

Emergency Department

Patient Information Sheets

Patients in Plaster

When walking with a fractured wrist or forearm, keep your fingers above the level of your elbow. When sitting with a fractured foot, ankle or leg, keep it raised so the foot is higher than your hip.

When bathing, keep casts dry at all times as moistures can cause it to crumble.

Never poke anything down inside your cast. If it itches, cool it down – try ice wrapped in a towel.

You should not:

- Walk on the plaster unless you have been told you can
- If you do have a weight-bearing cast, you must wear the shoe provided (indoors and outdoors)
- Poke anything down inside your cast because you may cut off your circulation. You may also damage / cut your skin

Contact the plaster room if:

- The plaster is uncomfortable or is hurting you because it is too tight, too loose or is rubbing
- The plaster becomes soft or cracks
- You develop excessive swelling of your fingers or toes
- You develop grey or blue skin that is not bruising
- You develop numbness, loss of feeling or unusual coldness to the hand/foot
- You develop prolonged pins and needles
- You develop intense pain that is not relived when the limb is raised
- You are unable to move your fingers or toes

Contact the Worcestershire Acute Hospitals NHS Trust switchboard on 01905 763333 and ask for either the Worcestershire Royal Hospital / Alexandra Hospital plaster room.

If the plaster room is closed, then go to your nearest Emergency Department (A&E) immediately.

Please return all equipment to the hospital when it is no longer needed
Remember! You needed it so someone else will too!

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