

Patient Information Leaflet

Transfer of a critically ill patient Information for patients and relatives

Common questions answered

Produced by: Intensive Care Unit

May 2014
Revised due May 2017



If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

This booklet has been developed to help answer your most common questions about being transferred from the Intensive Care Unit on the Isle of Wight to a hospital on the mainland.

Q. Why be transferred?

- A. There are 3 main reasons why a transfer is necessary.
- Clinical transfer— being transferred for specialist treatment.
 - Non-clinical transfer— being transferred because the Isle of Wight Intensive Care Unit has no available beds. We transfer the most stable patient that needs an intensive care bed. This means that if you or your relative are already in the intensive care unit, we may need to move you or your relative because you are the most stable.
 - Repatriation transfer— a visitor being transferred to their own local hospital back on the mainland.

HOSPITAL	TELEPHONE NUMBER
Southampton General Hospital	02380 777222
Salisbury Hospital	01722 336262
Winchester General Hospital	01962 863535
Portsmouth Queen Alexandra Hospital	02392 286000
Poole General Hospital	01202 665511
Bournemouth Hospital	01202 303626
Dorchester Hospital	01302 366666
Basingstoke Hospital	01256 473202
Chichester St Richard's Hospital	01243 788122

Q. Who will do the transfer?

A. A senior doctor from the Intensive Care Unit and a senior nurse or Operating Department Practitioner will travel with you or your relative. These staff have taken special training to undertake such transfers. We aim to provide the same level of care during the journey as on the Intensive Care Unit.

Q. Can we travel to the new hospital together?

A. Due to safety and insurance issues you will be unable to travel with your relative (or be accompanied by a relative) during the transfer.

Q. How can I get to the Intensive Care Units on the mainland?

A. Please see the yellow leaflet '**How can I get there?**' which is available from the Intensive Care Unit relative's room.

Q. When should I travel to be with my relative on the mainland?

A. We recommend that you phone the receiving hospital to check the safe arrival of your relative before starting out on your journey.

Q. What facilities (i.e. for overnight stays) are there in mainland hospitals?

A. Patient and relative facilities vary from hospital to hospital. This information can be gained for you from your named nurse or the nurse in charge of the intensive care unit prior to you or your relatives transfer to the mainland hospital.

Q. When will I (or my relative) return to the Isle of Wight?

A. As soon as there is a bed available within the Intensive Care Unit on the Isle of Wight or your specialist treatment has finished and you are ready to be returned. If good progress has been made on the mainland it may not be necessary to come back to the Intensive Care Unit and you (or your relative) may return to one of the general wards at St Mary's Hospital.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: <http://www.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on: 111

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on 03000 61 61 61 or at enquiries@cqc.org.uk

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.

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