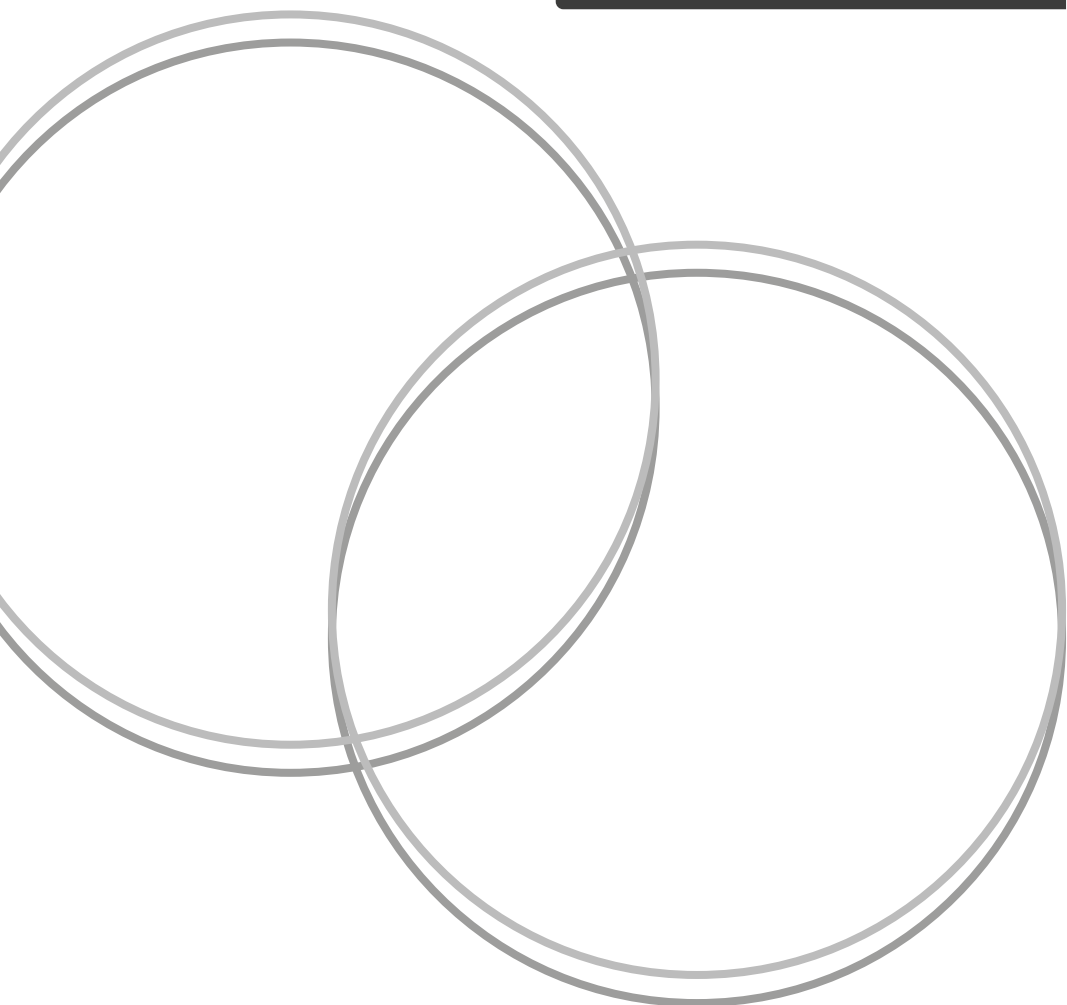




Oxford University Hospitals  
NHS Foundation Trust

# Welcome to the Emergency Assessment Unit

Information for patients



# **Welcome to the Emergency Assessment Unit (EAU)**

This leaflet will help you understand what may happen during your stay and answers some frequently asked questions.

EAU is a very busy unit, caring for patients referred from the Emergency Department and GP surgeries. Here you may be cared for by doctors from a number of different specialities.

Patients may stay on EAU for a few hours or longer depending on the treatment required; if you need further treatment, you may be admitted to a ward. EAU has a waiting area and assessment bays, as well as separate bed areas for male and female patients.

## **Our team**

We have a matron, deputy matron and several senior sisters.

We work with a large team of doctors, nurses, physiotherapists, occupational therapists, clinical and support staff, including discharge coordinators, ward clerks, a housekeeper, and domestic staff.

