

**Coming to Derriford Hospital  
for your  
Liver, Pancreatic  
or Biliary surgery**

**Information for you  
and your family**

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***We recommend you read this booklet in conjunction with the booklet you will be given about your operation. It includes specific information about your surgery, giving consent, post-operative recovery on the ward and rehabilitation back at home.***

## Coming to Plymouth

On the advice of your consultant, you have been invited to come to Derriford Hospital in Plymouth (specialist centre) for a discussion about an operation.

The centre has a team of expert doctors, nurses and support staff, who treat patients from all over Devon and Cornwall.

They will discuss your treatment options, carry out your operation and look after you until you are fit to return to the care of your local hospital.

We appreciate that life may feel like an emotional rollercoaster at the moment. You may have many questions and anxieties about the operation, your hospital stay, parking, accommodation, support and financial concerns.

This booklet has been prepared to answer many of these questions and more. We hope it will supplement the information given to you by your doctors and specialist nurse.

We also hope your relatives, and close friends, will use this to help them understand the services and support available at Derriford Hospital.

It may not cover all your concerns, if you have any other questions or worries after reading this booklet, please don't hesitate to contact one of the staff listed on the page 28.

## Your Plymouth team

The Plymouth Hepatico-pancreatico-biliary Centre has a large team of specialists dedicated to providing first class care to patients with diseases of the liver, pancreas and biliary system. The team includes three consultant surgeons:

Professor Kingsnorth

Mr Stell

Mr Bowles

They work as a team, meeting to discuss all their patients regularly through the week. You may meet one or all of them in the clinic or on the ward.

The centre also includes:

- Three consultant hepatologists
- Six consultant gastroenterologists
- Two consultant oncologists
- Four consultant radiologists
- Two consultant histopathologists
- One consultant palliative care physician
- One nurse practitioner
- Two cancer nurse specialists
- Two dietitians

## **Your Treatment Plan**

The Plymouth team work closely with staff at other hospitals across Devon and Cornwall to make sure patients get the right care at the right place.

If you would like written details of your management plan please contact your specialist nurse.

## **Your key worker**

You should already have met your cancer nurse specialist - the key worker responsible for co-ordinating your care at your local hospital and for making sure your trip to Plymouth for surgery goes as smoothly as possible.

When you have surgery in Plymouth, your key worker will be Claire Downing or, in her absence, Marilyn Bolter.

When you are discharged home, Claire Downing will liaise with your local specialist nurse, who will take over again as your key worker. Your follow-up care will then, as far as possible, take place locally. However, you will be sent follow up appointments for Derriford at different intervals ranging from 6 months to yearly appointments depending on your treatment.

For the number of your local specialist nurse see page 28

## **Pre-operative assessment**

Pre-assessment of patients about to undergo major operations is considered standard practice. It's the final check that everything is ready. It is an opportunity for you as a patient to ask further questions about the surgery and to see the ward environment.

### **What we do and where**

Pre assessment will be on Marlborough Ward (Level 10). It is a very individual process, taking into account your current health, any chronic health conditions, level of mobility and social circumstances.

The pre-assessment process involves:

Welcome and introduction to Derriford Hospital

Nursing admission, including recording of family circumstances.

Explanation of bed side services such as telephone and TV.

Review by an anaesthetist.

Final investigations such as chest X-ray, ECG, blood tests and cross-match of blood type. These tests have to be done as near to the planned surgery as possible, to give a complete up to date picture for the surgeon and anaesthetist.

Pre-operative screening for MRSA. This is done by taking a swab from the nose, and again has to be completed as near to the operation date as possible.

In a small minority of patients the surgeon will ask that you undergo a cardiopulmonary exercise test. This will involve you riding an exercise bike for a maximum time

of 10 minutes. This allows accurate assessment of your heart and lung function and ultimately your fitness for surgery. Unfortunately, it might not be possible to coordinate this with your pre assessment date. Therefore, a separate date will be sent to you if required.

