

you could bring in the current medications you are taking. This will help to speed your admission process. To keep your medications safe, they will be locked in a Patient's Own Drugs (POD) locker next to your bed. On discharge, you will be given a small supply of medications to take home with you. These will be delivered to you on the ward before you leave.

## Our vision

As a team:

- We aim to deliver the best possible care to our patients by being professional and polite, and communicating clearly
- We will be caring, compassionate and sensitive to our patients, their carers and their families' needs
- We will be enthusiastic and friendly
- We will inspire confidence in our patients by being an efficient and competent team
- We will give care that is innovative and evidence based.

## How are we doing survey

The survey is anonymous, and helps us to improve patient care. This information is collected electronically via an iPad which should be presented to you on your discharge. Please take the time to complete this or ask any member of staff for help if you need it. Volunteers may be on hand.

## Contact details

### Useful telephone numbers:

Peritoneal Dialysis Clinic **020 3299 6336/6778**  
 Renal Outpatients **020 3299 0823**  
 Main Unit Dialysis **020 36247/6243**  
 Renal Counsellors **020 3299 6132/6760**  
 Renal Social Worker **020 3299 2801/6372**

## PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.PALS@nhs.net**

You can also contact us by using our online form at **[www.kch.nhs.uk/contact/pals](http://www.kch.nhs.uk/contact/pals)**

The PALS team will offer help to resolve any of your problems that are not resolved at ward level. If you wish to register a complaint, they will advise you on the process.

Corporate Comms: 0579  
 PL617.2 July 2017  
 Review date July 2020

# Fisk and Cheere Ward

## Information for patients

A ward guide including visiting times, doctor rounds, medications and valuables.

### Ward telephone numbers:

Fisk Ward **020 3299 3298/4275**

Cheere Ward **020 3299 3859/4606**

Ward Receptionist **020 3299 1209**

## Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.** Ensuring your safety is our primary concern.

## Welcome

Fisk and Cheere Ward specialises in kidney disease. Throughout your stay we aim to care for all of your needs under the direction of our team of specialist doctors. The ward is managed by a Renal Matron who is supported by the Ward Manager and a team of dedicated nurses.

On a daily basis you will be allocated a named nurse who will care for you for that shift. You can ask any member of the nursing team for any help or reassurance throughout your stay.

The ward is divided into two sections, Fisk and Cheere, with a corridor separating the two areas. On admission you may be admitted to any section of the ward depending on your medical needs. There are 10 shared rooms, eight side rooms and two male and two female bathrooms.

The Day Room is situated at the end of Cheere Ward. You are welcome to sit there, watch TV and relax with your visitors.

We have a call bell system which will be shown to you on admission that you should use if you need the attention of a member of staff.

Our aim is to provide you with the highest quality of healthcare and to ensure you feel welcomed and comfortable so that overall, your stay is a positive experience. We are constantly reviewing the way we deliver care and working on issues that are feedback by our

previous patients, such as noise at night and ward cleanliness.

We recognise that noise at night can be disturbing, and our working teams try to keep this to a minimum. Unfortunately, due to the busy nature of the ward environment, it can be difficult to stop all noise completely. With this in mind, we aim to supply ear plugs for your use.

We have worked with the housekeeping team to ensure they are more proactive in carrying out their daily duties, to keep the ward cleaning standards high. We have also employed a clinical housekeeper whose role is centred on co-ordinating the cleaning and the general maintenance of the ward.

## Doctors rounds

The doctor team is led by a consultant who is supported by a specialist registrar and several junior doctors. Ward rounds are run every day normally between 09:00 and 13:00hrs. You will be seen by a member of the doctor team every day to discuss your care and plan.

## Visiting times

Our visiting times are from 14:00 to 20:00hrs Mondays to Sundays.

Protected meal times are from 12:00 to 14:00hrs. Patients are given the opportunity to eat, sleep and rest. Visitors are asked to avoid these hours.

If you are unable to come during visiting hours, please ask to speak to the nurse in charge.

## Valuables and flowers

We ask that your visitors do not bring flowers into the ward area for infection control purposes – a rule which applies across the Trust.

Please also keep your valuables at home and only have small amounts of cash to buy newspapers etc. We ask that you take full responsibility for your own valuables by signing a disclaimer form on admission. Any valuable items are brought in at your own risk.

## Discharge

We aim to involve you and your families in all the care we provide and will discuss estimated discharge dates, so plans can be made to get you home. On the day you are being discharged we will ask you to complete the “How are we doing survey” to help us continue to improve our care.

## Transport home

Please arrange for someone to pick you up once your discharge has been discussed. You can ask relatives, carers, friends or neighbours to collect you by car or taxi.

## Medications

Whilst you are an inpatient, a pharmacist, pharmacy technician or nurse will check your medications with you, so it would be helpful if

