

St George's Major Trauma

Name of Major Trauma nurse seeing me: _____

Contact: 020 8725 2363, email major.traumanurses@nhs.uk

This leaflet explains about St George's Major Trauma Service and why you or your loved one has been admitted here as a trauma patient. It will give information on what will happen during your or your loved one time spent here.

If you have any further questions, please speak to the major trauma nurse caring for you.

What is a Major Trauma Centre?

A major trauma centre (MTC) is a **specialist hospital responsible for the care of the most severely injured patients involved in major trauma**. It provides 24/7 emergency access to consultant-delivered care for a wide range of specialist clinical services and expertise.

St George's Hospital is the MTC for South West London and Surrey trauma network covering a population of around 2.6 million. We receive and treat approximately 120 patients every month as a result of trauma.

This means that patients with the most severe injuries are identified and taken quickly to St George's Hospital, often bypassing the nearest hospital emergency department.

St George's has all the specialist facilities and staff to care for patients with multiple injuries.

The Major Trauma Team is responsible for oversight of the provision of care to patients brought to St George's with severe injuries.

What has happened?

You may have been taken to a local hospital before being transferred to St George's Hospital or been brought straight to St George's by land or air ambulance. It is not uncommon to have reduced or no memory of what has happened leading up to your injuries and treatment.

Initial treatment may have included:

- A CT scan or X-rays
- Critical medicines to help you control pain, stop any bleeding or to reduce the risk of infection
- Surgery to stop the bleeding, removal of any foreign objects from your body or fixing any damaged organs or bones
- Urgent blood product transfusion.

How long have I been in hospital and how long will I need to stay?

Every patient is different, everyone recovers and progresses at different speeds. Have a chat with the Major Trauma nurses to discuss more about your recovery and pathway of care.

It may be necessary for some patients to be kept unconscious while their bodies heal.

If this is the case, the major trauma nurses can explain injuries, discuss your treatment and the journey of care with your next of kin or family.

Once you are fully conscious, we will help you to understand what has happened while you were unconscious or had memory loss.

About your injuries

Recovery time depends on several things, such as how serious, what kind and where your injury is. Your age and health before the injury may also make a difference to your recovery time.

You must allow yourself the time your body needs to heal and recover.

Serious injuries can happen when you least expect them and can change your life and the lives of your family and friends for a long time.

Serious injuries may affect you emotionally as well as physically and it can also take time to adapt emotionally to what has happened.

You might find it useful to write down your injuries in words that make sense to you.

You may have also injured your spine and this may have required surgery or fitting of a specialist collar/brace for period of time.

We will fully explain the directions for these and how long you will need to wear it.

My injuries- ask the major trauma nurses to help you write these down to remember:

1.

2.

3.

4.

5.

6.

Who will care for me and support me and my loved ones?

We have a team of experts in all aspects of trauma care, including:

- **Major Trauma Nurse Practitioners.** We will oversee your care while you are in the major trauma centre. We will see you the day after your injury and work with all the other healthcare professionals in the team to make sure you have coordinated care. We are here to provide you and your family with support and information along the hospital journey and to assist with your discharge planning.
- **Surgeons,** highly trained doctors who will manage your injuries. This may involve taking you to the operating theatre for surgery, although some injuries can be managed without surgery.
- **Clinical psychologists,** who help adults and children with any emotional problems caused by their injury. The psychologists work with you to try to lower your distress and raise your wellbeing. They can also give you information and support to help how you are feeling, to make sense and to work through any problems.
- **Physiotherapists,** who help you try to get the same

movement and ability back that you had before your injury. A physiotherapist will assess and treat you and plan your continuing rehabilitation.

- **Occupational therapists**, who support you to focus on practical, achievable goals so you can get as much independence back as possible. An occupational therapist may assess and treat you for a traumatic brain injury or may help you with hand and upper limb rehabilitation. They may also help you to learn new ways of doing everyday tasks such as washing and dressing and can recommend living aids or adaptations to your home.
- **Speech and language therapists**, who assess and treat any difficulties with communication, such as speech, language or writing. They are also experts in assessing and advising on swallowing difficulties. A nurse or doctor will refer you if needed.
- **Dietitians**, who can help make sure you are getting the best nutrition - a vital part of your recovery. They can provide advice about the best things to eat and drink, help to manage any nutritional problems such as deficiencies or intolerances and prescribe supplements or tube feeds if you are not able to eat or drink enough on your own.
- **Clinical pharmacists and pharmacy technicians**, who give advice to prescribers to make sure you get the best medicines for your care and can also advise you how best to use your medicines. All patients have their medication reviewed and adjusted according to their needs and all wards are visited daily.
- **Pain service**. A team of specialist nurses and anaesthetists who can give you help with pain control and advise on how best to take your painkillers.