A senior nurse coordinates the clinical area and can help with any enquiries.

## When you arrive

A ward clerk will book you in and check your details ensuring they are correct. If you have been transferred directly from the Emergency Department, this will have already been completed. We will give you a printed wristband to wear.

We ask most patients to wait in the waiting area for an initial assessment by a nurse; you will stay here unless you need to be admitted or need to be cared for on a bed.

After your nursing assessment, you be seen by a member of the medical team. If you have transferred from the Emergency Department, you may be waiting for your blood test results, investigative test results (such as CT scan, MRI and XR reports). Once these are completed, an Emergency Department doctor will review you.

### Nursing assessment

A nurse will ask you about your general health; you may have the following routine tests.

- Temperature
- Pulse
- Blood Pressure (BP)
- Electrocardiogram (ECG)

This test is painless and takes only a few minutes; you will need to remove some clothing. You lie on a bed; we attach wires to your limbs and chest with sticky pads. This shows the electrical conduction of the heart.

- Blood test / samples
- Urine samples
- Nasal/throat swabs to screen for COVID (admitted patients only)

- Other tests might be done depending on the reasons you have come to hospital.
- Medications will be given when prescribed after medical assessment, other times include 8.00am, 12.30pm, 5.00pm and 10.00pm.

## **Medical assessment**

*(For patients referred from the GP or from the Emergency Department)*

A member of the medical team or Advanced Nurse Practitioner will assess you as soon as possible; at first this may be a short assessment. Investigations and test results can take a number of hours to complete. The consultant will review your care plan with you.

If you arrive before 4.00pm, the daytime consultant on duty will see you. From 4.00pm to 9.00pm you will be under the care of the evening consultant. If you are seen after 9.00pm, the consultant will review you the next morning. Please feel free to ask the consultant any questions.

## **Discharge**

If you can go home after your assessment, any medication needed is usually dispensed by Pharmacy. Please see the Medicines 'To Take Out' (TTO) section on page 10.

## **Your comfort**

If you would like tissues, extra blankets, water or other items for comfort, please ask a member of the team. Please do use your call bell to ask for help.

## Therapy and care assessments

Occupational Therapists, Physiotherapists, Social Workers and the Crisis Assessment and Response service work as part of a rapid response service to:

- help patients, who are safe to be transferred home, to go home, and continue their recovery in their own environment
- streamline patients who are medically stable, but not safe to go home, onto the appropriate rehabilitation or care pathway

Our services include the following:

- health assessment / risk assessment
- mobility assessment and functional assessment
- assessment of social care needs
- equipment provision
- referrals to various community services to ensure continuing care and rehabilitation eg. Re-enablement Care; Community Therapy Services; Specialist Services; District Nurses and GPs.

Please ask your nurse for more information on any of our services.

## Telephone enquires

We appreciate that family and friends will want to telephone the ward to ask about your wellbeing. We suggest that one person is nominated to make enquiries and then share the information with others. This enables nurses to use their time as efficiently as possible for the benefit of all patients on the ward.

We are not able to give out detailed medical information over the telephone, but we can report on how you are progressing in a general way, and we can take a short message for you.

Telephone: **01865 740 400**

## **Mealtimes**

### **Approximate mealtimes are:**

- Breakfast 7.30am to 8.30am
- Lunch 12.00 to 1.00pm
- Supper 5.30pm to 6.30pm

We operate protected mealtimes so that you are not disturbed by the healthcare professionals while you are eating.

We can cater for people with special dietary needs. Drinks are served during the day, biscuits, cakes and fruit are also offered.

If you have missed a meal and are hungry, please let the nurses know. Staff are able to order additional snack items 24 hours a day.

## **Privacy, dignity and respect**

We expect our staff to do their best for you, to treat you with dignity and respect and preserve your privacy. We also do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

Filming and photography are not permitted anywhere on Oxford University Hospitals NHS Foundation Trust sites.

Oxford University Hospitals NHS Foundation Trust operates a zero-tolerance policy.

## **Infection, prevention and control**

To help prevent the spread of infection, we ask all patients and visitors entering or leaving the ward to use the alcohol gel dispensers located at the entrances and exits.

If you are being looked after in isolation, your visitors must wear gloves and aprons provided and wash their hands on leaving your room.

## Visiting

Visiting times: Flexible from **8.00am** to **8.00pm**

We encourage visiting, but please remember that you will get tired quickly, so we allow only two visitors at the bedside at any one time. Chairs are available for visitors.

