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VERSION & EDIT INFORMATION

This booklet is for the use of Humber Health Partnership NHS Trust only.

Hull Royal Infirmary Major Trauma Centre Booklet

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Picture: Courtesy of the Air Ambulance Service

Working in partnership:
Hull University Teaching Hospitals NHS Trust
Northern Lincolnshire and Goole NHS Foundation Trust

HULL ROYAL INFIRMARY MAJOR TRAUMA CENTRE



INFORMATION FOR PATIENTS AND RELATIVES

Hull Major Trauma Centre

UNITED BY COMPASSION: DRIVING FOR EXCELLENCE

INTRODUCTION TO HULL ROYAL INFIRMARY

Welcome to Hull Royal Infirmary Major Trauma Centre

We hope that this booklet provides you with information necessary for you, or your relatives during the stay at Hull Royal Infirmary. If you require further information on topics that are not covered in this booklet, please do not hesitate in speaking to a member of staff in the department of your inpatient stay.

Please be advised that if you are making a telephone enquiry to the hospital to discuss your relative, only limited information an be passed over the telephone due to the General Date Protection Regulation and Data Protection Act (2018).

The General Date Protection Regulation and the Data Protection Act (2018) ensures that patient confidentiality is paramount and therefore protection of confidential information is maintained.

PATIENT ADVICE AND LIAISON SERVICE (PALS) AND COMPLAINTS

We hope that both patients and relatives encounter no problems during their hospital stay. We aim to deliver the best care available and aim to maintain as good a relationship as possible with both patients and relatives.

If you feel that an issue has occurred, or that you are concerned with a matter then please raise this with the ward staff who will be able to help you. Should your query and issue remain unresolved, then you have the right to contact our Patient Advice Liaison Service on:

(01482) 623065 or e-mail to hyp-tr.pals@nhs.net

The Patient Advice Liaison Service and Complaints Team work together in order to resolve concerns, provide answers to queries and to pass on compliments about the Trust. They're working hours are 08:30am – 16:30pm Monday to Friday.

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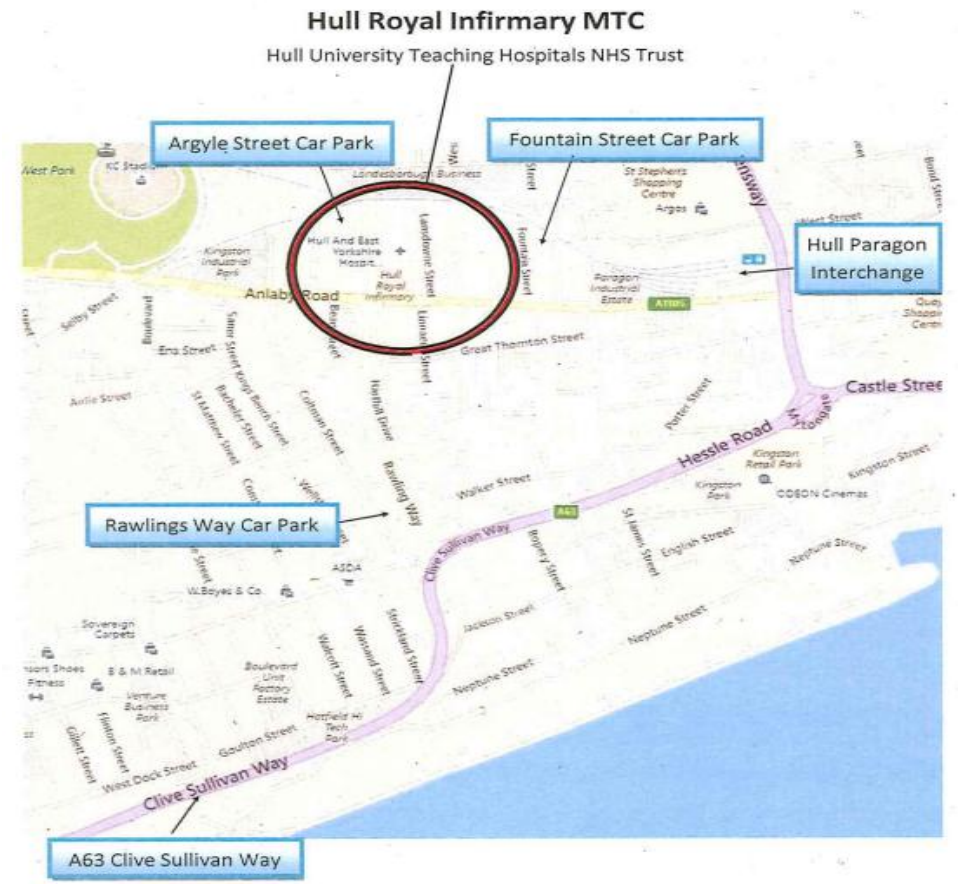
CAR PARKING



