

# A guide to services provided at the **Hospital of St Cross**



University Hospitals **NHS**  
Coventry and Warwickshire  
NHS Trust

We care. We achieve. We innovate.

# Introduction

This is a short guide to the services provided at your local hospital. The Hospital of St Cross is part of University Hospitals Coventry and Warwickshire NHS Trust which also includes University Hospital in Coventry.

The Hospital of St Cross provides the majority of hospital healthcare for the population of Rugby and surrounding areas, a population of around 95,000. Every year we treat almost 80,000 outpatients, 32,000 patients with minor injuries or illnesses and carry out nearly 7,000 operations. We strive to care, achieve and innovate to provide excellent healthcare and treat our patients with dignity, kindness and professionalism.

## The Urgent Care Centre

The Urgent Care Centre at the Hospital of St Cross delivers a service through which patients can access some of the urgent care services they may need. This service is available 24 hours a day, 7 days a week.

## Minor Injury and Minor Illness Service

Patients over the age of 5 years with minor injuries and illnesses can attend the Urgent Care Centre where trained nursing staff will undertake an assessment and give advice and treatment. Patients are able to have X-rays, blood tests and a pharmacy is available at St Cross.

Patients with complex medical conditions, trauma (severe injury), surgical conditions or those requiring advanced tests and investigations will be referred from the Urgent Care Centre or taken directly by ambulance to be cared for by specialists at University Hospital in Coventry.

**The Urgent Care Centre does not have the specialist doctors and nurses on site 24 hours a day to be able to care for adults or children who are very sick. Anyone with severe illness or injury should go directly to University Hospital in Coventry or dial 999 for an ambulance.**

## Out of Hours Service for Primary Care

This service is provided on behalf of NHS Coventry and Rugby Clinical Commissioning Group. Access to this service is by telephoning your GP. The call is automatically directed to the out of hours service and the patient will speak directly to a nurse. Patients may be given an appointment to attend the Urgent Care Centre at St Cross if required where the doctors and nurses from the Out of Hours Service will be able to see them.

If you are not sure where to go and it's not life threatening call the new NHS **111** number free from landlines and mobiles.

## Phlebotomy (Blood Testing)

Patients from Rugby and the surrounding areas are able to access phlebotomy (blood testing) at St Cross from 08.00 - 16.45, Monday to Friday. Referrals for blood tests can be from GPs, practice nurses or from hospital consultants. Patients are also able to leave other samples, such as urine, which have been collected at home, at the Hospital's Pathology reception.

## Pharmacy Services

Medicine dispensing and advice is provided at St Cross by the Pharmacy Department which serves both Inpatients and Outpatients. The Department provides drugs and medicines which patients may need to take home, as well as dispensing prescriptions for the Urgent Care Centre and the Outpatients Department. Patients requiring regular methadone prescriptions are also supplied by this Department.

## Retinal Screening Services

The Retinal Screening Service for Coventry and Warwickshire is based and managed from St Cross. This service examines diabetic patients to identify eye damage in the early stages of the illness to protect and prevent further deterioration of vision.

## Bowel Cancer Screening Service

The National Bowel Screening Programme for the Midlands and North West regions is provided and managed from St Cross. This programme is aimed at members of the public aged 60 to 74 years to identify early bowel problems, reducing the incidence and mortality rates from bowel cancer.

## Myton Day Hospice

The Myton Day Hospice is also located on the St Cross site. It provides quality palliative care in a safe, homely, purpose-built environment for the support of patients with advanced progressive diseases. It is an independent charity which takes referrals from both community services and hospitals.

## Voluntary Services

St Cross is fortunate to be supported by a wealth of voluntary and charitable organisations including The Friends of St Cross, Diabetes UK, Take Heart, and Rugby Hospital Radio.

## Cardiac Rehabilitation

Cardiac Rehabilitation is available at St Cross to all patients who have recently undergone treatment for a heart attack, angina, heart failure and heart surgery. For further information about our programme please go to [www.cardiac-rehabilitation.net](http://www.cardiac-rehabilitation.net) (enter the hospital postcode CV22 5PX).

## Day Surgery Unit

The Day Surgery Unit has 22 beds and provides care for a variety of day case surgery including:

- Orthopaedic (bones) surgery
- General surgery
- Urological (bladder, kidney etc) procedures
- Dental surgery
- Ophthalmic (eye) surgery
- Plastics
- Neurology

Patients are admitted following outpatient assessment for their operation and discharged home the same day with post-operative instructions and a referral for follow-up care, if required.

