

## PATIENT INFORMATION

# Patient information leaflet for the Acute Medical Unit (AMU)

AMU is the first point of entry for patients referred to hospital by their GP for an urgent medical issue, or for some patients from the Emergency Department or the Ambulance Service who require urgent medical assessment.

You will find AMU at Torbay Hospital on Level 2 outpatients' entrance. Please book in at reception.

### **Packing checklist:**

- Up-to-date prescription (or boxes of meds with doses on)
- Letter from GP (if given)
- Hearing aids/glasses
- Overnight bag (just in case)
- Contact numbers for NOK
- Phone charger / book / iPad (in case of long waits)

### **What will happen during my stay?**

1. **Triage nurse assessment** – you will be allocated a chair or trolley space based on symptoms and mobility.
2. **Investigations** – these include blood tests, ECG and x-ray, depending on symptoms.
3. **Clinician assessment**, including examination.
4. **Plan** – you will either be admitted and transferred to the appropriate ward, discharged home or discharged to community hospital/placement.

Please be aware that test results take time to complete. You could be in the department for 6-8 hours, but this may be longer during busy periods.

Sometimes, patients may stay overnight on level 3 of AMU, until a ward bed is available. Sometimes, patients are transferred to the Discharge Lounge, while they await medications before going home.

### **Enhanced Recovery**

*Getting you better so you can leave hospital safely and at the right time*

**Early mobilisation:** get out of bed and stretch your legs.

**Privacy and dignity:** use washing facilities. We encourage you to get dressed in your day clothes.

**Hydration:** drink plenty of fluids and ask when you need more.

**No decision about me, without me:** be involved in your care (family and carers can be involved too, via phone and visits).

**Energy drinks:** to boost your calorie intake if required.

**Plan your journey home:** when you have a discharge day/time, plan your journey home as soon as possible.

### **Benefits of enhanced recovery:**

- Improve patient and family experience
- Helps you to get better sooner
- Helps to maintain independence
- Improves mobilisation
- Reduces length of hospital stay

### **Refreshments**

Drinks and snacks are available at any time, on both floors of AMU. Please speak to a member of staff.

Tea, coffee and sandwiches available for short-stay (same day) patients. Hot meals offered for longer stay patients, with meal times below:

Breakfast 08:00, lunch 12:00 + supper 17:30. Hot drinks at 10:30 + 14:30.

## **AMU visiting**

### **Visiting hours: 8am – 10pm**

2 visitors per patient at one time (exceptions can be made for some patients – please ask).

1 visitor in the waiting room.

Carers, who have a carer card, can visit at any time.

Please adhere to these rules to keep patients and staff safe. Please prioritise waiting room seats for patients.

## **Valuables**

On admission, please inform nursing staff if you have any valuables with you.

The hospital cannot accept responsibility for lost personal property that has not been handed to nursing staff.

## **Useful contacts**

### **AMU contact numbers:**

**01803 654030 + 01803 654140**

AMU, TSDFT, Lawes Bridge, Torquay

TQ2 7AA

[www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)

[www.facebook.com/@TSDFT\\_NHS](https://www.facebook.com/@TSDFT_NHS)

Matron: Sue Bramwell

Unit manager: Hayley Chamberlain

### **Ward contact numbers:**

Ainslie	01803 655540/655938
Allerton	01803 655503/655918
Cheetham Hill	01803 655575/655574
Coronary Care	01803 655566/655554
Chest pain unit	01803 654693
Cromie	01803 655505/655917
Dunlop	01803 655537/655538
Ella Rowcroft	01803 655913/655510
Forrest	01803 655507/655916
George Earle	01803 655569/655956
ICU	01803 655555
Midgely	01803 655519/655954
Simpson	01803 655545/655546

Turner                    01803 655527/655944  
Warrington            01803 656265/655604

## **Feedback**

If you have something to say about your experience in AMU, either good or bad, please let us know.

Your feedback is important.

If you wish to discuss any issues, speak to the Nurse in charge or contact the feedback and engagement team, who are available:

Monday-Friday 9am to 4pm

Telephone – 01803 655838

Freephone – 08000282037

Text phone – 01803 654742

Email – [tsdft.feedback.nhs.net](mailto:tsdft.feedback.nhs.net)

While in AMU, you may be asked to fill in a 'Friends and Family' feedback form. We are grateful for your feedback.

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For further assistance or to receive this information in a different format, please contact the department which created this leaflet.