



Inpatient Leaflet Mercers Ward

Patient information about this ward
Contact telephone no: 5481, 4986



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

If you have a concern please ask to speak to the senior sister, ward manager or matron.



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. To help you get a restful nights sleep, ensure that mobiles are on silent, iPads or radio's are listened to with headphones.



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.



We do bedside handovers, what this means for you

We may talk about you as part of our handover, however, if there is something you need to be aware of, we will let you know.



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.



Our uniforms



Nursing Executive
No piping



Matron
Red piping



Specialist Nurse
White piping



Sister / Charge Nurse
White piping



Staff Nurse
White piping



Practice Development Nurse / Education (Senior Nurse)
White piping



Junior Sister / Junior Charge Nurse
White piping



Health Care Assistant
White piping



Assistant Practitioner
White piping



Student Nurse / Trainee Nursing Associate (Middlesex / London South Bank)
Red piping



Enhanced Health Care Assistant
Yellow piping