All earlier aspects of pre-operative work will continue to be carried out at local hospitals (where facilities exist). These would include:

- Endoscopy
- CT scan
- Endoscopic ultrasound (EUS)
- PET scan
- MRI scan
- Staging laparoscopy

If there is anything you don't understand, or would like to discuss, about pre-assessment, please ask your nurse specialist. They are there to help.

## **Stonehouse Ward**

If you are having an operation at Derriford you will be cared for on Stonehouse Ward located on level 7. Stonehouse is a hepatico-pancreatico-biliary surgical ward. The ward has 33 beds and is mixed sex, although men and women are nursed in separate bays.

## **Would you like help to find your ward?**

If you need help finding Stonehouse Ward, please report to the reception desk at the main entrance of the hospital, where a member of staff or volunteer will show you to the ward.

## **Stonehouse Ward contact details**

For general information: ☎ **(01752 431488)**

Please bear in mind that mornings and mealtimes are the busiest time on the ward.

To speak to the patient personally:

**☎ Use Hospedia**

Telephone cards are available on every floor of the hospital. There is a charge of 10p per minute to phone out. To phone in the cost is 39p per minute between 7pm and 7am, and 49p per minute at all other times

## **Ward visiting times**

We actively encourage visiting and the involvement of visitors and carers while patients are in hospital. Keeping in contact with friends and relatives is an important part of a patient's treatment, care and recovery.

The ward is open to visitors from 3pm to 8pm.

However:

- Visiting times may be extended for compassionate reasons
- Visiting times are restricted occasionally to allow patients to rest and for care and treatment to be carried out.

- If you have a problem visiting within these times, please ask one of the nurses, who will make arrangements to suit your needs.

In order to prevent the ward getting overcrowded, the number of visitors is restricted to two per patient at any one time.

### **When not to visit**

Please do not visit if you are not feeling well, or have been exposed to any infection. Symptoms such as coughs, nausea, vomiting and diarrhoea can easily spread to vulnerable patients and make their condition worse. If you have symptoms of diarrhoea or sickness, please do not visit the hospital until you have been better for 48 hours.

If the hospital is experiencing difficulties with an outbreak of infection, please do not bring young children or frail, elderly visitors. They may be at particular risk from the infection.

### **Doctors' ward rounds**

A doctor on the consultant's team will see you every day during the week and at the weekend.

Doctors' ward rounds aren't normally completed until late morning. It would be appreciated, and hopefully more informative for relatives to leave *non-urgent* calls until after 11am and to avoid ringing during mealtimes.

If one member of the family is nominated to ring for information, then feeds back to the rest of the family, this puts less pressure on ward staff.

If you wish to see a doctor to discuss your relative's condition, please talk to the ward clerk or ring the ward to arrange an appointment.

NB Due to confidentiality, a patient's diagnosis cannot be discussed over the telephone.

### **Ward meal times**

Breakfast	7-8am
Morning coffee	10.30am
Lunch	12 midday – 1pm
Afternoon tea	2.30pm
Evening meal	5-6pm

Drinks and snacks are available at any time, including supplementary drinks such as 'build-up' soups and milkshakes, Ensures and Enlives. The ward nurses will let the housekeeper know of any special dietary needs you may have and if you need a 'little and often' diet.

### **Personal food**

Cold snacks, biscuits, juice etc can be brought in for patients, but please don't use glass containers. For safety reasons, meals brought in can't be warmed through.

### **Mobile telephones**

The use of mobiles phones is prohibited in some areas of the hospital as they can interfere with medical equipment. Mobile phones can be used in the hospital corridors, main entrance, and outside. Areas where mobile phones can be used will be clearly signed.

Public telephones are available on the main concourse level 6 and in many other departments throughout the hospital.

## **Valuables**

The bedside cabinet provided is for storage and does not lock. Valuables are therefore left at the patient's own risk. We ask you to keep valuables and cash to a minimum. If you wish to have your valuables put in the hospital safe, please ask a member of staff. Remember, the hospital does not accept responsibility for loss or damage to any personal property you choose to keep with you. There is very little space for suitcases; if possible these should be taken home by a relative after admission.

