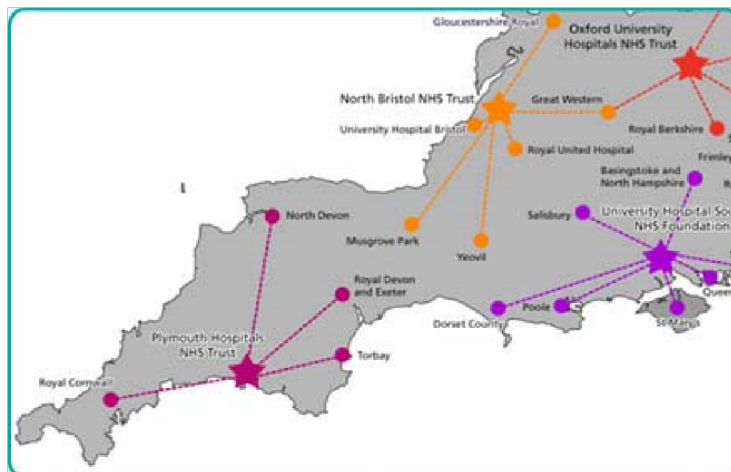


Patient trauma booklet



Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
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Tel. 01271 322577
www.northdevonhealth.nhs.uk

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Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

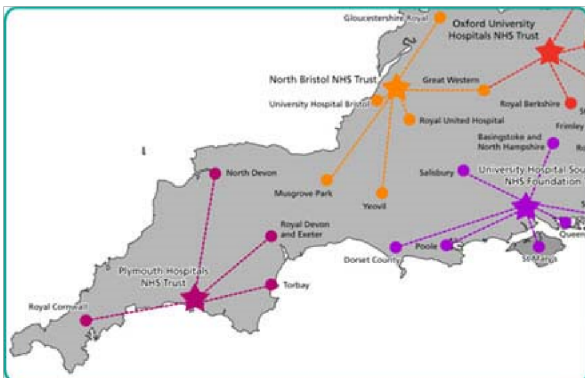
Trauma pathway

Patients with major trauma are those with serious, often multiple injuries that require emergency access to a wide range of clinical services and expertise.

Derriford Hospital, Plymouth is the designated Major Trauma Centre (MTC) for the Peninsula Trauma Network, which covers all of Devon and Cornwall. The Peninsula Trauma Centre is supported by a number of trauma units which will look after those not requiring the specialist care of the MTC or stabilise those with major traumatic injuries and transfer them to the Major Trauma Centre. On completion of the medical management of any injuries, people may transfer back to their trauma unit if they are unable to go straight home.

The following hospitals were designated as trauma units:

- North Devon District Hospital
- Royal Cornwall Hospital, Treliske
- Royal Devon and Exeter Hospital
- Torbay Hospital



Your stay in hospital

This booklet is for you to take home with you; it should help keep all the useful information in one place.

During your stay you will meet a range of healthcare professionals who will assess your medical, rehabilitation and ongoing needs. They may include doctors and nurses and a range of allied health professionals such as physiotherapists, occupational therapists, dieticians and speech and language therapists. They will talk to you about home and your support network. They will start to think about discharge planning early on and whether you may need to transfer to another hospital or rehabilitation unit.

If you require specialist rehabilitation, you may be reviewed by a rehabilitation medicine consultant.

You may have only an isolated injury to one part of your body or have multiple injuries that require lots of specialities involved in your treatment and care. Your injuries and the consultants involved in your care are listed in this booklet and we will run through these with you and / or your family if you like.

One of our team will always try and meet you during your stay. We have included a handy checklist on the following page for you to ensure you have as much information as possible while you are in hospital.

