

## **Admissions Booklet**

**Information you need to know  
about coming into hospital for an  
operation / procedure**

(March 2020) version number 9



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[www.mbt.org.uk](http://www.mbt.org.uk)



## **Welcome to Medway NHS Foundation Trust**

We know that for some, coming in for an operation / procedure can make you very apprehensive. Our staff will ensure your visit is as smooth as possible. If you are not sure about anything or would like to speak to someone in more depth about your procedure, please do not hesitate to ask.

All of our staff are here to help you and we aim to give you the highest standard of quality and safe care.

This booklet is also designed to give your family and friends information they need to know about the hospital and the services we provide.

Information about the Trust can also be found on our website [www.medway.nhs.uk](http://www.medway.nhs.uk)

**Please be aware that if you are late for your appointment, you may not be seen that day as our clinics are full.**

**IF YOU NEED A LARGER PRINT VERSION OF THIS BOOKLET PLEASE ASK.**



**Medway NHS Foundation Trust is a smoke free organisation.**  
**As a healthcare provider, we believe it is important to provide the best possible environment for our patients, visitors and staff.**

## **Important Telephone Numbers**

### **Sunderland Day Case Centre**

01634 825018

### **Pre Operative Care Unit**

01634 830000 ext 3991, 5476 or 6701

### **Admission Letter**

The letter you receive from the admissions office or consultant's secretary inviting you to come into hospital explains what you need to do before coming in. Please read it carefully and follow any special instructions you are given. If you don't, your treatment may be delayed.

If at any time you find that you are unable to attend the appointment, please let us know why by calling the number on your letter.

When the decision is made that you need an operation, you will be required to complete a health questionnaire. Your questionnaire will be reviewed and you may be asked to attend a pre- assessment clinic before your procedure. This is a medical review to ensure that you are medically fit to undergo general anaesthesia. You will be seen by a clinical sister / charge nurse and may also have tests undertaken. Alternatively, you may be suitable for a telephone pre assessment

Most appointments take no more than an hour, however you may be at the hospital for up to two hours, depending on your medical history and tests that you may require.

**Please can you bring an up to date medication list.**

## **On the day of Admission**

Your letter should tell you to attend either the Sunderland Day Case Centre (Green Zone level 1) or the Pre-operative Care Unit (POCU, Green Zone, level 3).

The letter will also inform you of the time of your admission.

### **Please note:**

The only items that we ask you to bring in with you on the day of your operation / procedure are a dressing gown and a pair of slippers or suitable footwear.

We do not have the room or storage facilities for the rest of your belongings so we suggest that your visitors bring them up when they come to visit you later on in the day. We also recommend that you do not bring in with you large amounts of cash or your bank cards.

Please ensure you mark all of your personal items with your name so that these cannot be misplaced or lost.

If you are coming in for an operation we ask that you remove all make-up and nail varnish, including toe nail varnish and false nails. Please also remove all jewellery including any body piercing. (If all piercings are not removed, your operation/procedure will be cancelled).

Please do not bring in the following:

- Large amounts of money or bank cards, as there is no secure bedside storage.
- Valuables.
- Alcohol.
- Television / radio / laptops.
- Cigarettes, pipe, match, lighter etc.

## **Using Patient Own medicines Scheme at Medway NHS Foundation Trust**

When you come into hospital please bring in all your own medicines including:-

- Tablets and capsules.
  - Liquids.
  - Creams.
  - Inhalers.
  - Any other items from your GP.
  - Any other items you buy from the chemist.
  - Up to date repeat prescription.
- Please place this in the green bag provided.

Try to bring your medicines in their original packets. This will make it easier for us to tell what they are and how you should take them. The nurse will take this and lock them in a secure box by your bed.

If you transfer to another bed or ward then your medicines must go with you.

Any additional medications that are required will be provided from the hospital pharmacy and these will be labelled and stored, alongside your own medication in preparation for your discharge. Please ensure that you have a supply of the pain killers that you normally take at home e.g. paracetamol/ibuprofen. We will not supply you with this medication when you are discharged home.

