

Inpatient Information

Dermatology Unit St Woolos Hospital

Introduction

Your consultant has put you on the waiting list for admission to the Dermatology Unit. We have developed this booklet to give you some information about what to expect on your admission to and subsequent discharge from the unit.

We will try to admit you within 2 weeks and will contact you by telephone when a bed becomes available. Where possible, we will give you 24 - 48 hours' notice. It is a good idea to have a bag packed ready! On the day of admission you will be asked to arrive on the ward between 11 am and 2 pm.

Things you may need to bring

- Old pyjamas/nightwear and underwear as some of the treatments may stain your clothes.
- Old tracksuits, T-shirts and shorts are also suitable. The ward has a limited supply of pyjamas and nightshirts and towels.
- Slippers, flip-flops or sandals.
- Walking aids, glasses, hearing aids.
- Please bring **all** of your tablets with you in their original boxes.

Ward Team

Consultants

Dr. Mills
Dr. Stone
Dr. Goodwin
Dr. Ponnambath

Dr. Robson
Dr. Collins
Dr. Pynn
Dr. Gonzalez
Dr. Ahmed

Doctors Ward Rounds

Monday morning Combined Consultant Ward Round.

The Consultants will review their patients during the week but the ward doctor will be available daily.

Doctors are in the hospital between 9am - 5pm, Monday to Friday. After this time, at weekends and Bank Holidays we have a doctor on-call. Should your medical condition change and you require more acute care, the doctor may decide to transfer you to the Royal Gwent Hospital.

Visiting Times

The visiting times are:-

Monday - Friday, 3.30pm - 5.00pm and 7.00pm - 8.00pm
Saturday / Sunday, 3.00pm - 5.00pm and 7.00pm - 8.00pm

Medical information

Any information concerning your treatment is confidential. This will be passed onto your GP and with your permission to your 'named relative or friend'. If you wish to see your own records please ask a member of nursing staff who will advise you of the procedure. Doctors will make themselves available by appointment to talk to you or your relatives about your condition. Please ask a member of nursing staff to arrange this if required.

Privacy

If you wish to speak to any of the nursing/medical staff in private please ask and facilities will be made available.

Training

We are involved in the training of medical, nursing and other staff. We hope that you will agree to help us with this training where necessary. You have, however the right to refuse to be involved. Please discuss this with your nurse.

Smoking

We have a 'no smoking' policy in the hospital. Some of the topical treatments that we prescribe are highly flammable and patients must **not** smoke using these.

Mobile phones

Can be used on the unit but you will be asked not to use them during doctors rounds. Please respect quiet time for other patients.

Food & Alcohol

Alcohol is not allowed in hospital. If you or your relatives bring any food into hospital please tell the nurse. It is possible its storage may not meet with food hygiene regulations.

Flowers

Unfortunately, due to the nature of the patient's conditions we do not allow flowers in the wards.

Meals

Breakfast - 8.15am
Lunch - 12 noon
Supper- - 6.00pm

We also provide vegan, kosher and halal meals. If you require a special diet please inform the staff.

Making Donations

Hospital staff are not permitted to accept personal gifts. If you wish to make a donation the Dermatology Unit has a charitable fund and a Dermatology Research fund. Please ask nursing staff for more details.

Discharge Arrangements

Planning your discharge begins on the first day of your admission to hospital. Staff need information on any services that you currently have and how you were managing before your admission. They may also ask about your future plans and care needs.

The length of stay on the Dermatology Unit can vary between a few days and several weeks, depending on your skin condition.

The consultant in charge of your care will decide when you are fit for discharge after discussion with the nursing staff and ward doctor. A nurse will inform you and your family/carers of your discharge and where possible, we will give you 24 hours' notice. Please ask the nurse what time your medication will be ready so that you can arrange transport home.

Medicine and Creams

The ward will use your own medication and provide you with a prescription for both your tablets and creams on discharge. You will need to get further supplies from your GP. It is advisable to request a repeat prescription when you are half way through the tub/tube to ensure you do not run out.

The nurse will discuss your daily skin care routine and will provide written instructions. If you are unable to do your own treatment, we will arrange appointments with the practice nurse at your GPs surgery or the district nurse to call at your house.

Please bring all your topical treatment tubes with you, both new and partially used.

Outpatients' appointments

Not all patients need to be seen by the consultant in outpatients after discharge. If you have further problems you may be asked to see your GP who can contact the consultant if necessary. You may be followed up by a specialist nurse.

If an appointment is requested, this may be given to you before you leave the ward or through the post.

Useful Telephone Numbers

Dermatology Unit

- 01633 - 234646 (Ward)
- 01633 - 238962 (Day Unit)
- 01633 - 234963 (Light Therapy SWH)
- 01443 - 802368 (Light Therapy YYF)
- 01633 - 656362 (Clinical Nurse Specialist)

Dermatology Secretaries

- 01633 - 234450 / 4438 / 4449 (Royal Gwent Hospital)
- 01633 - 238459 (St. Woolos Hospital)
- 01873 - 732711 (Nevill Hall Hospital)
- 01443 - 811309 (Ystrad Mynach Hospital)
- 01495 - 768768 (County Hospital)

Infection Control and Hand Hygiene Campaign

The cleanliness of our hospitals is extremely important to us, as is good washing. Hand Hygiene is part of a Health Board commitment to improve infection control. Staff can clean their hands by using soap and water or by using a hand gel/rub which can be found at most bedsides. You are encouraged to ask all staff to clean their hands before touching you or carrying out any care. Please ask your visitors to use the hand gel/rub before going onto the ward. If you would like more information about infection control, please ask the nurse looking after you.

If you have seen anything that concerns you, please inform your nurse. This is valuable information which will enable us to improve our services.

Comments, Suggestions or Complaints

We hope that you will be pleased with the care you will receive from us. If so, please tell us because a compliment does a lot for staff morale and it helps to maintain high standards.

If you have any problems, please speak to staff concerned so that this can be dealt with immediately. If you are not happy with the reply you have received, you may ask to see the Senior Nurse or Senior Manager.

If you are not satisfied with the action taken, please contact:-

www.wales.nhs.uk/ourservices/contactus/nhscomplaints

or

Telephone NHS Direct Wales on 0845 4647