



Information for Patients

PRINCE OF WALES WARD **Renal** **Useful Information**



Welcome to the Prince of Wales Ward where we aim to provide the highest standard of care. We work closely as a team and will involve you and your relatives in your care as much as possible.

Sister:
Stelly Purse

Ward Telephone Number:
01305 253316

Prince of Wales Ward is a 15 bed acute ward providing care for patients with a variety of renal and dialysis related illnesses.

Our renal consultants are:

- Dr Taylor
- Dr Warland
- Dr Hateboer
- Dr Karamadoukis
- Dr Weston

Ward Rounds

The consultant in charge of your care will conduct a ward round every day, Monday-Sunday and they are supported by a team of doctors who are based on the ward five days a week. You may be seen by more than one consultant during your stay as there is a weekly rotation in place. If you are already under the care of one of our consultants as an outpatient this may not be the same consultant who looks after you during your admission.

Where can I find further information?

If you, your family or carer require further medical information regarding your care, please speak to the nurse in charge who can arrange an appointment with a doctor.

Visiting Times

We have set ward visiting times. This allows for doctors' ward rounds, nurses to provide care and patients to rest. These are:

- **2-5pm and 6.30-7.30pm**

If you cannot visit at these times please speak to the nurse in charge and we will try to accommodate you, as we realise there is sometimes a need for flexibility.

Your relatives may be asked to vacate the bay at any time by either the nurses or doctors should it be necessary.

Please note, we request that there are only two visitors at a time and ask that visitors do not sit on the beds or commode chairs.

Meal times

Prince of Wales operates a protected mealtime system which means visiting is not allowed during this time. If you wish to have family support at meals times please discuss with the nurse in charge.

- **12.30-1.30pm and 5.30-6.30pm**

Carers

We aim to ensure that carers are kept informed where appropriate, especially regarding discharge. Please let staff know if you have a carer.

Support

We have multi-faith chaplains who are happy to talk in confidence to any patients. If you would like them to visit you, please ask a nurse to facilitate this.

Hospital Radio & Television Bedside

Hospital Radio Bedside is a free, dedicated radio station for patients. Requests can be made by using the Hospedia system. Pick up the phone and press the hospital radio button on the screen. You will need to register to use the service. The radio is complimentary and the television can be used daily between the hours of 8am to midday free of charge. Outside these hours you will be charged. The information on how to pay for this service will be displayed on the screen, where you can enter card details, or you can purchase a pre-paid card from any TV card vending machine found on each level of the hospital.

WIFI

There is a hospital WIFI service in the ward, which you will have to register to use, called DCH Guest Internet. If you are unsure how to access this service, please ask any of the nursing staff and they will be happy to help.

Discharge Information

Once the doctors have reviewed you and declared you medically fit for discharge, the nursing staff will arrange for any required medication for discharge with the pharmacy team. Please be aware this can take up to four hours. The doctor will complete a discharge letter which will be given to you and a copy will go electronically direct to your GP. Once your transport needs have been established please advise the nursing team. In some circumstances the hospital can arrange transport if deemed necessary.

Sleeping

Hospitals can sometimes be noisy at night. Head phones can be requested if you have difficulty sleeping. Please ask the nurse when receiving your night medications.

Tell us what you think about your stay

We welcome your views on the quality of your care. Please fill out a Patient Experience Card and put it in the grey box at the entrance to the ward. Please answer the Friends and Family questionnaire which is available from any member of staff and can also be placed in the grey box.

If you have any questions about your care or treatment, please ask a member of the team who will be happy to answer all your questions.

If you have any concerns about your stay, you can also contact the Patient Advice and Liaison Service (PALS) on 01305 254786

In order to assist in infection control we ask visitors to:

- Use the alcohol gel at the entrance to the ward on entering and leaving the ward
- Not to visit the ward if you have had diarrhoea and vomiting within the last 48 hours, even if the symptoms have stopped
- Inform the nurse in charge if you witness any member of staff not complying with the hygiene rules

About this leaflet:

Author: Cara Jeffery
Written: January 2020
Approved: January 2020
Review Date: January 2023
Edition: 1

If you have any feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email pals@dchft.nhs.uk



© 2020 Dorset County Hospital NHS Foundation Trust
www.dchft.nhs.uk