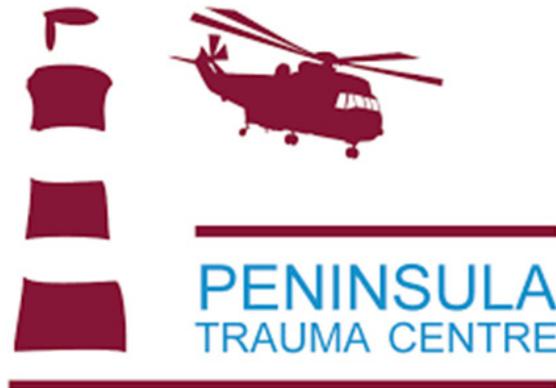


Derriford Hospital Plymouth

Major Trauma Centre



Derriford Hospital
Derriford Road
Plymouth
PL6 8DH

Tel: 01752 202082

www.plymouthhospitals.nhs.uk



Leading with excellence, caring with compassion



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The paramedics who initially met you, assessed you and decided that your injuries were traumatic enough to bring you here and be treated by a specialised trauma team.

The paramedics call the emergency department from the ambulance and tell them about the accident and any obvious injuries they can see. The emergency department initiates a callout for the trauma team to assemble in the resus department. You may arrive in a land ambulance or via air in a helicopter and land outside.

Depending on your injuries, there may be lots of Doctors from several of specialties including orthopaedics, neurosurgery, cardiothoracic or paediatrics. They may know already that you might need blood due to blood loss or the appearance of your injuries, this means someone from the blood bank can be at the trauma call with blood.



If you come through the emergency department, you may be issued an 'unidentified' name and hospital number. This is so we can get you quick access to things like diagnostics and blood products when time is critical (sometimes there is not enough time to register you on our various systems before we need to treat you). Your 'unidentified' name may be like QQhotel Whiskey and your date of birth is likely to make you over 100 years old. You will have this name and date of birth for at least 24 hours in hospital. After this, you or your family can give your correct details to staff who can change it.

The Trauma Team

This booklet is for you to take home with you. Although you will get lots of information while you are in hospital, you may find it difficult to remember at the time. This booklet should help keep all the useful information in one place.

We have a dedicated Major Trauma Team in Derriford made up of lots of specialties who you may meet during your stay with us. We have coordinators who are nurses, physiotherapists and occupational therapists who will help coordinate your care through your hospital journey. We have a rehabilitation consultant who may meet you and your care is discussed with on ward rounds. As we don't have a 'trauma ward' in Derriford we have a Coordinating Trauma Consultant who does a ward round during the week to help us plan your care needs.

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 are listed in this booklet (pages 7-9) and your MTCC will run through these with you and / or your family if you like.

Throughout your stay in hospital you will be able to contact your Major Trauma Centre Coordinator (MTCC) via telephone. **You can call us on: (01752) 438350.** If you can't get through, you can always leave a message and one of us will get back to you as soon as we can. We also have an **email address** if you wish to contact us via that which is: plh.tr.MTC-Coord@nhs.net

One of our team will always try and meet you within 24 hours of you being admitted to hospital. If you are on ICU or it is not appropriate to meet you, we may leave this information pack with your family or ward staff to give you when ready. We have included a handy checklist on the following page for you to ensure you have as much information as possible while you are in hospital.

Checklist

- Met with Major Trauma Centre Coordinator (MTCC)
- Gone through injuries on injury map with MTCC
- Got all my Consultant's names for my injuries
- Got contact details for my MTCC
- Have been given info on my specific injuries
- Know what ward I am on and how to contact it
- Have details of all my operations
- Know why I am prescribed certain medicines in hospital
- Have met a physiotherapist on the ward
- Have met an occupational therapist on the ward
- Have talked with my MTCC again before going home
- Know how I am getting home
- Have all the equipment and support I need at home
- Know when & where to go for my follow ups
- Know who to contact if I have problems at home
- Have information on support services when I leave

Patient Information Leaflets (PILS) given to you

Your major Trauma Centre Coordinator (MTCC) is:

The Consultants for your injuries are:

