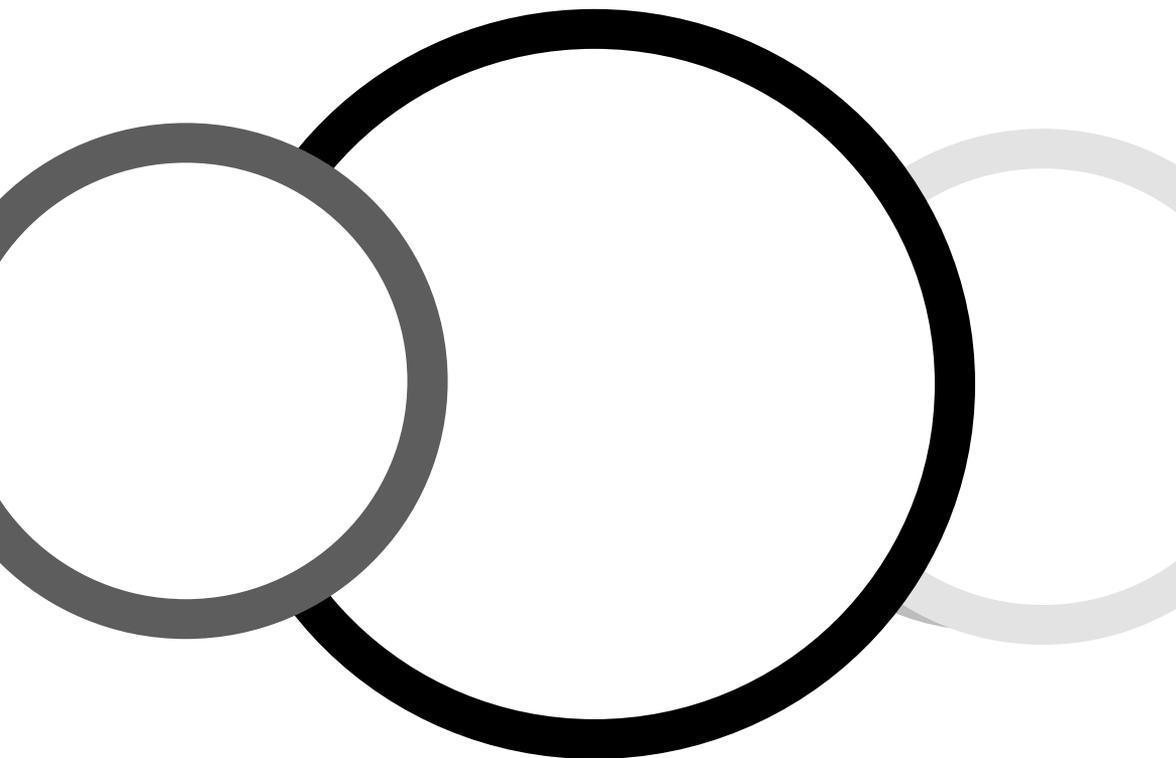


Patient information

Outpatients department and pre-admission assessment clinic



Welcome to the Essex Cardiothoracic Centre (CTC), the centre is located on the Basildon University Hospital site and provides specialist treatment and care for people with heart or lung problems. This purpose built centre is able to treat a wide range of patients. If you have any questions regarding your visit, please do not hesitate to ask a member of staff for help.

You have been referred to The Essex Cardiothoracic Centre for specialist treatment. To help prepare for this treatment, you may also have been asked to attend a pre-operative assessment clinic.

So that you know what to expect at your appointment, this leaflet will try to answer some of the most frequently asked questions. If you have any further questions, please do not hesitate to ask a member of staff when you visit. Should you forget to inform the staff about any important information in relation to your past medical history, please telephone either:

- surgical pre-assessment nurse **01268 394055**
- cardiology pre-assessment nurse **01268 524900**
ext **4204/4506**

How long will my appointment take?

Please allow a minimum of **four hours** for your appointment.

Due to the nature of some of the treatments carried out at the clinic, appointments may run over their appointed times. We apologise for any inconvenience this may cause.

Please make arrangements for other personal situations in the event that you are delayed at the hospital .

The nursing and medical staff may need to respond to emergency situations.

Should they be called to an emergency and the clinics are subsequently delayed, staff may offer you an alternative appointment or we are happy for you to remain in the department until you can be seen.

Car parking

If you are coming to the clinic by car, please allow extra time as the car park is prone to congestion at peak times during the day.

Please park in an appropriate car parking space as parking fines are in operation for any cars parked in drop-off zones or cars not displaying a disabled authorisation card when parked in a disabled parking bay.

