

## Patient information factsheet

# Your stay at the major trauma centre

You have been given this factsheet because you have been brought to the major trauma centre in Southampton to receive specialist care. You should already have been told by staff what is happening, but this factsheet aims to outline some key information you may need during your stay here. If you have any questions or would like more information, please speak to a member of the team.

### What is a major trauma centre?

A major trauma centre (MTC) provides highly specialist treatment for patients who have suffered very serious injuries as a result of major trauma. This may include road traffic accidents, falls from a height, or industrial accidents.

People who have suffered major trauma need the highest quality specialist care to give them the best chances of survival and recovery. Regional MTCs combine expert staff, specialist clinical services, and the best available equipment to offer the best outcomes for patients. Southampton receives major trauma patients from Hampshire, Dorset and Wiltshire. Our MTC is open 24 hours a day, seven days a week, and offers a highly specialised team of experts in trauma care, who work together in a multidisciplinary team.

You may have been brought straight here by land or air ambulance after assessment by a paramedic or doctor at the scene of your accident or injury, or you may have been taken to a local hospital or smaller trauma centre first.

When you arrive at the emergency department, your injuries will be assessed by the major trauma team. Any necessary investigations will be arranged to help our team best manage your care. Your vital signs (such as your pulse and blood pressure) will also be monitored. We will then move you to the most appropriate place for your ongoing care needs, such as intensive care or the major trauma ward.

### What has happened so far?

Your initial treatment may have included:

- scans (such as a CT, MRI or x-ray)
- medicines to:
  - control pain
  - help stop any bleeding
  - help you to breathe
  - reduce the risk of you developing an infection
- surgery to
  - stop any bleeding
  - fix any damaged bones or organs
  - remove anything that should not be in your body (foreign objects)



## Major trauma centre team

We have a team of specialist doctors, nurses and other health professionals who will look after you and support you and your family during your stay at the major trauma centre.

- **Surgeons** may need to take you to theatre for surgery, although some injuries can be managed without this.
- **Major trauma practitioners** oversee your care while you are in the major trauma centre. They will see you the day after your injury and will work with all the other healthcare professionals (doctors, nurses and other specialists) in the team.
- **Physiotherapists** help you to regain movement and function after your injury. This often includes showing you exercises specific to your injury and getting you moving again. They will assess you and guide you through your ongoing rehabilitation.
- **Occupational therapists** support you with practical, achievable goals to help you have as much independence as possible. They may teach you new ways of doing everyday tasks such as washing and dressing. They may also recommend specialist equipment.
- **Speech and language therapists** assess and treat any difficulties you may have with communication or swallowing.
- **Dietitians** aim to optimise the nutrition you are receiving, which is a vital part of your recovery. They provide dietary advice about the most suitable things to eat and drink to aid recovery. If you are unable to eat or drink adequately, they will advise on nutritional supplement drinks and tube feeding, as required.
- **Chaplaincy / spiritual care team** are a multi-faith team offering spiritual and religious care to patients and their families. However, you do not need to be religious to use the service. You may just find it helpful to talk to them about what is happening and how you feel.
- **Ward pharmacists and pharmacy technicians** advise your doctors on the best medications for you and can also advise you how best to use your medicines. Your medication will be reviewed and adjusted according to your needs.
- **Pain team** are specialist nurses and anaesthetists who can help you with pain control and advise how best to take your painkillers.
- **Head injury nurses** are specialist nurses who review patients following traumatic head injuries. They can offer support and advice while you are an inpatient and after you have left the major trauma centre.
- **Social services** can help to arrange support at your home or at an interim placement to meet your recovery needs.

## How long will I be in hospital?

Everyone is different, and how long you will stay here and where you will go afterwards will depend on your injuries and recovery. We will talk about all aspects of your discharge from the major trauma centre with you and your family during your stay. Please see the 'Leaving the major trauma centre' section for more information.

## Your treatment and recovery

Your treatment and how quickly you recover from major trauma will depend on a number of factors, including:

- the size of your injury
- the location of your injury
- the extent of your injury
- whether you need further treatment or surgery
- your health and fitness before the major trauma
- your age

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Physical recovery from major trauma can take more than a year and is usually followed by rehabilitation (support to help you get back, or improve, skills for daily living that may have been lost or impaired because of your injury). It can be difficult to adapt to any changes that your major trauma has caused, and your injuries may affect you emotionally. It is important to give yourself the time you need to recover.

