

Welcome to the Elective Care Centre

Please report to the nurse's station in the Elective Care Centre at your allocated admission time. You will either be shown to your allocated bed on the ward or asked to wait in our day room until a bed becomes available.

A member of staff will complete all the relevant paper work with you. You will be seen by an anaesthetist and doctor and prepared for theatre. There may be a wait until you go to theatre.

On a day when the consultant is performing operations all day, you may have been asked to come into hospital at 7am or 7.30am (especially urology patients), please be aware that it is possible that you may not go to the theatre until the afternoon.

At your pre-admission clinic you will have been advised when to stop eating and drinking prior to your surgery. This advice would have included not to eat sweets or chewing gum.

Please do not eat sweets or chew gum while you are waiting. Surgery may be delayed or even cancelled if the above advice has not been followed.

Please do not unpack. This ward is just for admission prior to surgery. You will be transferred to a relevant ward after your operation. The ward will be confirmed with you during the admission process.

Please bring one small suitcase/holdall which will be transferred to the relevant ward when you go to theatre and remember to leave all valuables at home.

Up to two people are welcome to stay with you until you go to theatre. In the event of any delays, you may be transferred to your allocated ward prior to surgery.

If you have any further questions any member of staff will be happy to help.

Your NHS number

When you attend hospital you will be asked for your NHS number and other information such as your address. Please be patient with this procedure – it is to ensure our records are kept up to date and to protect your safety. However, if you do not know your NHS number, please do not worry – you will still receive care!

Concerns or complaints

If you have any concerns or worries about your care please contact the department responsible. However, if you are unable to resolve your concerns or wish to make a formal complaint, please contact the Integrated PALS (Patient Advice and Liaison

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Service), Complaints and Litigation Service on 01206 745926 or ask any member of staff for a leaflet, which will describe how you may make a complaint.

Your views

If you or a family member has recently been in either Colchester General Hospital or Essex County Hospital for any reason, you can tell us about your experience by visiting the www.nhs.uk website and then click on the "Share your hospital feedback" section.

The Trust respects our patients' views on our services and would greatly appreciate hearing from you if you have any comments on this leaflet. If so you can phone the Patient Information Service on 01206 742930, write to the address on the front of this leaflet or email your comments to info@colchesterhospital.nhs.uk.

Elective Care Centre
Colchester General Hospital
Turner Road
Colchester
CO4 5JL

Tel: 01206 742940
Monday to Friday, 7am to 3pm

Other useful phone numbers:

Hospital switchboard	01206 747474
Brightlingsea Ward	01206 742510
Wivenhoe Ward	01206 742508
Mersea Ward	01206 746251

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