Surgical Emergency Unit (SEU)
Information for patients and visitors
The Surgical Emergency Unit (SEU) is a special unit in the John Radcliffe Hospital for the care of patients who may need emergency surgery. Instead of waiting in the hospital’s Emergency Department, patients are referred directly to the unit by their GP. We have female and male ward areas.

When you arrive a nurse will assess your needs: this process is called ‘triage’. A doctor will then see you. We will do our best to see and treat you as quickly as possible, but you may have to wait a while for the doctor. Unless you have permission from the nurse or doctor, please do not eat or drink during this time; if you do it could affect our ability to treat you.

After seeing the doctor, you may need to stay for further assessment or tests. You may then either go home or be admitted to our ward area.

If we admit you, we may later move you to a more appropriate ward, so that we can take in other emergency patients.

We will always treat you with dignity, respect, care and compassion. We care about your care.
Thrombo Embolus Deterrent (TED) stockings

When we admit you, we will ask you to wear TED stockings. TED stockings are designed to prevent deep vein thrombosis (DVT), which is the development of blood clots in the legs.

Valuables

Please give any valuables to family or friends to take home, or to the nurse who is looking after you. Oxford University Hospitals NHS Foundation Trust is not responsible for any items lost or stolen if they have not been handed in for safekeeping.

Medication

Please give any medication you brought with you to your nurse. When you leave we will return it to you in a re-usable green plastic bag.

Ward rounds

We review our patients daily, usually starting from 800am. On Tuesdays we have a ‘multidisciplinary’ team meeting between the nurses, doctors, pharmacist, physiotherapist, occupational therapist and social worker.

If you would like to speak to a member of the team caring for you, please ask your nurse to arrange this.
Mealtimes

Breakfast 7.30am - 8.30am
Lunch 11.30am - 12.30pm
Dinner 5.30pm - 6.30pm

Hot drinks are served at 10.00am and 3.00pm.

Visiting times

2.00pm - 8.00pm

If these times are not convenient, please speak to the staff on duty. No more than two visitors per patient at any one time, please.

Flowers

Unfortunately we are unable to allow flowers on the unit.

Telephone enquiries

Nurses are very busy in the mornings, with ward rounds and patient care. It would be very helpful if relatives and friends could nominate one family member to telephone the ward after 10.30am for information, and then pass this on to others. This allows nurses to spend as much time as possible caring for patients.

Mobile phones

Please do not use your mobile phone within the unit, as it may interfere with some of our monitoring equipment. A payphone is available within the unit for patients and relatives.
Going home

The occupational therapist and physiotherapist will assess you throughout your stay. Most patients go back home when they leave hospital; if you need community support services these can be arranged.

We will aim to get you ‘Home for Lunch’ on your day of discharge wherever possible. We will ask you to move from your bed space to the Transfer Lounge on Level 2, or day room, early in the day; here you can wait in comfort for your medication and your transport home.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are nine community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please see the leaflet ‘Leaving Hospital’ or visit www.ouh.nhs.uk/leavinghospital

Tablets to take out (TTOs)

These can take up to four hours to dispense, so before arranging transport home, check with your nurse when they are likely to be ready.
Concerns

If you, or your relatives or carers, are unhappy with any aspect of your care, please speak to the staff on duty. If they are unable to resolve your concern, you can contact our Patient Advice and Liaison Service (PALS) on 01865 221 473 Monday to Friday 9.00am - 5.00pm, email PALS@ouh.nhs.uk or drop in to the PALS Office in the John Radcliffe Hospital main entrance on Level 2.

Feedback

We use the Friends and Family Test to understand what matters most to patients and their carers or family members. You can fill in a paper form in hospital, or you may receive a text message or phone call after you leave.

For general feedback please email feedback@ouh.nhs.uk

SEU Charitable Funds

If you would like to support the work of the Trust please visit www.ouh.nhs.uk/getinvolved

If you wish to make a donation to SEU, please make the cheque payable to SEU Charitable Funds. Your donation will be used to enhance SEU for the benefit of patients, visitors and staff.
Further information

For further information please see the booklet ‘John Radcliffe Hospital – Information for patients’ and visit our website: www.ouh.nhs.uk
If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALS@ouh.nhs.uk**