

Information for patients and carers

Royal Preston Hospital Major Trauma Centre Information Booklet



Introduction

This booklet offers information to you and your carers about being in the Major Trauma Centre (MTC) at the Royal Preston Hospital (RPH), what has happened, what will happen, and how we can help you with your journey to recovery.

What is a Major Trauma Centre?

A Major Trauma Centre (MTC) is a specialist hospital which is equipped to treat the most severely injured patients who have an injury or injuries that are often life threatening or life changing. In the UK there are several MTC's that operate within Major Trauma Networks. Not every hospital is a MTC which will explain why you may have travelled some distance to this hospital instead of being admitted closer to home. MTC's have large specialist teams who are equipped and prepared to manage your injuries and are able to provide you with the right care and advice. Some of the specialised teams you may meet during your hospital stay are described within this booklet. With their specialist knowledge of trauma they will optimise your rehabilitation and recovery.

What has happened?

It is not uncommon for seriously injured patients to have problems remembering what has happened to them before and after their injury. This can include what happened before their arrival to hospital, the journey to hospital (by helicopter or by land ambulance) and the events that took place during the hospital stay. If this happens to you this is completely normal and the doctors and nurses can help fill in any missing information you may have about what happened to you.

Your initial treatments may have included:

- Diagnostic imaging: X-rays and scans are used to identify injuries:
 - USS = ultrasound scan
 - CT = computerised tomography
 - MRI = magnetic resonance imaging
- Medicines:
 - To help you stop bleeding
 - To control your pain
 - To help you breathe
 - To reduce the risk of infection
- Surgery:
 - To stop the bleeding
 - To remove foreign objects from your body
 - To fix any damaged organs or bones

Due to the extent of your injuries you may have needed emergency treatment such as emergency surgery (theatre) and/or admission to our critical care unit. Dependent upon the location and severity of your injury you will be transferred to the most appropriate ward area. This may include admission to the major trauma ward, neurosurgical unit, orthopaedic ward or general surgical wards. The doctors will explain to you your injuries, treatment options, management plan, estimated length of recovery and how long you are likely to be in hospital for.

The Major Trauma Team

These are some of the members of our expert major trauma team who are specialised in trauma care and who will look after you during your hospital stay:

Trauma Team Leader

The majority of major trauma patients arrive by ambulance to the emergency department. Here you will have been seen by a consultant who is called a trauma team leader. This consultant has the necessary

training and skills to assess and manage your injuries and will deliver immediate emergency treatment in the emergency department if needed. The extent and nature of your injuries will determine which other specialist consultants will be involved in your care and which ward you will be admitted to.

Anaesthetists

Anaesthetists are highly trained doctors who specialise in the care of patients during resuscitation and surgery. They often manage your airway and breathing as part of the trauma team and will have ensured you were safe and comfortable if you have been for any surgery. Anaesthetists can also help to manage your pain if required during your hospital stay.

Surgeons

Surgeons are highly trained doctors who will manage your injuries. There are different areas of surgery that they specialise in. If you have multiple injuries the surgeons will work together to treat you. In some cases patients do not need surgery and the surgeons will use a term known as 'conservative management'. If you need surgery the surgeon will come to your bedside to explain the procedure, answer any questions you have and will take you to theatre. During the later stages of your treatment when all surgery and treatments are complete, you will see less of the surgeons but you will remain under the care of a specific consultant and their team.

Major Trauma Clinical Practitioners

During your hospital stay you will be given a 'keyworker' who is a major trauma clinical practitioner (MTCP). The MTCPs are trained and experienced in trauma care and working alongside the specialist teams, will review and assess your progress to ensure you receive the care and treatment that you need. If you have any questions regarding your progress or treatment, please ask a member of staff to contact the MTCP team for you or call **01772 523591**.

Ward based nurses

There are nurses on all wards 24 hours a day to care for you while you are in hospital. They will assist you with your daily activities such as medications, meals, and personal care. They will also encourage you to try to do as much as possible for yourself and work closely with the therapy team to promote your independence and recovery. If you have any concerns they can organise an appointment to see the ward manager, a MTCP or the medical team.

Allied Health Professionals

Allied Health Professionals (AHPs) are essential for your rehabilitation and deliver care and treatment that is a vital part of trauma recovery. The team consists of professionals from a wide range of specialisms who will work together to promote your independence and recovery as soon as possible. With their expertise and knowledge they will work with you to develop a rehabilitation programme that is tailored to your needs.

