RCSI & NCAD

Patient Information — how well do we communicate?
## Design and development of Patient Information Leaflets (PILs)

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Who we are

The National College of Art & Design

The National College of Art and Design, founded over 250 years ago, is the only provider of 3rd level art and design education in Ireland within the University sector. As a single discipline college, NCAD’s focus is on excellence in art, design and visual culture at undergraduate, postgraduate level and in research.

David Caron

Dr David Caron, is a graduate of NCAD, Pratt Institute, New York, and Trinity College Dublin. He has lectured in NCAD for twenty years and currently holds the positions of Head of Department of Visual Communication and Head of Design Teaching and Learning.

Fuchsia MacAree

Fuchsia MacAree is an illustrator who studied at NCAD and Camberwell College of the Arts, London. She is now one of the designers in residence in NCAD and illustrates for magazines, food companies and cultural events.

Seán Mongey

Seán is a graduate of NCAD. Since graduating he has working in several of Dublins leading design studios as a graphic, web and type designer and has won an ICAD Bronze bell for a signage system for NCAD Library.
How we got involved

This research project is funded by the Knowledge Exchange and Dissemination Scheme of the Health Research Board, and is linked to a much larger body of research undertaken by RCSI: ‘Day Surgery in Ireland — The development, implementation and evaluation based on consensus derived best practice model’.

This RCSI/NCAD collaborative project builds on the existing research and is principally concerned with the redesign of Patient Information Leaflets (PILs).
Problems

CONNOLLY HOSPITAL
Blanchardstown, Dublin 15.
Tel: (01) 821 3844

Department of Surgery & Surgical Day Ward
Advice Slip

Laparoscopic Hernia

Day Surgery Centre
St James's Hospital
James Street
Dublin 8
Ph: 01 4162891
Ph: 01 4103422

Hydrocele

This information sheet is designed to answer any questions you may have about your day surgery procedure.

Day Surgery Centre
St James's Hospital
James's Street
Dublin 8
Ph: 01 4162891
Ph: 01 4103422

CONOLLY HOSPITAL
Blanchardstown, Dublin 15.
Tel: (01) 821 3844

Department of Surgery & Surgical Day Ward
Advice Slip

Varicose Vein Surgery

Advice for patients having a Hernia Repair.

Finbars Day Ward
809 2826
809 2894

Beaumont Hospital
VARICOSE VEIN SURGERY

Explaining Your Operation

Varicose Veins surgery entails the partial or complete removal of the diseased vein. Surgery usually involves tying off the vein at the top of the leg, stripping the vein to the knee and removal of all the visible veins.

There will usually be an incision at the top of the leg, which will be hidden in the groin crease. There will also be a number of tiny incisions over the leg where the visible veins have been removed.

Aftercare

- You may be sore after your operation. Any pain can be relieved by pain relief tablets, which may be given to you on discharge. Ensure you have a supply of pain relief tablets at home.
- You will have a small adhesive dressing covering your groin and this can be removed after 48 hours. Your leg will be covered with a supportive dressing of wool and crepe and you will be given instructions regarding removing dressing and applying support stocking. Arrangements will be made for you to return to the dressing clinic for change of dressing.
- You will probably have dissolvable stitches in your groin. These usually take two weeks to dissolve and if you have stitches that need to be removed you will be advised to see your GP Practice Nurse or wound care clinic to have them taken out.
- You cannot have a bath or shower until the leg bandages are removed (after 48 hours) It is important once you have commenced bathing/showering to dry all wounds carefully. Do not rub, pat dry only and avoid talcum powder. Replacement dressings should be applied.
- Regular mobility is essential to aid good circulation and prevent the formation of blood clots. This should commence on the day of the operation or as soon as you feel able. Start walking gradually and aim for 1-2 miles daily.
- When resting, elevate your leg and avoid putting pressure on your calves as this can impede circulation.
- Do not stand for long periods of time and do not cross your legs.
- When dressings are removed ensure the skin is kept clean and dry to aid healing and prevent infection.
- It is not unusual to have some bruising but this will fade in time. Occasionally you may have blisters as well. Do not pop these but place clean gauze over them before wearing your stockings.
- Driving can be resumed as soon as you are capable of making an emergency stop.
- Do not do any heavy exercise, such as jogging, cycling, swimming until after the stitches have been removed or have dissolved.
Bienvenue
à l’hôpital Albert-Chenevier

Summer health survival guide.
right on your high street!
Choose well.

Mental Health and Learning Disabilities
Epilepsy
Hierarchy

Hospital

Procedure

Varicose Vein Surgery
Copywriting

Laporoscopic Cholecystectomy

Gallbladder Removal
Illustration
Illustration
Preparing for your operation
Prior to your operation you should have received a preoperative assessment either by telephone or in person. This is essential if having a procedure under a general anaesthetic to help prevent cancellation on the day, or to call you for admission earlier than planned.

