

To ensure we maintain a high standard of service to our patients we would like you to complete a feedback form before you leave.



**West Suffolk**  
NHS Foundation Trust

## Patient information

# Same Day Emergency Care (SDEC)

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo)

<https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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Putting you **first**

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The SDEC Unit at West Suffolk Hospital provides same day emergency care. This means that patients are assessed, diagnosed, treated and able to go home on the same day without having to stay in hospital overnight. The process can take a few hours. The pathway below gives detail on what you can expect to happen in our SDEC unit.



## Arrival

You may have been referred to SDEC by the emergency department, your GP, the ambulance service, a hospital ward, outpatient clinic or other healthcare facility. Please make yourself known to reception when you arrive.

## Assessment

Your first assessment will be carried out by a healthcare practitioner. This allows us to determine the best place for you to be seen and some of the tests / investigations you may need.

## Investigation

This could be blood pressure, blood tests, x-rays or other scans. We will begin your investigations as soon as we can.

## Review

A healthcare practitioner will assess you and decide a treatment plan based on their findings.

## Further tests or possible senior review

Sometimes we may need to do some more investigations and your clinician may need advice from a specialist to help to decide the best treatment plan for you.

## Home

We always aim to get you home the same day with a treatment plan in place.



## Admission

Usually admission is not required. However if you need to stay in hospital, we will find a bed for you as soon as possible.

### Where to find us

We are based in the Acute Admissions Unit (AAU) on the ground floor.

### Opening hours

8am – 8pm every day

### Contact details

Reception 01284 713046

### Food and drink

You may be with us for a few hours so please bring drinks and food with you.

Alternatively, food and drink can be purchased from either the Courtyard Café or the Friends and WH Smith shops near the main entrance.

Please let a member of staff know before leaving the department.