Welcome to Ward 1

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

Welcome to Ward 1 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
Pippa Longley
Telephone:
01202 704495

Our Vision
Putting patients first while striving to deliver the best quality healthcare.

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

Please contact the author if you would like details of the evidence in the production of this leaflet.

We can supply this information in other formats, in larger print, on audiotape, or have it translated for you.

Please call the Patient Advice and Liaison Service (PALS) on 01202 704886, text or email pals@RBCH.nhs.uk for further advice.
Ward 1 is a 22 bedded acute medical ward that specialises in gastroenterology (bowel and liver disorders).

Our consultants are:

Dr Sean Weaver Dr Ray McCrudden
Dr Earl Williams Dr Charles Gordon
Dr Simon McLaughlin Dr Safa Al-Shamma

Ward rounds

The consultant in charge of your care will conduct a ward round at least twice a week. They are supported by a team of doctors who are based on the ward five days a week. You may be seen by more than one consultant during your stay. If you are already under the care of one of our consultants as an outpatient, this may not be the consultant who looks after you during your admission.

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 Monday-Friday 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.

- **7-8am**
- **12.45-2pm**
- **5.30-6.15pm**

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.