

Plymouth Hospitals



NHS Trust

Information
for Patients and Visitors

Lynher Ward

Level 05
Derriford Hospital

Derriford Hospital
Derriford Road
Plymouth
PL6 8DH

Tel: 0845 155 8155

www.plymouthhospitals.nhs.uk

Lynher Ward specialises in Acute Reconstructive, Ear, Nose and Throat and Maxillary Facial Surgery for adults.

We have 34 beds for male and female patients who are nursed in separate bays. If you require any assistance while you are on the ward, please do not hesitate to ask a member of the team.

Ward Philosophy

The team on Lynher Ward aim to provide quality, holistic and professional care. We want our patients to feel safe in an environment which is clean, calm and welcoming. We ensure all individual needs are met in a caring and sensitive manner and aim to maintain self esteem, dignity and a sense of well-being.

Doctors' Ward Rounds

The name of your Consultant will be written on the board above your bed. A doctor on your Consultant's team will see you every day during the week. The teams start their ward rounds in the morning between 8am – 8.30am and are not normally completed by late morning. It would therefore be appreciated, and hopefully more informative to you, if you could try to leave non-urgent calls until after 11am and avoid ringing during mealtimes. Consultants normally see their patients post operatively, but if they are not available the patient will be reviewed by another member of the team. Over the weekend there are always oncology doctors on call to see you if it is necessary.

Due to confidentiality, a patient's diagnosis cannot be discussed over the telephone.

If you wish to see a doctor to discuss your relative's condition, please talk to the ward clerk or ring the ward to arrange an appointment.

Ward Visiting Times

The ward is open to visitors from 2 - 8 pm. If visiting is required outside of these hours, please do not hesitate to discuss this with the Nurse in Charge. In order to prevent the ward becoming over crowded, we restrict visitors to two per patient, at any one time. We ask visitors not to sit on the patient's bed but make use of the chairs provided in each bay or in the corridor. Please return after use.

Telephone Calls

For general information: [\(01752\) 792274](tel:01752792274)

Mornings and mealtimes are the busiest times on the ward. It is helpful if families can nominate one member to phone for an update on their relative's condition and aim to avoid these times if possible.

To speak to the patient personally: [Use Hospedia](#). [Telephone cards are available on every floor of the hospital](#). There is a charge of 10p/min to phone out. To phone in, the cost is 39p per minute between 7pm – 7am and 49p per minute at all other times.

Mobile Telephones

Mobile phones may be used on Lynher but please be considerate to the other patients.

Valuables

Please do not bring valuables into hospital. If this is not possible, give them to your nurse for safe keeping. Remember the hospital does not accept responsibility for loss or damage to any personal property you choose to keep with you.

Hearing Aids, Walking Aids, False Teeth

It is advisable for patients to label any items such as hearing aids or personal walking aids.

Please inform one of the nursing team if you have false teeth.

Meal Times

Breakfast	8am
Morning Coffee	10.30am
Lunch	12.30pm
Afternoon Tea	2.30pm
Evening Meal	6.30pm

Drinks are available at any time, including supplementary drinks such as Build up soups and milkshakes, Ensures and Enlives. Please inform us if you require a "little and often" diet so the housekeeper is aware. If you would like to meet a Dietitian please ask the nursing staff.

Personal Food

Cold snacks, biscuits, juice etc can be brought in for patients but please do not use glass containers and be aware that we do not have a fridge for patient use. Due to health and safety regulations, meals brought in cannot be warmed through. Relatives are not permitted to bring hot drinks on to the ward.

Smoking

The Trust is a smoke free environment. If you would like support to give up smoking contact: Plymouth Smoking Advice Service (01752) 314040 or NHS Smoking Quit line 0800 169 0169

Hairdresser

A hairdresser is available for patients. To book an appointment please ask a member of staff to contact her

Patient Advice and Liaison Service (PALS)

If you have any concerns, problems or worries about your care or any aspect of the service provided and would like advice from someone other than the ward staff, contact the PALS Office on Level 06 (01752) 517657

Transport home

The hospital car service is available to you if you are unable to arrange transport yourself. This can be booked by the ward clerk, however, it will incur a charge.

Your comments

If you have any comments about the care or service provided on the ward or ideas for improvement, please do let us know.

This leaflet is available in large print and other formats and languages.

Contact: Patient Services

Tel. 01752 763031

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