

Patient
Information

Patient Initiated Follow-Up from SDEC

Introduction

You were assessed by a clinical member of staff in Same Day Emergency Care (SDEC) at Gloucestershire Royal Hospital or Cheltenham General Hospital, and it was recommended that a follow-up appointment was not needed.

However, if you feel that your symptoms have increased or not improved within the next 7 days, we would like you to contact the SDEC where you were seen. This is known as a Patient Initiated Follow-up (PIF). If after the 7-day period you have concerns about your symptoms, you will need to contact your GP’s surgery or NHS 111 for further advice.

If you are having new or different symptoms, please seek advice from your GP or NHS 111.

If you feel that your condition is a life-threatening emergency, please call 999.

When should you call SDEC?

In the next 7 days, if you develop any of the following symptoms, or if any symptoms get worse:

Reference No.
GHPI1896_02_25

Department
SDEC

Review due
February 2028

You can call SDEC for 7 days after the following date:

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What will happen next?

When you call SDEC, a member of the reception team will ask for your details and the reason for your call. This information will then be passed on to the clinicians.

They will update themselves with your case and a member of the team will return your call on the same day. You may be asked to attend either SDEC at Cheltenham General or Gloucestershire Royal Hospital.

What will happen when I get to SDEC?

If you are asked to attend SDEC, please report to the reception desk on arrival. You will be seen by a clinician that day.

SDEC does not have timed appointments as it is an emergency service. Typically, patients will spend 2 to 6 hours in the department, depending on the tests they require.

Contact information

SDEC Gloucestershire Royal Hospital

Tel: 0300 422 6677

Monday to Friday, 8:00am to 11:00pm

Saturday and Sunday, 8:00am to 9:00pm

SDEC Cheltenham General Hospital

Tel: 0300 422 3618

Monday to Friday, 8:00am to 8:00pm

If you are concerned about your symptoms and SDEC is not open, please call NHS 111 for further advice.

Feedback

Following your appointment or visit, the Trust may contact you for feedback. Gloucestershire Hospitals NHS Foundation Trust values your feedback and carries out a number of surveys to gain a better understanding of the experience of our patients and to improve services.

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Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85

<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>