



PATIENT INFORMATION

PRE-OPERATIVE ASSESSMENT

WHAT TO EXPECT PRIOR TO YOUR ELECTIVE PROCEDURE

Your Hospital Number is:

--	--	--	--	--	--	--	--	--	--

Please write Patients hospital number here or attach Pt. label.

Pre-Operative Assessment and your Health Questionnaire

Before you have your elective procedure, you must undergo a Pre-Operative Assessment to ensure you are fit and well for your anaesthetic.

① Patients having procedures under Local Anaesthetic do not need a Pre-operative assessment so there is no need to complete the questionnaire.

To start the assessment process, we would like you to complete an online Health Questionnaire.

We use an Online application called **Synopsis** to gather information about your medical history. **Please aim to do this, if you can, as soon as possible but preferably within the next 48 hours.**

Once you have submitted your questionnaire and given your consent to share, your answers will come directly to the Trust where it will be reviewed in due course by a Pre-Operative Assessment Nurse. **The system is completely confidential.**

It should take approximately 20 minutes to complete the questionnaire.



Scanning the above QR code with your mobile or tablet camera will take you to the Pre-Operative Assessment webpage for the Trust. There you will find a link to the **Synopsis** website, which is where you can complete your Health Questionnaire, as well as a list of Frequently Asked Questions. You can also find some informative videos, one of which is a guide on how to complete the Synopsis questionnaire.

Unable to scan the QR code?

You can go to the web address below and find **Pre-Operative Assessment Clinic** under Services.

<https://www.worcsacute.nhs.uk>

Alternatively search for 'Worcester Acute Pre-Op' using your preferred search engine e.g. Google.



New to Synopsis?

If you have not completed a questionnaire before you will need to create an account before you can continue.

Click on the 'sign-up' button and fill in the required details. You will need an email address and a mobile number that you can access to create the account.

Health Questionnaire - Information you will need

The questionnaire will ask you for the following, so please have this to hand before you start:

- Your height and weight
- Any dates for Previous operations (if applicable)
- A list of your current medications (if applicable)
- Your unique hospital number

When you have answered all the questions, you will be asked to share with the hospital by clicking the '**share**' button.

When sharing with the hospital, begin typing **Worcester Acute Hospitals Trust** and the correct option should appear for you to select.

① If you are completing the questionnaire on a mobile phone, you may need to scroll the screen across slightly to see it.

Unable to complete the questionnaire?

If for any reason you are unable to complete the questionnaire, an appointment will automatically be booked for you prior to your procedure date. The team will go through the questionnaire with you during this appointment. However, completing the questionnaire prior to your appointment will significantly reduce the time it takes to complete your Pre-Operative Assessment.

Returning to Synopsis

If you have previously completed your questionnaire in Synopsis, you can log back in using the email address and password you used to create your account.

Your previous answers will all be saved, and you can view and edit them as required.

Any changes will be available to the Assessment team for any future assessments undertaken.

Privacy Notice

We use a supplier called 'VitalHub' to provide the Synopsis online questionnaire and we have strict controls and contract in place to ensure they use your information appropriately and securely. When you enter your information into Synopsis, they will be the data controller and have their own privacy notice on their site which we recommend you read. You will need to consent to share your information with us and only staff involved in your care will be able to access this.

What happens next?

After your questionnaire has been reviewed, depending on your answers, the Nurse will request an appointment to be booked for either a telephone call or a Face-to-Face appointment in clinic if any further investigations are required.

Details of the appointment will be sent to you by post, and you may also receive text message reminders if we have your contact number on file. It is important that you attend any appointments made as your assessment will not be complete if you do not attend and this may affect the date of your procedure.

Types of Appointment

After reviewing the questionnaire, some patients will only be booked in for investigations and will not need to speak with an Assessing Nurse. You will be notified if this is the case in your appointment letter.

Telephone Assessment

If you are booked for a telephone call from the team, the Assessing Nurse will endeavour to call you within an hour of your appointment time.

The Pre-Operative assessment Nurse will discuss personal information so please be available in a suitable environment, not driving or shopping. Should the Nurse feel the environment for the consultation is inappropriate they may need to reschedule your appointment.

During the call, the answers you provided will be discussed and the Nurse will go through any other relevant information you will need prior to your procedure. You may still need to attend for any investigations required as part of your assessment. The Nurse will discuss this and book an appointment with you at a time and date that is suitable for you, where possible.

Face to Face Assessment

If you are booked to attend the Pre-Operative Assessment clinic in person, you will talk with an Assessing Nurse before undergoing any additional tests with our Senior Health Care Assistants.

Group and Save blood samples

Certain procedures require a blood sample to be taken within 7 days of your procedure (your procedure date counts as day 7). This is called a Group and Save blood test.

The sample is sent to the Labs who will screen and match your blood. This is so the correct blood product will be available on the day of your procedure should you require a transfusion.

If your procedure requires this, your Assessing Nurse will discuss this with you and an appointment sent to you for this sample to be taken. It is important that you attend the appointment otherwise your procedure may be cancelled on the day.

Clinic locations

We currently have Pre-Operative Assessment clinics on the three main Trust Sites and will endeavour to book an appointment for you which is closest to your home address. This is not always possible however and, in some instances, it may be necessary to book you into another site for your assessment.

Worcester	Located in the Woodside Suite in Aconbury West (Not in the main building).
Alexandra	Located just before the Physiotherapy Department.
Kidderminster	Located next to the Cardiology Department on the 1 st Floor. Please book in at the main reception who will direct you up to the clinic.

What3Words

If you wish to use the What3Words service to easily locate our clinics, each location is listed below:

Worcester Royal Hospital

Entrance to the Aconbury West -	SWEEP.BRASS.VISUAL
Clinic Reception on 1 st floor -	DOUBLE.TARGET.CLUES

Alexandra Hospital

Clinic Reception on ground floor -	CHASE.SCANS.MARGIN
------------------------------------	--------------------

Kidderminster Treatment Centre

Main Reception -	HANDY.CHARM.BENCH
------------------	-------------------

Contact Us

If you have any questions around your Pre-Operative Assessment, please contact us on either:

Worcester Hospital – 01905 760871

Alexandra Hospital – 01527 507991

Lines are staffed 08:00 – 15:30 Monday to Friday

① Please note we are unable to advise on procedure dates, please contact your Consultant's secretary should you need to discuss this.

If you do not have the direct number for your consultant's secretary, you can contact the Trusts main Switchboards on the below contact numbers who will be able to put you through to the correct extension.

Worcester Hospital	01905 763333
Alexandra Hospital	01527 503030
Kidderminster Treatment Centre	01562 823424

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 complaint's 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 Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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