

**Surgical
Directorate**

- Day Surgery Unit at the
Treatment Centre**
Tel No: 01908 995468 or 995469

- Same Day Admission Unit at
the Treatment Centre**
Tel No: 01908 996433

- Ward 20**
Tel No: 01908 996444

- Ward 21**
Tel No: 01908 996448 or 996446

- Ward 23 at the Treatment
Centre**
Tel No: 01908 995473 or 995472

- Ward 24**
Tel No: 01908 996991 or 996992

- **Pharmacy Medicine Information:
01908 995733**

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This booklet has been written to provide you with information regarding your hospital stay in the elective surgery wards. It will explain about your pre assessment, the ward you are allocated to and essential discharge information. If you require support or advice in any way please ask.

The Clinical Surgical Units are responsible for allocating you the time and date for surgery.

01908 997004 - General surgery, Colorectal, Breast, Urology

01908 997005 - Gynaecology

01908 997006 - Trauma and Orthopaedics

01908 997001 – Head & Neck, oral surgery, ophthalmology, Ear Nose & Throat

Your pre-assessment nurse will complete this section so you know what action you must now take by ticking the boxes below:

- No blood/ tests are required at all.**

- All tests were completed during your Pre-assessment and these results (if normal) will be suitable for your date of surgery.**

- The tests that were taken today are only valid for:
.....days/weeks/months.
Please follow the instructions below.**

- You have/ do not have a date for surgery but still require tests to be done. Please make an appointment at least a week in advance for tests, when you have been given a date for your operation.**

- To book an appointment for all blood/tests call
Treatment Centre Reception: 01908 995452
Failure to have blood/tests performed may result in your surgery being cancelled.**

Pre assessment

All patients who are having elective (planned) surgery under a general anaesthetic will be either seen immediately once listed for surgery or booked to attend an appointment at the Treatment Centre. From this assessment we will decide if you are fit for an anaesthetic and your operation. You may receive MRSA screening as part of your pre-assessment, via a nasal swab. The results will be checked and patients will only be informed if the swab results are positive and treatment is required. If you know that you have been a carrier of MRSA please inform the pre assessment nurse.

The pre assessment nurse will inform you of the following:

- If you are fit for the operation and anaesthetic.
- Whether you will go through the Same Day Admissions (SDAU) or if you will report directly to the ward.
- If you are suitable to come in on the day of your operation, or if necessary a day or so before your operation because of medical reasons.
- The starving guidelines that you need to follow.

It is important that you bring the following information to your pre assessment:

- All home, work and mobile numbers for yourself and 2 people that you state as your next of kin.

- All prescribed medication and any herbal preparations. (inhalers, creams)
- A note of anything you are allergic to e.g. medication, latex, metal and food.
- Inform us if you use any special equipment or services at home.

After your pre assessment it is important that you contact the clinical surgical unit or your pre assessment nurse if anything changes after your assessment and prior to your surgery, such as:

- If you change your mind.
- If you visit your GP for a new problem.
- If your GP starts, stops or changes your medication.
- If you are taken into hospital for any reason.
- If, when you have a date for surgery, you are unwell with a cold, high temperature, or chest infection.

What if the pre assessment nurse finds something wrong?

Depending on the reason, it could be that your blood pressure is too high. The nurse may delay your surgery, or you may be asked to either visit your GP or an Anaesthetic assessment will be organised. We may have to remove you from the waiting list if you are not fit for surgery. Once the problem has been resolved you may then be recalled for another pre-assessment.

The Day Surgery Unit and Same Day Admission Unit are located within the **Treatment Centre**. **The main doors to the Treatment Centre do not open automatically until 7am.**

You may be told, before you are admitted what ward you will be going to after your surgery. Units are Nurse led and look after both male and female patients. Ward 20 and Ward 21 is located in the main hospital, Ward 23 in the Treatment Centre and Ward 24 is located outside of the Treatment Centre.

The Day Surgery Unit

The **Day Surgery Unit** admits, treats and discharges patients within one working day. In the **Day Surgery Unit (DSU)** you will usually stay for part of the day or all day, this means you are a '**day case**'.

On the Day surgery unit the nurses will look after you during your stay and will contact your relatives when you are fit enough to go home. We ask that relatives do not come to the hospital until contacted by a member of staff.

