

No one at home - post-operative phone calls

Patient information

You have been identified as meeting our 'no one at home' criteria. Previously you would have needed someone to stay at home with you after this procedure. However, new evidence has shown this is no longer necessary if you meet the 'no one at home' criteria. Therefore, you will be able to go home alone after your procedure. Going home to recover is more beneficial to your post-op recovery than an inpatient admission.

If you decide you don't want to go home alone you need to advise the relevant admissions team before your admission date.

Due to this being a new policy, we have developed a post-operative phone call questionnaire, as this will help us evaluate aspects of your wellbeing and to clarify your post-op instructions.

The survey consists of several questions.

We aim for this phone call to take up to five minutes.

Follow-up phone calls have been shown to be an efficient and cost-effective means of monitoring patients after day surgery. The first call attempt is ideally made within 24 hours of discharge. It is completed by a registered nurse. We will only make two attempts to contact you. If we are unable to contact you, we will arrange for an ambulance to complete a welfare check for your safety. They will ask you questions as part of an audit process to improve patient satisfaction and our service.

Some of the questions you can expect are:

- Any problems relating to your surgery?
- How are you feeling following your surgery?
- Has your pain been manageable since your discharge?
- Have you experienced any nausea since your discharge?
- Have you had to seek medical advice since your discharge?
- If yes, why?
- Were you alright without a carer?
- If no, what activity did you feel that you needed support with - toileting, washing, cooking, mobility, other?
- Any other concerns?
- What was positive about your experience?
- What wasn't so good about your experience?
- How could our service be improved?
- Would you do this again?

Contact details

Poole Hospital elective admissions:
0300 019 2490

Royal Bournemouth elective admissions:

Colorectal:
0300 019 4429

Upper Gastrointestinal (UGI):
0300 019 4499

Vascular:
0300 019 4430

Urology:
0300 019 5594

Breast, Endocrine, Skin Sarcoma (BESS):
0300 019 4680

Orthopaedics:
0300 019 4919/4930

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or email **uhd.patientexperienceteam@nhs.net**.

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