

## Useful Contact Information

### Jersey General Hospital

switchboard (01534) 442000

### Out-of-hours emergencies -

call switchboard and ask for Site Manager

### Cardiac Dept

Heart failure nurse - Lee-Anne Penn (01534) 442266  
(01534) 442730

Cardiac rehabilitation nurse -

Lisa Anderson (01534) 442747

Arrhythmia nurse - Angela Moss (01534) 442002

### Travel Office

(Monday - Friday, 9am-5pm) (01534) 442310

### John Radcliffe Hospital

switchboard 01865 741 166

cardiac day unit 01865 221 920

cardiology ward 01865 220 420

cardiac investigations annexe 01865 274 425

coronary care unit 01865 220 626

elective access team -

appointments and admissions 01865 221 542

cardiac surgery -

preadmissions and discharge liaison nurse 01865 220 274

cardiothoracic ward 01865 220 565

Information supplied in this leaflet has been checked for accuracy at the time of print. However, details may change over time, so please check with the off-island hospital or travel providers for the most up to date information.



The States of Jersey Department for  
**Health & Social Services**

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The States of Jersey Department for  
**Health & Social Services**

## Patient Information

# Travelling to John Radcliffe Hospital Oxford

This leaflet provides general information for patients travelling to the John Radcliffe Hospital in Oxford for cardiology treatment.



Jersey General Hospital

## John Radcliffe Hospital

Headley Way, Headington, Oxford, OX3 9DU  
Switchboard: 01865 741 166

For full information about the hospital go to their website at [www.ouh.nhs.uk/hospitals/jr](http://www.ouh.nhs.uk/hospitals/jr)

For a comprehensive list of Patient Information Leaflets, go to [www.ouh.nhs.uk](http://www.ouh.nhs.uk), select **Patient Guide** from the top bar, then select **Patient Information Leaflets** from the left side bar.

## Travel Information

### in Jersey

**By bus** - bus information can be obtained by ringing (01534) 828555 or by accessing the website at [www.libertybus.je](http://www.libertybus.je)

**By taxi** - to pre-book a taxi from home to the airport, ring (07797) 710 555 or (07797) 716 121. The cost of a taxi will **not** be covered by the Health and Social Services Department (HSSD).

### at Southampton Airport

All the check-in desks are opposite the main terminal entrance. Most passenger facilities are on the 2nd floor, with access by stairs or lift.

There is a café and a restaurant bar in both the main concourse and the departure lounge, selling a choice of hot and cold food. Staff are always on hand to assist and if you need extra help look for the special needs desk where they can help if you have hearing, sight or mobility problems.

**If you are eligible for a travel subsidy** please keep your train and taxi receipts, as you may be able to claim some or all of this cost back.

**Keeping your family informed** - with your permission, the hospital will be happy to give your family and friends an indication of your progress in hospital, although they limit the amount of information they can give over the phone.

It would help the hospital if you can arrange for 1 relative or friend to ring the ward and then to pass the information on to other family and friends.

**Wheelchairs** - are available from the hospital entrance areas. Please enquire at the main reception or ask the nurse in charge.

**Accessible facilities** - there are accessible toilets in public areas throughout the hospital, and in many wards and departments. Maps and further support for disability issues are available from the main reception desks of the hospital.

**Meals** - patients are served 3 meals a day on the wards with snacks available mid-morning and mid-afternoon.

There is a choice from an extensive menu of hot and cold dishes, including vegetarian, vegan and other specialist options.

If you have any special dietary requirements please inform a member of staff.

Meals and snacks can be served outside the set mealtimes if necessary so tell a nurse if you are hungry or have missed a meal.

Sometimes because of an operation or as part of your treatment, you may be not allowed to eat or drink. Your nurse will explain this to you.

**When you arrive at the hospital** - You will find map boards throughout the grounds of the hospital and the wards are clearly signposted.

The **Cardiology Centre** is located on **Level 2** of the main building. When you reach your ward a nurse or ward clerk will explain what you need to do.

Your consultant will be responsible for your medical care and you will have a named qualified nurse responsible for your nursing care. They will be assisted by other ward staff.

All inpatients are given a printed wristband to wear - this is used to check your identity before any treatment is given. Please inform a member of staff if you notice a mistake or if you are not given one.

**Teaching and medical** - the John Radcliffe Hospital is a teaching hospital and medical research unit. You may be asked if medical students can accompany the senior doctor or nurse, to learn more about your condition and treatment. Your co-operation would be appreciated but you may decline without this affecting your care.

