

Contact details

Ward 4C – 0151 430 1441

This leaflet can be made available in alternative languages/formats on request.

Surgical Care Ward 4C

0151 430 1441

**Patient
Diary
Information**

**Patient Information
Leaflet**

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Produced by Surgical Care Team

**Whiston Hospital
Warrington Road
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Patient Diary Information Leaflet

This diary is to help the team on Ward 4C to learn about your experiences, thoughts and feelings while in hospital. It gives you an opportunity to comment on the standard of care you received in hospital. All your comments whether good or bad will be valued and be given consideration. This leaflet has been designed to help you complete your diary and to answer any questions you may have. Thank you for your assistance.

Confidentiality

All the information you provide will be treated in the strictest confidence. The diaries are completely anonymous. We do not ask you to write your name anywhere on the diary. However, if you would like to receive comments on your diary, there is space to add your contact details at the back of the diary.

What will it involve me doing?

You can start writing down your thoughts and feelings as soon as you are given the diary. On each page of the diary you will find a heading and some questions which will help you to get started. Please feel free to be frank and open about your experiences.

All information is confidential and will not affect the care you receive. Completion of the diary is voluntary. Your care will not be affected in any way if you chose not to write in it.

Will staff know I am keeping a diary?

All staff will be aware that you are writing a diary and fully support and respect your feelings and thoughts.

What will happen to the diary once I have completed it?

We invite you to return your diary on discharge. Please place your diary in the pre-paid envelope and return it to us by post. You do not need a stamp. If you prefer, you can pass the diary to a member of nursing staff before your discharge home in a sealed envelope.

We will look at the diary and bring together the findings. These are shared with all the colorectal team on Ward 4C to improve standards of patient care.

If you have any other questions about the diary or any other aspects of your care please speak to your Enhanced Recovery Nurses.