

Our Ref: CB/MC

Mr A Rebello OBE
H M Coroner for Liverpool
St George's Hall
St George's Place
Liverpool
L1 1JJ

Executive Office
2nd Floor Aintree Lodge
Aintree University Hospital
Lower Lane
Liverpool L9 7AL



10 December 2013

Dear Sir

Re: Patient RA - Ref DR 01152/2013

I write in response to your Regulation 28 Report of 18 October 2013 regarding the failure to provide written discharge information to the patient following a laparoscopic surgical procedure, including contact details for advice and action to be taken in the event of urgent medical assistance being required.

I can confirm that there is now a discharge advice sheet in place, appropriate for these laparoscopic procedures and this is provided to all relevant patients prior to discharge. This discharge advice is generic for patients undergoing short stay surgery. There is also a separate patient information leaflet for patients having hiatus hernia surgery and this is given to patients pre-operatively. This also includes discharge advice for that specific group of patients.

Action is also being taken to ensure that appropriate written advice is provided to all inpatients of the Trust (both Surgical and Medical) prior to discharge. A number of generic leaflets have been produced intending to cover all patients on discharge where a procedure specific information leaflet is not available. This will be implemented by 1 January 2014.

In addition, a number of specialties are looking at developing their own individualised discharge information sheets and action is being taken to ensure that in such cases this is fully implemented by 1 March 2014. In the meantime, in such cases, the appropriate generic information leaflet will be provided to the patient.

Yours sincerely

Catherine Beardshaw
Chief Executive

*Where quality matters*Division of Surgery and Anaesthetics
Lower Lane
Liverpool L9 7AL
Tel:0151-525-5980

Advice After Discharge (Day Surgery or Short-Stay Surgery)

Meeting your surgeon and anaesthetist before surgery

You will have the opportunity to meet both the Surgeon and Anaesthetist prior to going into theatre

- Please feel free to ask any questions you may have regarding surgery or after-surgery care.

How will I feel after the operation?

- When your operation is over, you will be moved to the "Recovery Room" near to the operating theatre. Here you will be cared for by a specially trained health professional, until you are awake and your condition is stable.
- If you have had a general anaesthetic, at first you will feel drowsy. You may feel sick and sore around the site of your operation. Your throat may feel dry, like a mild sore throat.
- When you are fully recovered from the anaesthetic, the recovery/ward nurse will offer you something to drink or eat such as tea/coffee, toast or a biscuit.

What operation did I have & who is my surgeon?

You had _____

Your Surgeon _____

Secretary's No. _____

Discharge arrangements

You must –

Arrange for a responsible adult to accompany you home, and stay with you for 24 hours following your operation. You must let us know if you're unable to arrange this.

- Please bring enough money to cover prescriptions charges, if you have to pay for them. If you have a medicines exemption card, please bring this with you.
- Make sure you have a supply of your regular medication and simple painkillers e.g. paracetamol, at home for when you are discharged.
- Inform the nurse on admission if you require a sick leave certificate.

Discharge

Please note:

- The average day surgery stay is half a day, while short stay surgery is usually overnight or for 2-3 nights. Discharge times may vary according to the nature of your operation and sometimes there are unforeseen delays.
- Please ask your escort to contact _____ for pick up from discharge lounge.
- We also need a contact number for your escort home

- **You must not** use public transport or drive yourself home.

Post-Discharge Advice

1. If you have wounds that **require removal of sutures or clips** etc, arrangements will be made for these to be removed in the community by the discharge team.

Please confirm the arrangements with the nurse discharging you.

2. If you do not have stitches or clips in your wounds, the community nurse does not need to look at them.

Your wounds are usually covered with waterproof dressings and you will be able to take a shower the day after surgery – dab the dressing dry quickly to avoid coming off.

After about 5 days you can remove the dressing yourself. Please do not take a bath until your wound is fully healed.

3. If you are being **discharged with drains, feeding tube (gastrostomy or jejunostomy) or stoma (needing bags etc.)**, please ask for adequate dressing supplies (or bags) for use at home until you can get more supplies from the community nurse.

Please check these arrangements with the discharging nurse.

4. If you have any doubts about your wounds (or drains/tubes/stoma etc), please discuss with the discharging nurse or team of doctors caring for you before leaving the discharge lounge or ward.

Dietary Advice

- **Standard Dietary Advice –**

Light diet for the first 24 hours, normally returning to your usual diet thereafter.

It is not unusual to need to avoid some foods over the next few days - adjust your diet as necessary.

- **Special Dietary Advice –**

If you have had a surgical procedure that needs specific dietary advice, then the appropriate dietary advice leaflet will be given for you to follow.

If this box is ticked, please ask the discharge nurse for the advice leaflet before going home.

Problems after Discharge?

Please see the following advice if you have any problems at home after being discharged from hospital after surgery.

(This applies to the period shortly after discharge – up to 2 weeks)

A. Contacting during working hours

(9am - 5pm in the working week)

Please contact the secretary and leave a message for the surgical team. You will be contacted with appropriate advice or management plan.

