



Patient and Carer Guide

Acute Medical Unit, Ward 1B, Whiston Hospital GP Assessment Unit & Ambulatory Emergency Care



Acute Medical Unit
Ward 1B
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Why have I been given this leaflet?

You have been given this leaflet to explain what you should expect once you are referred by your GP to the Acute Medical Unit, located in Ward 1B, Whiston Hospital, which incorporates the GP Assessment Unit and Ambulatory Emergency Care.

Why have I been referred to Acute Medical Unit?

You have been referred for assessment on the Acute Medical Unit/GP Assessment Unit/Ambulatory Emergency Care area to obtain urgent specialist investigations and medical review.

Once referred, please ensure that you make arrangements to attend the unit immediately.

What is Ambulatory Emergency Care?

Ambulatory Emergency Care (sometimes called AEC) is a service which allows patients to be assessed in hospital and, when it is safe to do so, go home the same day to continue their care, without being admitted into hospital overnight.

Can I have family/carers with me?

Whilst in the waiting room, we request that you limit the number of family/carers with you to a maximum of two, due to the limited space available.

Do I have to bring anything with me?

Please ensure that you bring all your medications with you, including any eye drops, inhalers, creams, injections or medications you buy over the counter.

What happens once I arrive?

On arrival at the unit, you will be greeted at the desk by our ward administration team. Once your details have been taken, you will be booked onto the ward. You will be directed to our waiting area. If your clinical condition requires us to care for you on a trolley or in a side room, you will be allocated one once the required space is available.

What happens after I have been booked in?

A nurse will undertake an initial assessment, where you should explain your symptoms and the background to your illness. Your blood pressure, pulse, temperature, breathing rate and weight will be assessed and recorded. The nurse will then perform appropriate blood tests and other relevant tests.

When will I be assessed and by whom?

A doctor or Advanced Nurse Practitioner (ANP) will take a history of your medical problems and examine you. You may then need to wait while investigations such as x-rays are arranged. If you require more complex investigations (such as ultrasound or CT scans) and are safe to be discharged, you will be given an appointment to return at a later date shortly after. You may then receive an appointment for a review of the results on the unit, should it be needed.

Will I get reviewed by a senior doctor and what treatment will I receive?

Your case may be discussed with a senior doctor who may need to see you in person to perform a further assessment. A treatment plan will be decided and discussed with you. If safe to do so, you will be discharged from hospital to continue your care at home. If you need to be admitted to hospital overnight, you will be allocated a bed and moved to the appropriate area once the decision has been made and discussed with you. Whilst every attempt is made to allocate a bed promptly, there are occasions when this may take longer.

Next steps

If your treatment plan enables us to safely discharge you, then you will receive information about the next steps of your care. You will be provided with further details as to when to return to the unit for follow up, or when to expect further contact from the hospital or community team if needed. You will also be given advice about your condition and what to do if you feel you are not getting better.

If you are required to be admitted, the team on the unit will explain plans about your further care in more detail at this stage.

As the Acute Medical Unit/GP Assessment Unit/Ambulatory Emergency Care area is primarily for assessment of patients, it is likely that you will move to another ward in the hospital, but on some occasions we may admit you on the unit overnight.

This leaflet can be made available in alternative languages/formats on request.

如有需要，本传单可提供其他语言/版式

此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona w innych językach/formatach.

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