



## Information for patients, relatives and carers

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# Road Traffic Collision

Although you have been involved in a road traffic collision (RTC), we think you can be safely discharged home. If you have a fracture you will be followed up in the virtual fracture clinic who will advise on further treatment.

## How you might feel after an RTC

Everyone is different and RTCs can range from minor to very severe. It is normal after an accident to feel sore (often from soft tissue injuries such as bruises, grazes and minor cuts). Many people have sore muscles and may have neck or back pain from sudden forces during the accident. Often such sprains and strains only become painful hours later or the next day. Taking painkillers such as paracetamol, ibuprofen or co-codamol from your local pharmacy or supermarket will help with any aches or pains. Follow medical advice about rest or exercise and giving yourself time to heal is usually all that is required.

Many patients feel very anxious after an accident. They wonder what might have happened to them or wonder why their injuries were relatively minor compared to someone else involved in the accident.

Frequently patients feel apprehensive about returning to the road as a pedestrian, vehicle passenger, driver or cyclist. Usually talking about these concerns to family and friends and thinking about future road use will help.

## Accident prevention

After an accident it is important to think about preventing injuries from any future accidents. If your car needs replacing, please look for a vehicle which has a good safety rating (Five Star NCAP rating is the best).

**Car:** Please also ensure that your car is fitted with seatbelts and headrests at the appropriate height for the vehicle occupants. Always make sure that you drive wearing seat belts, anticipate driving conditions and do not drive above the speed limit.

**Cyclist:** If you are a cyclist always wear a cycle helmet. Children and adults can fall off bicycles and sustain life-threatening or fatal head injuries. In most cases cycle helmets can prevent such serious injuries.

**Pedestrian:** As a pedestrian you are the most vulnerable of road users. Never assume that motorists or cyclists will slow down for you. If crossing roads, please use crossings rather than running across roads. Please also ensure that you teach children to only cross roads at appropriate crossings and to wait for 'the green man' at pedestrian crossings and to wait for traffic to stop at 'pelican crossings'.

## Costs and making claims

If you have been hurt in an accident that was caused by someone else, you may have grounds to make a claim against their insurance company, however, you will need to seek legal advice about this. If you have grounds for a claim, then a solicitor acting on your behalf will contact 'The Compensation Recovery Unit' who will liaise with the hospital for further information. Your consent will be required for any information to be released by the hospital.

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① If you have further concerns about your condition, please contact your GP. If you are not sure what to do, call 111 or get help from 111 online: <https://111.nhs.uk/> [When to use NHS 111 - NHS \(www.nhs.uk\)](https://www.nhs.uk/when-to-use-nhs-111/)

**Patient Advice and Liaison Service (PALS):** We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services. PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk). An answer phone is available out of hours.

**Leaflets in alternative languages or formats:** If you require this information in a different language or format, for example Braille, large print, Easy Read or audio, please ask the staff who are looking after you.

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