Please bring with you
- All your medicines in their original containers and follow the advice of the pre-assessment nurse whether to stop or continue medication.
- Dressing gown and slippers.
- Toiletries / denture pots if used.
- A small bag, not a large suitcase.

Please follow the preoperative fasting instructions given specifically for day surgery procedures to aid recovery. They are for your safety and failure to do so may result in your operation being cancelled.

Do not bring in
- Valuables
- Large amounts of money. The hospital is unable to accept responsibility for any valuables.
- Please remove as much jewellery as possible and leave it at home.
- For health and safety reasons, please remove any false nails, nail varnish and make up.

Smoking and Alcohol
It would be beneficial to your health is you give up smoking prior to your operation. Smoking increases your chances of anaesthetic complications.

The Trust actively encourages the cessation of smoking, and your pre-assessment nurse will offer advice and referral to a clinic if requested. However, if unable to do so, we strongly recommend that you should avoid smoking for 48hrs prior to your operation.

Infection Control
To help reduce the risk of hospital acquired infections, we request that all patients / carers use the gel / foam dispensers at the entrance to the bays on entering and leaving the unit.

Theatre Admissions
Arrival Times
The Day Care Unit is an area for patients being admitted on the day of their operation. It is designed to provide a streamlined service and experience.

Please report punctually to the reception, at the time on your admission letter. The hospital policy is 07.30am for morning theatre lists and at 12.30 pm for afternoon patients. This is to enable the anaesthetics and the surgeons to see you before your operation and for the nursing staff to carry out pre-operative checks.

We cannot predict how long your wait may be but this could be several hours. Please bring some reading material or something to occupy you. Please be patient.

After your admission
You will be asked to change into a gown prior to theatre, and may be given some T.E.D. stockings. The stockings are needed to prevent blood clots on your legs. Advice will be given on how long you need to wear them. At an appropriate time, you will be asked to walk to the anaesthetic room and your details checked by the theatre staff. Your belongings will be transferred to your allocated ward area.

After your operation
When you are awake and comfortable you will be transferred from recovery to your allocated ward area, and looked after until you are ready to discharge.
This leaflet tells you what you have to do before and after your operation to remove your gallbladder. Your gallbladder is on the right side of your tummy and is about the size of a small pear.

Your gallbladder is usually removed using key hole surgery. This means that the doctor will make 3 or 4 small cuts in your tummy through which your gallbladder can be taken out. It is a common operation and recovery is usually straightforward. Sometimes the surgery will need to be changed to an open procedure. This means that the doctor may have to make one large cut through which your gallbladder can be taken out. This will be discussed with you on the day.

What will happen after my operation?

You will need to rest at home for a few days.

Will I be sore?

Yes, a little. You will have mild to moderate pain for about 2 days. You may have some pain between your shoulders, around your ribs or in your back. You will get a prescription for pain killers before you go home. Take these as directed.

Your tummy may also be bloated. This is uncomfortable but it should pass in a few days.

Don’t wear tight clothing around your waist for about 2 weeks.

How do I care for my wounds?

The nurses will tell you how to care for your wounds and what type of stitches you have. Each of your wounds will have one or two stitches. They will have dressings. Your stitches may dissolve themselves or your GP (doctor) may need to take them out.

You will have bruising around your wounds. This should be gone within 2 weeks.

When can I wash?

You can shower or bathe after 2 days. You can wash your body before the 2 days, but be careful to keep your dressings dry.

After your shower or bath:
- pat yourself dry, and
- replace your dressings.

Do not use talc or cream around your wounds.

When can I eat normally?

You will be given tea and toast before you go home. You can eat normally as soon as you feel up to it. You will have to drink about 8 glasses of water a day. Avoid alcohol and fizzy drinks.

You may vomit after your operation, if this happens you may have to stay in hospital overnight. You may feel sick for up to 2 days, but once you are not vomiting more than 3 or 4 times in 8 hours, you can stay at home.

When can I go back to work?

Most people can go back to work within 2 weeks. If your job involves manual labour such as lifting, you may need more time off.

When can I drive?

You can drive as soon as you feel comfortable making an emergency stop. Most people are back driving after a week.
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**The Operation**

**Before**

After

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When can I go back to work?

Most people can go back to work within 2 weeks. If your job involves manual labour such as lifting, you may need more time off.

When can I drive?

You can drive as soon as you feel comfortable making an emergency stop. Most people are back driving after a week.
What you need to know about Hernia Repair

Who should I call if I have a problem?
If you have any of the above problems or if you have any other questions, ring the Surgical Day Ward at (01) 646 6363. The Surgical Day Ward is open between 8am and 6pm Monday to Friday. Outside of these hours, please phone your GP (doctor).