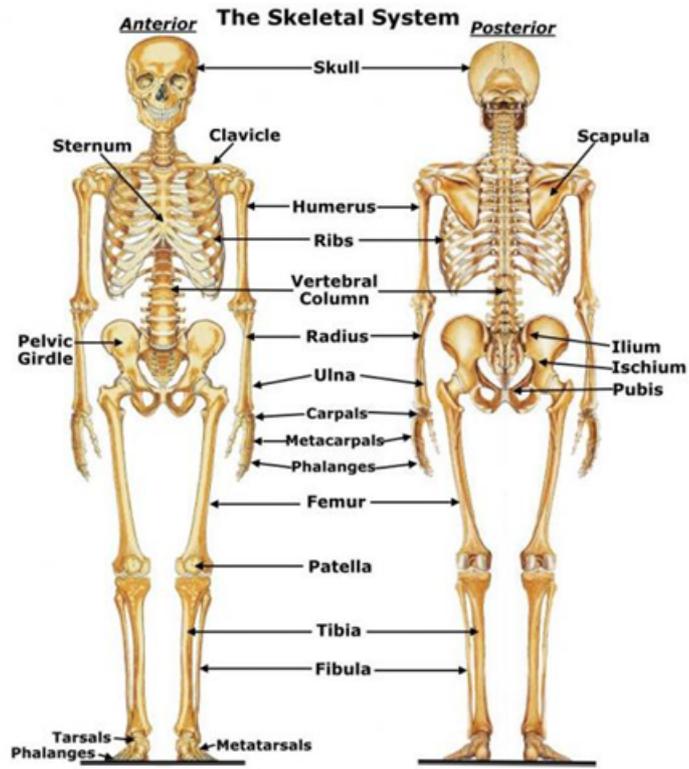
The ward you are on is:

The phone number for the ward you are on is:

**The hospital has open visiting in non critical care areas
07:00 to 22:00**

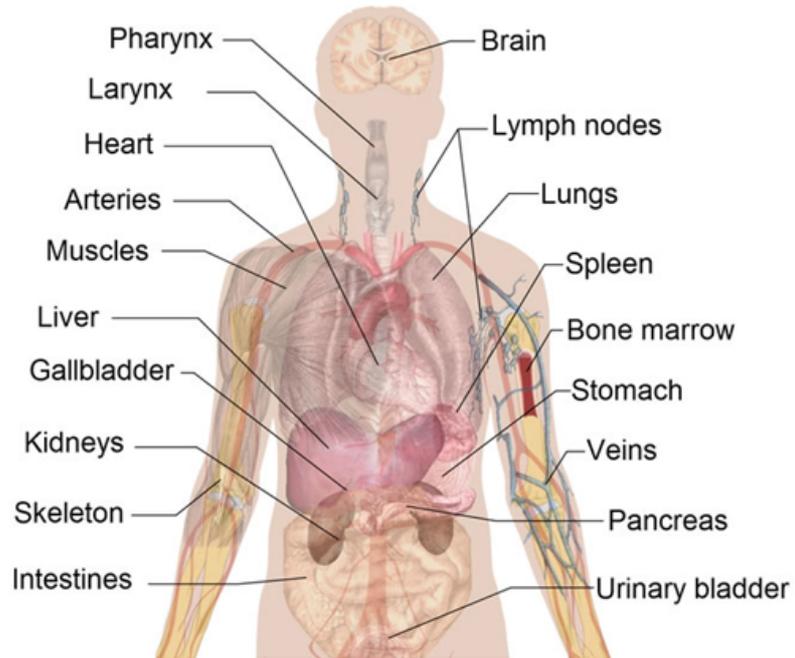
**We ask that there are no more that 2 visitors to a bed.
If you wish to come in and support your friend or relative
please speak to a member of staff**

Some other people involved in your care are:



Your skeletal injuries and plans

Human anatomy



Your internal injuries and plans



After injury / discharge

Before you leave hospital you will have a plan for how your injuries should be managed at home or in another hospital. You may go onto have some physical or psychological rehabilitation in another hospital that will aim to get you home when you are better.

You may have boney injuries that mean you cannot walk on one or both of your legs or use your arms fully. You may have been told not to drive for a period of time or travel by air. All your discharge instructions will be on your discharge letter from the Doctors on your ward. You will get a copy of this before you go.

You may need to visit your GP once you have left hospital to get a dressing changed or sutures removed. The Doctors in the hospital will send the discharge letter you got to your GP as well do they know why you have been in hospital.

You may have started or stopped some medication while in hospital and your GP will want to know about this. Some of the medications may only be for a short time or some doses of your normal medications may have been changed. ****Only ever take medications prescribed for you and only ever as directed by the Doctor who gave them to you.**

When and how to seek help

If you get home and experience any new problems from your injury please call the appropriate care provider.