WHAT IS A MAJOR TRAUMA CENTRE?

Although all hospitals can provide a range of treatments and cares, it is of utmost importance to provide Major Trauma Patients with specialised care 24 hours a day. These hospitals are known as Major Trauma Centres (MTCs) and can provide the necessary multi-speciality care required for individuals.

Within an MTC, medical interventions can be found from specialities such as Emergency Medicine, Intensive Care, Orthopaedics, Neurosurgery, General Surgery, Vascular Surgery, Plastic Surgery, Interventional Radiology and Rehabilitation Medicine.

Across England there are 8 Adult Major Trauma Centres, of which Hull Royal Infirmary is one. There are a further 12 Adult and Paediatric Centres, 4 Paediatric Centres and 2 Collaborative Centres.

Each Major Trauma Centre is affiliated with its own Trauma Units. When combined, these form a Major Trauma Network. Our network is known as the **North Yorkshire and Humberside Operational Delivery Network** and comprises of:

- Hull Royal Infirmary (HRI) - Hull
- Diana Princess of Wales Hospital (DPOW) – Grimsby
- Scunthorpe General Hospital (SGH)
- York Teaching Hospital (YTH)
- Scarborough Hospital

WHAT IS MAJOR TRAUMA?

Major Trauma is a term used to describe any physical injury which can have potential serious complications. A typical example of this term would be an individual in a road traffic collision (RTC) with complex injuries and needs; a fall from a significant height or an assault causing serious harm.

Due to the variable nature of this term, major trauma can be further categorised to describe what type of injury you or your relative has suffered, such as:

- Blunt force trauma – a non-penetrating external or internal injury caused by blunt force
- Penetrating trauma – an injury thar penetrates through the skin to a space or organ within the body
- Orthopaedic trauma – injuries involving the musculoskeletal system
- Complex trauma – multiple injuries requiring multiple speciality team involvement
- Burn injuries – moderate to severe burns covering more than 20% of a total body surface area.

CAR PARKING

Car Parking is available at our Argyle Street Car Park, working on a Pay and Display arrangement. Current prices are listed below but please note these may be subject to change.

- £3.00 for 3 hours
- £5.50 for 6 hours
- £6.00 for 24 hours
- £12.00 for 2 days

We understand that this car park is incredibly busy and do have private company car parks situated a few minutes' walk from Hull Royal Infirmary. As shown on the map, Fountain Street and Rawlings Way car parks are conveniently situated nearby and reflect very similar prices to that of Argyle Street.

Another option if you are travelling from west of the A63 is the Priory Park, Park and Ride facility in Hessle. Situated a short drive from the hospital, you can park and travel to Hull Royal Infirmary for a small charge. Please note that buses run from 07:00 – 18:35 Monday to Friday and 07:00 – 18:00 on Saturdays. Enter postcode HU4 7DY into your navigation device.

This car park is privately owned and operated by Bank Park. It is not managed, monitored, or controlled by NHS Humber Health Partnership. All queries, concerns, or issues relating to this car park — including parking fees, enforcement, permits, and maintenance — must be directed to Bank Park.

