



University Hospitals Birmingham
NHS Foundation Trust



Major Trauma Centre

Patient information

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To see all of our current patient information leaflets please visit
www.uhb.nhs.uk/patient-information-leaflets.htm

You or your loved one have been admitted under the care of the Major Trauma Service at Queen Elizabeth Hospital Birmingham (QEHB).

If you have difficulty reading this leaflet for any reason, one of our staff will be happy to help.

Trauma is the word used to describe a physical injury, and a Major Trauma Centre (MTC) is a hospital with the best available skills and equipment to treat patients who have serious injuries.

Patients with the most serious injuries are taken straight to a MTC because studies have shown this leads to better results for patients. The NHS now uses this system across England to provide the best care for seriously injured patients.

This means QEHB receives patients from across the West Midlands for emergency treatment.

Our large team has the skills to help manage these injuries and will provide the necessary advice and care.

We have produced this leaflet to help explain how the MTC works and how we will care for you. If you have any questions, please do not hesitate to ask your doctor, nurse or therapist.

This leaflet does not include information about your specific injuries. The hospital has leaflets about different conditions and injuries, and your doctors, nurses, therapists and other healthcare experts will answer any questions you have about your treatment.

What has happened?

Patients who have suffered a serious injury are brought to QEHB for treatment.

It is not uncommon for injured patients to have no memory or limited memory of the events leading to their injuries or their

initial treatment. This may include being transported to a local hospital before being transferred to QEHB, or being brought straight to QEHB by land or air ambulance.

Initial treatment may include:

- Scans such as CT, X-ray, or MRI
- Drugs to:
 - Stop bleeding
 - Help you breathe
 - Control pain
 - Reduce the risk of infection
- Surgery to:
 - Stop bleeding
 - Remove any foreign objects such as grit or plant material from any wounds
 - Fix damaged organs
 - Fix broken bones

During this time, it is often necessary to move patients to different parts of the hospital, including special rooms for scans, as well as operating theatres, Critical Care and wards.

How long do patients stay at QEHB?

Doctors and nurses can explain to you or your family what has happened, including treatment and the likely length of stay in this hospital. The length of time you spend at QEHB depends on the nature of your injuries and how you recover from any treatment. You may have been unconscious for a period of time – if this is the case, we have staff who can help you understand what has happened in this time.

Every patient is different and it may be necessary for the patient to be kept unconscious while their bodies heal. If this is the case, we have staff who will help explain this process.

There are often days that pass when nothing seems to happen. This is because sometimes operations and tests have to be done at certain times or when the patient is in the best condition to have them. If you have concerns about any apparent delays, please ask a member of staff.

All patients under the care of the Major Trauma Service are seen daily by an experienced Major Trauma consultant who can try to answer any questions you may have.

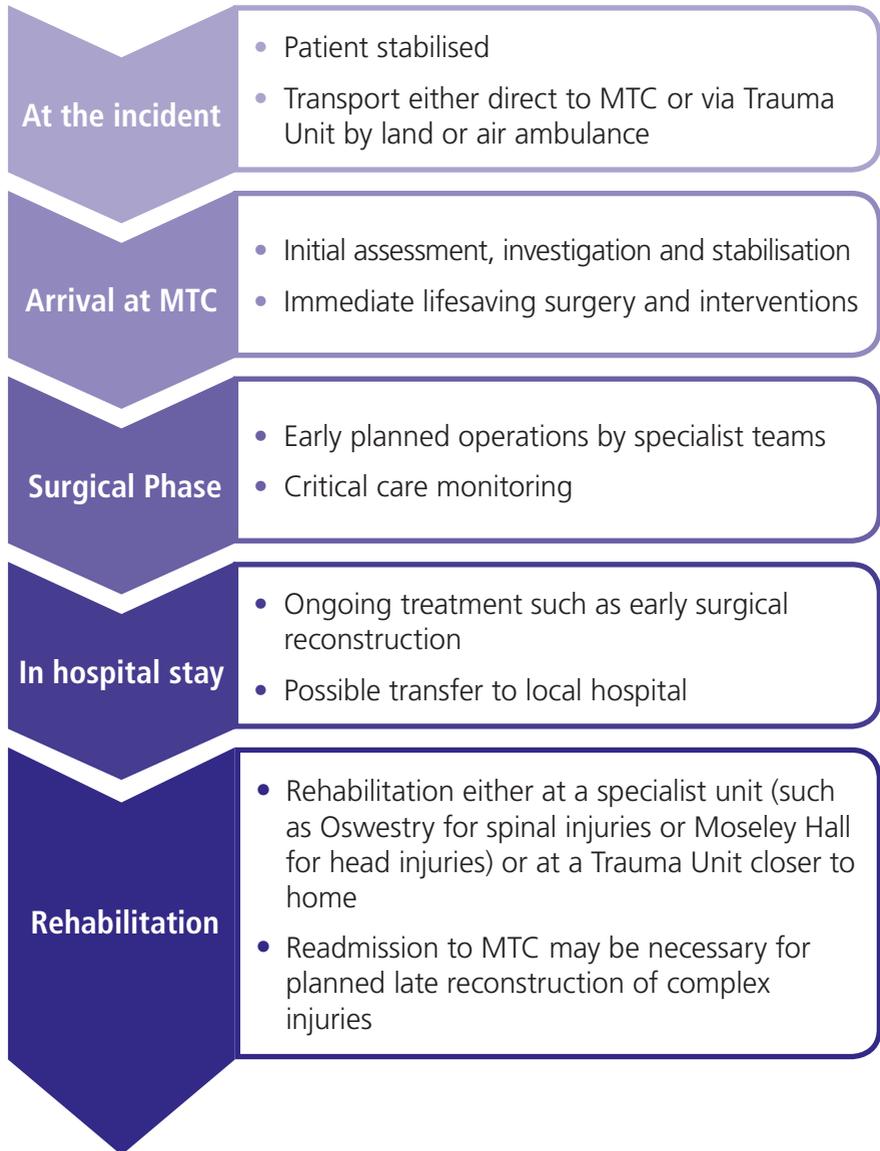
What happens next?

