



Royal Berkshire
NHS Foundation Trust

Welcome to Victoria Ward

Information for patients,
relatives and carers

Ward clerk: 0118 322 7476

Ward nurses' station: 0118 322 7462 / 8882

Sister Laura Kabambe: 0118 322 7963

Victoria Ward cares for renal (kidney) patients and is a 22-bed ward divided into male and female bays. There are also two side rooms, allocated based on clinical need.

Visiting times

The ward's visiting hours are open; however, we ask that there are not more than two visitors at the bedside at any time – other visitors can wait in our day room until it is their turn to visit the patient. Many of our patients are poorly or require treatment that makes them very tired, so please try to leave time between visits to allow the patients to rest and please keep noise to a minimum.

Phone enquiries

We request that where practical, one person be nominated to make telephone calls to enquire about the patient's condition. This person should then liaise with other family members and friends.

Please phone after 10.30am to speak to a nurse (unless urgent!). Before this time, the ward clerk will be able to update you on the patient's progress. To protect patient confidentiality, information regarding diagnosis or test results will not be given out over the phone. However, we can ask the doctor or the nurse in charge to meet with you.

Nurses

Each patient is designated a trained nurse or supervised student nurse and a health care assistant (HCA) to care for them, and they will introduce themselves at the start of each shift. We also have two housekeepers to help with your needs.

Doctors

Consultant ward rounds take place on a Monday, Wednesday and Friday mornings, conducted by the ward consultant of the month. The ward consultant of the month can be identified on the 'Who's

who' board at the nurses' station. In addition, a doctor from the consultant's team will visit daily. At weekends, there will also be an on-call team to attend to any emergencies on the ward. If you, your relative or carer need to speak to a doctor, please ask your nurse how to arrange this.

Nurse in charge

Each shift has a nurse in charge who can be identified on the board displayed at the nurses' station; they will be happy to help with any queries or concerns you might have.

Meal times

Breakfast	7.30am	8.00am
Lunch	12.15pm	12.45pm
Supper	5.15pm	18.00pm

You will receive your own menu card daily to order your meals. Ward staff will explain how to fill these in. If you require a special diet, please ask. Hot drinks are served at meal times and at 10.30am and 8pm (unless you are on a fluid restriction).

Toiletries

Although available on the ward, we recommend that visitors ensure that their friend or family member has an adequate supply of basic toiletries such as soap and toothpaste, for the duration of their stay in hospital. We would also ask that you bring in some clothes / nightwear for your friend or family member.

Ward information

- The ward is cleaned daily at various times but we ask that you try and keep your bedside area as tidy as possible and keep clutter to a minimum.
- We have sleep packs available on the ward to help you get a better night's sleep, so please ask if you require one.
- The ward has limited storage space so please ensure that any

property brought into hospital is neatly stored in the bedside locker. Please do not bring valuables into hospital.

- Flowers are not permitted on the ward.
- Smoking is not allowed in any part of the hospital.
- The nearest tea bar is located at the Battle Block conservatory, open Monday to Friday. Alternatively, the hospital restaurant, opens 7 days a week, is located at South Block and there is a coffee shop near the main entrance to the hospital.
- There are also other retail facilities located in the main entrance.
- Contact with the chaplains or other religious leaders is available on request, please ask your nurse to contact them

Talk to us

We hope that your stay on Victoria Ward is comfortable. If you have any queries or concerns, please speak to the nurse caring for you and they will try to find an appropriate solution.

You can also contact PALS for on-the-spot help and information. Ask a member of staff to arrange for one of the PALS Team to visit you on the ward, telephone 0118 322 8338 or email PALS@royalberkshire.nhs.uk.

Friends and Family Test

Before you leave hospital you will be given a card asking one question “Overall, how was your experience of our service?” Please spare a few moments of your time to give us your feedback to help us improve services.

To find out more about our Trust visit www.royalberkshire.nhs.uk

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