

Sepsis

You have been treated for a suspected infection. A small number of infections can develop into sepsis. You have been given this leaflet explaining what symptoms to look out for and when to seek further help.

What is Sepsis?

Sepsis is a serious complication of an infection. It used to be known as septicaemia or blood poisoning. It is an inflammatory response to an infection which can cause damage to the body's organs and tissues. In some cases, it can be life threatening.

Who is at risk of contracting sepsis?

Anyone can develop sepsis after an injury, illness or minor infection, although some groups of people are more vulnerable than others:

- People with an existing medical condition or receiving treatment which weakens their immune system i.e. chemotherapy or steroids
- The very young or elderly
- Pregnant women or ladies who have recently given birth
- People who have had recent surgery or those with wounds or injuries as a result of an accident

Symptoms of sepsis

S	S hivering, fever or very cold
E	E xtrême pain or general discomfort
P	P assed no/ very little urine in a day
S	S kin mottled, discoloured or pale
I	"I feel like I might die"
S	S hortness of breath

It is important that if you notice any of the symptoms listed that you seek advice from a medical professional. Call 111 straight away.

Further information:

The UK Sepsis Trust (UKST): www.sepsistrust.org or telephone: 0808 800 0029

Please speak to a member of staff if you have any concerns or questions regarding sepsis.

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 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.

For additional medical advice, if your symptoms or condition worsens

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743