

Please complete our patient survey at your convenience before you are discharged from hospital

Leaflets - there are a range of leaflets available to the ward. For more information or patient leaflets, please refer to www.whittington.nhs.uk our services, patient leaflets.

Volunteers – you may see volunteers on your ward they are there to provide assistance to you. They may offer you companionship or run errands for you. Some volunteers bring a mobile library trolley to the wards. If you would like to know how the volunteers can assist you or how you can become a volunteer, please call **020 7288 3282**.

Interpreting services – if you require an interpreter please ask a member of staff to contact the interpreting services on 020 7288 5191/5114/3974/3226

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Some extra information about our nursing and therapy staff.

The sister of the ward or ward manager wears a dark blue tunic, as does the other senior nurses on the ward. The regular staff nurses wear pale blue 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.

Friends and Family Test (FFT)

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our emergency department (A&E) the opportunity to take the 'Friends and Family Test'. The single question 'how likely are you to recommend our ward to friends and family if they needed similar care or treatment?' has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.

Mary Seacole south ward

A patient's guide



.... caring for you 

Welcome to Mary Seacole south ward

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

Mary Seacole south ward has 20 beds. The ward provides care for all patients being admitted into the hospital from the emergency department who need extra treatment.

General information

The ward telephone number



Tel: 020 7288 5605

We have a canteen and a shop for patients and visitors, on the first floor, where you can buy food, drinks, magazines etc.

We have a multi faith room and a chapel situated on level 3 in Kenwood wing.

Please ask your family and relatives to take home any valuables that you may have, or give them to a staff nurse, a receipt will be given which must be kept safe. It is important that you keep the receipt safe and produce it when you are being discharged to have your valuable returned to you.

Visiting - it is very important that patients rest, to aid sleep and recovery. Therefore we ask family members, relatives and friends to adhere to visiting hours, although special circumstance will be given consideration

Visiting hours are from: **Monday – Sunday 2:00pm - 8:00pm.**

Protected mealtimes - a hospital policy protects lunch meal times for patients between the hours of 12:15 -13:15 this prevents you being disturbed by hospital staff or visitors unless absolutely necessary, again special circumstance will be given consideration.

- Breakfast is served at 7.45am
- Lunch 12:00- 1:00 pm
- Supper 6:00 pm

Day room

We have a quiet room with a television, books and magazines. You can sit in this room with your relatives and friends.

Names of the team responsible for your care, we have three consultants on our ward.

Consultants and doctors:

- Dr Richard Jennings
- Dr Lok Yap

We also have a team of registrars, senior house officers and house officers.

Nurses:

Ward manager: Dorocia Preddie
e-mail: dorocia.preddie@nhs.net

Matron: Julie Teahan

The matron is available to answer any queries you have about the care and treatment you are receiving. 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.

You can contact the matron on: **020 7288 5421** or via e-mail at **julie.teahan@nhs.net**

About the team - the staff on Mary Seacole south 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 below.

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