- **Physiotherapists (PT)** help to restore movement and function when people are affected by a traumatic injury. We have physiotherapists on every ward and major trauma physiotherapists who will assess, treat and plan your ongoing rehabilitation needs
- **Occupational Therapists (OT)** focus upon you achieving functional goals to promote your independence. We have OTs within every ward area who will help you learn new ways of completing everyday tasks that have become difficult. Our OTs can also recommend equipment and aids to help you adapt following injury and the orthotic department will provide various braces and splints as required
- **Speech & Language Therapists (SALT)** assess and treat any problems with communication (speech, language, and writing) that may have occurred following trauma. They are also experts in swallowing difficulties and can provide assessment and advice on this
- **Dieticians** provide advice on how to ensure optimal nutrition for you following your injury. Nutrition is a vital part of recovery following

trauma and will give your body the nutrients it needs to get better. Dieticians can also manage problems such as deficiencies or intolerances in your diet and can also prescribe supplements or tube feeds if you are not able to physically eat or drink enough

Major Trauma Clinical Psychologist

We have a psychology team led by a major trauma clinical psychologist who will provide you with the necessary psychological support whilst you are in hospital and ongoing support if needed. An important part of recovery is making sense of what happened and how you feel following a traumatic injury. If you are experiencing any difficulties with anxiety or distress following your injury please contact a member of staff or your keyworker who will refer you to the team.

Pain Team

The pain team is made up of anaesthetists and specialist nurses who can give advice on how best to manage your pain with medication and other forms of pain control. If you are experiencing problems with pain please contact a member of staff who will refer you to this team.

Major Trauma Patient Support Service (MTPSS)

The MTPSS is a free independent charitable service, delivered by Headway Central Lancashire, for major trauma patients admitted to RPH MTC. The service provides advice on benefits, legal information, employment matters, care and family advice. If you would like to access this service either contact a member of staff or the MTCP team, alternatively you can contact the service directly on **01772 791460** or **07808 648733**, email mtpps@headwaycentrallancashire.org.uk

Additional Services

Chaplaincy

The spiritual care service at RPH provides spiritual and religious care and support to you and your carers. The multi-faith team includes chaplaincies and volunteers from all faiths.

Translation and British Sign Language

We have translation services available which has access to translators that speak many different languages and qualified BSL interpreters.

Ask a member of staff about how to access these services for yourself and your carers.

What happens next?

After receiving treatment at the MTC at RPH and you no longer need to stay at the MTC, you may be discharged home, transferred to a short-term placement or rehabilitation facility, or you may be transferred to a hospital closer to your home. The decision for you to be transferred or discharged is made by the doctors in conjunction with the nurses and therapy team. You and your carers will also be consulted to ensure you are aware of the plan and to discuss if you have any outstanding problems or questions. All of your information will be forwarded to either the destination, rehabilitation facility or hospital, and if you are to be discharged this information will be sent to your GP. You will receive a medical discharge letter before leaving the MTC and if required a rehabilitation plan detailing your ongoing therapy and treatment needs.

Help after Trauma

After a sudden traumatic injury it can be very hard to balance the range of emotions you and your carers will be feeling. Unfamiliar emotional and physical reactions associated with the shock can be unnerving and distressing. There are a number of resources that are available to help you and your carers come to terms with what has happened and what the future will hold.

Major Trauma Clinic

After you have been discharged from the MTC a member of the major trauma clinical practitioner team will contact you to check on your progress. If you are experiencing problems with pain management,

anxiety or distress, problems with rehabilitation, or social care needs you may be invited to attend one of the major trauma clinics. At the clinic you will be seen by:

- Pain management consultant
- Major trauma clinical psychologist
- Rehabilitation consultant
- Major trauma clinical practitioner

If you have been discharged and would like to access the clinic please contact the major trauma clinical practitioner team on:

Telephone: 01772 523591

Email: majortraumapractitioners@lthtr.nhs.uk

Trauma Audit & Research Network (TARN)

All Major Trauma Centres in the UK collect data for the national trauma audit led by TARN. The collection and analysis of the data is critical in improving trauma care in the UK, including prevention initiatives. All data submitted to TARN is anonymised and confidential, however if you do not want your details to be included please let the major trauma clinical practitioner team know (contact details below).

Visitors Information

Directions by car:

Exit the M6 at junction 32, turn left off the slip road onto Garstang Road (A6) heading towards Preston. At the second major set of traffic lights, turn left onto Sharoe Green Lane. The main entrance to Royal Preston Hospital is 200 yards on the right.

Satellite navigation post code: **PR2 9HT**.

