

Choosing Kent and Medway Orthopaedic Centre for your Orthopaedic Surgery

Information for patients

Orthopaedics is the diagnosis and treatment of conditions of the musculoskeletal system, such as bones, muscles and joints.

From autumn 2023, patients who live in the Kent and Medway area can choose to have their Orthopaedic surgery at Maidstone and Tunbridge Wells NHS Trust. Patients will be offered orthopaedic surgery at MTW based on Clinical Criteria.

The department offers a full range of planned surgery for arthritic conditions and soft tissue injuries affecting the bones and joints.

Our team is made up of doctors, nurses, support workers, physiotherapists, occupational therapists, pharmacists, radiologists, bookers and administration staff and cleaners and catering staff.

The Kent and Medway Orthopaedic Centre

The Kent and Medway Orthopaedic Centre is a new centre dedicated to planned orthopaedic surgery at Maidstone Hospital. The Centre consists of three state of the art open plan theatres, a 14-bed inpatient ward made up of 4-bedded bays and several side rooms with en-suite facilities, a 10-bed day case ward, a recovery area and an x-ray and therapy space.

The centre provides planned orthopaedic surgery for arthritic conditions and soft tissue injuries affecting the bones and joints.

The Centre is separate from the main hospital and is solely for the use of planned Orthopaedic surgery meaning that its beds are protected from other activity including emergency admissions.

Our other orthopaedic units

Planned orthopaedic surgery is provided at Maidstone Hospital which has three Orthopaedic units including the Kent and Medway Orthopaedic Centre.

If you choose to come here, the unit that you stay on will depend on the type of surgery that you have.

Maidstone Orthopaedic Unit (MOU):

The Maidstone Orthopaedic Unit is a 12 bedded ward made up of six beds for female patients and six beds for male patients. The Unit has its own operating theatre and dedicated nursing and therapy teams.

Patients who attend MOU are for joint replacements or foot and ankle surgery and can either stay overnight or attend for day surgery.

Short Stay Surgical Unit (SSSU):

Maidstone Hospital also has a Short Stay Surgical Unit caring for patients for up to a 23 hour stay from a range of specialities including Orthopaedic Surgery.

The unit consists of 18 beds and is based in the main hospital.

What are the benefits of choosing to have your surgery MTW?

There are number of benefits of choosing to have your care at MTW:

- Shorter waiting times for outpatient appointments and the surgery you are waiting for
- Shorter length of stay in hospital
- Reduced chance of cancellations as the Kent and Medway Orthopaedic Centre is dedicated to planned orthopaedic surgery

Maidstone and Tunbridge Wells NHS Trust have adopted a new way of working by having open plan theatres, with each patient being treated in a dedicated space, with an ultra-clean air canopy over each station to prevent the spread of infection. By adopting this way of working, it has increased efficiency and has provided excellent clinical outcomes.

We offer virtual wards at discharge where relevant to our orthopaedic patients enabling them to get home sooner. A virtual ward is a safe alternative to staying in an hospital bed, by providing you with a blood pressure monitor and any other clinical equipment you will need to take home where we will be able to monitor your care remotely. You will also be provided with an iPad to record information alongside check-up calls from

our clinical team which will allow us to continually monitor you 24 hours a day while you are at home.

Who can choose to come to Maidstone and Tunbridge Wells NHS Trust?

All patients who live in the Kent and Medway area can choose to have their Orthopaedic surgery at Maidstone and Tunbridge Wells NHS Trust.

Patients will be offered orthopaedic surgery at Maidstone and Tunbridge Wells NHS Trust based on Clinical Criteria.

What should I consider when deciding whether to have my surgery done at Maidstone and Tunbridge Wells NHS Trust?

When you are making your decision on where to have your surgery, please consider that *all* of your care will be provided by Maidstone and Tunbridge Wells NHS Trust. This means outpatient appointments, your assessment before your surgery, appointments to help improve your health before surgery, anaesthetic review before your surgery, and post-surgery appointments.

Please ensure that you have travel arranged to attend appointments and surgery. Patients are unable to drive after they have had surgery, therefore a family member or friend will be required to take you home. The Kent & Medway Orthopaedic Centre has its own drop off and pick up parking outside for ease of collection.

While you are in our care, visiting hours will be from 12pm to 7pm every day. iPads will be available so you are able to video call family and friends if they are unable to visit and you do not have your own phone or tablet to use.

Patient transport is available for those patients that meet the patient transport clinical criteria.

What are the alternatives?

If you decide that you do not want to have surgery or you do not meet the clinical criteria to be treated at Maidstone and Tunbridge Wells NHS Trust, you are able to be referred to your hospital of choice.

How and what next?

Your GP will refer you via the Electronic Referral System (ERS) following your treatment at the community Musculoskeletal Service. You will be offered the choice of where to have your surgery. You will be able to see the waiting times at each Trust to help you decide on where you wish to be seen.

If you decide to have surgery at Maidstone and Tunbridge Wells NHS Trust, your referral will be sent to us and you will be contacted by our administration team to arrange an appointment.

Where can I seek advice or gain more information?

Further information about Trauma & Orthopaedics can be found on the Maidstone and Tunbridge Wells NHS Trust website: www.mtw.nhs.uk or via contacting (TBA)

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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