**Consent forms** - senior staff will explain the treatment and care proposed for you and will cover the risks and alternatives available. You will be asked to sign consent forms prior to operations or examinations under anaesthetic. Please read the document carefully and make sure you understand the information given to you before signing. Ask any questions if you are unsure.

**Interpreters** - if you need an interpreter or signer please inform any member of staff who will make suitable arrangements.

**Medicines** - when you go home the hospital will ensure that you have sufficient supplies of your medicines. Some of the medicines may need to be continued long-term, so you may need to obtain another prescription from your GP before you run out.

**Patient handover form** - in your Travel Pack, you will find a Patient handover form which, once completed, will provide you with general information about what to do next with regard to your ongoing treatment. It will contain information regarding dressings, stitches, wound care, etc. and other information such as when you next need to see a nurse or doctor for ongoing care.

**Please ensure that you hand this form to ward staff** in good time so it can be completed for you. Remember to collect it again before you leave.

**Getting it right** - we hope your stay in hospital will be a positive one. If you have any concerns about any aspect of your treatment or care, no matter how small, please raise these with the ward team at the earliest opportunity.

Within your Travel Pack, you will find a questionnaire where you can make comments on all aspects of your treatment. This covers both Jersey and off-island treatment and care, and the travel in between.

Please take the time to complete this questionnaire as this is the best way to tell us whether we are getting things right.



## Leaving the Hospital

### Hospital to Home Transfers

**Bookings through the Travel Office** - if you have travelled to the John Radcliffe hospital for inpatient treatment, it is likely that only the outward part of your journey was booked for you.

Once your discharge date has been agreed, the hospital will contact the Jersey Travel Office to arrange your return travel.

During out-of-hours, weekends and Bank Holidays, the Senior Nurse will be able to make the necessary travel arrangements for you.

**Independently booked travel** - once the discharge date has been agreed you must make your own arrangements for travel back to Jersey.

### Hospital to Hospital Transfers

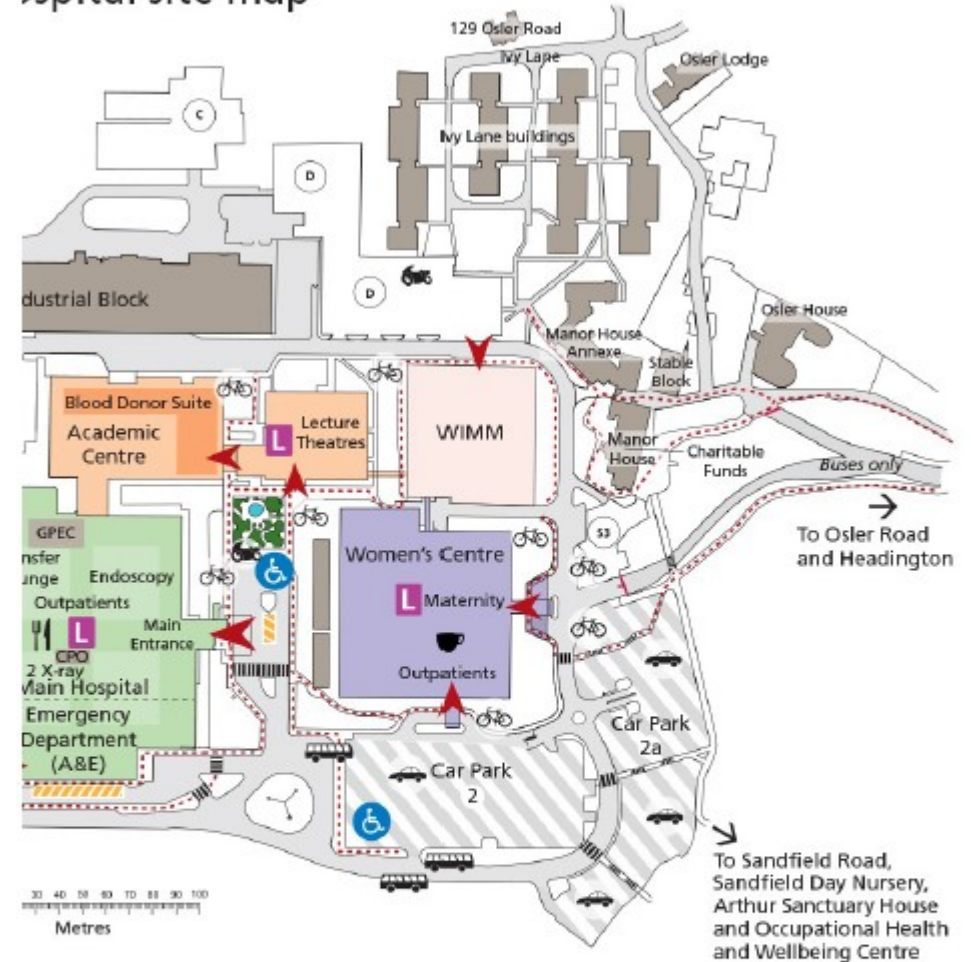
When your off-island consultant or a member of his / her team consider you fit for discharge, they will contact a senior doctor in Jersey to notify them that you are ready to return.

