

Acute General Medicine

Welcome to the Short Stay Ward (SSW) (Ward 6B/C)

Information for patients



Welcome to the Short Stay Ward (Ward 6B)

We are a team of committed healthcare professionals, guided by the values of the Oxford University Hospitals: Excellence, Compassion, Respect, Delivery, Learning and Improvement.

The Short Stay Ward has 38 beds in total, organised into bays with four beds each. We also have four individual side rooms for patients who need medical care for 24-72 hours.

The Ward is on Level 6 of the main John Radcliffe Hospital building: please take the lift from the main corridor on Level 2, close to the main entrance.



Contact us

Charge Nurse

Raymond Atienza-Hawkes

Ward Sister

Sol Hughes

Tel: 01865 221 812

Matron

Luisa Goddard

Tel: via JR switchboard 01865 741166

Privacy and Dignity

We do all we can to give our patients the best quality care, and to respect their privacy whilst in hospital. The Ward is divided in two, with one side for male patients (6B) and one for female patients (6C). There may be times when a bay is changed from one gender to another, for operational reasons, but we will inform patients and their relatives before this happens.



Male Ward (18 beds) 6B: 01865 221 812 / 221 814

Female Ward (18 beds) 6C: 01865 740 385 / 857 930

Please try to telephone after 11.00am if possible.

We are here to help!

If you are

- unclear about plans for your treatment
- unhappy with the care you are receiving

please let us know. Ask to speak with your named nurse or the nurse in charge for the shift.

If you would like to speak to someone more senior, please speak to our Ward Managers: their office is on Ward 6C.

Visiting

Our visiting times are flexible during the day until 8.00pm, but please consider:

- mornings are busy with care, therapy and doctors' rounds
- patients need quiet and rest; two visitors only at the bedside at once, please
- mealtimes are important and we are busy helping patients with meals – you are welcome to come and help your relative if you wish.

Carers are welcome here: please ask for a 'Knowing Me' care plan. We support 'John's Campaign' – www.johnscampaign.org.uk

If you wish to contact a patient, the telephone number is: 01865 221 812.

It is best not to call during mealtimes, as our staff are helping patients with their meals.

Parking

Please do not drive unless you have no other option: parking space is very limited and there is no on-street parking nearby. If you have no alternative, please allow one hour to find a space.

Hospital parking is 'Pay on Foot', which means that you pay at a machine in the car park when you leave. Change is given.

Visitors to, or carers of, long stay patients (four days or more) may purchase a Weekly Parking Permit (one per family). Forms are available from Ward staff.

For more information on parking at the John Radcliffe Hospital, please visit

www.ouh.nhs.uk/hospitals/jr

Smoking

Smoking is not permitted anywhere on the hospital site. E-cigarettes are not permitted on the Ward.

If you would like to stop smoking, please speak to a nurse, who can refer you to someone who can help



Mealtimes

Our mealtimes are:

Breakfast	7.30am - 8.00am
Lunch	12.00pm - 12.30pm
Dinner	5.30pm - 6.00pm



Hot drinks are provided during the day, and snacks are available outside mealtimes, so please tell your nurse if you are hungry or have missed a meal. Ward menus cover all dietary needs.

Day Room

We have a small Day Room by the entrance to the male (6B) side of the unit. There is a tea trolley in the Day Room where you can make drinks any time of the day.

During your stay

Our staff

You will have a named nurse to look after you on the Ward. Your named nurse cares for six to eight patients. There is a Senior Nurse in charge during each shift. Ward Managers are available during the week if you wish to speak to someone more senior.



The consultant in charge of your care may see you at any time of the day, but usually in the morning, along with other doctors. Please ask your consultant any questions at all about your treatment; it is your right to know.

Our staff includes people from different specialties, such as Diabetes, Respiratory Medicine, Tissue Viability and Oncology. If you have mobility problems, our therapists will support you whilst in hospital and in preparation for your discharge.

Our Ward Pharmacist will talk to you about your medication and plans for discharge.

What to bring

Please bring in any clothing with you, including nightwear and a dressing gown. We have basic toiletries available for you to use. Please wear suitable footwear, adjustable, supportive and well fitted. Non-slip socks will be available when you arrive on the Ward.

Personal property and valuables

Please do not bring jewellery or valuables with you – ask a family member to take them home. If necessary, items can be placed in the hospital safe.

Oxford University Hospitals cannot be held responsible for the loss of personal property or valuables.

Hospedia

Hospedia provides bedside television and telephone units. You can buy pre-payment cards from a machine in the lift lobby on Level 7 and also pay with a credit or debit card at the bedside. We regret that this service is only on the female side of the ward.

The bedside units also provide access to the radio. The radio service is free but registration is required.

Please speak to a member of staff about the use of personal/portable devices. We also offer free WiFi: 'OUH-Guest'.

Leaving hospital

When it is safe for you to be discharged, your doctor will write a discharge summary stating what treatments you have received, medication to take home (TTO), and follow-up requests.

We will ask you to move from your bed space to the Transfer Lounge or Day Room early in the day; here you can wait in comfort for your medication and your transport home. The nurse will print a copy of your discharge summary for you and explain your medication in detail.

Unfortunately we are unable to offer patients transport home unless they meet strict medical criteria. Please arrange for a relative or friend to collect you. If you have any difficulty with this, please speak to your named nurse as early as possible beforehand.

Most patients go back home when they leave hospital; if you need community support services these can be arranged.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are nine community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please see the leaflet 'Plan Well... Planning your discharge from hospital' or visit www.ouh.nhs.uk/leavinghospital

Your views

Your views are important and help us to provide the best care for our patients. If you are unhappy about any aspect of your care or treatment, please talk to the member of staff caring for you. They may be able to solve the problem straight away. You can also speak to our Ward Managers or our Matron.

Alternatively you may contact:

Patient Advice and Liaison Service (PALS)

Tel: 01865 221 473 Monday to Friday 9.00am – 5.00pm

Email: feedback@ouh.nhs.uk

You may be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

For more information please see the booklet ‘Information for patients – John Radcliffe Hospital’ or visit www.ouh.nhs.uk

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**

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Oxford University Hospitals NHS Foundation Trust
Oxford OX3 9DU
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