

Peninsula Trauma Unit Patient and Family Information



Torbay and South Devon NHS Foundation Trust
Torbay Hospital
Lowes Bridge
Torquay
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www.torbayandsouthdevon.nhs.uk

Working with you, for you

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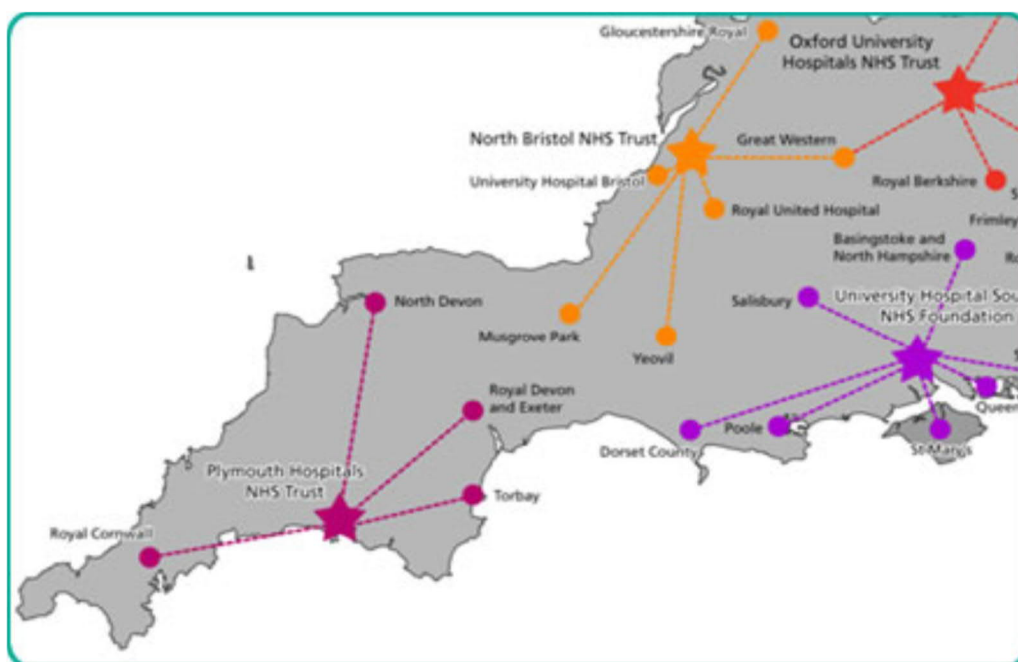
Trauma Pathway

Patients with major trauma are those with serious, often multiple injuries that require 24/7 emergency access to a wide range of clinical services and expertise.

University Hospital Plymouth was designated as the Major Trauma Centre for the Peninsula Trauma Network, which covers all of Devon and Cornwall. The Peninsula Trauma Centre is supported by a number of trauma units, Torbay Hospital being one of these. These will either look after the lesser levels of serious trauma or stabilise the patients with major traumatic injuries and then transfer on to the Major Trauma Centre.

The following hospitals were designated as Trauma Units:

- ♦ North Devon District Hospital
- ♦ Royal Cornwall Hospital, Treliske
- ♦ Royal Devon and Exeter Hospital
- ♦ Torbay Hospital



You or your family member may live closer to one of these units but because of the nature of the injuries sustained, they could move to University Hospital Plymouth.

You were admitted to the Torbay Hospital

On _____

At _____

You were brought here by

Police log number

Other service involved on scene

Your family/NOK Contacts provided by you are;

Name:

Telephone:

Relationship:

Your major Trauma Liaison Contact (TLC) 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 visiting hours in non critical care areas.

The visiting times on this unit are: _____

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:

Please use this to write down any questions/thoughts you have for discussion with your team;

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 or to another appropriate facility when you no longer need hospital based care.

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 along with your rehab prescription.

