

Patient and Visitor information

Charnley Ward Visiting Information

Integrated Emergency & Medical Pathways division

Introduction

Welcome to Charnley Ward at The Princess Alexandra Hospital NHS Trust. This leaflet provides important information about arrangements, ward expectations, and contact details. Our aim is to ensure that all patients receive safe, high-quality care in a comfortable and respectful environment.

Charnley Ward is an acute medicine ward, which means it provides short-term care for adults who are suddenly unwell or whose existing medical condition has worsened. Patients are assessed, monitored and treated by a specialist medical team, with tests and treatment arranged as needed. Once their immediate medical needs have been addressed, patients may be discharged home, transferred to another ward for specialist or ongoing care, or referred to community services for further support.

Ward transfers

Patients may be moved to a different ward within 72 hours if this is appropriate for their clinical care or due to hospital bed requirements. Our staff will keep patients and their next of kin informed throughout the process and ensure patients care continues without interruption.

Visiting hours

Visiting is welcomed between **11:00 am and 8:00 pm, seven days a week**. To help us maintain a safe and comfortable environment for everyone, no more than **two visitors at the bedside at any one time**. If you would like additional visitors, or wish to bring children under 12yrs, please speak to the ward manager upon arrival, who will be happy to discuss this with you.

Please note that there may be occasions when visiting needs to be temporarily restricted to support patient care, such as during clinical procedures, medical ward rounds, infection prevention measures, or emergency situations.

Children visiting the ward

Children under 12yrs are not permitted to visit the ward unless prior approval has been obtained from the Ward Manager or the Nurse in Charge.

Respecting other patients

To help create a calm, safe, and healing environment, we ask all patients and visitors to be mindful of others on the ward. Please speak quietly, respect the privacy and confidentiality of all patients, and follow any instructions provided by ward staff. We also ask that you remain considerate of

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neighbouring patients, who may be feeling unwell, recovering from treatment, or resting. Your cooperation is greatly appreciated and helps us provide the best possible care for everyone.

Mobile phones and other electronic devices

Mobile phones and electronic devices may be used on the ward provided they do not disturb others. Please:

- Keep devices on silent mode whenever possible.
- Use headphones if watching videos or listening to audio.
- Keep conversations at a low volume

For privacy and confidentiality reasons, audio recording, photography or filming whilst on hospital premises are not permitted without the express permission of the subject(s) and the Trust's Communications team.

Toilets for visitors

Visitors are asked **not to use patient toilet facilities** on the ward. Public toilets are available elsewhere within the hospital.

Personal belongings

Please ensure you collect all your personal belongings before leaving the ward. The Trust does not accept liability for any lost property.

Trusted family/carers are encouraged take patients' non-essential belongings home for safe keeping.

Alcohol

Alcohol is not permitted within the ward or hospital premises. For the safety of all patients, visitors found bringing or consuming alcohol may be asked to leave the ward.

Smoking

The Princess Alexandra Hospital operates a strict no smoking and no vaping policy. Smoking and vaping are not permitted anywhere within the hospital premises or ward areas. Patients wishing to smoke or vape should discuss this with the nursing team before leaving the ward, as it may not be safe or appropriate for some patients to do so depending on their medical condition or treatment. Nicotine replacement therapies, such as patches or inhalators, may be available during your stay and can be discussed with the ward staff.

Respecting staff

We operate a Zero Tolerance Policy towards abuse or violence. Aggressive, threatening or abusive behaviour towards staff will not be tolerated and may result in removal from the department or police involvement.

Contacting the team

Contacting the Team If you have any questions please speak to the nurse in charge, ward manager or matron. Ward telephone numbers are:

- 01279 973616
- 01279 973638

We welcome feedback about your experience, as it helps us to improve the care and services we provide. If you would like to share your comments, concerns, or suggestions, please contact our Patient Advice and Liaison Service (PALS) at paht.pals@nhs.net or by telephone on 01279 827211.