



Ward patient information

Watford General Hospital
Hemel Hempstead Hospital
St Albans City Hospital

Welcome to
Flaunden Ward
Watford General Hospital

This leaflet can be made available in Braille, symbol / picture format or produced in another language – please contact PALS (Patient Advice & Liaison Service on 01923 217198)

West Hertfordshire Hospitals NHS Trust

Flaunden Ward
Watford General Hospital
Vicarage Road
Watford
Herts
WD18 0HB

Tel: 01923 217512

Welcome – We are here to help

We understand that having to stay in hospital can be a stressful and worrying time for you and your relatives or carer. We will endeavour to make your hospital stay as comfortable and stress free as possible.

Flauden Ward

Flauden Ward is located in the Main Block (Princess Michael of Kent Wing), level 5.

Flauden Ward is a thirty four bed surgical Ward, with single sex bays.

- **Matron for Surgery is:** Karen Bowler on 07979 457177 available Monday to Friday, 8am to 4pm
- **The Ward is managed by Senior Sister:** Janette Crowther on 01923 217152
- **The Sisters are:** Jerlyn Vincent, Pearl Bowen-hall, Penny Colston, Sharon Clark and Alison James.

If you have any concerns during your stay regarding your treatment or care, please ask to speak to one of the Sisters as soon as possible, so that we can deal with your concern quickly, or please ask to speak to the Matron.

Alternatively the Sisters have regular Surgeries to support patients, relatives and carers.

Surgeries are held as follows:

Day: Monday to Friday
Time: 2pm to 4pm
Location: Flauden Ward

The Spiritual and Pastoral Care Team

The hospital's Spiritual and Pastoral Team is multi-faith and provide pastoral, spiritual and religious care for your needs, as well as your relatives and carers.

If you would like a member of the Spiritual and Pastoral Care Team to visit you, please ask a member of staff to arrange this for you. Should you wish to make contact with your own religious leader, please also ask a member of staff to assist you with this.

Going Home

- Please arrange for a relative, carer or friend to collect you.
- If you have no one to take you home, please speak to a member of staff.
- Please note that we do not routinely provide transport to take you home.

Please also arrange to have some outdoor clothes, brought in prior to leaving the Ward, as we recommend that patients don't go home in their night clothes.

You may be taken to the Discharge Lounge while you wait to be discharged. This is a warm and friendly environment, situated by the main reception area of PMoK. The Lounge has a TV and magazines and while you are waiting there, meals, snacks and refreshments will be made available to you.

Your discharge from hospital will be thoroughly discussed with you, by your Named Nurse and a discharge pack will be given to you, giving you helpful information.

The Nursing Staff of Flauden Ward

hands before you leave the Ward, by washing with soap and water or use the alcohol hand gel.

Please encourage your relatives and visitors to do the same.

Don't forget, it is okay to ask us if we have cleaned our hands!

Visiting Times

Day: 2pm to 4pm

Evenings: 6.30pm to 7.30pm

Only two visitors per patient please. Chairs are available for visitors.

Please keep to visiting times, unless previously arranged with the Nurse in Charge.

Small children may visit, but please get permission from the Nurse in Charge before you arrive.

Flauden Ward Phone Number

01923 217512

Please note that we are unable to give diagnosis or personal information over the phone, in line with NHS policy on confidentiality.

Meal Times

Breakfast: 7am to 8am

Lunch: 12pm to 1pm

Supper: 5pm to 6pm

You will be given a full colour Menu, in the morning, to order your evening meal for that day and your lunch for the following day.

If you have any special dietary, cultural or religious food requirements, please let the staff know.

A wet wipe will be placed on your meal tray, for you to clean your hands before eating your meal.

Hot drinks are served at breakfast, mid-morning, afternoon and early evening.

We operate a protected meal time in order to allow our patients to enjoy their meals in comfort. Please encourage your visitors to avoid visiting at these times, unless they are helping you with your meal.

Snack Boxes

Snack boxes are available for patients during the day and evening. Please ask a member of staff for details.

Mobile Trolley Service

This service visits the Ward twice a day, morning and afternoon, where you are able to buy newspapers, toiletries and confectionery.

Retail Outlets

- **League of Friends Tea Bar:** Level 2, Outpatients Department
- **League of Friends Tea Shop:** Vicarage Road, main hospital entrance
- **W H Smiths:** Level 2, by Main Reception
- **Spice of Life Restaurant:** Opposite Main Reception

Day of Operation

If you have been advised that you are going to have an operation, we request that you please arrange for **one** member of the family to ring the Ward, on the day of your operation, who can then update other relatives and friends on your progress.

Valuables

While we encourage you not to bring in valuables to hospital, we appreciate that many of our patients may wish to have their mobile phones and iPods with them. These items will be listed on a Patients' Property sheet, which you will be asked to sign and provided with a copy.

Please arrange for a relative, friend or carer to take anything of value home if you don't need it.

Ear Plugs

These are available for all patients to help get a good night's sleep. Please ask a member of staff should you require these.

Mobile Phones

Patients may use mobile phones, but we would appreciate if you would keep them on silent mode during your stay and use them appropriately, so as not to disturb other patients.

Parking

Concessionary parking is available for carers and visitors. Please ask a member of staff for details.

Patient Advice and Liaison Service (PALS)

The hospital's PALS team is available to patients, carers, relatives or friends who wish to raise concerns regarding your stay in hospital. PALS can also provide information about support groups, concessionary travel costs and other benefits.

PALS can be contacted on 01923 217198. Alternatively, please ask a member of staff to contact PALS on your behalf, who can visit you on the Ward.

PALS staff are available Monday to Friday, 10am to 4pm.

The Senior Sister is available every weekday. Please approach her directly to ask or make an appointment. Alternatively, there is a Sister on duty in the evenings and weekends.

If you would like to speak to a Doctor about your treatment and care, please let us know and we will arrange this through one of the Named Nurses.

Doctors are usually available to talk to relatives / carers daily until 5pm. However, during busy periods you may be asked to make an appointment. At the weekends, nights and evenings the Doctors operate an "on call" system and it is not always possible to speak to the Doctor except in emergencies.

Staff Uniforms

Matron:	grey / red trim
Senior Sister:	navy blue with white spots
Sister:	navy blue
Specialist Nurses:	navy blue / red trim
Staff Nurses:	pale blue and white striped
Student Nurses:	royal blue
Senior Health Care Assistant:	burgundy and black
Health Care Assistant:	grey
House Keeper:	lilac and white striped
Ward Clerk:	white
Cleaner:	navy blue

Infection Control

Everyone needs to play their part in preventing and controlling the spread of infection.

Please help us to protect you and others by cleaning your hands before you enter the Ward, using the alcohol hand gel. Please also clean your