- For non-urgent / non life threatening problems please call your **GP**
- If you have developed new / more pain please call your **GP**
- If you notice any wounds that you have developing any symptoms such as heat, redness, swelling, discharge or increased pain please call your **GP**
- If you are unsure of your need, please call **NHS 111 or GP**
- **If you have a new injury / bleeding / shortness of breath / chest pain or new worrying symptoms please call 999.**

Derriford Hospital

Parking

Parking arrangements at Derriford Hospital
 For the latest information about parking please visit www.plymouthhospitals.nhs.uk



There are a number of car parks for patients and visitors on the Derriford Hospital site. Parking charges apply 24 hours a day

Accommodation

The Lodge

Address: Blunts Ln, Plymouth PL6 8BE

Phone:01752 315900

www.lodgederriford.co.uk

Future Inn (0.5 miles from Hospital)

Address: Plymouth International Business Park, 1 William Prance Rd,
Plymouth PL6 5ZD

Phone:0845 094 5471

Travelodge

www.travelodge.co.uk

Address: 9 Howeson Ln, Plymouth PL6 8BD

Phone:0871 559 1839

(0.3 miles from Hospital)

Or

Tavistock Road (0.8. miles from Hospital)

Address: 399 Tavistock Rd, Plymouth PL6 7HB

Phone:0871 559 1840

Refreshments

There are refreshment facilities across Derriford Hospital.

The Restaurant 'Greenbank' - Located on level 7 in the main hospital. The Restaurant caters for visitors, patients and staff.

Opening hours:

Monday - Friday 7.30am – 7pm / Saturday & Sunday 9.30am – 4pm

There are additional coffee shops and refreshment areas in Maternity on level 5, Oncology on level 2, and the Terence Lewis Building on level 3 serving a selection of hot and cold drinks, sandwiches, salads and snacks.

These units are open Monday to Friday as follows:

Oncology on Level 2: 9am – 4pm

Terence Lewis Building entrance on Level 3: 7.30am – 3pm

The Maternity Unit has a coffee area located close to its reception on level 5, a range of drink and snack vending machines are available at all times.

Marks and Spencer's: Situated outside Main entrance Level 6

WHSmith: situated inside Main entrance Level 6

Warrens Bakery: inside main entrance Level 6, open 24 hours

Subway, Costa and Pizza Hut: situated outside multi-storey car park

Useful information

In this section there is a list of information and resources you may find useful while you are in hospital or after you leave.

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

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 you are on how to get a fit note signed for your employer.

PALS (Patient Advice and Liaison Service)

The PALS Team provides assistance for patients, carers, families and the public by telephone, email or face to face meetings. They deal with a wide range of issues from simple information provision or signposting, to helping with appointments and resolving concerns about treatment.

Monday – Friday 9am – 5pm

01752 439884

Chaplaincy Services

Come in to our offices - we are on level 7 Zone E between the lifts
Call us direct on 01752 245255
Call the switchboard on 01752 202082 any time, day or night, and ask them to page the On Call Chaplain
Ask the ward staff to get in touch
Email the team on derriford.chaplaincy@nhs.net

Free Wi-Fi

Free wireless internet services are available for patients, visitors and guests at Derriford Hospital. To connect to Wi-Fi SPARK for the first time simply search for available Wi-Fi networks on your device, select 'wifispark' and click connect to automatically connect your browser to the registration page. Once registered your device should automatically connect to the Wi-Fi network where available.

Please note that signal strength may be weaker in certain parts of the hospital and during peak usage periods.

Compensation / legal support

Whilst you are in hospital, claiming 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 learning to live independently. Compensation 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 the following: 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 do participate in your rehabilitation so that you get the best outcome following your injuries.

For further information, contact the Solicitors Regulation Authority (SRA) on 0870 606 2555 or at www.sra.org.uk/consumers.

Financial help

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Carers and disability benefits

Website: <https://www.gov.uk/browse/benefits/disability>

Citizens Advice (CAB)

Telephone: via directory enquiries for your local branch.

Website: www.citizensadvice.org.uk

CAB can help people resolve their legal, money and other problems by providing free information and advice.

British Red Cross

Telephone: 0344 871 11 11

Website: www.redcross.org.uk

National Mobility Rental

Telephone: 03700 949 80 (8am - 10pm Mon to Sat)

Website: www.nationalmobilityhire.com

Support Groups

Brake

Tel: 01484 559909

Helpline: 0808 8000 401

Website: www.brake.org.uk

E-mail: helpline@brake.org.uk

Brake, the national road safety charity, works to stop death and

Support and Care After Road Death and Injury (SCARD)

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

Website: www.scard.org.uk

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

Headway

Tel: 0808 800 2244

Website: www.headway.org.uk

E-mail: helpline@headway.org.uk

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.

Spinal Injuries Association (SIA)

Tel: 0800 980 0501 (Monday to Friday 11.00 to 16.30 hours)

Website: www.spinal.co.uk

The Spinal Injuries Association is a leading national charity for spinal cord injuries.

