

Welcome to the Vascular unit

This leaflet gives you information about the Vascular unit. You should have been given a Welcome Pack, which has useful information about your stay in hospital.

Your care on the Vascular unit

The Vascular unit looks after people with conditions that affect the blood vessels, or circulation. It treats people from South London, as well as a large number of people who live further away, and need to come to the unit for treatment.

The hospital has intensive care and high dependency wards, which will care for you after your treatment on the unit. On the Vascular unit, there is:

- an Ultrasonic Angiology Department, which diagnoses vascular problems
- an Endovascular Suite, which gives treatment
- a Hybrid Theatre, which is for complex surgery

If you have any questions or problems during your stay, please speak to a member of staff on the unit. We are here for you, and will do everything we can to support you, provide a friendly atmosphere and meet all of your needs. You can write down any questions you have for us in the back of your 'Welcome' booklet.

Ward information

Sarah Swift Ward is the main vascular surgical ward. It has 33 beds. The beds are in bays with 4 beds, a 2 bed bay, and 3 side rooms.

The Vascular unit is part of the cardiovascular team at the hospital, who look after people with conditions that affect the heart, or the blood vessels. This means that you might stay on a different ward. The other cardiovascular wards are:

- Doulton Ward (including Doulton High Dependency Unit)
- Evan Jones ward
- Stephen Ward
- Beckett ward

The contact numbers for these wards can be found at the bottom of this leaflet.

The information below applies to all wards in the Vascular unit and cardiovascular team.

Hot drinks

Hot drinks are available at all times from the tea trolley in the kitchen. This is free for patients, but we ask visitors to make a small donation. Our catering assistant will do a tea round in the morning, and in the afternoon. If you would like a hot drink at any other time, please ask a member of staff to make one for you.

Mealtimes

- Breakfast 8am to 8.30am
- Lunch midday
- Dinner 5pm to 5.30pm

We have protected mealtimes between midday to 2pm. This means that visitors will be asked to leave the ward (unless they are helping you eat).

There are some snacks on the ward, for example biscuits, fruit, jelly, yoghurt, sandwiches, ice cream and fruit juice. Please ask a member of staff if you would like a snack.

Information for visitors

- Visiting hours are 2pm to 8pm. You will need to talk to the senior sister or nurse in charge about visiting at any other time.
- Only 2 visitors are allowed at a time.
- During COVID, the visiting rules might change. Please call the ward before visiting, as restrictions might be in place.
- We do not advise that small children or babies visit the unit. If they do, please make sure they are supervised at all times.
- All visitors must treat staff and other people in the hospital with respect, consideration, sensitivity and compassion.
- Please use the hand gel when entering and leaving the ward.
- Please keep noise levels down.
- Flowers and potted plants **are not** allowed on the ward due to risk of infection.
- There is a day room on each of the wards for visitors. Please keep this room clean.
- Please do not sit on the beds. There are chairs in the day room, and a member of staff can bring you one.
- You can use your mobile phone on the ward, but please respect other people while using it, especially if they are asleep. Please keep your phone on silent mode at all times.
- Visitors' toilets, shops and food services are on the ground floor of the hospital.

Outpatient services

If you need to come to hospital for an appointment, but you do not need to stay overnight, this is called being an outpatient. The cardiovascular team run vascular outpatient clinics at:

- Guy's Hospital, on Wednesday mornings
- St Thomas' Hospital, every day at Gassiot House

We have an Emergency Vascular Clinic at Guy's Hospital, in the cardiac outpatient department. This clinic is for urgent clinical reviews.

Where possible, we will try to see you as an outpatient at your local hospital. We run clinics at:

- King's College Hospital, London
- Lewisham Hospital, London
- Queen Elizabeth Hospital, Woolwich
- Queen Mary Hospital, Sidcup
- Darent Valley Hospital, Dartford
- Pembury Hospital, Tunbridge Wells

Contact us

If you have any questions or concerns about your care while you are in hospital, or when you are at home, please contact the **vascular specialist nurses**, **tel:** 07825 503 902, Monday to Friday, 8am to 4pm.

Out of hours, please leave a message and a member of staff will call you back. Or contact your GP, or NHS 111. You can also contact your ward, 24 hours a day, and speak to the ward sister or nurse in charge.

- **Sarah Swift Ward**, **tel:** 020 7188 8842
- **Doulton Ward**, **tel:** 0207188 8841
- **Evan Jones Ward**, **tel:** 0207188 8804
- **Stephen Ward**, **tel:** 0207188 8843
- **Beckett Ward**, **tel:** 0207188 8839

For more information on conditions, procedures, treatments and services offered at our hospitals, please visit **web:** 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, **tel:** 020 7188 8748, Monday to Friday, 9am to 5pm, **email:** mymedicines@gstt.nhs.uk

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service, **tel:** 020 7188 8801, **email:** pals@gstt.nhs.uk. To make a complaint, contact the complaints department, **tel:** 020 7188 3514, **email:** 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, **tel:** 020 7188 8815, **email:** languagesupport@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day, **tel:** 111, **web:** www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing, **web:** www.nhs.uk

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