



Medical SDEC BHH Information

Dear Patient

Welcome to the Same Day Emergency Care Unit (SDEC)

SDEC provides assessment, care, diagnostics and treatment to patients in one central location. The aim of this service is to get you or your loved one home as quickly as possible to avoid admission to a hospital bed. You may have been referred here from your GP or from another department within the hospital.

SDEC is located on Ward 19 at Heartlands Hospital.

What can I expect?

We provide rapid assessment to ensure any treatment you require is started as quickly as possible.

We try to keep the amount of time you spend in the unit to a minimum. However you are likely to require a series of tests and an examination, which means you, could be with us for several hours. We do ask that you prepare for this.

We will advise you of how long you are likely to stay with us before hopefully being discharged home, however this will depend on the investigations that you may require.

What tests will I undergo?

This will depend on your condition, however the majority of patients will have some of the following performed on arrival to the unit:

- Blood pressure, pulse and temperature
- Blood tests
- A heart tracing (ECG)
- A finger prick for blood sugar
- A urine sample

You may also have more specific tests such as an x-ray, CT scan or ultrasound scan. Sometimes we will ask you to return the next day for these.

Who will assess me?

Usually a trained nurse will undertake the initial assessment and start tests before you see a doctor or advanced clinical practitioner.

Healthcare assistants work in the department to support the trained nurses and some basic tests may be delegated to them.

A doctor or advanced clinical practitioner will then undertake a more detailed medical consultation and arrange further tests, and plan your ongoing care.

Information for Patients

The majority of patients are seen by a Consultant when results are available, or sooner if appropriate.

A clerk will be available at the desk and will arrange a follow up appointment if needed.

Names of staff on duty are displayed daily on the whiteboard in reception.

What happens next?

You may need to be admitted to hospital, however if you are discharged you may be asked to attend an outpatient appointment or return to your GP for follow up care.

What if I still feel ill after I am sent home?

Before discharge you should have been advised what to expect, based on the condition you presented with.

However, if you continue to feel unwell or your condition deteriorates; either speak to your GP, contact 111 or present to your local A&E department.

Visitors

Unfortunately due to limited space, we can only have one visitor waiting per patient. If there is a specific reason for additional support such as for communication difficulties or other special circumstances, then please discuss with the nurse in charge. If the unit becomes busy, visitors may be asked to stand.

Food and drink

We provide sandwiches at lunch and teatime for patients, along with biscuits and hot/cold drinks.

There is also a coffee shop and café located within the main entrance foyer.

Transport Home

We ask that you make arrangements to be picked up from hospital on your discharge. If you experience difficulties with this please speak to the nurse in charge.

Feedback

We are always happy to hear feedback about the service we have provided. Please speak to the nurse in charge if you have any concerns about your care whilst in the Unit – the sooner we know the sooner we can try and address your concerns.

Equally we also love to hear about what we are doing well.

Feedback cards are available for you to fill in.

Our commitment to confidentiality

We keep personal and clinical information about you to ensure you receive appropriate care and treatment. Everyone working in the NHS has a legal duty to keep information about you confidential.

We will share information with other parts of the NHS to support your healthcare needs, and we will inform your GP of your progress unless you ask us not to. If we need to share information that

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identifies you with other organisations we will ask for your consent. You can help us by pointing out any information in your records which is wrong or needs updating.

Additional Sources of Information:

Go online and view NHS Choices website for more information about a wide range of health topics <http://www.nhs.uk/Pages/HomePage.aspx>

Department address and contact information:

Same Day Emergency Care Unit

Ward 19

Birmingham Heartlands Hospital

B9 5SS

Tel. 0121 424 2000 (switchboard)

Tel. 0121 424 0509 (direct line)

Opening Hours: Monday to Sunday 0800 – 2200

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email patientexperience@uhb.nhs.uk.