# Our culture of compassionate care

Livewell Southwest has adopted the 6 C's of nursing.

#### Care

Caring defines us and our work. People receiving care expect it to be right for them consistently throughout every stage of their life.

## Compassion

Compassion is how care is given through relationships based on empathy, respect and dignity.

## Competence

Competence means all those in caring roles must have the ability to understand an individual's health and social needs.

#### Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do.

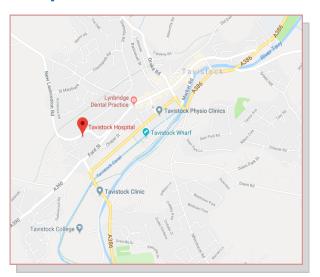
#### Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns.

#### Commitment

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients.

# Map



### **Contact details**

# **Tavistock Hospital**

Spring Hill

**Tavistock** 

**PL19 8LD** 

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# Welcome to Tavistock Hospital Day Case Theatre Suite



# Specialising in:

- Colorectal Surgery
- ENT Surgery
- General Surgery
- Gynaecology Surgery
- Plastic Surgery
- Urology

Surgery performed by Derriford Hospital
Consultants





We are a specialist day case theatre where our patients' wellbeing and satisfaction is our number one goal.

You will receive personalised care from a friendly, professional and dedicated team.



#### Information for relatives & visitors

We have a small waiting area and a drinks/ snack machine, but there is no restaurant in the hospital.

We do supply drinks and food to our patients, but relatives may want to try the many places to eat in Tavistock while waiting.

On arrival you will be asked to sit in our main waiting room, the nurses will come and fetch you shortly after and escort you to the theatre.

Relatives will be asked to stay in the waiting room until you have been seen by the surgical team. They are then free to leave, we will call them when you are ready to leave.



# General items to bring with you

- Slippers
- Dressing gown
- Book or magazine
- Any prescribed medicines

# Frequently asked questions

#### 1. How long will I be there?

If you arrive in the morning you should be ready to go home by 1:00pm.

If you arrive at lunchtime you should be ready for home by 5:30pm.

# 2. Can I drive myself home or go home on the bus?

If you are having a general anaesthetic you will need someone to pick you up after and stay with you for 24 hours.

If you are having a Local anaesthetic then you should be able to go home on the bus. We do not advise you drive yourself home.

# 3. What do I do if I have any questions afterwards?

You can call the number on your letter and one of the theatre staff will be able to answer any questions you may have.