

Trauma Unit Patient & Family Information



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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.

The Royal Devon and Exeter Hospital is a designated Trauma Unit that forms part of the Peninsula Trauma Network.

The Peninsula Trauma Network covers all of Devon and Cornwall, and consists of the Major Trauma Centre (MTC) at Derriford Hospital, Plymouth and a number of designated trauma units.

Trauma Units look after those not requiring the specialist care of the MTC or stabilise those with major traumatic injuries and then transfer them to the Major Trauma Centre. On completion of the medical management of any injuries at the

MTC, 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, nurses and 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 only have an isolated injury to one part of your body or have multiple injuries that require lots of specialties involved in your treatment and care. Your injuries and the consultants involved in your care can listed in this booklet.

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. physio/OT/doctors/ward manager:

The consultants for your injuries are:

Discharge from Hospital

You will be advised when you are medically fit to leave hospital. If you can 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 hear from. You should also have a contact of who to speak to you 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 in regards to this, as they can have side effects if used long term. You may also need assistance with dressings and wound care. You will be advised by staff in regards to your own requirements.

Checklist

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 contact details for key people	
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 all the equipment I require to go home	
I know how I'm getting home or where I am going next	
I know about my follow up plans and any appointments	
I know who to contact if I have any concerns on discharge	

I have information on support services on discharge	
I have received my rehabilitation prescription	
I have had the opportunity to ask any questions	

MY CARE

MY CARE improves the experience for patients, staff and family members by connecting people and information, using a new single electronic patient record (EPR) system. No matter where your care is provided, in hospital, community clinics or at home, our clinical teams will have the information they need at their fingertips to provide you with the best care possible.

The MY CARE Patient Portal gives you easy and secure access to key elements of your medical record (starting from the day you gain access) and more control of your health and wellbeing via a website or mobile phone app.

How to sign up to MY CARE

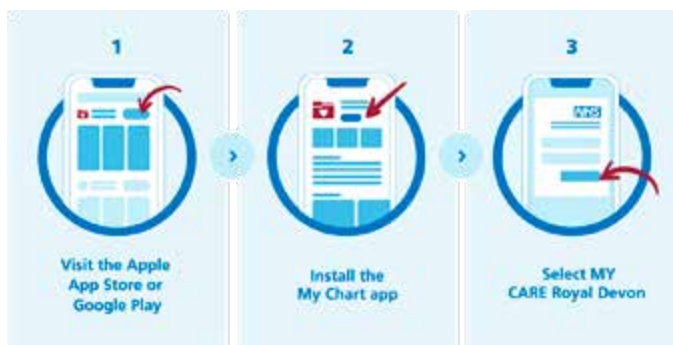
Visit

<https://www.royaldevon.nhs.uk/patients-visitors/my-care/>

Downloading the MY CARE app is easy.

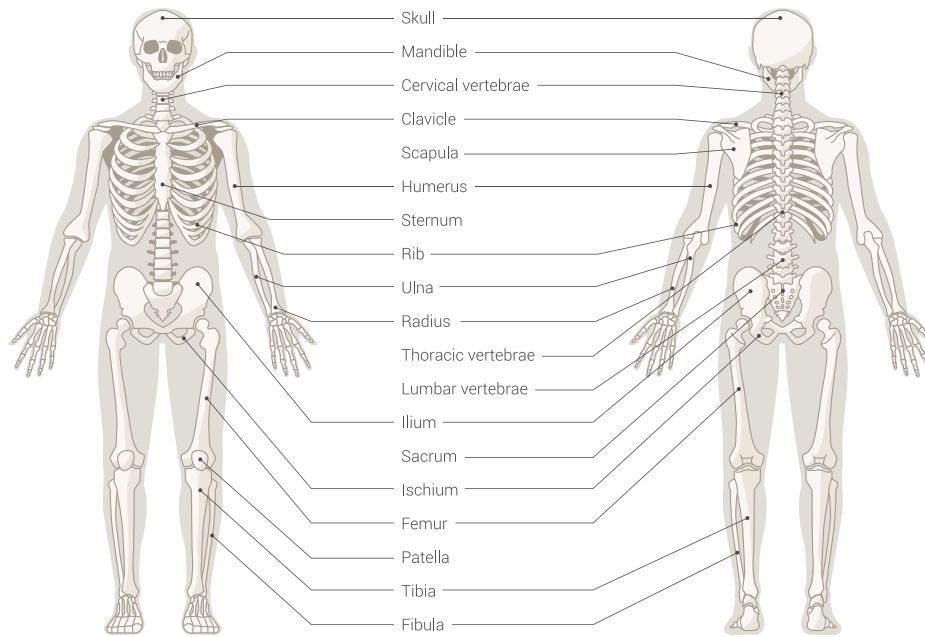
To start using MY CARE, visit the App Store or Google Play and download MyChart, then select MY CARE Royal Devon.

