

# Trauma referral to Queen Victoria Hospital

Holtye Road, East Grinstead, West Sussex, RH19 3DZ

Information for patients



## Welcome to Queen Victoria Hospital NHS Foundation Trust (QVH)

**You have been referred to our specialist plastic, hand or facial surgeons for an assessment. This leaflet will tell you about what will happen during your visit and what to expect. If you have any questions or are unsure about what is happening please ask a member of staff.**

## Your appointment

Please report to:

- Main Outpatients (Maxillofacial department)
- Minor Injuries Unit (Trauma Clinic)
- Other: \_\_\_\_\_

**Date:** \_\_\_\_\_

**Time:** \_\_\_\_\_

NB: If you are arriving **out of hours**, please use the Main Entrance where there is an entry buzzer system in operation.

**Fasting instructions:** Please ensure you follow the instructions given by the referring hospital and written below:

**Last food** (including chewing gum): \_\_\_\_\_

**Last drink:** \_\_\_\_\_

If you are unable to attend, please contact us as soon as possible:

**Trauma Coordinator**

**Tel: 01342 414000**

## What should I expect to happen when I arrive?

You will be asked to wait until the surgeon is available to assess you. The timing of your treatment will depend on how severe your injury is. Your surgeon will need to look at your wound and may need to examine it under local anaesthetic. If you are in pain, please tell us as soon as possible so that painkillers can be given to you.

We do our best to keep to the clinic times so that you can be assessed by the specialist team. Unfortunately, sometimes clinic appointments take longer than expected which may mean you have a longer wait.

If you are waiting in our Minor Injuries Unit, please be aware that other patients may be seen before you if they are waiting to see the Nurse Practitioners.

## What should I bring with me?

- One carer, friend or relative.
- Any pills, medicines, herbal remedies or supplements that you are taking, including eye drops and inhalers.
- A snack to eat after your clinic appointment (if allowed) or money to use in the café or vending machines.
- Something to occupy the time whilst waiting.
- Wear something loose fitting and comfortable and bring a small overnight bag, in case you are admitted for surgery.

**Remember, you may not require admission or surgery**

## What happens if I need surgery?

If you do need to have surgery, your surgeon will advise you about what type of operation you need and when you should have it. Please be aware that you may not necessarily have your surgery on the same day as your assessment and you may be asked to come back on another day for your surgery.

The type of surgery you require may be performed either as a day-case (i.e. you go home the same day as your operation), or you may need to be admitted to hospital. Surgery can be performed under local or regional anaesthetic, whilst you are awake, or under general anaesthetic whilst you are asleep. Your surgeon will advise the best option for you. To avoid any delay it is essential that you have followed the instructions given to you about when you should stop eating (includes chewing gum) and drinking.

If it is suitable to treat you as a day-case you will need to make sure someone can bring you and take you home.

**Please do NOT drive yourself or use public transport.**

## Infection Control

We will take swabs to screen you for MRSA (a common type of bacteria which sometimes causes infections). This is a routine procedure and carried out for all patients.

## Should you need to be admitted

If you need to be admitted, you may have to wait for a bed to become available on the ward, but the staff will keep you informed of any possible delays.

Once on the ward you will be booked in and shown around by one of the nurses. You may want to ask a friend or relative to bring in some toiletries and spare clothes for you, as you may need to stay in hospital for a few days.

This hospital operates on many patients throughout every day. It has an emergency theatre running all day for admitted patients and another for day-case patients. Please be aware that some patients may need to be treated before you because their case requires more urgent treatment. This may mean that your operation is delayed or cancelled and rescheduled for the following day.

We understand how difficult it can be for patients to wait a long time for an operation, particularly without eating, only to be told that they will have to wait for another day. We will do our best to avoid this and the staff will try to tell you as soon as possible if this might happen.

During your stay you will see many doctors and health care professionals such as nurses and therapists. The staff will confirm a discharge date with you, as soon as possible, so that you may make arrangements for travelling home.

You may need to return to the hospital for follow-up appointments.

You will find more information about the ward and the hospital in the bedside guide or on our website.

## How to contact us

Should you have any concerns and you need to talk to a member of staff or for emergencies out of hours, please contact the hospital switchboard and ask to speak to the trauma coordinator:

**QVH Switchboard**

**Tel: 01342 414000**

## How to find us

QVH is situated in West Sussex, just outside East Grinstead town centre, on the A264 (Holtye Road), between East Grinstead and Tunbridge Wells. Please allow plenty of time for your journey and parking. Postcode: **RH19 3DZ**

**From Tunbridge Wells area** - Travelling on the A264, before reaching East Grinstead town centre, you will drive through two sets of pedestrian traffic lights. The hospital is on your right after the second set of lights.

**A22 South** – When entering East Grinstead one-way system follow the road signs to A264 Tunbridge Wells, turning left at Moat Road, this leads on to Holtye Road. Go straight ahead at both roundabouts; the hospital entrance is on your left.

**A22 North** – After reaching the outskirts of East Grinstead, you will come to a roundabout. Take the first exit towards the Town Centre. At the next roundabout turn right into College Lane. At the next roundabout turn right, continue ahead at next mini roundabout and the entrance to the hospital is on your left.

**From M25** – Leave at Junction 6 and follow the A22 to East Grinstead. Follow the directions for A22 South.



**From M23** – Leave at Junction 10, follow signs to East Grinstead for about 8 miles. On reaching the T-junction by the hotel, turn right on to the A22. Follow the directions given for the A22 South.

## Parking

Limited pay and display parking is available in our Visitor car park. Please ensure you bring change for the machine. **Parking is free in the evenings, weekends and bank holidays and also for Disabled Badge Holders.**

## Smoking

Please note that the Trust is a totally **smoke-free** environment, which means that smoking is not allowed inside the hospital, in any entrances or doorways or within the grounds.

## Further Information

You will find more information on our website:

**[www.qvh.nhs.uk](http://www.qvh.nhs.uk)**

Please ask if you  
would like this leaflet  
in larger print or an  
alternative format.

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