



Manchester Royal Infirmary

Ward 44 and Haematology Day Unit

Information For Patients



Introduction

The aim of this document is to provide written information to people who are receiving treatment on Ward 44 at the Manchester Royal Infirmary. It will cover all aspects of your stay with us here on Ward 44, from admission to discharge. This document is intended for our patients, their carers and families. We hope that it will provide you with some useful information.

Welcome to Ward 44

Ward 44 is a 22 bedded haematology unit that treats people with Haematological cancer, various other blood disorders and who are undergoing stem cell and bone marrow transplants.

Facilities

Ward 44 has 2 bays (one for women and one for men), each with 4 beds. There are male and female bathroom facilities for patients in the bays with shower, sink and toilet. There is one bath on the ward in a separate bathroom with adaptations for assisting weaker patients. Please ask if you require assistance to use this facility. There are 14 side rooms; each has en-suite bathroom and toilet facilities. Side rooms also contain a fridge for patients to store their own food and drink. Each bed has its own digital television most of which have an integrated DVD player. They are available to use free of charge.

If you have been placed in a side room for your treatment, you may be asked to move into one of the beds in the bay area at some point during your stay. This will only be done if it is safe to do so and is usually only done if someone is to be admitted and needs a side room urgently, for either a transplant or some other medical reason.

What you will need in hospital

We would advise that you bring toiletries, night wear including dressing gown and slippers, comfortable day clothes and some underwear. You do not need to provide your own towels or bed linen, although some patients prefer to bring in their own pillow or blanket for comfort. We do not have laundry facilities on the ward so you will need to ask a family member or a friend to take your laundry home. You might like to bring books or magazines, writing materials, laptop, or personal stereo or iPod (with headphones). As each bed has access to a digital TV with integrated DVD player, you may wish to bring in some films to watch. Patients are also permitted to bring in electric razors.

Ward Routine

Meals

- Breakfast 7.30 am – 8.00 am
- Lunch 12.30 pm – 1.00 pm
- Evening meal/supper 5.00 pm – 5.30 pm

Hot drinks are brought round on a regular basis. Soups, cereals, toast and build up milkshakes can be made on request.

Medication

Patient medications are kept in a lockable cabinet by the bed and will be administered by the nurse who is looking after you.

Medication is given at the following times:

- Breakfast medication 8.30 am – 9.30 am
- Lunchtime medication 12.30 pm – 1.00 pm
- Evening medication 5.30 pm – 6.00 pm
- Night medication 10.00 pm – 11.00 pm

If you require extra medication such as pain relief or anti-sickness outside of these times please ask the nurse looking after you and do not wait for the next medication round. We do not operate a self medication policy on the ward.

Ward Doctors

The Haematology Consultants are:

- Dr Eleni Tholouli
- Dr Fiona Dignan
- Dr John Burthem
- Dr Kate Ryan
- Dr Sarah Burns
- Dr Simon Gibbs

Alongside your consultant you will meet Haematology specialist doctors, called registrars, and junior doctors. Out of normal working hours you may need to be seen by one of the on-call doctors who works in the hospital.

You will be reviewed by one of the doctors or our advanced nurse practitioner everyday where you will be able to ask any questions that you may have.

Consultant Ward Rounds

Consultant ward rounds take place twice a week, on a Tuesday morning and a Thursday afternoon. This is when the consultant who is in charge of your care will review you on the ward.

If you have any urgent questions or concerns you should speak to the nurse in charge of your care, who can then arrange for you to speak to the most relevant person. We will always try to keep you and your family informed on a regular basis but should you need to clarify anything then please ask your doctor, specialist nurse or ward nurse.

There are many people whom you may come into contact with during your stay on ward 44, listed below are a number of these and a brief description of what they do.

