

# **Plastic Surgery Acute Clinic**

## **- advice for parents** (page 1 of 2)



If you need your information in another language or medium (audio, large print, etc) please contact PALS on 0800 374 208 or send an email to: [customercare@salisbury.nhs.uk](mailto:customercare@salisbury.nhs.uk)

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: [www.salisbury.nhs.uk/FriendsFamily](http://www.salisbury.nhs.uk/FriendsFamily) or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: [patient.information@salisbury.nhs.uk](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

Name: Michaela Knowles  
Role: Plastics Nurse Practitioner  
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Welcome to the Plastic Surgery Acute Clinic at Salisbury Hospital. While this may be an anxious time worrying about your child, please be reassured that we have both your and your child's best interests at heart. Although we recognise your child is being seen in a mainly adult environment, we think this is the best place for them as they will see a very experienced and expert multidisciplinary team.

Our aim is to have a warm, open and friendly approach to all. We cover an area populated with approximately 3 million people including Wiltshire, Dorset, Hampshire, IOW and Channel Islands. We pride ourselves on our values which ensure we are approachable, friendly, professional and responsive to people and their loved ones, keeping patients the centre of all decision making to ensure we deliver safe effective care of the highest standard.

The Plastics Acute Trauma Clinic is for adults and children. It runs from 9am Monday to Friday and 11am in the Emergency Department at weekends. Our team consists of a Plastics Nurse Practitioner, a Plastics Registrar and a Junior Doctor. We operate on a first-come-first-served basis. We cover a very large area so at busy times there may be a delay. If you're concerned about the waiting time on the day or if your child is uncomfortable please tell a member of staff. We try to see children and older people first.

### **Admission to hospital**

We will make every effort to reassure your child and we have toys available on request. If your child is to be admitted for an operation, either on the day or the next morning, this will be either to Sarum Ward or the Burns Unit. Sarum ward is specifically a children's ward while the Burns Unit has both adult and children's sections. They both have a playroom and there is a play specialist available upon request.

### **Travelling and parking expenses**

We appreciate you may have travelled a long way and are now faced with parking costs. If you have waited for at least 2 hours, please speak to a member of staff. If your child is to be admitted please ask a member of ward staff for information on how to obtain either a day's parking ticket or if they will be in longer, a week's parking permit. This will reduce the cost considerably.

## Amenities in the hospital

There are amenities in the hospital for visitors. Springs restaurant is located on level 2 and is open from 8.30am - 7.30pm Monday to Friday and 10am -7pm Saturday and Sunday. There is a WH Smith, a coffee shop and League of Friends shop on level 3 at the main entrance. There you will find snacks, hot and cold food, sweets, reading material and other things you might need. WHSmith also has a free-to-use cash machine.

## Visiting times

Visiting times for children are relaxed for parents. It is anticipated that you may wish to stay with your child for the duration of their stay. However, should other people want to visit, please check with the nurse in charge first as there are set visiting times for both units. So as to allow for quiet periods during the day for both you and your child and other patients to rest.

## If you have any queries

If you have any queries, or wish to speak to a member of the team, please call the relevant ward on the numbers below.

### Useful numbers:

Main hospital number:	01722 336262
Plastic Trauma Clinic	ext 3240
Sarum Ward	ext 2561
Odstock Ward	ext 3139