



**York Teaching Hospital**  
NHS Foundation Trust

# Ward 31

The Oncology and Haematology Inpatient  
Unit at York Hospital

Information for patients, relatives, and carers

① For more information, please contact:

Ward 31

The York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 726031

Main Hospital Switchboard: 01904 631313

Caring with pride

<b>Contents</b>	<b>Page</b>
Welcome to Ward 31 .....	3
What are the visiting times on Ward 31? .....	4
Why do we have visiting times?.....	4
Meal Times on Ward 31.....	4
How can I be a responsible visitor? .....	5
How many visitors can there be?.....	6
What may I bring when I visit?.....	6
When should I not visit Ward 31? .....	6
Does Ward 31 have a quiet room? .....	6
Is there flexibility with visiting?.....	7
What about medication when I leave Ward 31?.....	8
What other facilities are available in the hospital? .....	8
Chaplaincy .....	9
Parking .....	9
Who should I speak with if I have any questions?.....	10
Tell us what you think of this leaflet .....	11
Teaching, training and research.....	11
Patient Advice and Liaison Service (PALS).....	11

## **Welcome to Ward 31**

We are a caring and professional team who work hard to deliver high standards of care to patients with complications relating to their diagnosis of cancer. We also provide a 24-hour telephone triage service to support patients during their chemotherapy treatment.

We support many patients who have malignant blood disorders with chemotherapy, blood transfusions, and Intravenous antibiotics.

In addition, we offer support of other services such as palliative care, social services, clinical psychology, rehabilitation with physiotherapy and occupational therapy and district nursing service.

We provide blood transfusions and chemotherapy to many patients with malignant blood disorders.

Mostly, we will try to make your stay as comfortable as possible under the circumstances and try to be flexible with every individual patient's needs.

We have free Wi-Fi and Televisions by each bedside.

## **What are the visiting times on Ward 31?**

Our visiting times are 1pm to 8pm weekdays and weekends.

## **Why do we have visiting times?**

We need to reduce the number of visitors and the frequency of their visits. This helps us to reduce the risk of infection for both patients and visitors.

## **Meal Times on Ward 31**

Eating well and nutrition are vital elements of patient recovery. We try to ensure that patients have meal times without interruption each day. This includes preventing interruption from medical procedures, such as X-Rays, scans or ward rounds too.

Unless assisting a patient with food, we restrict visitors on the ward environment at mealtimes too.

Ward 31 meal times are:

Breakfast at 8am, lunch at midday and tea at 4.40pm

It is important that patients are allowed to rest in order to aid recuperation, for this reason we ask you to stick to our visiting times wherever possible.

## **How can I be a responsible visitor?**

Always wash your hands at the designated basin sited on the left-hand side before you enter the ward.

Always use the disinfectant gel after washing your hands. Dispensers can be found next to the hand wash basin.

The Ward may only be accessed via the intercom system. When you use this, you will be asked to state who you are and who you intend to visit prior to the door being released.

It is very important that on entering the ward lobby area, you do not pull the doors shut. This lobby is designed to prevent contaminated airflow from outside the ward travelling into the ward. This means that the door is on a timed-release button and will close within a few seconds. Please be patient.

Be aware of the bell signalling the end of visiting time and be mindful that this means it is time to leave.

If a patient wishes for a relative or carer to be involved in their care, then the relative should discuss this with the nurse in charge.

## **How many visitors can there be?**

Two people are permitted at each bedside at any one time. We ask you not to sit on the patients' bed. Children under the age of twelve are discouraged from visiting unless they are the child or the grandchild of the patient. When children visit, we recommend their visits are limited to thirty minutes. They must remain under the direct supervision of family members at all times.

## **What may I bring when I visit?**

Please do not bring flowers or plants as gifts as these are not permitted. For gift ideas please visit our website for suggestions of the items that patients may enjoy [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk).

