

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204

From a mobile or abroad: 0115 924 9924 ext 65412 or 62301

E-mail: pals@nuh.nhs.uk

Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

Information for patients attending A23 Emergency Gynaecology and Early Pregnancy Assessment clinic

If you require a full list of references for this leaflet please email patientinformation@nuh.nhs.uk or phone 0115 924 9924 ext. 67184.

The Trust endeavours to ensure that the information given here is accurate and impartial.

This document can be provided in different languages and formats. For more information please contact:

A23 Gynaecology Department
A Floor
East Block
QMC

Aim of the leaflet

This leaflet is aimed at...patients attending the outpatient area who have been referred by their general practitioner, midwife, walk-in centre or via the Emergency Department.

This leaflet aims to inform you how the clinical area works

- This is a busy department seeing up to 80 patients every day.
- This department has **both** booked clinic appointments and emergency services.
- This means that patients could be called to another area of the department before you.
- If you have been referred for emergency specialist advice, similarly to the Emergency Department we generally see you in the time order that you have arrived, and will always try to see you in a timely manner.
- If you are attending a booked appointment in the Early Pregnancy Clinic with the nurse specialist which includes a scan appointment, we intend to see you in appointment order. However due to the nature of the service, there may be a delay, please bear with us in consideration of others.

On Arrival at the Reception

- The reception team will need to confirm your name, address and details of your general practitioner in order to put you on the hospital computer system.
- There can sometimes be a short delay in order to process the information if you have not been to the hospital before.

Emergency Ultrasound Scan

- As an emergency you may have been advised that you require an ultrasound scan, **this service is only available between 9-5pm and is often booked in advance.**
- **A scan will only be provided if there is clinical indication.** You may be required to attend on another day.

Assessment Area

- You will be seen by the nursing team ideally within 20 minutes from booking into the department we will undertake medical observations such as temperature, pulse and blood pressure, and take a brief history also possibly take blood/urine samples, this helps the team prioritise patient care.
- A doctor will then see and assess you. If appropriate they may examine you with a chaperone, on occasion one of the nurse specialists may undertake this assessment.
- As the area has both medical and nursing staff, it is also possible that at certain times they may need to deal with an emergency, either in the area or in our inpatient area, the operating theatres or the emergency department, this may result in a delay in your assessment.
- In the evenings, over the weekend and overnight there is reduced availability of staff compared to the day and if there is an emergency situation and again could be delay.
- We will endeavour to keep you informed of any unexpected delays, please ask team members if you have any concerns or needs.
- Water is provided in the waiting area and we can direct you to the nearest café facilities should you require it. Please check with a member of the nursing staff if you have come in as an emergency before eating.

Important Information

- **There are particular circumstances where patient care must be prioritised, and we would ask that you understand this, in consideration of others.**
- We would like to remind you that NUH trust does not tolerate abuse of its staff.
- Nottingham University Hospitals Trust is a Teaching Hospital and we have both medical and nursing students, they are working in the area under supervision.