

Welcome to Bartholomew Ward / Cardiac Care Unit (CCU)

Information for patients and their visitors



- Contact details:**

Cardiac Care Unit	Telephone: 01233 61 61 15
Bartholomew Ward	Telephone: 01233 65 18 60
- Visiting times** are as follows, unless you have made an agreement with the Nurse in Charge of the Ward / Unit that you can visit your relative outside of these times.
 - Cardiac Care Unit 3pm to 8pm
 - Bartholomew Ward 2pm to 8pm
- Patients on the Ward / Unit are encouraged to have a **rest period** between 1pm and 3pm.
- Please arrive before 7pm if you need **an update** from the nurse looking after your relative, as a handover from the Day Team to the Night Team happens at 7pm and cannot be interrupted.



Why have I been admitted to one of these wards?

Bartholomew Ward and the Cardiac Care Unit are for patients with urgent heart conditions. The Cardiac Care Unit is for cardiology patients who need closer monitoring during their stay in hospital, but as your needs change during your stay you may be moved between the two wards.

What might I need on the ward during my stay?

We understand that you probably came to hospital as an urgent case, and might have come without any of your belongings. We have listed below some items which you might find useful during your stay, that your relatives might be able to bring into hospital for you.

- A **list of all the medication** you are currently taking, including any complementary, herbal remedies.
- A **dressing gown** and some **spare clothes**, including pyjamas and day clothes. We recommend that where possible you get dressed every day. Research has shown that getting out of pyjamas every day makes patients feel better and recover quicker. Please note that the hospital will not launder (clean) your clothes, you will need to ask your family to remove and replace your clothes where appropriate.
- Your own **toiletries** (shampoo, soap, and toothpaste). You will be able to take showers during your stay.
- We recommend something to pass the time during your stay, such as **books, magazines, or knitting**. We do allow **smart devices** on the wards (mobile phones and tablets) but please be considerate of your fellow patients and turn the sound off or use ear phones.
- The hospital has a shop at the main entrance where you can buy refreshments and magazines, and various places where you can buy a drink.

If you have any questions, please speak to one of the nurses.

What staff will be looking after me on the wards?

Each unit has several staff who are responsible for your care.

- **Ward consultants** rotate on a weekly basis, so if you stay with us for more than a week you will meet a new consultant on the Monday. You will be allocated a named consultant, based on the day you were admitted to hospital. This will not necessarily be the consultant that you see the most.

We have listed the consultants that you might see at the end of this leaflet. If you have queries about your treatment after you have been discharged from hospital, you should contact your named consultant's secretary.

Consultants are responsible for the ward rounds and will do ward rounds themselves at least three mornings / early afternoons each week. Please speak to the ward consultant about any concerns and queries you may have. They will make sure what the problem is that brought you to hospital, plan how to manage it, and change your care plan if needed during your hospital stay.

Every morning doctors and nurses meet to discuss the progress of patients on the cardiology ward, this includes any new patients and anything that may have happened on the ward overnight. We then make a plan for the day. We will plan to see the most ill patients first, then patients who might be able to go home. It can be a little difficult to predict exactly when you will be seen. If you would like a relative present during ward rounds, please let us know and we will try to coordinate times. We have added some blank pages to the end of this leaflet for you and your relatives to make notes and write down any questions you might have.

- The **ward registrar** helps the consultant cover ward rounds. A registrar is either a doctor who is training to become a cardiologist and has been qualified for at least four years, or a specialist associate which is a registrar with a considerable experience in cardiology but without official completion of specialisation.

The ward registrar will review your progress and plan, and then report back to the ward consultant and discuss any queries they might have.

There is a **cardiology registrar** on call 24 hours a day 7 days a week, in case you become unwell over night. They can activate out of hours investigations and treatments if you need them, including investigations and treatments that need the on-call cardiology consultant to attend. The on-call cardiology consultant is not always the ward consultant that you met during the day.

- We also have **junior doctors** who are in the early stages of their training. They will only work on the wards under close supervision from senior staff. They will usually help the ward registrar or ward consultant with monitoring patients, requesting tests, and searching for information. They may ask you about your symptoms, examine you, and talk to you about your condition. They will not be making decisions about your care without speaking with either your registrar or consultant.
- **Nurses** are available on the wards at all times. They work 12.5 hour shifts (overlap for handover) 7am to 7.30pm, and 7pm to 7.30am (handover is 7am to 7.30am and 7pm to 7.30pm), and continually monitor your condition and can discuss your case with a doctor at any time. On CCU one nurse cares for three to five patients at a time, and on Bartholomew Ward five to seven patients.

During the evenings / nights the on-call doctor / team may not know you, but they have your notes and your nurse will tell them why your condition may need reviewing.

Your nurse will be monitoring how you do all the time, so it is important that you tell them if you have any change in how you are feeling. If you are wearing a heart monitor, your heart rate and rhythm is displayed in our central observation areas and equipped with an alarm to alert staff to any abnormal findings; your nurse may be monitoring you from afar.

Your nurse is responsible for your medication, so please do not take any medication on your own unless agreed with your nurse. They will use a drug chart, written up by a doctor, to make sure you are taking the right medication.

