



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

**Ashford Hospital**  
London Road  
Ashford, Middlesex  
TW15 3AA  
Tel: **01784 884488**

**St. Peter's Hospital**  
Guildford Road  
Chertsey, Surrey  
KT16 0PZ.  
Tel: **01932 872000**

Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

# Ambulatory Emergency Care Unit at St Peter's Hospital



If there are any follow up appointments arranged by the doctor please see a member of nursing staff so they can give you an appointment slot.

If you do not require a follow up you will be discharged to the care of your GP.

### **When are we available?**

The AECU is currently open **Monday-Friday** from **8am till 8pm** with the **last referral** being accepted no later than **18:00 hrs**.

### **AECU Friends and Family Test**

The AECU aims to provide high quality service. In order to improve our services so we can achieve our aim to better patient experience we would welcome your feedback on the services received during your visit. We would be very grateful if you kindly take some time to complete the friends and family feedback test.

If you find you are unhappy about something please speak to the sister in charge, if not the unit manager.

---

### **Further Information**

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email [patient.advice@asph.nhs.uk](mailto:patient.advice@asph.nhs.uk). If you remain concerned, the team can also advise upon how to make a formal complaint.

## Some of the conditions seen in AECU but not limited to:

- Pleural Embolism
- Pleural Effusion
- Cellulitis
- Pneumonia
- Lower Respiratory Tract Infection
- Low grade Chest Pain
- Acute Headaches
- New diagnosis of Diabetes
- Dehydration
- Gastroenteritis
- Anaemia
- DVT
- IECOPD
- Pyelonephritis
- Acute Kidney Injury
- Low grade Haemoptysis

## Regular Medication

If you are currently taking any form of medication it is advised that you bring the list of medication you are on.

## Refreshments

Light refreshments and drinks i.e. tea, coffee, water is available as a self-service in the unit. Refreshments are also available on the ground floor cafe, by the main entrance.

## Discharge and follow-up

Once you have been seen by the medical team and have been given the green light to go, please let the nursing staff know you are leaving so they can make sure you have everything that you require i.e. any new medications. Discharge letters will either be given to you on the day or sent to you via post along with your GP.

## Why has Ambulatory Emergency Care Unit (AECU) been introduced?

The AECU has been introduced as part of the Emergency services at St Peter's Hospital. It is situated adjacent to AMU on level 3, Duchess of Kent Wing.

The AECU palliates the pressure on the emergency department allowing them to care for the more ill patients.

The key principle of AECU is to manage significant proportion of patients who require emergency care but on the same day without the need of hospital admission. If implemented efficiently, AECU has the potential to deliver high quality emergency services and good patient experience in a cost effective manner.

Patients are not able to access the unit directly; a referral by your General Practitioner (GP) or the doctors by the Emergency Department needs be made.

## Aims of Ambulatory Emergency Care Unit

- Improve patient experience and Safety.
- Increase patient flow in Emergency Department
- Reduced inappropriate hospital admissions
- Reduce length of stay in Hospitals
- Improve ease of access of GP ref's on to the medical take.

## Who's who in AECU?

The unit is led by a medical consultant and a unit manager who is responsible for ensuring that you receive the best quality medical / Nursing care. The unit manager is responsible for the daily management / co-ordination of the unit.

A Deputy Sister is responsible on a daily basis to ensure that patients are seen in a timely manner and respective medical plans are carried out to facilitate timely discharge.

Qualified Nursing staff and health care assistants will be there to deliver the care that has been agreed by the medical team.

## What to expect on arrival?

On arrival on to AECU you will be greeted by one of the members of the nursing staff. After being admitted onto the system, one of the nurses will take you into the assessment area where you will have your initial assessment. They will ask some general questions in regards to your health and why you have been referred by your doctor.

Some of the routine diagnostic tests that are carried out in AECU are:-

- Carrying out your observations i.e. Blood pressure, Pulse, Temperature, Respiratory rate, oxygen level.
- Electrocardiogram (ECG). It is a painless procedure where you will have some stickers placed on your chest, limbs and some wires attached to see how your heart is.
- Routine Blood Tests
- CT scans

- Ultra Sound Scans
- Blood Glucose Test

## What to expect throughout the day?

After your initial assessment you will be advised by the nursing staff to go off for coffee unless there are other investigations needed to be carried out. Usually the blood test results take roughly about one and half hours to come back then a member of the medical team i.e. junior doctor will see you. Not every patient will be seen by a consultant, it all depends on the medical condition that you have presented with.

The nursing staff will ensure all the medical plans are carried out in a timely manner and will chase up any scans that are required to make the appropriate diagnosis so the appropriate treatment can be commenced. They will do their best to update you throughout your journey but we would encourage you to ask if you have some unanswered questions. Any member of the staff would be happy to help!

The medical / nursing staff will make every effort to ensure waiting time is kept to a minimum but average waiting time is 3-4 hours. Also depending on your medical condition the wait can be longer.

Please ensure you are accompanied by one relative only as the department tends to get busy throughout the day.