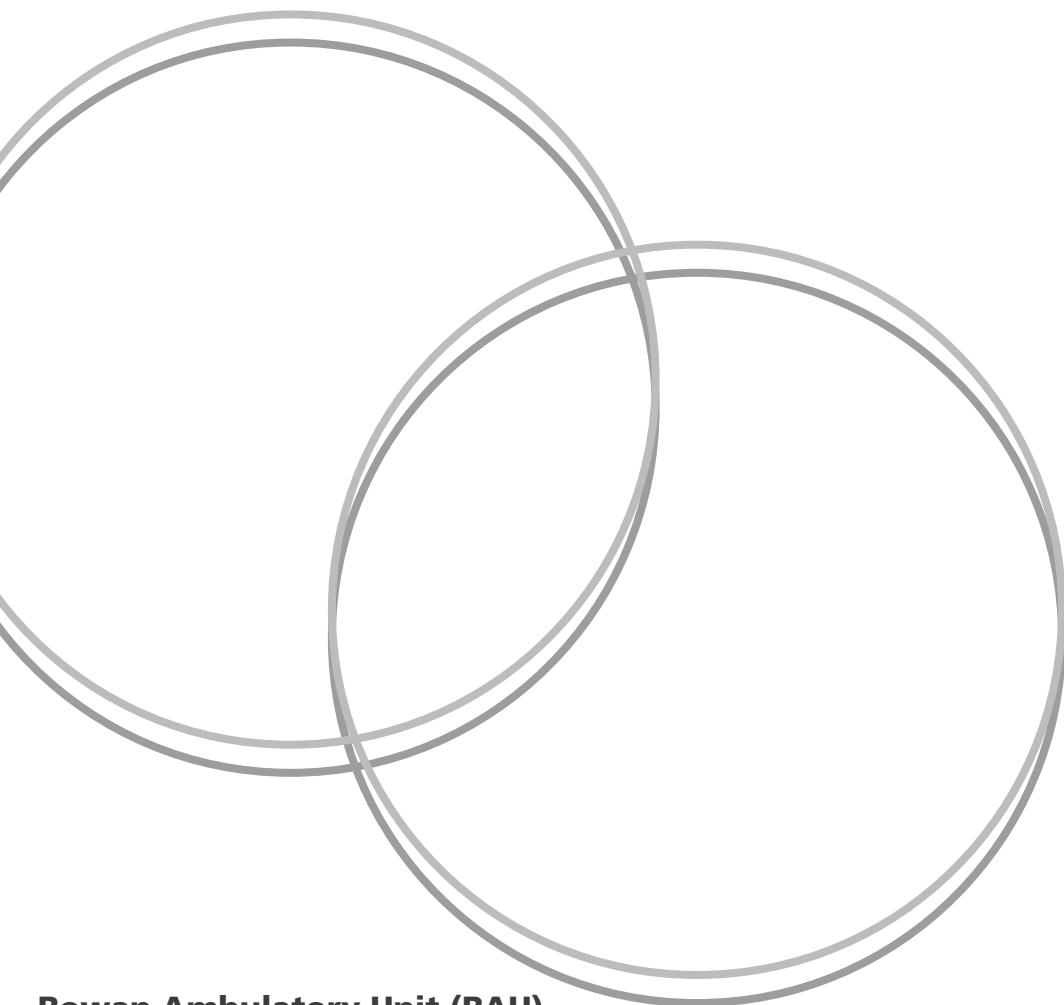


Welcome to Rowan Ambulatory Unit (RAU)

Information for patients and visitors



Rowan Ambulatory Unit (RAU)

We are a multidisciplinary unit dedicated to urgent ambulatory and day case management of complex patients. Our aim is to avoid admitting you to hospital.

Admission to hospital increases the risk of infection and can worsen the health of older people, making it more difficult for them to return to independent living. The aim of Rowan Ambulatory Unit (RAU) is to assess and treat patients with complex needs. As a result, patients do not need to spend time in A&E or be admitted to an acute hospital bed for overnight stays.

