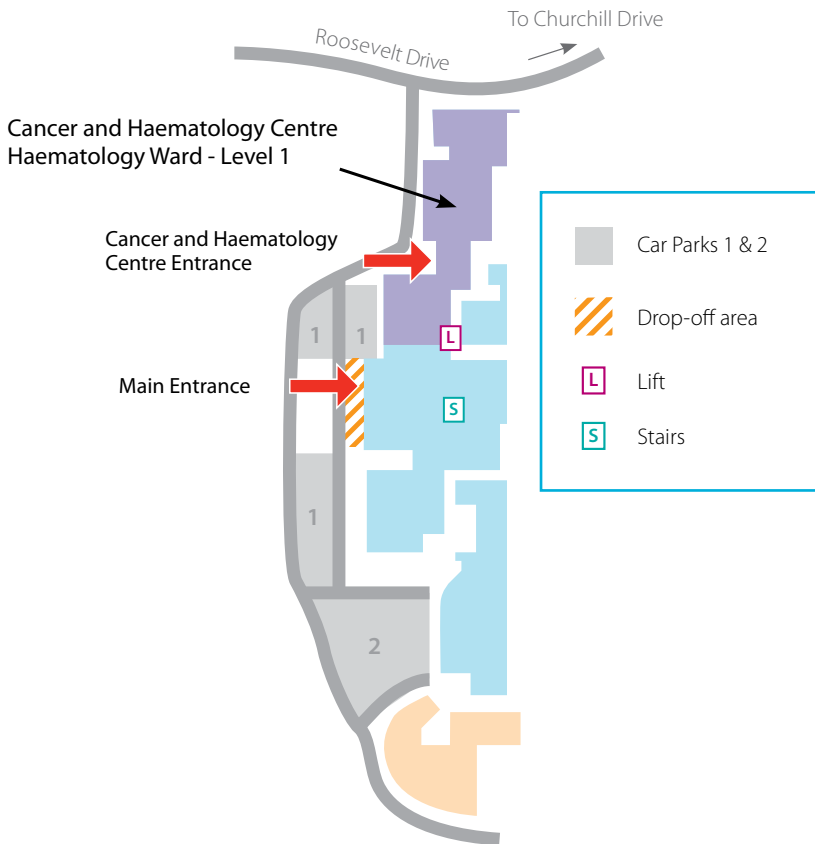
Parking space is very limited and there is no on-street parking nearby. Please allow 45 minutes to find a space. Pay & Display car parks 1 and 2 are nearest the ward. Long stay car permits are available. Please ask the Ward Clerk or call the Car Parking Office: **01865 225 466**.



## Contacting the Ward

Your family can call the ward for information on **01865 235 048** or **01865 235 049**. If possible, please designate one person to contact the ward who can then relay messages to others, as the ward phones can be very busy. Personal mobile phones can be used on the ward so friends and family can call patients directly. Each bed has a Hospedia phone and TV system too. Pre-paid cards can be purchased from the machine on the ward.

## Site Map





## Visiting

The Haematology Ward is open for visiting at any time, but please respect patients' need for rest and sleep. Children are welcome but again please be aware patients may find them tiring. Please use the hand rub at the ward entrance on entering and leaving the ward, and hang outdoor coats outside patient rooms.



Visitors may be asked to sit in the day room whilst hygiene care is given to your relative or another one of the patients in the bay. This is to ensure that patient privacy and dignity is maintained. The electronic doors to the ward close between 9pm and 7am. Please use the intercom outside the door for access.

## Flowers and Plants

Fresh flowers and plants **are not allowed** on the ward as they are a source of bacteria/fungi, which may be harmful to patients who are less able to fight infection.

### → Important Information!

As many patients on the ward are susceptible to infection, please can your visitors avoid coming to the ward if they may have, or have been recently exposed to an infection, especially chicken pox.

Please ask the nurses if you are unsure.

## Meals – Nutrition

Nutrition is very important to us and we aim to ensure patients have access to food that they can eat at a time convenient for them. Your family can also bring food in for you. There are fridges available in each side room and each double bay. There is also a fridge and freezer in the day room.

Meals are served at:

- **Breakfast - 8am**
- **Lunch - noon**
- **Supper - 5 to 6pm**

Hot drinks are also served several times throughout the day.

