

Your stay at the Kent and Medway Orthopaedic Centre

Information for patients

The Kent and Medway Orthopaedic Centre

The Kent and Medway Orthopaedic Centre is a new dedicated Orthopaedic Centre based in the grounds of Maidstone Hospital. The Centre consists of three state of the art open plan theatres, a 14-bed inpatient ward including four 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 purely for the use of planned Orthopaedic surgery meaning that its beds are protected from other activity including emergency admissions.

Your Admission

If arriving by car, please use the buzzer at the car park barrier to be let in. This drop off area is restricted to 20 minutes waiting time. After this time, you will be asked to move your vehicle to the main visitor's car park. The nearest car park is Car Park E.

On arrival, you will be welcomed by the reception team and shown to the admissions area after checking all your details. Please note- there is nowhere to wait within the Centre for those accompanying you.

The staff will then escort you to your bed to get ready and wait for your surgery. Please remember to bring all your paperwork, consent forms and any information booklets you have been given. If you are having a joint replacement please refer to your replacement surgery booklet for further instructions regarding what is required ahead of your admission.

We ask all patients to arrive at either 07.00am or 11:00am so that you can be seen by all the team ahead of your surgery (your arrival time will be confirmed the day before). You may not be operated on until the afternoon, so please bring a book or an electronic tablet with you as you may be waiting for a time on the ward.

Please make sure you bring everything you need for your journey home such as house keys, your usual medication, outdoor clothes and well-fitting supportive shoes. You may also want to arrange someone to meet you at home to help you get settled in when you are discharged.

Dietary Requirements

The hospital aims to cater for all dietary requirements although the range of options for some diets can be limited. If you do follow a specific diet or have an allergy or intolerance then you are welcome to bring snacks in for after your surgery. If you do require any dairy or gluten alternatives please let the nursing staff know when you arrive at the Centre so that we can request these. If you have more specific requirements please let the nursing team know who will do their best to help you.

Mobile Phones and Wi-Fi

Mobile phones are welcomed and staff will be able to help you connect to the free Wi-Fi. You will be able to contact your friends and family as soon as you are alert enough. We kindly ask that no photographs or videos are recorded in the Centre for the privacy of others.

Fear

We know that coming into hospital for an operation can be a worrying or frightening time for some people. The fear of the unknown, the sights/sounds and smells of the hospital, worry about pain, family coping, going home with pain and stiffness can all bring up worry and anxiety. It is important that you talk to us about how you are feeling so we can support you through your journey with us.

Anaesthetic and Side Effects

The anaesthetist will come and speak to you before your operation and discuss your anaesthetic options. This will differ depending on your personal circumstances and the operation you are having. You will have the opportunity to ask any questions on the day of surgery. The side effects of each anaesthetic are

slightly different so this will also be explained to you when you speak to the anaesthetist. The most common side effect is nausea and vomiting. If you suffer from this we will give you anti sickness medication when needed to minimise the effects of the anaesthetic.

The Operation and Surgery

You will be seen the morning of your surgery by the surgeon when you will have the opportunity to ask any questions. The surgeon will talk you through your planned surgery, what to expect and will complete the consent process with you. You will then wait on the ward until the theatre team are ready and then you will be escorted by one of the team to the theatre. The theatre team will support you during your time in theatre through to recovery until you are ready to return to the ward to recover. This may be a different ward within the Centre depending on the type of surgery that you have had and bed availability.

We know this can be disorientating, especially when you are sleepy or have had strong pain relief. We will always let you know where you are, however if you feel disorientated, just let one of us know and we will talk you through your journey so far.

All of your belongings will be stored securely and follow you through your journey until you arrive to your bed space after surgery, you will remain here for the rest of your stay.

Bloods and Blood Transfusion

If required, bloods may be taken before and/or after surgery but the nursing and surgical team will advise you if this is needed. On the rare occasion that you require a blood transfusion on the ward this will be explained and discussed with you by the doctor or nursing team. It will then be administered on the ward.

After Surgery

- Avoiding Falls in Hospital

Please ensure you use your call bell and ask for help until you are steady on your feet. We advise that you do not use the hospital furniture to lean on. Please take your time and follow the advice given to you.

We recommend that you:

- Do not walk around in anti-embolism stockings, socks or tights without wearing shoes or slippers.
- Do not try to get out of bed if you are feeling unsafe or dizzy.
- Ask for help if you need it.

