

Your two-week neuromodulation programme

This booklet contains practical information regarding your stay on the Pain Management Unit and is designed to help you get the most out of your time on the programme.

The Pain Management Unit is located at St Thomas' Hospital. It is separate to the main hospital, in a building called Gassiot House. It is probably more realistic to think of your time here in terms of attending a residential course within the hospital grounds rather than being a hospital inpatient in the traditional sense.

Your name:

Hospital number:

Programme dates:

Week one: Monday.....to Thursday.....

Week two: Monday.....to Thursday.....

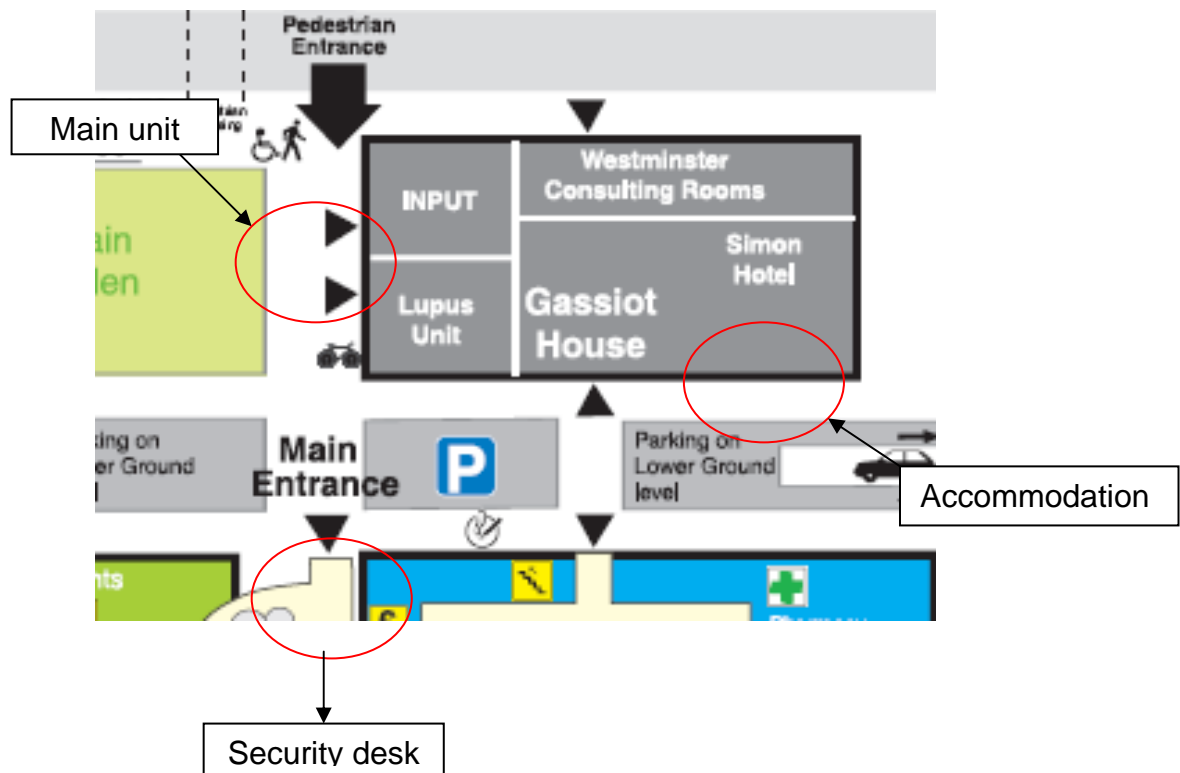
Your first day

Your programme begins at 9am on the date you have been given. It is important and useful that you attend the introductory session, however, if you are going to be delayed, please contact us as soon as possible on **020 7188 3255** and let us know when to expect you to arrive.

You are welcome to arrive at the unit the night before the start of your programme. When confirming your place with our administration team before starting the programme, please advise them if you intend to arrive the day before.

If you arrive after 5pm during the week, or anytime at the weekend, you will need to collect your keys from security at the main entrance information desk in the main hospital building.

Your accommodation is in Gassiot House.



Your accommodation

Whilst on the programme, you will be staying at Gassiot House. There is a lift within the accommodation, however, you must be able to manage stairs, in case of a fire alarm.

You will be staying in a self-contained flat with your own, lockable, bedroom. You will share the flat with several members of the programme. Where possible, you will share a flat only with patients of the same sex as you.