## **Eating and Drinking Instructions**

### **Please follow these very carefully**

If you are coming into the **Pre-Operative Care Unit (POCU)** from 7.00am to 11.00am located in Green Zone level 3, please follow the instructions below:-

**DO NOT** eat large, fried foods, fatty foods the evening before your surgery.

**DO NOT** eat after 2:30am.

**DO NOT** drink milk or milk substitutes after 2:30am.

**DO NOT** chew gum or eat sweets after 2:30am.

**NO** Alcohol for 24 hours prior to admission.

**YOU MUST** drink water up to 2 hours prior to admission.

**YOU** may take required medications with water before 6.30am.

If you are coming into the **Sunderland Day Case Unit, Green Zone,** Level 1. Please follow the instructions below:

### **Morning Patients - 7.30am**

- **DO NOT** drink Alcohol for 24 hours before admission.
- **DO NOT** eat large, fried foods, fatty foods the evening before your surgery.
- **DO NOT** eat after 2:30am.
- **DO NOT have any milk** after 2:30am.
- **DO NOT** chew gum or sweets after 2:30am.
- You **MUST** drink water up to 6.30am.
- You may take required medication with water before 6.30am.

## **Afternoon Patients - 12.30pm**

- **DO NOT** drink alcohol for 24 hours before admission.
- You **may** have a light breakfast(e.g. toast) before 7.30am.
- You **may** take required medication with water before 7.30am.
- **DO NOT** eat after 7.30am.
- **DO NOT** have any milk after 7.30am.
- **DO NOT** chew Gum or sweets after 7.30am.
- You **MUST** drink water up to 11.30am.

## **General Information about your stay and information about the hospital**

### **Car Parking**

Parking on the Medway Maritime Hospital site is limited; where possible we encourage the use of alternative modes of transport.

There are two public car parks for patients and visitors. Both car parks operate a system whereupon entering the car park you will receive a ticket. Please take this ticket with you, as you are required to pay for your parking when you leave the hospital, at one of the pay stations found at the following locations:

- Two machines at the hospital's front entrance adjacent to the security and car parking reception desk
- Atrium, Level 2 Green Zone
- Sunderland Day Case Hospital Entrance
- Externally in Car Park 2
- Externally in Main Hospital Entrance

We offer a wide range of concessionary parking tickets to visitors & patients. For more information please speak to the car parking reception, which is located within the hospital main entrance, or refer to the 'car parking concessions for patients and visitors' leaflet.



You can also speak to a member of staff on the ward for more information.

Please be advised that Medway NHS Foundation Trust operates a Parking Charge Notice scheme which is based on a fine of £60, reducing to £30 if paid within 14 days.

Medway NHS Foundation Trust levies charges on users of its car parks, which help to fund patient services and care. We receive almost £2m by way of income from our car parks each year. The largest car parks are those for visitors and consequently over 80% of the income from parking charges comes from visitors. The rest comes from staff. It costs the Trust around half this income each year to run the car parks. The remainder goes directly to clinical care to fund frontline staff such as doctors or nurses.

### **Patients with Disabilities**

Drivers may take disabled or elderly patients to the main entrance. This is a drop off area only and parking there is forbidden and may result in clamping. Wheelchairs are usually available for transporting patients to and from clinic areas, but the use of your own wheelchair is highly recommended due to the pressure on usage at certain times.

### **Reclaiming Travel Costs**

If you are entitled to reclaim your travel costs for attending the hospital for an appointment and on the day of admission and discharge. You will need the following:-

- Hospital Letter.
- Proof of Benefit.
- Proof of Travel Expenses (ticket and cost).
- Car Park ticket

Please take all documents to the General Office, which is located within the Main Reception Area.

We are unable to reimburse taxi fares or for an escort unless the Consultant you are seeing confirms in writing that your condition prevents you from travelling alone or on public transport.

### **Patient Transport**

We would expect patients to make their own way to and from the hospital. However, if you have a medical condition that may make you eligible for hospital transport you should call the hospital's transport department on **0843 241888**. The operators will ask a number of questions to see if you are eligible for patient transport and if so the journey will be booked for you. If you are not eligible you will be advised of some alternatives to assist with your travel to your appointments. The same procedure will also apply if you have any follow up appointments.

