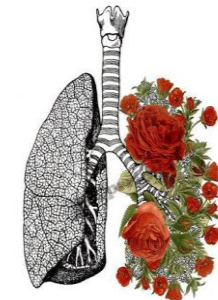




## Nightingale Ward

### A patient's guide



#### About the team

The staff on Nightingale Ward work together as a great team. We are very committed to providing an excellent standard of care. Please feel free to comment and suggest ideas to improve the service we offer in the space provided overleaf.

Some extra information about our nursing and therapy staff:

The Ward manager wears a dark blue tunic and the Ward Sister wears a royal blue tunic on the ward. The Ward Staff Nurses wear pale blue tunics. The Health Care Assistants wear light grey tunics. We also have Physiotherapists working here who have white tunics with blue piping and Occupational Therapists who wear white tunics with green piping.

Sometimes there is a need to get in extra external Staff Nurses from agencies and they will have their own uniform, which may come in different shades of blue. If you are interested in what the different roles are, please feel free to enquire from any of our staff members who will be happy to help.

#### Comments and suggestions

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#### Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

[whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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## Welcome to Nightingale ward

Welcome to Nightingale Ward. The aim of this leaflet is to give you some information about what you can expect while a patient in this ward.

Nightingale Ward is a 23 bedded ward. The ward provides care for patients with respiratory diseases admitted under the care of the Respiratory Team.

## General information

Ward telephone number  
020 7288 5521 or 020 7288 3007

There is the hospital restaurant, muffin break café and an Italian bistro and a shop on the first floor of the hospital where you and your visitors can go for tea/coffee and food. It is important that you make sure you tell a member of staff if you are going to leave the ward for a period of time.

It is important that if possible you send home any valuable jewellery or personal valuables such as money, bank cards etc. If this is not possible please make sure that you give these items to a member of Nursing staff who will ensure they are safely stored in the hospital safe and that you are given a receipt. We will ensure you have your valuables returned to you before you are discharged home.

## Visiting

It is very important that while you are in hospital you get adequate rest to aid your recovery. We therefore ask that you advise your family, relatives and friends to only come to visit you during the allocated visiting times only.

Visiting hours are:  
Monday – Sunday 14:00pm - 20:00pm

## Protected mealtimes

We have a scheme that is known as protected meal times. This means that while you are having your meal as far as possible ward staff will ensure that you are not disturbed by visitors, doctors or other staff unless absolutely necessary.

We will please ask your visitors not to visit between 12:30pm – 13:30pm to allow all patients sufficient quiet time to eat and enjoy their lunch.

Meal times are:

Breakfast	08:00am
Lunch	12:30pm
Supper	18:00pm

## No flowers allowed

Flowers are lovely and a great way to show care and appreciation to someone. But this may contain pollen or allergens that can be harmful to other patients in the ward.

## Names of the team responsible for your care

### DOCTORS

#### Consultants

We have respiratory consultants on our ward:

- ❖ Dr Restrick
- ❖ Dr Lock
- ❖ Dr Gerratt
- ❖ Dr Dharma
- ❖ Dr Shaw

We also have a team of: Registrars, Senior House Officers and House officer.

### NURSES

**Ward Manager:** Sr. Paula Foley

**Ward Sister:** Sr. Camille Fermin

**Matron:** Matron Leo Gonzales

The Matron is available to answer any queries you have about the care and treatment you are receiving. He/She is happy to meet you and/or your relatives at any time during your stay and discuss any aspects of your care or stay in hospital.  
Contact Details: 0207 288 5521  
Email: [nightingaleward@nhs.net](mailto:nightingaleward@nhs.net)