

I am waiting to have an operation

What happens next?

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

When will I hear that I have an appointment?

Our booking team will contact you when they are able to offer you a date for your operation. Please ensure we have your up to date contact details. Please be aware that waiting times can vary between different specialties and procedures.

Do I have to let you know if I move or will my GP/dentist tell you?

We are not automatically informed from your GP or dentist of any of the changes listed below, so it is important that you let us know if any of the following applies:

- You change your name, address or telephone number
- You plan to move out of the area and no longer want your operation at this hospital
- You have received treatment elsewhere

What do I do if I am going away or do not want my operation for a long period of time?

Please inform us of any periods of time that you are unavailable to attend the hospital. If you are unavailable for a significant period of time, then you should be aware that this will result in the clinician reviewing your case. They will decide whether or not you should remain under their care or should return to the care of your GP who can then re-refer you when you are able to attend.

Will you send me a date for my operation in the post?

We will either phone you or write to you when we are able to offer you a date for your operation. The letter we send you will invite you to telephone us to discuss and plan:

- an appointment for a pre-operative assessment (to check that you are fit for your operation), if you have not already had one, and;
- a date for you to come into hospital for your operation.

If I don't get this letter, how will I know that I should be calling you?

If you have had no communication from our booking team within 6 weeks, please call us on **01271 370227 (Mon-Fri, office hours only)**.

If you do not respond to the first letter, we will send you a further letter. Both letters ask you to call us to arrange a date for your appointment. If we don't hear from you within three weeks of sending the first letter, we may remove you from our waiting list, and write to your GP/dentist informing them that this has occurred.

What if I am unwell while waiting for my operation?

For a planned surgery to take place, we must have up to date information about your health and medication. If you are having a general anesthetic procedure, please consider the following points:

- Has something changed about your general health since you last saw the pre-operative nurse?
- Have you been admitted to hospital since you last saw the pre-operative nurse?
- Have you been given any new medication including a course of antibiotics since you last saw the pre-operative nurse?

If you become unwell within 6 weeks of your surgery date, please inform us. It is critical that we know if you have had a chest infection.

If you have had any diarrhea and vomiting within 48 hours of your surgery date, do not attend the hospital and call the Pre Assessment team on the number below.

Please contact the Pre-Operative Assessment team on 01271 370213 to discuss the points above.

What if I decide I don't want the operation?

Should you decide that you no longer want to have the operation, or feel that your condition has changed whilst you are waiting for your operation, please firstly discuss this with your GP/dentist. Once you have done this, if you still wish to be removed from the waiting list, please contact us to let us know.

What happens if I cancel a date I have arranged with you?

If you agree appointments for pre-operative assessment and admission, and later cancel these dates, we will offer you another date. However, if you should cancel agreed appointments a second time, then your clinician will review your case and decide whether or not you should remain under their care or should return to the care of your GP who can then re-refer you when you are able to attend.

What happens if I forget to turn up on the day?

Please keep your appointment to ensure you get the treatment you need. Missed appointments add to waiting times and cost the NHS millions of pounds each year. If you can't make it, please let us know so that we can give your appointment to someone else and arrange a new time for you

If you do not attend your pre-operative assessment appointment or do not attend on the day of your planned admission for your procedure, we will assume that you no longer wish to have the operation. You may then be removed from the waiting list and referred back to your own GP/dentist who can re-refer you if clinically required.

Who do I contact about any of the above?

If you need to call us regarding any of the above, please telephone the following number:

Booked admissions: 01271 370227 (Mon-Fri, office hours only)

If you are asked to leave an answer phone message, please ensure you leave your name, contact telephone number and hospital number if you have it. Someone will phone you back by the end of the next working day.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple. Alternatively, it may be possible for us to arrange an appointment in your area.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

© Northern Devon Healthcare NHS Trust
This leaflet was designed by the Communications Department.
Please contact 01271 311575 to help us improve our leaflets