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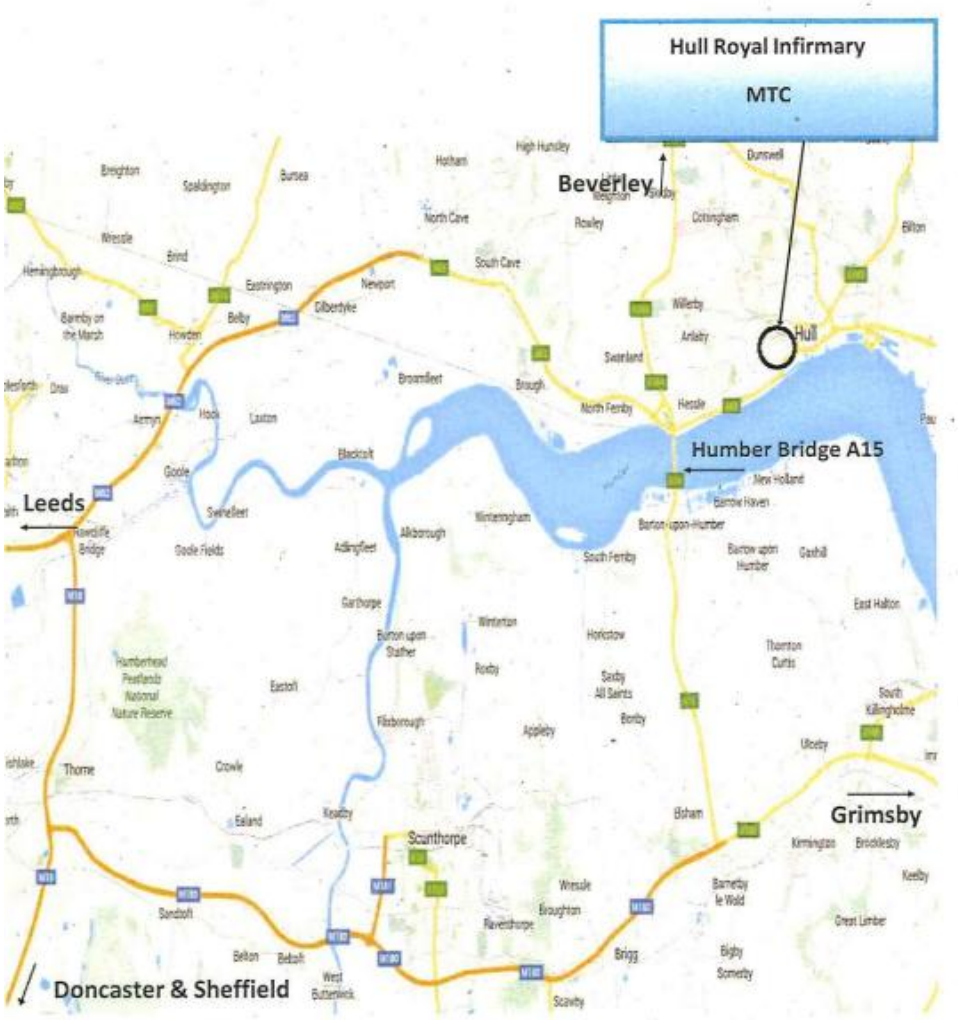
TRAVELLING TO HULL ROYAL INFIRMARY



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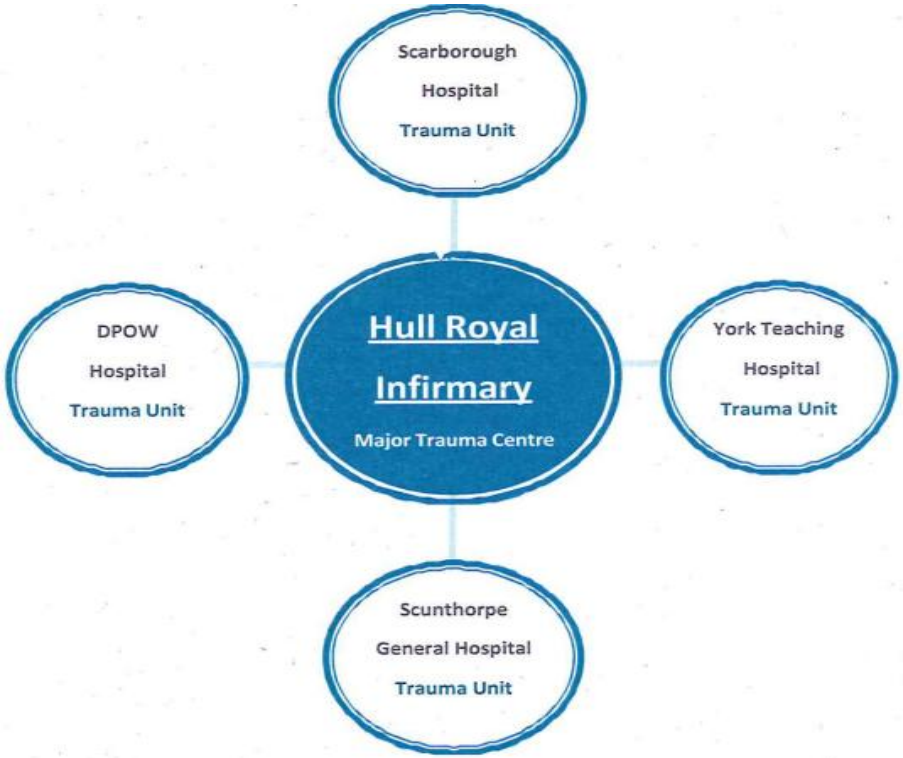
OUR MAJOR TRAUMA CENTRE & TRAUMA UNIT AND NETWORK



