

# Welcome to the haematology/ oncology ward

Information for haematology patients

## **When can I have visitors?**

Visitors are welcome on the ward every day between 3pm and 8pm.

It may not always be possible to visit outside of these hours. This is because of the needs of the ward, and our commitment to respect the privacy and dignity of other patients. Only in exceptional circumstances do we allow relatives to stay at night.

Large numbers of visitors can be tiring and can disturb other patients so we ask for no more than 2 visitors at a time.

Visiting guidelines for our specific ward may change occasionally due to infection risks.

## **Can I have flowers or plants on the ward?**

Unfortunately, because of infection control reasons, flowers and plants are not allowed on the ward.

## **Will I be in a mixed sex bay or in a side room?**

Because we have limited bed capacity, you may have been admitted to a mixed sex bay. You may also be moved in or out of side rooms based on the clinical needs of all the patients on the Unit. If you are concerned about either, please speak to the nurse in charge.

## **Can my family contact the ward?**

The ward is very busy so we kindly ask that only one or two family members contact the ward for patient updates and then passes the information on to other family members and friends.

## **Can I bring anything with me?**

Patients are responsible for their own property. Members of staff cannot accept responsibility for the safe keeping of any items brought into the ward. We advise that expensive items and items of sentimental value are left at home.

## **How will I get home?**

Please note that patients are only eligible for hospital transport home if they have a medical condition that prevents them from taking public transport. If you are medically fit for discharge you will need to make your own arrangements for transport home. You may be sent to the Discharge Lounge on the day of your discharge to wait for your medicine and transport.

## **How can I give feedback or raise a concern?**

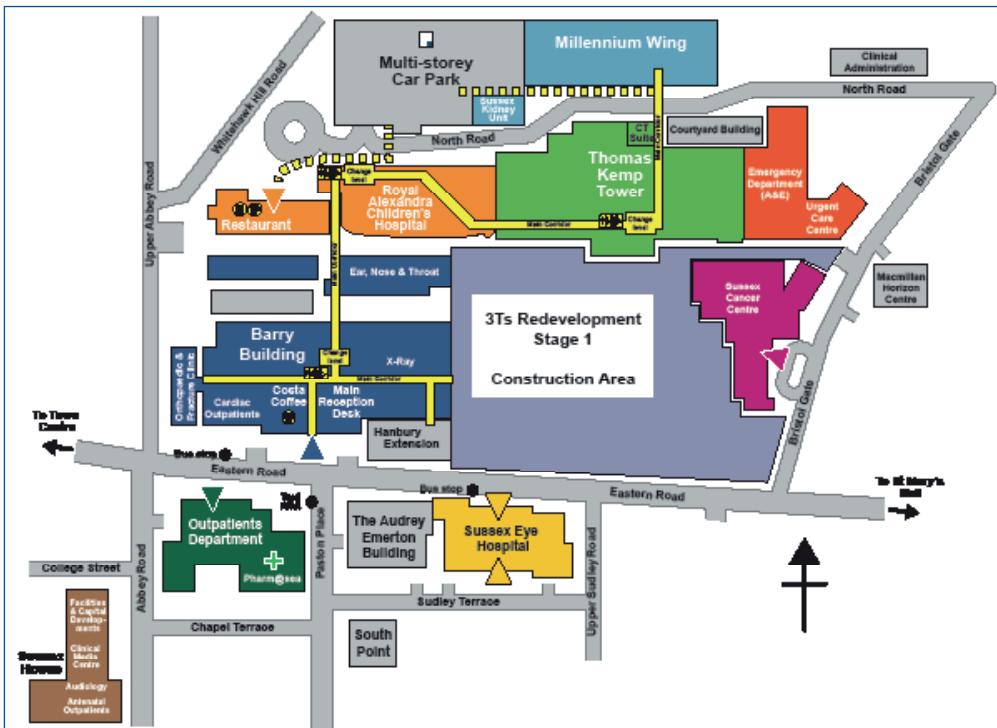
Do tell the staff looking after you if you have a particular concern or wish to give us feedback. You can also speak to the nurse in charge or the ward manager.

PALS (Patient Advice and Liaison Service) can provide information about our services and liaise with healthcare teams on your behalf.

**[uhsussex.pals@nhs.net](mailto:uhsussex.pals@nhs.net)**

**01273 664973 or 664511**

# Contact Details



## Haematology Ward

Level 9

Sussex Kidney Unit (above car park)

Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE

**01273 696955 Ext.67413 / 64646**

**01273 664771** (direct line)

Ward manager: Lucy Armstead

**Visiting hours 3pm – 8pm**

Only 2 visitors at a time please

This leaflet is intended for patients receiving care  
in Brighton & Hove or Haywards Heath

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