



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.

You can use Text Relay to turn telephone communications into text.
Use the Relay UK app on your phone, tablet or PC.
You can also use Relay UK via Minicom or Uniphone.

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

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮے ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪاً ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ فون کرو: 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

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

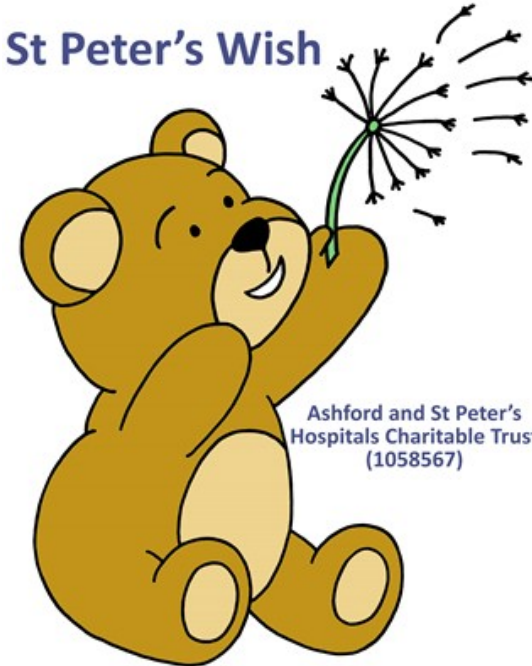
St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

Information for Parents

Ash Ward

St Peter's Wish



Ashford and St Peter's
Hospitals Charitable Trust
(1058567)

Welcome to Ash Ward

Welcome to Ash Ward, we understand that being admitted to hospital with your child can be a scary and worrying time for you. To help with the smooth running of your child's admission and ensure we deliver the best care for your child please read the following information:

We have an allocated nurse for each patient for the day and night shifts. The nurse in charge will also introduce themselves to you.

Visiting Times

For parents: Parents are welcome to visit at any time, but we request that only one parent stays with their child overnight - no siblings are allowed to stay overnight.

For any other visitors:

Weekdays: 14:00 - 19:00 and Weekends: 12:00 - 20:00.

Please could you ensure that there are no more than two visitors to a bed space at any one time, including parents.

Staying Overnight

We will provide you with a parent's bed / chair bed next to your child's.

Parent's beds / chairs will be brought out late evening with bed linen provided if not already at bedside. They will be folded away in the morning by 9am to ensure that there is space for areas to be cleaned.

Feedback

Feedback is welcome to help us improve our service. Please scan the QR below or speak to your nurse about feedback via the "Pants & Tops".



Donation

If you would like to support our children's department with a donation we have a wish list on Amazon, with items starting from as little as £1. Please go on to the Amazon website and find our wish list named 'St Peter's Playroom'. Thank you for your support and generosity.

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 Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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- Please make sure you keep any personal medication locked away or ask a member of staff to lock it away for you.
- Communication aids and interpreters are available for the ward round if required. Please speak to your nurse if any of these are required.
- Please let us know if your child does not have a name band.
- Please respect other people's privacy if in a bay. If you wish to go somewhere more private to speak to the doctors this can be arranged.
- If you have any complaints or concerns, please raise these with the nurse in charge or a senior nurse who will be available on weekdays.
- Our Patient Advice and Liaison Service is also available if you would like to take any issues or complaints further:

PALS can be contacted:

Monday - Friday between 10am - 3pm

Phone number - 01932 723553

Email - asp-tr.patient.advice@nhs.net

It has been our pleasure to look after your child and we hope that your child's stay with us was comfortable.

Parents are asked not to sleep in the patient's bed and the patient's not to sleep in the parent's beds.

The curtains around the bed space are for privacy during ward rounds and for dignity reasons when maintaining personal hygiene. If your child needs to go to sleep curtains can be closed, however once your child is asleep, they will need to be opened again so we can observe your child.

If you are staying overnight, please bring any medications your child usually takes, a toothbrush, pyjamas and a change of clothes. Please remember to bring your mobile phone charger.

Meal Times

Breakfast: 08:30 - this will be available to both the child and resident parent; breakfast will be provided at the bedside.

Lunch: 12:30 - this will be available to both the child and resident parent and will be provided at the bedside

Dinner: 17:00 - this will be available to both the child and resident parent and will be provided at the bedside

- Please inform us if your child has any special dietary requirements so we can order special meals for them.
- We have a no nut policy on the ward.
- You are welcome to bring your own food and drink - we have a parent kitchen with fridge, microwave and tea and coffee making facilities for you to use (please label your food).
- Please ensure that all hot drinks have lids on at all times.
- There are two cafes / restaurants and a shop in the hospital where you are able to purchase food and drinks:

Retreat café (situated in the main entrance) - Monday to Friday 07.30 - 17.00

EDUkitchen (Post Grad Education Centre) - Monday to Friday 07.30 - 15.00

Saturday to Sunday 07.30 – 16.30

WHSmiths (situated in the main entrance) - Open Monday to Friday: 7am to 7pm and Saturday to Sunday: 10am to 4pm.

- We have a selection of readymade feeds on the ward but please bring any specially required feeds with you. We do have sterilizers, but please bring bottles and bottle cleaners with you.
- We will provide jugs of water at the bedside but there is also a cold-water fountain & squash available opposite the nurses' station.

Ward Round

The paediatric doctors' ward round begins around 10am. You will usually be seen by a paediatric consultant between 10am-12pm, however sometimes you may be seen by a senior registrar. If you wish to speak to a senior doctor in more depth, this can be arranged after the morning ward round. If you are under surgical, orthopaedic, urology or gynaecology doctors their ward round times vary as they cover the whole hospital.

Playroom

We have a playroom on the ward with play specialists who are able to provide your child with toys, games and things to occupy them with whilst on the ward. There is also a sensory

room. If your child is not in an isolation cubicle, they may visit the playroom and garden.

A staff member must be present in the playroom/garden area so please check opening times with the play specialist or nurse.

Parking

Please check the website for prices. A weekly ticket is available for longer stays.

WI-FI

To connect to the Wi-Fi, select TempPublicInternet, no password is required.

Discharge

When doctors are happy for your child to be discharged home, you will have to wait for a discharge letter and any medications they may need to go home with. This may take a few hours. If your child needs to come back for antibiotics or dressing changes, we will give you more information about this on discharge.

Other Information

- We advise that children under one year old do not visit the ward for their own safety.
- For security reasons please do not let anyone who you do not know through the main door.
- If your child is allocated an isolation cubicle they must stay in the cubicle and the door must remain closed. This is to protect your child and other children on the ward.