

Hospital contact details

Pilgrim Hospital Switchboard - 01205 364801

Pre-operative Assessment	01205 445714
Elective Admissions Unit	01205 445365
Waiting List Offices:	
• General Surgery	01205 446258
• Orthopaedics	01205 445913
• Ear, Nose & Throat.....	01205 446431
• Urology	01205 446440
• Vascular	01205 446258
• Gynaecology.....	01205 446177
• Ophthalmology	01205 446783
• Pain Management	01205 446612
• Max Fax/Orthodontics.....	01205 446783

Lincoln County Hospital Switchboard - 01522 512512

Waiting List Department	01522 573060
Surgical Day Unit Reception.....	01522 573631
Surgical Admissions Lounge	01522 573089
Clinic 11 Pre-op office	01522 573190
Pre-operative Assessment Clinic 4.....	01522 573595

Grantham and District Hospital Switchboard - 01476 565232

Pre-operative Assessment	01476 464844/464851
Waiting List Office	01476 464238/464841/464865

County Hospital Louth Switchboard - 01507 600100

Pre-operative Assessment	ext 1225 /1441/1298
Waiting List Office	01507 610236

If you require this information in other languages, large print, audio (CD or tape) or Braille please email the Patient Information Team patient.information@ulh.nhs.uk.

Admission instructions for Inpatient surgery

Consultant.....

Hospital.....

Please read this booklet carefully as it contains important information concerning your admission to hospital.

Please ensure you bring this booklet to all appointments.

Patient Name _____

Or affix demographic label

United Lincolnshire Hospitals NHS Trust has a no smoking policy

Patient centred . Excellence . Respect . Compassion . Safety

Pre-operative assessment clinic

To make sure that you are fit for your operation you may be required to have a face to face or telephone assessment.

Please attend hospital for a pre-operative assessment.

Location:

Day.....Date.....Time.....

Your telephone assessment will be on:

Day.....Date.....Time.....

Please bring an up to date doctors prescription list with you.

If pre-assessment is required and you do not attend your operation may be cancelled.

If you need to cancel or alter your planned admission please contact the relevant Waiting List Office. Telephone numbers can be found at the back of this booklet.

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The Chief Executive
United Lincolnshire Hospitals NHS Trust
Greetwell Road
Lincoln
LN2 5QY

Lincoln County Hospital

Tel: 01522 573883
Greetwell Road, Lincoln, LN2 5QY

Pilgrim Hospital, Boston

Tel: 01205 445689
Sibsey Road, Boston PE21 9QS

Grantham & District Hospital

Tel: 01476 464133
101 Manthorpe Road, Grantham
NG31 8DG

NHS Friends and Family Test

We value your feedback, and want to make our services as good as possible for you. That's why we'll be asking you the following simple question:

“How likely are you to recommend our services to friends and family if they needed similar care or treatment?”

This will be sent to you either by text or as an automated telephone survey within 48 hours of leaving our services which will ask you to rate your experience. We will use your feedback to assess the quality of our service so your response would be very much appreciated. However if you do not wish to take part you can simply reply STOP when you receive the message. Responses to the survey are FREE.

For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily, email patient.experience@ulh.nhs.uk or speak to a member of staff.

Visit www.ulh.nhs.uk to find out other ways to leave us your feedback

as possible. If you are unable to get the support you need, then contact Patient Advice & Liaison Service.

PALS is a confidential, on-the-spot advice and support service for patients, relatives and carers.

PALS functions include:

- Offer advice and support
- Facilitate quick response to your concerns, typically within 1 – 5 working days
- Visit inpatients on the ward to discuss their concerns
- Provide information about the Trust and its services
- Pass on your ‘thank you’ messages
- Pass on your suggestions on improving our services
- Refer your concerns to our Complaints Department, as appropriate

PALS@ulh.nhs.uk

PALS opening times (all sites)

Monday to Friday: 8.00am – 4.00pm

Lincoln County Hospital

(Near main reception)

Tel: 01522 707071

Greetwell Road, Lincoln, LN2 5QY

Pilgrim Hospital, Boston

(In main reception)

Tel: 01205 446243

Sibsey Road, Boston PE21 9QS

Grantham & District Hospital

(By Ward 6)

Tel: 01476 464861

101 Manthorpe Road, Grantham

NG31 8DG

If you wish to make a formal complaint please contact our Complaints team:

complaintsulh@ulh.nhs.uk

Complaints opening times all sites

Monday to Friday: 8.30am – 4.30pm

If you want to make written complaint, you can do this by writing to the Chief Executive:

Your hospital admission details

Your admission date is:

Day/Date.....Time.....

