

## Welcome to Dorrell Ward

**Dorrell Ward specialises in ear, nose, throat (ENT) and ophthalmology (eye) surgery. We have both male and female patients although our bays are single sex only with separate toilet facilities.**

**Our ward vision is to provide the highest quality care to all of our patients; working as a professional and innovative team in a calm and well-organised environment. We aim to make your stay on Dorrell Ward a positive experience.**

### Planned patient contact

Our nursing staff carry out planned rounds of all our patients at least every two hours. This planned contact reduces the likelihood of pressure ulcers and falls, helps ensure that patients are eating and drinking properly, and also provides prompt attention to washing and toileting needs.

If you need assistance in between these rounds, please do not hesitate to use your call bell – we are happy to help!

### Chest infections can be easily picked up in hospitals

Here are a few simple small steps that you can do to help prevent this happening to you:

- Raise the head of the bed up at all times and avoid lying flat, even at night.
- Use the mouthwash that we give you twice a day after cleaning your teeth/dentures.
- If you are able, sit out in the chairs by the bedside during the day.
- Walk around the ward if you are able and/or as agreed with the physiotherapist.

If you need help with any of these, please ask!

## Visiting times

We no longer have a set visiting time but please be aware that the mornings tend to be busy for the patients.

## Mealtimes

Breakfast is from 7.30am and a variety of cereals and toast is available. Lunch is from 12.30pm and supper at 5.30pm. A folder with details of the daily menus is available in your bedside locker.

Dorrell Ward has 'protected meal times' - periods of time during breakfast, lunch and supper when all non-urgent clinical and other activities in the ward stop. This ensures you have the time to eat your meals in a relaxed environment and at your own pace.

We also use a 'red tray' system to identify patients who are unable to feed themselves or may need assistance. Relatives and carers are welcomed to help patients at meal times, where appropriate, and will be supported in this role.

## Hospedia (hospital media) facilities

Hospedia is available at the bedside and provides a radio, telephone and television for each patient. The radio is free to use once you have registered. Cards can be purchased for the television and telephone from machines on Level 2 by the 'welcome desk' or Level 4 of the Eye Block, next to the lift.

## Mobile phones

The use of mobile phones is now permitted on the ward. However, we request that they are kept in 'silent' mode to avoid disturbing others. Phone cameras should not be used on the ward for breach of privacy reasons.

## Spiritual healthcare team (Chaplaincy)

The hospital Chaplaincy team consists of members of many denominations to provide pastoral, spiritual and religious care for both patients and their families. The ward staff will be pleased to contact them on your behalf if requested. A leaflet giving all the details is also available for you and your relatives to read.

**Please ask!**

If you have any questions about your treatment, aftercare, medications or any other matters, please ask your doctor, nurse or therapist – we will be happy to help! For example:

- Do I need a medical certificate for my employer?
- Do I need a follow-up appointment? If so, when will this be?
- Will I need to arrange to see my GP or practice nurse?
- If I have medicine to take home, what is it for, how and when do I take it and are there any side effects?
- Is there any other aftercare advice I should know?
- Who do I contact if I need further advice or support?

The ENT and ophthalmology doctors' ward rounds usually start at 8am. Other surgical or medical teams will visit the ward later in the day – please ask your nurse for more details.

Please use this space below to write down any questions you may have for your doctor, nurse or therapist...

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**Personal belongings**

We strongly recommend that you do not bring jewellery, valuables or large sums of money into hospital. Please ask your relatives or friends to take these items home. If this is not possible then please hand them to the ward staff. The items will be locked in the hospital safe and you will be given a receipt for them. The Trust is not liable and does not take any responsibility for loss or damage to your personal property.

## Patient Relations Team

Patient Relations can provide patients, relatives and carers with 'on the spot' help, support and information. They can liaise with staff and managers to resolve any issues you may wish to raise concerning your stay or help if you feel you have any concerns. Details can be found in the *Talk to us* leaflet which is available throughout the hospital or contact Patient Relations directly on 0118 322 8338 or email [talktous@royalberkshire.nhs.uk](mailto:talktous@royalberkshire.nhs.uk).

## Talk to us/ Friends and Family Test

Our specialised team of staff are committed to delivering the best care to all our patients and their families. We would appreciate any feedback you feel able to give so that we can continue to improve the ward environment and our standards of care. You can give feedback to your nurse or ask to speak to the nurse in charge. Written feedback can be given via Talk to Us leaflets or feedback card available in the ward.

Before you leave hospital you will be asked 'How likely are you to recommend this service to friends and family if they needed similar care or treatment?' Your answer will help us to monitor our services and to make improvements where necessary so please spare a few moments of your time to answer this question and to explain why you gave the score you did.

Full details of Trust policies and general patient information can also be found on the hospital website: [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

## Contact us

Dorrell Ward telephone number: 0118 322 7172 / 8101

Eye Day Unit telephone number: 0118 322 7123

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We are really interested in your views. If you would like to share your experiences of your hospital visit with others please visit [www.nhs.uk/comment](http://www.nhs.uk/comment) or post feedback on NHS Choices.

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Dorrell Ward, August 2017

Review due: August 2019