

# Welcome to Florence Ward

4th floor, Borough Wing, Guy's Hospital

t: 020 7188 2441

You should have received the leaflet **Welcome – information about your stay**, which has useful information about your stay in hospital and the general services available. This sheet gives you information specific to Florence Ward. We hope your stay on Florence is as pleasant as possible.

## Your care on Florence Ward

Florence Ward specialises in looking after people who need surgery for urological conditions. The ward has 26 beds. If you would like to speak to the nurse in charge or to the matron during your stay, please ask the staff to organise this for you.

There are a number of urology consultants. When you are admitted, one of these consultants will take responsibility for your medical care and coordinate the healthcare team looking after you. A member of your team will see you every day while you are in hospital except at the weekend, when one of the other urological teams may be responsible for your care.

Use the space in your welcome pack to write any questions you may have.

## Meal times

- Breakfast – 8.30am
- Lunch – 12 midday
- Dinner – 6pm

## Facilities on the ward

Hot drinks are available at all times from the tea trolley, which is in the kitchen. This is free for patients, but we ask visitors to make a small donation. Our catering assistant will also do a tea round in the morning and in the afternoon.

The ward has a large day room with a TV which patients are welcome to use. To reduce the spread of infection, young children should not visit the ward.

## Contact us

For more information, please call the ward on **t:** 020 7188 2441 and ask to speak to the nurse in charge.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** [www.guysandstthomas.nhs.uk/leaflets](http://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, Monday to Friday, 9am-5pm

## 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](mailto:pals@gstt.nhs.uk)

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

## 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 website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

**w:** [www.nhs.uk](http://www.nhs.uk)

## Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

**t:** 0800 731 0319      **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)      **w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

## Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form, **w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets), or **e:** [patientinformationteam@gstt.nhs.uk](mailto:patientinformationteam@gstt.nhs.uk)

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