

Coming into hospital

An information guide for
inpatients and daycases



Welcome...

As one of the largest and busiest trusts in the North West of England, I would like to welcome you to Wirral University Teaching Hospital NHS Foundation Trust. We pride ourselves not only on the excellent standards of treatment we provide but also the exceptional care you will receive.

This guide has been written to tell you some important information you will need about our hospitals whether you are coming to see us as a surgical inpatient or a daycase. Over the next few pages we will explain how to prepare for your visit and what you can expect on the day. Please take your time to read this guide carefully and keep it safe. Directions on how to get to our hospitals are also included as well as important information for when you are discharged.

We want to make sure that you have the best possible experience of care with us. It's therefore extremely important that you let us know how well we performed. If you would like to share your experiences, you can write to me at the address on the back of this booklet. We also have a number of other ways you can let us know how well we're doing such as completing our Learning with Patients questionnaire, taking part in The NHS Friends and Family Test or by contacting us through our website. The address is www.wuth.nhs.uk.



David Allison,
Chief Executive

Important information

If you need to cancel

If you feel that you do not want to proceed with your surgery or need to change the date because of unforeseen circumstances, please contact us as soon as possible using the number at the top of your admission letter. This allows us to offer the theatre time to another patient who may be waiting for surgery.

We are a no smoking site

We operate a no smoking policy, therefore smoking is not allowed in any part of the hospital or grounds. We work closely with Wirral Community NHS Trust in helping you to give up smoking. You can contact their Stop Smoking Service directly on **0151 630 8383**, or by texting **QUIT** with your name and postcode to **80039** or by emailing wsupport@wirralct.nhs.uk. You can also speak to our own nursing staff who will be able to help. Nicotine replacement therapy (NRT) is available to you. Please ask about this service.

Before you arrive

Your admission letter

Your admission letter details the date on which your surgery will take place as well as the location. Please ensure you read this carefully as it contains information which will help to ensure your surgery goes ahead as planned. In particular, it contains guidance about eating and drinking before you attend hospital. You must not eat sweets or chew gum if you are having a general anaesthetic (you will be asleep during your operation).

Your health and wellbeing before surgery

It is very important that you try and stay healthy before your surgery. Eat and drink well - your body needs fuel to repair - and try to stay physically active. It is natural to be worried about surgery, try and spend time with family or friends to help you relax.

If you do drink alcohol or smoke then take this opportunity to stop or cut down. This will help your recovery and reduce the risk of any complications.

If you feel unwell in the week immediately before your surgery then please contact your consultant's secretary for advice and guidance. This will help us assess whether your surgery can go ahead as planned.

Medication

It is vital that you bring any medication with you that you are currently taking, in their original container. The hospital staff will take these from you and may use them during your stay. They will be returned to you on discharge if they are still required along with any medication you need to take home. In some cases patients are asked to stop taking specific medication at certain times prior to their admission. Please follow the specific instructions given to you by your consultant. If you have any questions regarding your medication please phone your consultant's secretary.

Things to do before you come into hospital:

- Let your relatives/friends/neighbours know when your surgery is taking place and ensure you have nominated a family member or friend to be your carer for when you return home from hospital
- Bring a partner/relative/friend contact telephone number to call on discharge
- Organise child care/pet care where necessary
- Ensure you have arranged your transport for getting to the hospital and more importantly how you will get home. If you need to book an ambulance to come in you can do this through your GP
- If you receive regular support at home from Social Services or any other agency then please let them know so they can make any necessary arrangements
- Inform your place of work
- Check your diary and cancel any appointments
- Remove all make up, nail varnish, false eyelashes and nails and pierced jewellery before you come into hospital
- If you have any additional needs such as an interpreter or require any adjustments to your care due to a disability then please contact your consultant's secretary as soon as possible so we can make the necessary arrangements.