Disabled car parking spaces are available in the CTC car park and in the main hospital car park. For more details on car parking please see our website, www.basildonandthurrock.nhs.uk

Why do I need to attend a pre-admission assessment clinic?

The pre-admission assessment clinic aims to:

- Make sure that you are as fit as possible for your operation or procedure.
- Give you information about your treatment and answer your questions.
- Carry out any tests needed before your operation or procedure.
- Find out whether you will have any special requirements during your stay, or when you leave hospital.
- Cardiology patients: Your consent to the procedure will be taken on the day.
- Discuss your consent to any procedure or operation, this will include a discussion about the benefits of surgery, risks, complications or alternative procedures.

Prior to an operation or procedure, normally at the time of your doctor adding your name to the waiting list, your doctor will ask you to sign a consent form. If you have any questions about the consent form in relation to the intended procedure or operation and the anaesthetic, please ask the medical staff.

You should be given the white copy of the two-part consent form to take home and read. If you have a living will or an advanced directive of your wishes (such as carrying a donor card or receiving blood products or animal products), please let your doctor, nurse or anaesthetist know before your operation or procedure.

Any special needs

If you have any special needs, please let us know if you need support such as, hearing loop, braille or an interpreter.

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What will happen at the pre-admission assessment clinic?

- When you arrive, the receptionist will confirm your personal details and collect the registration form which should have been sent to you with your appointment details. Please inform us about any changes to your personal information, such as your next of kin and their contact details, your home address, name, telephone number, or change of GP.
- Your pre-assessment appointment will take three to four hours.
- You will be seen by a specialist nurse, a pharmacist and a doctor. They will discuss your treatment with you, and there will be plenty of time for you to ask any questions and discuss anything you do not understand.
- To make sure your questions are answered, it is a good idea to write down any questions or concerns that you or your family may have, as you will have plenty of time to discuss these during your appointment.
- If you are taking any medication, please bring

this with you, in the original packaging. If this is not possible, please bring a copy of your repeat prescription form(s) with you to ensure you receive the correct medication during your stay.

- Please remember to bring any herbal medications or supplements that you are taking.

Children and babies

- Due to limited space in the clinic areas and consulting rooms we would ask that you make alternative arrangements for any small children and babies in buggies and pushchairs. There are no facilities for young children in this department.
- The waiting area can become very warm, so please bring some bottled water.
- Do not leave valuables unattended.

What will happen during my appointment?

A number of tests may be carried out during the pre-admission assessment. These could include x-rays, blood test and a heart tracing (ECG). Clinical observations may be

made, including: temperature; pulse; blood pressure; height; weight; BMI and swabs.

Cardiology patients do not need an x-ray or to provide a urine sample.

All routine admissions to The Essex Cardiothoracic Centre will be screened for MRSA infection (meticillin resistant staphylococcus aureus) at the pre-admission assessment clinic. This will involve taking a skin swab from your nose and groin.

Please let the staff know if you have been medically confirmed to have a latex allergy. You may

be sensitive to latex but this may not be a true allergic reaction.

If unsure, please discuss with the nursing and medical teams. Please also advise the staff if you have a known allergy to iodine or operative skin cleansing solutions, chlorhexidine or any other allergies.

For female patients

If there is any possibility that you may be pregnant or you have missed your last period, please tell the nurse.

A nurse chaperone will be present should you require a physical examination for any reason.

The following sections are **not applicable** to cardiology patients, who should skip them and continue from page 7: **‘Where will the pre-admission clinic take place?’**

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Prevention of surgical site infection

- **Hair removal** prior to surgery
Please do not shave your body hair prior to your admission or your visit to the pre assessment out patient’s clinic as shaving with a razor for body hair increases the risk of post-operative surgical site infections occurring. Your body hair will be removed by the nursing staff following your admission to Chelmer

ward using a single patient use surgical clipper. The pre assessment nurse will explain this in more detail.

- **The importance of pre-operative washing.** You will have swabs taken at your pre assessment consultation to screen you for MRSA this will be explained in more detail by the nursing team and there is supporting written

information regarding this in the cardiac and thoracic information booklets that the pre assessment nurse will give you.

In addition to this you will be asked to wash your body and hair in an antimicrobial body and hair washing solution called octenisan. The pre-assessment nurse will give you supporting written instructions on how to use this product and for how long. Please ensure you follow the instruction on the direction card leaving the wash on your skin and hair for 1 minute contact time – this is important for the antiseptic properties to penetrate the superficial layers of the skin to reduce your risk of surgical site infection. You will also be given a nasal ointment and this will be explained further by the nurse.

