

Patient Feedback: After patients are discharged they will be asked to complete the friends and family questionnaire. This is roughly 48 hours after discharge, either by text message or automated telephone call. Any feedback is extremely grateful and will benefit the service. Please tell us if you have a new or have changed your telephone or mobile numbers.

Patient experience is the main focus throughout the Trust and most importantly within AAC

Any information you are unsure on please speak to a member of staff

We hope you enjoyed your stay with us here today

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille please email the Patient Information team at patient.information@ulh.nhs.uk

Assessment and Ambulatory Care
Visiting hours: 9.00am to 10.00pm
Monday to Friday

Corridor D, Grantham & District Hospital
Ward Sister - Danielle Carroll
AAC direct dial - 01476 464888/464606

www.ulh.nhs.uk

What is Assessment and Ambulatory Care?

Assessment and Ambulatory Care (also known as AAC) is a new service here at Grantham hospital which offers same day emergency care facilities. This allows patients to be assessed, diagnosed and treated within a hospital environment without being admitted to hospital for an overnight stay.

AAC is a unit which accepts patients from both Accident & Emergency, GP referrals and other direct routes such as clinics and other community services.

We offer a range of different services here at AAC such as:

- Day care for patients
- Ward attenders
- Outpatient antimicrobial therapy (OPAT)
- Telephone advice
- Therapy Provision
- Follow up appointments

AAC has a total of 8 assessment trolleys. These are divided into two areas, with 4 assessment trolleys in each, to accommodate same sex requirements.

It has an examination room, where patients may be examined before being allocated an assessment trolley. Also clinics and day therapy will take place here. There is also a seating area within main reception where patients may be asked to wait.

Visitors:

As AAC is a day facility we allow visitors to stay with you, however, we suggest 2 relatives per patient at any one time and do not encourage small children. At times, where the unit is extremely busy, we may ask you to come back due to the limited space within the unit.

If you are moved to another ward within the hospital please note that visiting times are:

9.00am to 10.00pm 5 days a week

6 Simple steps on how AAC works:

(Please be aware that your individual journey through AAC may be slightly different)

One: Before you Arrive

You will have been referred to AAC by an appropriate practitioner; either your GP, A & E or an alternative route. We will be aware of your arrival and will allocate an appropriate space pending availability. At busy periods you may be required to wait but will be seen in a timely manner.

Two: Arrival to AAC

On arrival you will be greeted by a member of staff who will introduce themselves and the unit facilities. You will also be given an indication of what to expect on the unit and a time frame of your stay (this is only an estimated guide).

Three: Initial assessment

A nurse practitioner or doctor will undertake an initial assessment, where they will ask all about your symptoms and history into the background of your illness. We do have students working with us, if you do not wish them to be present please advise us.

Four: Investigations

You may have to wait whilst staff arrange appropriate investigations for your care such as bloods, x-rays or further scans. We will inform you of these on arrival.

Five: Treatment

Once the results of your tests are available a senior doctor, normally consultant level, will review your care and agree a treatment plan for you. This will begin on the unit and will continue either at your place of residence or will continue within the hospital.

Six: Next Steps

On most occasions once your care is complete within AAC you will be able to go home, however, on some occasions you may need to stay in the hospital to receive further treatment within a ward environment. The staff will inform you of the next step at this point. For those that can go home you may need to return to the unit for continued treatment and review. You will be informed of this at that time.