Welcome to the major trauma centre at University Hospital Southampton NHS Foundation Trust. This booklet aims to introduce the department and the people you will meet during your stay, to help you understand what will happen during your time here and outline the next steps.

There is information about parking, public transport options, cash machines, shops and cafes, and details of our facilities and services in our Your stay in hospital booklet. Ask for a copy, or view online at www.uhs.nhs.uk/yourstay

Why am I being treated here?
‘Good trauma care involves getting the patient to the right place at the right time for the right care’ (British Orthopaedic Association 2016)

You have been brought to the major trauma centre in Southampton to receive specialist care. Major trauma centres have the most senior doctors and specialised staff immediately available to meet the challenge of any serious injury. These are available 24 hours a day, seven days a week. It is not possible for every hospital to have all the specialists necessary to maintain a major trauma service at all times. Therefore if you have suffered a major injury, you may be taken to receive emergency care at a hospital that is not your nearest one.

What happens next?
From the emergency department you will be transferred to one of the intensive care units (ICU) or a general ward. F1 is our designated major trauma ward, where the majority of our major trauma patients are admitted.

F1 major trauma ward
Phone: 023 8120 3730 or 023 8120 6476

Transferring back to your local hospital
If you are from outside the Southampton area, you will be keen to learn when you will be able to transfer back to a hospital nearer your home. We work closely with local trauma units, and as soon as you no longer require the care of a major trauma centre you will be transferred back to your local hospital or other appropriate specialist rehabilitation centre to continue your treatment and recovery.

Members of the major trauma team you may meet:
Major trauma nurse practitioner
Your main point of contact will be the major trauma nurse practitioner team (MTNP) who will review you regularly and ensure that you and your relatives are kept up-to-date with your treatment plans. The major trauma nurse practitioners work seven days a week so they are easily accessible.

You will be introduced to your MTNP, who is a senior specialist nurse, on arrival in the emergency department or as soon as possible afterwards. They will act as a single point of contact for all specialities ensuring your needs are being met, and will be responsible for overseeing your care until the time comes for you to leave Southampton.

Your MTNP will also support your relatives and can advise on a variety of issues including accommodation, legal advice and rehabilitation. They will arrange transfer back to your local hospital when you no longer require the services of a major trauma centre.

How to contact your major trauma nurse practitioner
Mobile: 07787 151560 or Tel: 023 8120 4910, available between 7am and 5pm, seven days a week. Outside of these hours please leave a voicemail.
You can also contact the team once you have been discharged if you have any questions or concerns.
Email: mtcc@uhs.nhs.uk

You will meet a variety of other healthcare professionals during your stay in the major trauma centre. These include:

Orthopaedic doctors
If you are admitted to an orthopaedic ward your treatment will be overseen by a consultant orthopaedic surgeon who will be supported by junior members of their team.
**Plastic surgery team**
Depending on the nature of your injury you may be seen by one of our consultant plastic surgeons who are supported by specialist plastics nurses.

**Trauma anaesthetists**
Consultant anaesthetists who specialise in major trauma accompany the MTNPs on the major trauma ward round and offer specialist advice.

**Physiotherapy and occupational therapy**
Physiotherapy helps to restore movement and function when someone is affected by injury, illness or disability. Physiotherapy is provided by specially-trained and regulated practitioners called physiotherapists, who use a range of techniques to help improve your mobility and function.

Occupational therapy (OT) staff assist people of all ages with a range of physical, mental or social needs as a result of accident, illness or ageing, to do the things they want to do. These could be daily activities that many of us take for granted, from managing our self care, to family roles and work and social activities.

After a traumatic injury the therapy team plays an important role in helping people return to independence and to regain their mobility. This includes assisting with planning your discharge from hospital and taking into account your lifestyle, home environment, and continuing therapy and care needs. The therapy team specialise in understanding the implications of surgery or injury and the needs of people who have sustained traumatic injuries and how this will affect you when you return home.

The therapy team provide a seven day service. The core hours are 8am to 4pm and there is a respiratory on-call service overnight. The ward staff can contact the team if you have any concerns or questions.

**Dietitian**
Following a major trauma injury, nutritional requirements are increased and it is expected that a certain amount of weight loss will occur while you are in hospital. The role of the dietitian is to ensure you receive adequate nutrition to heal and recover and minimise weight loss.

The major trauma dietitian will be able to advise on nutrition during your hospital stay. If you are admitted to intensive care (ICU) you will automatically be seen by the dietitian if you are being fed via a tube. If you are eating and drinking normally the dietitian will review you upon request.