- **Surgical site infection (SSI)** Public Health England monitors the rates of surgical site infections across the country this is called surgical site infection surveillance – you will be given a booklet advising you on this process as we will call you approximately 30 days

following your operations to ask you about your wound healing. No data which could be used to identify individuals is published.

- **Keeping warm** Prior to your admission and during the time on the ward before your operation takes place, you should ensure you are comfortably warm and not feeling cold this can reduce the risk of post-operative complications.

Please bring some warm clothing into hospital with you such as a fleece, dressing gown, thermal vest, and warm socks/slippers and ask the nursing staff for further blankets if you feel cold.

Hospitals can sometimes feel colder than your own home especially in the departments and corridors.

Patients with Raynaud's, diabetes or hypothyroidism generally feel colder and as we get older we are more susceptible to feeling cold.

Please inform the staff if you are known to have a low core temperature below 36.0 degrees centigrade (97.88 degrees Fahrenheit).

Where will the pre-admission assessment clinic take place?

If you are due to have cardiology treatment or investigations, your pre-admission assessment may take place at your local hospital.

If you are due to have surgery, or very specialist cardiology treatment, then your pre-admission assessment will take place at the Essex Cardiothoracic Centre.

If, during your pre-admission assessment, we identify a reason why you may not have your operation or procedure, this will be discussed with you.

Who will I see at my appointment?

You have been allocated a specialist consultant. However, it is not always possible for the consultant to see all patients. Therefore, you may see another senior doctor, who, if necessary, will discuss your treatment with a consultant.

As a rule the consultant normally sees all new patient referrals and the clinical Fellows and the surgical care practitioners see follow-up patients. The consultant is normally always present in the clinic for other staff to speak with them.

Medical, nursing or other professional students

You may be asked if students can be present during your consultation with the doctor. Whilst this forms an important part of their training, you can refuse to have them present without this affecting your treatment in any way.

Can I bring somebody with me?

You may like to invite another adult to accompany you to your appointment.

Any children brought into the department remain the responsibility of the parent/visitor and must be supervised at all times.

Please do not leave valuables unattended in the waiting room. Staff are not able to take responsibility for their safe keeping.

During your visit

● Smoking

This is a smoke free Trust. Smoking is not allowed in any of our hospital buildings or grounds, including the car parks.

● Telephones

Pay phones are located in most areas including the main reception area.

- **Mobile telephones** may only be used in public areas, such as the main reception and café. Mobile telephones must not be used in the clinical areas, including the wards, as they can interfere with sensitive medical equipment. Please turn off your mobile phone before entering any clinical area. The use of mobile phones to take photographs or record images is not allowed to ensure patient confidentiality.

Outpatient prescriptions

If you are given a prescription this is to be dispensed in the main outpatients department Boots pharmacy, which is approximately 5-10 minutes' walk from the CTC. **Hospital prescriptions cannot be taken to outside pharmacists or other Boots stores.**

Refreshments

There is a café in the main reception of the Essex Cardiothoracic Centre, serving hot and cold drinks, light snacks, and confectionery.

Our standards of care

We are constantly working to improve the service we provide to our patients and welcome your comments and views on the service you have received.

This helps us to maintain an open friendly environment, and change and develop our services.

Should you have any concerns questions or complaints in respect to your visit please bring this to the attention of the staff

before you leave. This will give us the opportunity to address these matters at the time and directly with the staff who have cared for you.

Please ask the nursing or reception staff to provide you with a leaflet or give you the details of the Patient Advice and Liaison Service (PALS). They will be happy to discuss any concerns, or offer help and advice. PALS can be contacted on 01268 394440.

Transport to your outpatient appointment

Qualifying for ambulance transport

If you qualify for ambulance transport because of your medical condition, this can be arranged for you. Please contact the CTC Patient Activity Office on 01268 524900 ext 4187/4188.

The ambulance service is not able to provide transport for anyone accompanying you, unless there are special circumstances.

If you qualify for hospital transport, please contact the transport provider for your area **four weeks** prior to your appointment where possible

Transport providers:

- **East of England**
Colchester, Clacton, Frinton, Suffolk borders
0300 013 4995
- **Mid-Essex Transport**
Chelmsford, Witham, Braintree, Halstead, Maldon
0333 240 4083
- **Thames ambulance**
Basildon, Billericay, Grays, Brentwood, Harlow, Southend
01268 524 900e ext 4047

Hospital travel cost

For some patients, the cost of travel to hospital can present financial difficulties. To assist patients on low income or those claiming benefits, the NHS provides financial reimbursement to those who qualify under the Hospital Travel Costs Scheme when travelling to their hospital appointment.