Once the Jersey doctor has accepted you as fit for discharge and travel, the liaison sister at your off-island hospital will contact the Jersey Bed Manager to ensure that a bed is available and has been booked, before any travel arrangements are made.

A nurse escort will be provided to accompany you back to Jersey. If you are unable to return home on a scheduled flight, and the medical team feel that an Air Ambulance is required, this can be arranged in consultation with the Jersey medical team.

**Heading home** - there is a comfortable discharge lounge, staffed by experienced nurses, where you will be encouraged to sit if you need to wait for medication or transport. Drinks and sandwiches are served here throughout the day.

## Hospital site map



ular Medicine	OCMR	University of Oxford Centre for Clinical Magnetic Resonance Research
e	FMRIB	Oxford Centre for Functional MRI of the Brain
(access via Main Entrance)	GPEC	George Pickering Education Centre Level 3
aging Department (MRI)	CPO	Car Parking Office
	○	Staff car parks

**Telephone, TV and radio** - most wards are equipped with a pay-per-view bedside entertainment system, which gives patients access to a telephone, television and radio service.

Pre-payment cards can be bought by debit / credit card from machines around the hospital. You can listen to the radio for free.

**Mobile phones** - can be brought into the hospital and used in most areas but please check with the nurse as they are not allowed in some areas. Please ensure that phones are on silent to avoid disturbing other patients and ensure that conversations are held away from sleeping and treatment areas. Reception does vary throughout the hospital. Public phones are available on some wards.

**Shops, restaurants and cashpoints** - numerous restaurants, League of Friends cafeterias, shops and vending machines are available throughout the site.

A cash-point is available next to the Amigo shops on Level 2 of the main building and in the West Wing atrium.

**Flowers** - please check with the ward before flowers are sent as many departments, such as Intensive Care, do not allow them because of infection risks.

**Visitors** - your ward will have set visiting times and limits on the number of visitors at any one time. Please ask a member of staff for advice.

## Travel Information

The usual method of travel from Jersey to the **John Radcliffe Hospital** is to:

- fly to **Southampton airport**
- take a train to **Oxford** rail station
- take a taxi to the hospital

Please note:

- **cardiac patients** are collected from Southampton Airport by the John Radcliffe hospital's own transport service
- **cardiac patients** travelling home are returned to Southampton Airport the same way

