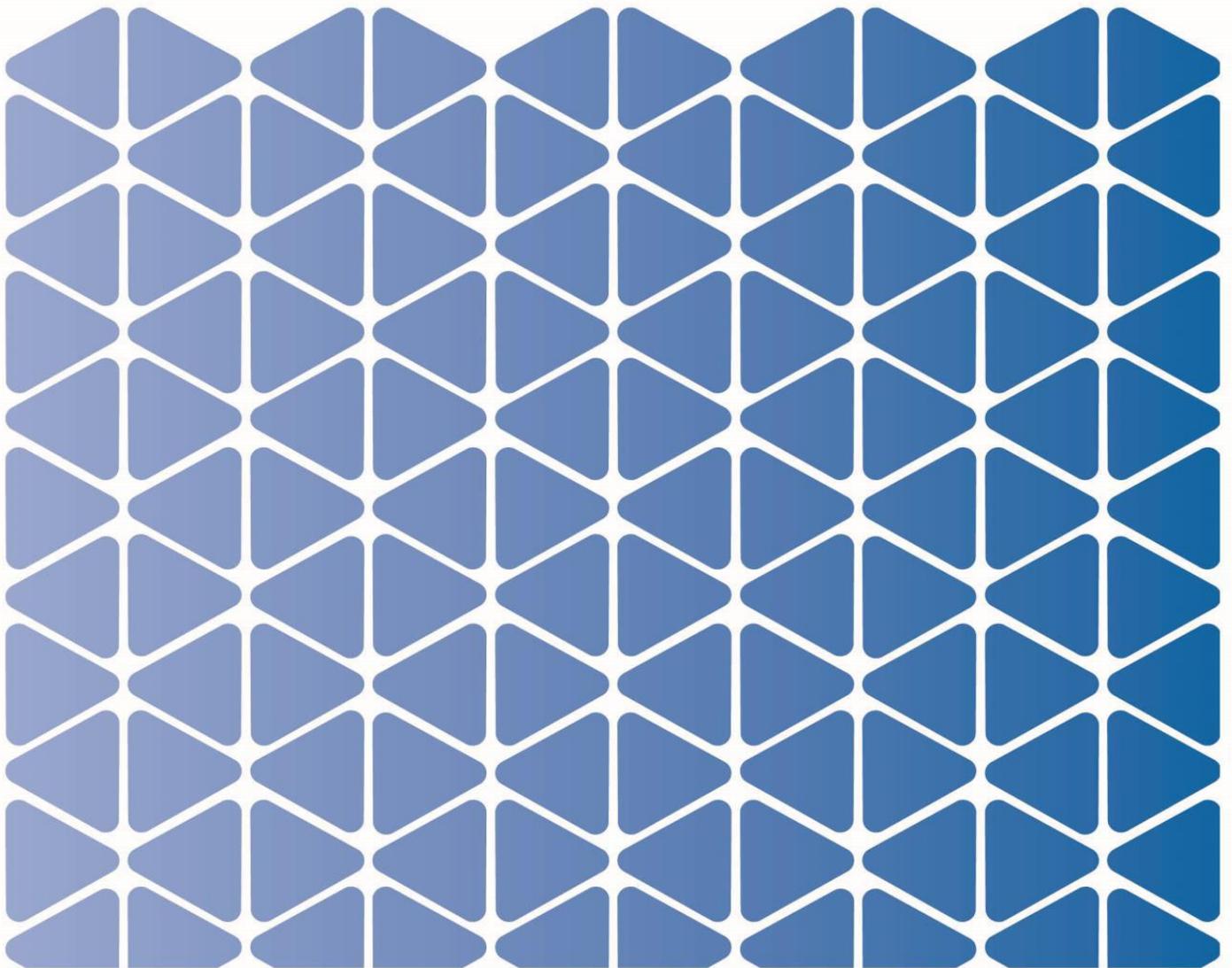




PATIENT INFORMATION

HAVING AN OPERATION

Information for patients awaiting surgery at Kidderminster Treatment Centre



Having an operation

**Information for patients awaiting surgery at:
Kidderminster Treatment Centre
Bewdley Road
Kidderminster
Worcestershire
DY11 6RJ**

Ward 1 01562 512356

On arrival please report to the main reception desk, you will then be directed to either Ward 1 or the Theatre Admissions Suite. Both located on the 2nd floor of the treatment Centre.

You will be admitted under the care of.....

Date of admission.....

Time of admission AM/PM

Planned surgery.....

You will be admitted as DAY CASE/OVERNIGHT STAY

Preparing for surgery

- Please make arrangements for someone to collect you following discharge. You must also arrange for a responsible adult to stay with you for 24 hours following your surgery.
- Please ensure you have a supply of simple painkillers at home such as paracetamol and ibuprofen. If your surgery requires any other medication this will be supplied to you prior to discharge.
- Shower or bathe before coming into hospital and remove any make up, nail varnish, jewellery or piercings.

Things to bring in

- All medications including inhalers.
- Contact details of the person collecting you.
- Glasses and or hearing aids.
- A dressing gown and slippers.
- Loose comfortable clothing.
- A book or magazine to pass the time.

What not to bring

- Please leave jewellery and piercings at home.
- Do not bring Debit/Credit cards or large sums of money with you.
- Leave all valuables at home, the Trust cannot take responsibility for any personal items brought in with you.

Follow the fasting instructions

You **MUST** fast for 6 hours before your operation. If arrival is scheduled for 07:30am then No food is allowed after 2:00am.

Avoid alcohol for at least 12 hours before surgery.

We recognise the importance of staying hydrated before surgery and up until 2 hours before your expected surgery time please drink a glass of:

1. Water or
2. Dilute squash (NOT FIZZY!) or
3. Tea/coffee with a small splash of milk (NO LATTES/CAPPUCCINOS!)

- For **morning surgery** please have this drink at 6am
- For **afternoon surgery** please have this drink at 11am

If you are later on a list you may be able to have a drink past this time. Please ask your team for advice.

After this drink you **may keep sipping** small amounts of water to stay comfortable and take any essential medications. Please do not sip more than 300mls (i.e. a cup) of water while waiting for your surgery. We call this 'Sip until Send'.

Some people should not keep sipping water, for example if you are feeling sick or have a problem with heartburn. Please check with your anaesthetist or admissions nurse if you are suitable to keep sipping water.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.