Above: Network of Major Trauma Units and the Major Trauma Centre for North Yorkshire & Humberside. Please note that Minor Injuries Units are not part of the Major Trauma Network but will transfer any patient to the appropriate hospital should a patient self-present.

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WHY HAVE I BEEN ADMITTED TO HULL ROYAL INFIRMARY?

Each Major Trauma Centre and Trauma Unit work very closely with their pre-hospital care teams. Within our network, we engage with the following:

- British Association for Immediate Care (BASICS)
- East Midlands Ambulance Service
- HM Coastguard Search and Rescue
- Lincolnshire and Nottingham Air Ambulance
- The Air Ambulance Service
- Yorkshire Air Ambulance
- Yorkshire Ambulance Service

On attending an incident, the pre-hospital teams will conduct a multifactorial assessment which evaluates the current and potential risks to the patient. The assessment includes identifying immediate issues, such as obvious injuries that need instant attention. The crew will then take clinical observations, consisting of heart rate and rhythm, blood pressure, oxygen saturations and conscious level. If the crew are concerned with any of these measures, or the patient fulfils specific criteria set by NHS England, the crew will Pre-Alert the Major Trauma Centre within the region.

You may find that your relative was taken to a Trauma Unit Hospital before arriving at Hull Royal Infirmary. Depending on the severity of the injuries sustained, the ultimate aim may be to transport the patient to the Major Trauma Centre as quickly and as safely as possible. However, if the crew cannot make this journey within 60 minutes and the patient shows signs that life-threatening treatment is required to make the journey, then the patient is taken to the nearest Trauma Unit to stabilise them before safely continuing the journey.

CONTACT NUMBERS AND VISITING TIMES

Below are a few useful numbers that will take you directly where you need to be:

- Hull Royal Infirmary/Castle Hill Hospital Switchboard
  (01482) 875875
- Major Trauma Ward (based on Ward 38)
  (01482) 311078
- Intensive Care 1 at Hull Royal Infirmary
  (01482) 311727 or 311737
- Intensive Care 2 at Hull Royal Infirmary
  (01482) 311732 or 311733
- Intensive Care 1 at Castle Hill Hospital
  (01482) 461511 or 461514
- Intensive Care 2 at Castle Hill Hospital
  (01482) 623179 or 622670
- Patient Advice Liaison Service (PALS)
  (01482) 623065

Visiting Times of Wards:

- Major Trauma Ward (Ward 38) – 11.00am – 20:00pm
- Intensive Care Units 1 and 2 at HRI – 12:00pm – 22:00pm (*please note that visitors will have to wait in the waiting room during the nurse's handover period*)
- Intensive Care Units 1 & 2 at CHH - 12:00pm – 22:00pm (*please note that visitors will have to wait in the waiting room during the nurse's handover period*)

We advise that you call the ward prior to visiting to confirm times, as these are subject to change.

Note: Due to some relatives travelling from afar, it may be possible to extend your visiting hours. Please ring and ask the Nurse in Charge before you set off.

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ACCOMODATION

It may be necessary for relatives to stay close to the hospital, and we recognise that some may have travelled a long distance to Hull Royal Infirmary. Therefore, below is a list of some local hotels and Bed and Breakfasts either within walking distance or a short car drive from the hospital.