The Same Day Admission Unit

The Same Day Admission Unit admits patients who are staying in hospital for longer than a day. There are trolleys and chairs, along with a change and wait area.

Visitors can accompany you to SDAU until you are taken to your waiting area. Due to limited space/privacy visitors will then be asked to leave.

Please keep your property to a minimum for example a small bag (similar to an onboard flight bag). Items can be brought in at a later time.

If you have any questions about your surgery please ensure you ask at this time.

Whilst you are in theatre your property will be taken to the appropriate ward and stored in a secure facility.

Once you have had your operation you will go to the ward that will look after you for the remainder of your stay.

Ward 20, Ward 21, Ward 23 and Ward 24

The length of stay for patients on both wards can vary from 1 – 5 days depending on the type of surgery and the patients post operative recovery. Your estimated discharge date should be discussed and agreed when you arrive on the ward.

If you stay for only one night and are well enough, you will be allowed to **go home the following morning** usually about **7.30am – 8.00am.**

Some procedures do require a longer stay in hospital and you should have been informed about this.

Visiting times are 2 – 8pm

Please ask your relatives to contact the nurse in charge if they wish to visit outside of these hours.

If you have a concern during your stay in hospital then please raise it with the nursing staff in your unit at the time or ask to speak to the Senior Sister or Matron covering the area.

On the day of surgery

If you are having a **general anaesthetic** you will be either having your surgery in the morning, afternoon or evening. **It is important that you follow the instructions carefully or it will not be possible to carry out your treatment and your operation will be cancelled.**

You may be booked onto an all day theatre list, which means you will arrive in the morning and may not go to theatre until the afternoon. Your anaesthetist will inform the nursing team if you are able to have a drink on the ward, due to the timing of your operation and a drink will be provided. It is essential that you are fully informed so if you have any questions please feel free to ask the nursing or medical teams.

Please arrive at the stated time on your letter.

Please call the relevant Clinical Surgical Unit if you have any questions:

01908 997004 - General surgery, Colorectal, Breast, Urology

01908 997005 – Gynae

01908 997006 - Trauma and Orthopaedics

01908 997001 - Head & Neck, oral surgery, ophthalmology, Ear Nose & Throat

If you no longer wish to proceed with your operation, please let the hospital know as soon as possible.

Surgery in the morning

- If you are having **surgery in the morning** you will be requested to attend the **hospital at 07.15**
- **Food and any other drink (tea, coffee, milk, juice etc) can be taken until 02.30am**
- **You may drink water only from 02.30am**
- **At 06.00am please have a glass of water; please ensure you finish your glass of water by 06.30am.**
- **You must not** suck any sweets or chew gum.
- If you have **DIABETES** and you usually take tablets or insulin for diabetes **please do not take your morning dose.**
- Please bring **ALL YOUR REGULAR MEDICINES** with you in the original containers. This includes all over-the-counter medicines, herbal preparations, ointments, creams and inhalers. You will be provided with a pharmacy bag to bring your medicines in.
- **If you take any medication, the Pre-Assessment Nurse** will advise you of the medication that should be taken at home on the morning, of the day of your admission and operation.

Surgery in the afternoon

- If you are having **surgery in the afternoon** you will be requested to attend the **hospital at 11.45**
- You will be able to have a light, early breakfast before **7.30am** at home on the day of your admission and operation.

For example

- two slices of toast **or**
 - a bowl of cereal
 - along with a cup of tea or coffee or juice
- **Please make sure that once you have had your breakfast you do not eat anything.**
 - **You may drink water only from 07.30.**
 - **At 11.00am please have a glass of water; please ensure you finish your glass of water by 11.30am.**
 - **You must not** suck any sweets or chew gum.
 - Please bring **ALL YOUR REGULAR MEDICINES** with you in the original containers. This includes all over-the-counter medicines, herbal preparations, ointments, creams and inhalers. You will be provided with a pharmacy bag to bring your medicines in.

