

Wearing your own clothes - wearing your own clothes is welcomed. We apologise in advance, we do not have a laundry facility on the ward. Worn clothes will need to be taken home.

Day room - you are welcome to use the day room or activity room with comfortable seating, a television and variety of reading books or magazines.

Leaflets - along the main corridor there are a range of leaflets on the ward leaflet rack pertaining to other information you might require. For more information or patient leaflets, please refer to www.whittington.nhs.uk our services, patient leaflets.

Volunteers – you may see volunteers on your ward they are there to provide assistance to you. They may offer you companionship or run errands for you. Some volunteers bring a mobile library trolley to the wards. If you would like to know how the volunteers can assist you or how you can become a volunteer, please call **020 7288 3182/3282**.

Interpreting services – if you require an interpreter please ask a member of staff to contact the interpreting services on 020 7288 5191/5114/3974/3226

Friends and Family Test (FFT)

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our emergency department (A&E) the opportunity to take the ‘Friends and Family Test’.

The single question ‘how likely are you to recommend our ward to friends and family if they needed similar care or treatment?’ has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.

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Thorogood ward

A patient's guide



.... caring for you 

Welcome to Thorogood ward. The aim of this leaflet is to answer any queries that you may have on admission onto the ward.

Thorogood ward is a 10 bedded ward that that specialises in elective orthopaedic surgery and spinal injuries.

We are a friendly team that work hard to ensure that you receive the best possible care post surgery.

General information

The ward telephone number



Tel: 020 7288 5445

Fax 020 7288 5186

We have a canteen and a shop for patients and visitors, on the first floor, where you can buy food, drinks, magazines etc.

We have a multi faith room and a chapel situated on level 3 in Kenwood wing.

Please ask your family and relatives to take home any valuables that you may have, or give them to a staff nurse, a receipt will be given which must be kept safe.

There is a day room located next to the ward kitchen where patients can sit with their relatives. There is a TV in the day room which is for your use

Visiting - it is very important that patients rest, to aid sleep and recovery. Therefore we ask family members, relatives and friends to adhere to visiting hours, although special circumstance will be given consideration

Visiting hours are from: **Monday – Sunday 2:00pm - 8:00pm.**

Protected mealtimes - a hospital policy protects lunch meal times for patients between 12:15pm-13:15pm this prevents you being disturbed by hospital staff or visitors unless absolutely necessary, again special circumstance will be given consideration.

- Breakfast is served at 07:30am
- Lunch 12:15 - 1:15 pm
- Supper 5:30 pm

Discharge from hospital

To help us free beds for other patients that need them, we ask that you make arrangements to be collected by 11.00am on the day of discharge. If the hospital is providing transport, we will usually book this for the morning. If you are clinically fit you may be asked to wait in the ward day room on the day of discharge until you are ready to leave.

Names of the team responsible for your care

Consultants and doctors:

- Mr David Sweetnam
- Mr Ian Hamilton
- Mr Charlambous Charlambides

- Mr Panos Thomas
- Mr Omar Haddo
- Mr Adrian O’Gorman
- Mr Rohit Shetty
- Mr William Barlett

Nurses:

Ward manager :Siobhan Mellett
Charge nurses: Mary Gaskin

Matron: Catherine McNally (acting)

The matron is available to answer any queries you have about the care and treatment you are receiving. She is happy to meet you and/or your relatives at any time during your stay and discuss any aspects of your care or stay in hospital. You can contact the matron on:

020 7272 7030 and ask for bleep **2757**

About the team -the staff on Thorogood ward work together as a great team, we are very committed to providing an excellent standard of care, please feel free to comment and suggest ideas to improve the service we offer in the space provided below.

Suggestion and comments

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Please complete our patient survey at your convenience before you are discharged from hospital.

