

**Patient  
Information**

# Ambulatory Emergency Care (AEC)

## Welcome to AEC

The Ambulatory Emergency Care (AEC) in Cheltenham General Hospital provides same day emergency care. This means that patients are assessed, diagnosed, treated and able to go home on the same day; without being admitted in to hospital overnight.

Before being asked to attend AEC you will have been assessed by your GP, the Emergency Department or Out of Hours staff; they will have decided you are well enough not to be admitted into our Emergency Department or medical wards. While on AEC 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 ask that any person accompanying you to wait elsewhere in the hospital.

## What to expect while in AEC

When you arrive, you will be greeted by a member of the team. A nurse will take 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 AEC?

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.

**GHP11202\_07\_20**

Department

**AEC**

Review due

**July 2023**

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## How to get to AEC

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.

## After your visit to AEC

When your care in AEC 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

AEC has limited cold drink facilities but staff will try to make sure that the waiting room has a supply of cold water. Please let the nursing staff know if the water jug is empty.

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

There are a number of shops selling refreshments in the hospital, which are available daily. Please ask staff for directions.

## 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:

### **AEC**

Cheltenham General Hospital

Tel: 0300 422 3618

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

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

### **NHS 111**

Tel: 111

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