The managers responsible for each area are:

- Belinda Cheesman, Ward Manager Bartholomew Ward
- Kat Fisher, Unit Manager Cardiac Care Unit

- A **pharmacist** will check that the medications we prescribe for you go well together. Your drug chart is reviewed each day during the ward round to make sure the medication that you are getting is appropriate. Please tell us if you have any medication allergies or any previous medication intolerances.
- **Ward clerks** help nurses and doctors with clerical work connected to the ward. If you need a follow-up appointment once you leave hospital they will arrange this for you. Please speak to them if you have specific requests regarding your follow-up appointment (such as which hospital you would like your appointment at and which consultant you would like to see).

Are CCU and Bartholomew Ward mixed sex wards?

CCU is a mixed ward (due to it being an acute unit). Bartholomew Ward has male bays and female bays. Privacy and dignity will be maintained at all times.

What will happen to me while I am on the ward?

During your stay with us there are a variety of tests that you may need. We will explain each of these to you, the reasons for them, and any risks or complications you may have. We understand there can be a lot of information to take in, and patient leaflets are available to give you more information. Please ask a member of staff for copies of the leaflets.

In addition to the leaflets, you will find a description of our most common investigations and treatments on the following web site www.explainmyprocedure.com/consent-overview-english/

Take your time to go through all the information you have been given, discuss your options with family or friends, and ask ward staff if you have any questions. Please be aware that you can change your mind and withdraw consent for treatment at any time. We will try to tailor an investigation and treatment plan for you based on what we feel is the best option and what you would like to see happen.

Why do certain tests take longer than others?

Some of the specialist investigations offered to you during your stay have different waiting times, so it can be impossible to predict exactly when they can take place as the duration of the investigation or treatment varies for each patient. If you are listed for a specialist investigation / treatment the ward clerk will be able to tell you your position on the waiting list each day. If your symptoms change during your stay this could change your position on the list, so please update us with any change in your symptoms immediately.

It is not unusual to wait three to five days for an angiogram, although we try to get it done within 72 hours.

We might ask a doctor from another specialty to review you, if we feel this might be helpful.

What if my family have any questions about my condition or treatment?

We rely on you to keep your family updated on how you are doing and what plans are in place for treatment. However if you would like us to speak with them directly, please let the nurse or the ward clerk on your ward know. We will need their name, contact number, and a preferred time to call them.

What happens when I am ready to return home?

When you are ready to go home, you will be given a discharge letter with a summary of the care you have had in hospital, a list of the medication we recommend that you take, along with the name of the consultant who was on the ward when you arrived at hospital. A copy of this letter will also be sent to your GP.

We recommend you make an appointment with your GP once you return home, to discuss any changes that have been made to your repeat prescriptions and discuss how often they would like to see you for future reviews.

Will I have a follow-up appointment?

Not all patients need a follow-up appointment, but if you do our ward clerk will arrange this for you.

What if my new medication is not working or it is making me feel ill?

Do not change your medication without speaking to your GP or the hospital, as some of the medication we have prescribed is essential. However, we may be able to change and stop parts of your treatment if you think it is disagreeing with you. Please speak to your GP or get in touch with your consultant's secretary (written on your discharge letter) if you suspect medication is making you ill.

Most medication will be reviewed by your GP at least once a year, but some patients will have their medication reviewed more regularly. Please discuss this with your GP.

What if I have any concerns when I return home?

If you have questions once you return home, please contact your GP first. It is possible to pass a message to your named consultant by contacting their secretary (see list below), your named consultant will be on your discharge letter.

- **Cardiology Department secretaries, William Harvey Hospital**
Email ekhuf.t.whh-cardiologysecs@nhs.net
- **Cardiology Department secretaries, Queen Elizabeth the Queen Mother Hospital**
Email ekhuf.t.qeh-cardiologysecs@nhs.net

Consultant	Secretary	Telephone number
Dr Intisar Mirza and Dr Steven White	Nicola Britcher	01233 61 68 94
Dr Jane Fisher	Lindsay Lawrie	01233 61 67 49
Dr Smriti Saraf and Dr Thanuja Nandadasa	Caitlin Neal	01233 61 62 24
Dr Anne Louise Vaney and Dr Hafez Alhous	Maria Ingram	01233 65 18 96
Dr Paula Mota and Dr Jem Lane	Deanna Stanley	01233 61 68 97
Dr Rajiv Rampat and Dr Vikram Khanna	Rosanna George	01233 61 62 28
Dr Richard Heppell	Lisa Robinson	01843 23 45 63
Dr Riyad Al Karoudi and Dr Oksana Kovalenko	Natalie Hopkins	01843 23 50 44
Dr Konrad Grosser	Theresa Ling	01843 23 51 20
Dr James Rosengarten and Dr Idris Harding	Deborah Leer	01843 23 51 82
Dr Mark Fenton	Natalie Riches and Wendy Costin	01843 23 51 19

Please use this space to write notes about things you would like to ask us or specific things you would like to remember. Please take this leaflet home with you so you have our contact details.

This leaflet has been produced with and for patients

The NHS has a zero tolerance policy of all violence and aggression. Please treat our staff with the same exact respect you would expect to receive.

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation