

**Patient
Information**

Same Day Emergency Care (SDEC)

Welcome to SDEC

We aim for our patients to be investigated, assessed, diagnosed and discharged the same day.

The Same Day Emergency Care (SDEC) unit is in Gloucestershire Royal Hospital and Cheltenham General Hospital. Both units provide same day assessments and treatment, removing the need for you to be admitted.

How to get to the unit

SDEC Gloucestershire Royal Hospital is sign posted as **SDEC-Medicine**. The unit is located on the first floor of the main outpatient department, using the Atrium entrance.

SDEC Cheltenham General Hospital. There are signs throughout Cheltenham General Hospital to help you find us. If you arrive by the Emergency Department entrance (off College Road), we are located along the corridor, near the lifts.

Arrival time and average length of stay

Before being asked to attend SDEC, you will have been assessed by your GP or another health care provider, who decided you are well enough not to be admitted into our Emergency Department.

We are not a walk-in service and this is why you have been given an arrival time. Giving patients a time to arrive helps with the flow of patients through the unit throughout the day. Please note that this is not an appointment time.

We aim for you to be assessed by nursing staff within 15 minutes of your arrival in the unit. You will have initial investigations done such as blood tests, ECG and vital signs (blood pressure, temperature etc).

Patients will be seen in order of their arrival but occasionally, a patient may arrive who is very unwell and needs to be seen quickly.

The average length of stay in the unit is between 4 to 6 hours but this can vary.

Reference No.

GHPI1758_07_25

Department

SDEC

Review due

July 2028

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We aim to carry out all your tests and treatment on the same day but sometimes this is not appropriate and you will need a follow up appointment.

Refreshments

SDEC has limited hot and cold drink facilities (assuming you have not been asked to avoid eating and drinking in preparation for treatment).

At midday and early evening, a small supply of sandwiches are brought to the unit for our patients.

There are shops, a canteen and vending machines in both hospitals which have variety of snacks, meals and drinks.

Feedback and complaints

We will try to make your journey through the unit as smooth as possible. If there is something that you are not happy with, please let the nurse in charge know.

If you have a concern and you wish to take it further or if you would like to give feedback about the unit, you can contact the Patient Advice and Liaison Service (PALS) on **0800 019 3282** (Monday to Friday, 9:00am to 4:00pm).

We value your feedback and we are grateful for you to give us comments in order to improve our service.

Contact information

If you have any queries or concerns after you leave the unit, please contact us on the following numbers

SDEC Gloucestershire Royal Hospital

Tel: 0300 422 6677 or 6676

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

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

SDEC Cheltenham General Hospital

Cheltenham General Hospital

Tel: 0300 422 3618

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

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If you have any concerns out of these hours please contact:

NHS 111

Tel: 111

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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 permission from the MAGIC programme, supported by the Health Foundation.

* Ask 3 Questions is based on Shephard 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: 379-83.



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