You will share a toilet, shower room and kitchenette with the people in your flat.

The kitchenette is equipped with:

- fridge
- microwave
- kettle.

The flats are cleaned at the weekends, with bedding and towels being changed on Thursdays and Fridays. You will be expected to keep your flat clean and tidy, and to do your own washing up.

If anything goes wrong in the flats, for example, if a light bulb blows, please report it to the reception desk at Gassiot House.

Food

Breakfast and a hot lunch are provided on the programme. Cereals and bread are available on the unit and you can take these up to your accommodation.

If you have any dietary requirements, please make sure you let the team know prior to starting the programme.

For your evening meal, you are welcome to bring food with you from home and keep it in your fridge. Alternatively, there are several restaurants and cafes within and near to the hospital.

The programme

The residential neuromodulation course aims to provide you with more in-depth information about the procedure, and aims to expand the skills you have available to you when living with pain.

The courses aim to:

- inform you about neuromodulation
- improve your quality of life
- clarify your goals
- help you engage in activities that are important to you
- help you learn skills to better respond to pain and related experiences
- improve your physical functioning
- improve your use of medicines
- empower you to be more independent and rely less on health services.

To get the most out of treatment, it is important to participate actively, honestly and openly. If you want to take control of your life and do something about your circumstances, this approach is for you. We ask that you attend all sessions on the course.

You will be invited to consider goals, explore physical movements, experiment, do new things, improve your knowledge and develop skills.

This is an example of a typical day on the course would be:

Time	Activity
9am	Physiotherapy
10.15am	Psychology
11am	Break
11.30am	Occupational therapy
12.15pm	Medication reviews
1pm	Lunch (provided)
2pm	Pain mechanisms and spinal cord stimulation talk
3.30pm	Break
4pm	Psychology
5pm	Finish

Friends and family session

At the end of week one of the programme (Thursday), between 2pm and 4.30pm, we run a friends and family session, which allows your loved ones to attend the department and gain insight into our treatment approach.

We have found that by involving family and friends, we can maximise the impact of the programme and improve patients' preparation for neuromodulation.

Friends and family will be introduced to the types of skills and experiences patients have been starting on the programme. It is also a chance for friends and family to ask any questions they have regarding neuromodulation and chronic pain.

We have received positive feedback on these sessions and would welcome your attendance.

Due to limited space, we request that no more than two family members or friends accompany you

Because of the content of this session, and the fact we are an adult service, attendees must be over the age of 18.

Please note that it is important to arrive punctually for these sessions so the afternoon can run smoothly.

General information

What to bring with you

- Comfortable clothing and shoes/trainers.
- Enough medication for your stay (we are unable to issue medication to you during your stay).
- An updated copy of your prescription.
- Pens and paper – from time to time you will be asked to fill in forms and write things down.
- Reading glasses (if required).
- Toiletries and a shaving adaptor if needed.
- A hairdryer if you would normally use one at home.
- Alarm clock.

Bed linen and towels are provided. There is a washing machine, tumble drier and iron for your use in the basement of Gassiot House.

Medication

It is your responsibility to bring your own medication. We are not able to issue prescriptions while you are here. Please also bring an up to date copy of your GP prescription. If you do not bring this, there is a risk you will not be able to continue on the programme.

Philosophy of respect

The expressed views, personal space, ethnicity, religion, gender, sexual orientation and disability status of each person attending the neuromodulation programme should be respected at all times. The same respect should be shown to hospital staff members and anyone else with whom you come into contact.

Given the group nature of the programme, we ask that confidentiality is respected. Any behaviour disrupting other patients' care can result in you being discharged from the programme.

Car parking

Unfortunately, it is not possible to bring your car to the Pain Management Unit or leave it here during your admission. Parking in the centre of London is at a premium, and the hospital is unable to cater for demand.

Free time

In the evenings you are free to go out as you like. We do however ask that you return to the accommodation to sleep.

Internet access / Wifi

If you would like to use the internet during your stay, you can access our network, which is called Wi-Fi SPARK. The local Starbucks opposite County Hall also has free Wifi for customers. You can use computers in the Knowledge and Information Centre (KIC) in the main hospital building between 10am and 4pm.