Checklist

I have met with the trauma rehab co-ordinator	
I know the ward I'm on and have the phone number	
I have had my injuries explained with an injury map	
I have details of any operations	
I understand the management plans for all injuries	
I have the names of all my consultants	
I understand my medicines and why I have each one	
I have been reviewed by a physiotherapist (if required)	
I have been reviewed by an occupational therapist (if required)	
I have been reviewed for any other service required e.g. speech and language therapist / dietician / psychology / orthotics	
I know how I'm getting home or where I am going next	
I know about my follow up plans and any appointments	
I have received my rehabilitation prescription	
I have had the opportunity to ask any questions	

Names and ward details

Your Trauma Rehab Coordinator (MTCC) is:

The Consultants for your injuries are:

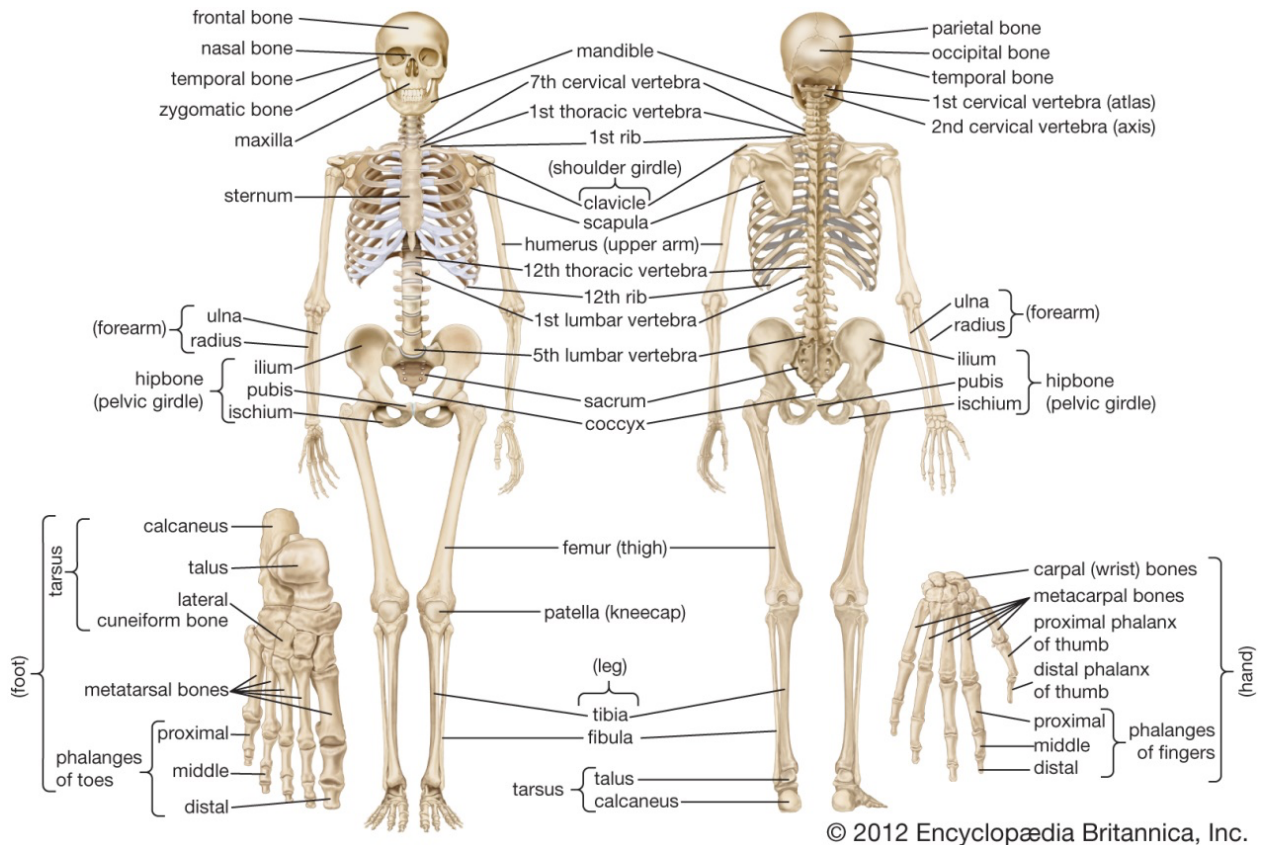
The ward you are on is:

The phone number for the ward you are on is:

