

If you have any questions about your care or treatment, please ask a member of the team who will be happy to answer all your questions.

If you have concerns about your stay, you can also contact the Patient Advice and Liaison Service (PALS) on **01202 704886**.

In order to assist in infection control we ask visitors to:

- use the alcohol gel at the entrance to the ward on entering and leaving the ward
- not visit the ward if you have had diarrhoea and vomiting within the last 48, hours even if your symptoms have stopped
- inform the nurse in charge if you witness any member of staff not complying with the hygiene rules

Our mission

Providing the excellent care we would expect for our own families.

The Royal Bournemouth Hospital,
Castle Lane East, Bournemouth, Dorset, BH7 7DW

The Bournemouth Hospital Charity raises funds for the Bournemouth and Christchurch Hospitals to enhance patient care and purchase items which directly benefit patients and staff above and beyond that which can be funded by the NHS alone.

If you would like to contribute to the Bournemouth Hospital Charity please contact them on **01202 704060**, email **charity@rbch.gov.uk** or visit **www.bournemouthhospitalcharity.org.uk**.

If you have any queries or concerns about your care at the Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust, the Patient Advice and Liaison Service (PALS) would be happy to help you and can be contacted on **01202 704886/704301** or **pals@rbch.nhs.uk**.

If you would like this leaflet printed in a larger font, please contact the Communications Team on **01202 704905** during the office hours of 8.30am-5pm Monday - Friday.



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Website: www.rbch.nhs.uk ■ **Tel:** 01202 303626

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Welcome to the Derwent



Welcome to the Derwent where we aim to provide the highest standard of care. We work closely as a team and will involve you and your relatives in your care as much as possible.

Sister
Kate Southern

Telephone:
01202 726247

Website: www.rbch.nhs.uk ■ **Tel:** 01202 303626

The Derwent Ward is a 28 bedded Ward (all single rooms), specialising in total knee and hip replacements which follows a dedicated patient pathway.

Ward rounds

One of the surgeons in the orthopaedic team will conduct a daily Ward round. You will also be seen daily (or more frequently if needed) by the Ward doctor.

Your therapy is a vital part of your treatment. The therapy team work with the nursing and medical team to ensure you receive your treatment in a timely fashion and meet your goals toward a safe discharge.

Where can I find further information?

If you, your family or carer require further medical information regarding your care, please speak to a nurse who can arrange an appointment with a doctor. Appointments are available daily between 3 - 4pm.

Visiting times

We have set ward visiting times. This allows for doctors' ward rounds, nurses to provide care and patients to rest.

- 3-4pm
- 7-8pm

If you cannot visit at these times, please speak to the nurse in charge and we will try to accommodate you, as we realise there is sometimes a need for flexibility.

Please note, we request that there are only two visitors at a time and ask that visitors do not sit on the beds.

Meal times

Ward 1 operates a protected mealtime system. Visiting is not allowed during this time. If you wish to have family support at meal times, please discuss with the nurse in charge.

- 7.30-8.30am
- 12.30-1.30pm
- 6-6.30pm

Carers

We aim to ensure that carers are kept informed where appropriate, especially regarding discharge. Please let staff know if you have a carer. We have a carers' information sheet available in the Patient Advice and Liaison Service (PALS) office. If you would like more information the office is based in the main atrium of the hospital.

Support

We have multi-faith chaplains who are happy to talk in confidence to any patients. If you would like them to visit you, please ask a nurse.

Hospital Radio Bedside

Hospital Radio Bedside is a free, dedicated radio station for patients. Requests can be made by using the Hospedia system. Pick up the phone and press the hospital radio button on the screen.

Discharge Information leaflet

Please read the 'Discharge Information leaflet you have been given. This will help you and your relatives or carers understand the discharge process, who is involved and what options are available to you.

When you leave, you will be given a copy of your discharge summary which will confirm follow up arrangements if needed.

You will also be advised who to contact if you have a query or problem once you are home.

Sleeping

Hospitals can sometimes be noisy at night. We have ear plugs and eye masks available if you have difficulty sleeping. Please ask the nurse when receiving your night medications.

Copies of letters to your GP

You should receive copies of the letter sent to your GP. You are entitled to this so please ask a member of staff.

Tell us what you think about your stay

We welcome your views on the quality of your care. Please fill out a Patient Experience Card and put it in the red box at the entrance to your ward. Please answer the Friends and Family Test question at the top of the card before you leave.