

Major Trauma Patient Information

This leaflet provides information for you, your family and carers and explains the stages of care after a serious traumatic injury.

What is Major Trauma?

Major trauma refers to the most serious injuries such as pelvic fractures, severe knife or gunshot wounds, bleeding from ruptured organs, spinal injury and amputation of limbs. Major trauma may also include patients who have multiple traumatic injuries

It is considered to be a serious injury or multiple injuries which could result in severe disability or death.

Road traffic collisions are the most common causes of major trauma in the UK. Thankfully these incidents are very rare, accounting for around 0.1% of emergency admissions in the East of England, but it is crucial that we provide patients with the right care, in the right place, at the right time.

We can dramatically improve patient outcomes by bringing together all those involved in caring for you into a network, from expert treatment at the scene to providing complex rehabilitation.

The East of England Trauma Network

The East of England trauma network has been set up to ensure all patients receive the highest quality appropriate care at the correct time.

The network is responsible for the care of Major trauma patients in this region covering the counties of Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk.

The East of England network comprises of the Major Trauma Centre (MTC), 12 Trauma Units and two local emergency hospitals. It also includes the East of England Ambulance Service and a number of non-NHS sector healthcare providers. Cambridge University Hospital is the regional MTC, Norfolk and Norwich University Hospital (NNUH) is a Trauma Unit.

Depending on injury and journey time patients may be transported directly to the MTC or to a nearby trauma unit after an on scene assessment.

Here at the NNUH we differ from many other Trauma Units. We are able to offer most of the specialist services required to care for seriously injured patients. Patients may be brought directly to NNUH after injury, or may be transferred to us from one of the nearby trauma units after discussion with the network coordinator at the MTC. Occasionally patients require specialist services not currently available at NNUH or surrounding Trauma Units and are transferred to the MTC.

What is a Major Trauma Centre (MTC)?

A Major Trauma Centre has access to all specialties and services needed to manage major trauma. There are currently 26 MTCs in England including one in the East of England.

What is a Trauma Unit (TU)?

A trauma unit is a hospital that provides immediate care and resuscitation for major trauma patients. Patients may be taken to a TU for stabilisation prior to transfer to the MTC. Many TUs are able to provide some specialist care. Communications through the network ensures the patients are treated in the hospital most appropriate for their needs at a particular time.

Trauma Units will also ensure that the patient returns from the MTC when it is appropriate so that rehabilitation can be offered in areas local to them and their family.

What is a Trauma Unit expected to do?

All Trauma Units provide the same high level of initial trauma care which includes:

- Providing life-saving care and resuscitation for all Major Trauma patients regardless of the type or extent of their injuries
- Ongoing care for patients with injuries that can be managed by local expertise
- The safe preparation and transfer of patients to other hospitals for specialist treatment when necessary
- Rehabilitation
- Adhering to procedures and guidelines set by the trauma network and meeting their performance and quality indicators

Will all patients go directly to the MTC in Cambridge University Hospital from the scene of the incident?

No. Patients will be fully assessed at scene and will go to the MTC if they meet all of the following:

- They trigger the pre-hospital 'Major Trauma' criteria
- They are within 45 journey time of the MTC
- They are safe for transfer to MTC e.g. their airway, breathing and circulation can be safely managed on route

Patients not meeting all of these criteria will be conveyed to the nearest Trauma Unit. Pre-hospital medical and ambulance teams are trained to decide where to transfer

the patient, and often will discuss this with the network coordinator. Some patients may require transfer to the MTC after initial assessment and stabilisation at a trauma unit.

Which patients should be transferred to the MTC?

Whilst Cambridge is the regional MTC, NNUH provides much of the specialist care required for seriously injured patients. Some patients who have very complex injuries or traumatic brain injuries requiring surgery may be transferred to the MTC. Each case is reviewed by specialists in our hospital and discussed with the network co-ordination team if transfer is necessary.

What are the benefits of a Trauma Network for Trauma Patients?

The Trauma Network ensures that seriously injured patients are treated at the right place, at the right time. Working with services across the region and beyond, helps us to provide the best possible care. Other countries with similar networks have shown:

- Improved survival rates
- Speedier recovery times
- Reduction in severity of patient disability
- Helping patient to live more independently following their recovery

What is Trauma Rehabilitation?

Trauma Rehabilitation is all about you and your healthcare team agreeing and planning ways to help you with the injuries you have sustained. This might involve receiving help with physical injuries such as broken bones, but also includes receiving help with the less obvious problems after being injured, such as your emotional and psychological welfare. How the effects of your injuries impact on your everyday life and getting back to work also need to be considered.

Who is involved?

The most important person in the Rehabilitation Team is you. All of your rehabilitation will be planned around what you need now and are likely to need in the future. Your family and/or other important people in your life also have a very valuable part to play in your rehabilitation process.

Your professional Rehabilitation Team may include some or all of the following, according to your individual needs:

- Doctors (including specialists in Trauma and Rehabilitation Medicine)
- Nurses – both department and specialist
- Physiotherapists

- Occupational Therapists
- Clinical Psychologists
- Liaison Psychiatrist
- Dietician
- Speech and Language Therapists
- Hospital Chaplain
- Social Workers
- Other support workers

When and where does my Rehabilitation happen?

Your rehabilitation will start as soon as possible after any priority investigations and interventions are completed. This is usually within two working days of your arrival in hospital and will continue after you have left hospital.

Providing you and your family with education about the injuries you have sustained and how they are likely to affect you now and in the future is an important part of rehabilitation.

A Rehabilitation Prescription will be developed in partnership with you and will outline the rehabilitation you will require and include goals to be achieved. You will receive a copy of your Rehabilitation Prescription when you leave NNUH.