From the train station:

The hospital is approximately 15 minutes by taxi from Preston Train Station. Train information can be found at www.nationalrail.co.uk

By bus:

Regular buses run from Preston bus station to Royal Preston Hospital, the number 19 is the most direct. For Preston bus station telephone 01772 253671 or information can be found at www.prestonbus.co.uk

Car Parking:

Royal Preston Hospital provides parking facilities for visitors of patients in the Major Trauma Centre. Car parking costs £3 for 6 hours and then £10 thereafter. Visitors of patients in the MTC, critical care or admitted for long periods are often exempt from this £10 charge so if your stay exceeds six hours then press the intercom button at the pay station for assistance. Discounted seven-day parking permits are available for one visitor per major trauma patient these can be obtained from the General Office (on the right in the main entrance) for £10.

Accommodation:

Bowland House is an onsite accommodation facility with a small number of rooms available for family members who need to travel a distance to visit. There is sometimes a waiting list for these rooms however the nurses on the ward can provide you with information on how to book the rooms.

There are other hotels nearby providing accommodation:

- Ibis Preston north, Garstang Road, PR3 5JE, 7 minutes by car
- Preston Marriott hotel, Garstang Road, PR3 5JB, 9 minutes by car
- Whitburn House hotel, Garstang Road, PR2 3EB, 7 minutes by car

Local Facilities:**Supermarkets**

- Booths Sharoe Green Lane, opposite the main hospital entrance, 2 minute walk
- Asda Fulwood Superstore, PR2 9NP, 8 minutes by car (McDonalds situated within Asda)
- Sainsbury's Flintoff Way, PR1 6PJ, 8 minutes by car

- Tesco Express 2 Blackpool Road, PR2 1XJ, 14 minutes by car

Petrol Station

- Both Asda and Sainsbury's above have petrol stations
- Shell Station Garstang Road, PR2 3BH, 6 minutes by car

Laundrettes

- Clean Street Garstang Road, PR2 3BH, 7 minutes by car
- Fulwood Dry Cleaners + Laundry Services: Watling Street, PR2 8AD, 7 minutes by car

Pharmacies

- Lloyds Pharmacy in the Royal Preston Hospital near the main entrance
- Sharoe Green Pharmacy opposite the Royal Preston Hospital main entrance, 1 minute walk
- Asda (above) also has a pharmacy

We also have a selection of onsite and nearby eateries and shops:

Charters Canteen, Costa Coffee, Marks & Spencer's, Subway, Greggs, and Booth's Café. The Fulwood central retail park is 6 minutes away by car and includes a Subway, Aldi and Costa Coffee.

Other Information

Wi-Fi

'Public-Wi-Fi' is the network to use in the hospital, no password is needed, just log in with an existing log-in from the options including Google.

Visiting Hours

The Royal Preston Hospital operates an open visiting policy however please check with the ward staff for the exact visiting times as these may be subject to change.

Please use the hand sanitiser when coming on and off the ward and when at the bedside.

Ideas for what to bring someone staying in hospital:

- Gifts to help them sleep better
- Things to make them comfortable in bed
- Something to read or keep them occupied, for example puzzles
- Adequate footwear or slippers covering the heel to avoid slips
- Own clothes
- Skin products to avoid dryness
- Sorry no flowers
- Check with nursing staff about food and drink (some patients are on special diets or restrictions)
- Chargers, music to listen to
- Other items they're missing from home

Contact details

Should you require further advice or general information please contact:

Major Trauma Clinical Practitioners

01772 523591 or 01772 528453

Email: majortraumapractitioners@lthtr.nhs.uk

Hospital Switchboard Numbers

Royal Preston Hospital: **01772 716565**

Chorley and South Ribble Hospital: **01257 261222**

Royal Lancaster Infirmary: **01524 65944**

Furness General Hospital: **01229 870870**

Blackpool Victoria Hospital: **01253 300000**

Royal Blackburn Hospital: **01254 263555**

Major Trauma Network Office: **01772 528497**

If you have any issues during your hospital stay please talk to your ward staff, or alternatively contact this service:

Patient Advice Liaison Services (PALS): **01772 522972**

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

www.headwaycentrallancashire.org.uk

www.aftertrauma.org

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

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Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો ફરિયાદ કરીને પૂછો. આ માહિતી મોટા છપાણ માં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور برقی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو
یہی چھپاؤ میں یہی ابی دست ہو سکت ہے براۓ مہر زبان پوئے چھہی۔ معلومات

Arabic:

مطبوعة بأحرف كبيرة وبلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يُرجى أن تطلب
أخرى يمكن توفير هذه المعلومات

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