



# Inpatient Leaflet

## Mercers Ward

Patient information about this ward  
Contact telephone no: 5481

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Who to speak to if  
you have a concern  
or are worried

If you have a concern please  
speak to  
Ward manager..Fiona Witter  
Matron...Raegelle Sy

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If you are  
disturbed by  
noise at night

If you are sensitive to light & noise  
at night while you are trying to  
sleep, you can request a sleep well  
pack, which has an eye mask & ear  
plugs.

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Food & getting  
something to eat  
outside of  
mealtimes

If you are hungry or arrive on to  
the ward & have missed a meal.  
You can ask a member of staff for  
food & they will arrange for you to  
have something to eat.

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Open your phone, & use the camera  
over the QR code to view this leaflet  
online





No decision about me, without me.....

- Respect cultural diversities
- Provide care that is compassionate
- Transparent, timely & honest
- Privacy for sensitive conversations
- Protected mealtimes
- Modesty gowns



Respecting other patients




















At night please ensure that mobiles are on silent, iPads or radio's are listened to with headphones & avoid loud conversations



Carers Charter  
Does someone look after you, who without their help, you could not manage?

Speak to our staff about our carers charter & card. For more information visit our patient experience webpage/carers

Knowing our staff & their uniforms

 Nursing Executive	 Matron	 Specialist Nurse	 Nursing Associate
 Sister / Charge Nurse	 Junior Sister / Junior Charge Nurse	 Assistant Practitioner	 Phlebotomist
 Staff Nurse	 Midwife	 Health Care Assistant	 Flow Co-ordinators
 Practice Development Nurse / Education (Senior Nurse)	 Advanced / Emergency Nurse Practitioner	  Ward Receptionist	   Student Nurse / Trainee Nursing Associate (Middlesex / London South Bank)