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

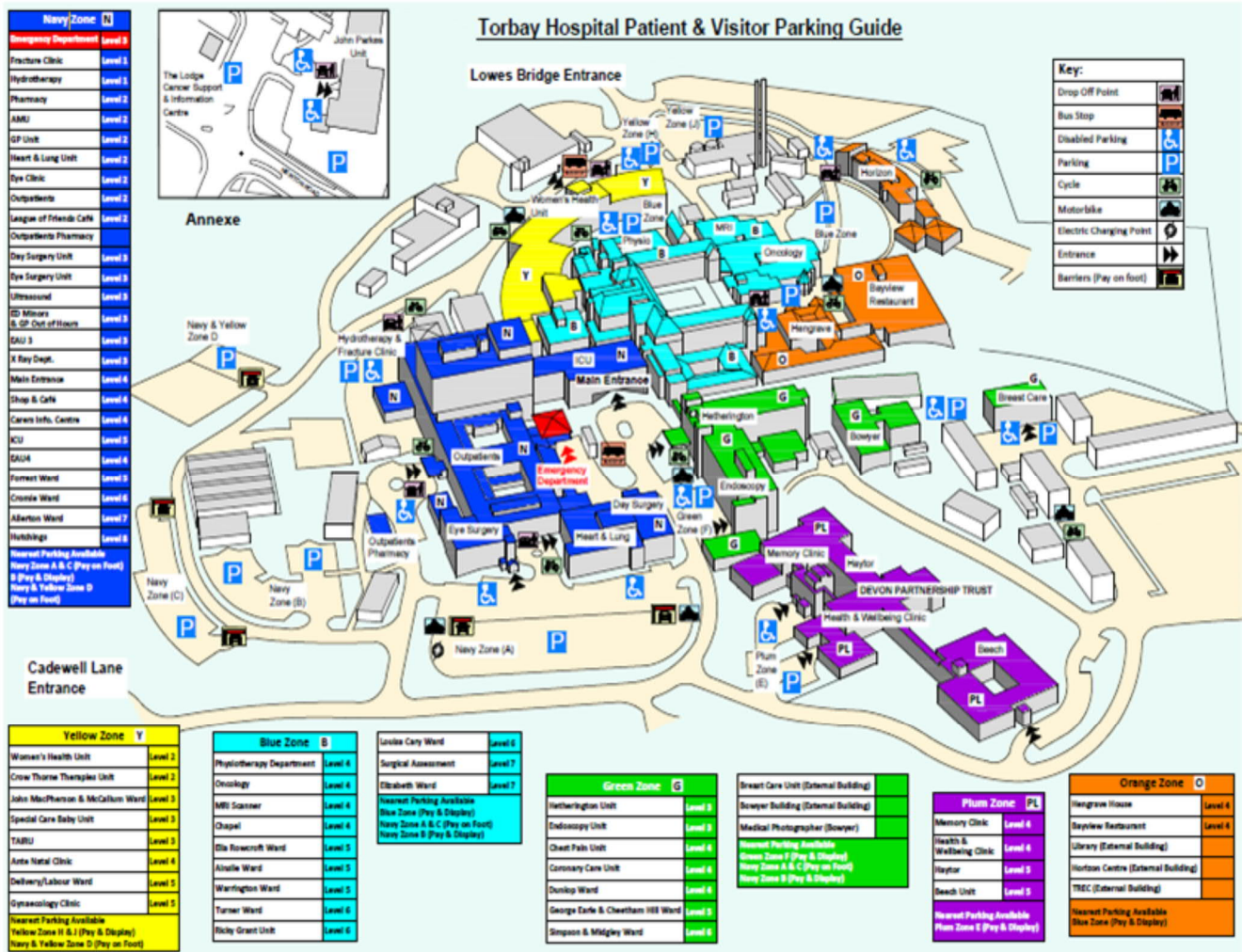
If you get home and experience any new problems from your injury please call the appropriate care provider.

- 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.**

Torbay Hospital

Parking

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



Accommodation

A guide of how to find local accommodation is available on the website below.

<https://www.englishriviera.co.uk/accommodation>

Notes:

Refreshments

There are refreshment facilities across Torbay Hospital

Bayview catering facilities

Located on Level 4 (orange zone), the Bayview Restaurant, Bistro and Coffee Bar provide a variety of food and beverage options, as detailed below:

Bayview Restaurant

Lunch is served in the main Bayview Restaurant Monday to Friday (closed weekends and Bank Holidays), 11.45am to 2.30pm, serving freshly prepared hot dishes and desserts plus salads and sandwiches – either as a take-away option or to eat in.

