

Welcome to Nightingale Ward

11th Floor, North Wing, St Thomas' Hospital
t: 020 7188 4056

This information sheet gives you information specific to Nightingale Ward. 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 Nightingale Ward is as pleasant as possible – we encourage patient feedback through our patient feedback questionnaires.

Your care on Nightingale Ward

Nightingale Ward is a short stay general and gastro-intestinal surgery ward with 28 beds. Please note that Nightingale Ward reduces the number of beds to 14 every Saturday and re-opens to 28 beds on Monday morning.

The ward has five qualified nurses and two nursing assistants working at all times, meaning that there is a nurse to patient ratio of 1:8. The ward also has a dedicated ward clerk, pharmacist, housekeeping team and a team of porters. Doctors' offices are located near the ward.

Your senior nursing team is:

- James Dove (senior charge nurse)
- Harriette Kaikai (deputy sister)
- Ciara Rooney (deputy 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 Nightingale Ward

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.....12.30pm
- 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 ward

There is a day room for you and your visitors to use. Please respect this 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 charge nurse, James Dove either on the ward, or by phone on **020 7188 4060**. Alternatively, you can speak to ward matron/deputy head of nursing, Ciara Rooney by asking staff to bleep 2162.

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

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

t: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111