

## Valuables

Please don't bring valuables onto hospital premises; arrange for a relative/friend to take them home. Keep only enough cash in the locker for newspapers, snacks etc.

## Help and information

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the named nurse.

You can also pick up a copy of the Trust leaflet called 'Talk to us', which explains how you can raise concerns or give feedback on your experience at the hospital.

Please give feedback by completing the Friends and Family Test. You will be asked one question "How likely are you to recommend our service to friends and family if they required similar care or treatment?".

Royal Berkshire NHS Foundation Trust  
London Road  
Reading RG1 5AN  
Telephone 0118 322 5111  
[www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

This leaflet can be made available in other languages and formats, e.g. large print or Braille, upon request.

Dept of Cardiology, May 2019  
Review due: May 2021



Royal Berkshire  
NHS Foundation Trust

# Welcome to Whitley Ward

Information for patients,  
relatives and carers

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This leaflet has been provided to answer some of the questions you may have about your (or your relative's) stay on Whitley Ward.

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### Introduction

Whitley Ward looks after adult patients treated by our cardiology (heart) service, catering for male and female acute medical and cardiology patients.

Patients are cared for in single sex bays. Each single sex bay has a designated single sex toilet and washing facilities adjacent to the bay.

Ward Sister: Anne Franklin

Matron: Chris Penhale

Phone: 0118 322 5488 / 6594

Address: Whitley Ward, Level 1 Battle Block, Royal Berkshire Hospital, London Road, Reading RG1 5AN

### Facilities and refreshments

- We have a weekday trolley service, where newspapers, drinks, toiletries etc. can be purchased.
- Shops are in the main entrance.
- The conservatory café is located beside Whitley Ward and is run by the League of Friends.
- Hospedia bedside entertainment (TV, internet and phone) is available. Nearest Hospedia vending machine is outside the ward doors, opposite the lifts.
- Patients are allowed to use mobile phones but please be considerate of others – the phone camera should not be used in hospital.
- Free WiFi access is available for patients. Connect using the RBFT\_GUEST network. All new users will need to login before connecting for the first time.

### Visiting hours

- Visiting times are open and flexible, but visitors should be mindful of patients' meal times and rest periods.

- Only 2 visitors allowed at one time please.
- Children may visit under close supervision; however, visiting is not recommended for children under one year of age.
- If relatives would like to speak to a doctor, this can be arranged so please speak to the named nurse.
- Gifts are welcomed but flowers should be limited to one bunch per patient as there is very little space by the beds.

### Meal times

Breakfast: 7.30am – 8.30am

Lunch: 12.15pm – 12.45pm

Supper: 5.00pm – 6.00pm

We have protected meal times but visitors can stay if they wish to support or help feed their friend or relative.

### Drug rounds

Please do not disturb nurses wearing red aprons during drug rounds. We will be happy to speak to visitors afterwards.