

At times, students will seek for your consent to observe certain procedures during your care and we will endeavour to respect your decision on whether you consent to let them observe or not.

**Names of the teams responsible for your care**

**General manager: Graham Booth**

The theatre general manager is available to answer any queries you have about the care and treatment you receive. He is happy to meet you and at any time during your stay, and can be contacted via bleep number 2869.

**Ward manager: Chen De Souza**

Please bring your concerns to the ward manager who will always be available on the ward if needed.

**Doctors - consultants**

Doctors work with their juniors who are rotated from time to time. Your doctors work alongside several consultant anaesthetists who will introduce themselves to you on the day of your procedure.

**Nursing staff**

We have a dedicated and experienced nursing team. You will have a named nurse during the period of your stay. All team members will display their identity badges at all times.

We are very committed to providing an excellent standard of care, so please feel free to make suggestions. We would appreciate if you would complete an electronic survey before your discharge, ask your nurse to provide you with our patient experience tracker. This information will go a long way to inform us on how best to improve the quality of our care in future.

**Suggestions and comments**

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**Friends and Family Test (FFT)**

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our emergency department (A&E) the opportunity to take the 'Friends and Family Test'.

The single question 'how likely are you to recommend our ward to friends and family if they needed similar care or treatment?' has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.


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**Day treatment centre**

**A patient's guide**



.... caring for you 

## **Welcome to day treatment centre (DTC)**

The aim of this leaflet is to answer any queries you may have on admission to the day treatment centre (DTC).

### **What we do**

The day treatment centre is a 40 bedded unit that specialises in the care of patients undergoing day surgery. We cover a wide range of operative and diagnostic procedures. We are able to provide nursing care for adults and children, however, children are recovered separately by paediatric nurses, who are specially trained to care for children.

We also have part of the unit known as the patients' admissions unit (PAU) where patients are admitted, prepared for surgery and then sent to inpatient wards after surgery. This group of patients are transferred from the theatre recovery room to the designated ward. Therefore, there is no need for relatives to wait for you on the day treatment centre.

On this unit, we have a strict single sex accommodation policy. We do not mix different sexes in the same bay. We have single sex toilet facilities at designated points within the unit and we also route patients accordingly, to comply with single sex accommodation guidelines. Patients/relatives cannot pass through a bay accommodating the opposite sex.

Before discharge, we will ask you to tell us know what you think about the quality of our care, we sincerely value your feedback. We hope you will have a pleasant experience during your stay with us, and we will endeavour to call you on the next day to check on your wellbeing for those who have had a general anaesthetic.

### **Visiting**

It is very important that patients get rest and sleep to aid recovery. Therefore, we ask family, relatives and friends to wait for us to invite them to come and collect you. Any special circumstances will be given consideration. Your family/relatives will be informed when you are brought back to the ward from surgery and an estimated time for them to come and collect you once the nursing staff are happy with the progress of your recovery. Recovery time is between one – six hours, depending on the procedure performed.

Your relatives will have 20 minutes free parking in the hospital car park to enable you a safe discharge. The parking spaces are via emergency department, on Highgate Hill, next to the day treatment centre (DTC). Any time after the 20 minutes will be charged, so it is strongly advised to drive in after confirming this with your nurse.

We only have a small discharge lounge, which is reserved for patients rather than visitors. Your relatives should not wait for you on the unit while you undergo the procedure, relatives

and friends will be invited to the discharge lounge when you are ready to be discharged.

Some lists will have up to 10 patients who will be asked to come to the unit at the same time, to enable all the specialists who need to see you can do so before your procedure. As a result you may have a longer than anticipated wait before going to theatre. It is advisable to bring something with you such as a book or magazines.

Please bring a dressing gown and slippers with you, **do not** bring any items of value with you as we are not able to take responsibility for any lost items. Leave all valuables should be left with your relatives/friends.

### **Protected meal times**

We have no protected meal times as our patients are discharged at different times depending on their recovery. You will be offered a hot drink and toast when you are ready to eat after your procedure.

### **Opening hours**

7.00am – 8.00pm Monday – Friday

### **Day treatment centre telephone number**

020 7288 3813 / 4

### **About the team**

Our staff are from a variety of backgrounds and expertise in nursing. We also have students as we are a teaching hospital.