

Cardiology Unit

Gloucestershire Royal Hospital

Telephone Enquires

We ask that only one member of your family telephone to obtain a condition update. This family member can then be the point of contact for the rest of the family.

Patient bedside telephones are available for your use, these use phone cards at a cost of £3.00 per card. Phone cards may be purchased from designated machine as you enter the ward.

GRH: 08454 222222

Cardiology 1: 08454 228283

Cardiology 2: 08454 228284

CCU : 08454 228433

CPAU : 08454 228288

We hope the enclosed information will help you and give you an idea of what to expect while you are a patient on our ward.

If you feel you have any cause for complaint regarding the services or care provided by the hospital, please speak to the nurse in charge or visit the PALS office as soon as possible. A suggestion box can also be found near the day room.

Equally as important, if you are happy with the service and care received please share these feelings and write to the ward team.

Dear Patient,

Welcome to the Cardiology Unit, the Lead Nurse for this area is Jan Harding who is supported by Senior Sister's Fran Wilson and Ros Greenhalgh . We have several other junior sisters, staff nurses, health care assistants, and ward clerks.

By May 2008 we will have 4 Consultant Cardiologists based at GRH. They are supported by registrars, staff grades, senior house officers and house officers. (F1 and F2 Doctors)

During your stay you will also see our ward pharmacist and possibly a member of the cardiac rehabilitation team or heart failure team depending on your diagnosis.

What to expect if you are admitted as an emergency

The majority of our patients are admitted as emergencies. Most will have been through the emergency department where a diagnosis relating to your heart will have provisionally been made.

On arrival to the Coronary Care Unit (CCU) or Chest Pain Assessment Unit you will be attached to a cardiac monitor. A nurse will check your details, take a heart reading (ECG) and ensure you are comfortable.

You will be seen by the admitting consultant on a ward round the morning after you are admitted. Then your care is usually taken over by the cardiology team.

If you are admitted to CCU you will remain attached to the heart monitor for approximately 24-48hrs you will then be moved to the 'step down' beds on either Cardiology 1 or 2.

There is likely to be other bed moves, within the unit, during your stay as this allows us to provide care and treatment for emergency patients and critically ill at all times.

Due to the nature of your illness we are dependent on facilities at Cheltenham General, Bristol Royal Infirmary and the John Radcliff at Oxford for further investigations / procedures -namely angiography, stenting (known as PCI or PTCA) pacemakers, electrical studies and heart surgery. As a result you will have to wait as an inpatient until

you are transferred. We are unable to speed up the investigations and apologise in advance for your prolonged stay in hospital as a result.

Both wards are located next to the Cardiac Investigations Department, where you may go for further tests including heart scans and treadmill tests.

Although both cardiology wards can be very busy, the atmosphere is friendly. Our aim is to deliver a high standard of care in a safe environment for patients and staff where dignity and confidentiality will be maintained.

The nurses rotate throughout the unit to ensure clinical skills are maintained.

The nurse responsible for your care will introduce themselves at the beginning of each shift.

Information

Various people will be responsible for your care in hospital, these include:

- **Senior Sister and Sister**, Navy trousers/dress with white piping.
- **Staff Nurse**, Navy/white striped dresses/tunic with navy trousers.
- **Male staff nurse**, Navy trousers, white tunic with blue epaulets.
- **Students**, Pale blue.
- **Auxiliaries Health Care Assistants**, Green/white striped uniform.

Discharge from hospital

Please let us know if you foresee any problems that may delay your discharge home or if you are uncertain of anything relating to your condition

The nursing staff will provide you with information about what you should do when you go home.

You may be discharged home with tablets which will be dispensed from our pharmacy. This can take up to 5 hours to process so you

will be asked to use the hospital's Discharge Waiting Area in the meantime.

Visiting hours

3pm- 4.30pm and 6.00 – 8.00pm every day, visiting outside these hours is at the discretion of the nurse in charge.

When visiting we suggest close family only, with no more than two visitors per bed at any one time please.

As the ward can often be quite busy we discourage children visiting, particularly in the Coronary Care Unit. However admission of children will again be at the discretion of the nurse in charge and may vary from day to day. Children must be supervised by an adult at all times.

Visiting restrictions are necessary because as a patient you will need rest, and the nursing /medical teams need to carry out everyday routine procedures, many of which are performed in the morning.

Meals

With the exception of breakfast, meals are ordered by menu cards the day before and are delivered to the ward. They are usually served by our housekeeper and Health Care Assistants.

- Breakfast 6.45am -7am approx
- Lunch 12.00 – 1pm approx
- Supper 5pm – 6pm approx

Hot drinks are served regularly through out the day.

Medicine Rounds

These take place at approximately:

8am, 12.15pm, 5.15pm, 10pm

During this time the nurse should not be disturbed unless in an emergency, this is to ensure that maximum concentration is maintained.