

# Welcome to Ward F2 - Surgical Triage Unit (STU)

An information guide



# **Welcome to Ward F2 - Surgical Triage Unit (STU)**

## **About the Ward**

Ward F2 is a multi-speciality emergency surgical ward that takes admissions direct from A&E and GP referrals, and clinics.

You may not always remain on F2 for your full admission. When a bed becomes available on the speciality surgical wards you may be moved – sometimes at short notice. Unfortunately, we cannot guarantee that we will be able to contact your family members/carers to inform them you will be transferred, due to the busy nature of the unit.

We ask that family members/carers contact the unit after 11:00am in order to let them know if you are still on the unit.

They can do this by ringing the unit on **0161 604 5335**

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.

## **Nursing Team**

**Ward Manager:** Helen Kaufman

**Ward Sisters:** Karen Jones, Sahara Suamina & Scott Duthie

**Ward Telephone Number:** 0161 720 2545 and 0161 604 5335

We have a team of Staff Nurses and Healthcare Assistants, as well as a Housekeeper and Domestic Assistant on our ward. If you need assistance at any time, or have any questions, please do not hesitate to speak with a member of our friendly team.

## **Mealtimes:**

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

## **Visiting Hours:**

Visiting is from 11:00am to 7:30pm, 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.

As a supporter of John's Campaign, we are happy for relatives/carers of those with Dementia and other cognitive impairments, to visit at any time.

We ask that there are no more than 2 visitors to a bed at any one time please. Also, please do not sit on patient beds.

Could all visitors who are coming onto the unit, please disinfect their hands at the entrance, by either using the alcohol gel or washing hands.

## **During your stay**

During your stay in hospital, it is important to remain mobile and independent. Spending just a few days in bed can be harmful to your muscles, causing deconditioning which can impact your mobility.

We encourage patients to get dressed and moving whilst they are in our care. Our ward participates in the national #EndPJPparalysis

campaign, and would ask that relatives bring the following items to help aid with your recovery:

- Day clothes and footwear to promote a sense of well-being and normality
- Nightwear to help patients feel more comfortable at bedtime
- Toiletries, such as their own toothbrush, toothpaste, soaps, deodorant (non-spray) and any personal hygiene items
- All prescribed medications – to ensure that patients can take these as normal on time

### **What happens if I am to be discharged?**

You will be involved in the planning of your discharge; therefore, you will be given an estimated time of discharge.

We will provide you with any necessary medication to take home with you, and also a summary of care which details what treatment you have received whilst you have been with us.

Whilst waiting for relatives/carers to come to collect you, we will transfer you to the discharge lounge .

### **Feedback**

We appreciate all feedback from patients and relatives, to inform us if there is anything which can be done to improve your experience whilst in our hospital.

Anonymous feedback can be provided through the 'Friends and Family Test' cards which will be given to you by a member of staff.

We're also pleased to receive feedback directly – simply speak with any of our nursing team or our Unit Manager. We'll be happy to assist where we can to improve your stay with us.

## **Further information**

If you have any concerns whilst you are on the unit, please ask to speak to the nurse in charge.

If your concern is of an immediate nature, then there is a patient helpline service available. The telephone number provided on your bedside locker is held by a senior manager – please ring if required

The number is **07970 199 434**

## **Teaching students**

During your stay in the department , procedures may be carried out by student nurses, medical students, and other healthcare professionals, as part of a recognised teaching / development programme.

You do not have to take part if you do not want to and your treatment will not be affected in any way. Please let your nurse or doctor know.

## **Spiritual Care Team**

Chaplains are available from different denominations and faiths and are supported by a team of volunteers. You can see a chaplain at any time and the nursing team can arrange this for you. There is a Christian chapel available to all who wish to pray or be quiet. There is also a Muslim prayer room with a women’s area and a Shabbos room. These facilities are all open 24 hours a day, 7 days a week. They are situated off the main corridor in the old part of the hospital.

## **Important information for patients when attending the Hot Clinic**

STU aims to provide a high quality multi-disciplinary service for patients who require surgical/urological and nursing assessment and treatment

This clinic does not have an appointment system, the time you see the Surgical/Urology team is dependent on the activity in the hospital at the time and will be organised to individual clinical needs.

Patients attending the Unit are referred via;

- Their own GP to the Doctor on call
- A&E or Urgent Care Departments
- Directly from Consultants or clinics

**The clinic has a limited capacity and we politely request that only one relative/carer accompanies you while you are here. We advise that children should not accompany the patient attending.**

Please note: once you have been discharged you cannot return directly to STU. If your symptoms persist you must contact your GP or A&E department

**Thank you for your consideration**



**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

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

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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**

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