## Theatres

St Cross has five theatres undertaking planned operations for patients from both Cedar Ward and the Day Surgery Unit. Two of the theatres have specialised tented and extraction systems, which is particularly beneficial for patients undergoing joint replacement or spinal surgery. Patients requiring emergency surgery and advanced anaesthetic support are treated at University Hospital.

## Outpatients

There is an extensive range of outpatient services at St Cross including emergency appointments for patients who have a fracture. There are also specialist teams for hearing aids, surgical appliances and routine cardiology investigations.

Patients requiring specialist investigations and treatment are sometimes referred to specialist clinics at University Hospital in Coventry e.g. the Centre for Reproductive Medicine, Outpatient oncology (cancer) services and the Renal (kidney) Unit.

Some paediatric (children's) clinics are provided at St Cross within specialist areas. Children requiring inpatient treatment are admitted to University Hospital, Coventry where there is more specialist paediatric support.

## Orthopaedic Services (Bones)

Patients requiring planned orthopaedic (bone) surgery are nursed on Cedar Ward which has 41 beds for planned care. This ward is able to care for patients who are undergoing a variety of procedures such as hip and knee replacements but who have no identified complex needs. Patients suffering trauma, requiring emergency orthopaedic procedures or with complex anaesthetic risks are initially treated at University Hospital in Coventry and are then moved back to Cedar Ward when their complex treatment is complete.

St Cross carries out 70% of planned orthopaedic surgery for Coventry and Warwickshire.

## Acute Medicine

There are 25 medical beds at St Cross where assessment and care is provided for patients who do not require emergency or advanced treatments. Patients who require advanced or emergency assessment and care not available at St Cross are admitted to University Hospital, Coventry and are then brought back to St Cross when their tests and complex treatments are complete. People who cannot be treated at St Cross and need to go direct to the University Hospital in Coventry are those who require:

- Emergency cardiac (heart) care and treatment within cardiac catheter theatres for the treatment of heart attacks;
- Emergency CT (brain) scan and thrombolysis introduced for the advanced treatment of stroke and other neurological (brain) conditions;
- Emergency treatment of patients suffering acute gastrointestinal bleeding who require endoscopy or surgery;
- Patients requiring high dependency or intensive care for life threatening conditions.

## Rehabilitation Services

Rehabilitation is provided within the Mulberry Unit and Oak Ward. These contain 44 inpatient beds, a day hospital and specialist clinics supported by dedicated physiotherapists and occupational therapists for patients who need support and specialist care to achieve their best possible recovery.

## Maternity and Gynaecology

Maternity outpatient services are provided within the Owen Building by a dedicated team of midwives who also care for patients within the community. Gynaecology clinics are also held within the Owen Building. However, patients who require emergency care or inpatient maternity and gynaecological care are treated at University Hospital, Coventry where specialist support is available.

## Diabetes

Diabetic patients are cared for within the Joan Cox Diabetic Centre at St Cross by a specialist team who provide treatment for newly diagnosed diabetic patients and ongoing support and monitoring once patients are stabilised. This team is supported by the University of Warwick in undertaking research into developing new knowledge and treatments.

## Endoscopy Unit

Patients undergoing endoscopic investigations at St Cross are treated in the Willow Endoscopy Unit. This provides a dedicated service for all patients requiring an endoscopic investigation or procedure. Patients requiring an emergency endoscopy will be treated at University Hospital, Coventry.

## Repatriation Service

Rugby residents who have completed their initial care at University Hospital, Coventry will be transferred to the Hospital of St Cross as soon as their condition allows to continue their care.

## Macular Unit

This specialised unit is used to care for those with age-related macular degeneration which can cause blindness if left untreated. It is split into different sections, including optometry, photography bay, consulting and treatment rooms.

## Renal Services (Kidney)

Renal dialysis is provided within the Ash Dialysis Unit at St Cross. This unit treats approximately 70 patients per week. Renal patients who require emergency or complex treatment are cared for at University Hospital, Coventry where there is access to specialist teams. Patients can receive dialysis at Rugby once their condition has stabilised.

## Dermatology Services

Care for patients suffering from skin conditions is provided at St Cross in both the Dermatology Department where more complex treatments and light therapy is administered and the Outpatients Department where consultations and minor surgery are undertaken.