Smoking

St Thomas' Hospital is a non-smoking hospital, and smoking on the grounds, apart from in designated shelters, is prohibited. The designated smoking shelters are near the main entrance. Alternatively, you can smoke on Westminster Bridge Road, which is just outside the hospital grounds. Please do not smoke outside the Pain Management Unit.

From summer 2015, smoking shelters will be removed, and smoking anywhere on hospital grounds will be prohibited.

Alcohol

Whilst bringing alcohol into the unit is not allowed, you are free to visit the local pubs and restaurants in the evenings. If you cause any disruption on your return, it will put you at risk of being asked to leave the programme. If you are returning late, please remember that your other flatmates may be asleep.

Drugs

The Pain Management Unit is an NHS service based on hospital premises. Illegal activity cannot under any circumstances be condoned. Patients who use cannabis or other illegal substances should not bring or use any while at the unit. You will run the risk of being asked to leave the programme if this happens.

Luggage

Hospital porters are not available to assist with luggage on your arrival to the unit. Please remember it is easier to bring enough clothing and toiletries for each week of the programme, rather than packing for the whole four weeks. You can leave your belongings in your room during the weekends.

Observers

As a specialist service, the neuromodulation team often receives requests from healthcare professionals and students who would like to observe the neuromodulation programme, watch the neuromodulation staff and learn about pain management. From time to time you may be asked for your permission to have an observer in your group sessions. If you are ever unhappy

or concerned about having someone observe your group, please speak to a member of the neuromodulation team.

Telephones

Please ask friends and relatives not to call you during the day unless it is an emergency. Mobile phones need to be switched to silent/off during sessions. There are payphones available for your use in the main hospital and there is a telephone for incoming calls in your bedroom. The phone in your room will only accept incoming calls and the extension number for this will be given to you when your accommodation is allocated to you. Please ask callers not to ring you after 10pm to avoid disturbing others.

Please note: Friends and family will not be able to contact you by ringing the main Pain Management Unit office number after 5pm or at the weekends, as there are no staff on site to take the calls.

Emergencies

Neuromodulation staff are available during the day from 9am to 5pm. In the evenings and overnight you will be looking after yourself independently in the self-catering accommodation.

If you are experiencing any problems or concerns, it is best that these are discussed with neuromodulation staff during the working day so that we can help you to find manageable solutions and prevent difficulties occurring overnight. If you become unwell during the day in a way that would normally cause you to call your GP, please discuss the problem with the neuromodulation nurse for your team. If you are concerned about an issue relating to managing the evenings and nights, please speak to a member of staff.

If an emergency (something that really cannot wait until the morning) arises between 5pm and 9am the following day please go to the A&E department in the main hospital. Let them know that you are attending a neuromodulation programme.

If you are able to wait until the morning but would like to speak to a member of staff as soon as possible, please ring the neuromodulation extension on 54250 and leave a message on the answer phone. A staff member from your team will then attempt to contact you as soon as they are able to.

If you would like further details on any of the above, please do not hesitate to ask us.

Health and safety

Guy's and St Thomas' have a health and safety policy to ensure a safer environment for all patients and staff. If you require further information on this policy, please ask a member of staff when you arrive for the programme.

Fire

If there is a fire while you are staying in the accommodation, please follow the directions on the back of the door in your room. You must leave the building immediately. Do not attempt to tackle the fire yourself – your own safety is the priority.

If the fire alarm goes off in the department, members of staff will be around to direct you. If in doubt, always follow the 'Fire Exit' signs.

The local area

The hospital is located in a busy part of London. There are lots of cafés, restaurants, bars and shops in the local area, including on the South Bank and Lower Marsh. The hospital also has a few shops and cafes of its own.

There is a cinema in the hospital which has weekly showings of the latest films. There is a Post Office on Westminster Bridge Road and post boxes on the main road in front of A&E and near the London Eye. If you would like to know what else is in the local area, please speak to a member of staff.

Contact us

If you have any questions or concerns about the programme, please contact the reception team on **020 7188 3255** (Monday to Friday, 9am to 5pm).

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

t: 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** pals@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Become a member of your local hospitals, and help shape our future

Membership is free and it is completely up to you how much you get involved. To become a member of our Foundation Trust, you need to be 18 years of age or over, live in Lambeth, Southwark, Lewisham, Wandsworth or Westminster or have been a patient at either hospital in the last five years. To join:

t: 0848 143 4017 **e:** members@gstt.nhs.uk

w: www.guysandstthomas.nhs.uk

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