Haematology Nurse specialists

There are three Haematology Nurse Specialists. They provide a specialist nursing service to patients with Haematological Malignancies, providing support, information and advice for the patient and their family from diagnosis onwards. They will act as the key worker throughout the treatment journey and will help to co-ordinate care and act on your behalf. You should be introduced to your keyworker shortly after your admission their contact details are:

0161 276 3428 (answer phone available)

If you need to speak to someone urgently then please ring 0161 276 1234 and ask them to bleep 3806, 3952 or 8858.

Transplant Co-ordinators

There are two Bone Marrow/Stem Cell Transplant Co-ordinators. Their role is to work closely with the consultant in order to arrange the tests needed for matching donors and organising bone marrow/stem cell transplants. They will provide you with information and support you during this stage of your treatment, should this be a treatment option for you. Their contact details are:

0161 901 4560 (answer phone available)

0161 276 5058 (answer phone available)

Advanced Nurse Practitioner

This is a nurse who has undertaken extra training within a speciality in order to undertake medical assessment and review similar to junior medical staff. You may be seen and reviewed by our advanced nurse practitioner, Lorraine Birtwhistle, while you are a patient on the ward.

Research Nurses

During your time in hospital you may be asked to take part in a Clinical Trial. The aim of clinical trials is to find out if a new treatment or procedure is safe, has side effects, works better than the currently used treatment and helps the person feel better. The research team take responsibility for co-ordinating a defined group of clinical trials. We aim to ensure that all research activities safeguard the well being of patients and are conducted within 'Good Clinical Practice Guidelines for Research' and we also work with local investigators and the Cancer Network. If you are taking part in a trial you will be in close contact with the Clinical Trial team.

Social Worker

The Social Worker will offer advice, guidance and assistance on a whole range of non-medical queries or problems you may have as a result of your diagnosis and potential change in lifestyle. The Social Worker will act as your advocate through your treatment journey should you need this. She will work jointly with all Healthcare professionals involved in your care and will liaise with the hospital discharge team, your local social services department, and various other agencies if you require help and assistance to manage at home. You can be referred to the social worker by any of the nursing staff on the ward.

Dietitian

Our dietitian will evaluate your nutritional status whilst a patient on the ward and can offer advice on the best way for you to eat correctly during your treatment and how to manage if you are struggling to eat. Any of the nurses can refer you to the dietitian.

Macmillan Benefit Advisors

The hospital has two part time Macmillan benefits advisors who can review your financial situation and help you with any claim for benefits you may be entitled to. Please ask if you wish to be referred.

Palliative Care Team

The Specialist Palliative Care Team supports people with cancer and other serious progressive illnesses. You may be referred to the specialist palliative care team for advice on symptom control and support according to your individual needs and concerns. They can work with you and the ward staff to achieve the best management for any symptoms you may experience.

Staff Members

All staff should wear name badges with photo identification and student nurses also wear photo ID. Patients have the right to say no to student nurses if they ask to use information regarding their care and treatment for their academic studies. Agency nurses may work on the ward also during leave periods, illness or staff holidays.

Staff Members Uniform

The staff members wear the following coloured uniform on the ward:

Matron	Dark Blue with white trim
Advanced Nurse Practitioner	Navy Blue with light green trim
Sister	Dark Blue
Specialist nurses	Navy Blue with light blue trim
Junior Sister	Royal Blue
Staff Nurse	Sky Blue
Health Care Assistant	Plain Green
Student Nurse	White tunic

Other staff involved in patient care:

Dietitian	White tunic with sky blue trim
Occupational Therapist	White with dark green trim
Physiotherapist	White with dark blue trim

Observations

Observations are usually made four times a day:

- Early morning 6.00 am
- Lunchtime 1.00 pm
- Tea time 5.00 pm
- Bed time 10.00 pm

Observations are performed more frequently if required. Patients may leave the ward at any time if they are well enough but should seek the advice of the nurse caring for them prior to leaving. In some situations the patient may be advised that it is not in their best interests to leave the ward.