Victim Support

Tel: 0808 1689111

Website: www.victimsupport.org.uk

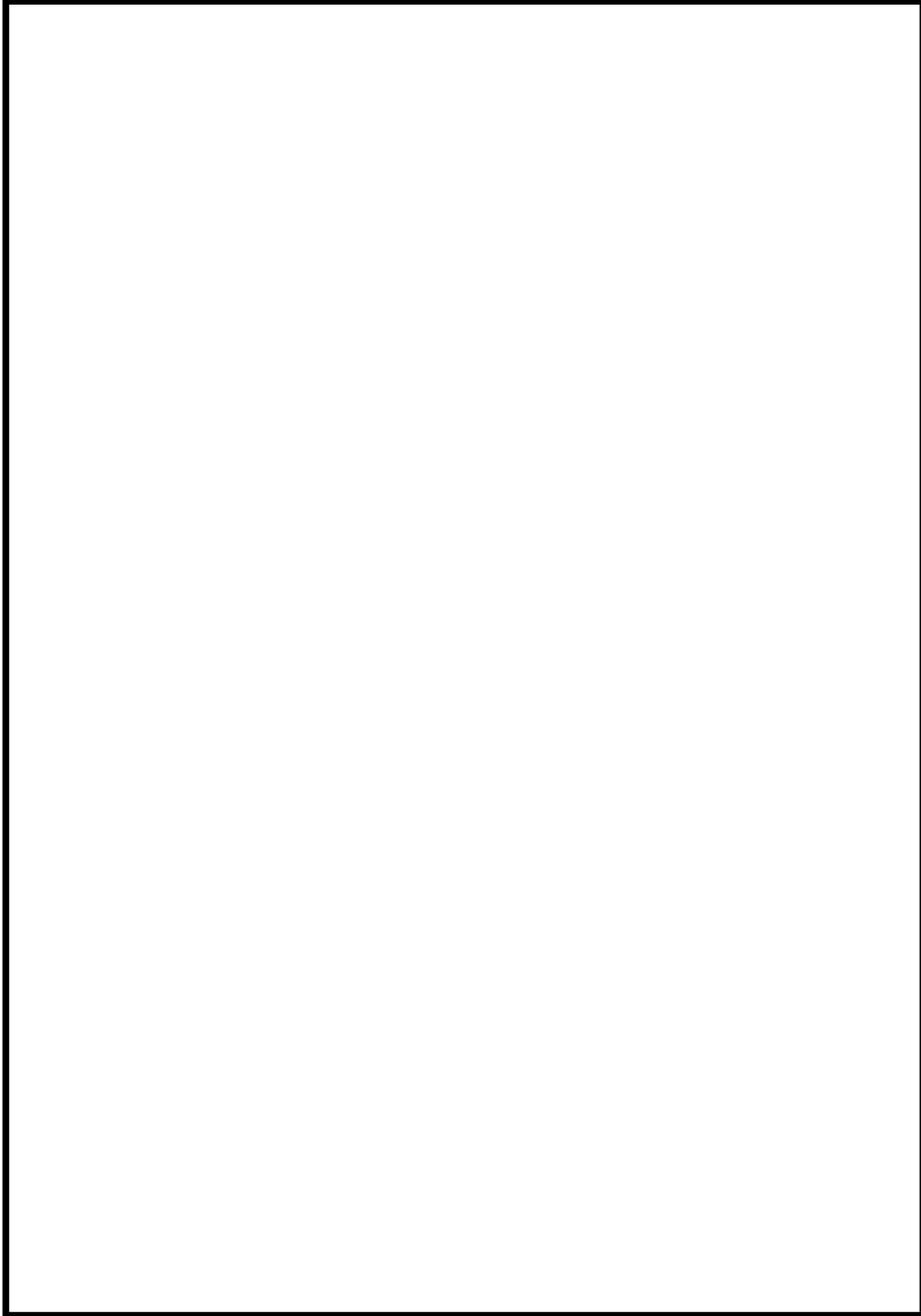
Victim support is a national charity giving free and confidential help to victims of crime, witnesses, their family and friends and anyone else affected across England and Wales.

After Trauma

After Trauma connects and supports survivors of traumatic injury and families. It aims to provide a community for patients and families to rebuild lives and support each other after a traumatic injury

Website: www.aftertrauma.org/

Notes

A large, empty rectangular box with a black border, intended for taking notes. It occupies most of the page below the 'Notes' header.



**This leaflet is available in large print and other
formats and languages.**

Contact: Administrator

Tel: 01752 438350

Date issued: September 2017

For review: September 2019

Ref: A-329/Medical Specialities/CM/Major Trauma Centre