- **Chaplaincy/spiritual care team.** A multi-faith team offering spiritual and religious care to patients and visitors. You do not need to be religious to use the service and it may just help to talk to someone about what is happening and how you feel about the changes you are facing. Our team includes Christian, Muslim and Jewish chaplains, as well as a range of volunteers from other faith traditions.
- **Traumatic Brain Injury Team: (TBI).** The TBI team will assess your traumatic brain injury and recovery needs and your care may be taken over by them which may involve you going to a specialist ward for intense rehab.

TBI: Injury to the brain caused by trauma to the head (e.g., after a fall)

We also provide a **Major Trauma Signposting service (MTSP)**, including:

- **A rehabilitation coordinator.** This team will help support the legal and compensation process and how this can give you quick access to additional rehabilitation services. They can give you advice at your bedside or after you have been discharged.

They will try to answer any queries you or your family have and can be contacted on 0330 043 9879. (Please refer to the **green** leaflet inside your pack for further information)

- **Citizen's Advice** also forms part of the MTSP at St George's Hospital and can give advice on issues such as welfare benefit entitlement during your recovery, debt and finance, housing, employment, immigration and Power of Attorney. The service is available to all major trauma patients and their family and is entirely confidential.

Citizen's Advice can be contacted on 0330 043 9879 or email directly to mtsp@stgeorges.nhs.uk

****Please note that you can use these two services even after discharge.**

What will happen next?

If you are not well enough to go straight home from St George's, you will be transferred to your nearest appropriate hospital or local rehabilitation service. St George's works alongside many smaller hospitals known as trauma units (TUs).

If this happens it will be discussed with you and/or your family beforehand to make sure everybody understands what is happening and why. You will be able to ask questions about anything which is not clear to you.

Before leaving the major trauma centre you will be given a medical discharge letter and a **rehabilitation prescription**, which sets out the therapies and other treatments you need to help you recover. This will be available to the healthcare professionals caring for you after leaving St George's. Clear information about your treatment and continuing needs will be passed to your new trauma unit or rehabilitation service before you are transferred.

Rehabilitation is a process of assessment, treatment, management and continuous evaluation to help you get back to the best physical, mental and emotional state that you can, so that you can take an active part in society and have the best possible quality of life.

What facilities are there at St George's?

Accommodation

The Pelican Hotel offers onsite accommodation to patients' family members-

The Travelodges in Colliers Wood and Balham are also nearby.

Pelican Hotel 020 8767 9767
Travelodge Balham/Tooting Bec 0871 984 6269
Premier Inn Colliers Wood/Wimbledon South 0333 321 1278

If you are the parent of a child who has been admitted to the ward and wish to stay with them, there is space at the bedside for one parent to stay overnight. Family accommodation can also be provided, but there is sometimes a waiting list. Please speak to the ward or unit manager if you have any questions about this.

Car Parking

Concessions and permits are available to one visitor per major trauma centre patient. For more information, see the car parking sheet in your information pack or speak to hospital security. If your family or friends need a permit (one per patient available) please ask the major trauma nurses to complete your form in the pack.

How can I give feedback?

Your feedback is important to us as we are always looking at ways to improve our services.

Our Patient Advice and Liaison Service (PALS) is available to listen to any comments, queries, compliments, complaints or suggestions that you may have.

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

Useful sources of information

The South West London & Surrey Trauma Network website has useful information: www.swlandstn.com



Follow us on Twitter:

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SWLS Trauma Network@SWLS_trauma

Contact us

Please contact **the major trauma nurse specialists on 020 8725 2363**, Monday to Friday (8am to 5.30pm) Saturday and Sunday (8am to 3.30pm) if you have any questions during your stay or after discharge. You can also email us at

major.traumanurses@nhs.net

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit

www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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