

Coming into Hospital Day Case Procedures



Welcome to Weston General Hospital

Coming into hospital can be an anxious time for you and your family. We will do all we can to ensure that your time with us is made as pleasant and comfortable as possible.

The aim of this booklet is to not only to welcome you to the hospital, but also to explain briefly what to expect during your stay. We have included some information about the Trust, the daily routine on the ward and information that may assist your relatives and visitors.

Coming into hospital

Your admission letter accompanies this booklet and will give you the date and time of your scheduled admission and where you need to go or who to contact.

Please be aware that your time of admission is not the time of your

operation. All patients on both the morning and afternoon theatre sessions are asked to arrive before the session begins so that the surgeon and anaesthetists (if you are having a general or regional anaesthetic) can see you before they go into theatre.

You will usually be admitted to the Theatre Receiving Unit or Day Case Unit. If you need a pre-operative assessment, the clinic appointment may also be included with this letter

Information about the pre-op operative assessment can be found in the next section of this booklet. It is important that you read this and complete the checklist at the end to ensure that you bring everything necessary to complete the pre-operative assessment accurately.

Pre-operative Assessment (for some patients this is not required, you will be advised accordingly by your patient pathway co-ordinator at SSS)

This section explains more about what to expect during your pre-operative assessment appointment. We aim to make your time with us as pleasant as possible.

The pre-operative assessment clinic is on the ground floor of the hospital, within the Quantock Outpatients Department. Your appointment can take up to three hours as some patients will need to be seen by a Speciality Consultant.

Please feel free to ask questions at any time.

What is pre-operative assessment?

It is an appointment where we can:

- assess your fitness for surgery and anaesthesia

- provide you with relevant information about your proposed surgery
- offer support and reassurance for any anxieties you may have
- discuss your post-operative recovery and discharge plans

What will happen during the assessment?

You may have completed a health questionnaire before your assessment, detailing information about your past and present health, previous operations and medications.

You may need a tracing of your heart (ECG) before your assessment. This may have been booked for you and you will need to report to the ECG department (next to Costa Coffee) before moving on to Quantock Unit.

You will then be seen by a pre-operative assessment nurse who will discuss your questionnaire with you and assess your fitness for your proposed surgery. Please

bring your latest prescription (if any) and your glasses if you use them.

The nurse will be unable to answer questions regarding your need for surgery and any prior tests you have had as they are an anaesthetic assessment service – they will, however, be able to redirect your questions to the appropriate person.

You may have the following tests:

- Blood pressure and pulse
- Weight and height
- Swabs taken for MRSA (a type of common bacteria that can cause infection)

You may also have

- A urine test
- A blood test
- A spirometry/peak flow to assess your lung capacity

If the pre-op team find a problem that needs further assessment by an anaesthetist they

may ask you to wait while they arrange for you to be seen on the same day, or they may ask you to return another day for further assessment.

If the pre op team find a problem that needs to be treated and/or better controlled - for example, your blood pressure or diabetes - you will be referred back to your GP for treatment. The results of any tests will be checked after your appointment and the pre-operative team will contact you if further tests are needed.

Please note that the nurse will not be able to give you a date for your surgery. You will be contacted by your patient pathway co-ordinator who will confirm a date for surgery.

SSS endeavour to avoid cancelling appointments at short notice but sometimes it is unavoidable. Please ensure that you have provided your current contact details in order for us to be able to inform you should there be any change in your planned admission, especially at short notice.

Very Important notice

Please notify the SSS Clinical Nurse Lead as soon as possible if any of the following applies to you:

- **If you are taking Warfarin**
- **If you are taking hormone replacement therapy (HRT)**
- **If you are taking an oral contraceptive**
- **If you are at increased risk of CJD or VCJD for public health reasons (you will have been notified if you are)**

Contact us: 01934 881379

Monday-Friday. 8.30am – 4.30pm

Respecting your privacy and dignity

We aim to care for you throughout your stay in single sex accommodation. The wards and Day Case Unit have single sex bays where there are separate bathroom facilities for men and women.

However, in the case of a change in your treatment or a clinical emergency, the need to assess, treat and admit may mean that you are temporarily placed in a bed next to a member of the opposite sex. A leaflet explaining this in more detail is available on request.

If you have any concerns about being cared for on a mixed sex ward, please speak to a member of the nursing team or at the pre-operative assessment clinic and we will do everything possible to respect your wishes.

What to bring

The hospital environment may be colder than your own home. You should bring suitable clothing to help you keep comfortably warm. We suggest that you should pack a small suitcase or holdall with the following items.

- Dressing gown
- Slippers
- Something to occupy you whilst waiting.

Please note that ophthalmology (cataract) and oral surgery patients are **not** required to bring a dressing gown and slippers.

It would be helpful if you would label as many items of your personal property as possible with your name, including spectacle cases.

Other items:

You may like to bring a mobile phone and reading materials.

You are welcome to bring electronic items such as iPods, tablet PCs or laptop computers and Kindles. If you need to charge these items, please check with one of the nurses on the ward before doing so. We also ask patients to use headphones for these items to avoid disturbing others.

We advise you not to bring valuables or large sums of money into hospital with you as the hospital cannot accept responsibility for any loss of property.