Visiting Times

Visiting hours are;

- Monday - Wednesday and Friday - Sunday
2.00 pm - 8.00 pm
- Thursday 4.00 pm - 8.00 pm to protect other patients privacy during the ward round.

However, if you would like a member of your family to be present during the ward round please check with the nurse in charge. Ideally there will be no more than two visitors per patient at any time to reduce noise and disturbance to other patients. Flexibility for visits outside these hours is allowed if agreed with the nurse in charge of the ward. If a patient requires extra support, facilities are available for a relative to stay with them.

Children under the age of 16 are not permitted to visit patients on the ward. If necessary, arrangements can be made to meet children away from the patient area. This is because children of school age are more prone to colds, which can be easily spread to other patients on the ward. Visitors are asked not to bring flowers onto the ward. Family and friends wishing to enquire about your progress are asked to call the direct-dial number for your ward. To make it easier for staff, try and nominate one member of the immediate family.

Visitors/Carers health

Visitors/carers should not visit the unit if they have any sign of an infection, e.g. cough cold, diarrhoea or rash. If you have had diarrhoea and/or vomiting in the past 72 hours please check with the ward before you visit. If in doubt please seek advice from a nurse or a GP before visiting the patient/ward. Visitors must decontaminate their hands using the alcohol gel available throughout the unit on arrival and departure. Before entering any isolation rooms visitors must put on an apron and wash their hands with soap and water. Coats and bags must be left outside the room.

Post

Any cards and letters are delivered once a day. Due to the size of the hospital this can be at various times during the day. Please tell friends to write your full name and the name of the ward clearly on any mail they are sending to you. The postal address of the ward is:

Ward 44, Manchester Royal Infirmary, Oxford Road,
Manchester, M13 9WL.

Contact Telephone Numbers

Ward 44's phone number is 0161 276 8892.

Patients are permitted to use their mobile telephones on the ward. Alternatively, a public payphone is located in the main reception of the hospital.

Going home from hospital

There will be discussions with you and the nursing team about your healthcare, equipment and services before you leave the ward. On being discharged from the ward all medications will be given to you, as well as a discharge summary sheet which needs to be given to your GP. One of the nursing team will inform the district or community Macmillan nurses to visit you at home if required.

We will ask you to arrange for a friend or relative to collect you from hospital on discharge. Hospital transport can be arranged at the discretion of the medical team if there is a medical need for it.

When you leave hospital you should be given a haematology alert card. This explains what to do if you begin to show any signs of having an infection. If you have any symptoms or feel unwell in anyway, you should Contact the 24 hour help line urgently on: **0161 9010406** . **Do not leave a message.**

The 24 hour emergency triage line

For advice on the management of side effects.

All patients undergoing chemotherapy or being discharged from having a transplant will be given a haematology alert card which has the emergency triage number on it, as well as space for each patient to fill in their own details.

Chemotherapy temporarily reduces your ability to fight infection. Infections develop rapidly. If you think you have an infection you will need prompt treatment in hospital. You will not get better on your own. Early infections can be treated easily. Delay could be dangerous.

These are the symptoms that you may be starting an infection.

If you have any of the following symptoms please contact the Haematology team immediately:

- Feeling cold and shivering
- Temperature of 38°C or above
- Persistent nose bleed
- Any abnormal bruising or bleeding
- Blood in urine or stools
- Skin irritation or rash
- Any evidence of shingles i.e any pain, tingling, burning sensation or rash on one side of the body
- Diarrhoea or abdominal pain
- Any cough or breathlessness after walking short distances
- Any cold sores
- A persistent headache
- Any symptoms of anaemia i.e. listlessness, breathless or dizziness on standing.

Haematology Day Unit

The Haematology Day Unit is situated immediately next to ward 44 and is staffed by a haematology registrar and a team of nurses. There are two reasons you may be asked to attend the day unit, either for treatment or for a clinic appointment to be reviewed by one of our doctors.

