

PATIENT INFORMATION

For Patients of Miss Sen Following Surgery to the Eyelids, Eyebrows or Face near the Eyes



Before you leave the hospital

The Nursing Staff will give you instructions regarding your care, including medication, removal of dressings and any special instructions.

Symptoms after Surgery

Most people will experience one or more of the following symptoms after surgery:

Blood on the dressing:

You may see a small amount of blood. This is normal, but please contact the hospital if the wound continues to bleed.

Crusting of the area:

Crusting is normal. It is often yellow in colour. It can take several weeks for the crusting to fall away.

Watery eye:

This is a normal and healthy reaction and it should settle within a few weeks.

Discharge:

Sticky discharge from the eye is a normal and healthy reaction even if it is yellow in colour. Please contact the hospital if the discharge is green or brown in colour as this may indicate an infection

Redness and Swelling:

Some redness and swelling is to be expected following surgery, but if you are concerned please contact the hospital.

Contacting the Hospital

Contact telephone numbers are given at the end of this leaflet.

Between the hours of 8:30 am to 4:00 pm, Monday to Friday please contact Miss Sen's Secretary. If appropriate, she may ask you to provide some photographs of the area via email. (These would be shown to Miss Sen who would then decide whether your symptoms are part of the normal healing process or if a further check is needed. Miss Sen's Secretary would then contact you and if necessary book an appointment for you to see Miss Sen within a few days.)

If necessary, as an alternative to Miss Sen's secretary, you can telephone the Triage Nurse in the eye clinic at the Princess of Wales Hospital, Bromsgrove.

If you need urgent help outside the hours of 8:30 am to 4:00 pm, Monday to Friday, please attend the Accident and Emergency (A&E) Department at one of the following hospitals:

Alexandra Hospital,
Woodrow Drive,
Redditch B98 7UB

Worcestershire Royal Hospital,
Charles Hastings Way,
Worcester WR5 1DD

Useful Telephone Numbers

Birch Day Case Unit
Alexandra Hospital
01527 512170

Miss Sen's Secretary
01527 512132

Eye Clinic Triage Nurse
Princess of Wales Hospital, Bromsgrove
01527 488198

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.