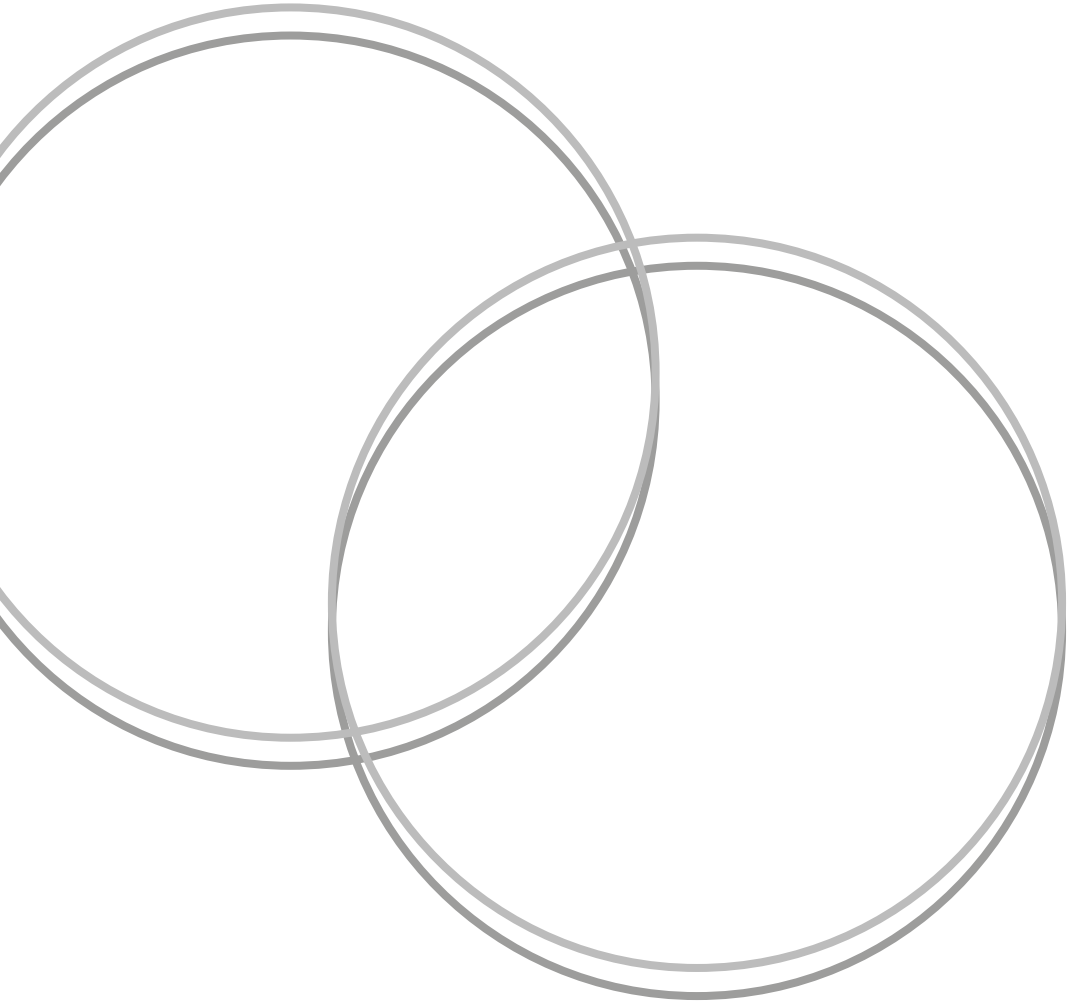
NHS
Oxford University Hospitals
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Welcome to the Ambulatory Assessment Unit (AAU)

Information for patients and relatives



Welcome to the Ambulatory Assessment Unit (AAU)

The Ambulatory Assessment Unit (AAU) provides medical assessment, treatment and care for patients without the need for hospital admission.

Our team includes doctors, physician associates (PA's), nurses, nursing assistants, physiotherapists, pharmacists and our administration team.

How to find us

From the Level 2 main entrance of the John Radcliffe Hospital, please walk along the main corridor to the lift lobby and take a lift to Level 4 (or walk up two flights of stairs). Once on Level 4, please follow the signs.