Once downloaded to your smartphone or tablet, you'll be asked a few security questions to verify your identity. You will receive a message from the MY CARE support team once your account has been approved.



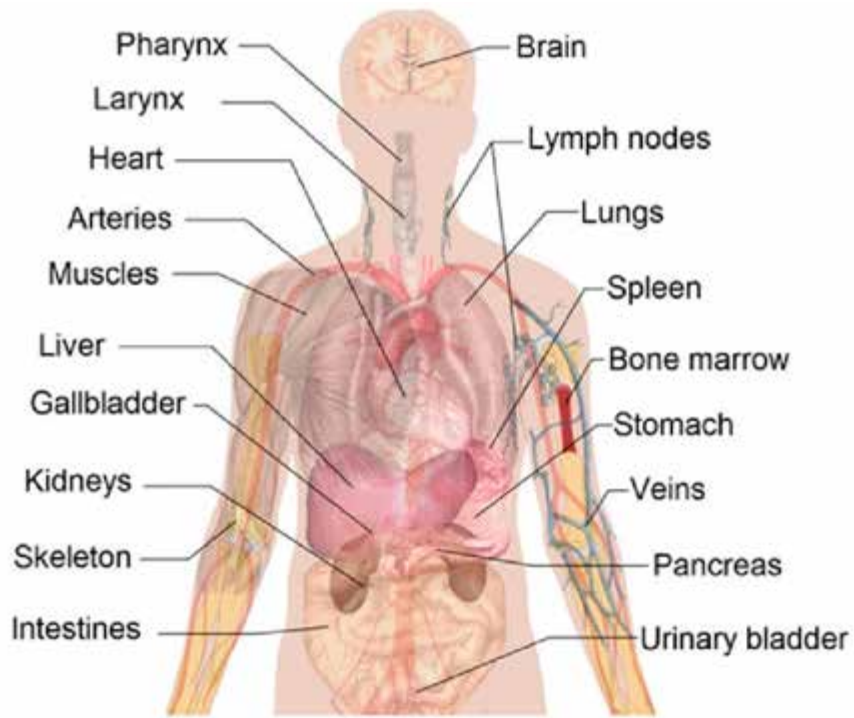
If you need assistance signing up, just ask a member of the ward team to help you.

Your Skeleton



Your Bony Injuries and Plans

Internal Organs



Your Internal Injuries and Plans

For Visitors

Prior to visiting check with the ward for up to date information regarding visiting hours and any restrictions. Please refer to the 'Latest visitor information' section on the hospital website for further details.

Parking

Car parking on Wonford hospital site is limited, with a number of paid car parks. We encourage visitors to use public transport and other sustainable means of travel whenever possible.

Please note the payment machines do not give change.

Our patient and visitor car parks are controlled by Automatic Number Plate Recognition cameras (ANPR), which will capture vehicle registrations on entry. Users simply enter their registration at the car park terminal when they return to their cars at the end of their hospital visit, and pay for the time used. Payment can be made with cash, card or contactless, or via **mobile phone app**.

