

Injured Hand

- Please remember that elevation of an injured hand in a sling and exercising your fingers regularly gets the swelling down quicker and helps in the recovery of your injured hand. The purpose of the high arm sling is to eliminate the effect of gravity and reduce the swelling of your hand, so use the sling. The emergency nurse practitioner or doctor will advise you on how long you need to use the sling for.
- A course of tablets, ibuprofen/paracetamol will also help your recovery. They are more effective when taken regularly, but do not exceed the normal dosage.
- Please follow carefully the advice given to you by the emergency nurse practitioner regarding suitable painkillers and ice therapy.
- Curl up the fingers of your injured hand, bending them fully in order to make a tight fist and then straighten them right out – repeat this 10 times.
- Stretch your fingers out sideways so there is a gap between each one and then press together, squeeze and then relax – repeat 10 times.
- The shoulder and elbow should be exercised (moved) at least 3 times a day.
- Try to exercise your fingers as frequently as you can – at least every hour.

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:

Telephone 111

Get help with your symptoms, NHS111:

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

Information to help you manage your health:

www.nhs.uk

In an emergency telephone 999

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

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

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

Tel: 01527 512030

Tel: 01562 513039

Tel: 01905 760743