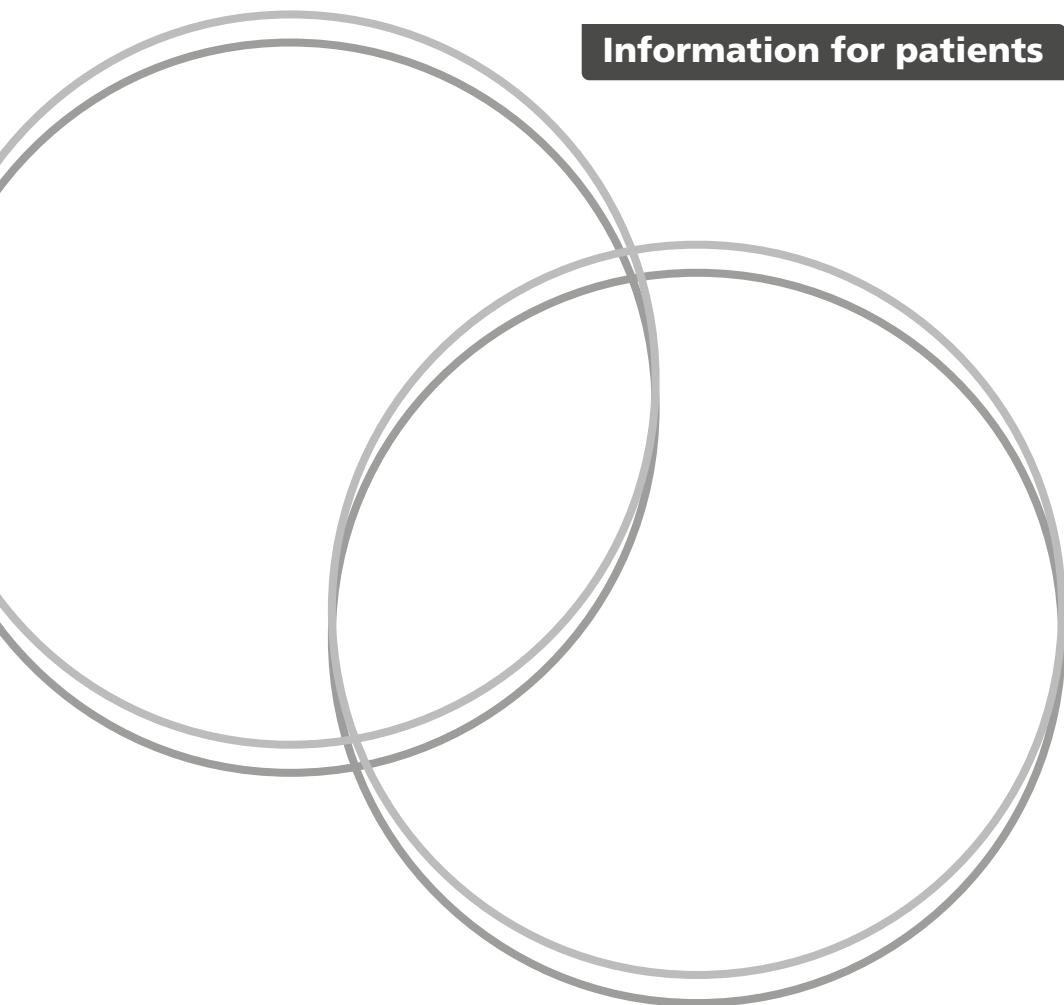


# **Surgical Emergency Unit – Ambulatory Telephone Call**

**Information for patients**



Although we are sending you home today, you are still part of the SEU Ambulatory patient list.

**You are waiting for an appointment for a scan, an appointment for an endoscopy, laboratory test results, MDT results, or other**

## **If you are waiting for a scan, endoscopy, or any other test to be performed:**

If you are waiting for any of the above to be organised, we will give you a call once an appointment has been allocated to you. You may also receive a call from the radiology/endoscopy department to inform you about the appointment and any further information you may require before your test.

Please attend your appointment as planned. In most cases, you will be going home after having your scan/endoscopy/test/and we will call you once the results are available. Please be aware that results may take several days or even weeks to be available. The timeframe for the results depends on the type of test and the reason why it was requested. We will be checking on them and will call you once the results are available on the system. You will usually receive a call between 8am to 4pm Monday to Friday.

If you haven't been call within a week, please contact us on:

**01865 572 745**

(Monday to Friday 8am to 4pm).

## **If you are waiting for MDT or laboratory results:**

If you are waiting for MDT or laboratory results, we will give you a call once the results are available.

Please be aware that most of MDTs and laboratory results will take 1 to 2 weeks to be available. We will be checking on them and will call you once the results are available on the system. You will usually receive a call between 8am to 4pm Monday to Friday. If you haven't been call within two weeks, please contact us on: **01865 572 745** (Monday to Friday 8am to 4pm).

## **What happens if I am not able to answer the call?**

Don't worry, if you don't answer the call we will try several times in the same day. If we are still not able to talk to you, we will call you again on the following day.

If you have any issues talking over the phone, please let us know so we can organise different arrangements for you.

**Please don't come to the SEU Ambulatory area unless you are told to do so.**

## **What will happen after the call?**

During the telephone conversation, we will discuss these results and any further steps or treatment that may be required.

On some occasions, no other tests or appointments will be required, and you will be discharged. Then, we will write your GP a letter with all the details about your initial admission and tests.

In some other cases you may be asked to come for a physical review to the SEU Ambulatory area. During the telephone conversation we will give you all the details you may need. Please, feel free to ask any questions you may have at this time.

Occasionally you will be asked to attend another department or service. In these cases, we will give you all the details during our telephone conversation.

## **When to come to SEU Ambulatory?**

Please only come to SEU Ambulatory if you are told to do so, as we have limited space or scope in our service. If you need to be seen by us, we will let you know when to come during the telephone conversation. The service is opened 8am to 4pm, however we recommend attending your visit before midday to ensure there is enough time for any tests that may be required.

## **Where to find SEU Ambulatory?**

We are located at John Radcliffe Hospital, main hospital, level 4. The easiest way to get to us is to come by the main entrance (next to M&S) and take the main lifts to level 4.

## **What to bring?**

We recommend bringing any regular medications you normally take (such as blood pressure tablets, insulin, pain relief medication or antibiotics), a phone and a book or magazine, as sometimes there might be longer waiting times due to the nature of the service.

## Unable to come?

If you cannot come to your appointment or feel this is no longer necessary, please contact us so we re-arrange or cancel your appointment. You can call us on:

### **SEU Ambulatory Unit:**

Monday to Friday, 8am to 4pm

Telephone: **01865 572 745**

### **Out of hours contact SEU triage:**

Telephone: **01865 223 238**

## Feeling worse before your telephone call or visit day?

If you have any worsening in your symptoms before your telephone call or visit day, please contact the:

### **SEU Triage Team:**

Telephone: **01865 223 238**

Available 24/7.

You can also seek medical help via your GP, **111** or A&E.





## 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

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