

# Welcome to the Emergency Assessment Unit (EAU)

Information for patients



# Welcome to the Emergency Assessment Unit

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 has a separate seating area and assessment bays, as well as separate bed areas for male and female patients.

EAU is a very busy unit, caring for patients from the Emergency Department and GP surgeries; here you may be cared for by doctors from a number of different specialties. Our patients may stay on EAU for around 12 hours; if you need further treatment, you may be admitted to a ward.

## Our team

### **Matron: Louise Rawlinson**

Responsible for EAU and the Emergency Department

### **Senior Sisters:**

- Claire Bellingham
- Anna Maxwell

Responsible for the daily management and running of the unit.

### **Senior Nurse:**

Coordinates the clinical area and helps with enquiries.

We are supported by a large team of doctors, nurses, clinical and support staff, including a housekeeper.

## When you arrive

We 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 seated area for an initial assessment by a nurse; you will stay here unless you need to be admitted. After your nursing assessment, you may need a medical assessment; we aim for most patients to go home after these assessments.

### **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 swab to screen for MRSA (admitted patients only)

### **Medical assessment**

*GP-expected and referred medical patients*

We 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. This can take around 90 minutes; in some circumstances you may be able to return to collect your prescription later, so do ask.

## **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.

## Telephone enquiries

Your family and friends may want to find out how you are. Please nominate one person to call the unit, and then share the information with others. Nurses will give general information by telephone but will not give out details of your diagnosis.

Tel: 01865 740 851

## Food and drinks

You will be offered three meals a day and snacks mid morning and afternoon. Snacks are also available 24 hours a day, so tell your nurse if you are hungry or have missed a meal. All ward menus cover all dietary needs and include vegetarian, vegan, halal and kosher options – please tell the nurse if you have a preference.

Hot drinks are provided throughout the day. We also have a hot drinks machine and chilled water dispensers on the unit.

## Personal property and valuables

Please do not bring valuables into the unit; Oxford University Hospitals cannot accept liability for the loss of items brought into the unit, unless they are stored in the safe.

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

## Therapy and Care Assessments

Occupational Therapists, Physiotherapists, Social Workers and the Supportive Hospital Discharge Service (SHDS) 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 e.g. Re-enablement Care; Community Therapy Services; Specialist Services; District Nurses and GPs.

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

## 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 have to prioritise patients with the most severe or life-threatening conditions. All of 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 before I get a bed?**

If you need to stay in hospital, our aim is to find you a bed on a ward within 12 hours. 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.

If not, please contact our Patient Advice and Liaison Service on 01865 221 473 / 740 868, Monday to Friday 9.00am-5.00pm or email [PALSJR@ouh.nhs.uk](mailto:PALSJR@ouh.nhs.uk).

## Feedback

You may be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” Please fill in a form – we welcome your feedback.

You can also leave feedback via our website [www.ouh.nhs.uk](http://www.ouh.nhs.uk) or email [feedback@ouh.nhs.uk](mailto:feedback@ouh.nhs.uk)

If you want to make a formal complaint in writing you should address it to:

The Chief Executive  
Oxford University Hospitals  
Headley Way  
Headington  
Oxford OX3 9DU

For more information please see [www.ouh.nhs.uk](http://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 **PALSJR@ouh.nhs.uk**

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