Surgery in the evening

- If you are having **surgery in the evening** you will be requested to attend the **hospital at 2pm**
- **You must have no food or drink after 11am (except for water)**
- **At 12.30 midday please have a glass of water; please ensure you finish your glass of water by 1pm.**
- **You must not suck** any sweets or chew gum.
- Please bring ALL YOUR REGULAR MEDICINES with you in the original containers. This includes all over-the-counter medicines, herbal preparations, ointments, creams and inhalers. You will be provided with a pharmacy bag to bring your medicines in.

Local Anaesthetics

If you are going to have a procedure which requires a **Local Anaesthetic – No Sedation** you can drink normally and have a light breakfast. Please also take your medication as normal.

General Anaesthetic You & Your Anaesthetic

Instructions to access booklet electronically please follow the link:

http://www.mkhospital.nhs.uk/images/You_and_Your_Anaesthetic.pdf

Alternatively, follow the steps:

1. Go to: <http://www.mkhospital.nhs.uk>
2. Click on “visiting the hospital”
3. Click on “departmental directory”
4. Click on “Anaesthetics”
5. Click on “You and Your Anaesthetic”

Preparing for surgery

- If you smoke it is important that you **do not smoke for 48 hours before your anaesthetic.**
- Do not drink alcohol or take any recreational drugs **for at least 48 hours before your anaesthetic.**
- **Please remove** any body piercing, make up, acrylic nails, nail polish from fingers or toes before coming into the Treatment Centre for your operation /procedure.

Arriving, being collected, friends and relatives

- Adult patients as a day case for the Day surgery Unit will be booked in at Reception and your family, carer or friends will be asked to return at a later time of the day to collect you. **On collection we may ask that you use the phone on the Treatment Centre reception to call the unit to inform them that you have arrived.**
- Parents/Guardians will be able to stay with their child on the unit. A parent may also accompany their child to the anaesthetic room if they wish.
- **Please note that if you are booked for an Ear, Nose and Throat procedure on Ward 21 or Ward 23 and your stay in hospital falls over a weekend you will be transferred to Northampton Hospital on Friday.**

What to bring with you

- Loose, comfortable night and day wear, we encourage patients to get dressed 1st day post operation – bring in underwear.
- Dressing gown and socks.
- For comfort health and safety reasons you should have a pair of flat supportive shoes. Slippers should also be fully enclosed. (Not open backed mules).



Correct slippers



Incorrect slippers

- Toiletries: soap, shampoo, toothbrush/paste, 2 flannels, towels, hand wipes.
- Comb/brush/shaving equipment
- Books/ Magazine
- Loose change. Please bring enough with you if you wish to use the Hospicom TV. A newspaper trolley will visit the ward daily, selling magazines, snacks and other sundries.

It is important that you bring with you the following items if you normally use them at home.

- All medication in correct containers for your complete stay in hospital – please inform nursing staff on the ward that you have brought them in (Green bag available at pre assessment)
- All advice leaflets
- Inhalers/sprays
- Glucometer (diabetic patients)
- Anti-coagulant therapy yellow book
- Hearing aid/spectacles
- Denture pot/denture cleaner
- Mobility aids (sticks etc)
- Other aids – (CPAP machine)

Please do not bring with you:

- Valuables/ large amounts of money
- Credit Cards
- Pension Books
- Jewellery
- Electrical Equipment – this needs to be checked by the hospital prior to use.

The Trust cannot be held responsible for your valuables.

On the Ward/Same Day Admission

- The nursing staff will settle you into the ward environment and inform you of the ward routine.
- The nursing staff will discuss with you any special equipment used normally at home and any extra help you may require on discharge
- The **surgeon** and **anaesthetist** may **visit you before your operation**
- All your details will be checked thoroughly, this may mean different people may ask you the same questions
- Please feel that you can **ask questions to understand all you need to know** at any time during your stay in hospital
- You may be measured for and given a pair of compression/anti-embolic stockings (AES), which are of benefit in reducing blood clot formation in your legs after surgery.

What is Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE)?

Your blood flows through your body in blood vessels called veins and arteries. If there is damage to these vessels, for example if you cut yourself, the blood usually forms a plug or 'clot' to stop any bleeding. However sometimes the blood's clotting mechanism goes wrong and can form a blood clot in the veins. When this happens the clot is called a 'thrombus'. If the clot is deep inside one of the veins it is called a Deep Vein Thrombosis (DVT). A DVT is more likely to happen if you are unwell and inactive or more inactive than usual.