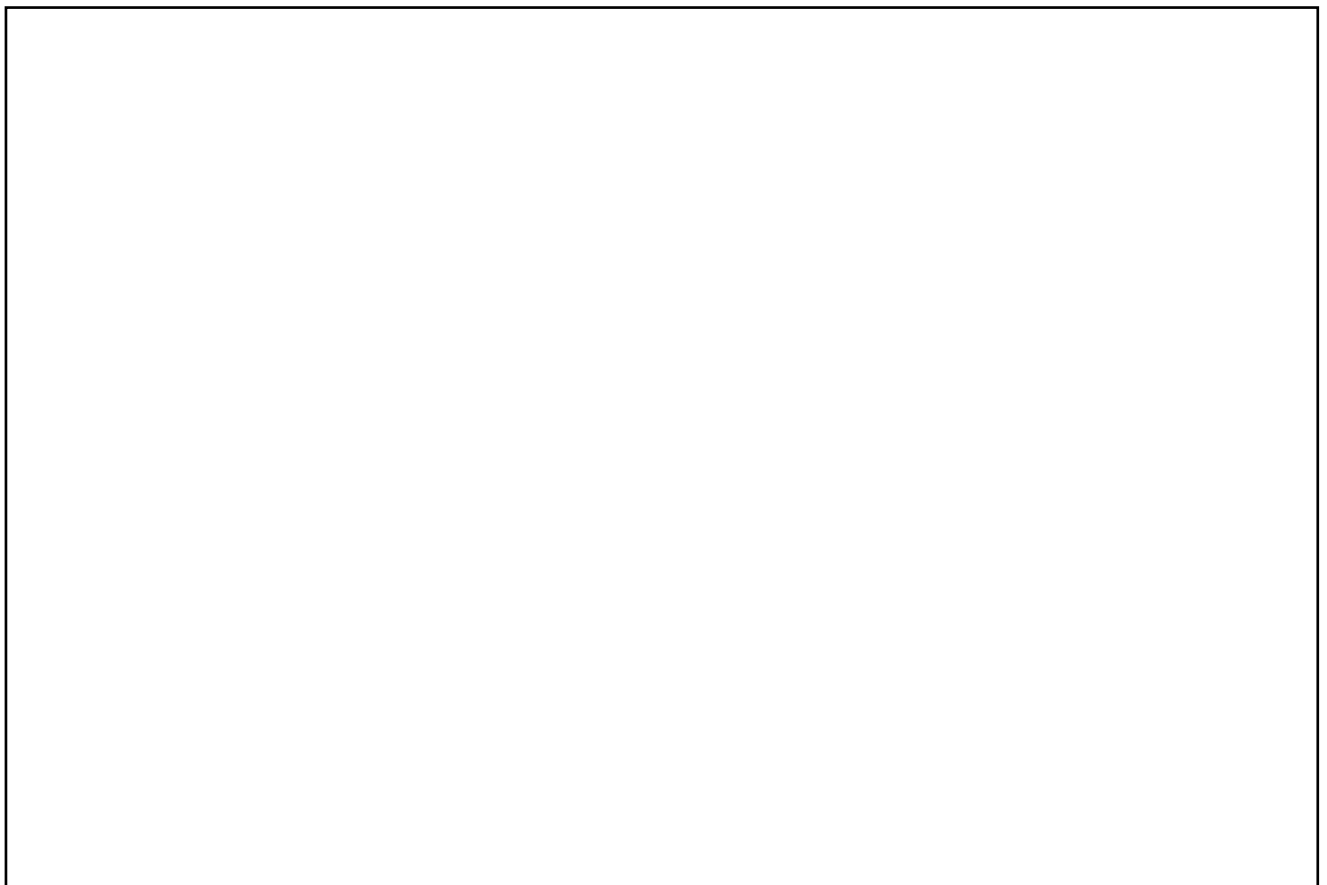
Speak to the ward about current visiting options or virtual calls for family.

