



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ने सुवातु उरनमे दी लेंड वै तं विरथा वरवे इस नंवर के बें वरवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Welcome to Falcon Ward

Welcome to Falcon Ward

A Guide for Patients and Carers

Falcon Ward is a 22 bedded General Surgical Ward based on the second floor of Abbey Wing at St. Peter's Hospital. We accept patients from the Emergency Department, Surgical Assessment Unit or other wards. Patients are also accepted from Outpatient Clinics and brought in, electively, from home.

Contact Details

The direct lines for Falcon Ward are:

01932 72 2287 or 01932 72 2372

Telephone Enquiries

It would be helpful if one member of the family is elected to telephone the ward then pass on information to others. It is sometimes difficult for us to give detailed information over the phone to anyone but the next of kin.

You will be asked for permission before we give any information to relatives.

Should you need to telephone the ward, **please do so after 10.00 hours.**

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk

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Chaplaincy

There is a hospital chaplain, also ministers of other denominations who visit Falcon Ward. If you would like to see one of them, please ask the nurse looking after you or at reception.

If there is anything else we can do to make your stay more comfortable, please let us know.

Further Information

Please speak to the Nurse in Charge if you are concerned about any aspect of your or your relative's care.

Matron will also be available during daytime hours to offer advice or support regarding your hospital stay.

Interpreter Service

We can provide interpreters for a number of languages. Please advise a member of staff if this service is required.

Ward Clerk

The ward clerk will be available between 08.00 and 16.00 hours, Monday to Friday, and will be pleased to answer any questions you may have.

Staff

The day to day management of the ward is carried out by a ward sister and charge nurse. They lead a team of dedicated nurses who will endeavour to make your stay in hospital as comfortable as possible.

The name of the Nurse in charge of looking after you will be written on a board at the Nurses station daily.

Your Consultant for Surgery

The Consultant in charge of your care is supported by a surgical team who may be ward based or contactable in theatres. The Registrar leads the team of Senior and Junior House Officers and is available to answer the majority of your medical questions or concerns (Monday to Friday between 09.00 and 17.00 hours).

A member of your team of Doctors will see you daily on weekdays. Should a relative wish to speak to one of the Doctors (with your permission), or make an appointment to see the consultant, please ask at the Nurses Station.

Visiting Hours

Visiting times for Falcon Ward are **14.00 - 16.00** and **18.00 - 20.00 hours** daily

Should you need to visit outside of these hours, please arrange this with a member of staff.

Meals and Special Needs

Meals are served at 08.00, 12 mid-day and 17.00 hours. Hot drinks are offered throughout the day. If you would like a drink at any time please ask the Nurse looking after you.

If you have any special needs or dietary requirements, please make these known to the nursing staff on admission.

A trolley selling snacks, magazines and drinks visits the ward Monday to Friday. There is a League of Friends cafeteria and a shop in the Outpatient area that are open between 09.00 and 17.00 hours, Monday to Friday.

If you have concerns about help with feeding, please let the Nurses know. Relatives are also most welcome to come at meal times to assist.

Mixed Gender Bays

When admitted to the ward we will endeavour to place you in a single sex bay. Occasionally, however, when beds in the hospital are in short supply, it is necessary to place patients in a mixed sex bay; if this becomes necessary your permission will be sought first. We will also ensure that you will be transferred to a single sex bay at the earliest convenience, at least within 24 hours.

Property and Valuables

We ask that valuables and large amounts of money are not kept on the ward. Falcon ward and any money you do have can be kept in the ward safe for a maximum of 24hrs.

When you are in hospital please feel free to ask relatives to bring in clothes and toiletries. We like our patients to feel as comfortable as possible and it is surprising how being dressed in your own clothes can make you feel better. Unfortunately we do not have laundry facilities in the hospital.

If you would like to bring books or magazines, please do so. There is a cupboard behind your bed that is ideal for storing personal belongings.

In the interest of infection control please do not bring flowers into hospital.

Outpatient Appointments

When you leave hospital, In order that the consultant can keep an eye on your condition, you may be required to come back to an Outpatient's appointment. If you do, the appointment will be booked for you and once home you will receive a card telling you when and where to go.