



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.

ने बुगठु उचनमे ची लेंच वै तं विरपा बरवे दिस नंघर उे हेंन वचे: 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

Important Information for your Admission to Oak Ward

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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Before you come

In our experience it is beneficial for children to be informed and well prepared in advance of their surgery.

We have made a short video for our young patients explaining what will happen on the day you come to Oak ward. We strongly advise you to watch this with your child on our website:

<https://www.ashfordstpeters.nhs.uk/patient-videos>

Or by typing 'children's surgery at St Peter's Hospital' on  YouTube

If your child has any disability or ongoing health issue that may impact upon their surgery, please contact Oak Ward in advance so we can implement any necessary cares.

It is vital you follow the starving instructions below:

Your appointment time	When to stop eating (water only afterwards)
7.30 a.m.	2.30 a.m. on day of your surgery
11.30 a.m.	7 a.m. (light breakfast please such as toast, cereal)
	We encourage you to drink until you arrive on Oak Ward.

On the day

Please come to **Oak Ward, level 3** at **St Peter's Hospital, Chertsey KT16 0PZ** at the time indicated on your letter.

Please bring clean pyjamas / spare clothes, dressing gown, suitable footwear (slippers / slip on shoes) that you can change into when you arrive.

Please bring with you any toys, books etc that you feel your child will need while in hospital, toys are not to be shared with other children. Please be aware that there is no dedicated Oak Ward playroom. Please bring any drinks and snacks with you.

As per trust guidelines 2 parents / carers may accompany you (Please note if you are a legal guardian you **must bring proof of this** with you on the day.) **No siblings or other children are allowed.**

The time indicated on your letter is the time you need to attend the ward. This is not the time that your surgery will start. You will be seen by a nurse, your surgeon and an anaesthetist who will then determine the order of surgeries. It may be that you have to wait some time before you have your surgery so please bring a favourite toy / book to pass the time.

Going home

Your nurse will let you know when you can go home and will go through any information required. Ensure you have organised transport home as we do not recommend using public transport after surgery.

Please ensure you have a good supply of paracetamol and ibuprofen at home.

If you have any questions or concerns, please call Oak Ward on 01932 722712 / 722016 (Mon - Fri 0800-1930Hrs)