

# Your surgery at Queen Mary's Hospital, Sidcup



## We are working hard to reduce the waiting times for surgery for patients across South East London.

Your consultant has listed you for a surgical procedure at the Planned Care Centre at Queen Mary's Hospital, Sidcup. Having your surgery at Queen Mary's Hospital means that it can take place as soon as possible.

Queen Mary's Hospital has theatre capacity at their state-of-the-art facilities. This facility is staffed in collaboration from Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust, Lewisham and Greenwich NHS Trust and Dartford and Gravesham NHS Trust. This means that you will see your operating consultant on the day.

Queen Mary's Hospital's Planned Care Centre has 32 surgical beds across two wards: Mottingham Ward and Avery Hill Ward.

This leaflet explains what to expect, and gives you information about:

- Queen Mary's Hospital
- while you wait for your procedure
- what to do before you come to hospital
- what to bring with you
- where to go when you arrive
- your recovery and discharge
- how to seek help if you need it after surgery

If you have any queries or concerns, please call the number on your pre-admission letter.



## Where is Queen Mary's Sidcup?

Queen Mary's Hospital  
Frognaal Avenue  
Sidcup, Kent  
DA14 6LT



For information about travel and parking, please visit the Queen Mary's Sidcup website: [qmh.oxleas.nhs.uk](http://qmh.oxleas.nhs.uk)

If it is not possible for you to travel by private or public transport to and from surgery, patient transport can be provided. Please let your booking team know if you require this.

### Services provided by:

Guy's and St Thomas' NHS Foundation Trust  
King's College Hospital NHS Foundation Trust  
Lewisham and Greenwich NHS Trust

## Consent

**We must by law obtain your written consent to any procedures beforehand. Staff will explain all the risks, benefits and alternatives before they ask you to sign a consent form. If you are unsure about any aspect of the treatment proposed, please do not hesitate to ask to speak with a senior member of staff.**

## While you wait for your procedure

Please contact us as soon as possible, using the number on your pre-admission letter, if:

- your condition changes or your symptoms get worse
- you think you no longer need surgery
- you are unable to make your appointment

## What to do before you come to hospital

Please follow carefully all instructions provided to you in your pre-operative assessment and make sure you have some over-the-counter pain relief available at home for after your surgery.

Make sure you are up-to-date with all the COVID-19 vaccinations you are entitled to have. Check with your GP if you are unsure.

If you have been unwell in the 28 days before the date of your procedure, please call the number on your pre-admission letter.

## What to bring with you

If you have been taking any tablets or medication before your admission to hospital, either prescribed by your GP or bought from a community pharmacy, please bring them with you. Show them to your doctor, pharmacist or nurse when they come to see you on the ward.

### You may wish to bring:

- dressing gown and slippers
- book or magazines
- small amount of money
- glasses, hearing aids or mobility aids
- notebook and pen
- mobile phone and charger
- healthy snacks
- address book and important phone numbers, including your GP's contact details



Please do not bring in valuables, jewellery or large sums of money. We cannot accept liability for the loss of items that are not handed in for safekeeping.

If you are having a procedure that means you will need to stay in hospital for up to 23 hours after your operation you may also wish to pack:

- nightclothes
- day clothes and clean underwear
- small hand towel
- toiletries – soap, toothbrush, toothpaste, shampoo, deodorant

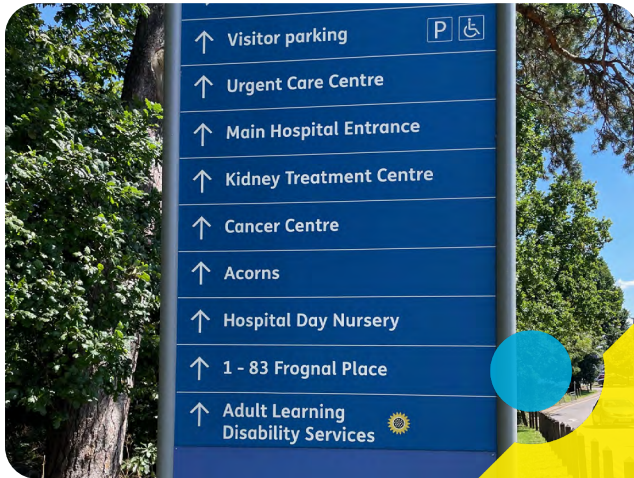
- sanitary products such as towels or tampons
- shaving equipment
- comb or hairbrush

If you are staying overnight, you will be admitted to Nottingham Ward.