Please note you will only be allowed one bag when travelling in an ambulance.

Wheelchairs and Zimmer frames are not permitted on the vehicles unless the patient is in the wheelchair or needs to use the Zimmer frame.

### **Wheelchair Information**

You may have had to bring in your own wheelchair, which is specialised for your own use. Please ensure ward staff are aware of this and mark your wheelchair accordingly. The hospital does have a small number of wheelchairs available to use, please ask a member of staff for more details.

## **Restaurant**

The hospital restaurant is on level 1, Purple Zone and is open between the hours of 7.30am to 7.00pm. Opening hours on Saturday and Sundays are different so you will need to check with the hospital staff as to what these are.

The Coffee Shop next to the restaurant is open from 8.30am to 4.30pm Monday to Friday.

## **Shop**

The League of Friends shop inside the main entrance sells a wide range of confectionery, newspapers, drinks, toiletries, fruit etc. There is also a hot drinks and snack facility with seating in the main reception area. The shop is open daily from 7.00am to 8.00pm.

The League of Friends also has a small shop at the entrance to A-Block, Level 1, Brown Zone and a 24 hour kiosk in the Emergency Department. These are run by volunteers so there could be short periods of time when these are not open.

## **Cash Machine**

There are two cash machines at the hospital, one just outside the main entrance and another in the main entrance.

## **Single Sex Wards**

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. Medway NHS Foundation Trust is committed to achieving this by aiming to provide our patients with same sex accommodation.

Occasionally, if you have been admitted as an emergency we may have to admit you at first into a bay with patients of the opposite sex, if there is nowhere else available. If this happens you will be moved to a single sex bay as soon as possible.

Very occasionally clinical decisions may mean that you could be placed in a mixed ward; this may happen for example, if you are admitted to Intensive Care or the High Dependency Unit.

## **Medical Certificates**

If you need a medical certificate to cover your stay in hospital please speak to a member of the ward staff. Please remember that you have to self-certificate for the first 7 days.

## **Consent for Treatment**

The nurse, doctor, midwife or healthcare professional will explain what investigations will be carried out, the different treatments for your condition and the risks and benefits of each treatment. Before a doctor or other health professional examines or treats you, they need your consent. Sometimes you can simply tell them whether you agree with their suggestions. However, sometimes a written record of your decision is needed - for example if your treatment involves sedation or general anaesthesia. Please note you are entitled to withdraw consent at any time even after signing.

Health professionals must ensure you know enough to enable you to decide about treatment. This is also your opportunity to raise any queries or concerns you may have about your care.

You will be provided with a contract to sign identifying the care and support we will provide for you and your responsibility to aid a fast and safe recovery.

## **Going Home**

### **Discharge Arrangements**

We will do everything we can to ensure that you are sent home as soon as you are well enough to leave. An estimated date for discharge will be set on your admission to hospital and staff will work hard to get you home on this day.

If you have any concerns about how you will manage when you leave hospital please ensure the medical or nursing staff are made aware of this. If you have any concerns once you are home, please contact the ward you were staying on.

Please try and arrange for the person who is collecting you to bring your house keys with them, if appropriate. Please also remind whoever is picking you up to bring some outdoor clothing into hospital on the evening prior to your departure if you do not already have suitable clothing with you. Do remember to ask staff in advance to arrange for any personal items that you have handed in, to be returned to you before you leave.

On your planned date of discharge you will be required to leave the bed on the ward before 9.00am. We will discharge into the Discharge Lounge; you will need to arrange to be collected from here.

## **Discharge Lounge**

The discharge lounge is staffed by qualified nurses, any medication that's needed before you leave, will be given to you there.

The lounge is able to provide hot and cold drinks as well as a selection of snacks and hot meals.

## **Giving us your feedback**

### **Concerns about your care**

#### **Talking it through.....**

If you have any concerns whilst you are in the ward with regards to your care and treatment, then it is best to address this straight away. We suggest you talk your concerns through with the 'Nurse in Charge'.