## **Hearing aids, false teeth, walking aids**

Please inform one of the nursing team if you (or your relative/ friend) normally use a hearing aid, false teeth or walking aid. It is advisable to label these items appropriately.

## **Smoking**

The Trust is a smoke-free environment. If you would like support to give up smoking, contact:

Plymouth Smoking Advice Service **☎(01752) 314040** or NHS Smoking Quit line **☎0800 169 0 169**

## **Hairdresser**

A hairdresser is available for patients. Please ask a ward nurse to book an appointment via **pager 89640**

## **Hand hygiene**

Please take note of the advice about hand hygiene, which is displayed throughout wards and departments.

Hand gel is available outside all wards for everyone to use. Please help to minimise the risk of infection by using this. If the container is empty, please tell a member of staff.

## **Flowers**

Flower water can carry infection risk to patients who are susceptible. Flowers themselves can also cause allergic reactions for some patients. For this reason, flowers are not allowed on Stonehouse Ward.

## **Hospital environment**

We are committed to maintaining a comfortable, clean environment for patients, visitors and staff. If you visit an area where the standard of cleanliness is not what you would expect, please tell a member of staff.

## **Transport and parking**

### **Buses and trains**

Derriford is served well by public transport, hosting the second-busiest bus terminal in Plymouth, with 44 buses per hour calling at peak times.

There is a public park and ride site north of the hospital at the George junction (opposite the George pub/hotel). It is open from 6.30 am to 6.30pm and parking is free, you will need to purchase a ticket to travel on the bus (currently £1.50).

Catch the First Bus No.7 bus service from the park and ride, which stops directly outside the main entrance to the hospital. The No.7 service leaves the park and ride every 30 minutes at 24 minutes and 44 minutes past the hour. This is ideal for patients and visitors travelling from the north of the city to Derriford Hospital.

Most buses are accessible by wheelchair. Patients who receive certain benefits can claim a refund from the Cashier (level 7, Derriford Hospital).

Bus timetables can be obtained from First Stop at the Civic Centre, from public libraries and from First Bus and Citybus travel shops. Timetables are also available at Derriford Hospital foyer.

For bus times, call **Traveline on (0871 200 22 33**

Plymouth rail station is also close to the bus routes, giving access to the hospital.

For timetable information, call **National Rail Enquiries on (08457 48 49 50**

## **Taxis**

You can phone Taxifast free from the Derriford Hospital foyer on **(01752 222222**. There are several other taxi providers, some of which have vehicles that patients can board without having to get out of their wheelchairs.

## **Patient and visitor parking**

There are more than 1,200 car parking spaces for patients and visitors at Derriford Hospital. The Trust's policy is to reserve as much parking as possible for patients and visitors next to the hospital.

## **Car parking**

There are several short-stay pay and display car parks for patients and visitors.

Parking is free between 21.00 hrs and 07.00 hours

time	cost	Time	cost	time	cost
45m–2hr	£2.20	2-3 hrs	£3.30	3-4 hrs	£4.40
time	cost	Time	cost		
4-6 hrs	£6.60	6-8 hrs	£8.00		

There is a change machine at the main hospital entrance on level 6.

## **Important Notice to Patients**

There is a period of up to 45 minutes free parking. This is designed for picking up/dropping off only.

## **Free parking**

The following groups are entitled to free parking:

- All registered disabled patients who hold a disabled badge or drivers who are transporting a patient who holds a disabled badge
- Parents who are staying with their children in hospital or parents whose babies are being cared for in the Neonatal Intensive Care Unit
- Relatives of those patients who are being cared for on the Liverpool End of Life Care Pathway

If you qualify under any of these groups, please go to the parking office in car park A to obtain your special parking permit.

