

Welcome to the Page High Dependency Unit (located on Page Ward)

11th Floor, North Wing, St Thomas' Hospital
t: 020 7188 4173

This information sheet gives you information specific to the high dependency unit on Page 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.

Page High Dependency Unit specialises in caring for gastro-intestinal (GI) surgery patients who need intense monitoring and treatment that cannot be provided on a ward. This might be following major surgery or a change in their clinical condition. We also care for patients from other surgical and medical specialties who need this high level of support.

The unit is staffed by highly qualified nurses, with one nurse caring for two patients. The nursing team is supported by the senior nursing team, the critical care medical team, the patient's surgical or medical team, physiotherapists, technicians, dietitians, speech and language therapists, stoma nurses and other specialist nurses. Your nurse will be able to answer any questions about your treatment and discuss plans for care with you.

Information for visitors

- We expect all visitors to treat staff and other users of our service with respect, consideration, sensitivity and compassion.
- We will ask you for the name of one friend or family member who can act as next of kin for the patient. This is so that we can keep them informed of any changes to the patient's condition. The contact number for the unit is listed at the top of this leaflet.
- Please remember that visiting hours are between 2pm and 8pm. Any alternative arrangements will need to be discussed with the nurse in charge
- Only two visitors are permitted to visit a patient at any one time. There is a day room located on Page Ward for you to use if you are asked to wait. Please respect this area and keep it clean.
- 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.
- When you come onto the unit, we will ask you to clean your hands and to wear a yellow apron. This is to protect our patients who may be vulnerable and at greater risk of infection whilst they are unwell.
- Mobile phones can be used by patients but please respect others by keeping noise to a minimum and keeping your phone on silent mode at all times.

- Children may visit the unit with permission from the nurse in charge, however, they must be supervised at all times.
- Cut flowers are not allowed on the ward.
- Facilities for visitors are located on the ground floor of North Wing. Please ask staff for details.

Contact us

If you have any concerns or comments about your care please speak to unit sister, Christina Farrow either on the unit or by phone on **020 7188 4709**. 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

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

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Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years. To join:

t: 0848 143 4017 **e:** members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk