

## When should I ring the triage line?

This service is for those with an episode of acute sickle pain that is not responding to two or more consecutive doses of oral pain relief medications at home. It is important that you do not wait until the pain becomes severe.

To avoid any disappointment, please do not present to the Sickle Cell Unit without speaking to the designated triage nurse.

If you present to the service without calling us first, you may be advised to attend the A&E or your GP depending on symptoms.

## F.A.Q.s

### What happens if no one answers?

Unfortunately, no one can predict when an emergency will happen, however if we miss your call, we intend to get back to you as soon as we are free.

### What happens if I am a known MFT patient, but I don't live near MRI?

You can still call the triage line. We can get in contact with your local ED and inform them of your arrival and advise on a plan.

### Can someone else ring on my behalf?

Yes, if they can verify your name, date of birth and can answer the triage questions in full.

## Location

The Sickle Cell Unit is located on Ward 10, second floor of MRI. There are two side rooms and one triage chair.

## Contact

The Sickle Cell Unit is open 24/7 365 days a year, Monday – Friday 9am-5pm the phone is carried by a haemoglobinopathy specialist nurse.

Monday- Friday 5pm-9am the phone is carried by a nurse from the Sickle Cell Unit. Weekends and bank holidays the phone is carried by a nurse from the Sickle Cell Unit.

For any general enquires please contact the haemoglobinopathy specialist nurse:

**0161 701 4574 / 07971037242.**

**Email: [haemoglobinopathy@mft.nhs.uk](mailto:haemoglobinopathy@mft.nhs.uk)**

Triage phone: **0161 701 3233**

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have.

If you have any comments or complaints about the service you have received please call

**(0161 276 8686)** or visit:

**<https://mft.nhs.uk/mri/patients-visitors/patient-experience/pals/>**

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Manchester University  
NHS Foundation Trust

# Sickle Cell Unit (SCU)

**Welcome to SCU Manchester Royal Infirmary (MRI) Ward 10. Our mission is to provide specialist care and pain relief to sickle cell patients.**

**☎ Triage phone: 0161 701 3233**



## What is the Sickle Cell Unit?

The Sickle Cell Unit is part of a raft of measures taken over the last year by NHS England. This includes training for healthcare professionals on sickle cell symptoms, to address long-standing inequalities reported by patients in accessing the right care.

This means patients can avoid waiting in A&E for hours. Instead, they will be going straight to clinicians who understand their condition and can provide effective pain relief quicker.

## What to expect

- Service users will call the triage line and be assessed based on their symptoms.
- If it is a simple sickle crisis, then you can be treated on SCU according to the severity of their pain.
- If your symptoms include severe chest pain, priapism, fevers, acute abdominal pain, acute loss of vision, acute shortness of breath, severe headaches, confusion or speech disturbances then go to the Emergency Department (ED).
- ANY symptoms in association with pregnancy will need to be redirected to maternity triage.
- The overall aim is to provide rapid pain relief as an outpatient. Which can sometimes save the service user from being admitted to hospital as an inpatient.

## What happens?

- Ring the Sickle Cell Unit Triage phone: 0161 701 3233.
- Inform the nurse of arrival at entrance 1 of MRI next to main outpatients you will be met by a support worker and taken to the Sickle Cell Unit.
- You will be directed to our dedicated treatment area. Any friends or family members with you will have to stay in the waiting area because there is limited space in the treatment area.
- Analgesia will be given within 30 minutes and a doctor will be there to assess your needs and provide a plan.
- After opioid injections for pain management, you will have to remain in the unit for a minimum of two hours for observation.
- Your pain will be monitored and if your pain is under control, you can go home after the recommended period of observation.
- If the pain carries on or any other investigations show anything, then you may be admitted to hospital.

## Leaving / discharge

You may leave once the doctor caring for you is confident that your pain is under control. If you have received strong opioid painkillers, you should remain in the unit for a minimum of two hours after the last administration before you leave.

Drowsiness is one of the side effects of opioid medications. So, you should not drive within at least two hours of receiving these types of painkillers.

Please arrange for transport home. Hospital transport is only available based on a strict criteria.

If we feel you should be admitted to hospital, but you decline or leave the unit before the recommended observation period, you will have to sign a form. This will be recorded in your medical notes.

After you are treated by the day pain service, the unit will provide a summary of your treatment to your GP. You may be followed up in our sickle hot clinic a couple of days after.

## What happens if the pain gets worse at home?

If your pain worsens despite taking your oral medications, you should contact the Sickle Cell Unit Triage service immediately phone:

**0161 701 3233**

You may need to return to hospital.

