



Royal Berkshire
NHS Foundation Trust

Welcome to Victoria Ward

Information for patients,
relatives and carers

Ward clerk: 0118 322 7472

Ward nurses' station: 0118 322 7476

Sister Laura Kabambe 0118 322 7963

Victoria Ward cares for renal (kidney) patients and is a 22 bed ward divided into male and female bays with separate washing and toilet facilities for each sex. There are also two side rooms, which are used on a clinical needs basis.

Visiting times

The ward's visiting hours are open and we ask that there are not more than two visitors at the bedside at any time - other visitors can wait in the day room until their turn to visit the patient. Many of our patients are poorly or require treatment that makes them very tired, so please try to leave time between visits to allow the patients to rest. Relatives can stay overnight in exceptional circumstances as there are facilities available - please discuss this with the nurse in charge.

Phone enquiries

We request that where practical, one person be nominated to make telephone calls to enquire about the patient's condition. This person should then liaise with other family members and friends.

Please phone after 11am to speak to a nurse (unless urgent!). Before this time, the ward clerk will be able to update you on the patient's progress.

To protect patient confidentiality, information regarding diagnosis or test results will not be given out over the phone, unless requested by the patient.

Nurses

Each patient is designated a trained nurse or supervised student nurse and a health care assistant (HCA) to care for them. They will introduce themselves at the start of each shift. We also have a housekeeper to help with your needs.

Doctors

Consultant ward rounds take place on Monday, Wednesday and Friday mornings, conducted by the ward consultant of the month. The ward consultant of the month can be identified on the Who's Who board. In addition, a doctor from the consultant's team will visit daily, and at weekends. At weekends there is a consultant to see patients, based on clinical needs, but there will also be an on-call team to attend to any emergency on the ward. If you, your relative or carer need to speak to a doctor, please ask your nurse how to arrange this.

Meal times

Breakfast	7.30am-8.30am
Lunch	12.15pm-12.45pm
Supper	5.15pm-5.45pm

You will receive your own menu card daily to order your meals. Ward staff will explain how to fill these in. If you require a special diet please ask to see a dietitian. Hot drinks are served at meal times and at 10.30am and 10pm (unless you are on a fluid restriction).

Toiletries

Although available on the ward, we recommend that visitors ensure that their friend or family member has an adequate supply of basic toiletries such as soap and toothpaste, for the duration of their stay in hospital. We would also ask that you bring in some clothes/nightwear for your friend or family member.

Ward information

- The ward is cleaned daily at various times but we ask that you try and keep your bedside area as tidy as possible.
- The ward has limited storage space so please ensure that any property brought into hospital is neatly stored in the bedside locker. Please do not bring valuables into hospital (although the ward does have a safe if this is not avoidable).

- Flowers are not permitted on the ward.
- Smoking is not allowed in any of the wards or departments in the hospital.
- The nearest tea bar is located at the Battle Block conservatory, open Monday to Friday. Alternatively, the hospital restaurant, open 7 days a week, is located at South Block and there is a coffee shop near the main entrance to the hospital.
- There are also other retail facilities located in the main entrance.
- Contact with the chaplains or other religious leaders is available on request, please ask your nurse.

Talk to us

We hope that your stay on Victoria Ward is comfortable. If you have any queries or concerns, please speak to the nurse caring for you. They will try to find an appropriate solution.

You can also contact Patient Relations for on-the-spot help and information. Ask a member of staff to arrange for one of the Patient Relations Team to visit you on the ward, telephone 0118 322 8338 or email talktous@royalberkshire.nhs.uk.

Friends and Family Test

Before you leave hospital you will be given a card asking one question “How likely are you to recommend our service to family and friends if they needed similar care or treatment?” Please spare a few moments of your time to give us your feedback to help us improve services.

Visit the Trust website www.royalberkshire.nhs.uk

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Reviewed: October 2017

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