

Welcome to the GI unit (Northumberland and Page wards)

11th Floor, North Wing, St Thomas' Hospital
t: 020 7188 8866 / 020 7188 8867

This information sheet gives you information specific to the GI unit. You should have already received the leaflet, **Welcome – information about your stay**, which has useful information about your stay in hospital and the general services available. We hope your stay on the GI unit is as pleasant as possible – we encourage patient feedback through our patient feedback questionnaires and our graffiti boards.

Your care on the GI unit

The gastro-intestinal (GI) unit has 51 beds in total and is made up of two legacy wards: Northumberland ward and Page ward. The GI unit specialises in looking after gastro-intestinal surgery patients.

The ward has 13 qualified nurses and 4 nursing assistants. There are also dedicated ward clerks, housekeeping, food service, nurse discharge coordinator and an administrative officer. The doctor's offices are located near the ward.

Your senior nursing team is:

- Kelsie Gurney (ward manager/sister) and Melanie Dimanlig (deputy sister) - Northumberland ward.
- Jon Kinton (ward manager/sister) and Sandra Sowerby (deputy sister) - Page ward.
- Roni Cummings – GI Inpatient matron.
- Deborah Mundle - Head of Nursing.

If you have any questions for any of our staff, please feel free to note them down in the space provided at the rear of your 'Welcome' booklet.

Food and drink on the GI unit

We have a 'protected mealtime' policy between 12pm–2pm. This means that visitors will be asked to leave the ward (unless they are helping you eat) so you can enjoy your meal without being interrupted.

Meal times

- Breakfast.....8am
- Lunch.....12pm
- Dinner.....5:30pm

Hot drinks are available at all times from the tea trolley outside the kitchen. Our catering assistant will also do a tea round in the morning and in the afternoon.

Facilities on the unit

There is a day room for you and your visitors to use. Please respect the area and keep it clean.

Information for visitors

- Please remember that visiting hours are between 2pm and 8pm. Any alternative arrangements will need to be discussed with the senior sister or nurse in charge.
- We expect all visitors to treat staff and other users of our service with respect, consideration, sensitivity and compassion.
- Only two visitors are permitted to visit a patient at any one time.
- Visitors must be respectful of hospital policies and procedures whilst on the premises, particularly the infection control policy. We actively encourage the use of hand gel when entering and leaving the ward area.
- We expect that noise levels will be kept down and that there is no unnecessary or excessive noise within our ward environment.
- Please do not sit on the beds – visitors' chairs are located in the day room. A member of staff can help to bring one to the bedside if necessary.
- Please ensure that children are supervised at all times.
- Cut flowers are not permitted on the ward.
- You can use your mobile phone on the ward, but please respect other patients while using it. Please ensure that your phone is kept on silent mode at all times and avoid using the phone when patients are asleep.
- Visitors' toilets, shops and food services are located on the ground floor of the hospital.

Contact us

If you have any comments or concerns about your care please speak to the nurse in charge on **020 7188 8867** (Page ward) or **020 7188 8866** (Northumberland ward) Monday to Friday 9am to 5pm.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

Leaflet number: 2860/VER2

Date published: September 2017

Review date: September 2020

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A list of sources is available on request