Take a look at the parking app by scanning this QR code.



Entitled to free parking?

If you are currently entitled to free parking at the hospital, this will continue to be the case.

Blue Badge Holders: Simply take your Blue Badge to a reception desk on entering the hospital, and your vehicle registration will be registered for free parking. You will not need to do anything further on leaving the car park.

Volunteer drivers: Will be able to register for a 12 month permit via the staff Parking Portal, but in the meantime, you can just check your vehicle registration number in at a reception desk.

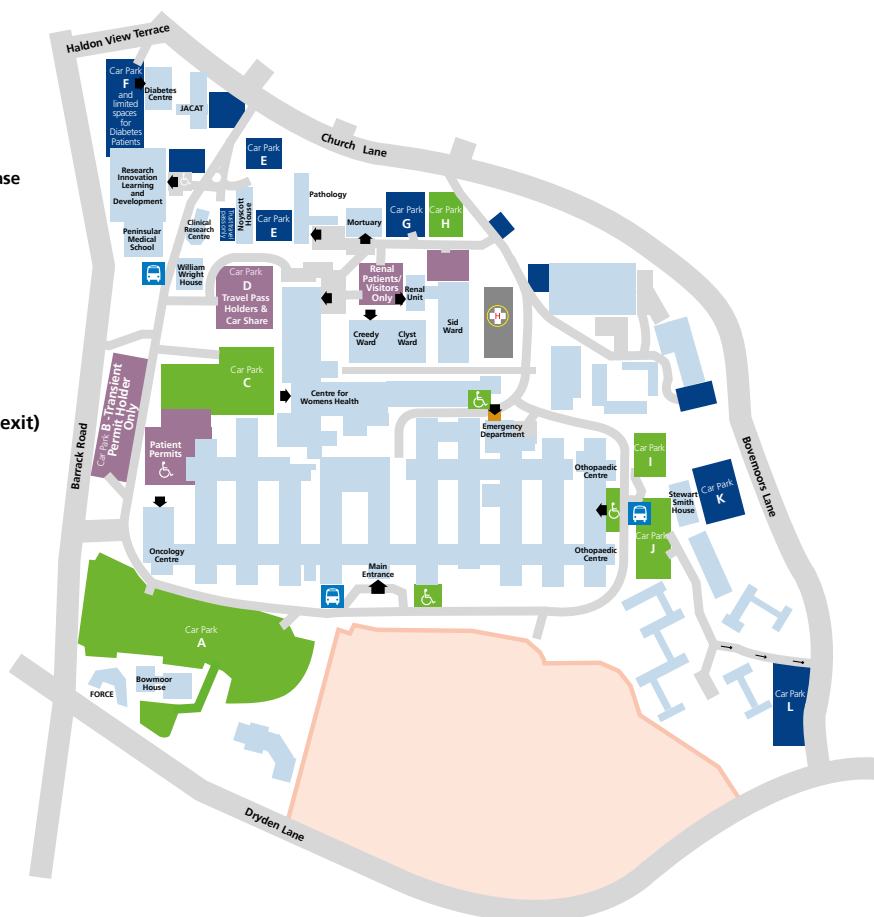
Carers and parents with children in hospital overnight: Register your vehicle at reception or at Bramble ward.

Parking arrangements at Wonford Hospital

For the latest information about parking please visit www.royaldevon.nhs.uk

Key:

- Drop off only
- Patient and visitor Parking (Pay on exit)
- Staff Travel Pass
- Disabled parking
- Helipad
- Department entrance
- Bus stop



Refreshments

There are refreshment facilities across the hospital.

TLC Restaurant (open to patients, visitors and staff)

Our hospital restaurant is open for breakfast, lunch and dinner. It serves a wide range of healthy and nutritious food, including; fresh homemade hot meals and deserts, a range of cold buffet items including salads, sandwiches and sweet pastries, and beverages.

Situated in Area D, on Level 2, it is open from 7.30am - 7.45pm, 7 days a week.

Meals are served at the following times:

- Breakfast - 7.30am to 11am
- Lunch - 11.45am to 2.15pm
- Afternoon Snacks – 2.15pm to 5pm
- Supper - 5pm to 7.30pm

Fine fillings (main entrance open to patients, visitors and staff)

We have three a la carte sandwich bars on the Wonford site, serving a wide range of freshly made sandwiches and baguettes (made to order), baked jacket potatoes, pasties, cakes and a selection of hot & cold beverages.

These can be found at the following locations and are open Monday to Friday:

- Main Entrance, Wonford Hospital: 11am - 3.30pm (open to public and staff, takeaway with outside seating in courtyard).
- Main Foyer, RILD: 8am - 5pm (staff only - takeaway).
- Main Entrance, Child & Women's Health: 8am - 5.30pm (currently closed).

Cafes (open to patients, visitors and staff)

These can be found at the following locations and are open Monday to Friday:

- Waterside, Medical Outpatients: 9am - 4pm (eat-in or take away, with increased space and access to courtyard seating).
- Princess Elizabeth Orthopaedic Centre Outpatient area: 9am - 4pm (take away only).

There are a number of vending machines located across the site offering a selection of healthy food & drinks.

Pharmacy

During your stay, your ward pharmacist will be available to discuss any questions or concerns you may have about your medicines.

When you leave hospital, we will provide you with a minimum of two-weeks' supply of the medicines that you need. If there are any changes to your medicines, we will let your GP know, so you will be able to get further supplies from your practice.

Boots (open to patients, visitors and staff)

Expert pharmacists and technicians are there to dispense medicines on behalf of the Trust and share their professional advice. Boots onsite services include:

- The dispensing of outpatient prescriptions.
- Pharmacy advice regarding medications.
- A wide range of over-the-counter medicines.
- A range of retail products including. Sandwiches and essential toiletries.
- Expert advice around a range of community pharmacy services.

Boots can be found on Level 1, P Template. It is open at the following times:

- Monday to Friday 9am – 6pm.
- Saturday 9am – 1pm.
- Sunday Closed.

Wi-Fi

Patients and visitors can now browse the Internet free of charge via their mobile devices whilst visiting our sites. Select the NHS WIFI option from the list of available wireless networks on your device, and follow the on-line instructions to sign-up.

Chaplaincy Services

Everyone is welcome at the Chaplaincy Centre. It is based on level 2 at Wonford Hospital near the Oasis Restaurant. It is open 24 hours a day, seven days a week. Patients, visitors and staff are welcome to use it as a place for quiet reflection or prayer - it a space for all faiths and none.

If you would like a Healthcare Chaplain to visit you, please inform your nurse or contact us directly.

Contact **(01392) 402024** or call the hospital switchboard on **(01392) 411611** and ask for the Chaplaincy Team

Our community hospitals are also supported by a dedicated Chaplaincy Team, as well as good networks with local belief groups.

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: <https://www.sra.org.uk/>

Sick / Fit notes

If you are employed you must give your employer a 'fit note' if you are off sick for more than 7 days in a row (including non-working days). You should let your employer know as soon as you can to comply with their sickness policies. A fit note will say whether you are considered 'fit for work' and may also give details of any relevant restrictions, so that your employer can consider how you can be supported as and when you return to work. For guidance on the Fit Note see: <https://www.gov.uk/government/collections/fit-note>

Ask the ward on how to get a fit note signed for your employer.

Driving after head injury or surgery

All drivers are required by law to notify the Driver and Vehicle Licensing Agency (DVLA) of the onset or worsening of any medical condition which might affect their ability to drive safely, including eyesight problems. You can be fined up to £1000 for not informing the DVLA of changes to your health and your insurance is likely to be invalid.

