

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.

About the team. The staff on Coyle 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.

We encourage relatives to come and speak to our staff with any issues and also to discuss arrangements for discharge of their relatives.

Suggestion and comments

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

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.

Leaflets. 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.

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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Coyle ward

A patient's guide



Welcome to Coyle ward. The aim of this leaflet is to give you some information about what you can expect as a patient in this ward.

Coyle ward is a 24 bedded trauma ward that provides care for patients with fractures and orthopaedic conditions. We also care for patients who have undergone general surgical and urology procedures.

Coyle is a very busy ward with enthusiastic staff who strive to deliver high quality care at all times to the patients and also to keep relatives informed of what is happening.

General information

The ward telephone number



Tel: 020 7288 5446

There is a canteen and a shop on the first floor of the hospital where you and your visitors can go for tea/coffee and food. There is also a shop near the canteen. It is important that you make sure you tell a member of staff if you are going to the canteen or shop.

It is important that if possible you send home any valuable jewellery or large sums of money, if this is not possible please make sure that you give these items to a member of nursing staff who will ensure they are

safely stored and that you are given a receipt. It is important that you keep the receipt safe and produce it when you are being discharged to have your valuables returned to you.

Visiting. It is very important that while you are in hospital you get adequate rest to aid your recovery. We therefore ask that you advise your family, relatives and friends to only come to visit you during the allocated visiting times. **No flowers are allowed on the ward.**

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

Protected mealtimes. We have a scheme that is known as protected meal times. This means that while you are having your meal as far as possible ward staff will ensure that you are not disturbed by visitors doctors or other staff unless absolutely necessary.

- Breakfast is served at 07:15 am
- Lunch 12:15 pm
- Supper 5:50 pm

Day room. The day room is at the entrance to the ward, please ask staff if you would like to be taken there if unable to mobilise on your own.

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.

Consultants:

Coyle ward has eight Orthopaedic consultants and a consultant Ortho Geriatrician.

- Mr Ian Bacarese Hamilton
- Mr David Sweetnam
- Mr Panos Thomas
- Mr Charalambos Charalambides
- Mr Omar Haddo
- Mr Adrian O’Gorman
- Mr Rohit Shetty
- Mr William Bartlett
- Dr Rosaire Gray

Dr Gray is our Ortho Geriatrician Consultant who provides medical care for all patients with fragility fractures.

All the consultants have a registrar and a foundation year one or year two doctor who you will see more frequently. These doctors rotate every four months for the juniors and six monthly for the registrars.

Nurses:

Deputies: Sr Blessie De Castro and Hussain Sahib