

Welcome to the Infusion Suite



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About the Infusion Suite

The Infusion Suite is a designated area where patients are given specialist infusions and tests relevant to their needs.

It is situated in the Outpatients Department at Ashford Hospital on first floor. You should have already received information specific to you prior to your infusion from your Consultant or Specialist Nurse.

The telephone number of the Unit is: **01784 884781 / 4791**

Opening Times

The opening times are: 08.30 – 18.00

Nursing Staff

The unit is managed by a team of dedicated trained nurses and health care assistants, overseen by Consultants responsible for your care.

On the day of your session please feel free to ask the nursing staff any questions you may have about the procedure.

For any enquiries during opening hours please phone the unit and speak to one of the staff.

Once the unit is closed if you have concerns or feel unwell please contact your GP or local A&E department.

Transport

It is important to inform the unit in advance if you are eligible for hospital transport as the transport department will require a minimum of 24 hours' notice.

Unfortunately we cannot offer any facility for child care in the unit, and only 1 escort if you have any special requirements or needs.

Treatments / tests performed in the infusion suite:

Biological therapies	Total dose iron infusions
Endocrine investigations	Immunoglobulin infusions
Blood transfusions	Bisphosphonate infusions / Injections

Prior to your treatment:

You may be asked to fast prior to certain tests, or stop some of your medications you will be informed of this when your appointment is booked. It is advisable to bring a list your current medications with you.

We may need to check your pre-treatment weight, blood tests, urine test and for certain treatments a pregnancy test.

During your infusion or procedure we will monitor your blood pressure, pulse and temperature routinely during your infusion and with some drugs this may include an ECG before and prior to discharge.

While you are in the unit

Refreshments

During your stay patients will be offered hot / cold drinks and sandwiches / biscuits.

If relatives wish to purchase drinks or food whilst waiting, there is a cafeteria called the “Café Retreat” situated on the first floor of the Outpatients Department. There are also other cafeterias and vending machines throughout the hospital.

DVD Players

We have DVD players, which were presented to the Unit by the Ashford League of Friends, together with a selection of DVD's. You are welcome to bring your own DVD's and books.

Property

We ask that property brought into the hospital is kept to a bare minimum and wherever possible, valuables are kept at home or given to relatives for safe keeping.

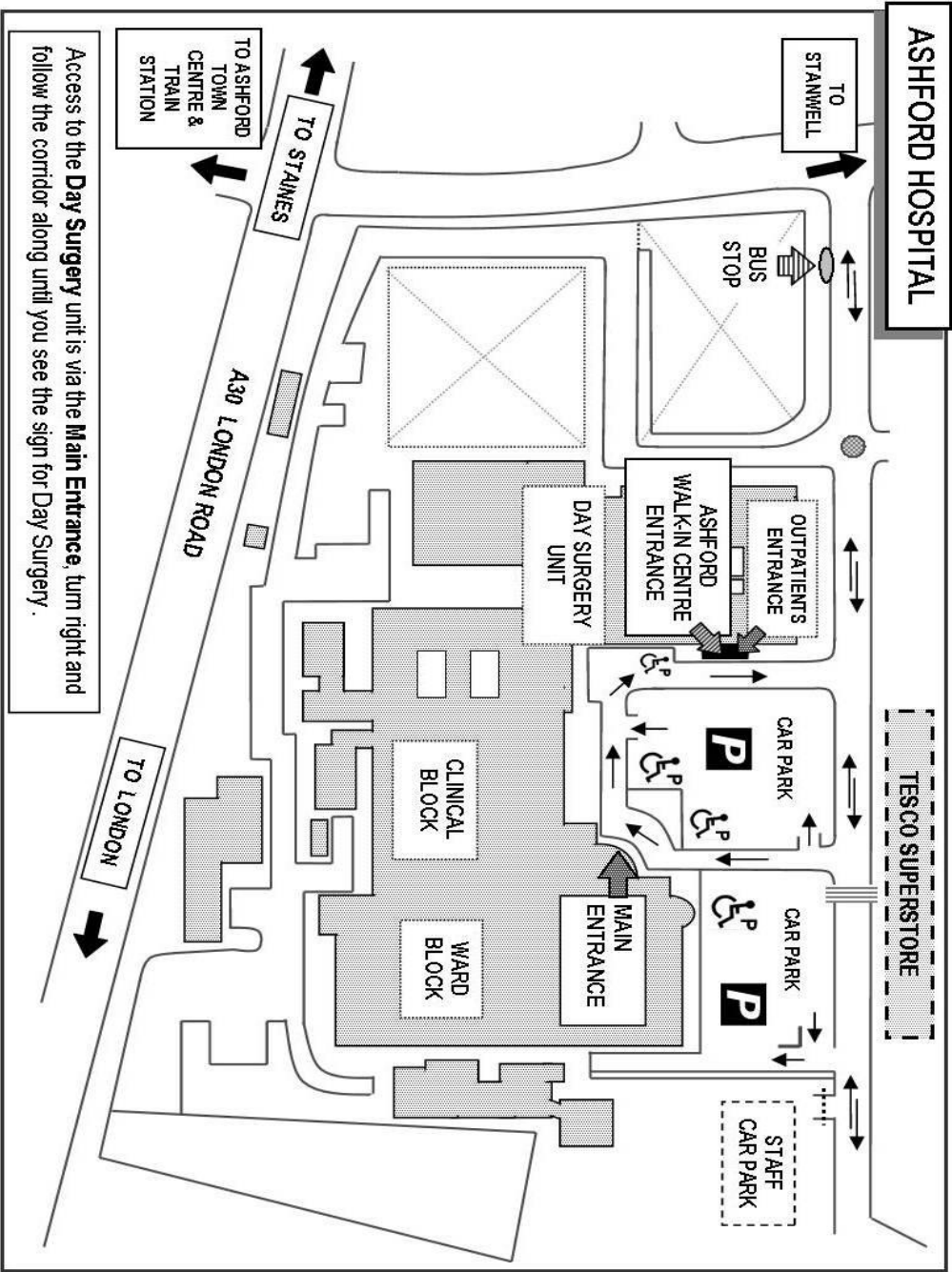
Discharge

You will be given any relevant advice on completion of your treatment and a follow up appointment for your next infusion if required. If your treatment involves a long stay please discuss parking arrangements with the staff.

Patient Feedback Form

We are always looking for ways to improve our service therefore we would ask you to complete the Patient Feedback Form before you leave the Unit.

If you have a concern about your care the best person to talk to is the person in charge of the nursing team. If you feel unable to raise your concerns with them and would prefer to talk to someone independent get in touch with the Nursing and Midwifery Council, or the Patient Advice and Liaison Service (PALS) at the Hospital, contact number **01784 884456** or **01932 723553**



Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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