Some other people involved in your care are (e.g. physiotherapist/occupational therapist (OT)/doctor/ward manager):

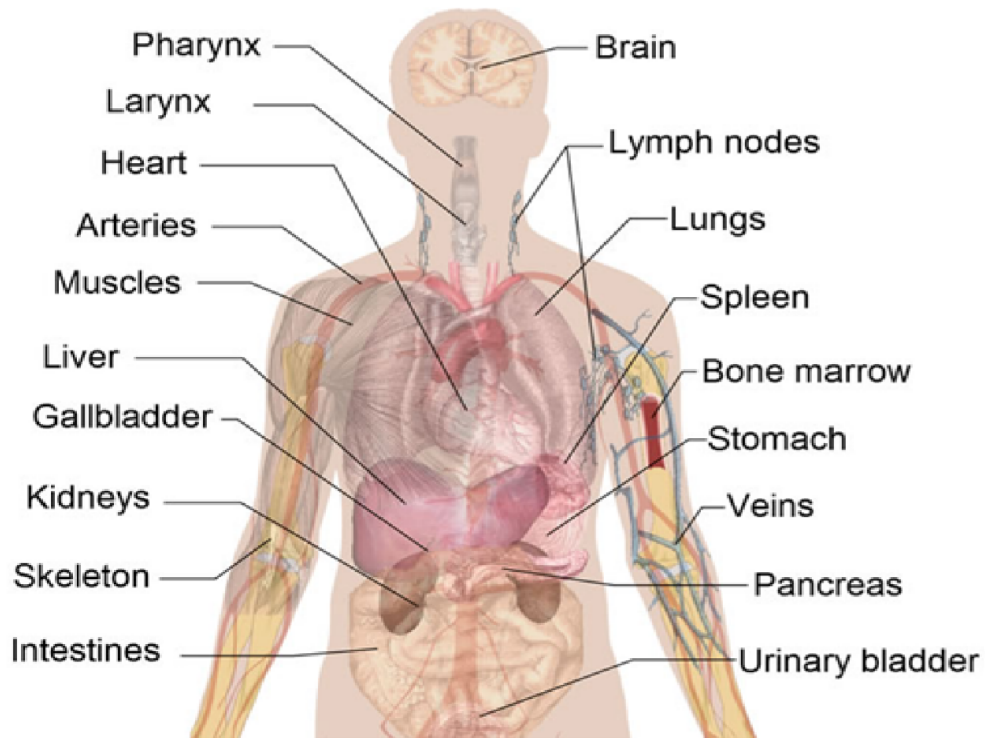
Your skeleton (bony injuries)



Your bony injuries and treatment plans



Your internal organs (internal injuries)



Your internal injuries and treatment plans

For visitors

Parking

There is one car park for patients and visitors at North Devon District Hospital site. Parking charges are:

- **up to 2 hours:** £1.80
- **2-4 hours:** £2.10
- **4-24 hours:** £4.10
- **5 days:** £5
- **7 days:** £6

Disabled parking is located in main visitor car park and by the main entrance of the hospital.

Refreshments

There are refreshment facilities across the hospital. There is a shop on level 2, serving a small selection of hot and cold drinks, sandwiches, salads and hot food. There are also a number of vending machine on every level, selling a range of food and drink.

Accommodation

The Fern Centre is available to families and carers of:

- Patient brought in under emergency conditions
- Patient in the ICU who is in a critical condition
- Patient who is a baby/child and the parent is unable to stay on the ward
- Patient who is near end of life and relatives wish to remain close

The Centre will require a small donation of £25 per night for cleaning costs. The Centre contact number is 01271 311855.

During your stay

Patient and Advice Liaison Service (PALS)

Within the hospital, the Patient Advice and Liaison Service (PALS) offer confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. PALS contact number: 01271 314090.

Chaplaincy services

The chaplaincy team, located on level 1, provides spiritual and pastoral care and support for patients, visitors and staff particularly at times of personal stress or trauma. Please ask your ward staff if you would like to contact them or call our switchboard on 01271 322362 or extension 2362 any time, day or night, and ask for the chaplaincy.

Wi-Fi

Free wireless internet services are available for patients and visitors. To connect for the first time, simply search for available Wi-Fi networks on your device, select 'NHS Wi-Fi' and click connect to automatically connect your browser to the registration page. Once registered your device should automatically connect to the Wi-Fi network where available. Please note that signal strength may be weaker in certain parts of the hospital and during peak usage periods.

TV

Each hospital bed has a Hospedia unit providing telephone, television, radio and internet access. Top-up stations are available on most levels. Prices vary on the package selected. For more information, please visit www.hospedia.com/patient-area.

