Welcome to Florence Nightingale Ward

This leaflet is designed to tell you and your relatives and visitors about the ward and ward routines.

What type of ward is it?
The ward is a busy surgical ward specialising in:
- Ear, Nose and Throat (ENT) Surgery
- Maxillofacial Surgery
- Head and Neck Cancer surgery.

We care for elective (planned) and emergency patients. Florence Nightingale is a mixed sex ward which means that we care for both male and female patients but.

Nursing Staff
The ward nursing teams are led by the Ward Sisters (who wear a navy uniform with white spots). We will allocate a named nurse for you and tell you who this will be. If you have any questions speak with one of the Sisters or the nurse-in-charge of the ward.

Ward Rounds
There are a number of consultant surgeons who have teams of junior medical staff working closely with them. Someone from the team will conduct a ward round daily to review your progress but you may not see the consultant if your hospital stay is fairly short. Please ask the nurses if you have specific questions that you would like to discuss with the medical staff. Medical staff are available throughout the day.

Drug Rounds
Drug rounds (for medicines) are usually carried out four times every day at 06.00, lunch, supper and last thing at night. However, if you need painkillers at any time, please ask the nursing staff.

Meal Times
- Breakfast 08:00
- Lunch 12:00
- Supper 17:00
We have introduced protected mealtimes at lunch and suppertime. We ask that all non urgent activity stops during meal times. Relatives are encouraged to stay at these times if their loved ones require assistance. Hot and cold drinks are available at other times. Please ask the domestic or nursing staff. If you miss a meal or have specific dietary needs, please also tell a nurse.

Visiting Hours
Visiting hours are 15.00 to 20.00 (except for carers, interpreters or special circumstances). Please speak to the ward sister if your visitors have difficulty with these times. Because of lack of space, we request that only two visitors are at the bedside at any time and any children must be supervised.

Associated therapists
We have a team of associated therapists including Clinical Nurse Specialists, dieticians, physiotherapists and speech and language therapists who provide a range of services for patients (and their relatives). Please ask a member of the nursing staff if you would like them to be contacted.

Environment
Wards are busy places and we work hard to keep them clean and tidy. Domestic staff provides a daily cleaning service. Please talk to the Ward Manager, Matron or a member of the healthcare team if there is something you see that needs attention.

Important advice for visitors
(From the Chief Medical Officer of the NHS)

Please ask your visitors:
1. To stay away if they have been ill. If they or someone at home has a cold or are feeling unwell, they should stay away until they are better. This helps to keep you and other patients safe before they visit.
2. **Think about gifts and supplies** that they bring for you.
3. **Raise concerns with members of staff** in the hospital. Busy staff can sometimes forget simple things like cleaning hands before examining a patient. No NHS worker should take offence at a gentle and polite reminder.
4. **Not to sit on the bed** and to keep the number of visitors to a minimum of 2 at any one time.
5. **Wash and dry their hands** before visiting the ward. This is particularly important after going to the toilet. Visitors should use **the alcohol hand gel**, before and after visiting their relative, which is provided at the ward door or at the bedside. We welcome your help so it is ok to ask the staff if we have washed our hands too.
6. **Not to touch dressings, drips or other equipment** around the bed.

**Questions and Concerns**

If you have a question or concern please talk to a member of the ward team. If you feel unable to do so, or feel that an issue is unresolved contact either:
- the Ward Manager
- the Matron
- the Patient Advice and Liaison Service (PALS) in the main entrance, ground floor, Grosvenor Wing.

We are interested in your feedback to help us improve our services.

**Going home**

You should have a date for going home (your discharge) arranged in advance. On the day that you leave hospital, we may ask you to leave your bed and move to a Day room. This is very important as we will then start to make arrangements for the next patient. You may need to wait in the dayroom until everything is ready for you.

**Contact Numbers**

General ward enquiries to:
- Telephone 020 8725 3290 or 3190
- Facsimile: 020 8725 2053

There is also a Patientline service offering patients a bedside telephone (as well as radio and television). Details about the service, prices and how to get a contact number can be found at the bedside.

PALS Office:
Telephone 020 8725 2453
Ward Manager 0208 725 4587
Matron: 0208 725 1836
Telephone 020 8725 1836

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