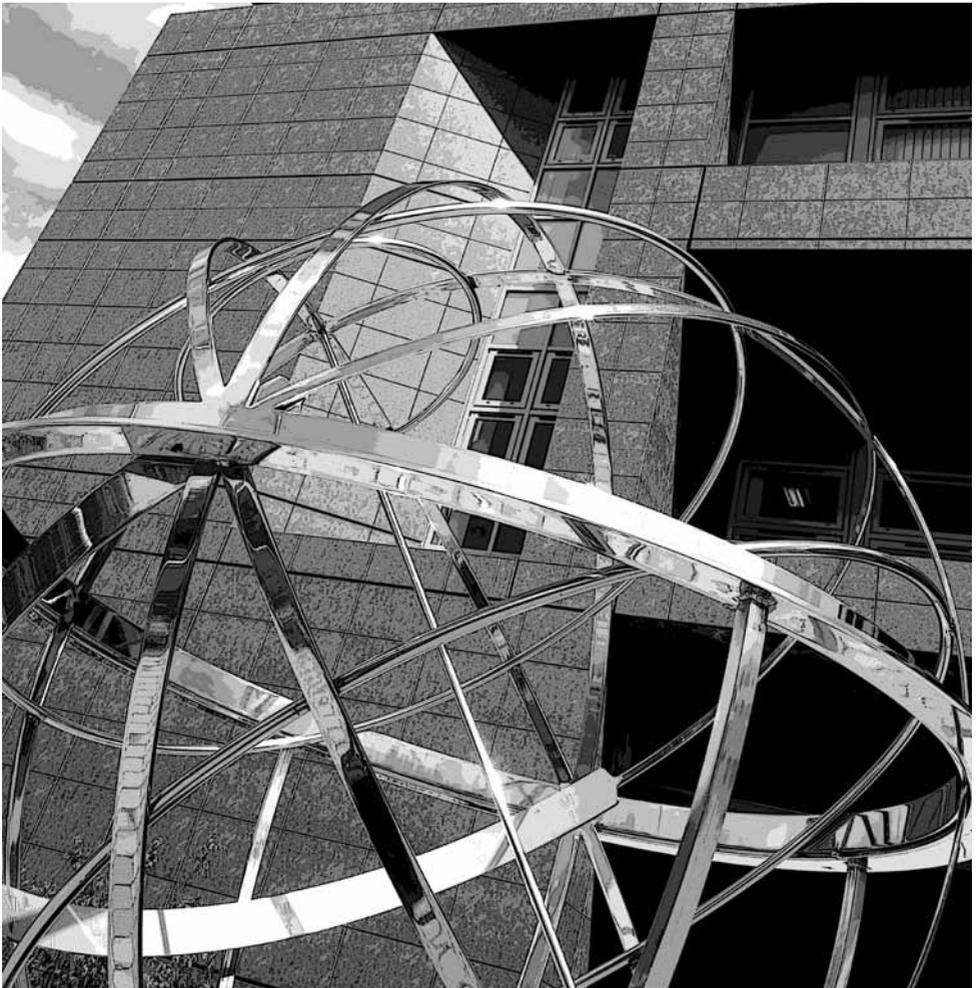


Oxford Centre for Head and Neck Oncology

# Welcome to the Blenheim Head and Neck Unit

Information for patients and visitors



## Welcome to the Blenheim Head and Neck Ward

Our aim is to make your stay with us as comfortable as possible. If you have any questions or concerns at any time, please speak to the nurses or doctors looking after you.

## Blenheim Head and Neck Ward telephone numbers

Nurses' station: **01865 223 536 / 01865 223 535**

Please choose **one** member of your family to telephone the ward for updates. They can then share the information with other relatives and let friends know. Please do not telephone the ward to speak to the nurses until after **10.00am**. This allows our nurses to spend as much time as possible caring for patients.

We regret that you will not be able to speak with your relatives on the Nurses' Station telephones. Please register with Hospedia, use the pay phone on the ward or use your mobile in the Day Room.

We regret that, due to patient confidentiality, the amount of information we can give over the telephone is limited.

