



# Information for patients

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## 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.

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.**

## 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.

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## 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 / toast after your operation or procedure as appropriate.

## No Smoking

All hospitals and other premises operated by Northern Lincolnshire and Goole 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 Gardens and Church Lane entrances.

There is a tariff system in place which is subject to change.

## 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 NHS Foundation Trust cannot accept responsibility for loss or damage to patient's personal belongings.

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## 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.**

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## 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

Tel: 03033 302023 – (7.30am – 7.30pm) Monday to Friday.

### Goole & District Hospital

#### Ward 7

Tel: 03033 304123 – (8.00am – 8.00pm) Monday to Friday.

### Diana, Princess of Wales Hospital, Grimsby

#### Day Surgery Unit

Tel: 03033 303506 – (7.30am – 8.30pm) Monday to Friday.

**Your own GP (out of hours).**

## Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) are available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

As a Trust we value equality of access to our information and services, therefore alternative formats available on request at [nlg-tr.interpreters@nhs.net](mailto:nlg-tr.interpreters@nhs.net)

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