Ward/Department.....

Your predicted date of discharge is

You may eat and drink as normal

Do not eat after 3am this includes chewing gum. You can drink clear fluids until 7am

Do not eat after am this includes chewing gum.

You can drink clear fluids until am.
(Clear fluids i.e. water, black tea or black coffee)
NO MILK ALLOWED.

Special instructions:

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You may experience an unavoidable delay in this area. Your admission time is not the time of your operation.

Introduction

We will make every effort to make your stay as comfortable, relaxed and as pleasant as possible.

With this booklet we aim to answer your questions and hopefully put you at your ease.

After reading the information and guidance below please do not hesitate to contact us should you feel concerned in any way.

On admission

Please report to the ward stated in the front of the leaflet.

You will be prepared for your operation and escorted to theatre. If you are not allocated a ward bed prior to your surgery one will be available for you after your operation

The doctor will discuss your operation or procedure with you, and the anaesthetist will discuss your anaesthetic.

If you have a general anaesthetic, you will wake up in the recovery area of the theatre suite and then you will be transferred back to your allocated ward on a trolley or your bed.

What to bring with you

The following is a useful checklist.

- Your admission details
- All your current medication
- Any information or letter your GP may have asked you to bring in
- Your prescription exemption certificate or prepayment certificate, if you have one
- Your record card if you are taking steroids or anticoagulation therapy or are a diabetic
- Clothing - Space for outdoor clothes is limited on the wards and there are no laundry facilities. Please ask your visitors to remove your laundry when they come to see you. Otherwise please bring with you clothes for wearing during the day together with pyjamas or nightdress, dressing gown and slippers
- Toiletries including 2 towels, toothbrush/toothpaste, hairbrush/comb, shampoo, shaving equipment, make-up bag, paper hankies,

Don't be tempted to remove your dressings, or touch your wound or wound drain. You could accidentally transfer germs from your fingers to your wound.

Infection can develop after you leave hospital. You may have an infection if you develop one or more of the following symptoms.

- The skin round your wound gets red or sore, or it feels hot and swollen.
- Your wound has a green or yellow coloured discharge (pus).
- You feel generally unwell or feverish, or you have a temperature.

You will be given instructions as to when your wound dressing should be removed.

If you have problems with your wound, you should contact your GP unless you have been told to contact the hospital.

We strongly recommend that you wash your hands regularly during your stay. Additionally we recommend that visitors always wash their hands before visiting and on leaving the ward area. Alternatively the alcohol hand rub available at the patient bedside can be used – one shot of the liquid rubbed into the hands.

Bathing or showering

If you have a wound dressing, this may not be possible without getting the dressing wet. Therefore, you may have to make do with a strip wash.

You may have a waterproof dressing which will allow you to bathe normally.

Please ask the nursing staff which dressing you have in place before you go home.

If this is not the case, then it may be sensible for you to arrange for someone to be available when you bath or shower. You may not require assistance, but you may feel light-headed when you get out of the bath or shower.

Informing us of your concerns – the first step

If you have a concern about the care or treatment you received, or still receiving, the first step is to bring this to the attention of staff (you can ask to speak to the manager, if necessary) in the department as soon

discharge you will be asked to wait in the discharge lounge.

If you are unable to be discharged on this date it will be discussed with you by the doctor or nurse

It may be necessary for the district nurse to visit you at home to either continue treatment or remove stitches. If so, this will be arranged before you leave the ward.

If you are fit and able, we may advise you to visit your practice nurse. Full instructions on how to do this will be given to you on discharge.

You may also require an outpatient appointment. This will either be given to you or sent to your home.

Your discharge letter will be sent electronically to your GP.

If you require a doctor's certificate (fit note) for your employer, please ask the ward nurse to organise this before you go home.

Useful hints to help you to recover

Rest and activity

Most people are surprised at the length of time it takes to get over an operation. You may feel tired when you first go home and feel frustrated by not being able to do the things you want. If this happens to you, do not worry, as it is quite normal.

Some people find it helps to make a plan to increase their activities gradually over the next few weeks.

Eating and drinking

You can eat and drink normally when you get home. Some people find that their appetite is small at first. Often, plenty of fluids are all you require if you do not feel like eating.

Sleep and pain relief

Restricted movement and/or pain can prevent you getting adequate amount of rest. It may help to take a mild painkiller before you go to bed. You may have been prescribed painkillers, if not, paracetamol taken as directed is usually adequate.