Department opening times

The department is open Monday to Friday from 8.30 am to 5.00 pm Outside these hours (including weekends and bank holidays) patients should call Ward 44 for help and assistance.

Patients should call the Haematology triage phone for advice on symptoms and side effects.

Waiting times

Waiting times can vary but as a rule patients will need to wait for blood results to come back from the lab before seeing a doctor. This can take upwards of an hour at busy times.

Clinic Appointments

You may be attending the department for a clinic appointment to see one of our doctors. Usually this time is given to you when you are discharged from the ward or when you leave your last clinic appointment. Your blood needs to be taken prior to seeing a doctor which can take upwards of an hour at busy times.

Treatments

You may be asked to come to the unit for a treatment, sometimes this can mean you will be in the Unit for the majority of the day. If attending the Day Unit for this reason then patients are provided with sandwiches and drinks. Special Diets can be catered for and patients are allowed to bring their own snacks.

You can wear your own clothes and if you want us to we can store any food that you bring in, in our fridge which we will label with your name and date on it. There is a hot drinks round twice daily and a sandwich will be provided at lunchtime. If you have any special dietary requirements please let the nursing staff know. We can provide for example vegetarian, Halal or Kosher meals.

You can bring someone with you, however children under the age of 16 years are not allowed.

Reception 0161 276 4801

Nurses Station 0161 276 4808

On the Unit

We always aim to deliver same sex accommodation to protect your privacy and dignity. However in some instances this may not always be possible, particularly in the Apheresis suite, where you may need to share a bay with a member of the opposite sex. There are however, curtains which can be pulled around each bed area to offer more dignity if needed. If this is an issue please discuss it with your clinician before attending and we will try to accommodate your wishes wherever possible.

Toileting and washing facilities will always be single sex, but please note that the toilets on the unit are for patients only, visitors must use the public toilets in the waiting area or in reception.

Before and during your day on the Unit

Generally we advise you take all your usual medication on the day of the treatment, with the exception of certain cardiac medications, anticoagulants and anti-rejection drugs such as ciclosporin. Please seek advice from the doctor or nurse if you have any queries.

You can bring your own laptop but these may not be plugged in. Mobile phone chargers are not allowed. Please note that anything that you bring in with you is your responsibility throughout your stay.

We also have two DVD players available with a selection of films. If you would like to use this facility during your stay on the unit please ask your nurse on the day.

Hospital Facilities

Cash Point

There is no cash point in the hospital, but there are a number of banks situated outside the hospital, on the other side of Oxford Road, and cash machines in Londis/Post Office on Hathersage Road, and one next to Tesco Express on Upper Brook Street.

Catering services for patients and relatives

Within the hospital there are many cafes. The main dining facility located closest to ward 44 is situated on the ground floor of the childrens hospital It is open 24 hours a day for sandwiches and snacks and serves hot food at the following times:

- Breakfast 7.30 am – 11.00 pm
- Lunch 12.00 am – 2.00 pm
- Dinner 5.00 pm – 7.00 pm

Alternatively there is a Costa coffee shop in the entrance to the MRI and a café and shop in the eye hospital next to pharmacy.

There is also a good selection of take aways outside of the hospital grounds of Oxford Road.

There are also vending machines throughout the hospital which are open 24 hours a day.

Newsagent/Mini Market

There is a newsagent/mini market near to the out-patient pharmacy department which is open from 10.00 am - 6.00 pm. It sells newspapers, toiletries, magazines, stamps and stationery, greeting cards, groceries, sweets, gifts and toys. There is also a Londis, and Sainsburys, Tesco Metro and a Lidl supermarket near the hospital.

Other Services and General Information Chaplaincy and Pastoral Care

There is a chaplain attached to the hospital. Their office is on the ground floor of the new building, to the right of the entrance to the new MRI. It is also possible for the chaplain to visit you on the ward; please ask a nurse to arrange this for you.

