

Patient information

Nurse Led Wound Care Clinic

Trauma and Orthopaedic Speciality

Fracture clinic - R clinic.

R clinic is situated on the ground floor of the Royal Liverpool Hospital next to the XY lifts.

Why have you been referred to the wound clinic?

You have been referred to the wound clinic because you have sustained an injury to your skin, tendon, muscle, ligament, joint, bone or recently had surgery which will require further nursing care.

Fracture clinic is staffed by a multidisciplinary team of healthcare professionals with specific expertise which ensures you receive the best advice and care to help you recover from your injury in one clinic.

Wound care advice:

It is important that you keep your wound clean and dry until nursing staff advise you otherwise. Don't be tempted to remove your dressing, touch your wound as it may accidentally transfer germs from your fingers to your wound. Taking mild painkillers should relieve any discomfort from your wound.

We advise you to avoid the use of talcum powder / deodorants and scented toiletries near your wound.

While your wound is healing you may experience numbness, tingling or itching. These are associated with the normal healing process of a wound. However, if you experience any redness, warmth, swelling, offensive odour, discharge or you feel generally unwell or have a temperature – please **refer to emergency information** details provided at the end of this leaflet.

On arrival to R Clinic:

On arrival, please report to reception desk in the clinical area. The clerk will record your arrival and show you where to wait. It is their job to make sure health records are available for the nurses and book any further appointments required upon leaving clinic.

Nursing staff will bring you into a treatment cubicle, remove and apply splints and any dressings you may have.

Information for people with disabilities:

It would be helpful for our staff to keep a record of your needs so we can give you any assistance you may need with your appointment. Therefore, with your consent this will be shown inside your health records, for example: by a symbol for visual or hearing impairment.

Waiting Times:

We hope you understand that some patients may need a longer consultation, which could increase your waiting times. The Nurse in Charge will keep you informed about any delays.

Further investigations:

You may need further investigations during your appointment and these could also affect your time in clinic. Some specialist tests may need to be performed on a different day and you may need to be seen again with the results.

Please bring a list of all medications you are taking:

Feel free to ask any questions and ask for further explanation if there is anything you do not understand. If you think it will help, please bring a list of questions with you.

Patient transport service:

Patient transport is provided in the following circumstances:

- Your medical condition requires the skills or support of patients transport staff on / after the journey.
- It will be detrimental to your condition / recovery if you were to travel by other means.
- Your medical condition impacts upon your mobility to such an extent that you would be unable to access healthcare or it would be detrimental / hinder recovery to travel by other means.

Your relatives / carers **will not** be able to travel with you on the patient transfer service, unless you have been assessed as being vulnerable.

To see if you are eligible for patient transport services:

Tel: 0151 706 4676.

Text phone number: 18001 0151 706 4676

Changing or cancelling your appointment:

If you wish to change or cancel your appointment, please contact R Clinic as soon as possible before your appointment.

Tel: 0151 706 2610 / 706 2614.

Text phone number: 18001 0151 706 2610/ 2614

Failure to attend your appointment:

If you are not able to attend your appointment, it is important that you let us know so that we can offer this appointment to someone else.

In line with the Trust policy if you fail to attend your appointment and do not contact hospital, we will notify your family doctor (GP) and this may mean you have to be re-referred via your GP if you wish to be seen in clinic again.

Comment, suggestions and concerns:

We hope that you will be satisfied with the care you receive as an outpatient. We welcome any comments that you may have about our outpatient services and facilities. A feedback form is available at our reception desk.

Any formal comment, suggestion or concern we suggest you firstly speak to the Nurse in Charge of the Clinic who can contact either the department Manager or a member of the Patient Advice Liaison Service (PALS) if necessary. PALS are located within the main foyer of the Royal Liverpool Hospital.

Emergency Information:

If you need advice or a wound check, please contact us on Tel: 0151 706 2614 Text phone number:18001 0151 706 2614 and ask to speak to a nurse.

However when the clinic is closed, please contact or attend the below:

- Your local Walk in Centre.
- Your GP Surgery.
- Out of Hours GP Service accessed via your GP Surgery.
- Your local Emergency Department.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further Information:

Hospital Contact Number:

R Clinic:

Opening times:

Monday - Friday 9.00 am – 5.00pm

Tel: 0151 706 2614.

Text phone Number: 18001 0151 706 2614.

NHS 111 Service

Tel:111

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونيا.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نه‌خوشانه‌ی له‌لایمن تراست‌هوه پسمند کراون، نه‌گمر داوا بکرنیت له فورمات‌هکاتی تردا بریتی له زمانه‌کاتی تر، نیزی رید (هاسان خونندنه‌وه)، چاپی گموره، شریتی دنگ، هیلای موون و نملیکترونیکی هسه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和电子格式，敬請索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.