

## Patient information

# **Medical Day Case Ward** **(Situated in the ambulance lounge main entrance)** Programmed Investigation Unit

### **Welcome to the Medical Day Case Ward**

**You have been admitted to this ward to undergo specialised investigations and/or procedures; we currently provide this service to:**

- Diabetes and Endocrinology.
- Respiratory.
- Clinical Chemistry.
- Clinical Haematology.
- Nephrology.
- Cardiology.

We aim to provide the best possible compassionate care for you, we will ensure you are cared for with kindness, compassion and respect at all times.

Our staff are here to help you and will always treat you with dignity. They will make every effort to ensure your individual needs and wishes are considered during your stay on the ward.

If there is anything, we can help you with please don't hesitate to let us know.

### **During your stay**

Due to the nature of the ward we can only see patients on an appointment basis, this means that unfortunately if you have not got an appointment for a given day you may be refused treatment and told to return at a specified date/time.

With limited space available on the ward we also kindly ask that no more than one visitor come along with you while you undergo your investigation.

Majority of the investigations/procedures held on the ward are day case, meaning you will be discharged from the hospital at the end of the day, although in some circumstances you may be required to stay overnight on another ward, if this is the case you should be informed before your appointment although there can be occasions when this happens on the day of your procedure.

**Please note** that this is only a minute quantity of procedures held on the ward and for the most part you will only be there for the day.

As we hold various investigations and procedures across multiple specialities we have varying hours patients are required to stay, the information leaflet your clinician provided you with would include this. If you are required to stay over four hours, food and refreshments will be provided for you so long as this doesn't interfere with your investigation or procedure.

## **Our Responsibility**

Your Ward Manager is responsible for your safety and well-being while you are on the ward. Staff Nurses are responsible for assessing, planning, carrying out and evaluating your nursing care.

## **Other members of the hospital team that may be involved in your care are:**

Matron, Healthcare Assistants, Specialist Nurses, Therapists, Pharmacist, Social Worker, Phlebotomists, Ward Receptionist, Housekeeper, Porters, Host/Hostess and members of the Chaplaincy Team. There may be medical, nursing or other students working on the ward under close supervision of senior staff.

## **Service Innovation and Improvement**

We are always striving to improve the care that we provide to you and those important to you. We learn from others, share our experiences and welcome national and international visitors to the ward.

This helps us develop our service further, so that we can help and support our patients now and into the future.

## **Tell us what you think**

We truly value your comments and suggestions about any aspect of the care that we provide to you and your family and friends. We want to know where we are getting things right and also where we can improve.

If you or your family or friends have any concerns about your care and or treatment during your stay, please do not hesitate to speak with a member of the Ward Team.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information**

### **Opening Hours:**

**07:30 – 20:00 Monday to Thursday**

**07:30 – 16:00 Friday**

**Medical Day Case Ward**

**Telephone Number: 0151 706 2396**

**Text phone Number: 18001 0151 706 2396**

**Ward Manager: Kellie Malone**  
**Ward Sister: Sarah McCafferty**

**Author: Medical Day Case Ward**  
**Review date: June 2023**

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

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در صورت تمایل می‌توانید کلیه اطلاعات تصویری شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار به نموشتهای له لایین ترامتوه پسماند کراون، نگمر داوا بکریت له فورماتیکانی تردا بریتی له زمانهکاتی تر، نیزی رید (هاسان خویندنهوه)، چاپی گموره، شریتی دهنگ، هیلی موون و نلیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.