

**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.

**Whittington Health**  
Magdala Avenue  
London  
N19 5NF

Phone: 020 7272 3070

Date published: 31/12/2012  
Review date: 31/12/2014  
Ref: War/Msn/2

©Whittington Health

Please recycle

**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.

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

**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](http://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**.

## Mary Seacole north ward

### A patient's guide



.... caring for you 

**Welcome to Mary Seacole north ward** The aim of this leaflet is to give you some information about what you can expect while a patient on this ward.

**Mary Seacole north ward** has 15 beds. The ward provides care for all patients being admitted into the hospital from the emergency department who need extra treatment.

**General information**

The ward telephone number



**Tel: 020 7288 5501/4501**

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. It is important that you keep the receipt safe and produce it when you are being discharged to have your valuable returned to you.

**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 the hours of 12:15 -13:15 this prevents you being disturbed by hospital staff or visitors unless absolutely necessary, again special circumstance will be given consideration.

- Breakfast is served at 7.45am
- Lunch 12:00- 1:00 pm
- Supper 6:00 pm

Names of the team responsible for your care, we have three consultants on our ward.

**Consultants and doctors:**

- Dr Richard Jennings
- Dr Lok Yap

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

**Nurses:**

Ward manager :Judy Fynant  
e-mail judy.fynant@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.

You can contact the matron on: **020 7288 5421** or via e-mail at **julie.teahan@nhs.net**

**About the team** - the staff on Mary Seacole north 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.

.....  
.....  
.....