



The Royal London Hospital Trauma Service

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Patient Details

Name:

Date of birth:

Date of injury:

Where the injury occurred:

After Trauma Keyworker:

Please use this patient passport as a resource whilst you are in hospital and beyond. The handy pocket in the back allows you to store any useful information we may give you.

Information stored in the patient passport can be taken to any appointments you may attend in the future.



I'm a MAJOR TRAUMA patient, what does that mean?

Major Trauma happens when you suffer from physical injury, often sudden or unexpected.

When you suffer Major Trauma we aim to ensure that you are treated at a Major Trauma Centre such as The Royal London Hospital. These are hospitals that are designed to assess and treat severely injured patients.

This means they are able to provide immediate lifesaving care as well as excellent support and rehabilitation.

Examples of Major Trauma include road traffic collisions, falls from height, sporting accidents, or acts of violence, but there are of course many more ways someone may become injured suddenly.



The typical journey of a seriously injured patient

If you or your relative have suffered a serious injury, it is likely your journey may look something like this....



Pre-hospital phase

- Injury occurs
- Pre-hospital assessment and treatment – this is when the ambulance or helicopter begins to assess and treat a patient
- Triage – a decision will be made about which hospital is suitable to treat the patient, taking into account the seriousness of the injuries (this might be to your local hospital, or to a Major Trauma Centre)
- A pre-alert is given to the hospital receiving the injured patient, so they can prepare a team for arrival



In hospital phase

This is the in-patient care and stabilisation of you or your relative from the emergency department and beyond.

- Trauma patients will be met by a specialist team on arrival ready to provide immediate care and assessment
- Further care may include:
- A CT scan and X-rays to determine injuries
 - Treatment of immediate needs
 - Operations in theatre – if required
 - Admission to intensive care – if required
 - Admission to a ward – if required



Onward care phase

This may include:

- Repatriation to a local trauma unit for in-patient care and rehabilitation
- Referral to specialist rehabilitation centres
- Specialist community care
- Outpatient therapy or community therapy at home



Common questions and answers

We know you are going to have a lot of questions and we are here to answer them. Here are some of the most frequently asked questions.

Please note, you can jot down any questions of your own on page 11 towards the back of this booklet.



Q When will a patient come to The Royal London Hospital?

A Whilst The Royal London Hospital may not have been the nearest hospital to the incident, the pre-hospital team will have made an assessment that you or your relative will benefit from being transferred to a Major Trauma Centre.

Q Why does coming to a Major Trauma Centre benefit patients?

A Internationally, Major Trauma Networks have been shown to improve survival rates and enhance recovery times. Major Trauma Centres have extensive facilities and expertise to care for a wide range of serious injuries.

Q When might a patient be moved from a Major Trauma Centre?

A This is when a patient no longer requires ongoing surgical procedures and is considered stable. This may be when a patient is suitable for home, their local hospital or rehabilitation services.

Q Who looks after trauma patients in hospital?

A Trauma patients often have a wide range of injuries and may be admitted under specialist teams across the whole hospital. Many patients will go to our Major Trauma ward, or critical care areas but wherever patients go they will receive specialist care and support they need from a range of doctors, nurses and therapists.

The Trauma Service will review them daily and update them on their care. On occasions, when a patient is considered stable, the Trauma Service will transfer care to the team most likely to be involved in longer-term recovery.

For example if a patient has mainly broken bones, after a period of trauma care, they may transfer care over to the orthopaedic doctors. This may mean that the patient may change ward.

Q How long will a patient remain in a Major Trauma Centre?

A This varies hugely from patient to patient and the severity of their injuries.

The specialist Major Trauma Service we provide aims to get the person involved in the incident moving along the patient pathway as safely and quickly as possible. Rehabilitation, in some form, begins from the moment the patient is admitted and we strive to get patients home or more local as soon as is feasible.

Some patients may spend a prolonged period of time in the Major Trauma Centre due to the complexity of their injuries.