Planning for your discharge

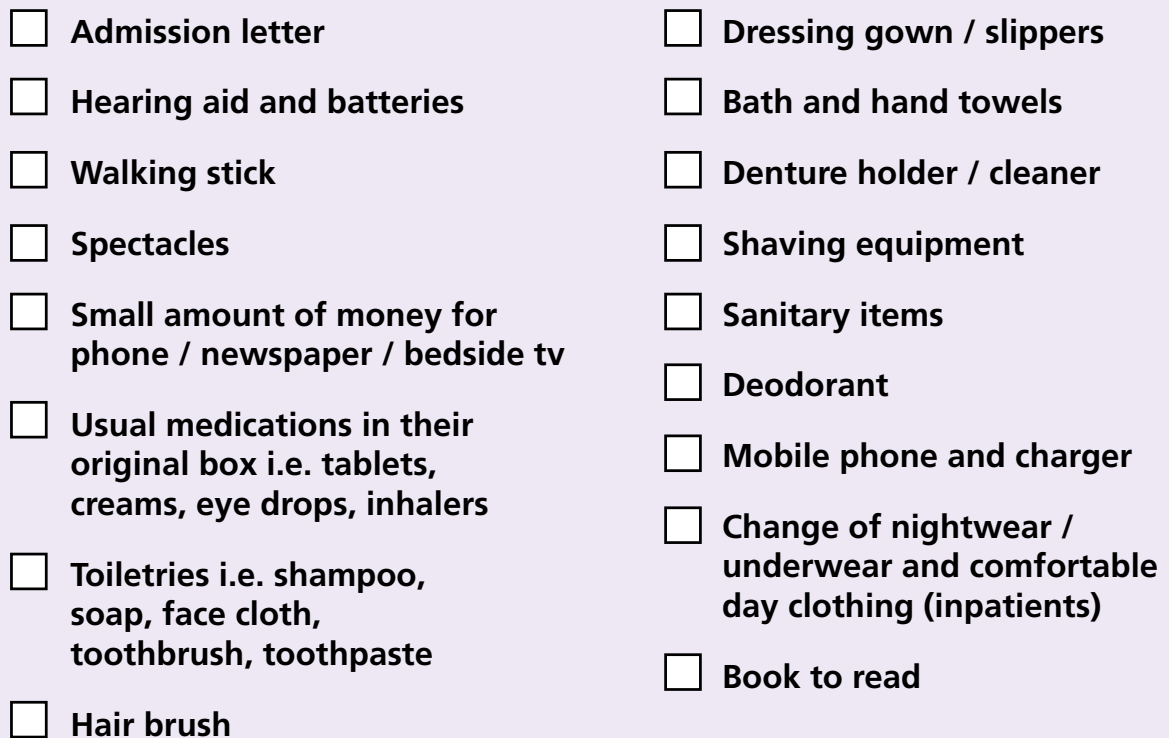
Staff on the wards will be working to a planned date for your discharge. You need to make sure that you are aware of when this will be and have plans in place to be collected from hospital at the appropriate time. If you are not told when you can be expected to be discharged, please ask a member of the ward staff.

Things you might need to bring

You will be provided with a bedside locker on the ward but space is limited so please don't bring more than needed. Please bring your belongings in a zipped medium sized bag rather than a large suitcase.

Please do not bring valuables into the hospital. You will be able to wear your wedding ring but all other jewellery will need to be removed before your operation so it is better to leave it at home.

Please use the following as a checklist:

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- Admission letter
 - Hearing aid and batteries
 - Walking stick
 - Spectacles
 - Small amount of money for phone / newspaper / bedside tv
 - Usual medications in their original box i.e. tablets, creams, eye drops, inhalers
 - Toiletries i.e. shampoo, soap, face cloth, toothbrush, toothpaste
 - Hair brush
 - Dressing gown / slippers
 - Bath and hand towels
 - Denture holder / cleaner
 - Shaving equipment
 - Sanitary items
 - Deodorant
 - Mobile phone and charger
 - Change of nightwear / underwear and comfortable day clothing (inpatients)
 - Book to read

The day of surgery

Your admission letter will detail the time and location of your operation; this can take place at either Arrowe Park Hospital or Clatterbridge Hospital.