Sometimes a clot can become loose and travel through the blood stream to your lungs. This is called a Pulmonary Embolism (PE) and can potentially be fatal.

As you are in hospital and likely to be less mobile than usually due to your illness or an operation you may be at more risk of having a DVT. To reduce the risk of this you will be assessed to see if you are more likely than normal to get a DVT.

It is also important that we know all the medicines that you are taking.

What are the signs of DVT and PE?

- Pain or swelling in your leg
- The skin on your leg feels hot or discoloured (red, purple or blue), other than bruising around the area if you have had an operation
- The veins near the surface of your legs appear larger than normal or you notice them more
- You become short of breath
- You feel pain in your chest or upper back
- You cough up blood

What we do to reduce the risk of DVT

If you are at risk you may be given on of the following to reduce the risk of you developing a DVT:

- Anti-embolism stockings. These are tight stockings which squeeze your feet and lower legs and thighs helping your blood to circulate around your legs more quickly. You may not be offered these if you have recently had a stroke, or if you have problems with the veins in your legs
- A medicine called an anti-coagulant which thins the blood and helps prevent clots from forming.

This may be an injection just under the skin or a tablet.

- We will encourage you to mobilise as soon as you are able and assist you in doing so.

The staff should discuss the benefits and any risks with these treatments, but please ask the staff looking after you if you have any questions.

When you go home

Before you go home you should make sure that you know what to do to reduce the risk of a DVT developing.

If you develop any of the symptoms described please seek immediate medical advice

If you have a concern during your stay in hospital then **please tell the nursing staff at the time** or ask to speak the Senior Sister or Matron.

During your stay in hospital you will be encouraged to be as independent as possible. This means that you will be expected to do as much for yourself as you can e.g. washing, dressing and walking to the toilet.

For your safety, the first time that you get out of bed after surgery you need to be accompanied, please call the nursing team by using your call bell.

You will be expected to sit out of bed when you are well enough rather than staying in bed.

You will be encouraged to get into your day clothes rather than spending all day in your nightwear. This usually makes you feel better in yourself and helps you stay independent.

Pressure Ulcer prevention

Pressure Ulcers are localised areas of damage to skin or underlying tissue and can occur to areas of the body subject to pressure. Bony areas are at greater risk and these include head, shoulder, elbows, base of spine, bottom, knees, heels and toes.

Whilst nurses will assess you, we ask that patients assist by:

- Changing position regularly to allow adequate circulation of blood to your pressure areas
- Early mobilisation post operatively
- Assist with effective skin care, e.g keeping skin clean and dry
- Maintaining hydration and diet post operatively
- Report any redness seen and discomfort felt to the nurse

Nursing staff may assess areas on your body which are prone to pressure damage. You will be encouraged to change your position frequently. If you are unable to move independently assistance is always available. For patients who are at risk, staff may also implement aids/equipment to prevent damage. i.e. Cushions, special mattress.

Preventing Infection

In Milton Keynes we do as much as we can to protect our patients – but need your continuing support to stop avoidable infections starting.

To achieve the objective of minimising infection and safeguarding your health it is important that you observe the following personal care

You can help by:

- Bathing or showering before being admitted to hospital;
- Bring a daily change of clean clothes;
- Wash your hands or request a hand wipe before eating
- Always wash your hands with soap and water after using the toilet;
- Do not share toiletries with other patients.

Some patients receive MRSA screening as part of their pre-assessment. This is via a nasal swab. The results will be checked and patients will only be informed if the results are positive and treatment is required.

We also ask you to make use of the hand sanitiser that is provided, on entering and leaving the ward. This will assist in reducing infections but does not protect against the Flu virus, c difficile or the winter vomiting and diarrhoea bug.

Please ask staff to wash their hands or use the hand sanitiser before attending to you.

To keep our high standards of infection prevention and for safety reasons, **we do not allow flowers or potted plants** on any of the wards in the Treatment Centre as well as the main hospital.

Keeping warm before, during and after surgery is important, because it can reduce postoperative complications.

If you are very cold (temperature $<36^{\circ}$) you may be at greater risk of:

- Heart problems
- Infection
- Blood loss
- Delayed wound healing
- Increased length of hospital stay after the operation

The hospital can be colder than your home so to help us ensure you remain warm:

- Please bring additional warm clothing, such as dressing gown, a vest and slippers.
- Do tell the staff that are caring for you, if you feel cold at any time during your hospital stay.