The chaplaincy also has contact details for many denominations of faith and can arrange for visits as necessary.

Patient Advocacy and Liaison Service (PALS)

Being in hospital, or caring for someone who is having treatment can be a difficult, confusing, and stressful time. PALS is here to help resolve any difficulties that may arise and provide any information you may require. The Patient Advocacy and Liaison Service is situated near main out patients, in the old MRI.

To contact PALS by phone telephone call 0161 276 8686, Or you can e-mail PALS at pals@cmft.nhs.uk.

Hospital Maintenance Service

Please report any faults with equipment to a nurse on duty. The Maintenance Department are responsible for ensuring all equipment is in good working order.

Smoking

The NHS has a responsibility for the nation's health. Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on:

Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk)

If you are struggling from the effects of nicotine withdrawal, please speak to one of the doctors or nurses and they will arrange for you to be given nicotine replacement therapy.

How to get to The Manchester Royal Infirmary Buses

As The Manchester Royal Infirmary is situated on Oxford Road, one of the busiest bus routes in Europe, there are many frequent bus services available. The 42, 43, 142, 143, X57, 41, 111, 53, and 47 are just a few of the services available. Finglands, Stagecoach and Magic Bus all run services which stop at the hospital. Copies of the bus timetables are available from the hospital's reception desk.

The 147 bus service runs from Piccadilly Railway Station and is operated by the hospital and its partners. This service runs along Oxford Road and turns into the hospital boulevard providing easy access to the new hospital's including the Manchester Royal Infirmary, the Manchester Royal Eye hospital, Saint Marys hospital and the Royal Manchester Childrens hospital. It passes both hospital car parks so can be used as a shuttle bus service around the hospital site. The service runs every 10 minutes throughout the day. More information can be obtained by calling 0871 200 2233 or visiting www.gmppte.com.

Cycling

Secure and covered cycle storage is available.

Rail

There are two major rail stations near the Manchester Royal Infirmary. The nearest railway station is Oxford Road station which is 2.2 miles away, and positioned on the main bus route to the hospital. It is 10 minutes by bus and around 25 minutes to walk. Piccadilly Station is approximately 2.3 miles from the hospital; 15 minutes by bus and around 40 minutes if walking. There is a taxi rank outside the station or a bus can be caught from Piccadilly bus station, approximately 5 minutes walk from the station.

Taxis

Taxis can be booked from either the ward or from any of the reception desks situated throughout the hospital. Local taxi firms include;

- Radio Cars – 0161 236 8033
- Union Cars – 0161 225 5566
- Link Cars – 0161 225 1800

Parking

When visiting MRI the following car parking facilities are available;

- Hathersage Road Multi Storey Car Park. Access from Hathersage Road, with 70 spaces on the ground floor reserved for disabled badge holders. The car park operates a 'pay on foot' system. Take your ticket with you so you can pay at one of the payment machines before returning to your car.
- Grafton Street Multi Storey Car Park. 36 spaces reserved for disabled badge holders, with an additional 36 on the

external part of the car park. This car park also operates a 'pay on foot' system.

- Disabled badge holders are allowed to park free of charge when displaying a valid badge. If all disabled spaces are full, disabled badge holders are allowed to park in any normal car park space.

Free parking is also available to;

- Relatives of Intensive Care/High Dependency Unit
- Frequent attenders (three or more times a week)
- Relatives of long stay in patients

If you have been to an out-patient appointment or attended Accident and Emergency and your visit has been longer than 6 hours, you will be charged the £5 rate if you speak to a member of security staff at the car park before paying and have proof of your appointment or attendance. You will need a signed form from the department, please speak to the receptionists or nurse in charge.