Discharge from hospital

You will be advised when you are medically fit to leave hospital. When you return home, or to stay with family/carers, you will receive a discharge summary and any ongoing medication. You may have medical outpatient appointments and therapy follow-up arranged. You should be advised of the details of these or when/how you should expect to be contacted. You should also have a contact detail of who to speak to if you have any questions regarding these.

Many people will still require strong pain relief at the time of discharge. It is important that you seek early support and advice from your GP about this, as there can be side effects if used long term. You may also need assistance with dressings and wound care. We will discuss with you your own requirements.

Useful information

Compensation/legal support

Whilst you are in hospital, considering a personal injury claim for compensation is likely to be the last thing on your mind. However, after the early stages you may begin to wonder if you may need help getting back to work, or optimising your recover. Personal injury claims are dependent on the way the injury happened. Therefore, not everyone will be entitled to compensation. You may wish to seek legal advice if your injury was caused by a road traffic collision, at work or through criminal assault. The amount of compensation is not influenced by your speed of recovery so it is very important that you participate fully in your rehabilitation so that you get the best outcome following your injuries. For further information, contact the Solicitors Regulation Authority (SRA). Website: www.sra.org.uk

Government advice

The government website provides information on a wide range of of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Website: www.gov.uk/browse/benefits/disability

Citizens Advice

A network of independent charities that offer free, confidential advice on a range of issues including legal, financial and benefits information.

Tel: 0808 223 1133

Website: www.citizensadvice.org.uk

British Red Cross

Offers care and equipment support after discharge from hospital.

Telephone: 0344 871 11 11

Website: www.redcross.org.uk

National Mobility Rental

Long and short term wheelchair equipment hire.

Telephone: 03700 949 80 (8am – 10pm Mon – Sat)

Website: www.nationalmobilityhire.com

Support resources

After Trauma

A website that connects and supports survivors of traumatic injury and their families.

Website: www.aftertrauma.org

Healthtalk

Healthtalk covers a wide range of personal experiences of health problems and illness. It includes videos of people who have been through different illnesses and includes sections on survivors' experiences of life changing injury.

Website: healthtalk.org

ICUsteps

A registered charity that aims to support patients and relatives affected by critical illness, to promote recognition of the physical and psychological consequences of critical illness through education, and to encourage research into treatment and the prevention of these issues.

Tel: 0300 30 20 121

Website: icusteps.org

Brake

The national road safety charity, offering a free, confidential, specialist service for people and families of those involved in a road crash.

Telephone: 01484 559909

Helpline: 0808 8000 401

Website: www.brake.org.uk

E-mail: helpline@brake.org.uk

Support and Care After Road Death and Injury (SCARD)

SCARD aims to help relieve distress among people who have been bereaved, injured or affected by road death or injury.

Telephone: 0845 123 5542 (9am to 9pm, 365 days a year)

Website: www.scard.org.uk

Headway

Headway, the brain injury association charity, aims to provide understanding of all aspects of brain injury and provide information, support and services to people with a brain injury, their family and carers.

Telephone: 0808 800 2244

Website: www.headway.org.uk

E-mail: helpline@headway.org.uk

Spinal Injury Association (SIA)

A source of information and advice for people with spinal cord injury.

Telephone 0800 980 0501

Website: www.spinal.co.uk

Limbless

Providing support for amputees.

Telephone: 0800 644 0185

Website: limbless-association.org

Victim Support

Victim Support is a national charity giving free and confidential help to victims of crime, witnesses, their family and friends and anyone else affected across England and Wales.

Telephone: 0808 1689111

Website: www.victimsupport.org.uk

Improving Access to Psychological Therapies (IAPT)

Improving Access to Psychological Therapies (IAPT) is an NHS initiative to provide more psychotherapy to the general population. You can refer yourself for anxiety disorders, depression or support to manage mental wellbeing. Each area has a different service.

Cornwall – Telephone: 01208 871905
Website: www.cornwallft.nhs.uk/outlook-south-west

Devon – Telephone: 0300 555 3344
Website: www.talkworks.dpt.nhs.uk/get-in-touch

Plymouth – Telephone: 01752 435419
Website: www.livewellsouthwest.co.uk/plymouth-options

Follow up appointments

Date	Time	Location	Specialty / clinician

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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This leaflet was designed by the Communications Department.
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