



Ward patient information

Welcome to the Helen Donald Unit Watford General Hospital

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email westherts.pals@nhs.net



Department	Helen Donald Unit
Ratified Date / Review Date	Oct 2024 / Oct 2025
ID Number	52/2287V4



Welcome - We are here to help you

We understand that having to attend hospital can be a stressful and worrying time for you and your relatives or carers. We will endeavour to make your hospital visit as comfortable and as stress free as possible.

Welcome to the Helen Donald Unit

Opening times: Monday to Friday, 8.00 am to 6.00 pm

Ward manager: **Claire Roberts**

The Helen Donald Unit is a day care unit with a small friendly team of staff who will care for you during your visit.

The Helen Donald Unit

The unit is named in memory of a former patient who had received treatment for leukemia. The Helen Donald nurse fund was set up by the family members of Helen Donald in the early 1980s. The fund paid for a nurse to work in the Haematology outpatients clinic at Hemel Hempstead Hospital. This same fund later paid for a nurse salary for one year on the Simpson Day Unit.

In recognition for all the support received from the family, the unit was relaunched and named the Helen Donald Unit in 2003 at Hemel Hempstead General Hospital. In 2009 the unit relocated to Watford General Hospital and continues to be named the Helen Donald Unit.

The Helen Donald Unit provides care for a number of specialties including haematology, oncology and other conditions requiring intravenous therapy.

Staff on the day unit

The team includes doctors, nurses, clinical nurse specialists, health care assistants, pharmacists, administrators, student nurses and volunteers.

Standards of care

Our standards of care are to:

- Ensure that you are treated with respect and dignity at all times
- Keep you informed about your treatment
- Ensure your records are kept confidential
- Ensure you have a clear explanation of your treatment and opportunity to ask questions.

What to bring with you

Please bring an appointment card and relevant letters relating to your treatment, a list of your current medication and medication book.

As your treatment could take several hours it is recommended you bring something to read.

What to expect on arrival

Please ring the intercom buzzer and give your name on arrival. You will be asked to report to reception and take a seat in the waiting area. A nurse will call you for treatment. It is expected that appointment times are met, however, occasionally a delay may occur.

The unit has chairs and couches for treatment. The allocation of chairs or couches will depend on your treatment. For patient safety and confidentiality, carers and visitors are not permitted to wait within the unit unless special permission is granted. There is a drop off and collect area outside the unit, and a member of the team will give an approximate time for collection or call when you are ready to go home.

If you cannot attend your appointment

If you need to cancel or change an appointment please inform the unit as soon as possible. If you develop any signs of infection such as high temperature, sickness and diarrhoea please inform the unit.

Refreshments

The unit does not have facilities for hot food, however a sandwich and juice will be offered. Tea, coffee and biscuits are supplied free of charge. If you have specific dietary requirements please bring a packed lunch.

Infection control

Good hand hygiene is encouraged from staff, patients and carers. To help reduce the spread of infection please use the alcohol gel provided before and after your visit.

Mobile phones

Please refrain from using mobile phones, unless necessary. We would appreciate if they were turned to silent mode.

Smoking

The hospital has a strict no smoking policy. Smoking including e-cigarettes is not permitted anywhere on the hospital site.

Parking and transport

Concessionary parking permits are available to patients and carers. This gives parking at a reduced rate for frequent and long term attendances. These are available from reception.

There is a drop off and pick up area just outside the unit. Hospital transport is available to patients who qualify. Please ask a member of staff for information.

Going home

On discharge please ensure you have obtained details of your next appointment. If you have not been picked up by transport by the time the unit closes you may be asked to wait in the discharge lounge for collection. This is located by main reception.

Improving Patient Experience

We really appreciate feedback on your stay. Staff will ask you to complete a survey on one of our iPads, or you can complete it on your mobile using the QR code on the back.

The Spiritual and Pastoral Care Team

The Trust's Spiritual and Pastoral Care Team is multi-faith and provides pastoral, spiritual and religious care for your needs, as well as those of your relatives and carers.

There is a multi-faith room located in the main building of Watford General Hospital.

Other useful contacts

NHS choices

Provides information about NHS services. You can also give feedback about your experience.

Website: www.nhs.uk

Macmillan Information and Support Centre

The West Hertfordshire Macmillan Cancer Information and Support Centre is based in the main reception at Watford General Hospital. They care for anyone who is affected by cancer and can help support patients, their families and healthcare professionals.

Opening hours: Monday to Friday 10.00am to 4.00pm

Tel: **01923 436 326**

Website: www.macmillan.org.uk

Patient Advice and Liaison Service (PALS)

The Trust's PALS team is available to patients, carers, relatives or friends who wish to raise concerns regarding your stay in hospital. PALS can also put you in touch with other local agencies or voluntary services that can offer help or advice.

Contact PALS on Tel: **01923 217 198** (with out-of-hours answer phone) or email: westherts.pals@nhs.net

Contact details

Watford General Hospital switch board: **01923 244 366**

Helen Donald Unit: **01923 436 240**
01923 217 386

Ward Manager: Claire Roberts
Claire.roberts17@nhs.net

Chemotherapy Lead Nurse: Chris Townsend
Christine.townsend1@nhs.net

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Scan here to tell us your outpatient care in the unit