Tel: **01865 221 814 / 01865 221 812**

Opening hours:

Monday – Friday: 8.00am – 9.00pm

Saturday and **Sunday: 9.00am – 7.00pm**

What to expect

When you arrive, please check in at Reception and take a seat in our waiting room. We do not keep appointment times, we operate on a 'first come, first-served' basis, unless there is a clinical need for a more urgent review. The average time spent in our department is 5-7 hours.

A named Doctor, Nurse and Nursing Assistant will care for you. The Nurse will check your vital signs, take a blood sample and do a heart tracing (ECG). You will then see a doctor or Physician Associate who will decide if you need any further tests or input from another specialty. We often have medical students in the department, and you may have contact with them too. There is a consultant overseeing the care of all patients in the unit.

Our unit Pharmacist may also talk to you about your medications.

Once all your test results are back, your doctor will see you again to discuss the results and any treatment you may need. You may need to wait for medications to come from the pharmacy.

After your assessment, you may be discharged home without a planned re-review. If a follow-up visit is required, this may be in the AAU or with the Hospital at Home team. If you need to be admitted to the hospital, we will discuss this with you at the time, so that you can make arrangements.

We operate a '72-hour open access' policy, should you not improve once you are discharged.

A record of your visit, including test results, will be sent electronically to your GP (if your GP is registered in Oxfordshire) and will be visible on your NHS App. If you would like a printed copy, please ask one of the team members caring for you.

Medication

Please bring your current medication with you, especially if you use a dosette box, or bring a copy of your current medication list. If you take any time-critical medicines, such as insulin or medication for Parkinson's disease, please bring these with you to help avoid missing any doses while you are in the Acute Assessment Unit (AAU).

Please let your nurse know if you have brought any medicines with you. This helps us to ensure we are aware of any medicines you have, particularly if you become unwell during your stay.

Please do not take your medication without first speaking to the nurse or doctor looking after you, unless you have been advised to do so by the clinical team. This helps us to ensure your medicines are given safely and at the correct times during your stay.

You will normally remain responsible for looking after your own medication, as we are unable to store routine medicines on the unit. If possible, please avoid bringing controlled drugs with you. If you do need to bring them, please tell a member of staff as soon as you arrive so they can be stored securely.

Overseas visitors

If you are not permanently residing in the United Kingdom, you may be charged for the treatment you receive. Please speak to our reception team if you think this applies to you.

Personal property and valuables

Please do not bring jewellery or valuables with you – ask a family member to take them home.

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

Privacy, dignity and respect

Even at difficult times we expect our staff to do their best for you. We expect them to treat you with dignity and respect and to take steps to preserve your privacy.

In the same way, we do not expect our staff to be subjected to any form of verbal abuse, threatened, or assaulted in any way.

For more information please visit **www.ouh.nhs.uk**

Refreshments

Please feel free to eat and drink, unless your nurse asks you not to. There is a self-service tea trolley in the waiting room. If you have special dietary needs, please let us know so we can inform our catering team.

There are cafeterias, shops, vending machines and cash points on Levels 2 and 3 of the main hospital building and in the West Wing atrium. Please let your nurse know if you will be leaving the AAU for refreshments.

WiFi

We offer free WiFi: **OUH-Guest**.
If you need to use our telephone, please ask Reception.

Travelling home

It is your responsibility to ensure you have made transport arrangements: please arrange for a relative or friend to collect you and take you home.

They can park for free in the public car parks if they arrive and leave within 30 minutes, and there are also drop-off / pick-up points on site.

Only patients who meet strict medical criteria may request ambulance transport.

Comments / concerns

We want to give you the best quality care. If you have any concerns about how we care for you, please speak to our staff, who will try to resolve the situation straightaway.

If they are unable to resolve the issue, you may wish to contact our Patient Advice and Liaison Service (PALS) on **01865 221 473 Monday to Friday 9.00am - 5.00pm**.

We value your feedback. You can tell us about your experience by completing our Friends and Family Test questionnaire.
You can access the questionnaire by:

- Scanning this QR code or the QR code on the waiting room posters



Or

- Opening the link in the text message you will receive after your visit.

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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