- Discharge

When you are medically fit to go home (discharge) the nursing team will provide you with information on wound advice, post-operative follow up instructions and medications, which you can take home with you. A copy of your electronic discharge notification (EDN) paperwork will be given to you and explained before you leave the hospital. There are pharmacy advice telephone numbers and ward telephone numbers that you can call if you have any concerns regarding medications or your discharge. A copy of your EDN also gets sent to your GP so you can also seek guidance from them.

- First Few Days

The first few days after your operation will be uncomfortable so we suggest that you have a supply of over the counter pain relief including paracetamol and ibuprofen if you can take these. It is important that you take the medications as advised on discharge for the first couple of days even if you feel you do not need these. Remaining as mobile as possible will aid your recovery and reduce post-operative risks. If you have any concerns you can contact the Orthopaedic Centre on:

 **01622 227421 or 227422** to speak with the nursing team.

Pain After Your Operation

Pain and stiffness after your operation is very normal. The amount of pain experienced is different for everyone. You will be discharged with pain relieving medication to help reduce this however, you may still have pain despite this. It is important to remind yourself that the pain will ease as time goes on and that keeping up with your exercises and pain relief medication is very important.

Pain medicines help you follow the exercise plans or mobilise after your surgery and aid your recovery. You may be given a pain leaflet from the unit when you go home that explains how to use your pain medication and its potential side effects. The leaflet also has a pain management diary for you to follow when you are at home. If you have any concerns you can contact the ward, pharmacy at the hospital or your GP. The leaflet will be explained to you before you go home.

Visitors

When visiting the Kent and Medway Orthopaedic Centre, visitors must park in the main visitor car parks that are located around the hospital site. The nearest car park to the Orthopaedic Centre is Car Park E.

Visiting times are 12pm -7pm every day. We ask that no children under 16 visit and that no one visits if they are feeling unwell. Due to space around the beds we ask that you limit visitors to 2 people at a time.

Discharge and Pick Up

When you are ready to be collected there is a discharge area within the Centre building. All your belongings will be packed and then you can wait in this discharge area for your medications and to be collected. The discharge process can take some time so please wait to contact any relatives until the nursing staff advise

you. Your relative can then use the pickup/ drop off area using the same buzzer system as on entry to collect you. Please remember only 20 minutes is allowed in this area.

FAQs

How do I prepare for my surgery?

Please remove all nail varnish, jewellery, and piercings before coming into hospital.

Please take all your medications as usual, including inhalers, unless otherwise advised by the pre-assessment nurse.

If you are having general anaesthesia and on diabetic tablets/insulin, please follow pre-assessment instructions.

For any anticoagulant medication please follow pre-assessment instructions.

And lastly, please do not bring valuable items into hospital unless absolutely necessary. We cannot guarantee the safety of valuables and will not accept responsibility for lost items.

Why do I have to wait so long for surgery?

In order to prevent theatre delays we ask all patients to come in in the morning. The order of theatre could change based on individual circumstances and we require all patients to be assessed prior to theatre starting.

Will I get a single room?

There is a mixture of accommodation within the Centre. The inpatient ward has 4 single rooms and 2 bays of 4 beds. The day case ward has bed spaces with a curtained front.

Beds are allocated based on individual circumstances and to maintain a single sex environment where possible. You may be allocated to a single room depending on bed availability but you will not be able to request a single room. If you are in a single room and this is then needed for another patient for a clinical reason you may be transferred to another bed space but this will only happen in exceptional circumstances

Why do I have to wait for medication?

Pharmacy dispense medications on an individual basis so this takes time to ensure it is correct and checked. This process can take a few hours from when you are told you can go home. The nursing and pharmacy team will keep you updated with the progress and inform you when you can be collected.

Will I see my surgeon before going home?

Most of the time the surgeons are operating when you are discharged so it is not usual for every patient to see a surgeon however, you will see a ward doctor. This doctor will be responsible for your care whilst you are on the ward and will complete your discharge paperwork.

Who can I contact if I have any concerns?

Kent and Medway Orthopaedic Centre:

☎ 01622 227421

☎ 01622 227422

The Medicines Helpline

Monday to Friday 9.00am to 4.30pm

☎ 01892 634216

For additional information please visit our webpage

www.mtw.nhs.uk/kmoc

You can also contact your GP for advice, in an emergency then please call 999 or 111 if your enquiry is not urgent and you cannot contact anyone else.

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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