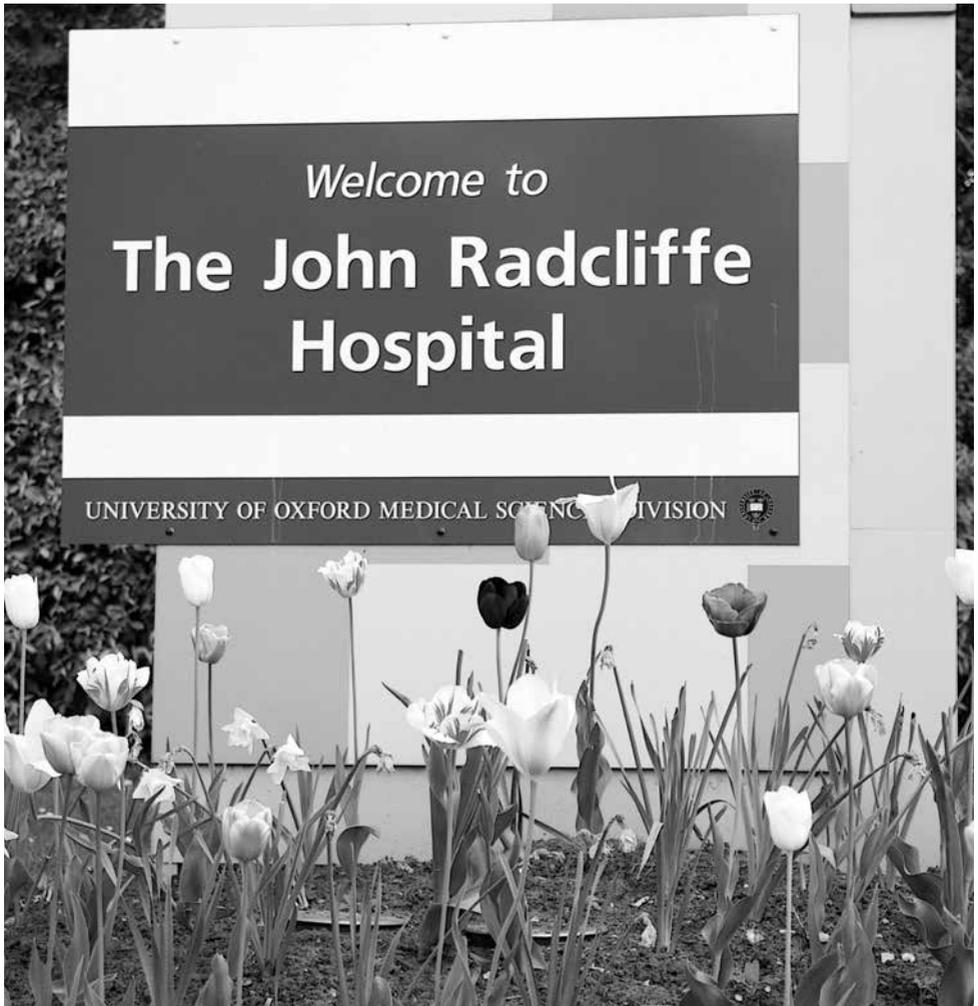


John Radcliffe Hospital

Welcome to Osler Chest Ward (Ward 7E)

Information for patients and visitors



Welcome to Osler Chest Ward (Ward 7E)

Level 7, John Radcliffe Hospital
Headley Way, Headington
Oxford OX3 9DU

Tel: **01865 225 732 / 857 294**

Osler Chest Ward 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 ward 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 times

Our visiting times are strictly 1.00pm - 8.30pm.

We welcome visitors to the ward, but no more than two visitors for each patient at any one time please. If our visiting times are difficult for your relatives, please talk to one of the nurses.

Please do not bring babies or young children to visit the ward, as they may be at risk of infection.

Unfortunately, we are unable to accommodate relatives overnight.

We regret that we do not allow flowers on the ward.

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 12.30pm - 1.00pm

Supper 6.00pm - 6.30pm

You will be offered 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, however we encourage family, friends or carers to come in and help you.

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

We will aim to get you 'Home for Lunch' on your day of discharge wherever possible. We will ask you to move from your bed space to the Transfer Lounge early in the day; here you can wait in comfort for your medication and your transport home.

For more information please visit www.ouh.nhs.uk/leavinghospital

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.

Let us know your views

When you visit hospital you may be asked 'How likely are you to recommend our department to friends and family if they needed similar care or treatment?' We welcome your feedback.

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.

If you would prefer to talk to someone else, please contact our Patient Advice and Liaison Service (PALS), Monday to Friday 9.00am - 5.00pm on 01865 221 473. You can also email feedback@ouh.nhs.uk

Further information

For more information about the John Radcliffe Hospital please see the booklet 'John Radcliffe Hospital – information for patients' or visit our website: www.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 **PALS@ouh.nhs.uk**

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www.ouh.nhs.uk/information

