



HMT
HOSPITALS

ST HUGH'S

General Patient Information



Name:

Procedure:

Date of Appointment:

Before your visit to St Hugh's

When your surgeon decides that a procedure is in your best interest our Customer Service Team will contact you within 14 weeks to confirm the date and time of your treatment.

Preparing for a hospital visit can be a daunting experience, although our expert staff are committed to providing you with the highest quality care and the best possible experience during the course of your treatment. The information in this booklet will help you understand what happens during your treatment and what you may need to prepare yourself.

Your surgeon has explained information about anaesthesia and provided information about your treatment for you to make an informed decision around consent, although you can ask any questions once you have checked into the hospital. We recommend writing a list of any questions you may have and bringing them with you on your treatment date.

A swab for MRSA is included in all patients pre-assessment screening. We have an exceptional infection prevention record and our team will make contact with you to explain more information should this or any other relevant information be picked up during the screening process.

The following list of items are commonly brought in by patients preparing for overnight stays, you may wish to use this checklist as you prepare your overnight bag;

- **All your current tablets, medications in their original boxes and details of your prescriptions**
- Glasses / contact lenses
- Toiletries
- Night clothes
- Worn in slippers - they should have a heel, avoid mules or non-slip soles
- Flat comfortable shoes with a low heel or flat
- Dressing gown
- Magazine/ book to read
- Comfortable day clothes if you are to be admitted for several days
- Any walking aids you may use

Fasting Information

For a general anaesthetic (going to sleep), you should have nothing to eat for a minimum of six hours prior to admission. It is vitally important to keep hydrated, therefore you can drink (e.g. water, juice, tea without milk, coffee without milk) **NOT** milk, pure fruit juice or fizzy drinks up to two hours prior to admission. **It is important to note that even chewing gum, Nicorette gum or sweets on the day of admission will result in your procedure being cancelled on safety grounds.**

If you have a local anaesthetic (staying awake) you can eat and drink normally until you are admitted.

Change in Health Information

To avoid unnessecary delays to your treatment it is extremely important that you immediately inform our Outpatient Nurses (01472 251100 extension 3332) if you experience any of the following during the 10 days leading up to your treatment. If you attend the hospital having suffered any of these issues your treatment must be cancelled for your safety and your treatment will be delayed.

- Diarrhoea
- Vomiting
- Coughs
- Cold
- Bites and rashes
- Cuts or Wounds
- Any signs of infection
- Change in medical condition or admitted to hospital

How to apply the Skinsan body wash

Skinsan is a special anti-bacterial bodywash that our pre-op team provide you at your screening. You should start using this 5 days before your treatment, continue using it during your stay in the hospital and for 5 days after you return home. For maximum effectiveness it is advised that the solution should be rubbed on to the skin concentrating on the operation area, left for at least one minute then rinsed off. It is also recommended that you do this twice a day before your operation if possible. If you have any reaction to the Skinsan wash, cease using it and telephone us for advice.

The day of your Procedure

When the day of your treatment arrives it is quite normal to feel nervous, but don't worry, our staff are fully aware of this and will do everything we can to ensure your experience is as comfortable as possible. When getting ready on the morning of your treatment do not apply any deodorant or lotions and ensure you remove any jewellery, make up and all nail polish prior to arrival. Whilst we provide lockable cupboards, most patients prefer to leave valuables at home.

Your appointment letter will state the time that you should check in at our main reception. You will be shown into your room which includes; fresh linen, towels, en-suite bathroom, electronically operated beds with comfortable mattresses, free wifi and fresh decoration.

Your surgeon will visit you shortly after arriving and answer any questions that you may have and ensure that all consent forms have been signed, before marking your operation site with a pen. Your consultant anaesthetist will also visit you prior to surgery to ensure that you are fit for surgery on the day. The anaesthetist will discuss appropriate pain relief for certain operations e.g. hip replacement.

Useful Signposts

You may wish to read more information around your treatment. The following links are sources of information we think provide you with up to date information;

www.hmthospitals.org

www.rcoa.ac.uk/patientinfo (Anaesthesia explained)

www.eidohealthcare.com (Procedure information)

Your feedback helps us to continually improve our service

St Hugh's Hospital have a policy for Complaints, Compliments and Feedback as we work to continually improve the service we offer you. We take your care extremely seriously and continuously look for ways to improve our service and indeed keep doing the things you like. Your feedback is invaluable to us and you can provide feedback verbally, Social Media, through comment cards, patient questionnaires or formally in writing to our Hospital Director. There are also alternative bodies you may wish to provide feedback to including;

www.northeastlincolnshireccg.nhs.uk Telephone: 0300 3000 400

www.healthwatchnortheastlincolnshire.co.uk Telephone: 01472 361459

We take all complaints very seriously, and your complaint should always be brought to our attention in the first instance. However there are further steps you can take if you are dissatisfied with the process;

Via The Independent Healthcare Sector Complaints Adjudication Service (ISCAS).

Website: www.iscas.org.uk Telephone: 020 7536 6091.

Via Parliamentary and Health Service Ombudsman.

Website: www.ombudsman.org.uk Telephone: 0345 015 4033.

Via The Care Quality Commission (CQC) Website: www.cqc.org.uk Telephone: 03000 616161.

Don't take our word for it

"I had first class treatment. You have an excellent hospital. Staff could not do enough for my comfort. Beautifully clean."

"I feel very fortunate to have such a quality hospital close to my home offering excellent service and care."

"Lovely, clean, relaxed environment. Staff friendly and very helpful from Receptionists, Nurses, Consultant. Wished I could have stayed longer."

"All the staff made my first operation and hospital stay so much easier. Thank you and well done to all of the team".

"My stay was comfortable and I was made to feel at ease particularly as I was nervous. My nurse was re-assuring, very caring and friendly".

Anti-embolic Stockings

On admission you may be asked to wear compression stockings before surgery and to continue wearing them during your stay in hospital. In some cases you may need to continue wearing stockings after your discharge from hospital. The duration will depend on the procedure you have had and specific consultant's instructions. These stockings can be used alone or in conjunction with a drug to help prevent clot formation in the veins of the legs (deep vein thrombosis). Further information will be given on discharge by the ward staff.

Medication

Medication can be taken as usual with a very small amount of water on the morning of admission unless you have been asked to avoid medications by your surgeon or the pre-op team.

After your Treatment

Following your treatment our on site kitchen will prepare fresh, healthy meals that are served in your room. Our hostesses will visit your room and take any food orders and take note of any nutritional requirements.



Preparing to return home

Once your surgeon is satisfied with your recovery post surgery you will be discharged to the comfort of your home. Our physio team will have provided you with advice for your discharge and discussed any adjustments needed around your home. Any appointments for the removal of stitches or staples will be made before discharge.

It can take several months for wounds to heal completely. During this process it is common to feel tingling, numbness, itching and tightening or thickening in the wound. Do not pick any scabs as they protect the new tissue underneath. They will fall off when healing is complete. It is advisable to keep your wounds dry until the clips or sutures are removed. Do not touch your dressings.

If you should have increasing pain, any redness and / or swelling, or any wound discharge please contact St Hugh's and ask to speak to the nurse in charge of the ward.

Please contact St Hugh's Hospital for advice on telephone 01472 251100 extension 3331 or 3332.



Peaks Lane | Grimsby | North East Lincs | DN32 9RP

T. 01472 251100

info@hmtsthughs.org

hmtsthughs.org



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