

Burns Injury

This advice sheet has been given to help you and/or your relative to deal with the burn you have sustained.

Superficial burns to the limbs or body will be dressed with an antiseptic cream and layers of dressings.

Please keep these dressings dry and clean. Take painkillers regularly if it is painful.

Elevation of the affected limb, when possible, will help relieve discomfort.

Burns to hands and feet may be treated with antiseptic cream in a plastic bag. The idea of this is to allow the fingers and toes to move to prevent stiffness. The skin may become soggy – this is normal and nothing to worry about. It will settle quickly once the limb is removed from the bag. Some burns may take a couple of weeks to heal when treated in this way.

Your burn has been dressed, and this dressing should remain undisturbed until your next attendance at hospital (or your own family doctor) unless:

- Fluid seeps through the dressing
 - It becomes accidentally wet
 - You experience increasing discomfort after initial improvement
 - You feel ill and/or develop a temperature
- in which case, you should return to the Accident & Emergency Department earlier than requested.

Simple analgesia can be used regularly such as Paracetamol or ibuprofen to relieve discomfort. Do not exceed the maximum daily dose.

If you need further advice, please contact the Emergency Department

Accident & Emergency Department
Worcestershire Royal Hospital
Charles Hastings Way, Newtown Road Worcester WR5 1DD
Telephone: 01905 763333

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.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743