

General Surgery Same Day Emergency Care (SDEC Pathway)

This leaflet explains about the General Surgery Same Day Emergency Care (SDEC) pathway. If you have any further questions, please speak to a doctor or nurse caring for you.

What is Same Day Emergency Care?

It has been recognised that patients often recover quicker in their own home. Therefore the NHS is developing pathways to provide emergency care without admitting patients to a hospital bed. Your clinical team has identified that your condition can be safely managed with you at home but you will need to be reviewed by a consultant at a General Surgery SDEC appointment.

CLINICIAN TO COMPLETE:

Your appointment is booked for: Time _____ Date _____

Please drink water only from 2am / You may eat and drink if you feel well.
(Clinician to delete as applicable)

If your condition deteriorates while waiting for the appointment, especially if you are vomiting, experiencing fever or feeling lightheaded, please go to the Emergency Department.

General Surgery SDEC is located at:

Nye Bevan Unit
Ground Floor
St James Wing
St George's University Hospitals NHSFT
Blackshaw Road
London SW17 0QT

Telephone: 020 8725 0470 / 0361

Getting to Nye Bevan Unit:

- Follow signs to the **St James Wing entrance** at St George's Hospital
- Enter **St James Wing**
- Nye Bevan Unit is the second set of double doors **on the right**
- Press the **doorbell** on the left hand side of the door and the team will let you in.

What is the Nye Bevan Unit?

The Nye Bevan Unit (NBU) is a purpose-built emergency surgical assessment unit. The unit is named after Aneurin 'Nye' Bevan who founded the NHS in 1948.

A range of surgical specialties work on the unit including: General Surgery, Upper and Lower Gastro-Intestinal, Urology, Ear, Nose and Throat, Maxillofacial, Plastic Surgery and Orthopaedics.

The unit is staffed by a team of surgical nurses. Surgical doctors and pharmacists also attend the unit to review patients. Nye Bevan Unit is a short-stay ward and most patients are discharged home on the same day as they arrive.

What do I need to bring with me?

- All medicines you use or take at home
- Any recent medical documents or letters
- Comfortable clothes
- You may wish to bring a book, magazine, crossword puzzles etc. *Please note the telephone reception and Wi-Fi are not reliable.*
- We recommend that you **do not bring valuables** with you.

What to expect

- When you arrive, you will book in with the receptionist and wait in a chair in the waiting room until a clinician is available.
- Please be aware that patients arriving at different times may be seen before you because they may be seeing a different clinician.
- Investigations such as blood tests, ultrasound, CT and MRI, if required, will be organised as promptly as possible. Please be aware that as we try to offer a same day service, you may be waiting for several hours for tests to be performed as well as the results being available.
- If the clinician you're waiting to see is in emergency surgery, then you may be asked to go home and return another day.

Toilets & Facilities: Toilets are located on Nye Bevan Unit and at Grosvenor Wing main entrance. There is a gender neutral and wheelchair accessible toilet on the unit.

Medication: Please **do not take your own medication** unless instructed to by a doctor or nurse.

Visitors: **There is a strict limit of one visitor per patient.** Please call the ward to confirm as visiting restrictions may change due to updated Covid-19 guidance. This is for infection control and safety reasons and to maintain a calm environment for patients. Please avoid bringing babies or young children as there is limited space and we do not have suitable facilities.

Zero Tolerance Policy: The Trust operates a Zero Tolerance Policy in relation to aggression towards staff whether physical or verbal. If you engage in this behaviour, you will be asked to leave and the Police may be called.

When you are discharged:

- Remember to take your belongings
- You may be asked to wait in the reception area or Departure Lounge until your documents or medicines are available from the ward pharmacy team
- We may ask you to return within the next few days for a further review
- You will be given a discharge letter and a copy will be sent to your GP.

If you are admitted

- You may be transferred to one of the surgical wards to continue your care.

Contact us

If you have any questions or concerns, please contact Nye Bevan Unit on 020 8725 0470 or 020 8725 0361. These telephone lines are available 24 hours a day.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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