Bistro@Bayview

The Bistro@Bayview (serving Costa coffee) is open Monday to Friday, 8am – 8pm and Saturday and Sunday/Bank Holidays, 10am – 6.30pm; offering a selection of teas, coffees, cakes and snacks, as well as cold drinks, grab and go sandwiches, panini and bacon/sausage baps as well as breakfasts.

Aroma Coffee Bar

Located in the Hospital's main entrance on Level 4 and open Monday to Sunday, Aroma Coffee Bar serves freshly brewed coffee and tea, with a selection of sandwiches and treats. A small seating area is available for customers to use.

Café at the Horizon Centre

The Horizon Centre is part of the Trust's training hub and is located near the Lowes Bridge entrance to the Hospital. The Café at the Horizon Centre is open to staff and visitors from Monday to Friday 8.30am to 4pm, and offers a relaxed, welcoming environment in which to enjoy a break.

The Café serves a selection of jacket potatoes, paninis, club sandwiches, cakes, fruit-pots and refreshments, with seating both indoors and out.

Wi-Fi and computer access are available for internet use.

League of Friends



Located on Level 2 near Outpatient reception, the café run by Torbay Hospital's League of Friends offers a variety of hot and cold drinks, snacks, sandwiches and wraps as well as cakes and buns (gluten free items available). A selection of greetings cards are also available to purchase. Open Monday to Friday, 9.30am – 4.30pm

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.

A PALS Officer is available in person, Monday to Friday, between 9am and 4pm. You can contact them by calling 01803 655838 or on our 24 hour freephone number 0800 02 82 037. Alternatively you can ask one of the ward staff to contact them for you. They can also be contacted by Text Phone on 01803 654742 or by email tsdft.feedback@nhs.net.

Chaplaincy Services

The trust currently employs a number of full and part time chaplains:

- Revd Martin Manley, Co-ordinating Chaplain
- Revd Angela Sumner, part time, Church of England
- Revd Sally White, part time, Church of England
- Revd Father Kieran Kirby, part time, Roman Catholic

The Chaplains are supported by over 50 volunteers, including Honorary Chaplains who are drawn from a broad spectrum of religious traditions.

In addition to the care offered by our own team, we maintain a list of religious leaders and other contacts from a very wide range of faith communities. One of our responsibilities is to ensure that patients, visitors and staff receive spiritual care that is appropriate for them, and we will do our best to contact the right person to visit, support or advise you.

Free Wi-Fi

Free wireless internet services are available for patients, visitors and guests at Torbay Hospital.

To connect to WiFi for the first time simply search for available WiFi networks on your device, select 'Public-internet' and click connect to automatically connect your browser to the registration page. Once registered your device should automatically connect to the WiFi 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

Peninsula Trauma Network

<http://www.peninsulatraumanetwork.nhs.uk>

The website contains network policies, contacts and other helpful information for patients and families.

Support Groups

After Trauma

After Trauma connects and supports survivors of traumatic injury and their 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

Take a look at the recovery app from After Trauma on their website -

<http://www.aftertrauma.org/useful-organisations/supported-self-management>



Brake

Brake, the national road safety charity, working to stop death and injury

Tel: 01484 559909

Helpline: 0808 8000 401

Website: www.brake.org.uk

E-mail: helpline@brake.org.uk

Headway

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.

Tel: 0808 800 2244

Website: www.headway.org.uk

E-mail: helpline@headway.org.uk

Support and Care After Road Death and Injury (SCARD)

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

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

Website: www.scard.org.uk

Spinal Injuries Association (SIA)

The Spinal Injuries Association is the leading National user-led charity for spinal cord injuries.

Tel: 0800 980 0501 (Monday to Friday 10.00 -13.00 hours and 14:00 -16:30)

Website: www.spinal.co.uk

Email: adviceline@spinal.co.uk

Victim Support

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.

Tel: 0808 1689111

Website: www.victimsupport.org.uk

Torbay and South Devon

NHS Foundation Trust

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service

4th Floor, Union House

Union Street

Torquay

TQ1 3YA

Telephone: 0300 456 8373

Email: dis.torbay@nhs.net

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