## **Concessions**

In addition, concessionary tickets are available:

- Discounts are available for stays of a week or longer:
- £24 for a 5 day ticket (2 days free parking)
- £32 or a 7 day ticket (3 days free parking)
- £96 for a 1 month ticket (7 days free parking)

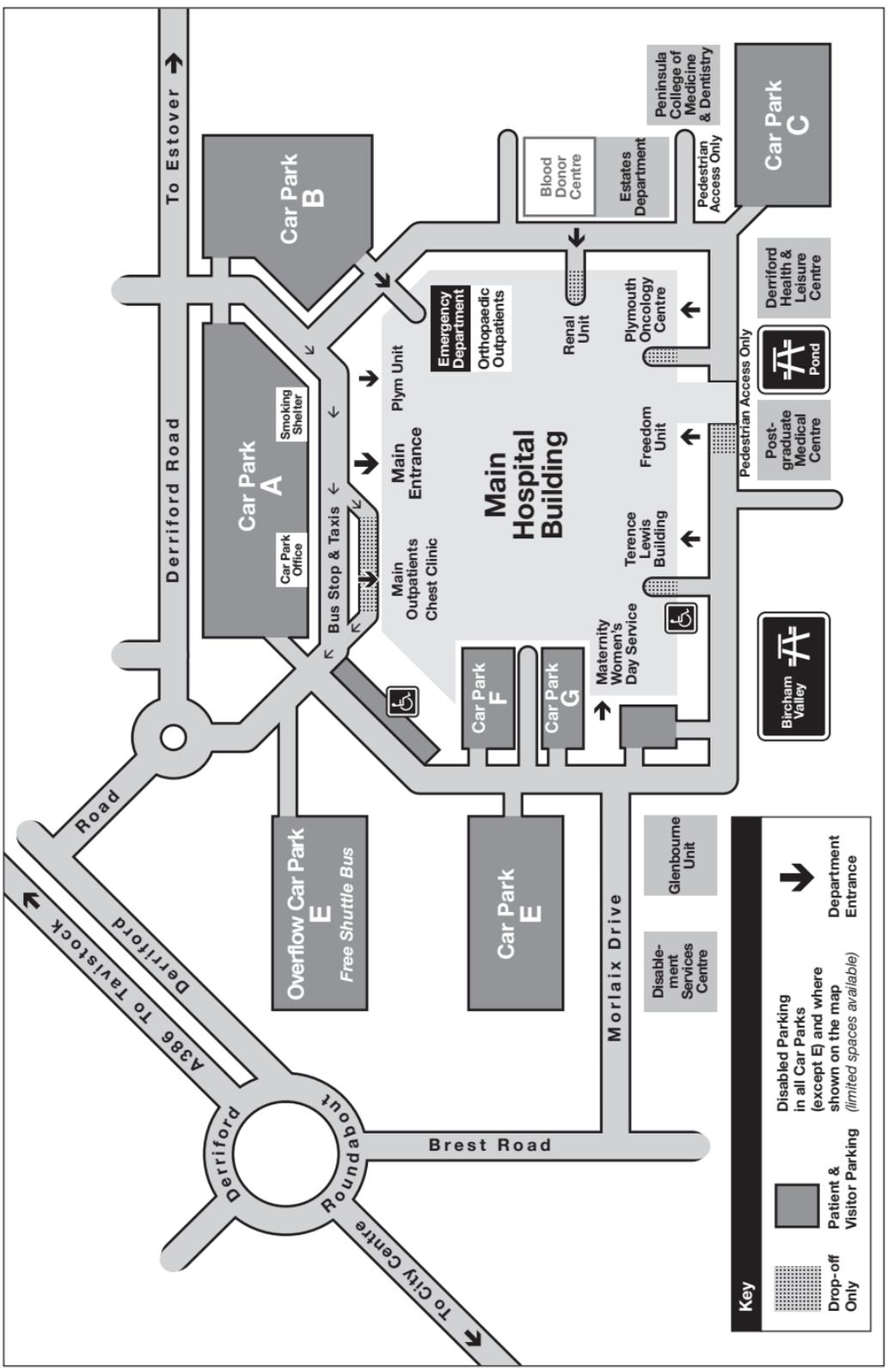
All concessionary tickets can be shared between different vehicles. For more information on these concessions please:

- ring 01752 763949 or
- go to the parking office in car park A

The parking office is open Monday – Friday 9am – 4pm; Saturday & Sunday 3pm – 3.30pm and closed on bank holidays.

