



Royal Berkshire
NHS Foundation Trust

Welcome to Sidmouth Ward

Information for patients,
relatives and carers

Sidmouth Ward is a large acute medical ward caring for gastroenterology patients and those undergoing medical investigations. Patients are in single sex bays with designated single sex toilets and washing facilities adjacent to the bay.

What to bring with you

For a day/overnight stay, please bring nightwear, slippers and medications. Please leave valuables at home – the ward cannot take responsibility for loss of property.

Visiting

There is open visiting. Please be sensitive regarding the number of visitors at the bedside and be aware that there may be some very ill patients in neighbouring beds. For safety reasons, children should be well supervised.

To enter please use the call entry system located on the wall next to the main entrance doors to the ward.

Sidmouth Ward does allow flowers; however, we would ask that they are kept to a minimum and come with a vase.

We have protected meals times and we would request that visitors respect free time for our patients, especially between 5pm-6pm.

Ward team

The ward consists of a large multi-disciplinary team.

Consultant ward rounds will happen every Monday, Wednesday and Friday. On Tuesday and Thursday ward rounds are led by a senior doctor. If you wish to arrange to speak to any of the medical team, including the consultants, please ask the nursing staff to help you facilitate this. Our ward doctors' working hours are between 9am-5pm.

Staff uniforms

Dark navy – Sister

Dark blue – Senior staff nurses

Blue – Staff nurses

White / lilac – Health care assistants

White with blue trousers –
Physiotherapist

White with green trousers –
Occupational therapist

Meals/refreshments

Ward meals are served at the following times:

Breakfast – 8am

Lunch – Between 12.15pm and 12.30pm

Supper – 5.15pm – 5.30pm

We have a large selection of food choices on the menu cards. The cards need to be completed the day before you require your meal. Staff on the ward can assist you if needed. If you have missed the opportunity to place your order, our staff will offer you a selection available on the ward at that time.

Nearest refreshment point

There are shops and a coffee bar near the main entrance on level 2. There is a tea bar and vending machines in the conservatory on level 1 just below Sidmouth Ward and the main restaurant and café are based on level 1 South Block. There are cashpoint machines on level 2, near main reception and also down in South Block.

Visitors toilets are allocated on level 1 (downstairs and turn left) and level 2 in Eye Block.

Telephone enquiries

If you are unable to visit the ward, we are only able to give limited information over the phone. Please ring after 10am for general enquiries and nominate one relative as the main contact for communications.

Telephone enquiries unfortunately have to be brief due to confidentiality. We are unable to give any medical details to anyone over the phone.

Car parking

Public parking is on Levels 0-3 of the multi-storey car park and the disabled bays are clearly marked. Some patients may be eligible for a free or reduced cost parking permit on a 'one per patient' basis; these will be authorised at the discretion of the ward sister.

Mobile phones

Use of mobile phones is allowed on the ward but please be sensitive to the needs of others when using your phone. Phone cameras must not be used under any circumstances.

Charge cards for the bedside entertainment systems are

available from a machine just outside the ward on the right hand side.

Free WiFi access is available for patients and visitors. Connect using the RBFT_GUEST network. All new users will need to login before connecting for the first time.

Discharge

We are keen to arrange your discharge as soon as you are medically fit. Please arrange your own transport, where possible, to go home in the morning. You will be moved on the morning of discharge to our Discharge Lounge, which is specifically designed to facilitate your discharge needs.

Talk to us

Please talk to a staff nurse, the nurse in charge or the sister if you have further questions or need to discuss any concerns about your own or your relative's/friend's care.

Please don't hesitate to ask a doctor or a nurse to explain care or discharge plans.

An appointment can be made to meet the consultant, with the patient's consent.

Friends and Family Test

You will be asked to give feedback by answering the government's Friends & Family test question – *How likely are you to recommend our service to family and friends if they needed similar care or treatment?* - by filling in a card given to you before you leave hospital. Please spare a few moments of your time to answer this question and help us to improve services.

Contact details

Sidmouth Ward, Level 2 Battle Block, 0118 322 7468.

Visit www.royalberkshire.nhs.uk

This document can be made available in other languages and formats upon request.