

Coming into hospital for a procedure or surgery

Information for patients, relatives and carers

Introduction

This leaflet explains what you need to do before coming into hospital for your procedure or surgery. If you have any questions, please call the phone number on your appointment letter.

Before your appointment

Pre-assessment

Your first assessment before your procedure or surgery will be either a telephone or video call with your care team.

Some patients may be asked to come to hospital for a specific investigation or test before their procedure or surgery. This could include:

- to see the anaesthetist
- to have tests to see if they carry specific bacteria, such as MRSA
- to have blood tests
- to have specific tests such as an ECG or an x-ray

If you need to come to hospital, we will explain why and provide information about how to prepare for your pre-assessment appointment.

Coming into hospital for your procedure or surgery

Please visit the Trust website for the latest infection prevention and control measures in place across our hospitals: <https://www.imperial.nhs.uk/covid>

Check your clinic letter for details on where to go when you arrive. If you are not sure where to go, please ask for help or directions from the staff at the hospital entrance or the receptionists.

Please do not go into any other wards or clinical areas other than those where you have a booked appointment.

Lateral flow testing at home

You no longer need to take a lateral flow test or PCR test before you come into hospital. This is in line with the latest government guidance.

In some circumstances your doctor may still ask you to do a test, but this is very rare. This would be discussed with you before your admission to hospital. You can also follow the instructions below to complete the test.

Completing a lateral flow test if your doctor has asked you to

You can order your test online. Please tick the box in the online order form to say that your clinician has asked you to do a lateral flow test before your hospital appointment.

Reporting your result

Please report your result on the government website: www.gov.uk/report-covid19-result.

Please also let your care team know your result, they can then provide further advice.

If you feel unwell prior to your planned admission

If you feel unwell, for example you have flu or sickness or diarrhoea before your planned admission please contact your care team for advice.

Can I bring someone with me to my appointment?

Please visit the Trust website for the latest visiting guidance: www.imperial.nhs.uk

Staying overnight in hospital

If you are staying overnight in hospital following your procedure or surgery, please only bring essentials with you.

Same-sex accommodation

We aim to provide patients with same-sex accommodation. However, at very busy times, some of our wards have had to become mixed-sex, although we always try to keep individual bays as same-sex and ensure privacy at all times. The decision to change some wards to mixed-sex wards has been carefully considered – patient and staff safety remains our priority at all times. If you are worried about this, please speak to a member of staff.

When you are ready to go home

We recommend that a friend, carer or relative collects you from the entrance of the hospital. If you need help to get to the entrance to meet them, one of our porters or nursing staff can support you.

Depending on the type of procedure you had and your recovery, we may advise you to self-isolate after leaving hospital. This period of self-isolation is a precaution as your immune system will be working hard to help your body recover from the procedure or surgery you have had.

How do I make a comment about my visit?

If you have any **suggestions** or **comments** about your experience in hospital, please speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday) You can also email PALS at imperial.pals@nhs.net
The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department: Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY
Email: ICHC-tr.Complaints@nhs.net Telephone: **020 3312 1337 / 1349**

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Trustwide
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