

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.

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

Hospital contact details

Pilgrim Hospital Switchboard 01205 364801

Pre-operative Assessment 01205 445714

Elective Admissions Unit (day surgery 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
- Maxillo Facial/Orthodontics 01205 446783

Lincoln County Hospital Switchboard 01522 512512

Surgical Admissions Lounge 01522 373089

Surgical Admissions Lounge (nurses station) 01522 573144

Centralised Pre-operative Assessment Clinic 4 01522 573595

Branston Ward 01522 573132

Neustadt/Welton Ward 01522 573150

Pre-operative Clinic 11 01522 573190

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 another language, large print, audio (CD or tape) or braille please email the Patient Information team at patient.information@ulh.nhs.uk

Admission Instructions for Day 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

Introduction

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.

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

Please note that most Day Surgery Units are patient only areas in order to support all patients' privacy and dignity. This also enables you to get maximum benefit from your post operative rest and recovery time, and ensures you will be able to safely return home as soon as possible.

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.

Lincoln County Hospital

Located near Main Reception
Telephone 01522 707071

Pilgrim Hospital

Located in Main Reception
Telephone 01205 446243

Grantham and District Hospital

Located adjacent to Ward 6
Telephone 01476 464861

PALS@ulh.nhs.uk

PALS opening times (all sites)

Monday to Friday: 8.00am – 4.00pm

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

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

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:

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

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

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

Eating and Drinking

You can eat and drink normally when you get home. If you don't have much appetite it is advisable to drink plenty of fluids

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.

Bathing or showering (the following day)

If you have a wound dressing, this may not be possible without getting the dressing wet. Therefore, washing is the best alternative. The nursing staff will advise you about care of your dressing before you go home.

It is also advisable 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 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 concerns
- Provide information about the Trust and its services
- Pass on your 'thank you' messages and your suggestions on improving our services
- Refer your concerns to our Complaints Department, as appropriate

Your hospital admission details

Your admission date is:

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

Ward/Department

- 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.

PLEASE BRING A DRESSING GOWN AND SLIPPERS FOR YOUR ADMISSION

Special instructions:.....

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Please note: Your admission time is not the time of your operation. The order of the theatre list may be subject to change during the course of the day.

On Admission

Please report to the ward/area stated above.

Please note: there is no option for friends or relatives to stay on the ward

On your arrival, you will be welcomed to the unit and a nurse will complete your admission documentation and ensure you are prepared for your procedure.

The doctor will discuss your operation or procedure with you, and

the anaesthetist will discuss your anaesthetic.

If you are not allocated a ward bed prior to your surgery, one will be available for you after your operation.

You will be escorted to theatre by a nurse and then wake up in the recovery area of the theatre suite. You will then be transferred to the ward on your trolley or bed.

After Surgery

You will remain on the ward and be monitored by the nurses until you have fully recovered from your procedure. You will be offered a light snack and a hot/cold drink prior to discharge.

You may have some soreness and drowsiness. It is advisable for you to have a supply of over the counter painkillers at home. If other medications are prescribed for you to take home, a prescription charge may apply. Please bring your prescription exemption certificate or prepayment certificate, if you have one.

On discharge

If necessary, the ward can contact the person picking you up. This must be an adult.

You will be advised by your Nurse if you need to see your Practice Nurse at your GP surgery for any continued treatment or removal of stitches.

Your discharge letter will be sent electronically to your GP, you can request a copy if required.

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

If you require a doctor's certificate (fit note) for your employer, please ask the ward nurse to organise this at the time of your admission.

Important Information

You will need a responsible adult to accompany you home and stay with you for at least 24 hours.

For the next 48 hours:

- Do not ride a bicycle, motorcycle or drive a car as you are not covered by your insurance.

For the next 24 hours:

- Do NOT operate machinery, including domestic equipment, e.g. cooker, or do anything where you need skill or judgment.
- Do NOT sign any legal documents or make any important decisions.
- Do NOT smoke or drink alcohol.
- Do NOT take any sleeping tablets unless prescribed.

Remember to observe any other special instructions given by the nurse, doctor or anaesthetist. An information leaflet about your operation may be given to you at pre-assessment or before leaving the ward.

Useful hints to help you to recover

Rest and Activity

You may feel tired when you first go home so don't feel frustrated if you tire easily as it is quite normal.

Only do as much as you feel able and gradually increase your level of activity until you feel that you are back to your normal self. Try to go to bed and rest when you get home and ask your relative or friend to arrange for you not to be disturbed.

Wound Healing

Unless advised otherwise, your dressing should not be removed until you see the Nurse/Doctor at your outpatient appointment.

You should seek help if:

- The skin round your wound gets red or sore, or it feels hot and swollen.
- There is any discharge.
- The amount of pain in your wound increase after the initial discomfort.

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