

Patient information

Plastic Surgery

Dear Patient,

You have been listed for a surgical procedure with the Plastic Surgery service. Each procedure is booked against a priority criteria, which is listed below for your information with the expected timeframe from the date of this appointment. However, please be aware of extenuating circumstances which may affect this. You will receive a letter detailing your clinic appointment today and will see your order priority, which will reflect where you have been placed on our waiting list.

The Plastic Surgery Team

Priority	Predicted Timeframe
GP Rapid Access Pathway	Offered surgical date within 4 weeks
Urgent P2 Urgent P3	Offered surgical date within 6-8 months
Routine P3 Routine P4	Expected wait over 6-8 months

What happens next:

Your clinic letter is confirmation that you have been placed on the waiting list. We will contact you by either telephone or letter as soon as we are able to offer you a date for surgery.

If you can take a short notice appointment due to cancellation, please notify our Waiting List team on **01284 713283**. Please ensure your contact information is up to date.

If we are unable to contact you to arrange your admission, as per the Trust's access policy, we will assume you no longer require treatment and will discharge you back to the care of your GP.

Whilst you wait for your procedure to be booked, **please do not hesitate to contact us if your condition worsens.**

You can do this by emailing the team on: plasticsurgery.waitinglist@wsh.nhs.uk with the patient's full name, hospital number, a photograph if possible and a description of the problem.

A clinical member of the team will respond to you with advice and guidance, as soon as we are able to.

Before coming into hospital:

Please continue to maintain a healthy lifestyle, as this will support your healing and post-operative recovery. Please see www.nhs.uk/live-well/eat-well/ for help and advice.

Please arrange alternative transport **to** and **from** the hospital. i.e.- taxi, lift from family/friend/colleague. Please do not drive, cycle, or travel independently as your surgery will be cancelled.

Procedure Information:

Local Anaesthetic Day Case: You do not require a pre-operative assessment. Please follow the instructions on your admissions letter and continue to take your regular medications unless you have been advised to stop certain medications by your Consultant.

General Anaesthetic Day Case/Overnight Stay: You will be required to attend a pre-operative assessment before your surgical admission, this appointment will be arranged for you. If you do not attend your pre-assessment date your surgical admission may be cancelled.

Please continue to take your regular medications unless you have been advised to stop certain medications during your Pre-Assessment appointment.

As per West Suffolk Hospital Access Policy, if you do not attend an agreed admission or pre-assessment date, or cancel more than one admission you may be removed from our waiting list and returned to the care of your GP.

Post surgery care:

We advise you to arrange support of a responsible adult for 24 hours following your surgery if possible.

If you have staples, prior to removal please take pain relief one hour before your dressing appointment.

If you have any concerns regarding your dressing, please contact: **01284 713265** and leave a message with your name, hospital number and telephone number and one of our nurses will return your call.

If you have any questions, please contact the Plastic Surgery team on **01284 713258** or **01284 712685**.

Results:

You will be contacted once your results are available, either by letter or telephone. This can take up to six weeks. You do not need to contact the Plastic Surgery team for your results.

It might not be necessary for you to require a follow up appointment, but this will be arranged for you if necessary.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (formerly DisabledGo)
<https://www.accessable.co.uk>

