Welcome to Ward 23 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
CL Daniel Bundy / ACL Hannah Street / Jenny Trenchard Seys / Penny Campbell

Telephone:
01202 704085 / 704086

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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Ward 23 is a 15 bedded acute medical Ward that specialises in cardiology, with a Cardiac Intervention Unit for day patients that has 17 trolley bays.

Our consultants are:
Dr A Rozkovec  Dr M Sopher  Dr J Din
Dr R Swallow  Dr R Bala  Dr P O’Kane
Dr J Radvan  Dr T Levy  Dr S Talwar

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 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.

- 2-5pm  - 6-8pm

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 23 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 Ward sister.

- 12.20-1.20pm  - 5-6pm

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.