Medication

Please bring any medicines or tablets you are taking to both your pre-operative assessment appointment and also on your admission day and give these to the staff looking after you. It

is most important that your hospital doctor is aware of the medicines you are taking. If we can, we will use this medication during your stay and will issue you with more when you go home.

Your stay in hospital

If you are coming in for an operation, most of the information will have already been discussed with you at your clinic appointment or pre-operative assessment.

Your consultant or one of their team will visit you before your operation, as will the anaesthetist (if applicable). The doctor will explain about the operation and ask you to sign a consent form. They will be happy to answer any questions you may have, as will the nursing staff on the ward/unit.

Prior to your operation you will be advised of your eating and drinking instructions. Your letter will confirm these.

Personal property

On admission you will be requested to sign a disclaimer form agreeing that you take responsibility for your own property.

If you are in possession of a large amount of cash, in the interests of security, please ask a member of staff to arrange for this to be held in our General Office. Please note, this may be returned to you in the form of a cheque. The General Office is open from Monday to Friday 9am to 5pm and is situated on the ground floor, heading towards the Quantock Outpatient department.

Infection prevention and control

In order to minimise the risk of infection, the following advice is provided for hospital patients and their visitors:

- Keeping your hands and body clean are important when you are in hospital. Please ensure that you bathe thoroughly prior to your admission and wear clean clothes.
- You are not required to shave any part of your body before surgery. If hair removal is necessary you will be advised of this on admission and trained theatre staff will perform the removal in the theatre environment.
- Alcohol rub or hand gel is available at the entrance to every ward for use by visitors.
- Ensure you always wash your hands after using the toilet.

- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine.
- Try not to touch any wound dressings, drips, catheters or similar pieces of equipment.

Hospital staff can help protect you by washing their hands, or by cleaning them with special alcohol rubs or gels. If a member of staff needs to examine you or perform a procedure, do not be afraid to ask if they have washed their hands first.

The Trust's housekeeping department maintain excellent standards of cleanliness on the wards. However, if there are any areas on your ward that are not as clean as you would expect, please tell a member of staff.

COVID 19

All persons entering the hospital building are required to wear a surgical grade face mask unless medically exempt. These are available at all entrances to the hospital in addition to hand hygiene stations and a volunteer to greet you and assist you if you need directions or advice.

The requirement for pre-admission COVID testing is constantly under review to ensure the safety of all patients and staff entering the building. Your pathway co-ordinator will advise you of your individual requirement for a COVID test before your admission for your procedure.

Please do not attend your appointment if you are symptomatic for COVID 19. Please call the SSS office on 01934 881327 and your procedure will be postponed accordingly.

WiFi and telephones

We are pleased to offer all our patients and visitors 24 hour free time limited Wi-Fi. To log-in connect to the **NHS Wi-Fi** network on a wireless enabled device and follow the instructions.

Patients are welcome to use smartphones, tablets and laptops but to respect other patients' privacy, photographs are not permitted.

There are also public phones in the hospital. However, these cannot be used for incoming calls.

Medical and other certificates

If you need medical or other certificates (sick notes) please ask the nurse in charge of your care.

Rafters Restaurant

All visitors and patients are welcome to use Rafters Restaurant, which is situated on the ground floor.

Rafters is open 8am-4pm, Monday-Friday.

The vending suite adjacent to the restaurant is open 24 hours a day.

Smoking

The Trust operates a Smoke Free Policy for staff, visitors and patients. Smoking is not permitted on the Hospital site or in the grounds. If you need nicotine replacement therapy (NRT) you are advised to visit your GP prior to hospital admission to obtain this. Alternatively, please inform the nurse on admission to the ward.

Fire Precautions

- Please do not leave the ward without telling a member of the nursing staff as we need to know where you are in case of fire.
- If you discover a fire, please alert any member of staff immediately and follow their instructions.

Giving feedback and raising a concern or complaint

We hope you have been happy with your stay in hospital and would welcome any feedback you might like to give to help us improve our service.

Should you have a question or concern regarding your care or a member of your family's care you should first speak with a member of staff about this –they may be able to resolve your issues.

You may like to speak with the Senior Sister, Nurse in charge, or Doctor. Please ask any member of staff and they will be happy to arrange this for you.

If you are unhappy with the response that you get, please ask for your concerns to be escalated to the Matron responsible for the area that you are admitted to.

If you are dissatisfied with the outcome or if you wish to make a complaint, you can contact the SSS Operations Director directly on 01934 881333.

The Patient Advice and Liaison Service (PALS) is also available for advice and support. They can be contacted in the following ways:

- Telephone: 01934 647216
- Email: PALSWeston@uhbw.nhs.uk

The PALS service aims to provide on the spot advice and support, together with information on other NHS services. The service is free and confidential.

Patient Satisfaction Surveys

When you are discharged you will be given a satisfaction survey, which gives you the opportunity to make comments and suggestions for future improvements.

It is really important to us that you tell us why you gave your answer so please answer any questions honestly and in full.

Your comments will not be traced back to you, and your details will not be passed on to anyone, so please tell us exactly what you think. A member of your family or a friend is welcome to help you give your feedback to the question if you are unable to.

Help us prevent the spread of infection in hospital.

Please make sure your hands are clean.
Wash and dry them thoroughly and/or use
the gel provided.

**If you have been unwell in the last 48
hours please consider whether your
visit is essential.**



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