

Other useful information

- If you are having a general anaesthetic or sedation, you will need a relative or escort to come back to the department to accompany you out.
- No relatives are allowed on the ward, unless exceptional circumstances are agreed with the nurse in charge beforehand.
- WiFi name – RBFT_GUEST or NHS WiFi (no password)

Parking

Please remember to pay for parking on exit. If you are a blue badge holder, see main reception for free parking.

PALS

If you have an issue or query that you would like us to help you resolve, our Patient Advice and Liaison Service (PALS) team may be able to help.

We encourage patients or relatives with concerns to speak directly to a manager or matron and they will be happy to assist you. However, if you would rather speak to someone outside of the department or if the department have been unable to resolve your concerns, then please contact PALS.

Tel: 0118 322 8338

Email: PALS@royalberkshire.nhs.uk

Open Monday to Friday from 8.30am to 4.30pm

Contact us

Day Surgery Unit, West Berkshire Community Hospital, Benham Hill, Thatcham, Berkshire, RG18 3AS

Tel: 01635 273300



To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you would like this information in another language or format

RBFT WBCH Day Surgery Unit

February 2025

Next review due: February 2027



Welcome to the Day Surgery Unit at West Berkshire Community Hospital

Answering patients' FAQs

This leaflet answers the most frequently asked questions from patients coming to the West Berkshire Community Hospital for day surgery.

Before arriving for day surgery

Please read everything sent to you beforehand and ensure that:

- you have followed any relevant guidance on starvation (fasting) times (if applicable)
- you have followed any necessary preparation instructions before or on the day of your procedure (e.g. bowel preparation needed for a colonoscopy or flexible sigmoidoscopy)

If you have not received any information, or if you still have questions or concerns after reading this leaflet, please contact the relevant booking or CAT team (contact details are on your appointment letter).

Alternatively, patient information leaflets can also be found at:

www.royalberkshire.nhs.uk/leaflets

How long will I be in the Day Surgery Unit?

This depends on your procedure, but generally, timescales are as follows:

- **Endoscopy procedures** – could be around 1-2 hours but please allow for half a day.
- **Local anaesthetic procedures** – the operating order is not decided until the surgeon has seen all patients on that day's list. Allow for half a day, and we can update you on the likely time after the surgeon sees you.
- **General anaesthetic procedures** – we usually keep you until lunchtime / early afternoon but we will call the person who is coming to collect you around 2 hours before you are ready to leave so that they know when to arrive.



What can my relative or escort do while they wait for me?

- **If you live in Thatcham or Newbury** – your lift can go home or stay nearby and we will call them when your procedure is done to let them know when you are ready to collect.
- **If you live outside the local area** (e.g. Reading or further afield) – we suggest they either wait in the hospital café or visit nearby facilities, such as Thatcham Garden Centre, Newbury Retail Park, Newbury Town, Thatcham Lakes and Discovery Centre.

When you arrive

Please report to the reception desk on the Day Surgery Unit.

- If no one is at reception when you arrive, please ring the bell and take a seat in the waiting area outside.
- A nurse will collect you from the waiting area and bring you on to the unit for your admission.
- Please bring any relevant paperwork with you to your appointment, along with your dressing gown and slippers.