Bathe or shower prior to attending.

You may wait for some time from your arrival to when you are taken to theatre, this is because you will need to be seen by a number of staff including nursing staff, your anaesthetist and a member of the surgical team. We will endeavour to keep you up to date about expected waiting times.

Admissions to Arrowe Park Hospital

- Your day will start in the Surgical Elective Admissions Lounge (SEAL). This can be found at the back of the hospital. If you are accessing SEAL by car, please follow the directional signage to the rear of the hospital. We have a drop off point at SEAL but there is no parking. There is limited space in the reception area so we would ask that friends and relatives drop patients off at SEAL and then leave.
- Your admission letter will state what time you should arrive in the lounge, this will be either 7am or 11am.
- On arrival please report to the reception desk.
- Your details will be checked before you take a seat in the main reception area.
- After you have registered you will be seen by a member of the nursing staff, please use this opportunity to ask any outstanding questions you may have about your operation.
- You will wait in a dedicated male or female lounge. There will be a member of the nursing staff on hand to deal with any questions or queries.
- If you have brought any belongings with you, these will be labelled by the lounge staff and taken to the ward where you will be taken following your operation.

Admissions to Clatterbridge Hospital

- Your admission letter will state where you should report to and the time you should arrive.
- After you have registered, you will wait in the reception area until you are taken into the day unit or ward.
- You will be seen by a member of the nursing staff, please use this opportunity to ask any outstanding questions you may have about your operation.
- Your belongings will stay with you until you are ready to go to theatre and will be kept securely until you have returned from theatre.

Day Case Admissions

If you are a day case you must arrange for someone to escort you home and stay with you for 24 hours. Your escort will be contacted by day ward staff and advised when to collect you after your operation.

Relatives/friends of day case patients will not be able to wait on the day ward and there is no visiting.

Anaesthetic drugs remain in the body for 24 hours and gradually wear off during this time therefore your natural reactions which ensure your safety will not be as quick as usual.

Instructions to follow:

- Do not drive a car or ride a bicycle for 24 hours
- Do not operate moving machinery or do anything that requires skill or judgement for 24 hours
- Do not make important decisions or sign important documents for 24 hours
- Do not take sleeping tablets the first night after your operation
- Do not drink alcohol for 24 hours
- Observe special precautions and instructions given to you on discharge
- Do not lock the bathroom door or make yourself inaccessible to the person looking after you
- Make sure you have access to a telephone
- You must not leave the Unit until you have been discharged by the nurse and accompanied home by a responsible adult.

Numbers you may need before your admission:

- SEAL Unit (Arrowe Park Hospital) **0151 604 7143**
- Leverhulme Day Surgery Unit (Clatterbridge Hospital) **0151 334 4000** (ext 4320) or **0151 482 7750**
- Ward M1 (Clatterbridge Hospital) **0151 482 7626**

Returning home

You will be discharged by your nurse who will give you full written instructions on how to look after yourself and what to do in an emergency. We will send your General Practitioner (GP) a letter detailing your treatment and you will also receive a copy. Arrangements will be made for any follow up treatment.

Following your operation

You will be taken to the relevant ward following your operation depending on the nature of your surgery. There is a patient information bedside folder on each ward. This provides you with additional information you will need to know for the rest of your stay in hospital.

Visiting

In most areas, visiting times are 3:00pm to 4:00pm and 6:30pm to 7:30pm. Some visiting times do differ, so please ask. A member of our ward staff will be able to give you the direct line phone number of the ward you will be on for your relatives to make contact. **We ask that visitors do not come into hospital if they have (or if they have been seen in contact with anyone who has) had an illness, particularly coughs, colds and upset stomach. We ask that your visitors are symptom free for at least 48 hours.**

Steps you can take to help recover following your surgery

It's very important that you play an active role in your recovery while following the advice and guidance of your clinical team.

