

Minor Surgery Patient Information Leaflet

Introduction

This leaflet will provide you with information regarding your Minor Surgery appointment at:

**Lionwood Medical Practice
30a Wellesley Avenue North
Norwich
NR1 4NU**

(www.lionwoodmedicalpractice.nhs.uk to see location)

Attending your appointment

Please do not attend for your appointment if you have any symptoms of Covid-19:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

- Parking is available on site.
- On arrival, please enter the practice via the marquee.
- You will be greeted by a member of the team who will, prior to entry, take your temperature and provide hand sanitizer.
- In compliance with government instruction, all visitors and patients must wear face coverings while on the premises
- We ask you to attend your appointment alone, unless you require a carer or family member to help you at the appointment
- Every patient is given an appointment time. Try to arrive on time, but not more than 5 minutes early. Every effort is made to see patients at the appointment time, but inevitably delays sometimes occur.
- If you require an interpreter because of language difficulties please inform us before your appointment date by contacting us on 01603 576099.
- If you are having treatment to your face, please remove make-up before you attend

Medication

Please bring a list of any current medication with you when you attend and tell the service if you have a pacemaker or a heart problem. If you take Warfarin or aspirin please inform the service at the appointment. This is because of the increased risk of bleeding during and after surgery. You must however not stop taking the medication

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without the advice of a doctor. There is an alternative to aspirin tablets called Clopidogrel or Plavix or Rivoxiban or Apixiban. It would also be helpful to know if you are taking these tablets.

Eating and Drinking

You may eat and drink as usual prior to your procedure.

Clothing

Normal clothing may be worn.

Valuables

Please do not bring any valuables with you when you attend as we cannot be held responsible for any loss which might occur. Please keep jewelry to a minimum.

Cancellation or Re-arrangement of Appointment

If you are unable to attend or no longer need your appointment then please telephone 01603 576099 and let us know. This will enable another patient to take your place.

Please do not phone Lionwood Medical Practice as they are unable to help you with any queries about your appointment.

Why have you been given an appointment for Minor Surgery?

Your doctor has recently referred you to a Consultant Dermatologist about a skin lesion or rash that you have noticed on your skin.

The Consultant Dermatologist has recommended that you have a small procedure (minor surgery) to either completely remove a lesion from your skin, called an excision, or take a sample of a lesion, called a biopsy.

The reason for your surgery will be explained to you by the doctor or nurse at the clinic.

Who will do the procedure?

Skin biopsies or excisions are undertaken by a Consultant Dermatologist (specialist skin doctor).

Will I feel anything?

A local anaesthetic will be used. This means that you will have an injection into the skin at the site of the biopsy before surgery. The injection will sting initially. However, once the anaesthetic has taken effect your skin will be numb, although you may feel pulling or tugging. You will be awake throughout the procedure and will not be sedated or feel drowsy.

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How long will it take?

Usually between 15 and 45 minutes.

The Procedure

The procedure will be completed under a local anaesthetic. This means you will be given a small injection under and around the skin of the lesion being removed or the area being operated on. Although you will be awake the initial injection will be uncomfortable and feel similar to a bee sting. This feeling will only last for a few seconds before the skin starts to become numb.

If you have reacted abnormally to an injection for local anaesthetic before it is most important to inform the doctor. Most people will previously have been given local anaesthetic at the dentist prior to dental treatment.

What to expect after the operation?

You will be given a leaflet after your surgery which will explain how to look after your wound and how your operation site might feel after the surgery. If required a follow up appointment will be organised on the day.

How will I hear about the outcome of this procedure?

You will be given more information about this when you attend for your appointment. It usually takes 2 to 4 weeks for the skin specimen to be examined and for a report issued by the laboratory. The specialist dermatology service will write to your GP to let them know the outcome within 10 days of receiving your specimen results. A letter will be sent to you with the result or details of a follow up appointment by your Practice.

Any other questions? Or need to contact us

If you would like any further information or wish to discuss any details of your care further please contact us :

Tel: 01603 576099

Email: nnpc.dermatology@nhs.net

If you would like this letter or information in an alternative format (for example, large print or easy read) or if you need help with communicating with us (for example, because you use British Sign Language), please let us know.

If you have any questions on the day of your appointment please do not hesitate to speak to the nurse or doctor before leaving.

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Your Experience

We encourage all patients to share their experience of the service to help us understand if this is meeting the needs of our patients. Your feedback is valuable in making improvements to enhance the patient experience.

If you have a complaint or concern about the service you have received from us or any of the staff working for NNPC, please let us know. We hope that most problems that arise can be sorted out easily and quickly often at the time they arise and with the person concerned.

If you wish to make a formal complaint, please do so as soon as possible — ideally within a matter of a few days. This will enable us to establish what happened more easily.

Your complaint should be made in writing and addressed to the Head of Governance and Corporate Affairs. You should be as concise and specific as possible. You can email your complaint to info@northnorfolkprimarycare.com or post it to us at the address found on our website: www.northnorfolkprimarycare.com

We will deal with your concerns promptly.

Some patients may of course choose not to put their complaint in writing but just wish to chat it through by telephone or face to face. If that is your preferred method of communication, please ring our Head Office on 01603 576091 and one of our admin team will help you with your complaint.