Please note that in providing these details the trust is not making a recommendation and that other venues are available

Holiday Inn Express	(01482) 485700	www.guestreservations.com
Ibis Hotel	(01482) 387500	www.ibis.com
Kingston Theatre Hotel	(01482) 225828	www.kingstontheatrehotel.com
Travelodge Hull Central	0203 195 4924	www.travelodge.co.uk
Premier Inn	0871 527 8534	www.premierinn.com

Should you need to stay nearby to Castle Hill Hospital, the following hotels are a short drive away:

Inn Keepers Lodge	(01482) 651518	www.booking.com
Mercure Grange Park	0844 815 9037	www.mercure.accor.com
Best Western Willerby	(01482) 652616	www.bestwestern.co.uk

To help with costs, we have managed to secure discounts at some particular hotels. Please ask for further details.

WHAT HAPPENS ON MY ARRIVAL AT HULL ROYAL INFIRMARY

As previously mentioned, the Pre-Hospital Team will alert the Emergency Department staff that a patient is on their way who fulfils criteria seen on the Major Trauma Triage Tool.

Once this alert is received in the Emergency Department, a Trauma Call is activated to the Trauma Team within the hospital. The Trauma Team consists of:

- Anaesthetist and Airways Assistant
- Emergency Department Consultant
- Emergency Department Senior Doctor
- Emergency Department Nurse
- General Surgeon
- Major Trauma Coordinator
- Orthopaedic Surgeon
- Radiologist

There are occasions whereby more than one Doctor from each speciality attend the call; this is perfectly normal and is controlled by the team leader.

The aim of the Trauma Team activation is that all main specialities are present for the arrival, so that we can provide the patient with the best care and treatment as quickly as possible.

The immediate investigations and treatment the patient receives will depend on the injuries and their severity. Each patient will receive what we call a **Primary and Secondary Survey**. These are explained further on in the booklet.

WHAT HAPPENS NEXT?

This part really depends on what injuries the patient has sustained and to what extent, although ultimately all options have the same goal.....

From Admission to discharge, we aim to deliver the best care and treatment in the most timely and effective manner.

It is quite rare that an individual who triggers a Trauma Call is discharged home from the Emergency Department, but this does happen from time to time. If the injuries require further treatment or you/your relative's condition is for further observation, then there are three main areas from the Emergency Department: Theatre, the Intensive Care Unit or the Major Trauma Ward. The Emergency Department staff will be able to give the update as of where the admission is likely to be, or where the patient will go to after theatre.

It is sometimes necessary that once a patient has been assessed by the Trauma Team, they are required to transfer to Castle Hill Hospital for specialist Cardiothoracic treatment and surgery. Castle Hill Hospital is our second acute centre within the Hull University Teaching Hospitals NHS Trust, based in Cottingham.

All relevant ward contact numbers and visiting times have been provided for you later in this booklet.

Throughout the in-patient stay, overall medical care is provided by the Consultant-Led Speciality teams, and all patients are monitored by both our Major Trauma Consultant and four Major Trauma Coordinators. The Consultant and Coordinators will liaise with the appropriate wards and specialities to help support the recovery of you/your relative.

FOOD AND AMENITIES

Food and drink is available from the café and restaurant situated on the ground and first floors of the Tower Block or the café within the Women and Children's Hospital. Their opening times are below:

Costa Coffee

Monday to Friday 07:30 – 20:00

Saturday & Sunday 07:30 – 17:30

Both Hot and Cold Food available

Nourish Restaurant

Monday to Friday 07:30 – 19:30

Saturday & Sunday 07:30 – 19:30

Both Hot and Cold Food available

The Orchard Café

Monday to Sunday 08:30 – 16:00

Both Hot and Cold Food available

Please be aware that there are vending machines in the Nourish Restaurant that can be used 24 hours a day serving both hot and cold food.

