

Emergency Department

Patient Information Sheets

Same Day Emergency Care (SDEC)

The Same Day Emergency Care has been designed to provide a rapid medical consultant opinion and same day medical diagnostic service.

This service is for patients who are likely to be suitable for same day discharge but would otherwise be admitted to a medical bed for investigation.

On Arrival to SDEC

Please report to Reception desk.

You will be directed to a chair in the waiting room, where you will wait for a nurse to call you through to carry out an initial assessment.

Please be aware we are unable to allow visitors in these zones at present, thank you for your understanding and cooperation with this.

Initial Assessment

An initial assessment will be carried out including observations, often blood tests, a heart tracing (ECG) weight, lateral flow test and blood sugar level.

Medical Review

You will then wait to be seen by one of our clinician team, this review may lead to requiring further blood tests or scans, we endeavour to do this same day, be aware you may need to wait for these. A porter may take you to other areas within our hospital for this.

Please be aware other patients may have returned for results or for a review by a specialist team, therefore people will be called through out of time order.

Once the results from your tests are known you may be reviewed by a Consultant who will agree a treatment plan with you. If this is for further treatment this will usually begin on the unit although, where possible arrangements will be made for you to continue this at home.

During Your Stay

If you require a procedure after seeing the doctor or advanced clinical practitioner (ACP), this will usually be performed here. Procedures may be carried out on the same day as your attendance.

You should expect to be in the department for 4 – 6 hours however as this will include waiting for results/further tests you may have time to leave the department, please ask reception if you wish to.

Discharge

Please ensure you have made arrangements for transport home, prior to attending SDEC as we are unable to provide this. A discharge letter will be electronically sent to your GP upon your discharge.

Stay in Hospital

Following your investigations/procedure, if you do need to stay in hospital, we will organise a bed on a ward. This can take a while so please be prepared to wait. During this time, the nurse will ask you further questions and begin the nursing admission documentation.

Amenities

You will be offered sandwiches during your stay. Please help yourself to hot/cold drinks and biscuits from the trolley in the waiting room, please ask for help if required. There is the Costa coffee shop and WRVS which is located by the Main Entrance Reception or the Hospital canteen if you wish to purchase hot meals.

Our toilet is unisex and located through the waiting room door to your right, please ask the nursing staff if you require any assistance or if a clinician has asked you for a sample.

Feedback

We love to hear your feedback and hear what we have done well and how we can keep improving. Please fill out our friends and family feedback forms and return them to reception.

Questions you may wish to ask

Instructions from Medical SDEC



For further advice or information, queries or concerns, please contact:

Same Day Emergency Care

Opening hours for enquiries: 01905 760047

Between 08:00– 20:00, Monday to Sunday

Out of hours: please contact your GP or the emergency services

Privacy and Dignity Statement

As this is not an admission unit, there are male and female patients in the same area.

You will not be asked to get into a gown unless you need a procedure or clinical investigation.
We will ensure your privacy and dignity will be maintained at all times.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB
Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ
Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD
Tel: 01905 760743