If you think that your condition is serious then it is best to come straight to Aintree Accident & Emergency department*, which can manage serious problems in the best possible manner.

B. Out of hours

(after 5pm during working week/weekend/bank holiday)

Please seek advice from your GP for minor complications.

If you are not sure or if you think it is a serious problem, please come to Aintree Accident & Emergency department* for a review and further management.

**When you come to the hospital please bring this and any other relevant discharge documents that you may have been given at the time of discharge to help the A&E doctors to decide your management easily.*

University Hospital Aintree has a major Accident & Emergency Department and receives many Emergency Admissions requiring priority over available beds, which may on occasion mean that planned admissions have to be cancelled at extremely short notice



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact the Equality and Diversity Department on:

0151 529 4969

Aintree University Hospital NHS Foundation Trust is not responsible for the content of any material referenced in this leaflet that has not been produced and approved by the Trust.

Where quality matters

Division of Surgery and Anaesthetics
Lower Lane
Liverpool L9 7AL
Tel:0151-525-5980

Advice After Discharge (Complex Benign Surgery)

Meeting your surgeon and anaesthetist before surgery

You will have the opportunity to meet both the Surgeon and Anaesthetist prior to going into theatre

- Please feel free to ask any questions you may have regarding surgery or after-surgery care.

How will I feel after the operation?

- When your operation is over, you will be moved to the "Recovery Room" near to the operating theatre. Here you will be cared for by a specially trained health professional, until you are awake and your condition is stable.
- If you have had a general anaesthetic, at first you will feel drowsy. You may feel sick and sore around the site of your operation. Your throat may feel dry, like a mild sore throat.
- After the operation you will be taken back to the ward or if you need extra care you will be taken to the Critical Care Unit as appropriate.

What operation did I have & who is my surgeon?

You had _____

Your Surgeon _____

Clinical Nurse Specialist _____

Secretary's No. _____

Discharge arrangements

You must -

- Please bring enough money to cover prescriptions charges, if you have to pay for them. If you have a medicines exemption card, please bring this with you.
- Make sure you have a supply of your regular medication and simple painkillers e.g. paracetamol, at home for when you are discharged.
- Inform the nurse on admission if you require a sick leave certificate.

Discharge

Please note:

- The average stay in hospital after major surgery will be discussed with you by the operating surgeon and your specialist nurse. Your stay may be longer if you develop any complications.
- Please ask your escort to contact _____ for pick up from discharge lounge.
- We also need a contact number for your escort home _____

- **You must not** use public transport or drive yourself home.

Post-Discharge Advice

1. If you have wounds that **require removal of sutures or clips** etc, arrangements will be made for these to be removed in the community by the discharge team. Please confirm the arrangements with the nurse discharging you.
2. If you do not have stitches or clips in your wounds, the community nurse does not need to look at them.

Your wounds are usually covered with waterproof dressings and you will be able to take a shower the day after surgery – dab the dressing dry quickly to avoid coming off.

After about 5 days you can remove the dressing yourself. Please do not take a bath until your wound is fully healed.

3. If you are being **discharged with drains, feeding tube (gastrostomy or jejunostomy) or stoma (needing bags etc.)**, please ask for adequate dressing supplies (or bags) for use at home until you can get more supplies from the community nurse.

Please check these arrangements with the discharging nurse.

4. If you have any doubts about your wounds (or drains/tubes/stoma etc), please discuss with the discharging nurse or team of doctors caring for you before leaving the discharge lounge or ward.

Dietary Advice

- **Standard Dietary Advice –**

Light diet for the first 24 hours, normally returning to your usual diet thereafter.

It is not unusual to need to avoid some foods over the next few days - adjust your diet as necessary.

- **Special Dietary Advice –**

If you have had a surgical procedure that needs specific dietary advice, then the appropriate dietary advice leaflet will be given for you to follow.

If this box is ticked, please ask the discharge nurse for the advice leaflet before going home.

Problems after Discharge?

Please see the following advice if you have any problems at home after being discharged from hospital after surgery.

(This applies to the period shortly after discharge – up to 2 weeks)

A. Contacting during working hours

(9am - 5pm in the working week)

Please contact the secretary and leave a message for the surgical team. You will be contacted with appropriate advice or management plan.

If you think that your condition is serious then it is best to come straight to Aintree Accident & Emergency department*, which can manage serious problems in the best possible manner.

B. Out of hours

(after 5pm during working week/weekend/bank holiday)

Please seek advice from your GP for minor complications.

If you are not sure or if you think it is a serious problem, please come to Aintree Accident & Emergency department* for a review and further management.

**When you come to the hospital please bring this and any other relevant discharge documents that you may have been given at the time of discharge to help the A&E doctors to decide your management.*

University Hospital Aintree has a major Accident & Emergency Department and receives many Emergency Admissions requiring priority over available beds, which may on occasion mean that planned admissions have to be cancelled at extremely short notice



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact the Equality and Diversity Department on:

0151 529 4969

Aintree University Hospital NHS Foundation Trust is not responsible for the content of any material referenced in this leaflet that has not been produced and approved by the Trust.