Please ask if you need help outside these times.

The ward has a protected mealtime policy, which means that where possible we ensure that patients are not disturbed by treatment teams, appointments away from the ward and visitors within their bay during the mealtime. If your family would like to help you at mealtimes then please speak to your Nurse. Snack boxes are available if you do miss a meal.

The Senior Ward Housekeeper or Nutritional Assistant will give you a menu for the following day so that you can choose something to your taste, and if necessary, will help you fill this in. You can indicate whether you would like a smaller portion. If you require a 'special' diet we can provide a specific menu or direct you to the choices on the regular menu.

If your appetite is decreased our Nutritional Assistant can provide a range of food or drink supplements to help. There are two rounds at 10am and 2pm where high calorie milkshakes are available. The nurses may refer you to the Dietitian to assess your needs more fully.

## *Ward Rounds and Patient Review*

Patients on the ward are reviewed on a daily basis by their Consultant or Registrar alongside the nurses and ward doctors.

Each Monday we have a multidisciplinary team meeting with a Consultant, Registrar, ward doctors and nurses, Physiotherapist, Occupational Therapist, Dietitian, Social Worker and Chaplain. Should you wish to speak with a member of the team, please do not hesitate to discuss this with your Nurse who can agree a convenient time.

## *Relaxation Areas Available for Patients and Visitors*

We have a comfortable day room on the ward with tea and coffee making facilities for patients and visitors, plus fridge, microwave, toaster, dishwasher, television, DVDs, books and games. DVD players are available for use at the bedside. Donations towards the tea and coffee are always appreciated. There is a small roof top terrace (weather permitting) accessible for wheelchairs. Please note smoking is not permitted. We also have a quiet room for you to sit with your relatives if you wish. We have a visitors' flat for relatives who wish to stay overnight – please speak to your Nurse or the Senior Ward Housekeeper. The flat is sponsored by the Karen Morris Memorial Trust [www.kmmt.org.uk](http://www.kmmt.org.uk). Further details are on the ward noticeboard.





## *Teenage and Young Adults Area (TYA)*

Specifically designed with young people in mind, and funded by the Teenage Cancer Trust, these areas are available for young patients to relax in, watch TV or play computer games. Please ask staff for more information.

## *Bedside TV, Radio, Internet and Telephone*

Every bed has a Hospedia system to access television, radio, internet and telephone. Pre-payment cards can be bought from machines on the ward. You can access free Wi-Fi at [www.btwifi.co.uk](http://www.btwifi.co.uk) if you wish to use iPads or laptops on the ward. Please use headphones to ensure peace and privacy for those in neighbouring beds. Mobile phones can be used throughout the ward but we ask that you respect others' need for quiet.

## *Follow-up Appointment*

If you need a follow-up appointment or further investigations, we will arrange this before you leave, or you will receive a letter after discharge from hospital. If you are due to attend any outpatient appointments during your admission, please let us know so we can rearrange it or, if appropriate, you may still be able to attend it.

## Day Treatment Unit (DTU)

You may be asked to come back for further treatment such as chemotherapy, as an outpatient in our Day Treatment Unit (DTU). It is located on Level 0 of the Cancer and Haematology Centre at the Churchill Hospital, near the Outpatient Department. Your Nurse or Doctor will explain more about what this involves.

## Triage

If you experience problems after discharge from the ward please contact Oxford Triage Assessment Team on **01865 572 192** (24 hours, seven days a week). Alternatively, please contact the Haematology Ward on **01865 235 048 / 01865 235 049**.

## Feedback

We will ask for your feedback about your experience on our ward. Please raise any concerns you may have with staff at the time, and ask to speak to the Sister or Deputy who will be happy to listen and resolve any issues wherever possible, or contact our Patient Advice and Liaison Service (PALS) on **01865 221 473**. Please also complete a 'Friends and Family Test' feedback form when you are discharged, and place it in the red box provided near the day room.

## Chaplaincy

A Chaplain is always available for personal support to patients and families. Please ask a member of staff if you want to speak to them. Rev Dr Margaret Whipp visits the ward and Outpatient Department regularly.

## Charitable Funds

We are always grateful for donations to our Clinical Haematology 0009 Fund. They make a huge difference to our patients, their families and visitors. We have recently used charitable funds for staff training and providing food and extra drinks for patients and visitors in the day room.

