

Patient Information

Major Trauma Centre

Major Trauma Service: Patient, Relative and Carer's Information



Useful Contact Numbers

Main Switchboard	024 7696 4000
General Critical Care	024 7696 6561
Cardiothoracic Critical Care	024 7696 5794
Major Trauma Enhanced Care Unit (on Ward 53)	024 7696 5300
Ward 11 Cardiothoracics	024 7696 5800
Ward 43 Neurosurgery	024 7696 5330
Ward 53 Trauma & Orthopaedics	024 7696 5311



Patient Information

You have been given this information because you, a member of your family, or friend, has been involved in an incident where they have been seriously injured and have been brought to our Major Trauma Centre.

You should already have been told by staff what is happening, but this leaflet aims to summarise the key information you may need during your stay here. If you need any further information please ask a member of staff.

What is a Major Trauma Centre?

Major Trauma Centres provide specialist services for patients who have suffered major trauma as a result of car accidents or falls from a great height for example. People who suffer serious injury need the highest quality specialist care to give them the best chance of survival and recovery.

Major Trauma Centres aim to save lives and reduce long term disability by giving patients urgent access to specialist trauma teams and state of the art equipment to ensure they receive immediate treatment 24 hours a day, 7 days a week.

Patients arrive at the Major Trauma Centre usually by road or air ambulance. This is following an assessment by the paramedic or doctor at the scene of the incident who decide that a Major Trauma Centre is required.

Alternatively, some patients will be transferred very quickly (within a few hours) from another smaller hospital called a Trauma Unit. They may have been taken there to be stabilised before transferring to the Major Trauma Centre for specialist care.

What happens at a Major Trauma Centre?

On arrival you will be assessed by members of the Major Trauma Team for significant injuries. This will include monitoring of vital signs such as blood pressure and pulse. Various tests such as blood tests and relevant X-rays and scans will be carried out as required.

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You will be seen by the speciality medical teams and a plan of treatment and/or surgery will be made to deal with your injuries. A decision will also be made about which ward you will go to.

There are many different nursing, medical and therapy teams who may be involved in your treatment during your stay in hospital. The speciality teams will review you on the ward until no further input from these teams is required. At this point, according to your needs, you will be discharged home or transferred to another hospital for ongoing care.

How long will I stay in the Major Trauma Centre?

This will depend on your needs and treatment plans. Patients remain here until they are stable and the team are happy for you to be discharged home or transferred to another hospital. We try to get you home as quickly as possible or where appropriate, transferred to a suitable hospital nearer to your home. This enables you to receive ongoing care nearer to your family and friends and have access to local services which may assist your discharge.

If you require ongoing complex rehabilitation, you may be transferred to a specialist rehabilitation unit.

Practical information you may find useful

Visiting Times:

Wards can have different visiting times so it is always best to check with the individual ward first. See telephone numbers on the front page of this booklet.

General visiting times for the hospital are:

Monday to Friday - 6.30pm to 8.00pm

Saturday, Sunday & Bank Holidays – 11am to 8pm

Critical Care visiting times:

Monday to Friday – 12.30pm to 3pm and 5pm to 7pm

Saturday, Sunday & Bank Holidays – 11am to 8pm

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Travel / Parking

The visitor car parks are signposted from Clifford Bridge Road. Taxis and buses are available from the front of the hospital. More information on travel, parking and car park charges can be found on the hospital's website: www.uhcw.nhs.uk

Food and Drink

The hospital has a variety of food outlets on site. All are located on the ground floor not far from the main entrance. There are also a number of large supermarkets with cafes and a number of other food outlets close by.

Accommodation: Where can my family stay?

There are a number of places to stay in the area. A few are listed below:

Premiere Classe, 4 Wigston Road, Walsgrave, Coventry, CV2 2SD.

Tel: 024 7662 2311 (1.3 miles)

Holiday Inn, Hinckley Road, Walsgrave, Coventry, CV2 2HP.

Tel: 0871 942 9021 (1.5 miles)

Travelodge, Brinklow Road, Coventry, CV3 2DS. Tel: 0871 559 1816

(1.8 miles)

Premier Inn Coventry East (M6 J2), Gielgud Way, Coventry, CV2 2SZ.

Tel: 0871 527 8266 (1.9 miles)

Double Tree by Hilton, Paradise Way, Walsgrave Triangle, Coventry, CV2 2ST. Tel 024 7660 3000 (2.1 miles)

Cocked Hat Hotel, Rugby Road, Binley Woods, Coventry, CV3 2AW.

Tel 02476 636767 (2.7 miles)

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Premier Inn Coventry East (Binley/A46), Rugby Road, Coventry, CV3 2TA. Tel: 0871 527 8268 (2.7 miles)

Shops/Cash Machines

The main shopping area is in the main entrance on the ground floor.

Large supermarket outlets can be found in the local area, a relatively short distance from the hospital site. There is a cash machine inside the W H Smith shop near to the main entrance and another one in the main entrance. Other cash machines can be found in the large supermarkets in the surrounding locality: Tesco on Clifford Bridge Road, and Asda and Tesco on Ansty Road within about 1 mile of the hospital site.

Telephones

Mobile phone reception is variable on site but we request that you do not use them in the emergency departments, including Critical Care. Mobiles can be used in the main entrance, or outside the hospital building. Public telephones can be found in the main entrance and in the critical care waiting area.

Internet Access

Public Wi-Fi is available on most wards and public areas of the hospital = 'uhcwpublic'

Spiritual Care

All faiths are represented at our hospital. The Multi Faith Centre can be found on the ground floor in the West Wing and you are welcome to visit at any time. If you need any help or guidance, just ask the nursing staff who can contact a chaplain or religious representative for you.

Comments / Complaints / Compliments

We are happy to receive your comments/compliments about the care you have received. These can be conveyed by comments to staff, our on-line survey or filling in one of our Impressions questionnaires.

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We hope you do not have cause to complain, but if you do have a concern, please in the first instance, speak to the ward manager for the area concerned. They are best placed to deal directly with any problem you may have. If you do not feel this has been resolved satisfactorily, please contact PALS – see below:

Patient Advice and Liaison Service (PALS)

The PALS service is available to help you with any concerns, questions or difficulties you may be experiencing with your care or Trust services. They can liaise on your behalf with the service involved and work with hospital staff to respond to your concerns. The PALS office is in Main Reception on the ground floor.

Tel: 0800 028 4203 Email feedback@uhcw.nhs.uk

Useful sources of further information

Assist Trauma Care (support and advice to individuals following a critical incident)	01788 560800 www.assisttraumacare.org.uk
Brake (for those injured on the road)	0808 8000 401 www.brake.org.uk
Spinal Injuries Association (support for those suffering from a spinal cord injury)	0800 980 0501 www.spinal.co.uk
ICUsteps (founded by ex-patients, their relatives and intensive care staff to support patients and families affected by critical illness)	Voicemail 0300 3020 121 www.icusteps.org
Headway (support for those suffering from a brain injury)	0808 800 2244 www.headway.org.uk
Limbless Association (support for amputees)	0800 644 0185 www.limbless-association.org

Patient Information

Further information on organisations and support services can be found on the Major Trauma Signposting website using the link <https://mtsp-info.co.uk/> in the search bar.

The Trust has access to interpreting and translation services. If you need this information in another language or format please ask the staff and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History

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