

## Your feedback is important to us

We are a relatively new unit, and we want to hear from you about your experience today so that we continue to improve the service we offer.

**Please ask our ward clerk for a survey form for you or your relative/carer to complete and return to us before leaving.**

### Contact details

Acute Medical Unit (AMU)  
Level 2 Outpatients, Torbay Hospital

☎ 01803 654140

✉ [tsdft.edadmin@nhs.net](mailto:tsdft.edadmin@nhs.net)

📘 torbayandsouthdevonFT

🐦 @TorbayHospital

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

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**For further assistance or to receive this information  
in a different format**

**☎ 01803 656125/656109**

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Torbay and South Devon   
NHS Foundation Trust



**PATIENT  
INFORMATION**

## Acute Medical Unit (AMU)

**Level 2 Outpatients  
Entrance  
Torbay Hospital**

### Opening Times:

Monday to Friday: 8.30am to 8pm

Saturday and Sunday: 8.30am to 6pm

## Welcome to Acute Medical Unit

Your GP has asked you to undergo an assessment in our Acute Medical Unit (AMU). This is because they feel that your problem is urgent, requiring further advice and assessment.

Please come to us promptly, because the earlier you arrive, the more likely you are to have your assessments on the same day. It is our hope that you will be able to go home later today. However, in some cases your condition or illness may require you to be admitted to hospital.

**People stay on average around five to six hours with us on AMU.** This is so that we can fully assess your medical needs and come up with a detailed management plan for you.

### Reasons why your stay could be longer

Your stay could be longer than first anticipated for a number of reasons:

- You may require an additional assessment by another doctor.
- You may need to go to our x-ray department upstairs (Level 3) for scans. Sometimes these specialist tests cannot be performed immediately.
- You may need to receive some medication or other treatment on AMU.
- We may decide to admit you to hospital for further investigation and management.

## We will:

- Look after you today – including assisting you to use our facilities.
- Provide you with food and drink during your time with us.
- Write to your GP about your visit after you have been discharged from AMU.

## Relatives/Carers

We are happy for you to have a relative or carer to stay with you while you are in AMU. However, we would like to ask this to be limited to one person per patient due to the limited space we have. We have the League of Friends Café situated by the Level 2 entrance for visitor refreshments.

## Car Parking

There are several car parks on the hospital site. Some of them are pay and display, and some pay on exit with exit barrier. We do also have plenty of disabled spaces.

Please ensure you have displayed your blue badge clearly.

If you find you are longer than anticipated please inform a member of staff who can make arrangements for you.