

## **Welcome to Ambulatory Care**

### **What is Ambulatory Care?**

Ambulatory Care Services at the Queen Elizabeth Hospital, Birmingham, has the largest single Day Surgery Unit in Europe and admits 90–110 patients per day. Ambulatory Care comprises of 81 beds/trolleys and treats adult patients who are undergoing planned surgery. The unit covers a wide range of surgical, medical and diagnostic procedures.

### **What happens when I arrive at Ambulatory Care?**

You will be greeted, orientated and accompanied to your bed/trolley space by a member of the team. A family member or carer may only be able to accompany due to special circumstance and has been pre-arranged with the ward. A nurse will complete the following:

- Confirm your identity, name, address, date of birth and G.P address.
- Complete an admission booklet obtaining your medical history.
- Record a full set of observations including: blood pressure, heart rate and temperature
- Record height and weight
- Complete a blood glucose test for diabetes which involves a finger prick test to obtain a small blood sample.
- Measure your ankles for a pair of anti–embolism stockings (stockings that reduce the risk of blood clots) if required
- Provide a theatre gown for you to change into before your procedure. Please remove all clothes and be aware that the gown ties up at the back. Cotton pants can be left on, but bras and synthetic underpants must be removed, alongside any jewellery that cannot be securely taped.

### **Personal belongings**

The ward will endeavour to keep your belongings safe.

Valuables can be stored in the ward safe, but if you prefer to keep it with you; you will be asked to sign a cash, valuables and property disclaimer form. Ambulatory Care will then not be held responsible for any “lost” property.

## Information for Patients

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### What time will I go to theatre/procedure?

A theatre order list is planned in advance for each day and a nurse will admit you in accordance of the list, not in order of arrival to the unit. The nurses can advise you on where you are currently on the list; however, this is subject to change depending on circumstances out of the department's control such as emergencies, patients not attending or other complications. Your surgeon and anaesthetist can advise you on theatre/procedure time and any other questions you might have regarding your surgery/procedure.

### What happens after my surgery/ procedure?

- On return to the unit a nurse will record your observations regularly
- You will be given instructions specific to your care such as bed rest and how long you will be monitored for post procedure.
- You will be offered refreshments and snacks when appropriate.
- If you have any specific dietary requirements e.g., Gluten Free - please notify staff as soon as possible.
- The nurse will prepare your discharge once the specific discharge criterion is complete, and it is safe for you to go home.
- You will receive a discharge letter and advice sheets once you are fit for discharge. You might be prescribed medication to take home; this will either need to be collected from the Outpatient Pharmacy or supplied to you from the Ambulatory Care Unit
- On Discharge, you will be asked to complete a patient experience survey form. Could you please complete this form as it assists us to deliver the best in care.
- If you have any concerns or questions, please do not hesitate to ask any members of staff who will be more than happy to assist.
- If you know that you are planned to stop overnight, once you have been taken to your bed space post procedure, your visitors are then able to come to the ward to see you.

### Department address and contact information:

#### **Ambulatory Care Queen Elizabeth Hospital Birmingham**

Mindelsohn Way, Edgbaston  
Birmingham B15 2GW  
[www.uhb.nhs.uk/health-talks.htm](http://www.uhb.nhs.uk/health-talks.htm)  
call 0121 371 4323. Telephone: 0121 371 3128

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