



Gloucestershire Hospitals
NHS Foundation Trust

Renal Assessment & Procedure Unit (RAPU)

Introduction

The medical team in the RAPU will ensure that you are assessed, investigated, diagnosed and treated on the same day. This will allow you to return home without the need for hospital admission.

In some cases, you may be asked to return for a follow-up appointment at RAPU or with your consultant in clinic.

Where to find us

Renal Assessment & Procedure Unit (RAPU)

Ward 7b (7th Floor)

Tower Block

Gloucestershire Royal Hospital

Great Western Road

Gloucester, GL1 3NN

We are open:

Monday to Friday (excluding bank holidays)

8:00am to 4:00pm

Arrival and length of stay

RAPU is not a walk-in service. You will have been given a specific arrival time - this helps us to manage the flow of patients in the unit efficiently.

On arrival at the unit, please let a staff member know you are here so we can inform the medical team looking after you.

Although we try to see everyone promptly, patients may not always be seen in the order of arrival due to varying clinical needs.

If you require tests or investigations, you may be asked to return later the same day for your results.

Refreshments

We offer limited hot and cold drink facilities, provided you are not required to fast (not have anything to eat or drink) before your treatment.

For more refreshment options, the hospital has:

- Shops
- A canteen
- Vending machines

These provide a variety of meals, snacks, and drinks. If you wish to leave the unit at any point during your stay, please let a member of staff know.

Feedback

We strive to make your experience in the RAPU as smooth as possible. If you have any concerns during your visit, **please speak to the nurse looking after you.**

For further feedback or to raise a concern, contact the:

Patient Advice and Liaison Service (PALS)

Tel: 0800 019 3282

Monday to Friday, 9:00am to 4:00pm

Your feedback is important and will help us to improve our service. Thank you.

Contact information

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

RAPU

Gloucestershire Royal Hospital

Tel: 0300 422 6761

Monday to Friday, 8:00am to 4.00pm

If you have any concerns outside of these hours, please contact:

NHS 111

Tel: 111

Appointments (to go on the back sheet)

Day	Date	Time	Location	Clinician

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 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/>



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