## Visiting times

10.00am - 1.00pm Close relatives only

3.00pm - 8.00pm Open visiting

Only two visitors around each bed at any one time please. We have a Day Room where you can go, or where your relatives can wait if you have more than two. We cannot usually accommodate visitors in the morning due to doctors' ward rounds; mornings can also be a busy time for patients, who need to wash and dress.

We have a protected mealtime and rest period 1.00pm - 3.00pm to ensure patients eat well without disruption, which is important for their recovery. If you have any difficulties with visiting times, please speak to the nurse in charge of the shift.

Visitors' toilet facilities are at the foot of the staircase by the League of Friends.

## **Doctors**

You will be under the care of a named consultant while you are in hospital. You may be under the shared care of two different consultants. There are doctors' rounds each day, where one or more (up to quite a large group) will see you. Your consultant is in charge of a team of doctors with different amounts of experience; registrars and foundation training doctors. The doctors in your consultant's team will work together to look after you.

The nurses will be able to give you information about your care, but if you specifically wish to speak to a doctor, and have missed them on their rounds, please ask one of the nurses to arrange this. Our doctors' teams have a number of responsibilities, including admitting patients, attending outpatient clinics and carrying out surgery, so there may be occasions where there is a delay before they can visit the ward.

## **The nursing team**

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. However, please ask them to avoid disturbing nurses when they are doing drug rounds or caring for another patient.

## **Nurses' uniforms**

Matron – navy with red trim

Senior Sister and Junior Sisters – navy with white trim

Specialist Nurses – navy with green trim

Staff Nurse – white with royal blue trim

Care Support Workers – light blue with white trim

## **Other staff**

We work closely with physiotherapists, dietitians, speech and language therapists, specialist nurses and occupational therapists, who may visit you on the ward. All hospital personnel wear ID badges.

## **Meals**

Most patients will not be able to eat or drink after the operation and are fed through a tube. However, as your condition improves, you may be able to eat more.

Approximate mealtimes are:

Breakfast 8.00am

Lunch 12.30pm

Supper 5.30pm

You will be given a menu every day to fill in; the housekeeper will help you if you are unable to do this yourself. If you have a special dietary need, please let us know when you are admitted.

Hot drinks, biscuits and cakes are served throughout the day. We also have a tea trolley in our Day Room for you to help yourself. Relatives may also use this trolley and are encouraged to make a donation.

We have protected mealtimes for patients. This means we will try to make sure that you are not disturbed by healthcare professionals while you are having your meal.

## **Patients' own food**

Your relatives are welcome to bring in food for you to enjoy while you are here. We have a patients' fridge which you can use as long as each item is labelled with your name.

Unfortunately we cannot reheat food, whether hospital meals or food from home.

## Personal property and valuables

Please do not keep money or valuables on the ward – ask a friend or family member to take them home. If necessary, valuables can be kept safe in the Cashiers Office; please ask a member of staff for details. The Oxford University Hospitals NHS Trust cannot accept liability for loss of or damage to personal property or valuables unless these are stored in the hospital safe.

## Car parking

Visitors of patients staying longer than three days may be eligible for a £10 parking permit. Please ask a member of ward staff to sign the car parking slip. Take this with the fee to the Parking Office. The permit allows parking in the staff car parks. Only one permit per patient will be given out.

For more information please call the Parking Office on **01865 225 466 / 223 044**

## Discharge home

We will aim to get you 'Home for Lunch' on your day of discharge wherever possible.

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

If you require a sick certificate, please tell the nursing staff the day before your discharge.

If you need a district nurse to visit you after you get home, we will arrange this; alternatively the district nurse may call you to arrange a convenient time. We will give you a letter to pass on to the district nurse on their first visit, which will give details of the care that you need.

## Transport home

Please make sure that you have arranged for a relative or friend to collect you and take you home. Only patients who meet strict medical criteria may request ambulance transport.

## Comments and complaints

If you have a complaint or concern while you are on the ward, please speak to a senior member of staff or the ward sister who may be able to help.

We have a comments slip and welcome all kinds of feedback. You can also email [feedback@ouh.nhs.uk](mailto:feedback@ouh.nhs.uk)

Please ensure you fill in a Friends and Family Test card before leaving the ward.

For further information please see the booklet 'Information for patients – Churchill Hospital'.

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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