

Clinical haematology

Day pain service for people with sickle cell disease

Information for patients, relatives and carers

Introduction

This leaflet tells you more about the day pain service for people with sickle cell disease and how to access it.

What is the day pain service?

The day pain service is a nurse-led service to help you manage acute sickle pain. Service users are assessed and treated according to the severity of their pain – this is known as a triage system. The aim of the day pain service is to provide you rapid pain relief as an outpatient. Sometimes this can save you from being admitted to hospital as an inpatient.

The service can be found in the Haematology outpatients department (HOPD) in the Catherine Lewis Centre at Hammersmith Hospital. It can be contacted by telephone on 020 3311 7755.

Who can access this service?

This service is for those with an episode of acute sickle pain that is not responding to two or more consecutive doses of oral pain relief medications at home. It is important that you do not wait until the pain becomes severe. Please contact us for advice on **020 3311 7755**.

How you can access the day pain service

Contact the service on **020 3311 7755** for a telephone assessment before coming to hospital.

A member of staff will assess your pain over the telephone and may advise you to come to the day pain service for treatment. They may advise you to go attend another, more appropriate unit (for example, an A&E department) for any emergencies.

- If you experience symptoms of stroke or severe headache, go to Charing Cross Hospital A&E.
- If you are over 20 weeks pregnant, please go to Queen Charlotte's & Chelsea Hospital delivery suite.

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- If you are experiencing priapism, go to Charing Cross or St Mary's hospitals A&E departments.
 - If you have eye problems, go to the Western Eye Hospital.

For any illness not related to SCD, please visit your GP or an NHS walk-in centre.

Unless your treatment team has told you otherwise, the day pain service does not usually offer repeat prescriptions. So, please contact your GP if you need a repeat prescription.

How to contact the day pain service

Please contact the service as early as possible, as this gives us the greatest opportunity to support your pain management.

- You must telephone the service on **020 3311 7755** before attending.
- The telephone triage line is open 24 hours a day, 7 days a week for advice.
- The day pain service is currently open **Monday to Friday, 08:00 to 20:00**.

If you present to the service without calling us first, you may be advised to attend the Renal and Haematology Triage Unit (RHTU) or your GP surgery.

You can only be booked into the day pain service **before 17:00**. This is to allow the team enough time to provide treatment. After this time, you may need to attend the RHTU.

You will be assessed by a practitioner before starting pain medications if you have attended the day pain service three times or more within a month, or if your medical team are concerned about your pain management

What happens at the hospital

- Report to the receptionist when you arrive. Tell them you are here to see the day pain service. They will direct you to our dedicated treatment area.
- Any friends or family members with you will have to stay in the waiting area because there is limited space in the treatment area.
- A nurse will assess your needs and provide required pain relief or fluids.
- After opioid injections for pain management, you will have to remain in the unit for a minimum of two hours for observation. If you leave the unit before the observation period, the pain clinic nurse will not administer more opioid injections on the day.
- Our medical team may also review you. We will monitor you and if your pain is under control, you can go home after the recommended period of observation.
- If the pain carries on, then you may be admitted to hospital.

Childcare arrangements

Hospital staff cannot provide care or supervision for children of service users accessing the day pain service. If you are caring for a child, you must make your own arrangements to ensure they receive proper care and supervision while you are in the care of the day pain service. If you attend the day pain service with a child, staff will not provide treatment.

When you can go home

You may leave once the nurse or doctor caring for you is confident that your pain is under control. If you have received strong opioid painkillers, you should remain in the unit for a minimum of two hours after the last administration before you leave.

Drowsiness is one of the side effects of opioid medications. So, you should not drive within at least two hours of receiving these types of painkillers. Please arrange for someone to accompany you home.

You must arrange your own transport to and from the hospital. Hospital transport is only available for service users who are immobile and is assessed on strict criteria based on patient's physical needs.

Leaving hospital

We may give you a limited amount of medications to take home. Please remember that the day pain service does not usually issue repeat prescriptions.

If we feel you should be admitted to hospital, but you decline or leave the unit before the recommended observation period, you will have to sign a self-discharge form. This will be recorded in your medical notes.

After you are treated by the day pain service, the triage nurse will provide a summary of your treatment to your GP. We may also discuss your case with the wider clinical team to better manage your care going forward. If so, we will invite you to attend an outpatient appointment.

What to watch out for at home

If your pain worsens despite taking your oral medications, you should contact the day pain service immediately. You may need to return to hospital.

Outside of opening hours, you should contact the service on 020 3311 7755 or attend an A&E department immediately.

Who you can contact for more information

CNS – haemoglobinopathies (adult). Telephone: **020 3313 8553**

CNS – iron overload and haemoglobinopathies (adult). Telephone: **020 3313 4655**

Further support and information

Sickle Cell Society

54 Station Road, London NW10 4UA

Telephone: **020 8961 7795**

info@sicklecellsociety.org

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). 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**

Alternative formats

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

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk