

Planning your discharge

During your stay, we will give you the date of discharge that we are working towards. Please have your keys, a change of clothes and a plan for transport home ready for this date. If your household does not have a vehicle, hospital transport will be provided once you meet transport criteria. When you are ready for discharge you may go to the discharge lounge to await medication, transport or to be picked up by your family or friend.

The ward clerk will arrange your follow-up appointment. You can ask for a medical certificate for the time you spent in hospital (MED 10). Your hospital doctor can also provide you with a 'fit note' (MED 3 sick certificate) for the period of your recovery after discharge.

Comments and feedback

We appreciate all feedback. Positive or negative feedback can be given by speaking to one of our staff or filling in our feedback survey online or via text. If you have any comments or suggestions about your stay in hospital, please speak to the ward managers or the Matron or via our feedback survey online or text.

For further information please call

Tel: 020 359 41262 (DSU)

Tel: 020 359 40227 (3D)

Tel: 020 359 42214 (3F)

Matron (3D/3F/DSU)

Tel: 020 359 45670

Senior Nurse (3D/3F/DSU)

Tel: 020 359 42244

Large print and other languages

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. For more information, speak to your clinical team.

এই তথ্যগুলো সহজে পড়া যায় অথবা বৃহৎ প্রিন্টের মতবকল্প ফরম্যাটে পাওয়া যাবে, এবং অনুরোধে অন্য ভাষায়ও পাওয়া যতে পারে। আরো তথ্যের জন্য আপনার ক্লিনিকিয়াল টিমের সাথে কথা বলুন।

Bu bilgi, kolay okunurluk veya büyük baskılar gibi alternatif biçimlerde sunulabilir, ve talep üzerine Alternatif Dillerde sunulabilir. Daha fazla bilgi için klinik ekibinizle irtibata geçin.

سہکتی جاکی دسد تیاب میں فارمیٹس مبادل معلومات پر اور درخواست پر پرنٹ بڑا یا آسان میں پڑھنے کے لیے جیسا ہیں، متبادل زبانوں میں بھی دستیاب ہو سکتی ہیں۔ مزید معلومات کے لیے، اپنی کلینکل ٹیم سے بات کریں۔

The Friends and Family Centre (FFC)

The FFC is there to help you stay connected to your loved ones. It is open 7 days a week 09:00-17:00. They can help you to raise a concern or question to the medical staff, provide language support or help to send messages to your friend or relative on the ward. On discharge we will ask you to complete a survey which will tell us how likely you would be to recommend our service to your friends and family.

Tell us what you think

Tweet us @NHSBartsHealth

Talk to us via [facebook.com/bartshealth](https://www.facebook.com/bartshealth)

Leave feedback on NHS Choices www.nhs.uk

Reference: BH/PIN/1095

Publication date: July 2021

All our patient information leaflets are reviewed every three years.

NHS

Barts Health
NHS Trust

Patient information

What to expect when you come in for surgery on the third floor at The Royal London Hospital



On the day of your surgery

On the day of your operation, you will be welcomed by our receptionist at the front entrance. You will be asked to wait in the waiting area until you are brought up to the Day Surgery Unit on the 3rd floor. You won't be able to eat until after your procedure but you will be given 30mls of water every hour commencing from 09:00am until you go for your procedure to safely maintain your hydration.

Please be patient with us as the process may take up to 8 – 10 hours and be prepared to wait for the whole day. Thank you in advance for your understanding.

Please note that the Day Surgery Unit (DSU) opens at 07:00am. If you arrive early there are allocated seats available on the ground floor for patients only.

On the Wards

Many patients stay for 24-48 hours but some patients who undergoing major surgery may require a longer stay. After your operation you will be allocated a bed on either in one of the following departments 3F (Surgical Monitored Unit), HDU (High Dependence Unit) or 3D (Surgical Ward).

Nursing staff

Our dedicated team of nurses will care for you. The name of the nurse in charge of the shift will be displayed on the board near the nurse's station or the nurse providing your care can let you know who this is.

Every health care professional will wear a name badge with their job title displayed.

Other members of the team

Doctors ward rounds take place each morning. You may also see other health care professionals such as Physiotherapists, Occupational Therapists, Dietitians, Specialist Nurses for pain and stoma care and Social Workers.

Involvement in your care

We aim to involve you in your care and encourage you to enquire about your treatment options. Please ask us if you require further information and support to help you to make the right decisions. We also have many specialist teams that can provide expert knowledge to help you make these decisions.

As a training hospital, care may be provided under supervision by trainees.

Advice on Visiting

Due to the COVID-19 pandemic, no visiting is allowed within our COVID-protected (green) wards. Green wards are wards where patients have isolated and had a negative PCR test before admission. **On the day of surgery we do not allow any friends or family to accompany you into the department.** The nursing staff will contact your next of kin with updates.

The hospital's family contact center 02035942040 can also be contacted to provide updates for family members. On the day of your discharge, your family or friend can meet you at the hospital entrance to accompany you home.

Infection Control

We place an emphasis on good infection control practices. We ask all patients and staff to do the same. Please wash your hands and/ or use the hand rub provided.

Due to the ongoing COVID-19 pandemic, some Healthcare professionals and Doctors are wearing scrubs – (Theatre attire). All staff are required to change into scrubs if they have visited other areas of the hospital. This is an infection prevention and control measure to protect all patients within our COVID-protected (green) wards.

Nutrition

Please inform the nursing staff of any dietary requirements. You will be given a menu to choose from. Meal times are 08:00, 12:00 and 18:00 with additional hot beverages between meals.

What to bring in?

- All your current medication in their original containers
- Relevant patient literature you have received
- Night clothes/comfy daytime clothes and extra underwear
- Comfortable, well-fitting slippers or footwear
- Loose comfortable clothes to travel home in
- Toiletries
- Mobile phone to keep in touch with your friends and family (brought in at your own risk of loss or theft.)

Property and valuables

We advise that you bring only items of little monetary value into the hospital. We cannot be held responsible for loss or theft of any property. There is a lockable patient property cupboard however please note any items of value are brought in at your own risk.