Hopefully, you will be able to go straight home from hospital when you are medically fit to do so. Any Outpatient or Domiciliary Support or Rehabilitation you may need will be discussed and organised before you leave.

If your rehabilitation needs are greater, you may be transferred to an inpatient rehabilitation unit to continue your recovery. The NNUH is able to refer to:

- Beech Ward Specialist Stroke Rehabilitation Beds at Norwich Community Hospital
- General Rehabilitation Beds in various locations provided by Norwich Community Health and Care
- Caroline House - Specialist Neurological Rehabilitation (inpatients) at Colman Hospital, Norwich
- Jubilee House - Specialist Neurological Rehabilitation (outpatients) at Colman Hospital, Norwich
- Pine Cottage - Amputee Rehabilitation at Colman Hospital, Norwich
- Sheffield Spinal Injuries Unit.

If a referral to a specialist centre is required there may be a waiting period before a bed is available. It is important for you to know that it might be necessary to transfer you out of the acute hospital or back to your local hospital whilst on the waiting list for a specialist bed. If this is necessary, decisions about where you transfer whilst waiting will be discussed with you and agreed individually depending on your identified needs.

Patient Support Services

- **After Trauma** www.aftertrauma.org
This is a website that connects and supports survivors of traumatic injury and their families.

After Trauma aims to provide a community for patients and families to rebuild lives and support each other after experiencing a traumatic injury.

- **Citizens Advice** www.citizensadvice.org.uk
We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. Our national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

Offers a wide range of advice and support including Benefits, Work, Debt and money, Consumer, Family, Housing, Law and courts, Immigration, Health Advice line (England): 0800 144 8848
Advice link (Wales): 0800 702 2020.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 144 8884.

- **Trauma East Voices** www.eotraumanetwork.nhs.uk/experience
Trauma East Voices is a public and patient engagement group are interested in hearing about the experience of patients and their loved ones using the trauma system in the East of England. Trauma East Voices patient group meets regularly to discuss this, highlight great care and suggest improvements.
- **Major Trauma Signposting Partnership (MTSP)**
Email mtsp.info@nhs.net
These are a a team of advisers who can be contacted by phone or email by any patient cared for in the Major Trauma Unit at Addenbrookes Hospital.
- **Age UK** www.ageuk.org.uk
Age UK provide free information and advice to help you on topics as diverse as Money and Legal, Health and Wellbeing, Care and Support, Work and Learning.

Free, confidential advice line on 0800 678 1602. Open 8am-7pm, 365 days a year.

Brain and Spinal Injury

- **Spinal Injuries Association (SIA)** www.Spinal.co.uk
In the UK 2,500 people sustain a spinal cord injury every year. Range of services that supports everyone who needs to access expert information, advice and support when they need it most.
Call 0800 980 0501.
- **Back Up** www.backuptrust.org.uk
At Back Up, they inspire people affected by spinal cord injury to get the most out of life.
Call 020 8875 1805.
- **Headway** www.Headway.org.uk
Improving life after brain injury
Call free helpline 0808 800 2244 9am - 5pm, Monday to Friday
Or email helpline@headway.org.uk
- **Brain Injury Rehabilitation Trust (BIRT)** www.thedtgroup.org/brain-injury
The Brain Injury Rehabilitation Trust (BIRT) is the UK's leading charity in brain injury rehabilitation. They offer specialist assessment and rehabilitation services for people with disabilities resulting from brain injury. This includes traumatic brain injury (TBI), stroke and other forms of acquired brain injury (ABI).

Amputees

- **Limbless Association** www.Limbless-association.org
A national charity supporting lives beyond limb loss. We believe 'No Amputee Need Cope Alone'. Offer information, advice and support for amputees, their family and friends and professionals.

Call 0800 644 0185 Available Monday to Friday, 9am until 5pm (Excluding Bank Holidays)
- **Steel Bones** www.steelbone.co.uk
Helping All Amputee Families live life to the Full. One to one family support, free support packs, information and free events, school workshops and children's books.

Children and Young People

Websites

- Child Brain Injury Trust
- CHUMS (Mental Health and Emotional Wellbeing)
- The Children's Trust
- Whizz-kidz

Psychological Support

- **MIND** www.mind.org.uk

Provide advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Infoline provides an information and signposting service. Open 9am to 6pm, Monday to Friday (except for bank holidays). Ask about: mental health problems, where to get help near you, treatment options, advocacy services.
Infoline: 0300 123 3393.

- **Royal College of Psychiatrists**

Search internet browser for 'royal college of psychiatrists traumatic event' or <https://www.rcpsych.ac.uk/mental-health/problems-disorders/coping-after-a-traumatic-event>

This webpage may be useful if:

- you have been through a traumatic experience and want to understand more about how you are feeling
- you know someone who has been through a traumatic experience, and want to get a better idea of how they might be feeling.

It describes the kind of feelings that people have after a trauma, what to expect as time goes on, and mentions some ways of coping and coming to terms with what has happened.

- **Brake** www.Brake.org.uk

Want a world where everyone is free to move in a safe and healthy way, every day. Work to stop road deaths and injuries, support people affected by road crashes and campaign for safe and healthy mobility for all. The National Road Victim Service Brake's free support service if you are bereaved, seriously injured, or helping a road crash victim.
Call 0808 8000 401.

- **Victim Support** www.victimsupport.org.uk

Victim Support is an independent charity dedicated to supporting victims of crime and traumatic incidents in England and Wales. Provide specialist help to support people to cope and recover to the point where they feel they are back on track with their lives.
Support line – 08 08 16 89 111 free, 24/7.