Drivers Medical Group

DVLA

Swansea

SA99 1DF

0300 790 6806

Monday to Friday, 8am to 5:30pm, Saturday, 8am to 1pm

Support Resources

Citizens Advice (CAB)

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

Tel: **0808 223 1133**

Website: www.citizensadvice.org.uk

Government Advice

This government website provides information on a wide range of of disability-related financial support, including benefits, tax credits,

payments, grants and concessions.
Website: <https://www.gov.uk/browse/benefits/disability>

Day One Trauma

A national charity providing practical and emotional support to people affected by major trauma, their families, and carers. They offer peer support, legal support, benefits and welfare advice, family counselling and emergency funding for costs during patient's hospital stay such as travel, accommodation and parking. You can self-refer on their website.
Tel: **0300 303 5648**
Email: dayone@dayonetrauma.org
Web: <https://www.dayonetrauma.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

Drug & Alcohol support services

There is a lot of support available to help you to cut down or stop drinking, including your GP and local and national organisations.

- Together Drug and Alcohol Service supports adults living in Devon to address their drug and/or alcohol use. For further information visit the **Together website**, call **0800 233 5444** or email info@together-devon.org.uk
- **One Small Step** is a service set up and funded by Devon County Council to guide and support you through small steps to achieve a healthier you.
- **Devon County Council - Support for adults - alcohol and drugs** (including a more comprehensive list of support charities and organisations)

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 to Sat)
Website: www.nationalmobilityhire.com

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

SIA – Spinal Cord Injury Association

A source of information and advice for people with spinal cord injury
Telephone **0800 980 0501**
Website: <https://www.spinal.co.uk/>

Limbless

Providing support for amputees
Telephone: **0800 644 0185**
Website: <http://www.limbless-association.org/>

After Trauma

After trauma aims to connect and support survivors of traumatic injury and their families
Website: <https://www.aftertrauma.org/>
Take a look at their recovery app by scanning this QR code.



Brake

The national road safety charity, 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) **Notes**

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

Telephone: **0845 123 5542** (09.00 to 21.00 hours, 365 days a year)

Website: **www.scard.org.uk**

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 survivor's experience of life changing injury.

Website: **<https://healthtalk.org>**

ICU steps

A registered charity that aims to support patients and relatives affected by critical illness, 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: **<https://icusteps.org/>**

TALKWORKS

NHS talking therapy service, for people (aged 18+) who are seeking help and support about their mental health. Self-referral service.

Tel: **0300 555 3344**

Website: **www.talkworks.dpt.nhs.uk**

MIND

Experiencing major trauma can result in some mental health issues. MIND provide advice and support to empower anyone experiencing a mental health problem.

Tel: **0300 123 3393**

Website: **<https://www.mind.org.uk>**

Shout

A free and confidential anonymous text support service for people struggling to cope. Text **shout** on **85258** to text a volunteer about what you are struggling with.

Feedback Matters

We want to know what you think about our services. Your feedback helps us to continually improve, by celebrating what went well and learning from what could be done better. That's why we are committed to listening to your feedback and encourage you to share your experiences no matter what. See below for the different ways to feedback.

Speak to a member of your clinical team

If you have questions or concerns about any aspect of your care, please talk to a member of your clinical team as soon as possible. This way we can do our best to tackle the issue as swiftly as possible.

Patient Feedback Card

People who have visited our services will be asked to fill out a Patient Feedback Card; this includes the Patient, Friends and Family Test.

Your participation is entirely voluntary, anonymous and confidential.

Contact PALS

You may also wish to contact our **Patient Advice and Liaison service** who can support you in raising your concern and getting feedback.

PALS is open Monday to Friday from 9am to 3pm.

To contact PALS you can:

- Phone: **01392 402093**
- Email: **rduh.pals-eastern@nhs.net**

Tell us about your experiences on Care Opinion

Your story will be handled confidentially by the non-profit service Care Opinion, an independent organisation that provides an online forum for patient feedback. Your story may appear (without your name) on their website. Care Opinion asks the health service to respond to the feedback you share, but does not reveal your identity.

For more information visit: **www.careopinion.org.uk**

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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