

Surgical Ambulatory Emergency Care Unit

Patient and Carer Information

Orrell Ward



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

Author ID: PJA
Leaflet ref: Surg 003
Version: 6
Leaflet title: Surgical Ambulatory Emergency Care Unit
Last review: September 2021
Expiry Date: September 2023

What is the Surgical Ambulatory Emergency Care Unit?

The Surgical Ambulatory Emergency Care Unit (also known as SAEC) is a dedicated assessment and treatment area for patients with potential surgical issues. We are located on Orrell Ward (Level 1) at the Royal Albert Edward Infirmary in Wigan. Within the unit there is a waiting room, a triage area, five assessment cubicles and a treatment area. The unit is run by advanced practitioners and senior surgical staff.

You may have been referred to SAEC by your GP or directly from the emergency department. This leaflet will provide you with some information about the unit and what you may expect during your visit. It is a good idea to bring your regular medications with you, as well as an overnight bag, in case you need to stay.

Why have I been sent to SAEC?

You have been transferred to this unit for assessment by doctors from the Surgical team.

This does not necessarily mean that you need an operation.

When you arrive on the SAEC unit, the following will be checked:

- Blood pressure and heart rate
- Temperature and breathing
- A sample of urine may be requested
- Blood samples may also be taken for various tests

You may be asked to put on a gown.

You will be asked questions about your previous medical history, any treatment you are currently having and what has brought you into hospital on this occasion. You may have a cannula placed in your arm (also known as a 'drip') in case you need to be given antibiotics or fluids through your vein.

Other investigations, such as X-rays or ultrasound scans, may need to be performed. These investigations will help the doctor decide whether you need to be admitted to a ward or can be safely discharged home.

We would like to reassure you that safeguarding your privacy and dignity is a high priority for all our staff. Each of our cubicles has its own walls and doors; however, if you have any concerns at all, please speak to a member of staff.

What happens next?

We aim to treat you within 4 hours; however, the length of time depends on the tests requested. On arrival to the SAEC unit, all patients are asked not to eat or drink anything until a plan for your care has been made. If this is going to take a long time, fluids may be given through the cannula in your arm. The staff in the unit will inform you when you can eat and drink.

If the doctor determines that you need to stay in hospital, you will be transferred to a bed on a surgical ward. Sometimes there may be delays in this process; the staff on the unit will keep you updated about this.

If you are discharged home, you may be asked to return to a review clinic. Otherwise, you will be discharged back into the care of your GP. We will send a copy of your discharge letter to your GP; you can also request a copy of this letter too.

What if I need Surgery?

The surgical doctor will inform you if you require a surgical procedure. This may be done on the day you visit the SAEC unit, but if you need a surgical procedure that requires you to have a general anaesthetic, you may be asked to leave the unit and return the following day at 8am. If you are asked to return the following day for a surgical procedure, please do not have anything to eat and drink for 6 hours before your 8am arrival.

Contact information

Our telephone number is: 01942 778 663

Opening hours

Our opening hours are:

Monday to Friday 8am until 6pm

Saturday, Sunday, and Bank Holidays 12pm until 6pm

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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