

## Medical information

If you have any questions about your treatment, aftercare or any other matters, please ask the doctor, nurse or therapist; we will be happy to help. If you want to discuss the patient's progress in more detail, an appointment can be made to talk to the consultant through the clinical administrative team (CAT 11) 0118 322 6676 or email [rbb-tr.cat11@nhs.net](mailto:rbb-tr.cat11@nhs.net). Relatives should have the agreement of the patient before attempting to discuss the patient's medical condition.

## Valuables

Please don't bring valuables onto hospital premises; arrange for a relative/friend to take them home. The ward is not responsible for lost property or broken goods.

## Help and information

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the named nurse.

You can also pick up a copy of the Patient Advice and Liaison Service (PALS) leaflet, which explains how you can raise concerns or give feedback on your experience at the hospital.

[www.royalberkshire.nhs.uk/about-us/contact-us/patient-advice-and-liaison-service-pals/](http://www.royalberkshire.nhs.uk/about-us/contact-us/patient-advice-and-liaison-service-pals/)

## Friends and Family Test

Please give feedback by completing the Friends and Family Test. You will be asked one question "Overall, how was your experience of our service?"

[www.royalberkshire.nhs.uk/patients-and-visitors/friends-and-family-test/](http://www.royalberkshire.nhs.uk/patients-and-visitors/friends-and-family-test/)

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

Department of Cardiology, April 2023  
Next review due: April 2025



**Royal Berkshire**  
NHS Foundation Trust

# Welcome to Whitley Ward

Information for patients,  
relatives and visitors

---

## **This leaflet aims to answer some of the questions you may have about your (or your relative's) stay on Whitley Ward.**

---

Whitley Ward looks after adult patients treated by our cardiology (heart) service, catering for male and female acute medical and cardiology patients.

Patients are cared for in single sex bays. Each single sex bay has a designated single sex toilet and washing facilities adjacent to the bay.

**Ward Manager:** Anne Franklin

**Matron:** Abbyrose Andrews

**Phone:** 0118 322 5488 / 6594

**Address:** Whitley Ward, Level 1  
Battle Block, Royal Berkshire  
Hospital, Craven Road,  
Reading RG1 5AN

### **Facilities and refreshments**

- We have a weekday trolley service, where newspapers, drinks, toiletries etc. can be purchased. (Currently on hold due to COVID.)

- Shops are in the main entrance.
- The conservatory café Friends is located beside Whitley Ward and is run by the League of Friends.
- Hospedia bedside entertainment (TV, internet and phone) is available. Nearest Hospedia vending machine is outside the ward doors, opposite the lifts.
- Patients are allowed to use mobile phones but please be considerate of others – the phone camera should not be used in hospital.
- Free WiFi access is available for patients. Connect using the RBFT\_GUEST network. All new users will need to login before connecting for the first time.

### **Visiting times**

#### **10am-8pm**

Open visiting for patients at the end of life or those with dementia or a learning disability.

Only TWO visitors per patient at any one time please.

### **Meal times**

Breakfast: 7.30am – 8.30am

Lunch: 12.15pm – 12.45pm

Supper: 5.00pm – 6.00pm

We have protected meal times but visitors can stay if they wish to support or help feed their friend or relative.

### **Drug rounds**

Please do not disturb nurses during drug rounds. We will be happy to speak to visitors afterwards.

### **Telephone enquiries**

If you are unable to visit the ward, we are able to give limited information over the phone. Please aim to ring after 10am for general enquiries.

Please nominate one relative as main contact to maintain good communication.

### **Car parking**

Public parking is pay on foot with a barrier on exit and the nearest parking is located on Levels 0-3 of the multi-storey car park.