

A new way to treat tobacco dependency

Different treatments available to you

Smoking can seriously damage your health and harm your chances of a quick and successful recovery. If you're a patient who smokes, we're here to help as part of your stay in hospital. The Tobacco Dependency Team offer a range of treatments and care to help you manage your tobacco dependency and support your quick recovery.



There's never been a better time

Our NHS recognises the harms of smoking which is why all hospitals across Worcestershire now provide treatment for tobacco dependency to any patient on admission who smokes, as part of their hospital care. All hospitals in Worcestershire are smoke-free, which means no smoking anywhere on our hospital sites. This is really important to give you the best chance of recovery.

The good news is there are now very good treatments available to help you manage your dependency while you are in hospital and if you wish to stop smoking long term.

Time to give it a go?

**With the right support,
you're more likely
to succeed**

If you're a patient who **smokes** , we're here to help.
The Tobacco Dependency Treatment Service can help
improve your recovery whilst in hospital and after you
leave. If you decide that now's the time to stop, you're
in good company; more and more **smokers** in
Worcestershire are now taking their first steps towards
stopping whilst in hospital. With our help and support,
you're much more likely to stop successfully.

Let's take a closer look at the support available to you.
Here's our 4 step guide of what to expect when you
come into hospital:

1

We'll start with a chat and ask you if
you smoke, as part of our routine
health check when you arrive.

2

If you do smoke, you'll be offered nicotine
replacement products to help manage
any cravings or withdrawal symptoms.

3

A member of our onsite Tobacco Dependency
Team will visit you and discuss the treatment
options and support available with you.

4

We will work with you to agree a treatment plan
for your stay in hospital. If you want to stop
long term, we can arrange and provide ongoing
support and medication for when you go home.
You can opt-out if you do not wish any further
support.

While you're in hospital

When you arrive in hospital you will be asked a few questions about whether or not you smoke, what you smoke and how often, so we can understand how best to manage your tobacco dependency.

A Tobacco Dependency Advisor will work with you to develop your own treatment plan, offering you advice and support as part of your care. Nicotine replacement products such as patches and lozenges are highly effective and will help with any cravings during your hospital stay. These will be available on all our wards and will be provided to you during your stay. The Tobacco Dependency Advisor will work with you to discuss the best products and medication for you.

On the day you leave hospital, you will be provided with two weeks' supply of nicotine replacement products to support your recovery.

Once you leave hospital

Stopping smoking completely at any stage of life is the best thing you can do for your health. If you choose to stop longterm, support will be available to you, even after you leave. The Tobacco Dependency Advisor will arrange for you to continue to receive free support and nicotine replacement products or other stop smoking medications when you go home. This will be through your local Community Pharmacy Advanced Service. This means you will be fully supported with access to medication and the specialist advice you need for up to 12 weeks after you leave hospital.



Community Pharmacy Name:

Pharmacy Address:

Pharmacy Contact Number:

Tobacco Dependency Advisor:

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help. If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.

Now's the time

**Ask a member of staff about the Tobacco Dependency Team
and find out more about what support is available to you.**



PATIENT INFORMATION

NOW'S THE TIME

How the Tobacco Dependency Team can help you

