

# Expectations of Elective Orthopaedic Patients

**December 2006**

1. We expect to see consultants promptly, ideally within one month from GP referral. When advised that we need orthopaedic surgery we require investigation and treatment within two months from when such a decision is made.
2. We expect the consultant to be on the General Medical Council Specialist Register for Trauma & Orthopaedic Surgery and trained to the same criteria as a UK trained consultant.
3. We expect the consultation to include the surgeon who will perform the operation.
4. We expect the surgeon or a senior member of his/her team to obtain our informed consent after fully explaining the procedure, including why it is needed, what the outcome will be, what the risks are and whether there are any alternatives to surgery.
5. We expect the hospital to encourage the patient to bring a representative to all consultations to help understanding of procedures.
6. We expect to be given any available literature on the condition to be treated and, if possible, guidance to reliable web sites.
7. We expect surgical units to produce information on outcome and readmission rates.
8. We expect to be consulted about the key dates including the pre-op assessment arrangements, the operation itself and the estimated time in hospital.
9. We expect the hospital to confirm that it observes meticulously the rules of hospital hygiene to prevent patient infection.
10. We expect a high quality of nursing.
11. We expect to meet the anaesthetist prior to the operation and have the type of anaesthetic and its risks discussed fully.
12. We expect to have a continuing dialogue with the surgeon and the surgical team while in hospital.
13. During the recovery period, we expect a continuing relationship with our surgical team and regular follow-up appointments at hospital until recovery is complete. It would also be helpful to have access to a help line in the days following discharge from hospital and in the event of future problems.
14. We expect timely access to physiotherapy and rehabilitation services, if this is deemed necessary including support at home for the first few days after leaving hospital.