They are there to listen and will decide with you the actions that will be taken to resolve any issues you have. They will keep you updated on the progress as required.

If you do not feel satisfied with the above actions and you wish to speak to someone outside the ward / department then please speak to a member of our Patients Advice and Liaison Service (Pals Team)

## ***Patient Advice and Liaison Service (PALS)***

### ***PALS can:***

- ***Advise and support patients, their families and carers.***
- ***Listen to your compliments, comments, concerns and complaints.***
- ***Help to resolve issues you have about our services.***
- ***Liaise with nurses and other staff on your behalf.***
- ***Advise on how to make a formal complaint.***

***By listening to your comments we can change the way that things are done and improve the service for our patients.***

***PALS can be contacted on 01634 825004 and they are available between 9.00am to 5.00pm Monday to Friday. The lines can be busy at times so please leave a message and someone will get back to you. If you call over the weekend, someone will call you back Monday morning. You can also ask ward staff to contact one of the representatives on your behalf.***

## **Duty of Candour**

Healthcare is very complex and things can change very quickly and unexpectedly. Occasionally, things do not go to plan and a patient can be harmed despite our best intentions and efforts.

We regret every case of harm to our patients but we make sure we use the opportunity to learn and prevent similar things happening again.

We have always been committed to being open and honest with patients when things go wrong, under our Duty of Candour 'Being Open' policy.

Duty of Candour is a new law which came into force on 27th November 2014. This means that providers of healthcare across England must be open and honest with their patients.

If you would like more information about this please ask a member of staff for the Duty of Candour Leaflet.

## **Positive Feedback**

We want your experience at Medway Maritime Hospital to be outstanding every time and we would like your help to identify members of staff or teams that deliver excellent service.

We encourage all our staff to exceed expectations so that our patients and visitors receive the best possible service and care.

**Positive feedback** helps the hospital to benefit from learning what is important to our patients and their families and we appreciate when you to tell us when our staff are doing a great job.

Saying 'thank you' to our staff for the recognition they deserve, inspires them and other colleagues to deliver a fantastic service all the time.

## **Friends and Family**

The Friends and Family test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS Services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow up questions, the FFT provides a mechanism to highlight both good and bad experiences.

Following your discharge you may receive a text message on your mobile or a telephone call to your landline asking you whether or not you would recommend us and why.

These calls / texts are free and we welcome all feedback.

## **Be part of your local hospital's future - become a member**

Support your local hospital and services by becoming a member of the Medway NHS Foundation Trust. This way you can play a real and important part in the future development of your healthcare service, not only for you but your family and friends too.

Membership is free and you can be involved as little or as much as you like. We send our members quarterly newsletters which update you with what is happening in your local hospital, plus there is the opportunity to attend various events where you can learn more about the services the Trust provides.

If you are interested in becoming a member please ask a member of the ward staff for an application form or contact the membership office on 01634 825292.

We hope that this booklet has covered everything you need to know about your operation / procedure and the hospital.

**If you feel that you need any more information, please telephone the number on your appointment letter.**



## Notes

## Notes



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### Our private client lawyers are on hand to assist with:

- making a will;
- drafting a letter of wishes, to deal with things like funeral arrangements;
- preparation of a lasting power of attorney for the management of your financial affairs and to cover decisions concerning your health and welfare;
- preparation of a business power of attorney to cover the management of your business interests;
- creating an advanced decision confirming whether you wish to receive life-sustaining treatment if you become seriously ill;
- applying to the Court of Protection for permission to deal with a loved one's affairs if no power of attorney has been made;
- establishing a trust to protect the inheritance of your children, spouse, partner or other beneficiaries;
- making decisions if you have been asked to act as a trustee for someone else;
- acting as a professional trustee on your behalf;
- planning for the payment of care home fees and other long-term care costs, particularly for elderly clients;
- tax planning
- applying for a grant of probate to enable your money and property to be distributed in accordance with your will, or under the rules of intestacy where no will exists
- assisting those appointed in your will, or under the rules of intestacy, in dealing with your affairs and your estate.



**Call us on 01634 811444 for any business related advice you need**



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# Azure Care



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