If you are in receipt of Income Support, Income Based Jobseeker's Allowance, Pension Credit Guarantee Credit, Working Tax Credit and/or Child Tax Credit, you may be entitled to a refund of your travel costs to hospital.

You will need to bring your documents with you in order to obtain a refund for travel costs.

Details of types of documents to bring with you include:

- **Income Support Form FF260 or FF260A**, or ask your local Job Centre Plus office for a letter confirming receipt of Income Support.
- **Income Based Jobseekers Allowance** - ask your local Job Centre Plus office for a letter confirming receipt of benefit.

- **Tax Credits** - please bring your NHS Tax Credit Exemption Certificate with you when you attend your appointment.
- **Pension Credits** - you will need to produce your award notice.

How do I claim?

If you are eligible to claim travel expenses, please ask a member of staff for a claim reimbursement form. You will need to complete this and take it to the Cashiers Office in the main reception to be reimbursed.

Directions

Please refer to the map on the back page of this leaflet.

By car

From A12: Take the A130 turn off towards Basildon. Continue on the A130. When prompted, get into the outside lane in order to join the A13. Continue on the A13. Take the A176 turn off (Five Bells roundabout). Take the Basildon exit (follow the hospital A&E sign). Continue on this road. Basildon University Hospital is on your left hand side.

From A13: Take the A176 turn off (Five Bells roundabout). Take the Basildon exit (follow the hospital A&E sign). Continue on this road. Basildon University Hospital is on the left hand side.

From A127: Take the Basildon (A176) turn off towards Basildon Town Centre (follow the hospital A&E sign). The route to the hospital is clearly marked with red hospital A&E signs.

When you reach the Basildon University Hospital site, The Essex Cardiothoracic Centre will be signposted to the left when you enter.

There is a car park next to the Centre, and a number of spaces for blue badge holders. There are drop-off spaces available directly outside the entrance to the Centre.

Parking charges are displayed on our website and on boards in the car parking areas. The car park cameras record your registration number, and you pay at one of the automatic machines when you leave. Both coins and cards are accepted.

By rail

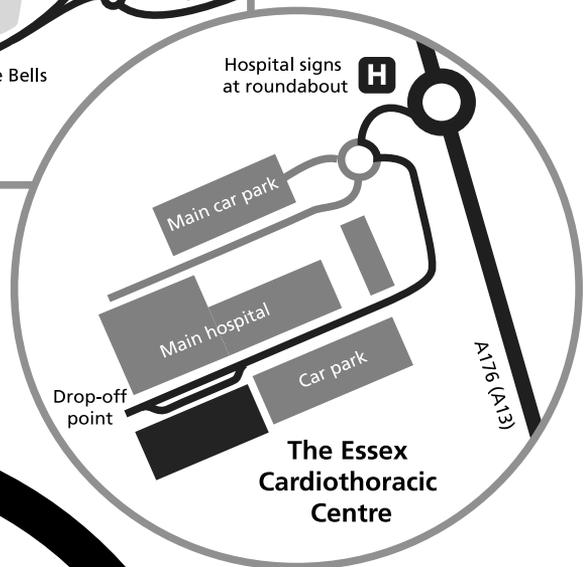
- London Fenchurch Street to Southend Central (line operator C2C) - take the train to Basildon station. The hospital is a 15 minute walk from the station (uphill). Buses 21 (operator NIBS), 25 and

100 (operator First), stop at Basildon Town Centre bus station, which is across the road from the rail station. These buses stop within the grounds of Basildon University Hospital.

- London Liverpool Street to Southend Victoria (line operator National Express East Anglia) - take the train to Shenfield station, and connect to Billericay station. From outside Billericay station, take bus 100 (operator First) to Basildon University Hospital.

By bus

- From Basildon - Buses 21 (operator NIBS), 25 and 100 (operator First), stop at Basildon Town Centre bus station. These buses stop within the grounds of Basildon University Hospital.
- From Chelmsford – Take bus 100 (operator First) from outside Chelmsford Cathedral, or Chelmsford station. The bus stops within the grounds of Basildon University Hospital.



Basildon University Hospital
 Nethermayne
 Basildon
 Essex SS16 5NL
 ☎ 01268 524900

Minicom
 ☎ 01268 593190

Patient Advice and
 Liaison Service (PALS)
 ☎ 01268 394440
 E pals@btuh.nhs.uk

W www.basildonandthurrock.nhs.uk

The Trust will not tolerate aggression, intimidation or violence directed towards its staff.

This is a smokefree Trust. Smoking is not allowed in any of our hospital buildings or grounds.

This information can be provided in a different language or format (for example, large print or audio version) on request.