Introduction

Major trauma describes multiple, serious injuries that could result in significant physical harm or loss of life. This includes serious head, chest, organ and bone injuries.

People who suffer serious injury need high quality specialist care for the best chances of survival and recovery.

For very seriously injured patients, getting specialist treatment at a major trauma centre has a greater impact on their medical outcomes than the journey time to hospital.

Major trauma centres save lives and reduce long-term complications by giving patients urgent access to specialist trauma teams, dedicated theatres and state-of-the-art equipment for immediate treatment, 24 hours a day, seven days a week.

Major Trauma in North West London

The North West London (NWL) major trauma centre is based at St Mary's Hospital. The centre is one of London's four major trauma centres.

The catchment population is around three million people, although this is significantly higher if you include commuters and visitors.

Ambulance crews responding to major trauma cases make assessments on the scene and, if safe to do so, take patients directly to St Mary's Hospital major trauma centre, rather than the nearest emergency service.

Some patients will first be stabilised in a local trauma unit before being transferred for specialist trauma treatment.

Over 3,000 trauma patients are managed each year through the NWL trauma services. Our services at St Mary's Hospital are one of the busiest in London.

North West London Major Trauma Network

The North West London Major Trauma Network is made up of St Mary's as the major trauma centre and six trauma units:

- Northwick Park
- Hillingdon
- Watford
- Ealing
- West Middlesex
- Chelsea and Westminster Hospitals

Once urgent treatment is complete, it is very important that patients transfer to their local hospital, to allow new patients to receive the urgent care they need.

We work as a team so, once you are safe to travel and the doctors are happy for you to go back to your local hospital, this will be arranged by the team.

Major Trauma Patient Journey

Patient journeys differ depending on individual needs. Some patients can go home after visiting the major trauma centre. However, some need to go back to their local hospitals for further medical or therapy treatment, or whilst awaiting a rehabilitation bed at a specialist centre.

On-going assessments may be planned and may change over time. This will always be discussed with you and your family.

Follow-up appointments will also be discussed with you before transfer or discharge (leaving hospital).

Contact numbers

Main switchboard: **020 3312 6666**

Major trauma ward: **020 3312 2383**

Therapy team: **020 3312 2845**

www.imperial.nhs.uk/traumaservices

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 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**

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

MTC
MAJOR TRAUMA CENTRE
ST MARY'S LONDON

Major Trauma Centre

Information for patients, relatives and carers