Q What does rehabilitation involve?

A After an accident patients may need some rehabilitation to recover from their injuries. Rehabilitation can be both physical exercises, or cognitive 'thinking' exercises.

There are a variety of people who may be involved in rehabilitation, including physiotherapists, occupational therapists and speech and language therapists.

Patients may receive some rehabilitation whilst they are in hospital and therapists will give them exercises to do once they get home. Some people require more rehabilitation than others, and may be referred to a specific rehabilitation centre for ongoing support. The multi-disciplinary team, made up of doctors, nurses and therapists will discuss the rehab options and requirements with them and their family to decide on the most appropriate option.

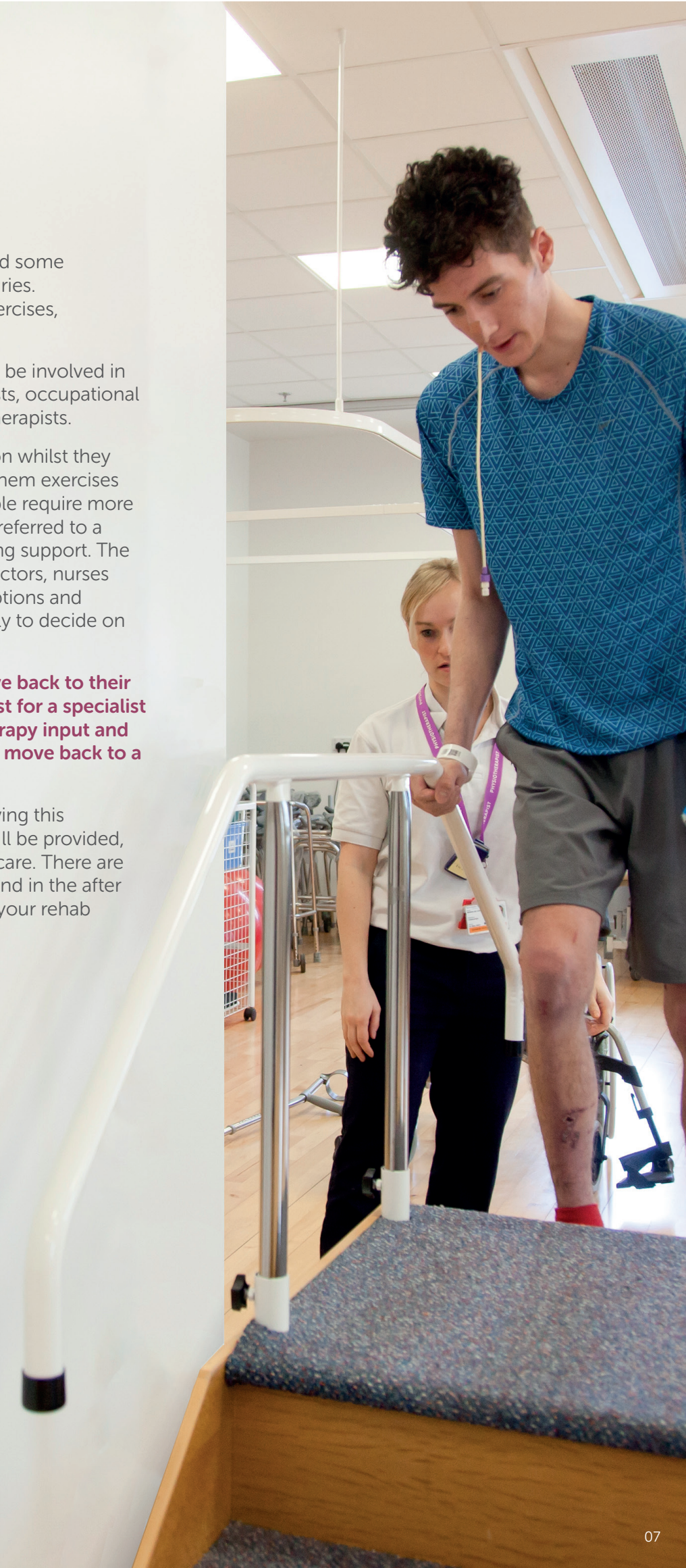
On many occasions patients will move back to their local hospital whilst on the waiting list for a specialist rehab service, or awaiting further therapy input and local discharge planning. We call this move back to a local hospital 'repatriation'.

If rehabilitation is still needed after leaving this hospital a rehabilitation prescription will be provided, detailing onward referrals and plan of care. There are therapists available both on the ward and in the after trauma team who will happily discuss your rehab with you.

Q What follow up appointments will a trauma patient require?

A Trauma patients may require multiple follow up appointments with a range of people involved in their care. We know that attending follow up appointments can be expensive and time consuming, so where possible we try to book them on the same day.

If The Royal London Hospital is not your local hospital we are happy to liaise with your local hospital regarding follow up if appropriate.

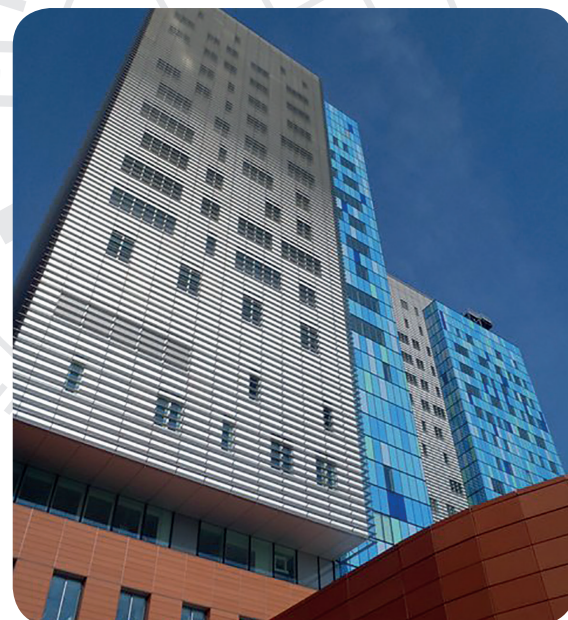




The Royal London Hospital and the trauma network

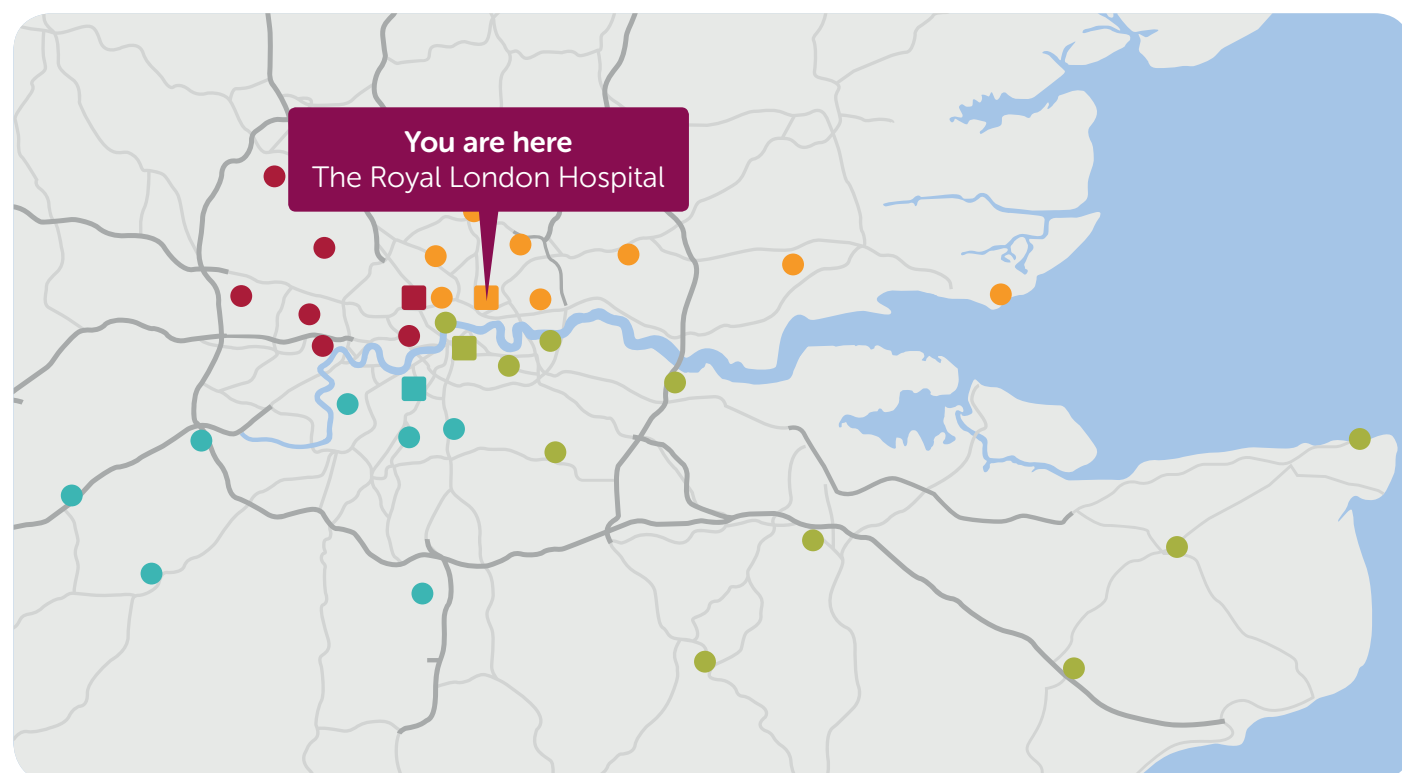
The Royal London Hospital

Our Major Trauma Centre at The Royal London Hospital is a leading specialist centre with an international reputation for caring for some of London's most seriously injured patients. It is also home to London's Air Ambulance.



The Trauma Network

The Royal London Hospital may, or may not be local to you, but we form a part of what we call a Trauma Network. Here is a map of London's Trauma Network.



- North East London and Essex Trauma Network
- South West London and Surrey Trauma Network
- South East London, Kent, and Medway Network
- North West London Trauma Network
- Trauma Unit
- Major Trauma Centre



Useful information for you and your family



How to find us?

We know all too well that navigating around central London can be a challenge, but there are a number of ways to get to us.



Nearest tube station

Whitechapel Underground Station is situated directly opposite the hospital. Aldgate East is also only a short walk away.



Nearest DLR

Shadwell Station is the nearest Docklands Light Railway stop and is a 10 minute walk from the hospital.



Nearest overground

Bethnal Green is the closest overground station to the hospital and is a 15 minute walk away.



Want to take the bus?

Bus routes 25, 205 and 254 run directly outside the hospital covering Central, North and East London.



Where to get food and refreshments?

There is a restaurant on the fifth floor serving a range of hot and cold dishes and refreshments, with extended weekday opening hours. There is also a Costa Coffee at the main entrance to the hospital serving hot and cold drinks, sandwiches and pastries. The hospital has vending machine facilities outside most wards to purchase refreshments out of hours.



Far away from home and need accommodation?

James Hora House is accommodation for relatives needing to be close to the hospital. Priority is given to relatives of critical care patients or patients undergoing major surgery. It is situated on Ashfield Street, at the rear of the hospital. All rooms have an en-suite toilet and shower.

