

# Welcome to M2: Gynaecology and female surgery ward

## About M2

### Beds

M2 is a women only, 11 bedded inpatients ward, with 6 additional beds for Gynaecology Day Surgery.

We receive both emergency and elective patients

### Flowers

Flowers and plants are welcome on the ward, but please note we cannot provide vases.

### Mobile phones

We appreciate you will want to keep in touch with your friends and family whilst in hospital, but kindly ask that you keep your mobile phone on silent to avoid disturbing patients who may wish to sleep.

### Chaplains

Whatever your faith, the Trust has a team of chaplains should you have any worries during your stay or if you just want someone to talk to. Nursing staff will be happy to arrange this for you.

### Day Room

Patients who are mobile and would like a change of scenery or somewhere comfortable to sit to read or chat with visitors, are welcome to use the day room situated to the rear of Bay 1-6.

## Medication

Patients are asked to bring their own current medication to the hospital. This must all be handed to the nursing staff for safe keeping and will be given to you at the allocated time.

Drug rounds take place at regular times during the day.

## Property

Please bring only the minimum of personal property into the hospital. All patients are asked to sign a disclaimer to take responsibility for their own property. In the event this is not possible, the next of kin will be approached.

We recommend that any valuables, including jewellery, money or credit cards, are taken home by family or friends as the ward does not have the facility for safe keeping of such items.

We ask that toiletries and suitable walking slippers are brought from home and we also recommend all property is clearly named.

## Uniforms

There are posters on the wall showing which grade of nursing staff and the different uniforms worn.

## General information

It is helpful if a designated family member is identified for staff to contact or to ring the ward to find out how the patient is, and that other friends and family communicate with that person.

Due to morning being the busiest time on the ward, we ask that family or friends call after 11am when most consultant rounds have finished.

We do not give out information over the phone in accordance with the Data Protection Act, and we request that you do not ask staff to do so.

A senior member of staff or the matron are available for you to discuss any concerns in person, or appointments can be made to speak with the consultant. A member of the nursing team will gladly advise or assist.

## Infection control

Hand cleansing gel is provided at each bed for use by visitors but do not hesitate to ask if you have any concerns about hygiene.

## Catering

There are various options for patients and visitors to buy refreshments in the main hospital building, all offering takeaway and eat-in options

You, or your friends and family may visit the Costas, Subway, M&S Food or WHSmith in the main hospital building for hot/cold drinks, snacks and many other items, or The Dining Room located on the 1st flr Ferguson House, where hot meals are also available.

## Questions or concerns

Please do not hesitate to ask questions during your stay, or request to speak with the ward manager if you have any concerns. No question is considered silly - staff are here to help.

## Discharge home

On the day of discharge we aim to have patients ready by approximately 10am. Patients will be transferred to the Discharge Lounge while waiting for any medications to take home and transport. Hospital transport will be organised for those patients whose medical condition prevents them from using either their own or public transport.

## Zero Tolerance Policy

The trust operates a Zero Tolerance Policy whereby any threatening or aggressive behaviour towards staff and others will not be tolerated. Please notify ward staff if you observe any unacceptable behaviors during your stay as they are always happy to help.



Ana Casimiro  
Senior Sister



Marion Louki  
Director of Midwifery and  
Gynaecology Nursing



Mrs Carolyn Croucher,  
Consultant Gynaecologist

## Protected meal times

Breakfast	7.30am - 8.30am
Lunch	12 noon - 1pm
Evening meal	5pm - 6pm

Hot drinks are served throughout the day and are available on request when possible.

Relatives are welcome to come to the ward and assist during these times, but we ask other visitors to kindly respect this quiet time for patients.

## Visiting times

3pm - 8pm

## For further information

Website: [www.epsom-sthelier.nhs.uk](http://www.epsom-sthelier.nhs.uk)

Gynae Ward M2:  
Tel. 020 8296 2150/3659

Patient Advice and Liaison Service (PALS):  
Tel. 020 8296 2508  
email: [pals@esth.nhs.uk](mailto:pals@esth.nhs.uk)

NHS Choices:  
Tel. 111

Website: [www.nhs.uk](http://www.nhs.uk)

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*Great care to every patient,  
every day*