



**Information for
patients and
carers**

Welcome to Ward 10

**Emergency, Urology, Colorectal and
Upper GI Admissions Ward**

Welcome

Welcome to Ward 10. We are a 29 bedded emergency surgical ward specialising in urology, colorectal and upper gastro-intestinal (UGI).

Daily Ward Round

You will be seen by a consultant or senior registrar daily. They will keep you updated of your plan of care for the next 24 hours and order any investigations that you require. If you are unsure or have any questions about what the doctors have said, please discuss this with the nurse in charge who will be happy to help with any queries.

Belongings and toiletries

During your stay we have toiletries, towels and nightwear available for you to use. Please speak to a member of staff who will be happy to provide you with these. Any personal items that you do bring into hospital with you (including mobile phones, laptops, tablets) are your own responsibility. We can take these for safe keeping until you are discharged, or you can sign a disclaimer to keep your items with you, at your own risk.

Physiotherapist and Occupational Therapist

On the ward we have a designated Physiotherapist (physio) and Occupational Therapist (OT). The nurse in charge meets Monday- Friday with the physiotherapist; referring patients that they feel require a physiotherapy assessment. If you have any concerns regarding your mobility, please speak to the nurse in charge.

Discharge Facilitator

On Ward 10 we have a discharge facilitator who will liaise with patients, families, carers, physiotherapy, occupational therapy and Social Services regarding discharges from the ward. The discharge facilitator, if required, can liaise with nursing and care homes and can help implement packages of care. The discharge facilitator is available Monday to Friday and on request as part of an on-call rota at the weekends. If you or your family envisage any concerns regarding your discharge, please discuss these with the discharge facilitator or the nurse in charge.

Friends and Family

Patient experience is very important to us on ward 10 and we value and appreciate your comments and suggestions. Upon discharge we may ask you to complete a short survey regarding your time spent on the ward, you may also be contacted once discharged via text message to share your feedback.

Concerns and Complaints

If you have any concerns during your time on ward 10 please do not hesitate to speak to the Ward Managers or Ward Sisters. We have two Ward Managers on Ward 10, who are available to discuss any issues or concerns you may have. If your concerns remain unresolved, please contact our Patient Advice and Liaison Service (PALS) on **01772 522972** or via email pals@lthtr.nhs.uk

Spiritual Needs

If during your stay on the ward, you would like to have a visit from the pastoral team please do not hesitate to speak to the nursing staff and we can help organise this.

Visiting

Visiting on ward 10 is in line with trust visiting times, these are Monday-Sunday 2pm- 7pm. Please speak to the nurse in charge if you require further clarity on this or have any queries and we will be happy to advise.

Contact details

Should you require further advice or information please contact Ward 10 on **01772 522590**.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage

your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપાકરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور بڑی اگر آپ کو ہی معلومات سمجھنے کے لئے مدد کی ضرورت ہے تو
یہی چھپا میں یہ ابی دست ہو سکت ہے براے مہر یسان پو ری چہ ہی۔ معلومات

Arabic:

مطبوعه با حرف كبيره و بلغات اذا كنت تريد مساعده في فهم هذه المعلومات يُرجى ان تطلب
اخرى يمكن تو فسير هذه المعلومات

Department: Urology – Ward 10

Division: Surgery

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