

## Patient information

# Surgical Ambulatory Emergency Care

### What is the Surgical Ambulatory Emergency Care Unit?

Welcome to the Surgical Ambulatory Emergency Care (SAEC) unit. The SAEC unit is a same-day emergency assessment area, providing rapid assessment, diagnosis and treatment within a timely manner without admission to hospital.

### Where is SAEC?

It is situated on unit AAU, on the ground floor of the hospital.

### How do I access SAEC?

You may have been referred to the unit by:

- Your GP, who has requested further assessment for you from the surgical team
- The Emergency Department, who have requested assessment / scans by the surgical team
- Surgical consultant / specialist nurse, requesting follow-up post-procedure or discharge from the ward from a senior member of the surgical team.

### Privacy and dignity

Please arrive fully dressed in your day clothes as there may be male and female patients in the same seated area.

You will be examined in a private assessment room and not be asked to get into a gown or examined without your privacy and dignity being maintained.

## **What can I expect?**

### **DO NOT have anything to eat or drink until you have seen a doctor**

1. On arrival, please report to the ward reception desk.
2. You may be required to provide a urine sample which can be essential to your treatment plan. We would be grateful if you could provide a sample at your earliest convenience to inform a member of staff.
3. You will be assessed by a doctor. (Please ask for a chaperone if you would like a nurse to be present during consultation).
4. You may have a range of investigations and treatments.
5. It may be necessary for you to wait in the SAEC Unit for results of any investigations. We aim to complete this process as quickly as possible. However, this process may take a few hours. During this time, we ask for your patience and will endeavor to keep you up to date.
6. You may be asked to return at a later date for results of your tests or to discuss your plan of care.

## **Clinic appointment**

You may be asked to return to attend a clinic appointment. This could be the same day or at a later date.

## **Appointment details**

Date .....

Time .....

Where .....

You may be required to stop eating and drinking for certain investigations such as a scan or surgical procedure. Please follow the instructions below:

Do not eat from .....

Water only from .....

## **Follow up appointment**

Date .....

Time .....

Where .....

## **Visitors and relatives**

As the SAEC unit is a busy area please attend alone. Children are not permitted in this area.

If you require some support or carer to attend with you, please let a member of staff know when you arrive.

## **Admission**

If you require hospital admission, a ward bed will be organised for you. This may take some time therefore your patience is appreciated.

## **Going home**

After the assessment, if the doctor decides you are well enough to go home, you will be discharged from the unit.

You may require a follow up appointment or medications before going home. The nurse will provide this information before you leave.

If required, medications are to be collected from the outpatient pharmacy.

Please ensure you have made arrangements for your transport home and informed the nurses on arrival if this is not in place. In some circumstances you may be asked to wait for your transport in our discharge lounge.

## **Important**

If you feel your condition has become worse and you are unable to manage your symptoms at home, then please return to the Emergency Department (A&E) or, if an emergency, dial 999.

## Contact details

If you have any queries please contact the unit. We are open Monday to Friday from 8.00am to 6.00pm.

Tel: 01284 713985

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)*

*<https://www.accessable.co.uk>*



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