



Royal Berkshire  
NHS Foundation Trust

**Please use the  
hand gel provided  
when entering and  
leaving the Unit**

# Welcome to the Ambulatory Emergency Care Unit

Information for patients,  
relatives and carers

## Welcome to the Ambulatory Emergency Care Unit

Ambulatory Emergency Care is a service which provides same day emergency hospital care to patients referred by their GP or hospital doctor. This means that patients are assessed, diagnosed, treated and are able to go home the same day, without being admitted overnight.

### Your assessment

The assessment process will take between 4-8 hours, and you will be seen by a number of health care professionals. Following your initial assessment, the team will organise any tests that they feel are needed on the basis of this information. Please bear in mind these may differ from those that other doctors have mentioned – if you have any questions about this please ask the advanced nurse practitioner (ANP) or doctor about it.

However, it may not always be possible to fully assess you within this time due to unforeseen events. If this is the case, we apologise and ask you to be patient. There will always be a nurse within the area who can tell you what is happening and help with any problems.

### During your time at the Ambulatory Emergency Care Unit

After your initial assessment and while you are waiting for results there is often the opportunity to leave the Ambulatory Emergency Care area for a period of time. You can ask to be contacted on your mobile or as an alternative there is a bleep system available. This means that you won't have to stay in the clinical area, but can use the hospital facilities and other waiting areas until you are ready to be seen. We will then phone or "bleep" you when you need to return to the Unit – please ask a member of staff for further information regarding this system. If you prefer to be contacted on your mobile phone please check that we have your correct mobile number.

Refreshments are available if you wish to remain on the Unit whilst waiting for your results.

## X-ray and Ultrasound

You may require an x-ray or ultrasound scan during your visit. Please see the attached map for these locations. If you require assistance we can arrange a wheel chair and porter to escort you.

## Going home

After your assessment, if the consultant decides you are well enough to go home, you will be given a letter explaining the results of your assessment. A copy of this letter will be sent to your GP, and if required, you will be given medication. When the hospital pharmacy is not open, it may be the case that a prescription will be given to you, to enable you to collect your new medications from your local pharmacy. You may receive a phone call from the advanced nurse practitioner following your visit to discuss your results and any further necessary treatment.

## General information

If you have any comments or suggestions on how we can improve our service or you have any concerns, we would like to hear them. Please speak to a member of staff or ask for a leaflet called 'Talk to us'. A matron, or the advanced nurse practitioner, is available and happy to talk to patients or relatives – ask any staff member to contact them.

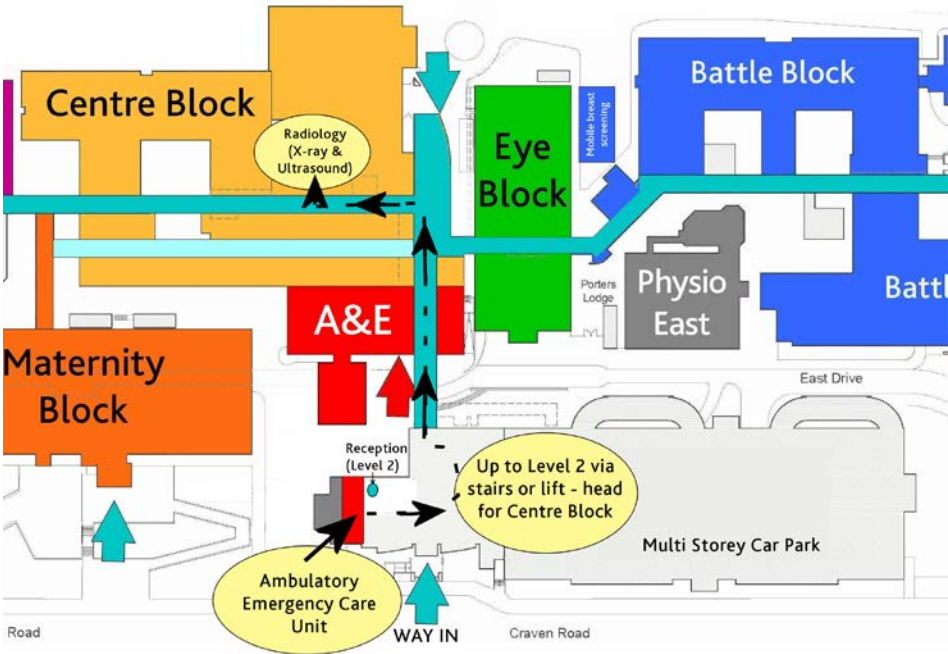
## Friends and Family Test

You can give feedback about your experience in the unit by filling in a card given to you by a member of staff and answering the Friends and Family test question *“How likely are you to recommend our service to family and friends if they needed similar care or treatment?”* Please spare a few moments of your time to answer the question – all patient feedback is valued and can help us to improve services.

## Contacting us

Ambulatory Emergency Care Unit  
Craven Road, Royal Berkshire Hospital  
Tel: 0118 322 7495 or 0118 322 7494

This document can be made available in other languages and formats upon request.



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