## Recompression Chamber

Midlands Diving Chamber operates a dive chamber on the St Cross site. This provides services to divers from across the country who have developed "The Bends". The chamber can also be used to aid in the healing of patients who have sporting injuries, certain tissue infections such as leg ulcers, osteomyelitis and carbon monoxide poisoning.

Contact them on **01788 579555** in office hours or **07940 353816** out of hours.

## Deep Vein Thrombosis and Haematological (Blood) Services

Patients requiring treatment for ongoing blood conditions are treated by the Haematology Day Unit and Outpatients. Patients with Deep Vein Thrombosis (DVT) can be referred to the DVT Service by GPs and receive assessment, investigation, ultrasound scan and treatment at St Cross. Patients who require emergency treatment attend University Hospital and are then referred back to St Cross services when their condition is stable.

## Radiology Services

The Radiology Department at St Cross provides both emergency and routine radiology for Rugby patients. It also provides X-ray support for theatres during operations, to patients within the wards and for GP referrals. Ultrasound imaging is provided for both inpatients and for patients referred from GPs or the DVT service.

Routine mammography (breast scan) is provided in Rugby by specialist mobile units with state of the art digital mammogram imaging. Patients who require urgent non-routine mammography and diagnosis are treated at University Hospital, Coventry where they also receive a variety of other investigations during a single visit. This enables a diagnosis to be given within five working days.

St Cross also provides MRI and CT scanning within its radiology services. Dexa scanning, which is used to measure bone density to diagnose conditions such as osteoporosis, is also undertaken with patients attending from a wide geographical area.

## Therapy Support

Patients have access to physiotherapists, occupational therapists, dietitians, audiologists and speech and language therapists from the team based at St Cross.

## Genito-urinary Medicine (GU)

GU services are now provided at St Cross by UHCW NHS Trust in the Pine Clinic. People can get embarrassed about sexual health but we offer a free, friendly and confidential sexual health service. This includes tests and treatment for sexually transmitted infections, emergency contraception, pregnancy testing and education leaflets on sexual health.

## Rugby Forum

### *working for the future of your healthcare*

The Rugby Forum is a group of local people and organisations who are working with University Hospitals Coventry and Warwickshire NHS Trust to develop high quality services to the local population.

If you would like to know more about the Forum and how you can be involved contact the General Manager, Hospital of St Cross on **01788 663214**.

#### **Warwickshire Community and Voluntary Action**

19 & 20 North Street  
Rugby CV21 2AG  
Tel: 01788 574258  
Email: [rugbyinfo@wcava.org.uk](mailto:rugbyinfo@wcava.org.uk)  
[www.wcava.org.uk](http://www.wcava.org.uk)

#### **Friends of Hospital St Cross**

Brookfield House  
Hospital of St Cross  
Barby Road, Rugby CV22 5PX  
Tel: 01788 663754 (answerphone)  
Email: [secretary@friendsofstcross.org.uk](mailto:secretary@friendsofstcross.org.uk)  
[www.friendsofstcross.org.uk](http://www.friendsofstcross.org.uk)

## Useful contact numbers

Hospital of St Cross Switchboard	01788 572831
Ash Renal Unit	01788 663845 or 01788 663236
Audiology	01788 663708
Booking Centre at University Hospital	0800 252060 or 0800 0855651
Bowel Cancer Screening Helpline	0800 783 8042
Cardiac Rehabilitation	01788 663463
Cedar Ward	01788 663183 or 01788 663240
Day Surgery Unit	01788 663328 or 01788 663264
Dermatology Unit	01788 663249
Diabetes Centre	01788 663417
Dietitians	01788 663473
Health Information Centre	024 7696 6051
Haematology Day Unit	01788 663131 or 01788 663190
Hoskyn Ward	01788 663245 or 01788 663306
Macular Unit	01788 663338
Midland Dive Chamber	01788 579555
MRI Reception	01788 663820
Mulberry Day Unit	01788 663237
Mulberry Reception	01788 663527
Oak Ward	01788 663812
Pharmacy	01788 663521
Physiotherapy	01788 663257
Pine Clinic (GU Medicine)	01788 663218
Urgent Care Centre	01788 663336
Willow Endoscopy	01788 663965
X-ray Reception	01788 663260

The Trust has access to interpreting and translation services. If you need this information in another language or format, we will do our best to meet your needs. Please contact **02476 967596**.

**Hospital of St. Cross**  
**Barby Road, Rugby CV22 5PX**

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