Rowan Ambulatory Unit (RAU)

Horton General Hospital Oxford Road

Banbury OX16 9AL

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Ward Manager

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Your Visit To Rowan Ambulatory Unit

You have been referred to Rowan Ambulatory Unit by your GP, or another healthcare professional.

What Will Happen Today?

- On arrival you will need to book in at Reception, where your details will be checked. You will be asked to wait here until a member of the clinical team is free to see you.
- You will receive an initial assessment by the Nursing team and a doctor. Other healthcare professionals may be involved, depending on your needs.
- Relevant investigations will be organised, e.g. scans, x-rays, blood tests; and you may have to wait for the results depending on the type of test.
- Once your results are back you will be reviewed again and we can plan what happens next for your care.
- You may need to start treatment or be seen by a specialist.
- You may be discharged from our service with no follow-up.
- We may ask you to return to RAU in a few days to enable us to review the efficacy of your treatment plan.
- You may need to be admitted to hospital, although we will endeavor to get you home if we can.

How Can Rowan Staff Help Me?

- The medical and nursing team are very experienced at assessing, diagnosing and treating a wide variety of medical conditions. They can also identify areas where further input may be required to ensure you are as independent and safe as possible.
- All tests take time to process, and we ask for your patience whilst our laboratory staff process results. We will keep you updated on the progress of test results but should you be unable to wait, please do not leave the unit without first informing a member of staff.
- Please do not hesitate to ask for assistance or updates, we are more than happy to help.

Food And Drink

- Please ask a member of staff if you would like a hot or cold drink, they will be more than happy to get one for you, although you may need to check first with your nurse that you are able to eat and drink.
- All patient dietary needs are catered for. If food is brought in for you, please speak to a nurse first in case of special requirements, which you may be unaware of.
- If you, or the person waiting with you are diabetic, please inform your nurse so we can treat you appropriately.

Privacy, dignity and respect

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

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.

We do not allow patients or visitors to take photographs or videos in clinical areas (where patients are being looked after) at any time.

Infection, prevention and control

In order to help prevent the spread of infection we ask all patients, visitors and staff entering the unit to use the alcohol dispenser, located at the entrance to the unit.

Visiting

It is helpful for a patient to be accompanied by a friend or relative and we welcome visitors onto the unit. However, our space is limited, during busy periods we kindly ask that family and friends wait in reception rather than on the ward – this helps us maintain patient safety, privacy and deliver effective care during our busy periods.

Personal property and valuables

It is best not to bring items of value into hospital.

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

Parking

There is **ANPR** in all visitor car parks. The first 30 minutes are free. This is to enable visitors plenty of time to find a space or wait for one to become free in busy times.

Payment is on departure at the machines by card, contactless or phone app. If you do not have a card, please pay online via the Evology app which can be downloaded.

Parking for Blue Badge holders is free.

To avoid a Parking Charge Notice you must link your Blue Badge to the **vehicle you came in**. You need to do this on **exit**.

Car travel and parking charges can be found on the Trust website:

www.ouh.nhs.uk/hospitals/horton/find-us/car

Your Views

Friends and Family Test is an opportunity for you to provide feedback on the care and treatment you have received. The test helps us to identify ways we can improve the care we provide. Please ask if you would like to complete a feedback form.

Your views are important to us and help us to provide the best care to our patients. If you are unhappy about any aspect of your treatment, please talk to the staff caring for you. They can listen to your questions or concerns and help you to sort out problems quickly.

Feedback

If you would like to tell us anything about your experience, our staff, students or facilities, please help yourself to a family and friends feedback form to fill out and post on the ward.

Alternatively, you can contact the Patient Advice and Liaison Service (PALS). '**PALS**' is an independent and confidential service for patients and their relatives/carers.

Telephone: **01865 221 473** or **01295 229 259**

Email: **PALS@ouh.nhs.uk** or **feedback@ouh.nhs.uk**

If you feel a member of staff deserves special praise, you can nominate them for a DAISY award or Patient's Choice Award.

Email: **DAISY.Awards@ouh.nhs.uk**

www.ouh.nhs.uk/patientschoice

For more information, please visit: **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



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