

## Surgical emergency clinics

Your appointment is .....

### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

### What are surgical emergency clinics?

Surgical emergency clinics (SECs) have been successfully running in North Devon District Hospital since 2011. They improve our patient's access to an expert surgical opinion and are for patients who are referred by their GP as they require urgent surgical assessment but may not need to stay in hospital overnight.

The surgical emergency clinic will allow you to be seen by a consultant or senior surgeon very soon after your referral. You will be assessed and investigations will be arranged as necessary. If surgery is required, you may be admitted from the clinic.

You have been referred to this clinic because your GP or the hospital team feel that you need a very quick surgical assessment and are possibly too unwell to wait two weeks for the urgent clinics, but also do not need to be admitted to a hospital bed.

The clinics are always in the morning between 10.30am and 12noon.

### How do I get referred to the surgical emergency clinics?

The GP or hospital staff will have booked you into a slot. They will let you know the time and place and what preparations you need.

### Who will I see at the surgical emergency clinics?

You will see a surgical doctor who will assess you and make a diagnosis where possible. The surgical team will then discuss some options with you.

### What will happen at the appointment

It is important that you attend having had nothing to eat and only drinking water from 4am.

You should bring an overnight bag with you in case you are admitted for an overnight stay in hospital.

An abdominal ultrasound may be performed and if so, you will be asked to drink more water to fill your bladder.

The doctor may arrange:

- Admission for surgery or further review / investigations
- Further outpatient investigations

Your GP will receive a copy of the consultation and you can also have a copy if you want to.

## What are the benefits of the surgical emergency clinics?

We want to make sure that you get seen as quickly as possible by the right surgical team so we can put a care plan in place.

We also hope to avoid the need for patients to be admitted to hospital just for observation. This avoids you being away from your family and friends in unfamiliar surroundings but still allows you to receive all the care you need.

If you get admitted prior to your appointment or cancel your appointment, please contact **01271 349186** between 9am and 5pm. Outside office hour, please call 01271 322577 and ask for A&E reception.

### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

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