

About the team. The staff on Mercers 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.

Leaflets. There are a range of leaflets pertaining to information you might require. For more information or a patient leaflet, 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 3282**.

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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Mercers ward

A patient's guide



.... caring for you 

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

Mercers Ward is a 16 bedded ward. The ward provides care for patients admitted under the care of the haematologists, oncologists and gastroenterologists.

General information

The ward telephone number



Tel: 020 7288 5481

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.

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 7:45 am
- Lunch 12:00 pm
- Supper 6:00 pm

Day room. We have a quiet room with a television, books and magazines. You can sit in this room with your relatives and friends.

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:

- Dr VoiShim Wong
- Dr Clive Onnie
- Dr Deepak Suri
- Dr Aziz Hussain
- Dr Bernard Davies
- Dr Farrukh Shah
- Dr Pauline Leonard

We also have a team of registrars, senior house officers and house officers.

Ward manager:

Sarita Kataria, e-mail sarita.kataria@nhs.net

Matron: Julie Teahan

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.

Contact Details: 020 7288 5421

Email: julie.teahan@nhs.net