Car park tariffs are:

- 0-30 minutes: free
- 30 minutes-3 hours: £2.50
- 3-6 hours: £5.00
- 6-24 hours: £15.00
- Weekly parking permit: £20.00
- Monthly parking permit: £40.00

There are numerous drop-off points around the hospital. The nearest drop off to the Haematology department is outside the new MRI entrance at the furthest end of the boulevard. This is indicated by a burgundy pillar. If you require a porter with a wheelchair you should ask to be dropped off at the main MRI entrance near Grafton Street where staff on the helpdesk can arrange for a porter to come for you.

Directions to the Haematology department:

- From Hathersage Road Car Park:

Enter the hospital via the main children's hospital entrance. Proceed through the foyer and atrium of the children's hospital. Turn right at the café opposite you and proceed through both sets of double doors. Turn left on the main Corridor. Walk the length of the corridor, passing through the children's hospital, Saint Mary's Hospital and the eye hospital. When the colour scheme turns burgundy you are in the MRI. Take the lifts at the end of the corridor on the right (opposite Costa) to the third floor. Turn left out of the lift and the haematology department is first on the right. It is signposted ward 44 and Clinical Haematology.

If you are unsure of where we are situated, then please visit our website, which will help you find us. Follow the links for the Manchester Royal Infirmary, and then to the 'plan your visit' section.

www.cmft.nhs.uk

Hospital Transport

Patients are expected to make their own way both to and from the hospital. Hospital transport will only be provided if there is a clinical need determined by the team responsible for your care.

We hope that this booklet has been useful for you. If there are still any questions that you may have please ask either the nursing staff or your key worker.

Zero Tolerance Policy

We are committed to the well-being and safety of our patients and of our staff. Please treat other patients and staff with the courtesy and respect that you expect to receive. Verbal abuse, harassment and physical violence are unacceptable and will lead to prosecutions.

Suggestions, Concerns and Complaints

If you would like to provide feedback you can:

- Ask to speak to the ward or department manager.
- Write to us: Patient Advice and Liaison Services, 1st Floor, Cobbett House, Manchester Royal Infirmary, Oxford Road, Manchester M13 9WL
- Log onto the NHS Choices website www.nhs.uk - click on 'Comments'.

If you would like to discuss a concern or make a complaint:

- Ask to speak to the ward or department manager – they may be able to help straight away.
- Contact our Patient Advice and Liaison Service (PALS) – Tel: 0161 276 8686 e-mail: pals@cmft.nhs.uk. Ask for our information leaflet.

We welcome your feedback so we can continue to improve our services.

No Smoking Policy

The NHS has a responsibility for the nation's health.

Protect yourself, patients, visitors and staff by adhering to our no smoking policy. Smoking is not permitted within any of our hospital buildings or grounds.

The Manchester Stop Smoking Service can be contacted on Tel: (0161) 205 5998 (www.stopsmokingmanchester.co.uk).

Translation and Interpretation Service

These translations say "If you require an interpreter, or translation, please ask a member of our staff to arrange it for you." The languages translated, in order, are: Arabic, Urdu, Bengali, Polish, Somali and simplified Chinese.

إذا كنت بحاجة الى مترجم، او ترجمة، من فضلك اطلب من احد موظفينا ترتيب ذلك لك

اگر آپ کو ایک مترجم، یا ترجمہ کی ضرورت ہے، تو برائے کرم ہمارے عملے کے کسی رکن سے کہیں کہ وہ آپ کے لیے اس کا انتظام کرے۔

আপনার যদি একজন দোভাষী, অথবা অনুবাদের প্রয়োজন হয়, দয়া করে আমাদের একজন কর্মীকে বলুন আপনার জন্য ইহা ব্যবস্থা করতে।

Jeśli Pan/Pani potrzebuje tłumacza lub tłumaczenie prosimy w tym celu zwrócić się do członka personelu.

Haddii aad u baahantahay tarjubaan, fadlan waydii qof ka mid ah shaqaalahayga si uu kuugu.

如果你需要翻译或翻译员, 请要求我们的员工为你安排



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