## Where to go when you arrive

The Planned Care Centre is on the 4th floor of the main hospital building.

When you arrive at the hospital, take the lifts or stairs in front of the main entrance up to the 4th floor and go to the Nottingham Ward reception. Please go to the Surgical Admissions Lounge in Avery Hill Ward.



## Your recovery and discharge

After surgery you will be taken to Nottingham Ward to recover, in the Planned Care Centre on the 4th floor next to the admissions area.

Please note that visitors are not permitted on the wards, except when your nominated adult comes to collect you.

You are welcome to use your mobile phone and other electrical devices during your stay at the Planned Care Centre. However, Wi-Fi and the phone signal is limited

which may limit your accessibility. Please be considerate of other patients. Between 9pm and 8am, keep any device on low volume and brightness to avoid impacting patients who are resting.

- If you are going home the day of your operation, you will need an adult to take you home in a car or taxi. An adult must stay with you for the first 24 hours after your operation.
- If it is planned for you to stay overnight, unless we have told you otherwise, please arrange for an adult to take you home in a car or taxi by 8am on the day after your operation.
- Please make sure you follow the instructions your nurse gives you about caring for your wound, hygiene and bathing.
- Avoid drinking alcohol, operating machinery or signing legal documents for at least 48 hours after any operation involving general anaesthetic.
- You can gradually return to your normal activities as soon as you can do them without feeling any pain.
- Most people can do light activities, such as shopping, after 1 or 2 weeks.
- You should also be able to return to work after 1 or 2 weeks, although you may need more time off if your job involves manual labour. Your operating surgeon can provide an initial fit note. If problems continue beyond the validity of the operating surgeon's initial fit note, please contact your GP.
- Driving should be ok as soon as you can make an emergency stop comfortably, usually within 1 to 2 weeks. We recommend you inform your vehicle insurance company of your treatment to make sure your policy will be valid.

## When to call for help

Please call the number on your pre-admission letter if you have any of the symptoms below:

- a lot of pain that does not go away, especially if you feel sick or are sick (vomit) and your stomach feels larger
- bleeding from your wounds that does not stop
- a high temperature (over 38°C)
- difficulty having a pee
- a large amount of swelling around the wound
- an offensive smelling discharge (pus) from the wound
- an abnormal colour at or around your wound site



## Who to contact in case of an emergency?

If you feel your symptoms are a medical emergency, please visit NHS 111 online ([www.111.nhs.uk](http://www.111.nhs.uk)) or phone NHS 111 for advice or go to your nearest Urgent Care or Emergency Department (A&E).

## Key contact

If you have any questions or concerns, please call the number on your pre-admission letter.



## Comments and concerns

### Guy's and St Thomas' NHS Foundation Trust

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS), phone 020 7188 8801 email [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk). To make a complaint contact the resolution department phone 020 7188 3514 email [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

### King's College Hospital NHS Foundation Trust

The Patient Advice and Liaison Service (PALS) offer support, information and assistance to patients, relatives and visitors. They can provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. PALS at King's College Hospital, Denmark Hill, London SE5 9RS, phone 020 3299 3601, email: [kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)

### Lewisham and Greenwich NHS Trust

Our Patient Advice and Liaison Service (PALS) offers confidential advice and support to help you with any concerns you may have about your care. Our aim is to try and resolve any concerns as quickly as possible. You can pass on a compliment or raise a concern by contacting PALS at University Hospital Lewisham: Phone 020 8333 3355 (PALS) or email: [pals.lewisham@nhs.net](mailto:pals.lewisham@nhs.net) or contact PALS at Queen Elizabeth Hospital: Phone 020 8836 4592 or email [pals.qeht@nhs.net](mailto:pals.qeht@nhs.net)

## Language and accessible support service

If you need an interpreter or would like the information in this leaflet in a different language or format, please contact your Trust:

### Guy's and St Thomas' NHS Foundation Trust

Phone 020 7188 8815 or  
email [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### King's College Hospital NHS Foundation Trust

Phone 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)

### Lewisham and Greenwich NHS Trust

For University Hospital Lewisham: Phone 020 8333 3355 (PALS) or email [pals.lewisham@nhs.net](mailto:pals.lewisham@nhs.net)

For Queen Elizabeth Hospital: Phone 020 8836 4592 (PALS) or email [pals.qeht@nhs.net](mailto:pals.qeht@nhs.net)