Questions you may want to ask before you leave hospital:

- When can I have a shower or bath?
- When will I be able to drive again?
- When should I go back to work?
- When I am able to resume intimate relations?

The following steps can help you recover sooner:

- Be positive about your recovery
- Start to eat and drink as soon as possible as your body needs fuel to help it repair
- Set yourself daily goals and gradually build up your walking and movement

Staying in touch following your surgery

You will be provided with the contact details of your ward before you leave hospital. Please contact us if you have any worries or concerns in the immediate 72 hours after your discharge. For queries after 72 hours, please contact your GP or NHS Walk-in Centre.

Services available for you and your visitors

There are a range of facilities across our hospital sites including:

- Gift shop, newspaper shop and sandwiches, pastries and snacks shop (Arrowe Park Hospital)
- Annabelle's Café (Arrowe Park Hospital)
- Bowman's Restaurant (Arrowe Park Hospital)
- Firtrees Restaurant (Clatterbridge Hospital)
- Lloyds Pharmacy (between the Emergency Department and All Day Health Centre at Arrowe Park Hospital)
- Cash Machine (both sites)
- Barclays Bank (Arrowe Park Hospital)

Getting here

Arrowe Park Hospital

Arrowe Park Hospital
Arrowe Park Road
Upton
Wirral
CH49 5PE

Telephone: 0151 678 5111 (main switchboard)

The hospital is clearly sign posted from the M53 motorway once you leave junction 3. Car parking is limited on the hospital site. Accessible car parking is available.

There are several bus services that call at Arrowe Park Hospital. For further details contact:

- Merseytravel on 0151 227 5181 or visit www.merseytravel.gov.uk
- Traveline North West on 0871 200 2233 or visit www.traveline-northwest.co.uk



Clatterbridge Hospital

Clatterbridge Hospital
Clatterbridge Road
Bebington
Wirral
CH63 4JY

Telephone: 0151 334 4000 (main switchboard)

The hospital is clearly sign posted from the M53 motorway once you leave junction 4. Accessible car parking is available at the hospital.

There are several bus services that call at Clatterbridge Hospital. For further details contact:

- Merseytravel on 0151 227 5181 or visit www.merseytravel.gov.uk
- Traveline North West on 0871 200 2233 or visit www.traveline-northwest.co.uk



The NHS Friends and Family Test

We want to make sure that you have the best possible experience of care with us. So it's **extremely important** that you let us know how well we're performing. The NHS Friends and Family Test is an easy-to-understand question that we are asking our patients.

Why is The NHS Friends and Family Test important?

The NHS Friends and Family Test is just one of the ways we gather your feedback, but it's an extremely important one as it helps us make any improvements to our services.

How does it work?

You will be provided with a questionnaire within 48 hours of discharge. This will contain The NHS Friends and Family Test for you to answer.

How likely are you to recommend our hospital to friends and family if they needed similar care or treatment?

You will be able to select from one of the following responses:

Extremely likely

Neither likely or unlikely

Likely

Extremely unlikely

Don't know

We would value any additional comments that would help us to understand why you have chosen your particular answer.

How often can you respond to The NHS Friends and Family Test?

You can do it just once, or each time you use our service.

How will the results be used?

Your feedback will help us learn more about what you think about our service – what we did well and what you think we could improve.

Listening and learning from our patients is extremely important to us as we are committed in providing you with the best possible care and experience. If you have any questions about The NHS Friends and Family Test please ask a member of staff.

Wirral University Teaching Hospital
NHS Foundation Trust
Arrowe Park Road
Upton
Wirral
CH49 5PE

Telephone: 0151 678 5111 (switchboard) Website: www.wuth.nhs.uk

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