

Patient Information

## Neurology

# Welcome to Ward 42

### Ward Manager:

Michael Watson

### Useful Contact Numbers:

Area 1: 02476 967798

Area 2: 02476 967796

Area 4: 02476 967802

### Clinical Sisters / Charge Nurses:

Marichelle Bermudez

Julie Hannigan

Tinu Mathew

Sarah Stacey

Rachel Sawyer

Priya Rao

### Neurology consultants:

Dr Allroggen

Dr Shehu

Dr Al-Araji

Dr Arun

Dr Teare

Dr Adab

Dr Pye

Dr Strens

Dr Samra

Dr Thomas

Dr Lindahl



## Patient Information

### Contacting the ward:

- Please make any phone calls to the ward after 10am.
- We kindly request that only one designated next of kin calls for updates. This person can then share information with other family members and friends.
- We will keep the patient and/or their next of kin informed about their care and treatment.

For more detailed information, you may contact the consultant directly via their secretary. To do this, call the main switchboard at 024 7696 4000 and ask to be put through to the relevant consultant's secretary. If you are unsure who this is, please ask us.

For confidentiality reasons, only limited information can be given over the phone, and we are unable to share details with anyone who is not the recorded next of kin.

### Visiting times

- Monday to Friday: 2pm to 8pm
- Weekends & Bank Holidays: 11am to 8pm

Please note:

- A maximum of **2 visitors per patient** is allowed per visit.
- **Children under the age of 12** are not permitted. If younger children wish to visit, please speak to the nurse in charge.

**If you need to visit outside of these hours, you must get permission from the Ward Manager.**

### Essential items to bring for your hospital stay

You will need:

- Basic toiletries: soap, flannel, toothbrush, toothpaste, hairbrush/comb, shampoo, shaving cream, razor
- Suitable slippers or footwear

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- Pyjamas or nightdress, dressing gown and a small collection of suitable day clothes.

### Property

Please avoid bringing any valuables into the hospital. If you do have any valuable items, please let one of the nursing staff know so that arrangements can be made to store them in the hospital safe.

Any property brought into the hospital is at the patient's own risk. Upon admission, either the patient or their next of kin will be asked to sign a property disclaimer.

### Mealtimes

We have protected mealtimes on the ward. This allows staff to make sure that all patients get their meals and that staff can assist anyone who needs help.

If you require assistance with feeding and would like a relative to help, please speak with the nursing staff as this can be discussed.

The hospital offers a selection of menus. Please ask the nursing staff if you would like to see the available options.

#### Mealtimes are:

<b>Breakfast:</b>	8am to 9am
<b>Lunch:</b>	Midday to 1pm
<b>Dinner:</b>	5pm to 6pm

### What should you expect during your stay?

Ward 42 is a Neurology Ward with 37 acute beds, including 7 beds dedicated to the stroke patients.

- If you are a stroke patient, a member of the team will discuss your discharge options with you.

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- For patients transferred from another hospital, once you are stable, you may be transferred back to their care if you are not yet ready to be discharged home.

The neurology consultants conduct ward rounds on set days, and they will review and discuss your care plan with you. However, you will be seen by a doctor every day during your stay.

## Discharge

Your discharge date and details will be discussed with you on your admission. If you require support for a safe and timely discharge, inform the team as soon as possible. This will allow the appropriate discharge agencies to be involved in planning your care.

## Housekeeping

- Flowers are not allowed on the ward.
- During your stay, you may be cared for by nursing and medical students. If you have any concerns about this, please speak to the nurse in charge
- Please wash or gel your hands when entering and leaving the ward.

## Complaints

If there is any aspect of your care that you or your relatives are unhappy about, please let us know as soon as possible by speaking to Michael Watson (Ward Manager) or one of the clinical sisters.

## Patient Advice and Liaison Service (PALS)

A patient advisor can be contacted in the PALS office at the entrance to the hospital or via freephone 0800 0284 203. A patient advisor will support you with any concerns you may have.

## Clinical Nurse Specialists

Ward 42 has access to Clinical Nurse Specialists in Parkinson's disease, epilepsy, multiple sclerosis, and headaches. Please feel free to ask nursing staff for contact numbers.

## Patient Information

If you have any recommendations about how we can improve our services, please complete our Impressions survey. These can be found on the ward or the entrance of the hospital. Alternatively, you can visit [www.uhcw.nhs.uk](http://www.uhcw.nhs.uk).

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 7798 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

### Did we get it right?

We would like you to tell us what you think about our services. This helps us to make further improvements and to recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:  
[www.uhcw.nhs.uk/feedback](http://www.uhcw.nhs.uk/feedback)



#### Document History

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