RETAIL AND PHARMACY

A small WH Smith shop is situated on the ground floor of the Main Building and opens at the following times:

Monday to Friday	07:00 – 19:30
Saturday & Sundays	09:00 – 19:00

A Pharmacy is also situated on the ground floor within the entrance to the reception area:

Monday to Friday	08:30 - `8:00
Saturday	10:00 – 14:00
Sunday	**CLOSED**

THE PRIMARY AND SECONDARY SURVEY

The Primary Survey is a quick and efficient assessment completed by senior medical staff, aiming to identify any injuries that are life-threatening or of concern. Anything identified at this stage is immediately treated. Examples of this may be that a Chest Drain is inserted to allow adequate breathing, a blood transfusion may be swiftly administered in order to maintain an adequate blood pressure, or a breathing tube may be placed if there is a low conscious level.

Within this period other members of the team are jointly working alongside each other to gain Intravenous access (a cannula into the vein) to administer necessary fluid, blood or medication. Blood samples will be sent and arrangements made for further investigations are commenced here.

Although the Radiology Team are aware of the patient's imminent arrival, Computerised Tomography (CT) Scans, X-Rays and Ultrasound Scans are examinations which will be requested at this stage. If appropriate, and as soon as the patient is stable enough to transfer to the CT scanner, the team escort the patient for their necessary scan(s). Specialist Radiologists begin to view the images to identify any injuries sustained and their severity, enabling the team to plan ahead.

The Secondary Survey takes place once all immediate risks are being managed. This assessment checks all your systems from head-to-toe in order to identify anything that could have been missed or was not deemed life-threatening during the Primary Survey. An example is to X-Ray a fractured limb and place this within a cast, or checking if there is sensory loss to the limbs should there be a neck or back injury. If required, further specialist teams are called at this point for their assessment. If admission is necessary, a speciality team is allocated to you/or your relative in the Emergency Department.

THE MULTI-DISCIPLINARY TEAM INVOLVEMENT

Alongside the Medical and Nursing teams, an array of professionals work together in order to offer a thorough and appropriate care management pathway. The following list highlights just some of the professionals who work together in providing a Multi-Disciplinary Team:

- Acute Pain Services
- Clinical Pharmacies
- Clinical Psychology and Mental Health
- Dieticians and Speech and Language Therapists
- Head Injury Specialist Nurse (Headway)
- Major Trauma Coordinators
- Occupational Therapists
- Physiotherapists
- Rehabilitation Coordinators
- Social Workers, Specialist Nursing and Therapy Groups

Throughout the hospital stay, patients may be referred to one, or many of our specialist professionals within the Multi-Disciplinary Team. As a service we do not look at the current medical circumstances of an individual, but that of potential discharge problems, and aim to provide both the patients and their relatives with the most appropriate support for going home.

If you feel that you/or your relative needs any support or foresee potential issues on discharge, please inform the staff as soon as possible.

REHABILITATION AND PREPARING FOR DISCHARGE

Rehabilitation is a key aspect to recovery for patients who have suffered Major Trauma and involvement from different professionals within the Major Trauma team will support patients during their hospital stay. The team meets on a daily basis Monday to Friday to discuss patients' rehabilitation needs and plans necessary to help recovery.

Where possible patients will be discharged straight home however this may not always be possible as some patients may need more time to recover from their injuries. If this is the case the team will talk to the patients about further rehabilitation and where this is likely to be based on where they live and what their needs are.

Rehabilitation will be planned with patients by staff involved in their care and will look at medical, physical, sensory and psychological needs. The team will complete their assessments and base treatment plans on the specific needs of each patient whilst in hospital as well as what they may require to support with planning for ongoing rehabilitation, provision of equipment, or a package of care to support at home.

If a patient's local hospital is not Hull Royal Infirmary and further rehabilitation is required, support or equipment at home is needed or they have ongoing medical needs they may be transferred back to a more local hospital for this to be arranged. This is called Repatriation. The teams in the local hospital will continue to help recovery and make plans for ongoing rehabilitation or discharge.

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SERVICES YOU MAY BE ABLE TO ACCESS

Citizens Advice Bureau

We are able to ask a member of staff from Citizens Advice Bureau to come and see you in hospital to assist with concerns you have regarding benefits you may claim and any entitlements you may have if you are unable to work due to your injury. Please let us know if you would like to be referred.

Stewarts Law

Stewarts legal team work with the Trust and provide a free service to patients who have been on the Intensive Care Unit or who have had a Major Trauma. They can help with a variety of issues including:

- Welfare Benefits
- Housing
- Financial Issues (including if you are worried about debts accruing during your stay)
- Insurance and employment issues
- Powers of Attorney
- Post Discharge Care

If you would like to be referred to this service, please let the ward staff know.