Wound healing

During you stay in hospital, the nurse who changes your wound dressing will check for any signs of infection. If you are concerned about your wound, tell the nurse who is looking after you.

sanitary towels (if required)

- It may be useful to bring such items as books, writing materials, stamps and change for the payphone, etc.
- Spectacles/contact lenses (please label your case with your name)
- Hearing aids
- Any walking aid you would normally use (labelled)
- Name, address and contact details of your next of kin
- Electrical Equipment - Due to health and safety regulations, the Trust must test all electrical equipment used on its premises before use. This includes laptops, portable DVD players, hand held game consoles etc. Please speak to the ward staff who will organise this on your admission. Battery operated shavers and toothbrushes are allowed

Money and valuables

A small bedside locker is provided for your personal belongings. Please do not bring valuables or large amounts of money with you. Please ensure that your belongings are contained within a small holdall/bag.

If you do choose to bring valuable items into hospital, or this cannot be avoided due to emergency circumstances we do provide safe storage facilities centrally on all sites. Please speak with one of the nurses if you want to use the safe, we will issue a receipt for all items deposited in the safe and the items can be returned as you leave hospital. Alternatively please give your valuable items to your relatives to take home.

Please be aware we cannot accept responsibility for valuable items not handed in for safe keeping particularly when you are able to care for your own property.

There may be times during your time in hospital when you are not able to care for your property because you are too unwell or incapacitated. At these times staff, acting in your best interests may secure any valuables in a safe until you are able to care for them.

Some personal items such as hearing aids, glasses and dentures are valuable and costly, but clearly are inappropriate to place in safe keeping and you will need them with you. Staff who have contact with these items will do all they reasonably can to avoid any loss or damage, but there may be circumstances when the loss/ damage to an

item cannot be avoided and are outside our control, for which we cannot accept responsibility. All reports of loss/ damage are investigated fully, outcomes of which will be shared with you. You are advised to make sure you have appropriate insurance cover for valuable items that may be vulnerable away from home, that cannot be held in a safe.

Wifi

Wifi is provided by Wifi SPARK and is available on each ward, food and refreshment area at each hospital site. All enquiries should be directed to 0844 848 9555.

The following charges apply to use Wifi. They can be paid for by credit or debit card.

Up to 30 minutes per day - free
3 hours at £3.20
24 hours at £6.00
7 days at £11.50
1 month at £15.20

Specific requirements

If you have specific needs such as a disability, sight or hearing impairment, dietary requirements, speech impairment, or cultural requirements and are anxious about the facilities available during your stay, please inform the nurse at the pre-assessment clinic. The nurse, at your request, will make a note of these needs. The note will use the wording of your choice and will help us to make arrangements for your admission to hospital.

For people with hearing or speech difficulties, minicom text telephones are available at Lincoln County Hospital and Pilgrim Hospital, Boston. Minicom text telephones can also be used to ring out. Please ask for further details.

Pilgrim Hospital, Boston 01205 365685
Lincoln County Hospital 01522 573618

Wheelchairs are available, if required, but you are welcome to bring your own wheelchair, or any equipment that you require. Please ensure you label your own equipment.

Interpreters are available from the telephone interpreting service,

Language Line. In some circumstances it will be necessary to use face to face interpreters. It may not always be possible to use face to face interpreters in an emergency, but we will endeavour to always provide you with a face to face interpreter where appropriate. It is the responsibility of United Lincolnshire Hospitals NHS Trust to provide an interpreter for you, so you should not feel under pressure for one of your family, or friends, to interpret on your behalf. In some instances, such as with children, medical staff will only use registered interpreters when making assessments or discussing treatment.

Telephone enquiries

Your next of kin can telephone directly to the ward to ask about your progress. It is helpful if this person can keep other relatives and friends informed as other members of the family and friends may be refused any information due to confidentiality.

Visiting

Lincoln and Louth	2pm to 9pm
Pilgrim and Grantham	12.30pm to 8pm

If these times are difficult for your friends or relatives, they should talk to the Ward Sister/Charge Nurse who will try, if possible, to arrange a suitable alternative time.

Visiting times are restricted for a number of reasons, including: to help with infection control, to allow patients to rest and to allow clinical treatments or assessments to take place.

Visitors should not visit if they are unwell or susceptible to infections.

Other wards have exceptions and these will be published on the individual ward. Most wards will ask for no more than two visitors at the bedside at any one time to prevent congestion and maintain safety. Visitors are asked not to sit on patients' beds.

Children are welcome to visit, provided they are supervised. There may be occasions where this is not suitable and the nurse in charge will advise you. You should seek advice for children under 1 year.

On discharge

We aim to discharge you between 10 -11am on your predicted day of discharge. If you are unable to be collected or there is a delay in your