### **Drop-off bays**

Drop-off and collection bays are available around the hospital entrances



## **Supported transport**

Supported transport is a limited resource. This means priority is given to vulnerable people in isolated and rural areas. You might qualify if you:

- Do not have or are unable for medical reasons to travel in your own transport, and
- Cannot be driven to your healthcare appointment with friends, neighbours or relatives, and
- Are medically unable to use public transport, or this is not practical due to your isolated/rural address, and
- Without transport you will be unable to keep your hospital appointment

Please telephone TAP (Transport Access Patients) on **0845 053 9100**

Hours: 9am to 4pm weekdays (excluding bank holidays)

A minimum of three working days notice is needed.

### **How much will it cost?**

TAP will book the cheapest, most appropriate transport for your needs (subject to availability). TAP charge 40p per mile for this service, capped at £20 per journey.

To claim reimbursement, proof of the qualifying benefit and transport receipts should be presented to the Cashier's Office at the hospital.

Please note:

- Vehicles may be shared with other patients, meaning journeys will take longer
- Please give a minimum 24 hours notice of cancellation or change to journey details
- If transport is not cancelled you will be charged for the journey
- Please ensure you are ready at least 1 hour before the appointment. More time should be allowed the greater the distance from the hospital
- Drivers are not trained paramedics, although they **may** hold a first aid certificate
- As this is a limited service, priority is given to vulnerable people in isolated and rural areas.

## **Travel expenses**

Refunds for travel expenses and car parking can be claimed for patients who receive:

Income Support or ESA income based

Pension Credit – guaranteed credit, not savings credit

Job Seekers Allowance – income based only

Low Income Certificate HC2 or HC3

Family Tax Credit

If you are on benefits please go to the cashier's office on level 7, Derriford Hospital. You will be asked to show proof that you receive the relevant income.

The cashier's office opening times:

09.30 – 4.30pm Monday – Thursday

09.30 – 4.00pm Friday

Please note: The Department of Social Security sets the rules on who can claim.

### **Help with travel costs for carers**

NHS Transport is **not** routinely provided for carers.

**However** carers can claim back travel costs from the DWP social fund if the patient is in receipt of:

- Pension credit
- Income support
- Income based job seeker allowance

### **Other funding for travel costs**

If none of the above applies, you may still be eligible for assistance via other sources of charitable funding, such as Macmillan grants or local cancer charities. You can speak to our benefits advisor to check your entitlement.

See the next page for contact details of our benefits advisor. If you need further support please contact your local CNS who will be able to provide information regarding any local arrangements with funding for accommodation and transport.

## Financial and benefits advice

### Full-time benefits advisor

We appreciate that during times of prolonged treatment a person's financial position can alter radically. If you are not sure whether you are entitled to a benefit, or need help and advice, why not make a confidential appointment with our benefits advisor in the Mustard Tree Support Centre at Derriford Hospital?

She can help with:

- Prescription charges
- Work and cancer
- General benefits for those who are sick or are caring
- Travel costs for patients and their carer's
- Macmillan Grants
- Cancer funds
- Patient Voluntary Welfare Fund

Please ring the Mustard Tree Macmillan Centre on **01752 763672** to arrange an appointment.

She is also available on the first Tuesday of the month at Kingsbridge Triangle centre, and the third Friday of the month at Tavistock cancer support centre. She attends St Lukes at Pearn, Plymouth on the second Thursday of the month, and fourth Thursday of the month at Liskeard Hospital.

## **How do I find out more information?**

Advice and useful links can also be obtained from:

[www.be.macmillan.org.uk](http://www.be.macmillan.org.uk) or

[www.plymouthhospitals.co.uk](http://www.plymouthhospitals.co.uk)

Or from the Macmillan helpline on **free phone 0808 8082020**

## **Macmillan Cancer Support Centre: The Mustard Tree**

The Mustard Tree Macmillan centre has been created to support people with cancer, their families and carers. It is a 'drop-in' centre based above the Oncology Out-patient Department on level 3.