# Further Support & Information

There are various patient and carers' information booklets around the ward for you or your family to take away and read. Please also look at the noticeboards for details on where to access additional support.

## *Maggie's Centre, Churchill Hospital*

Tel: **01865 225 690**

**[www.maggiescentres.org](http://www.maggiescentres.org)**

Maggie's Centre provides information and support to address every aspect of living with cancer – from the practicalities of claiming benefits, to the physical and emotional effects that people might be experiencing.

Open Monday to Friday 9am - 5pm.

No appointment necessary, just pop in for a cup of tea.

## *Carers Oxfordshire*

Tel: **0845 050 7666**

**[www.carersoxfordshire.org.uk](http://www.carersoxfordshire.org.uk)**



Carers Oxfordshire listens to carers and provides information and advice. It also aims to help carers get the support they may need.

## *Maggie's CancerLinks*

**[www.cancerlinks.org.uk](http://www.cancerlinks.org.uk)**

Your local gateway to national high quality cancer information across Berkshire, Buckinghamshire, Oxfordshire and Wiltshire.

## Macmillan Cancer Support

[www.macmillan.org.uk](http://www.macmillan.org.uk)

Macmillan Cancer Support is a UK charity supporting people with cancer and their families with specialist information, treatment and care.



## Macmillan Support Line

Tel: **0808 808 0000**

For answers, support or just a chat.  
Monday to Friday, 9am - 8pm (Free call).

## Cancer Research UK

[www.cancerresearchuk.org](http://www.cancerresearchuk.org)

Cancer Research UK provides patients and health professionals with information on lifestyle, cancer and current research.



## Useful Contacts

Haematology Ward, Churchill Hospital: .....**01865 235 048 / 49**

Haematology Day Treatment Unit (DTU): .....**01865 235 554**

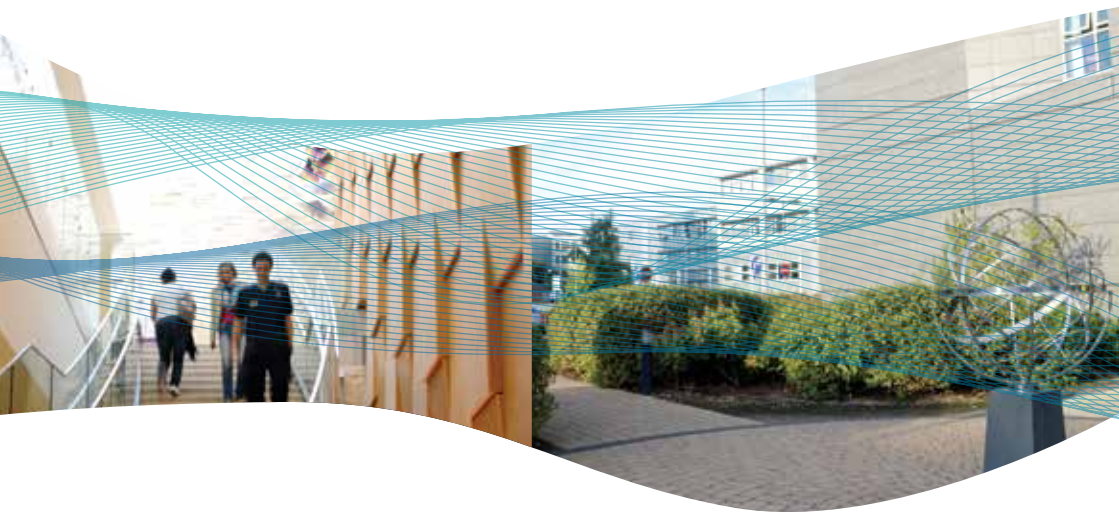
Outpatient Department, Level 0, Churchill Hospital: .....**01865 235 566**

Oxford Triage Assessment Team: (24hrs / 7 days a week) .....**01865 572 192**

If you have any worries or concerns about your care please contact:

Hayley Smith, Matron: .....**01865 234 964**

or email: [hayley.smith@ouh.nhs.uk](mailto:hayley.smith@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**

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[Oxford University Hospitals NHS Trust](#)

[www.ouh.nhs.uk/patientinformation](http://www.ouh.nhs.uk/patientinformation)