If you become cold during the operation, you may wake up with a warming blanket in the recovery room.

Visiting for Wards 20, 21, 23 and 24

Visiting times are 2pm - 8pm

We ask that relatives do not visit outside the visiting times, so that patients can rest following their surgery.

Please respect the patient's protected meal times:

Lunch 12:30 – 13:00, Supper 17:30 – 18:00

Visiting outside of these hours is at the agreement of the Senior Sister or the Nurse in Charge.

If the relatives of elderly patients want to and are able to assist in the care of loved ones, this can usually be accommodated. Relatives are asked to please contact the Senior Sister to discuss how they can be involved with tasks such as washing and assisting feeding.

- We do not encourage very young children and babies to visit the wards due to the risk of possible infection to them.
- Please do not allow your visitors to eat food on the ward as many patients are not allowed to eat before their operation.
- **Please do not allow your visitors to sit on the hospital beds.**
- The Treatment Centre is locked at night for your safety and security between 20:00 – 07:00am.

Contacting the Units

- It would be helpful to ask one person from family/friends to ring the unit to find out news of your progress. This person can then pass this information onto other members of your family and friends.
- There may be a preferred time to call the ward so please ask.
- **Please remember that staff are limited on the information they can give and will not disclose information about your procedure**

Discharge

- Unless requested by the surgeon we operate a nurse discharge policy and so you may not see the surgeon before discharge. If you want to see them then please let us know on the day so we have plenty of time in order to contact them.
- When it is time for you to be discharged, the nursing staff will give you a copy of your discharge summary. A copy of this will also be sent to your GP.
- **You will need a responsible adult** (aged 16 or over) to collect you by car or to accompany you in a taxi (not public transport).
- For late afternoon collection of patients from the treatment centre you may need to ring DSU from the reception desk
- **All patients (whether adult or a child) need a responsible adult** to look after them for the first 24 hours after returning home following a general anaesthetic. **If you do not have a responsible adult to look after you during this time your operation will be cancelled.**

When you are ready to be discharged home, you may be collected from the ward or taken to the ‘Patient Discharge Unit’. You will receive continued nursing care from the Patient Discharge Unit until you are collected to go home.

Please do not contact your next of kin regarding your discharge from hospital until the nurse informs you that your discharge documents are ready and you have signed your discharge form.

Please ensure you have the following before leaving the building:

- All your personal belongings**
- Your discharge paperwork and any relevant documentation.**
- The regular medicines you brought into hospital on admission.**
- If applicable any medication to take home**
- If applicable, a follow-up appointment**
- You know who to contact with a concern**
- Please inform the nursing staff/ward clerk on leaving the ward**

If you require to be taken home by hospital transport please note the following:

- A specific time cannot be given to pick you up or get you home by.
- It is preferable that you have your own front door key available.
- You need to limit your luggage to one bag only.

General Anaesthetic Information

Anaesthetic drugs remain in your body for 48 hours, and gradually wear off over this time. During those 48 hours you may be under the influence of general anaesthetic drugs, and it is important to obey the following instructions

- **Do not** drive a car, ride a bike, or any vehicle for 48 hours, or longer if advised by medical staff. It is always best to speak to your Insurance Company to make sure you are adequately covered as they may have their own guidelines about driving after an operation or procedure.
- **Do not** operate machinery or appliances e.g. cookers or kettles.
- **Do not** drink alcohol or use recreational drugs.
- **Do not** lock the bathroom or toilet door or make yourself inaccessible to the person looking after you.
- Drink plenty of fluids and eat a light diet, avoiding heavy or greasy foods.
- Take things easy the day after your operation, and **do not** work with machinery or undertake strenuous exercise.

- **Do not** make important decisions for 48 hours after your anaesthetic. If you experience any problems/pain after your discharge home please contact your family Doctor (GP) or contact the ward for advice.

Additional Information

- Please note Milton Keynes Hospital (NHS) Foundation Trust operates a 'Smoke Free Site'. Please visit our Trust intranet site for further information on this by accessing the 'Smoke Free Site Policy'. As a Trust, we remain committed to helping staff and patients give up smoking.