It is staffed by professionals and trained volunteers, many of whom have personal experience of cancer. Please come along if you would like additional information about your illness or treatment, would value the opportunity to talk to someone about how you feel, or just need a break from the usual routine.

As well as offering advice and support, the centre also offers a wide range of services:

- A full-time Benefits Advisor, Denise Martin
- Radiotherapy aftercare service
- Counselling service
- Massage
- Craniosacral therapy
- Relaxation classes

- Lymphoedema Nurse
- Look Good Feel Better (make over session)
- Reflexology
- Healing
- Dry mouth clinic
- Fatigue workshop
- Prostate cancer support group
- Jeremiah's Journey - a grief support programme for children and their parents.
- 'What should we tell the children?'
- Wig service every Thursday mornings, run by Browns
- Activity workshops
- 'Living with cancer' educational sessions
- Pastoral, spiritual and religious care

## **Accommodation for relatives**

HeartSWell Lodge is purpose-built accommodation for relatives and friends of patients undergoing treatment in Derriford Hospital. It is a few minutes walk from the hospital. The Lodge was originally built by HeartSWell South West, a local charity that raises money for the South West Cardiothoracic Centre, to accommodate relatives of patients undergoing heart surgery at the SWCC. It now welcomes relatives and friends of any patients at Derriford.

Facilities include:

- Single rooms with ensuite W.C.
- Twin rooms with ensuite shower and W.C.
- Disabled bedroom with ensuite facilities available
- One full-size bathroom, one disabled shower room
- Large south facing lounge and dining area
- Gardens
- Kitchen with fridge freezer, microwaves
- Laundry service
- Continental breakfast
- Telephone with direct lines to Derriford wards in every room
- Pay phone for all other calls
- Courtesy bus service, running twice a day between Derriford and HeartSWell, Monday to Friday (must be requested)

There is an accommodation charge for relatives and friends. Patients who stay in the Lodge on the day of admission for surgery will not be charged.

Prices as at 24/6/09

£37.50 Single Room

£49.50 Twin Room

In cases of severe financial hardship The Patient Voluntary Welfare Fund can sometimes offer a small donation towards cost (e.g. £10 per night) and is means tested.

Applications via:

HeartSWell Lodge Manager  
Blunts Lane  
Plymouth PL6 8BE  
Devon

**Tel: (01752 315900**

**Fax: (01752 315913**

**e-mail: [info@heartswell.org.uk](mailto:info@heartswell.org.uk)**

**website: [www.heartswell.org.uk](http://www.heartswell.org.uk)**

## **Derriford Hospital facilities**

The following shops and services are available in the main hospital foyer on level 6.

### **Reception desk**

Situated in the main reception area, this is a useful contact for general information, such as directions to wards and departments, or visiting times.

### **Wheelchairs**

There are wheelchairs by the main entrance. A one pound coin is needed to use a wheelchair - this is refunded when the chair is returned.

### **Post box**

The post box is inside the main entrance, door. Collections are at 6pm Monday to Friday, and at 12.30pm on Saturday.

## **Public telephones**

- There are a number of public telephones, one of which has wheelchair access
- Free phone for taxi service

## **Public toilets**

- Ladies and gents
- Disabled toilet
- Baby-changing facilities

## **Coffee shop and bakery**

Hot and cold snacks, cakes, pastries and beverages, to eat in or take away

## **Opening hours**

### **Monday to Friday:**

Coffee shop                      7am - 6.45pm

Take-away counter      7am - 7.15pm

### **Saturday and Sunday:**

9am - 6pm

There is also a restaurant on level 7 for relatives and visitors

## **Cashpoint machine**

There is a Barclays Bank cash machine, opposite the coffee shop and bakery.

## **WH Smith shop**

Provides a wide selection of magazines, books, newspapers, sweets and other useful items.

