

Major Trauma Centre

Information for patients and their relatives



This booklet explains the care and treatment we offer at King's Major Trauma Centre.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

What is a Major Trauma Centre?

It is a specialist centre that deals with serious injuries and accidents. It is open 24 hours a day, seven days a week and has specially trained teams that treat and care for you when you first arrive and throughout your stay.

King's College Hospital is the Major Trauma Centre for the South East London, Kent and Medway (SELKaM) trauma network. This means that we treat adults and children from across the whole of this region who need our specialist care.

The SELKaM network also includes Trauma Units in hospitals across the region at:

- Princess Royal University Hospital, Orpington
- Queen Elizabeth Hospital, Woolwich
- Lewisham University Hospital,
- Tunbridge Wells Hospital, Pembury and Maidstone
- William Harvey Hospital, Ashford
- Kent and Canterbury Hospital
- Queen Elizabeth The Queen Mother Hospital, Margate.

Why have I been brought to King's Major Trauma Centre?

You have been brought here because you have a serious injury that needs our specialist help. The ambulance service that brought you here made the decision to bypass other hospitals that are not Major Trauma Centres.

You may have been brought to us by London Ambulance Service (LAS), South East Coast Ambulance Service (SECAMB) or the Helicopter Emergency Medical Service (HEMS), either from London or Kent, Surrey and Sussex (KSS).

What happens when I arrive at King's?

When you arrive, you will be met by the Trauma Team in the 'Resus'



area of the Emergency Department (ED). This team is led by an experienced doctor who is the major trauma consultant for the day, as well as specialist trauma nurses and doctors from other specialties.

They will assess you and decide which tests you need. These can include blood tests as well as CT scans and x-rays, if needed.

Meet the Trauma Team

- Major trauma consultant (emergency medicine or critical care consultant)
- Anaesthetist
- General surgeon
- Neurosurgeon
- Orthopaedic surgeon
- Children's Paediatric doctors and nurses
- Radiologist
- Radiographer
- Emergency department doctor
- Trauma nurses
- Emergency department nurses
- Children's (paediatric) doctors and nurses.

What happens to my clothes and valuables?

Ambulance services and HEMS always cut off clothes in an emergency, to make sure they do not miss any life-threatening injury. These clothes are not usually brought into the Emergency Department. For the same reason, we may also cut your clothes when you arrive at King's.

If you have any valuables with you, we will lock them in the Emergency Department safe. We will tell you and your relatives if we do this. If you would like your valuables back, please ask a member of staff on the ward you are on to contact the Trauma Co-ordination Team. We recommend you ask a relative or friend to take them home for you.



Why have the police come in with me?

Police often come in with patients when they are brought into the Emergency Department. This is because they may have been involved in an accident or incident where police help is needed.

What happens after I leave ED?

Depending on your injuries, you may go to theatre for surgery and then either to the specialist Katherine Monk trauma ward or to one of our high dependency units, (HDUs), which are led by a consultant in critical care medicine.

Your care at King's

While you are with us, your care will be organised by the **Trauma Nurse Team**. These specialist trauma nurses are based in our Emergency Department and may look after you when you first arrive at the hospital as well as during the rest your stay with us at the Major Trauma Centre. They work closely with other nursing and medical professionals as well as therapists to ensure you get the care you need.

They will give you and your family information, advice and support. You can also ask them to come and see you when you want to discuss any concerns you or your family may have.

Depending on your injury, you will be cared for by **specialist nurses**. These include:

- **pain nurses** who ensure you have adequate pain relief
- **head injury nurses**, who care for you if you have a head injury
- **spinal nurses**, who care for you if you have a spine injury
- **orthopaedic nurse co-ordinators**, who care for you if your injuries include broken bones.
- **elderly care team (PROKARE)**
- **trauma psychology team**, who provide mental health support

Children are looked after by a Trauma Team that includes **specialist paediatric doctors and nurses**.



Parents or carers can stay with children on the wards, where beds are provided. Ronald McDonald house is available for parents or carers.

If you need help with your recovery, you will see therapists such as **physiotherapists, occupational therapists (OTs), speech and language therapists (SLTs), and dieticians.**

If you are a young person and you have been a victim of violence, you can speak to a **youth worker** from the charity Redthread, based in the Emergency Department. You can speak to them confidentially and in private. They also offer support after you have been discharged from King's.

What happens once my treatment at King's is complete?

Once your inpatient specialist treatment and care is complete, you may be moved to your local hospital for more treatment and therapy. This is known as 'repatriation'.

You may also be asked to come back to King's Trauma Team's outpatient clinic so they can check how you are doing.

Major Trauma Sign Posting Service

This service is offered through a company called Cardinal. It has Rehabilitation Advisers and Citizens Advice Advisers at King's College Hospital who can offer you free information about and support with things such as welfare benefits, legal processes and rehabilitation.

The Rehabilitation Advisers are health professionals experienced in helping people get access to additional rehabilitation services after major trauma. The Citizens Advice Advisers are experienced in areas such as benefits, housing and financial matters. When you are feeling better, a member of the Trauma Nurse Co-Ordination team will ask you if you would like to speak to them.



Who can I contact with queries and concerns?

After you have been discharged from King's College Hospital, if you have any questions about your inpatient stay with us, please contact the Trauma Nurse Team. They will reply within 24 hours.

Email: **kch-tr.TraumaPatientcontact@nhs.net**

Tell us what you think

We value your thoughts and comments, as these will help us to improve the care we provide for patients in the future. We may ask you to take part in one or both of the following patient satisfaction surveys.

King's online survey: Whilst an inpatient, you maybe asked to participate in an online survey using an IPAD. The survey will help us to improve our services for trauma patients. You may also be asked for your consent to be contacted after leaving hospital. A member of the trauma nurse team will contact you in six weeks to see how your recovery is progressing.

More information

Where to stay:

Please speak to one of the Major Trauma Nurse specialists who will be able to give you a list of hotels within the vicinity of the hospital.

Roadpeace

Support for road accident victims and their families.

Helpline: 0845 4500 355, Monday to Friday, 9am – 5pm

www.road-peace.org.uk

Headway

Advice and help for people after brain injury.

Helpline: 0808 800 2244, Monday to Friday, 9am – 5pm

www.headway.org.uk



Redthread

Youth support team - Youth Violence Intervention Programme (YVIP).
Helpline: 020 3299 5439, Monday to Friday, 7.30am – 8pm
www.redthread.org.uk

Samaritans

Listening support service.
Helpline: 116 123 free phone, 24 hours a day, 365 days a year
www.samaritans.org

MIND

Support with mental health problems.
Infoline: 0300 123 3393

Getting to King's

For full details of how to get to King's by car and public transport, go to our website: **www.kch.nhs.uk**

MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on 020 3299 4618 or email kings.mychart@nhs.net. Visit www.kch.nhs.uk/mychart to find out more.

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit **www.kch.nhs.uk**.



Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams. The PALS office is located on the ground floor of the Hambleden Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**

You can also contact us by using our online form at

www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net