This leaflet has been designed to give you important information about your visit to the Day Surgery Unit and to answer some common queries that you may have.
Introduction

This booklet is designed to provide you with some information about the Day Surgery Units/Ward at our Trust.

Day surgery is for men and women dealing with a variety of surgical conditions and treatments. Every effort will be made to nurse male and female patients in separate areas where possible, however please note at Diana Princess of Wales Hospital, the day surgery unit has mixed sex only accommodation.

When you are admitted a member of staff will be assigned to take care of you. All staff will have an identification badge and should introduce themselves to you. The whole team will try to ensure that your stay is as pleasant as possible.

Please note: If you are unable to keep your surgery appointment or operation date for any reason, i.e. having a cold/flu or any other circumstance, please contact us for advice as soon as possible on:

- Scunthorpe General Hospital
  Day Surgery (Ward 27) – 01724 290195 or,
  Booking Office – 01724 290012
- Goole & District Hospital
  Day Surgery – 01724 290040
- Diana, Princess of Wales Hospital, Grimsby
  Day Surgery – 01472 302443

Preparation for Admission

Before you arrive

Please bathe or shower the morning of your admission but do not apply body lotion or creams.

Please also remember to remove all make-up, including nail polish, and jewellery (with the exception of a wedding ring).

What to bring with you:

- Your admission letter
- All your medications including tablets & inhalers
- The name, address and contact numbers of your next of kin
- Your record card if you are taking steroids, anticoagulation therapy or other medications such as methotrexate
- Your record card if you have diabetes
- A dressing gown and a pair of slippers. Slippers need to be non slip and well fitting
- You may wish to bring a book, magazine or newspaper with you and spectacles if required for reading

Information related to your stay

Infection Control

Do not be afraid to ask whether a member of staff who needs to examine you or perform a procedure has washed their hands or used a special alcohol rub or gel beforehand.
Visiting times
Due to our clinical environment it is not possible to allow relatives or visitors on the ward area of the unit. However in certain circumstances, (e.g. when an interpreter is required), this will be made possible, if arranged with the Ward Manager prior to admission.

Catering
Although we do not serve meals in the Day Surgery Unit/Ward, you will be offered Tea/Coffee and Biscuits after your operation or procedure as appropriate.

No Smoking
All hospitals and other premises operated by Northern Lincolnshire and Goole Hospitals NHS Foundation Trust are smoke free.

Telephone and Mobile Phones
There are a number of public pay phones situated within the hospital. Mobile phones may be used in the main entrances and stairwells.

Car Parking
Patient/Visitor only car parking is available in the car parks outside the main hospital buildings and around the sites.
Please ensure your vehicle is locked and that valuable items are not left in view.
At Scunthorpe General Hospital the pay stations are located at the Cliff Garden and Church Lane entrances.

There is a tariff system in place which is subject to change.
There are car parking concessions available for some patients and visitors. These are available on production at the Site Security/Car Parking Office of a letter from the relevant Ward/Department manager giving details of why the exemption should be made.
Free car parking may be given at the discretion of the Car Park Supervisor based on the details given by the Ward/Department Manager, and the following criteria:
- Cancer patients attending for a course of treatment any patient attending ward A1, Macmillan suite or ward 18 for chemotherapy
- Patients with long term debilitating conditions including – heart failure, COPD, chronic rheumatology, multiple sclerosis, muscular dystrophy, diabetics attending for a prolonged course of treatment or those attending regularly, any patient who must attend 8 or more times in a 30 day period, parents or guardians or next of kin staying for prolonged visits with a patient who is at the end of their life

Those qualifying for an exemption will be issued with a temporary pass for up to 7 days, but on exceptional circumstances the Car Park Supervisor may at their discretion grant a pass for a longer period.

Patient’s Property and monies
During your stay please keep the amount of cash and valuables that you have in your possession to a minimum.
Patients are reminded that the Northern Lincolnshire and Goole Hospitals NHS
Foundation Trust cannot accept responsibility for loss or damage to patient’s personal belongings.

Enquiries
Telephone calls may be made to the unit at any time during operating hours (07.30am – 07.30pm Monday – Friday). We ask that one member of your family or a friend is nominated to ring and then pass on the information to others.

On the day of Admission
Please book in at the reception desk where you will then be shown where to wait and be prepared for theatre.

All staff will introduce themselves and explain all procedures and tests that may be performed, for example having your blood pressure taken.

Do not hesitate to ask if there is anything that you are uncertain about.

If you are having a General Anaesthetic
For 24 hours after your surgery please do not:

- Drive a car or ride a bike
- Make any important decisions, or sign any legal documents
- Operate any sort of machinery – that includes basic domestic tasks
- Drink alcohol
- Go out unaccompanied
- Have sole charge of children
- Take any drugs other than those prescribed for you by your own GP or hospital doctor
- Return to work

Going Home
Please arrange for someone to collect you from hospital. You will not be able to go home by public transport, with the exception of taxis, nor will you be able to drive yourself. If you have had a General Anaesthetic you should arrange for a responsible adult to be with you for 24 hours after your operation.

It is important that you do not leave until you have spoken to a trained nurse and have received your discharge advice.

Contact Details
If you are having problems after you surgery please contact the day surgery unit/ward contact number below of the hospital that you attended for treatment.

Scunthorpe General Hospital
Day Surgery Unit - Ward 27
Tel: 01724 290195 – (7.30am – 7.30pm) Monday to Friday.

Goole & District Hospital
Tel: 01724 290040 – (8.00am – 8.00pm) Monday to Friday.

Diana, Princess of Wales Hospital, Grimsby
Tel: 01472 875300 – (7.30am – 7.30pm) Monday to Friday.

Your own GP (out of hours).
Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.
Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlq.nhs.uk

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