Please be aware that visiting guidelines may change at short notice due to infection, prevention and control advice.

## Personal property and valuables

Do not bring jewellery or valuables into hospital - please ask a friend or relative to take them home. If necessary, we can put items in the hospital safe on request.

Oxford University Hospitals NHS Foundation Trust cannot be held responsible for the loss of personal property or valuables.

If you are staying overnight, please ask a relative to bring in a small overnight bag of essentials for you.

Please speak to a member of staff about the use of personal/portable devices. We also offer free WiFi: 'OUH-Guest'.



## In case of fire

### **If a fire alarm sounds, staff will let you know what to do.**

There are two types of fire alarms. An intermittent alarm indicates there may be a fire in a nearby area of the building; in this circumstance, staff may need to prepare to take patients who have been evacuated from another clinical area. Visitors may be asked to leave the ward to create space.

A continuous fire alarm indicates there may be a fire in this area of the building. If a **continuous fire alarm** sounds, **visitors** will be instructed to **evacuate** to the designated **Fire Assembly Point which is outside the main building in the Womens Centre car park**.

Patients must remain in their bed spaces, and the clinical team will assist you to evacuate to another clinical area where your care can safely be continued. Patients must not leave the ward with your visitors during a fire alarm; this could put people who may be looking for you at risk.

## Parking

There are four main ANPR (automatic number plate recognition) controlled public car parks with barriers.

Please enter your number plate and pay at the payment machine in the car park when you leave. Payment is by card or by phone. You may also pay online up to 24 hours after leaving (see payment machine for details). If you need to pay with cash, please go to the car parking office before you leave.

You may park free for 30 minutes and there are drop off/pick up points on the hospital site. Car parks are run by the Trust and all the money raised is invested in patient and visitor services.

Parking charges can be found on the Trust website:  
[www.ouh.nhs/hospitals/jr/find-us](http://www.ouh.nhs/hospitals/jr/find-us)

## Medicines 'To Take Out' (TTO)

A pharmacist or pharmacy technician will come and speak to you soon after admission to check which you normally take and whether you have supplies of these medicines with you or at home.

Bringing your medicines in from home helps ensure you get the right medicines whilst you are in hospital. The ward may ask to use your own supplies of medicines whilst you are on the ward.

We will record the details of your hospital admission, and any changes to your regular medication, on the discharge summary.

When you leave hospital, you will be given some medicines to take home. This will include your regular medicines and any new ones.

There may be a wait whilst your prescription is being prepared. We aim to have it ready for you within 90 minutes, sometimes it can take longer, and we thank you for your patience with this.

If you have any questions about medicines you have received from us, you can contact our confidential **Patient Medicines Helpline**.

This is for patients recently discharged from one of our hospitals. One of our specially trained and experienced pharmacists or pharmacy technicians will answer your call.

Helpline: **01865 228 906**

Monday to Friday 9.00am to 5.00pm

Email: [medicines.information@ouh.nhs.uk](mailto:medicines.information@ouh.nhs.uk)

Web: [www.ouh.nhs.uk/services/departments/pharmacy/helpline](http://www.ouh.nhs.uk/services/departments/pharmacy/helpline)

## Frequently asked questions

### **How long will I wait to see a doctor?**

Our medical team will see you as soon as possible, but please bear in mind that we must prioritise patients with the most severe or life-threatening conditions. All our patients are important, so please do not think that you have been forgotten.

### **Will I have to stay in hospital?**

We aim to send most people home following their assessments, but this depends on the results of tests.

### **How long will I wait before I get a bed?**

If you need to stay in hospital, our aim is to find you a bed on a ward as soon as possible. This can vary according to the demands on the hospital at the time.

### **What should I do if I have concerns?**

If you are unhappy about any aspect of your care or the environment, please speak to the senior nurse on duty. Hopefully they will be able to resolve your concern straight away.

## Feedback

If you would like to tell us anything about your experience, staff, students and facilities, please speak to the nurse in charge. Alternatively you can (please continue with contact our Patient Advice and Liaison service.

**Patient Advice and Liaison Service (PALS) on: 01865 221 473**

Email: [PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk) or [feedback@ouh.nhs.uk](mailto:feedback@ouh.nhs.uk)

For more information, please visit: [www.ouh.nhs.uk](http://www.ouh.nhs.uk)

## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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