The major trauma dietitian is available Monday to Friday, between 8am and 4pm and can be contacted by ward staff if you have any questions or concerns.

**Head injury specialist nurses**
The head injury nurse specialists review all patients admitted to the Wessex Neurological Centre with a traumatic head injury. They provide an excellent resource for patients, families and other health professionals during the patient’s admission and continue the support following discharge. They offer ongoing advice and self-management via nurse-led clinics, telephone and email. They can be contacted on: 023 8120 8791 between 8.45am and 5pm, Monday to Friday.

**Head injury outreach nurses**
If you suffer a head injury and are admitted to a general ward then the head injury outreach nurses will assess you and manage your head injury in consultation with the neurosurgical team.

**Pain team**
The pain team consists of specialist nurses who are able to advise on all pain management issues.

**Rehabilitation**
A consultant and registrar in rehabilitation are available to assess your rehabilitation needs when necessary and can liaise with local rehabilitation services.

**Other useful information**

**Accommodation for relatives**
Meller House provides comfortable and friendly accommodation solely for the relatives of patients who would like to stay closer to the hospital in order to avoid long journeys.
There are eight twin rooms, four with en-suite and four with shared bedroom facilities. There is also one three bedded family room with a separate bathroom. A travel cot is available.

Due to the popularity of this service we are unable to offer single occupancy rooms and guests may need to share with someone of the same sex. Children under 16 must be accompanied by an adult.

Facilities
Two lounges, both with TV/DVD equipment; laundry room with washing machine, dryer, irons and soap powder; kitchen with own cupboard space and free tea, coffee and milk; peaceful garden with seating and free parking.

Cost
A small charge is requested of guests for the accommodation. All charges are per person per night.

<table>
<thead>
<tr>
<th>Person staying</th>
<th>Price of room*</th>
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<tbody>
<tr>
<td>Adult relative of an adult patient</td>
<td>£14 per person per night</td>
</tr>
<tr>
<td>Adult relative of a child patient</td>
<td>£10 per person per night</td>
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<tr>
<td>(under 16)</td>
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</tr>
<tr>
<td>Child relative (under 16)</td>
<td>£10 per person per night</td>
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</tbody>
</table>

*Prices subject to change

Booking a room
Reservations for accommodation are made through the security desk located at the hospital main entrance (023 8120 4122). All guests must register with security prior to gaining access to Meller House. Your MTNP can assist with this booking process.

Location
Meller House is located adjacent to the hospital grounds. The route is well signposted and lit at night. When you register, security will provide you with a map and directions.

111-113 Laundry Road, Southampton, Hampshire SO16 6AR.

Wessex Rehabilitation Centre
If you require a prolonged period of intensive rehabilitation then you may be referred to Wessex Rehabilitation Centre in Salisbury. The centre specialises in treating patients after hand surgery or injury, chronic spinal pain, multiple trauma, acute and chronic upper limb trauma, burns and complex regional pain syndrome.

Free legal advice
A free, comprehensive legal service is available to patients and their families, without obligation, through Stewarts Law. The legal service team is based at the major trauma centre each Monday but can also be contacted after you've left hospital. They can offer free advice on a wide range of issues, including welfare benefits, housing, financial issues, insurance issues, employment, powers of attorney and care. If you have a personal injury claim the team are able to help but will always provide you with a list of suitable solicitors and encourage you to interview two or three alternate firms before choosing one. Their support is available regardless of whether you have a claim. To arrange an appointment speak to Lucy Robinson on 07825 747630 or email lrobinson@stewartsfirm.com

Notes
This space can be used to record anything you wish to make a note of, such as questions you would like to ask your healthcare professional next time you meet.
Useful contacts
Main hospital switchboard: **023 8077 7222**
If you would like to contact a ward please ring the main hospital switchboard stating the ward required.

Major trauma centre website: [www.uhs.nhs.uk/OurServices/Emergencymedicine/Majortraumacentre/Majortraumacentre.aspx](http://www.uhs.nhs.uk/OurServices/Emergencymedicine/Majortraumacentre/Majortraumacentre.aspx)

Headway
[www.headway.org.uk](http://www.headway.org.uk)
0808 800 2244

After Trauma
[www.aftertrauma.org](http://www.aftertrauma.org)

Spinal Injuries Association
[www.spinal.co.uk](http://www.spinal.co.uk)

If you need a translation of this document, an interpreter or a version in large print, Braille or on audiotape, please telephone **023 8120 4688** for help.