

Please ask the nurse looking after you if you would like to speak to matron

**About the team**

The staff on Betty Mansell 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.

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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 apologies in advance, but 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** - there are a range of leaflets on the ward pertaining to other information you might require. For more information or patient leaflets, please refer to [www.whittington.nhs.uk](http://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.

**Whittington Health**  
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**Betty Mansell ward**

**A patient's guide**



.... caring for you 

## Welcome to Betty Mansell ward

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

Betty Mansell ward is a 14 bedded women's only ward that mainly specialises in the care of women following gynaecological and breast surgery.

The shower rooms and toilets are situated either side of the nursing station. There is also an additional bathroom, shower and toilet in the women's diagnostic unit. Please ask the nurse looking after you if you wish to use these facilities.

## General information

The ward telephone number



**Tel: 020 7288 5533**

We have a canteen and a shop on the 1st floor for patients and relatives to buy food, drinks and magazines etc.

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.

We have a day room area which is just at the entrance to the ward, where you can watch television and eat your meals if you wish.

## 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 circumstances will be given consideration

## Visiting hours are from

Monday – Sunday 2:00pm - 8:00pm

## Mobile phones

In order not to disturb others, please keep your phones on silent mode and where possible, take or make a call in the dayroom area provided.

## Protected mealtimes

Our 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 circumstances will be given consideration.

- Breakfast 08:15am
- Lunch 12:15pm
- Supper 6:00 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 11am 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 teams responsible for your care

## Doctors and gynaecology consultants

- Miss Fredericke Eben
- Mr Narendra Pisal
- Mr Robert Sherwin
- Miss Kirsten Vogt
- Mr Clive Spence-Jones
- Miss Theresa Freeman-Wang
- Miss Claire Mellon
- Miss Rhonda Flemming
- Mr Gideon Leiberman

## Breast consultants

- Mr Alan Wilson
- Mr Jayant Vaidya

## Nurses

- Ward manager : Penny Roberts
- Charge nurse : Myla Gonito
- Charge nurse : Alison Dexter

## Matron: Tara Egan

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.