NHS
Royal Berkshire
NHS Foundation Trust

Welcome to the ENT Assessment Unit (EAU)

Information for patients, relatives and carers

Welcome to the ENT Assessment Unit (usually called EAU). This leaflet explains what happens here and what you can expect when you attend.

What and where is EAU?

EAU is located on Level 3 in Eye Block in the Royal Berkshire Hospital and is open Monday to Friday, 8am – 5pm.

The EAU Team care for patients with emergency ENT problems, who may require urgent assessment and treatment for their condition. Referrals are made to EAU by GPs, clinics and the Emergency Department (A&E).

Please be aware, although you are given an appointment time, it is not guaranteed you will be seen on time. As this is an emergency service, patients will be seen in order of clinical priority therefore please be prepared for an extended wait

What happens when I arrive in EAU?

The EAU receptionist will greet you and confirm your details.

You will be shown to the waiting room or an assessment space within the unit. Please note the waiting room is shared by the EAU and ENT Outpatients, so not everyone waiting will be for the EAU and others arriving after you may be called before you for a clinic appointment.

Please be aware that the clinical team are not based on EAU; they also see patients and are called to emergencies in other areas of the hospital. Because of this, it is possible that you may have a long wait.

If you have any questions or concerns, please speak with the EAU nurse or receptionist and we will do our best to help you.

How does EAU work?

A member of the EAU team will call you from the waiting room and show you to a trolley space in the unit for an initial assessment. We will maintain your privacy and dignity by closing the curtains during examinations and any procedures carried out.

Once you have been assessed, you will receive advice on the next steps in your care plan. This may involve further investigations, such as a blood test, hearing test or examination with a microscope or endoscope. These investigations can be completed in the department. This may require the support of an audiologist or specific clinician therefore there could be an additional wait for some investigations to be completed.

Following your EAU appointment, next steps may include:

1. Treatment for your condition and discharge back to the care of your GP.
2. Treatment for your condition and a further follow-up appointment for EAU (telephone or face to face).
3. Treatment for your condition and referral to an outpatient service.
4. Hospital admission for treatment and ongoing monitoring.

After your EAU appointment, a letter will be sent to you and to your GP about your visit to the department. If you need any medications to take home, you may be provided with a prescription and advised to collect your medications from Rowlands pharmacy in the Concourse on level 2. Some patients may be provided with medications directly from the department.

Hospital admission

If the EAU team decides that you need to be admitted to hospital, we will transfer you to the ward as soon as possible. While you are waiting, the nurse in EAU will support your ongoing care needs and begin initial treatments as advised by the clinical team.

How can I help with infection control?

Please use the hand gel located by the sinks and on walls throughout the department.

Can I have visitors while I am on EAU?

Visitors are permitted in the ENT Assessment Unit during the hours of 8am – 5pm but due to limited space, we recommend only one visitor per patient. We understand there may be exceptional circumstances in which additional visitors may be required, so please do not hesitate to speak with the nurse in charge if you have any queries or concerns.

What if I have a question or problem?

If you have a question or problem during your visit, please do not hesitate to ask any of the nursing staff on the EAU.

ENT Assessment Unit, tel: 0118 322 7487.

Following your initial attendance to the EAU, if you need to return for a follow-up appointment, please write the details below:

Date: _____

Time: _____

To find out more about our Trust visit www.royalberkshire.nhs.uk

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

RBFT ENT Department, November 2026.
Next review due: November 2028.