Additional Support Services

There are a wide variety of organisations, charities and support networks potentially available to you. We have a noticeboard on W38 with more details or please ask a member of staff.

YOUR MAJOR TRAUMA TEAM

In addition to the specialist team, you have been admitted under, and the ward nursing and therapist team, you should be seen every weekday by the **Major Trauma Consultant**. A number of consultants undertake this role from a variety of different specialities to ensure your care is well managed and when senior input is required across a number of specialities, they are able to facilitate this.

We have a team of specialist nurses, **Major Trauma Coordinators,** who you will meet during your admission. They are often part of the "Trauma Team" who managed your care in the Emergency Department. They work alongside the Major Trauma Consultant to ensure the various specialities involved in your care connect smoothly, plans are clear and you are kept informed about any developments in your care, this team of nurses follows you throughout your stay at Hull Royal Infirmary, whichever in-patient department you are in.

Enduring a Major Trauma can have a significant impact on your mental health. Because of this, within our team, we have a **Major Trauma Clinical Psychologist.** Once referred to the Psychology service our psychologist will aim to see you during your inpatient stay and/or will provide information regarding where to seek help should you require it after your discharge.

A **Chaplaincy Service** is available 24 hours a day. If you feel that as a patient or a relative you would like to see a chaplain, please inform the staff who can contact the team on your behalf. Alternatively, you can ring the team within office hours on (01482) 675966, or via switchboard on (01482) 875875 out of hours.

A multi-faith room is situation on the first floor at Hull Royal Infirmary and near to Ward 11 at Castle Hill Hospital should you wish to visit.

Whatever your religion, we can help find you a faith-specific representative to talk to.

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EMOTIONAL WELLBEING

An admission to the Major Trauma service can be a very distressing and stressful experience. Patients have often been through highly traumatic accidents or incidents. Patients may have also experience significant or life changing injuries and may require extensive treatment or medical interventions that may be difficult to cope with.

Patients can experience a wide range of emotional and psychological difficulties, both during their admission and following discharge home. These reactions can sometimes be difficult to cope with, as they may include emotions, thoughts and feelings that we are not used to experiencing. Some people experience little or no distress and others describe "positive psychological reactions" – there is no right or wrong way to feel following a traumatic event.

You may feel you have encountered many of the following difficulties, or that very few apply to you. Whatever your experience, we would encourage you to discuss any psychological difficulties or concerns that you have with our team, as your psychological wellbeing is a very important aspect of your treatment and recovery.

Common difficulties report by patients include

Low mood, feeling upset and tearful

Anxiety, worry, fear and panic

Feeling scared about the severity of your injuries, particularly if they were life threatening

Shock and difficulties coming to terms with or adjusting to your situation

Feeling irritable, frustrated or short tempered

Sleep difficulties including disruptive sleep, vivid dreams and nightmares.

EMOTIONAL WELLBEING cont ....

Experiencing distressing thoughts, images, flashbacks or memories

Feelings of guilty or concerns about the impact on others close to you

Worry about the future and about your recovery

Difficulties associated with fatigue

Memory difficulties, feeling forgetful, periods of confusion and disorientation

Feeling isolated, unable to express how you feel or the sense that others do not understand your experience

Feeling overwhelmed

This list is not exhaustive, buy may capture some of your difficulties. Please speak to a member of our team if you feel that you are experiencing any psychological or emotional difficulties which you feel you need support with. Whilst on the ward, you can be referred to the Major Trauma Clinical Psychological, who will be able to offer you support during your admission and who can help you to access further psychological support once you are home. Please also speak with us if you feel that your relatives or friends require support in relation to your situation – we can also signpost them to appropriate services that allow them to access their own support.

If these difficulties become more apparent to you following your discharge home, please seek support from your GP. Difficulties can occur immediately or may start after a delay of some days or weeks. For some people an emotional reaction might last for a short period of time, perhaps only hours, whereas for others this may go on for several weeks. If you feel your symptoms are not improving or are worsening over time, if you find them overwhelming or if you are struggling to cope, please discuss this further with our staff or with your GP following discharge.