Opening times:

Monday to Friday	7am - 8pm
Saturday	8am - 7.30pm
Sunday	8am - 7pm

## **The Body Shop**

Body Shop toiletries and cosmetics, including gift sets and individual items, are on sale

Opening times:

Monday to Thursday	9am - 5.30pm
Friday	9am - 5pm
Saturday	1pm - 5pm

## **League of Friends fruit and flower shop**

This well-stocked shop provides fruit, flowers, plants and a variety of small gifts.

Opening times:

Monday to Friday	9am - 6.30pm
Saturday	10am - 5pm
Sunday	12pm - 4pm

## **League of Friends book shop**

The book shop sells a variety of second-hand hardbacks and paperbacks.

## **Who can I or my family contact for support or information**

The whole team at Plymouth are always willing to answer your questions, in an open and honest manner. The team includes your surgeons, Stonehouse Ward nursing staff, dietitian, physiotherapist, occupational therapist, nurse practitioner and the cancer specialist nurses.

This team can be contacted via the cancer specialist nurses, Claire Downing and Marilyn Bolter. They are available to you, your relatives and close friends for any questions, concerns or worries throughout the whole of your care and treatment at Plymouth and after your treatment has ended. They are the main means of communication between all parties involved.

They can be contacted Monday to Friday, 9am to 5pm, on **01752 517905**. An answer phone is available for messages. Outside of these times, urgent matters should be dealt with by your GP, or by contacting Stonehouse Ward directly on tel: **0845 155 8274**.

For patients coming from outside Plymouth, your local specialist nurse will also be available to you throughout for care – before, during and after your stay at Plymouth.

## **Your comments**

If you have any comments about the care or service provided on the ward or ideas for improvement, please let us know.

## **Patient Advice and Liaison Service (PALS)**

If you have a concern, problem or worry about your care or some aspect of the service provided and would like help from someone other than the ward staff, you can contact the PALS Office.

Open Monday to Friday 9.00 am to 4.00 pm

PALS office: on level 6 in the main concourse

Telephone: **0845 155 8123**

Internal Calls: **57657**

E-mail: [PALS@phnt.swest.nhs.uk](mailto:PALS@phnt.swest.nhs.uk)

Post:

Patient Advice & Liaison Service  
Patient Services  
Level 7, Derriford Hospital  
Plymouth  
PL6 8DH

## **CAREdirect**

CAREdirect is a service for people, their carers, relatives and friends. By co-ordinating with and complementing other agencies they aim to enable people to make informed choices about their own support and care. They have a 24hour telephone helpdesk **0800 444 000**

## **Your local cancer nurse specialist contact details**

Plymouth	Claire Downing	☎01752 517905
	Marilyn Bolter	☎01752 517905
Exeter	Keith Mitchell	☎01392 402775
	Francis Robinson	☎01392 402775
Barnstaple	Sarah Plows	☎01271 314147
Truro	Thea Barlow	☎01872 252177
Torbay	Steven Harris	☎01803 655890
	Helen Greedus	☎01803 655890

If you have any questions or concerns about your pre-assessment or operation date please contact:-

Mr Stell/ Professor Kingsnorth's secretary

☎01752 432071

Mr Bowle's secretary

☎01752 439002

## Useful organisations

Mustard Tree:

Cancer Support centre.....☎ (01752) 763672

Cancerbackup

www.cancerbackup.org.uk.....☎ (0808 800 1234)

Cancer care society

www.cancercaresoc.demon.co.uk. ☎ (01794 830300)

Cancerlink

www.cancerlink.org.....☎ (0808 808 0000)

Macmillan Cancer Relief

www.Macmillan.org.uk.....☎ (0845601 6161)

Cancer Research UK

www.cancerresearchuk.org

This booklet and other local patient information can be found on: [www.plymouthhospitals.nhs.uk](http://www.plymouthhospitals.nhs.uk)

**This leaflet is available in large print  
and other formats and languages.  
Contact: Patient Services  
Tel. 01752 763031**

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