James Hora House is charity funded and therefore asks guests for a contribution towards the cost of their stay. **For enquiries, James Hora House can be contacted on 07880 553 525.**

Other local accommodation options include:

The Whitechapel Hotel
020 7247 9947

The Holiday Inn, Whitechapel
0871 942 9299

Ibis Budget London Hotel, Whitechapel
020 7655 4620



After Trauma team

Don't forget a member of the After Trauma team will be around during the daytime to offer practical support and provide specific information where required. The After Trauma team consists of three Trauma Nurse Coordinators and two Rehabilitation Coordinators who are based at The Royal London Hospital 7 days a week.

The After Trauma team will work closely with all the health professionals providing care to ensure patients are following the correct pathway through the trauma system. The team have a wide range of knowledge and experience and are approachable and supportive of both patients and families.

Whilst many teams will be involved in a patients care, your After Trauma keyworker will be happy to be a point of contact throughout your stay in hospital. Please don't hesitate to get in contact.

Contact details:

The Royal London Hospital switchboard **020 7377 7000**
After Trauma direct contact number **020 3594 5639**
After Trauma email **bhnt.aftertraumateam@nhs.net**



Chaplaincy service

We understand that suffering a trauma, or being connected to someone who has suffered a trauma can be extremely upsetting. The Royal London chaplaincy service is available to support families on request. Please ask a member of staff to contact them.

What support can I access at home?

Roadpeace

Support for road accident victims and their families.

Helpline: **0845 4500 355**
Monday to Friday, 9am - 5pm
www.road-peace.org.uk

Headway

Advice and help for people
after brain injury.

Helpline: **0808 800 2244**
Monday to Friday, 9am - 5pm
www.headway.org.uk

Samaritans

Listening support service.

Helpline: **116 123**
Free phone, 24 hours a day,
365 days a year
www.samaritans.org

MIND

Support with mental health problems.

Infoline: 0300 123 3393
www.mind.org.uk



There is often a lot of information to take in. Please use this space to jot down any questions you or your family might have and staff will do their best to answer them.



My thoughts and feelings

It may feel unusual to write down how you are feeling, but often people find it very hard to express their worries, fears and hopes in person and this section may become really helpful to your recovery.



My outpatient appointments

Date:	Time:
Location:	
Clinic:	

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**BARTS
CHARITY** 
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**Trauma
appeal**

Your support matters

At Barts Charity our mission is to raise funds and awareness for trauma research and treatment and improve the quality of life for survivors like you.

We support world leading research at Whitechapel's Centre for Trauma Sciences and trauma care at The Royal London Hospital.

As someone who recognises the importance of trauma care, could you help us by...



sharing your
story with us?



raising awareness
of the appeal?



making a
one-off or regular
donation?



trying a fundraising
activity as part
of your recovery
plan?

To find out more, please call us on **020 7618 1717**, visit **bartscharity.org.uk/trauma**, email us at **hello@bartscharity.org.uk**, or ask a member of hospital staff.



Research

If you were enrolled into a clinical trial during your time in hospital then the Research team will have already have been in contact with you. However, if you weren't recruited to a clinical trial at the time of your injury but are interested in our research or would like to support future projects you can find out more at the following web address: www.c4ts.qmul.ac.uk/involve and get involved by emailing involveC4TS@qmul.ac.uk

AfterTrauma

After Trauma is a resource for recovering trauma patients.

The After Trauma website is a resource that can help you and your family along your recovery journey. There is information and resources on the website including information about injuries, rehabilitation, getting back to work, goal setting and patient recovery stories.

The After Trauma app is freely downloadable and will allow you and your loved ones to track your recovery. It has several functions including;

- A diary function for photos and written information
- A recovery tracker
- Exercises and challenges to help with recovery
- Interactive videos
- An online forum to connect with other trauma patients and carers

www.aftertrauma.org



My patient documents

Please use this pocket to store any information we might give you.

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Barts Health
NHS Trust

AfterTrauma

For more information about anything
contained in this document please
contact the After Trauma team on
020 7594 5639 or email
bhnt.aftertraumateam@nhs.net