

Your guide to our

Providing same-day emergency care

Helping you to go home quickly and safely

Reducing patient waiting times

Ambulatory Emergency Care (AEC) Service

Delivering the right care, in the right place, the first time

Easy access to diagnostic tests and specialist clinicians in one place



Welcome to the Ambulatory Emergency Care Service

This guide gives an overview of how the Ambulatory Emergency Care (AEC) service works. Please be aware that your individual journey through the AEC Unit may vary slightly.

The Ambulatory Emergency Care service offers same day care to our patients at the hospital. This means that you will be assessed, diagnosed, treated and are able to go home the same day. The aim of the service is to get you home as quickly and safely as possible and to avoid admission to a hospital bed. You may have been referred here from your GP, A&E, the Urgent Care Centre (UCC), Integrated Community Response Service (ICRS) or from another department in the hospital.

What are the benefits of Ambulatory Emergency Care?

By providing rapid assessment and diagnosis by a senior clinician, we can ensure any treatment you require is started as quickly as possible and that if you can go home safely, you will do.

Opening times

The AEC service is open Monday to Friday from 8.00am until 8.00pm. On Saturdays and Sundays there will be a nurse led service between 11.00am and 2.00pm.

What can I expect?

We will always try to keep the amount of time you spend in the unit to a minimum. However because you are likely to be undergoing a series of tests and examinations, you may be here for some time. You may be here until the unit closes at 8.00pm, although this does not mean that you will be admitted overnight.

What tests will I undergo?

This will depend on your condition, however the majority of patients will have the following tests performed when they arrive:

- Blood pressure
- Heart rate
- Temperature
- Heart tracing
- Finger prick test for blood sugar
- A urine sample
- A blood sample

You may also have more specific tests such as an X-ray, CT scan or Ultrasound. It is likely that a trained nurse will start these tests as part of your assessment before you see a doctor.

Treatment

Once the results from your tests are known the staff will create a treatment plan for you, which will usually begin on the unit. Where possible, arrangements will be made for you to continue the treatment at home or in the community.

Next steps

Once your care in the Ambulatory Emergency Care Unit is complete, in the majority of cases you will be able to go home. The staff will let you know the next steps for your treatment before you leave, which may include a return visit to the unit for continued treatment and review. Should you have any queries or concerns or if your condition worsens after leaving the unit please do call us on 0208 321 5966.

If you require urgent medical attention out of the AEC opening hours please go to the nearest A&E department. Please be aware that some patients attending the unit may need to be admitted to hospital or may be asked to attend the unit again the next day for further tests.

Visitors

We are happy for you to be accompanied by a relative, carer or friend, however space on the unit is limited so we ask that you are considerate to other patients and limit the number of people with you to one visitor at any time. We do not allow children into the unit, if this causes you concern please speak to the nurse in charge.

Food and drink

Tea, coffee and snacks will be available on the unit for patients. The hospital atrium café, Rumbles Restaurant and WH Smith are also located near to the unit for you, your family and friends to use. Please ask a member of staff for directions.

Transport home

We ask that you make arrangements to be dropped off and picked up from hospital. However, if you experience difficulties with this, please speak to one of the nursing staff who can assist you.

Feedback

We value your feedback as it helps us to continually improve the care we provide. Feedback forms are available at the AEC reception desk or you can email us at tellus@wmuh.nhs.uk. Should you have any concerns about any aspect of your care on the unit please contact our Patient Advice and Liaison Service on 0208 321 6261 or email pals.service@wmuh.nhs.uk.

How to find us

The Ambulatory Emergency Care Unit is located in Outpatients 1 at West Middlesex University Hospital, Twickenham Road, Isleworth Middlesex, TW7 6AF.

Outpatients 1 can be found by entering the hospital through the main entrance and taking the first corridor on the right, past WH Smith.

For information about public transport, hospital parking and maps please visit: www.chelwest.nhs.uk/your-visit/getting-here

Where can I find out more information?

For more information about the Ambulatory Emergency Care Unit please visit the Trust website: www.chelwest.nhs.uk/services/medicine/ambulatory-care

If you would like to receive this leaflet in a language or format of your choice please contact pals.service@wmuh.nhs.uk or call 020 8321 6261.

Your next appointment is in:	Date/Time