MILTON KEYNES STOP SMOKING SERVICE

Contact: 0845-200-23-23 or text QUIT to: 07887-504831

- The Trust will not tolerate violence or aggression to staff from other members of staff, patients and visitors.
- **The hospital has a Chaplaincy Department** that offers religious, spiritual and pastoral support. The Chaplaincy leaflet describes this in detail. If you have any specific needs please ask the staff to contact the Chaplains for you.

Parking is free for up to 30 minutes. If you are intending to stay longer, then you will need to park in the Multi-storey Car Park. You will need to pay on foot before you return to your vehicle.

PALS (Patient, Advice and Liaison Service)

Patients, relatives and their carers sometimes need to turn to someone for on-the-spot help, advice and support or give feedback on their experience whilst in the hospital.

PALS can help by:

- Advising and supporting patients, their families and carers;
- Listening to your feedback and ensuring it is used to improve services to our patients and the public
- Listening to your comments, compliments, concerns and complaints
- Helping to sort out problems quickly on your behalf.

Contact:

Tel No: (01908) 995954 or (01908) 996222

E-mail pals@mkhospital.nhs.uk

Or write to us at:

PALS

Milton Keynes Hospital NHS Foundation Trust

Oak House

Standing Way

Eaglestone

Milton Keynes

MK6 5LD

Prescription Charges for Day Cases

- To comply with NHS Prescribing Regulations, in addition to Outpatient Prescriptions the Trust will now be collecting prescription charges from Day Case Surgery patients for medicines taken away from the hospital premises.

Please note you can buy the following medicines over the counter for pain relief and they are cheaper than prescription charges.

- Ibuprofen 200mg or 400mg one or two tablets three times a day when required for pain relief. (Must be taken with or after food).
- Paracetamol 500mg one or two tablets four times a day when required for pain relief
- Co-codamol 8/500 one or two tablets four times a day when required for pain relief. Must NOT be taken with Paracetamol

We advise that you discuss this with a pharmacist or contact the Pharmacy Medicine Information if you require any further information: The pharmacy patient helpline number is 01908 995733. This is available on Mondays to Fridays during normal working hours.

Normally you would have to pay a prescription charge unless you hold an exemption certificate. These exemptions include if you:-

- are under 16 years of age;
- are 16, 17 or 18 years of age and in full-time education;
- are 60 years of age or over;
- hold a maternity or medical exemption certificate (FP92);
- hold a current prepayment certificate (FP96);
- hold a War or Ministry of Defence Pensioner exemption certificate and the items prescribed are for the pensionable disability;
- get or are the partner of someone who gets Income Support, Income-based Jobseeker's Allowance, Family Credit or Disability Working Allowance;
- are named on a current HC2 charges certificate;
or
- are being prescribed non-chargeable contraceptives.

The Clinical Surgical Units are responsible for allocating you the time and date for surgery. Should anything change to your circumstances, or if you need to be removed from our waiting list please contact the relevant department.

Contact Telephone and email addresses:

General Surgery, Colorectal, Breast, Urology
Telephone number 01908 997004
Email Surgery.CSUTeam@mkhospital.nhs.uk

Gynaecology
Telephone number 01908 997005
Email Obs.Gyne@mkhospital.nhs.uk

Trauma & Orthopaedic
Telephone number 01908 997006
Email trauma.ortho@mkhospital.nhs.uk

**Head & Neck, Oral surgery, Ophthalmology,
Ear Nose & Throat**
Telephone number 01908 997001
Email Head.Neck@mkhospital.nhs.uk

Pre assessment booking Co-ordinators
Tel number 01908 995456
Email
preassessmentbookings@mkhospital.nhs.uk

Notes:

MILTON KEYNES STOP SMOKING SERVICE

Contact: 0845-200-23-23 or text QUIT to: 07887-504831

We ask information about you so that you can receive proper care and treatment. This information remains confidential and is stored securely by the Trust in accordance with the provisions of the Data Protection Act 1998.

**Author: Co-ordinated and updated by Angela Shipley
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Review Date: 03/2021**

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**Milton Keynes Hospital University NHS
Foundation Trust
Standing Way
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Trust
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