

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 with rapid pain relief as an outpatient. Sometimes this can save you from being admitted to hospital as an inpatient. The service is located within the haematology outpatients department (HOPD) in the Catherine Lewis Centre at Hammersmith Hospital and 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 (repeated) 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**.

You should contact the service for a telephone assessment before coming to the hospital. A member of staff may advise you to come for treatment.

### How does the day pain service work?

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**.

Please note that 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 RHTU. You are advised to contact the service as early as possible as this gives us the greatest opportunity to support your pain management.

If you present to the service without calling us first, you may be advised to attend RHTU or your GP surgery.

If you have attended the day pain service three times or more within a month or in other circumstances where your medical team is concerned about your pain management, we will assess you for possible inpatient admission.

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**You should go to the renal haematology triage unit (RHTU) at Hammersmith Hospital if:**

- you experience a fever with a temperature over 38°C
- you have chest pain or shortness of breath
- you are pregnant (for service users over 20 weeks please go to Queen Charlotte's & Chelsea Hospital's delivery suite)
- your pain does not feel like your usual sickle crisis
- you have stomach pain

If you experience symptoms of stroke or severe headache, go to Charing Cross Hospital's A&E. If you are experiencing priapism, go to Charing Cross or St Mary's hospital's A&E. If you have eye problems, go to ophthalmology A&E at the Western Eye Hospital.

For any illness not related to sickle cell disease, please visit your GP or an NHS walk-in centre. Unless you have been told otherwise by your treatment team, the day pain service does not usually offer repeat prescriptions so please contact your GP if you need a repeat prescription.

## What will happen at the hospital?

You should report to the receptionist upon arrival, who will direct you to our dedicated treatment area. Please tell the receptionist you are here to see the day pain service. A nurse will then assess your needs and provide required pain relief or fluids. Our medical team may also review you. We will monitor you and if your pain is under control you can go home. If the pain persists 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 can I 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 arrange for someone to accompany you home. One of the side effects of opioid medications is drowsiness, therefore you should not drive within at least two hours of receiving these types of medications.

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.

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## Leaving hospital

We may give you a limited amount of medications to take home but 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, you will be expected to sign a self-discharge form and this will be documented 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.

## Is there anything I need to watch out for at home?

If your pain worsens despite taking your oral medications you should contact the day pain service immediately and you may need to return to hospital. Outside of opening hours, you should attend RHTU or an A&E department immediately.

## Who can I contact for more information?

Clinical nurse specialist, haemoglobinopathies (Adult): **020 3313 8372**

Clinical nurse specialist, iron overload and haemoglobinopathies (Adult): **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](mailto: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](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 1349**

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## 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](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

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