

**Patient
Information**

Same Day Emergency Care Unit (SDEC)

Welcome to SDEC

The Same Day Emergency Care (SDEC) unit is at Gloucestershire Royal Hospital. This unit provides same day assessments and treatment; without being admitted into hospital overnight.

Before being asked to attend SDEC you will have been assessed either by your GP, the Emergency Department or Out of Hours staff. They have decided you are well enough not to be admitted into our Emergency Department or Acute Medical Unit. While on SDEC you will be given further health assessments by the Acute Medical Team.

Due to limited space and the safety, security and dignity of our patients we may need to ask that any person accompanying you waits elsewhere in the hospital.

What to expect while in the SDEC unit

When you arrive, you will be greeted by a member of the team. A nurse will complete an initial assessment.

This may include your blood pressure being recorded, bloods tests or an ECG (electrocardiogram, tracing of your heart).

After this you will be asked in further detail about your symptoms and general health by either one of the Nurse Practitioners or doctors. As a result of this, further investigations may be arranged or treatment given. The staff will be happy to explain any test or investigations to you in more detail.

How long can I expect to be in the SDEC unit?

Many of the investigations we carry out require a few hours for the results to be available. It is common for our patients to be with us for over 4 hours.

Reference No.

GHPI1561_02_22

Department

SDEC

Review due

February 2025

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How to get to the SDEC unit

There are signs throughout the hospital to help you find us. If you arrive at the Atrium entrance you will see signage to help you find the department. If you need assistance there is a Volunteer Helpdesk near the Outpatients Departments. SDEC is upstairs on the left-hand side. There are also 2 lifts to help you access the department.

After your visit to SDEC

When your care in the unit is complete you will be able to go home. Any further treatments will be discussed and may include returning to the unit for review. Staff will advise you what to do if your condition worsens when you go home and you may be provided with additional advice leaflets.

Please make sure that you have made the necessary arrangements to travel home as this is not provided by the hospital.

Refreshments

The SDEC unit has limited hot and cold drink facilities (assuming you are not required to be nil by mouth).

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

There are a number of shops on the ground floor which sell a variety of items including refreshments.

Feedback and complaints

We hope that your experience will be pleasant and satisfactory. Please discuss any worries or concerns you may have with the nurse in charge. If you would like to take your feedback or concern further, the normal channel to use is the Patient Advice and Liaison Service (PALS). Leaflets for PALS are available in the unit.

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Contact information

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

Same Day Emergency Care

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

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

NHS 111

Tel: 111

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