After receiving emergency/life-saving treatment at QEHB, patients are often transferred to a hospital closer to home for further minor operations and rehabilitation. QEHB is a MTC for the region, and works with many other hospitals known as Trauma Units. If a patient's home is outside QEHB's catchment, they will be transferred to the appropriate hospital nearest their home. The hospital chosen for ongoing care and rehabilitation is based on the patient's GP's postcode. Clear information about your treatment and ongoing requirements will be passed on to the medical and physiotherapy teams at the hospital before you are transferred. The Trauma Units are used to patients transferring to them from QEHB for ongoing care.

Should a transfer be required this will be discussed with the patient and family by the team so that everyone understands what is happening and why. You will be able to ask questions.

A rehabilitation prescription will be written which gives details of any physiotherapy, special equipment or other care required to help patients recover from their injuries, after they have left the QEHB Major Trauma Centre. This will be available to other health care professionals providing ongoing care after the patient has left the Major Trauma Centre.

Flow chart



This chart shows the typical experience of a patient suffering serious injuries. It is important to remember that not all patients arrive at the hospital in the same way.

However, once the patient arrives at QEHB and has been identified as a major trauma patient, the same basic process applies to ensure the best possible care.

All our staff have identity badges and should introduce themselves and say why they are seeing you. If you or your relatives are unsure who someone is or why they are there, please ask them - no one will mind.

Our staff

We have a team with expertise in all aspects of trauma care. This includes civilian and military staff, so any patient could be treated by people in military uniforms.

Our team includes:

- Doctors and surgeons
- Nurses
- Trauma Nurse Practitioners
- Physiotherapists
- Occupational Therapists
- Other Specialist Therapists
- Pain management experts
- Health care support staff
- And many others behind the scenes, such as theatre and laboratory staff

Our staff are committed to providing the best in care and are happy to answer any queries or concerns you or your family may have.

Patient Reported Outcome Measures (PROMs)

During your time here, you may be approached by a volunteer or staff member to complete a questionnaire about your health before and after your injury and treatment. This is collated nationally to measure the quality of care received at different hospitals with the goal to improve patient care. This is not compulsory but is appreciated. Further information is available if you are approached, and via the contact information below

Telephone: 0800 917 1163

Website: www.quality-health.co.uk/proms

Your feedback

We are always looking at ways to improve our service to carers, patients and their families.

Feedback from our patients is invaluable, so please take a few minutes to complete our patient survey or ask a family member or member of staff to help you. The survey can be found on the bedside TV on the free Hospital Information section, or ask a member of staff.

Alternatively, you can ask for a Patient Experience leaflet. These are available in all wards and departments.

Our PALS (Patient Advice and Liaison Service) is available to listen to any comments, queries, compliments, complaints or suggestions you may have. To speak to a member of the PALS team, please call 0121 371 3280 or email PALS@uhb.nhs.uk.



The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit www.uhb.nhs.uk/health-talks.htm or call 0121 371 4957.

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