

**Patient
Information**

Trauma Unit

Introduction

The Trauma Unit at Gloucestershire Hospitals NHS Foundation Trust is part of the Severn Trauma Network, and helps to make sure that patients who have experienced an orthopaedic problem receive timely and co-ordinated treatment.

We provide services in Gloucestershire 24 hours a day, 7 days a week for those who have been seriously injured.

The network is made up of various teams:

Key workers

You will be allocated a 'key worker' who will aim to meet with you, within 72 hours of your admission. They will talk about your treatment and start to develop a plan with you, for your rehabilitation and recovery.

Rehabilitation Coordinators

This team is made up of experienced therapists who have additional training in caring for patients who have had a traumatic injury. They are referred to as RCs.

- The RCs will coordinate with your medical and therapy team to discuss your ongoing needs and discharge plans
- They will support you and your family to help understand your injuries and predicted recovery journey
- On occasions, they will follow up patients after discharge with a telephone call
- The RCs will signpost you to any necessary support you may require, to make sure that you have the best rehabilitation possible from your injuries
- They will coordinate your Rehabilitation Prescription

Trauma Coordinators

This is a team of advanced trauma practitioners, known as TCs who will support you as you recover from your injuries.

You will be allocated either a RC or TC as your 'key worker'.

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Department

**Trauma &
Orthopaedics**

Review due

March 2026

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Leaving hospital

Once you no longer require care at Gloucestershire Hospitals NHS Foundation Trust, you will be discharged. This means you may go:

- directly home or
- to your local community hospital or a specialist centre for further care and rehabilitation

We understand this can be a challenging and worrying time. To help this transition happen smoothly, we will provide you with your 'Rehabilitation Prescription'. This is written information about what to expect after discharge and details of your injuries and management.

Please show the Rehabilitation Prescription to all professionals you see, as the information may be helpful to them.

Follow up phone call

Some patients will receive a follow up phone call from a trained volunteer or key worker, 2 weeks after leaving hospital.

Your key worker's name: _____

Contact information

If you have any queries about appointments, please contact the booking office on either 0300 422 5991, 0300 422 5989 or 0300 422 6952.

If you have any questions or concerns that cannot be dealt with by the ward staff or problems that arise after discharge, please do not hesitate to contact us. The Major Trauma Service is available Monday to Friday, 8:30am to 4:30 pm

Tel: 0300 422 5316

Email: ghn-tr.rehab.prescriptions@nhs.net

Patient Information

Further information

When appropriate we will offer leaflets and information to help support you. We can also signpost you to websites and support groups.

We are continually looking to improve our service and you may be asked if you wish to participate in questionnaires and receive further follow up after discharge.

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Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;34: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>