

Facilities are signposted but if you need any help or directions please ask any member of staff/volunteer here, or one of our volunteer 'wayfinders' (who are based in the hospitals' main reception near the Community Involvement Hub).

Privacy and dignity

We treat male and female patients in the same unit. We will ensure that we respect your privacy and dignity at all times. Please let us know if you require anything specific.

Concerns

Please raise any concerns that you have with our staff who will do their best to help you in any way that they can.

If they are not able to resolve your concern at the time, please contact our Patient Experience Team - contact details are on the last page of this leaflet.

SDEC contact number

Telephone 01623 622515, extension 2242.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET are available to help with any of your compliments, concerns or complaints:

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references (if relevant) for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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INFORMATION FOR PATIENTS

Welcome to Same Day Emergency Care for acute medicine (SDEC)



Opening hours
7am to midnight
Seven days a week

**Healthier Communities,
Outstanding Care**

Introduction

SDEC is the provision of same day care for emergency patients who might otherwise be admitted to hospital.

Patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward, and if clinically safe to do so, will go home on the same day.

Arrival

Please report to reception or to staff in the unit. You will be booked in and advised where to sit.

Assessment

Your initial assessment is carried out by a nurse. This allows us to establish the best place for you to be seen and some of the initial tests/investigations that you may need.

Investigations

These may include blood tests, x-rays, an ECG (which checks your heart's rhythm) or other scans/tests. Wherever we can, we will begin your investigations at the earliest possible opportunity.

Review

You will have a medical assessment from a doctor or an advanced nurse practitioner, who will prepare their plan for you based on their findings.

In some cases, we may need to investigate a little further and your clinician may need some input from another specialist to help them to formulate your plan.

We will aim to get you home the same day with an appropriate treatment plan in place.

Occasionally it is necessary to admit people from SDEC to a ward. If this is the case for you, we will ensure that the next available bed on the relevant ward will become available to you.

The benefits of SDEC:

- Investigations, tests, diagnosis and treatments are all provided on the same day.
- Consultations with our specialist clinicians.
- Prevents a hospital admission. It also helps to reduce waiting times/crowding in the Emergency Department and our inpatient areas.

Waiting times

Where possible, we will see all our patients in time order. However, please do be aware that at times we may need to prioritise certain patients according to their clinical needs. Every effort is made to ensure that you are not kept waiting too long to be seen.

Next steps

Once your care in SDEC is complete, it is very likely that you will be able to go home.

Depending on your plan, you may need to return for further tests or treatment on another day. Please arrange this follow-up with our staff before you leave.

Visitors

Because of the limited space in SDEC, numbers of visitors must be limited to **one** (either a carer, friend or family member) for each patient. Please inform staff of any specific requirements that you or your visitor may have.

While you are waiting

You may wish to leave the SDEC unit for a short time. We have various facilities that you can visit in the hospital:

- Costa Coffee
- WHSmith
- Daffodil Café
- Spice Of Life restaurant (6th Floor)
- Vending machines (24-hour access)
- Pharmacy
- Faith Centre (with multi-faith prayer rooms).

Please inform a member of staff when you are leaving and make sure that we have your correct contact details should we need them.