

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.

NHS prescription information

You may also find the NHS prescription website helpful to get further information. This website will assist you in finding out more information about your condition. It will give you specialist information from different charities and upon entering your postcode.

For more information visit NHS information prescription at

<http://www.nhs.uk/ipg/Pages/IPStart.aspx>

Whittington Health

Magdala Avenue

London

N19 5NF

Phone: 020 7272 3070

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Further information

If you have any further questions about your treatment please ask your doctor, nurse or pharmacist.

The leaflet is based on one developed by Collaboration for Leadership in Applied Health Research and Care (CLAHRC) for Northwest London (www.clahrc-northwestlondon.nihr.ac.uk.)

Patient Advice and Liaison Service (PALS)

If you require information, support or advice about our services, you can contact the PALS office on the ground floor of the hospital just behind the main reception.

Alternatively, you can feedback your comments/ suggestions using a comment form available at the PALS office, or sending a letter/email

We value your opinion and invite you to provide us with feedback of the service. In some of our wards and departments we have devices that enable patients/ carers to give us their feedback before going home. Please ask a member of staff for more information.


Telephone - 020 7288 5551

Email - whh-tr.whitthealthpals@nhs.net

Pneumonia in adults

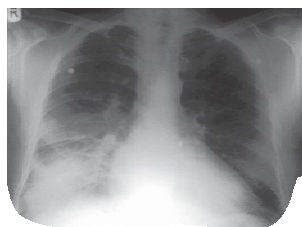
A patient's guide



.... caring for you 

What is pneumonia?

Pneumonia is an infection of the lungs which can be seen on a chest X-ray. You may hear the term 'community' or 'hospital acquired pneumonia' which explains where you are most likely to have become infected with pneumonia. You will be given different medicines depending on this.



Who gets pneumonia?

Anyone can be affected by pneumonia. It is more common and can be more serious in people aged 65 years and older, people who smoke, people with other health conditions such as a lung condition or a weakened immune system, and patients who are taking certain medications or therapies. These people are more likely to need care in hospital.

What symptoms will I have with pneumonia?

You may experience coughing, fever, shortness of breath, feel tired and generally unwell. A cough can be dry at first but after a few days may develop into a cough with phlegm/sputum which can be yellow, green or rusty coloured.

How do you get pneumonia?

Many different germs can cause pneumonia. Some germs are found in the air or live in the throat where they usually cause no harm. Occasionally these germs can cause an infection in the lungs which can lead to pneumonia. Depending on how bad your infection is you will either be treated by your GP or in hospital.

What treatment will I need?

Most pneumonia will be treated with antibiotics but occasionally you will be given other treatments by your doctor.

If your pneumonia is mild you may be given antibiotic tablets to take home with you, but for more severe pneumonia you will require admission to hospital for intravenous medication and oxygen. You will need blood and urine tests. It is also important to eat and drink well and to avoid prolonged rest in bed. If necessary, the nursing and therapy staff will help you to get moving around the ward.

What follow-up will I need?

Most people will need a repeat chest X-ray approximately six weeks after the infection to ensure that it has completely gone. Your doctor will arrange this if it is necessary.

At Whittington Health we aim to give you the most effective treatment by following a care bundle.

What is a care bundle?

A care bundle is a simplified set of practices which have been shown to be effective in managing a known condition.

What does the care bundle for community acquired pneumonia involve?

It involves having a chest x-ray, being given antibiotics, information on pneumonia, and oxygen (if needed) within four hours of arrival to hospital. Research has shown that patients who have this are more likely to feel better more quickly.

What is this hoping to achieve?

This is trying to make sure that you get better quicker when you attend hospital with suspected pneumonia.

What can I do to help myself?

It is important that you continue to take your antibiotics for as long as you are told to by your doctor, nurse or pharmacist.

Stopping smoking will help your lungs recover and may prevent you getting pneumonia again in the future. Hospital staff can put you in touch with a smoking cessation advisor and your GP will be able to help you stop smoking.

Annual GP flu vaccinations for people at risk or over 65 years. Discuss having a pneumococcal vaccination with your GP.