



# Critical Care Follow-up Service

A Guide for Patients and Relatives

## What is the Follow-up Service?

Being a patient on a Critical Care Unit can lead to many problems.

The Follow-up Clinic aims:-

- To allow patients and their family member/partner time to discuss their illness and their recovery
- To identify, provide support and guidance for any physical or psychological issues relating to their stay on critical care
- To support and facilitate onward referrals to specialist services
- To gain feedback regarding care to improve the quality of critical care services

Patients who have been on the Critical Care Unit for a significant length of time and who were on a ventilator will be invited to attend this clinic. Other patients may be referred to us via staff on the ward or via their GP. Patients are also welcome to self-refer or have a relative or friend contact us on their behalf.

## What symptoms can be caused by a critical illness?

The recovery period after a serious illness can be stressful.

Some symptoms that may be caused by a critical illness are:

- Disturbed sleep
- Lack of energy
- Loss of appetite and weight loss
- Mood changes
- Problems within family relationships
- Flash backs and nightmares
- Post-Traumatic Stress Disorder (PTSD)

**The prevention of infection is a major priority in all healthcare and everyone has a part to play.**

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

- Weakness and stiffness
- Being forgetful or unable to think clearly
- Anxiety
- Pain

## Follow-Up Clinic

The Follow-up service is run and coordinated by the Critical Care Follow-up team.

Initially, prior to discharge home you will be given a psychological questionnaire to complete and a recovery manual to read at your leisure. This questionnaire enables us to assess your need. We will then either send out another form to your home 2-3 months after being discharged or invite you to attend the clinic.

## What happens in clinic?

It is an informal meeting in a private room away from the Critical Care Unit and is completely confidential. You will meet with one of the team. The first meeting will last an hour and subsequent meetings will be for 30 minutes.

We will invite you to complete another assessment form and discuss the outcomes to assess your recovery needs. This will then allow time to discuss any other issues and allow time to visit the Critical Care Unit if you so wish.

This is also an opportunity to refer you to other relevant expert agencies that may be able to assist you further, such as:

- Dietician
- Physiotherapist
- Clinical Psychologist
- Speech and Language Therapist

## Who can attend?

The patient, along with a family member, partner or a friend. Evidence shows relatives can also suffer extreme stress and distress from witnessing their loved one being critically ill.

If you have not been invited to clinic and feel you may benefit from attending, then contact the Follow-up team who will be happy to arrange an appointment.

## Support Group

The Patient and Relative Support Group is an informal/social sharing opportunity for patients and relatives to discuss their experience. It is held every 2-3 months away from the Critical Care Unit and predominantly led by survivors of critical care.

It is an open forum with no agenda and no appointment required.

Members of the Follow-up team and Critical Care Outreach team attend to allow feedback and learning to our unit to improve the journey through critical care.

## Who can give me more information?

If you need any more information you can speak to the nurse looking after you, or you can speak to a member of the Follow-up team who will be happy to help.

- Senior Sister Vicki Hartmann
- Sister Jacqueline Burns

## Critical Care Direct Number:

01902 694260

Email: [rwh-tr.criticalcarefollow-up@nhs.net](mailto:rwh-tr.criticalcarefollow-up@nhs.net)

## Useful websites:

[www.icusteps.com](http://www.icusteps.com)



<https://www.nhs.uk/conditions/intensive-care/>

**Patient and Family Critical Care 360 Tour from The London Transformation and Learning Collaborative and ICU Steps:**

<https://kuula.co/share/726ZR>

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。