If you have an emergency, go to the Emergency Department of the hospital you had your surgery in or to your nearest hospital.

Do I need a follow-up appointment?
Your nurse will tell you before you go home.

When should I seek medical advice?
You should seek medical advice if you:
- have severe pain despite your use of pain killers,
- have a high temperature,
- are feeling sick,
- can't stop vomiting,
- can't eat or drink, or
- notice that your wounds are bleeding, smelly, red or hot.

If you have any concerns, please check with your doctor.

Connolly Hospital
Blanchardstown
Dublin, Ireland

For more information or to download a pdf of this leaflet log on to our website www.connollyhospital.com

What you need to know about Gallbladder Removal

When can I start exercising again?
You can start light exercise after 2 weeks. It may take you up to 8 weeks before you can exercise the way you did before your operation. Avoid weight training for 8 weeks.

Do I need a follow-up appointment?
Most patients don't need a follow-up appointment. If you do, your nurse will tell you before you go home.

When should I seek medical advice?
You should seek medical advice if you:
- have severe pain despite your use of pain killers,
- have a high temperature,
- are feeling sick,
- can't stop vomiting,
- can't eat or drink, or
- notice that your wounds are bleeding, smelly, red or hot.

If you have any concerns, please check with your doctor.

Connolly Hospital
Blanchardstown
Dublin, Ireland

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What you need to know about Varicose Vein Surgery

When can I go back to work?
Most people can go back to work within 2 weeks. If your job involves manual labour such as lifting, you may need more time off.

When can I drive?
You can drive as soon as you feel comfortable making an emergency stop. Most people are back driving after a week.

When should I seek medical advice?
You should seek medical advice if you:
- have severe pain despite your use of pain killers,
- have a high temperature,
- are feeling sick,
- can't stop vomiting,
- can't eat or drink, or
- notice that your wounds are bleeding, smelly, red or hot.

If you have any concerns, please check with your doctor.

Connolly Hospital
Blanchardstown
Dublin, Ireland

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What you need to know before and after your operation

**Before your operation**
The following are tips to help you prepare for your operation. If you cannot attend, please ring the waiting list office as soon as possible at one of the following numbers: (01) 646 5275, (01) 646 5286 or (01) 646 5285. We can offer your appointment to another patient. Delays can occur on the day of your operation. Please be patient.

- Do not eat anything, including chewing gum, from midnight before your operation.
- Do not drink alcohol for 24 hours before your operation.
- Have a bath or shower on the evening before your operation.
- You can drink water only until 6AM on the morning of your operation.

**Remember...**
- To make sure you have an adult collect you from the ward after your operation.

**What to bring...**
- Fresh urine sample in a clean container
- Dressing gown and slippers
- Health insurance details
- Your tablets and inhalers
- The phone number of your next of kin and the person who will be collecting you

**What not to bring...**
- Make-up, jewellery, nail varnish or gel nails
- Valuables such as your passport or money
- Don’t bring or wear make-up, jewellery, nail varnish or gel nails
- Inhaling or using smoking products

**Contact your doctor if...**
- You are on any tablets as these may need to be stopped.
- You are a diabetic or are on blood thinners.
- You are on any tablets as these may need to be stopped.

**After your operation**
You will need a responsible adult to stay and look after you for at least 24 hours after your operation.

**Make sure you...**
- Don’t drive for 24 hours after your operation.
- Rest as much as possible.
- Follow the special instructions your doctor or nurse gave you.
- Drink plenty of fluids and eat regular light meals.
- Get up slowly from your bed or chair. You may become dizzy if you get up too quickly.

Connolly Hospital Blanchardstown Dublin, Ireland

For more information or to download a pdf of this leaflet log on to our website www.connollyhospital.com www.hse.ie
What you need to know after your operation

Make sure you...

- Don’t drive for 24 hours after your operation
- Take as much rest as possible
- Follow any special instructions given to you by the doctor or nurse
- Drink plenty of fluids and eat regular light meals
- Get up slowly from your bed or chair. You may become dizzy if you get up too quickly

Do not do the following for 24 hours after your operation...

- Smoke
- Drink alcohol
- Drive a car
- Operate machinery or electrical equipment
- Make vital decisions or sign legal documents
- Climb ladders, stools or chairs
- Take any medication not prescribed by your doctor

After your operation

You will need a responsible adult to stay and look after you for at least 24 hours after your operation.
Varicose Veins Surgery
DOWNLOAD

Gallbladder Removal Surgery
DOWNLOAD

Hernia Repair Surgery
DOWNLOAD

Before & after your operation
DOWNLOAD

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Thank You