Your major trauma healthcare team will discuss these points with you in more detail. There are also some useful support contacts listed at the end of this factsheet.

## UHS major trauma centre facilities

### Accommodation for relatives

We provide comfortable accommodation if your family would prefer to stay close to the hospital while you are being cared for at the major trauma centre. This accommodation is called Meller House and it is located next to the hospital grounds.

There are eight en-suite twin bedrooms and a family bedroom with a separate bathroom. There is also a communal lounge and kitchen area.

Reservations for Meller House can be made via the security desk. This is located at the main entrance to the hospital, and they can be contacted on: **023 8120 4122**.

If Meller House is full, security can give your family a list of alternative accommodation options.

### Car parking

Your regular visitors may be able to obtain discounted tickets for car parking. They can contact Travelwise before they visit for more information.

Telephone: **023 8120 4133**

Email: **travelwise@uhs.nhs.uk**

Your regular visitors can collect a form for discounted parking from the ward clerk. They can then take this to the Travelwise department.

The department is open Monday to Thursday (9am to 5pm) and Friday (9am to 3pm). Your regular visitors should pay for parking and keep the parking receipts. These can be used toward the cost of the discounted ticket. There is a limit of one ticket per family. This ticket can be used in different cars by different family members.

## Leaving the major trauma centre

You will be able to leave the major trauma centre when you are medically fit.

You may be discharged to:

- your local hospital
- a rehabilitation facility
- an interim placement
- your home

Before you leave the major trauma centre, we will talk to you and your family about where you will be discharged to.

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We will also give you:

- a discharge letter, detailing the treatment you have received here
- a rehabilitation prescription, which explains the therapies and other treatments you need to help you recover
- our 'Going home from the major trauma centre' factsheet, which contains useful information, further support and contact details

If you are being transferred to your local hospital, a rehabilitation facility or an interim placement, we will let them know what treatment and rehabilitation you need.

## Feedback

If you would like to leave feedback about your care or treatment at the major trauma centre, please speak to a member of your healthcare team. For more information about leaving feedback, please visit: [www.uhs.nhs.uk/contact/tell-us-about-your-experience](http://www.uhs.nhs.uk/contact/tell-us-about-your-experience)

## Patient advice and liaison service (PALS)

You can also contact our patient advice and liaison service (PALS). They can:

- answer your questions
- help resolve your concerns quickly
- listen to your comments, compliments, and suggestions
- provide information and advice about NHS services.

Telephone: **023 8120 6325** (Monday to Friday, 9am to 4pm)

Email: [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk)

## Contact us

If you have any concerns about the major trauma centre or this factsheet, please contact the ward you stayed on at Southampton General Hospital. You will be able to contact them via switchboard on **023 8077 7222**.

## Useful links

### Citizens Advice

Telephone: **080 8278 7863**

Website: [www.citizensadvicesouthampton.org.uk/](http://www.citizensadvicesouthampton.org.uk/)

### NHS UK website

Website: [www.nhs.uk](http://www.nhs.uk)

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## Checklist for going home

Here are some questions you might need to think about before you leave. Please use the boxes below to write down your concerns or questions, so you can discuss these with your healthcare team before you are discharged.

Do you have someone to take you home? Yes  No

Do you have enough help and support at home? Yes  No

Have you discussed what activities you should and should not be doing? Yes  No

Do you know your weight bearing status, time frames (of when you can do certain activities) and any precautions related to your injuries? Yes  No

Do you know what exercises you have been advised to do at home? Yes  No

Do you know what your medications are and when / how to take them? (See discharge paperwork) Yes  No

Do you have a letter from the hospital to give to your GP? (See discharge paperwork) Yes  No

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Have you been given a copy of the rehabilitation prescription?

 

Do you know which teams will be following up your care as an outpatient?

 

If you have an unhealed wound, do you know what follow-up care you need?

 

Are you able to get to hospital clinics and your GP practice for follow-up care?

 

If you are on blood thinning medication (such as clexane) do you need a follow-up?

 

Have you been advised when you can drive?

 

If you have any braces or splints, do you know how to look after them?

 

Is all the equipment in place that you need to manage at home? (An occupational therapist will have told you what you need)

 

Have you been advised when you can return to work?

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)**