

# Ambulatory Care Unit SGH & Medical Ambulatory Care Unit DPOW

## Medicine Group

**This leaflet has been designed to give you important information about why you have been referred to this unit and to answer some common queries that you may have.**



# Information for patients and visitors

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## Introduction

The Ambulatory Care Unit is a new, innovative and more flexible way of investigating and treating patients who are unwell but do not require admission to a hospital bed.

This unit consists of senior nurses, advanced health care assistants and junior / senior medical doctors and a waiting area for patients.

The Ambulatory Care Unit at SGH is located within the Clinical Decision Unit.

The Medical Ambulatory Care Unit at DPoW is located within the Acute Medical Unit (AMU).

## Benefits

Ambulatory Care has been designed to avoid unnecessary admissions into hospital beds and ensure patients are managed in the best and most efficient way possible.

It is anticipated that you can be assessed for your illness quickly. Any necessary treatment and / or investigations can be given immediately, which means you can be sent home the same day.

## The Ambulatory Care Units

Depending on the outcome of your tests / investigations, it may be necessary for you to visit the unit more than once.

Following your assessment and investigations, it may be necessary to admit you into a hospital bed; however, this will only be done if a doctor decides that there is a clinical need to admit you.

## What happens once I am in ambulatory care?

You will firstly be seen by a member of the nursing team on the unit who will record your observations (blood pressure, temperature, oxygen levels etc).

If you have not had any recent blood tests then these will be also taken.

It is usual that patients will also have a heart tracing (ECG) and any X-rays that need doing will be requested at this stage.

After your initial investigations have been completed you will then be assessed by a doctor.

Following on from your initial nursing and medical assessment it may be necessary to perform further investigations including other blood tests and scans.

It is also likely that you will need to be re-viewed by a more senior doctor prior to your discharge.

Occasionally, additional, more detailed investigations are necessary such as CT or MRI scanning. These will be done as soon as possible but it is often necessary for patients to return on another day for their scans.



# Information for patients and visitors

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## Medication

All patients attending the hospital are encouraged to bring their own medicines with them.

If you are due to take any of your medication whilst you are in the Ambulatory Care Unit, please notify a member of the nursing team who will check that it is alright to continue to take them with the Ambulatory Care doctor first.

## What if I need to be admitted?

If, following your assessment, it is felt that you need admitting into a hospital bed, this will be arranged from the Ambulatory Care Unit onto either a short stay ward or medical ward that is thought to be the most appropriate area for the medical team to continue your treatment.

## Frequently Asked Questions

### Why are we often waiting for long periods?

There will be times when relatively little appears to be happening. This is often due to outstanding blood or other test results. We do endeavour to chase these up as required, but occasionally there are unpreventable delays.

Our aim would be to keep you informed of the progress of your tests.

### When I have been to the hospital previously with a similar problem, I have been admitted to a bed – why not this time?

Ambulatory Care is new and therefore may feel unfamiliar; however, it is proven to be an effective way of managing many medical conditions and will hopefully avoid your unnecessary admission into hospital.

Ambulatory Care is designed to deliver quick and effective care without the need to admit into a traditional hospital bed.

### What happens when I am told that I can go home?

The nurse will explain the outcome of your assessment and if you are discharged home you will be given a discharge letter summarising the tests you have had and the results if they are available. We will also discuss any changes that may have been made to your medication or indeed, any new medication that the doctor has prescribed.

A copy of your discharge letter would also be sent to your GP.

## Contact Details for Further Information

The Ambulatory Care Unit at SGH is open from Mon-Fri, 8-6pm

**Contact details for Further Information Tel: 03033 305770**

The Ambulatory Care Unit at DPoW is open 7 days a week 8-6pm



# Information for patients and visitors

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**Contact details for Further Information Tel: 03033 303062**

**In the event of an emergency call 999.**

## **Patient Advice and Liaison Service (PALS)**

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

**Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.**

## **Confidentiality and How We Use Data**

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

## **Zero Tolerance - Violent, Threatening and Abusive Behaviour**

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.



# Information for patients and visitors

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## Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

## Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

## Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital**  
Scartho Road  
Grimsby  
DN33 2BA  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
DN15 7BH  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
DN14 6RX  
01405 720720

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

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