

Pre-operative Assessment: Digital Pre-screening

This information sheet will provide details about a new service for patients that have been newly added to the waiting list for planned surgery, or patients that are already waiting for a planned procedure.

New service:

The pre-assessment team at the hospital are using a new system of pre-screening patients so that we can help you to prepare for your procedure, therefore avoiding any delays. We need to make sure that you are fit for your anaesthetic, and that you have all the information you need to be fully prepared.

To complete the pre-screening questionnaire, you will receive an SMS and/or an email from DrDoctor, a company the trust is using to communicate with people. This message will contain a personalised link that you click on to take you through to DrDoctor's patient portal.

- The text message will be from the following number: **(+44) 07860039092**
- The email will be from the following email address: **no-reply@drdoctor.co.uk**

After clicking on the link, you will be asked to log in to the DrDoctor portal. This can be done using either: your Surname, date of birth and postcode; or your NHS account username and password. Further details on logging in can be found using the links and QR codes at the end of this leaflet.

To find out how the Trust handles personal data, please visit www.nnuh.nhs.uk/privacy-notice.

What happens if I can't complete the link online?

Do not worry. In the event that you are unable to complete the link online, you have a few options:

1. If you are not comfortable completing this questionnaire on your own, or do not have the facilities to access the weblink at home, it is fine to ask a family member or friend to help you.
2. Alternatively, please feel free to contact the Pre-operative Assessment Patient Flow Coordinator on **01603 647923** who will be able to assist you.

How does this help me?

The questions included in the questionnaire will help us to develop a better understanding of any current health issues you may have.

There is a risk that unless we are able to make sure that your health is as good as it can be, your operation may be postponed at the last minute. This is not something we want to happen, but sometimes an infection or uncontrolled health problems can make it dangerous to give you an anaesthetic or perform surgery.

One way we can try to stop this happening is to know in advance how you are and provide continued support leading up to your surgery to help you be better prepared.

This can range from help and advice on keeping healthy before your procedure to helping you to manage any long-term conditions you may have. It also helps the doctors to have a plan for your anaesthetic and surgery if you do have health issues.

What will happen next?

Once you have completed the questionnaire, the following things will happen:

- Nearer to the time of your procedure, you will receive an appointment to attend a pre-operative assessment.
 - This could be with a specialist nurse, either face to face or over the phone. You may also see an anaesthetic doctor.
 - The nurse or doctor will have looked at the answers you gave us, but they may go through some of the questions with you again and may ask you a few more clinical questions about some of your answers.
- You may also receive the questionnaire again.
 - This is to ensure the understanding we have about your health stays as up to date as possible and capture any changes to your health so that we can update your care plan if needed. The questionnaire will be sent every three months whilst you are on an elective waiting list.

Thank you for helping us.

NNUH Pre-Operative Assessment Team

If you have any queries, please call the Pre-operative Assessment Patient Flow Coordinator on **01603 647923** who will be able to assist you.

Contact hours: 10:00 – 17:00

For more information about the pre-operative assessment pathway at NNUH, please visit:

www.nnuh.nhs.uk/departments/pre-admission-assessment/



For more information about DrDoctor, please visit:

www.drdoctor.co.uk/for-patients



We aim to provide the best care for every patient. So, we would like your feedback on the quality of the care you have received from the Hospital. Please visit:

<http://ratenhs.uk/IQu9vx> Or scan QR code:

