

Welcome to Ward T4 - Surgical Triage Unit

An information guide



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About the Ward

Ward T4 is an multi-speciality emergency surgical ward that takes admissions direct from A&E and GP referrals, and clinics.

You may not always remain on T4 for your full admission. When a bed becomes available on the speciality surgical wards you may be moved – sometimes at short notice, however we will make sure your relatives/carers are informed of this. Our aim is to provide high quality care to you as an individual, and all the staff would like to welcome you to the ward.

Lead Nurse: Kate Jarvis

Ward Manager: Alison Birkett

Ward Sisters: Susan Hunter & Jemma Lee

Ward Telephone Number: 0161 627 8853/8854 and 0161 778 5834

Mealtimes:

- Breakfast - 08:00am - 08:45am
- Lunch - 12:00pm - 13:00pm
- Tea - 17:00pm - 18:00pm

Visiting Hours:

Visiting is open however we ask that visiting is avoided during the mealtimes (as above) except in special circumstances by prior arrangement with the nurse in charge.

Visitor's chairs are provided on the ward. Please can these be returned following visiting.

During your stay

Once you have been allocated your bedside locker and placed your belongings into it please could you arrange for any bags/suitcases to be taken home until you are ready for discharge.

In your hospital welcome pack you will find a number of information leaflets which we ask you to read. These include information on what you can do to prevent any pressure damage to your skin whilst you are in hospital.

Also included in the pack is information regarding infection prevention and what you and your visitors can do to minimise the risk of infection.

On admission you will be provided with hand wipes which are for your own use. We ask that visitors use the hand gel provided at the hand hygiene stations upon entering and leaving the ward. Visitors are also kindly asked **not** to sit on patient's bed and armchairs.

Unfortunately due to infection prevention, fresh flowers **are not** permitted on the ward.

We encourage early mobility following surgery and our nursing and therapy teams will work with you to achieve this.

Your treatment plan

Your team of doctors will undertake a daily ward round. We will keep you fully informed of your treatment plan. We encourage you to ask questions about your treatment.

If you have any concerns regarding your treatment/information provided please speak to the nurse who is looking after you and that particular shift. The Ward Manager is also available to speak to you on the ward.

Teaching students

T4 is a teaching and learning environment therefore you may come into contact with Medical Students and Student Nurses. There may also be trainee therapists working on the ward.

Specialist teams

Specialist teams also visit the ward. These include:-

- Colorectal Specialist Nurses
- Pain Management Team
- Palliative Care Team
- Infection Prevention Nurses
- Tissue Viability Nurses
- Members of the Senior Nursing Team
- Hospital Chaplains

Maggie's Oldham

Ward T4 has close links with Maggie's Oldham which is situated in the grounds of The Royal Oldham Hospital.

Maggie's is a support centre for cancer care and is a warm, welcoming place where you can meet people who are experiencing the same things you are, find support groups specific to your needs and get advice and information from their professional staff.

Maggie's Oldham is able to provide support for:-

- Cancer and treatment information
- Cancer-specific support groups
- Help with understanding and claiming benefits
- Exercise and nutrition groups
- Support for family and friends
- Bereavement support
- Relaxation and stress management

"Maggie's made me feel normal at a time when everything in my life was far from normal" - Cassie, Maggie's Centre visitor

If you or your loved ones would like more information about how to access Maggie's please speak to a member of our nursing team.

You can find out more about Maggie's on their website – www.maggiescentres.org

All beds are fitted with a Hospedia TV and phone. The patient line number is **0870 212 1234 + patient pin number**. The phone can only be used once the patient has registered with the patient line system and the pin number will appear on screen. Calls to numbers beginning **01, 02 and 03** are currently free of charge.

The hospital operates a **no-smoking** policy that applies to all buildings and hospital grounds. Patients must speak to a member of staff before leaving the ward. Whilst in hospital, if you are connected to any medical equipment, you must remain on the ward at all times.

When you are ready to go home you may be transferred to the Hospital Discharge Lounge which is located on Ward G1. This may be as early as 08:30am (following breakfast). This is to release beds as early as possible for new patients to be admitted.

On G1 Discharge Lounge you can wait for your medications to arrive from pharmacy, and for relatives to pick you up.

If you have any questions please do not hesitate to ask.

Our aim is to provide a positive patient experience during our stay with us. Prior to your discharge your nurse will give you a Friends and Family Card for you to complete. Following completion please either give the card to the nurse or alternatively deposit in the post box which can be found on the ward.

Notes:

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897


For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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Date of publication: April 2019

Date of review: December 2019

Date of next review: December 2021

Ref: PI(SU)095

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