## Southampton to Oxford

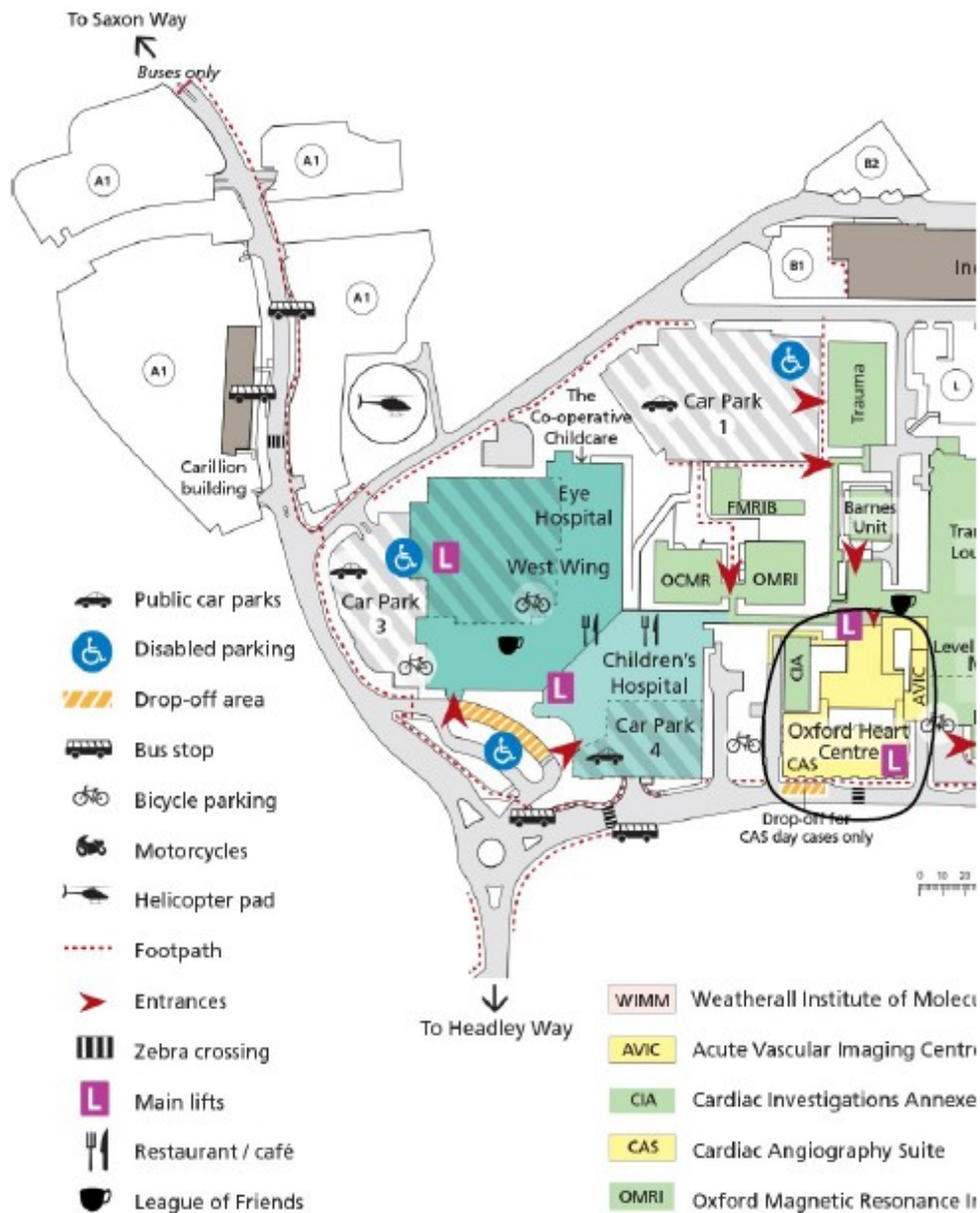
Southampton Airport (Parkway) rail station is a 100m walk from the terminal building. The route is via a covered walkway and a new footbridge, but there is lift access to make the walk easier for passengers with reduced mobility.

There are frequent direct train services from Southampton Parkway (airport) to Oxford, as well as indirect services involving a change of trains. The direct service takes approximately 1 hour 20 minutes.

You can check on train times at [www.thetrainline.com](http://www.thetrainline.com) and assistance can be given at the time of booking your flight with the Travel Office.

From Oxford rail station take a taxi to the hospital. The journey is approximately 4 miles and takes about 15 minutes.

# John Radcliffe Hc



**Privacy and dignity** - same-sex accommodation is provided where it is clinically safe and appropriate to do so. If you wish to be cared for by a member of the same sex please talk to the ward staff to see whether this might be possible.

The hospital will always try to provide care in surroundings that take account of your personal and religious needs.

**Cultural and spiritual care** - patients often find it useful to talk to a Chaplain during their stay. The hospital has a sensitive and supportive chaplaincy team who are there for you and your family. You do not need to have a particular faith in order to access this service, and representatives of all the major faiths can be arranged on request.

The chapel and prayer rooms are available 24 hours a day for anyone to sit quietly and to pray privately. A duty Chaplain is available 24 hours a day for any urgent needs.

**Smoking** - for the health and safety of all patients and staff, smoking is not allowed within the hospital or its grounds.

**Patient Advice and Liaison Service (PALS)** - this is a confidential service for patients, relatives and carers. Staff will help with any queries or concerns. They can be contacted on 01865 221 473 / 01865 740 868 (Available Monday - Friday, 9am - 4pm)

**Accommodation around the hospital** - a small list of hotels and guest houses in the vicinity of the hospital is available on request.