## **When should I not visit Ward 31?**

Please do not visit if you are unwell or have been exposed to any infection. You must be free of symptoms for at least 48 hours before visiting the ward, to reduce the risk of infection to patients and staff on the ward.

## **Does Ward 31 have a quiet room?**

Yes, Ward 31 has a quiet room that you are welcome to use at any time during your visit.

## **Is there flexibility with visiting?**

We acknowledge that there will be complicated and extraordinary circumstances from time to time, in these situations we will endeavour to be more flexible in relation to visiting hours. Please speak to the nurse in charge to discuss your concerns or needs.

There will be exceptional circumstances where visiting outside the normal hours may be agreed with staff. These should be made on an individual patient's need and there may be a requirement to review the arrangements should the circumstances change.

The Department of Health (2005) recommends that there should be no restrictions on the times people can visit and the length of time they can stay as the death of a loved one approaches; there must be flexibility about the number of visitors permitted at this time.

Decisions will be made by the nurse in charge following discussion with the patient and family members.

Once a decision has been agreed, the outcome will be written on the visitors 'white board'. This board assists communication between staff on changing shifts by making sure that all staff are aware of the agreed arrangements for extended visiting.

## **What about medication when I leave Ward 31?**

Any medication that you will need to take home with you will be prescribed - we call this a 'TTO' (To Take Out). Please be aware that most TTO's will not be ready until late afternoon on the day of your discharge.

## **What other facilities are available in the hospital?**

If you are affected by cancer, the Cancer Care Centre is open to drop-in from 9am to 4.30pm weekdays. You can find the Centre at the bottom of Junction 5. You can ring them on 01904 721166 or just call in. The Centre offers a warm welcome with refreshments, information, and supportive services to assist you and your family when you need them.

There are also a number of retail outlets in the main entrance of the hospital. You will find the pharmacy, Costa Coffee, York Against Cancer gifts and the Amigo shop.

## Chaplaincy

Within the hospital, the following faiths are represented; Church of England, Free Church, and Roman Catholic. Arrangements can be made for chaplains to visit, by speaking to one of the ward staff. If a request to see a chaplaincy member is urgent, staff will make contact by 'bleep' or radio page. There is always someone on call.

We are happy for patients' own ministers to visit them. The Chaplaincy team maintains a list of contacts for members of other faith communities if required.

## Parking

The Hospital has a multi-storey car park and visitors are welcome to use this during their visit. Please see our leaflet on parking concessions if you think you may be entitled to reduced rate parking during your visits. There are Blue Badge spaces at the front of the hospital too.

More details on travel to and parking at York Hospital can be found on our website [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

## **Who should I speak with if I have any questions?**

At any time of the day or night, there is a Sister on duty. The Ward Manager on Ward 31 will deal with any enquiry you may have.

Ward 31 direct telephone number is 01904 72 6031.

Please be aware that the staff will reinforce the rules of the Visitors' Code; it has been developed to ensure that all patients get the best care possible.

Our Visitors' Code can be found on our website [www.yorkhospitals.nhs.uk](http://www.yorkhospitals.nhs.uk)

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: The Ward Manager on Ward 31, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726031.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Please telephone or email if you  
require this information in a different  
language or format

如果你要求本資訊是以不同的語言  
或版式提供，請致電或寫電郵

Jeżeli niniejsze informacje potrzebne  
są w innym języku lub formie,  
należy zadzwonić lub wysłać  
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da  
formatta istiyorsanız lütfen telefon  
ediniz ya da e-posta gönderiniz



**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



Braille



Audio e.g.  
CD



Large print



Electronic

Owner	Karen Cowley, DM Specialist Medicine
Author	Ian Fowler, Senior Ward Sister Ward 31
Date first issued	July 2011
Review Date	August 2020
Version	3 (issued August 2018)
Approved by	Oncology and Haematology Directorate
Document Reference	PIL 629 v3

© 2018 York Teaching Hospital NHS Foundation Trust. All Rights reserved