

# Ambulatory Care Unit

Welcome to the Ambulatory Care Unit based within the Assessment and Treatment Centre (ATC) at Bassetlaw Hospital. This leaflet has been designed to provide you and your relatives with information about our service and what you can expect during your stay with us.

## What is Ambulatory Care?

The Ambulatory Care Unit is a new service, which offers same day emergency care to patients within the hospital. Our service is aimed to provide you with rapid access to investigations and treatment without the need for a hospital admission.

## What can I expect?

On arrival at the Ambulatory Care Unit, a member of staff will greet you and direct you to our seating area. A member of the nursing team will record your observations and organise appropriate investigations relating to your current condition. Following your initial assessment, you will be seen and examined by a doctor or an advanced nurse practitioner who will discuss the next stage of your treatment and develop a personalised plan of care for you.

## What happens next?

Appropriate investigations will be requested, such as blood tests, ultra-sound scans or X-rays.

Please be aware that your stay within the Ambulatory Care Unit may take between four to six hours depending of the type of investigations that are required.

We aim to make your stay with us as comfortable as possible until all of your investigations are complete. We can provide meals and drinks within our unit and if you have any specific requirements please do not hesitate to speak to our staff.



## Treatment

Once your test results are available the medical team will create a personalised treatment plan for you that will usually begin on the unit. If possible, arrangements will be made for you to continue your treatment at home. You should be aware that admission into a short stay hospital bed might be advised should your condition require closer monitoring and our staff will advise you if this is required.

## Next steps

Once your care within the unit is complete, you can go home. Our staff will explain the plan of care before you leave, which may include a return visit to the unit for continued treatment or review. You will need to organise transport following discharge home from the hospital, but if you require hospital transport please inform the staff as soon as possible. If you become unwell following discharge from the unit please contact your general practitioner or out of hours services for advice.

## How to contact us and how to find us:

The Ambulatory Care Unit is based on the Assessment and Treatment Centre within the hospital and is located on the third floor. Please telephone 01909 500990 and ask for the Ambulatory Care Unit.

We are continually looking to improve our service and we ask you to please complete the patient questionnaire given to you on admission.

## Patient Advice & Liaison Service (PALS)

PALS staff are available to offer advice or information on healthcare matters. The office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email. PALS staff can also visit inpatients on all Trust sites.

### The contact details are:

**Telephone: 01302 553140 or 0800 028 8059**

**Minicom (Text talk): 01302 553140**

**Email: [pals.dbh@dbh.nhs.uk](mailto:pals.dbh@dbh.nhs.uk)**

