



**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. You may have been referred to the Ambulatory Emergency Care Unit for further assessment. You will be contacted by 10am the next working day (Monday – Friday) by an Advanced Nurse Practitioner with further details regarding your follow-up. **If you have not been contacted by this time please telephone 0118 322 7494** to speak to the advanced nurse practitioner.

### **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. 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. 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 wheelchair 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.

## **Getting to the AECU**

The Unit is based at the end of South Block on level 2. If you are travelling from the main entrance or multi-storey car park, please be aware that it is a long walk to South Block. Buggies are available from main reception to transport those with mobility issues – ask at reception.

After the main reception desk on level 2, walk past the shops and take the second left after the Welcome Desk. Continue down the main corridor to the end and turn left. The Ambulatory Emergency Care Unit is on the right just before pathology / blood tests.

## Contacting us

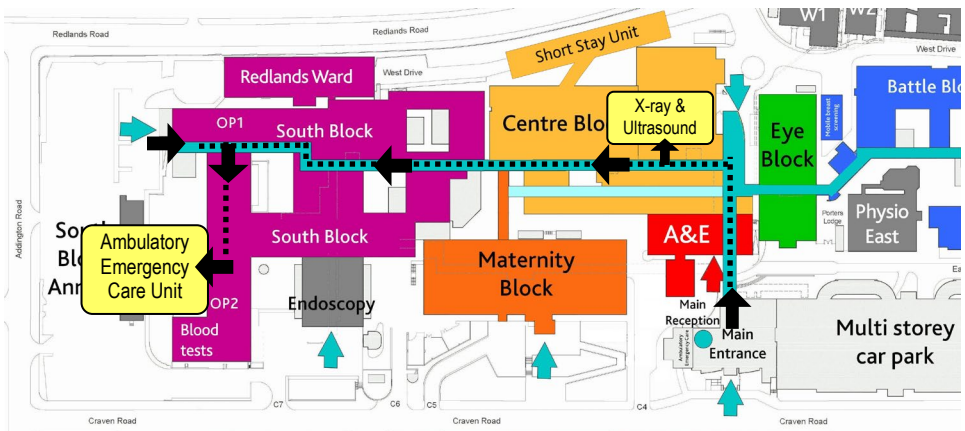
Ambulatory Emergency Care Unit

Level 2 South Block, Royal Berkshire Hospital

Tel: 0118 322 7495 or 0118 322 7494

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**



Royal Berkshire NHS Foundation Trust

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Ambulatory Emergency Care Unit, May 2022.

Next review due: May 2024