

# Surgical Ambulatory Care Unit (SACU)

## Information for patients

### How does Surgical Ambulatory Care Unit (SACU) work?

SACU caters for patients from a broad range of surgical specialities. We provide early assessment for ambulatory emergency surgical patients and treatment for surgical conditions.

Our main goal is to provide same day emergency care, avoiding hospital admissions. As a result you may have more than one investigation or intervention while on the unit. We ask that you remain patient and mindful of this as these investigations and results can take some time.

You may have been referred to SACU by King's Emergency Department (ED), your doctor, or a ward or other hospital department.

Please note, SACU is not a walk-in centre and you must be referred to our service.

### What will happen?

SACU is a multidisciplinary area and you will often see more than one speciality of staff. One of our nurses will help coordinate your care and will communicate with you throughout your stay.

On arrival you will be asked to take a seat in our waiting area. A nurse or healthcare assistant will take your details, record your observations and perform any blood tests that have been requested. Any other planned investigations (ultrasound scan, CT, X-ray) will then be organised.

A doctor will review you in one of our treatment rooms and decide on the most suitable treatment.

We will make every attempt to get you seen quickly. However; unfortunately there may be a delay at times as our doctors may be operating or caring for people elsewhere in the hospital. If this is the case, we will keep you informed.

**Opening Hours:** 8am – 8pm, Monday – Sunday

**Address:** King's College Hospital, Suite 3, Ground Floor Golden Jubilee Wing, Denmark Hill, London SE59RS

Tel: 020 3299 7089

Please enter the unit via the lifts in the Golden Jubilee Atrium and check in at room 18.

## **Patients from Emergency Department (ED)**

If you visited ED overnight and have been asked to attend SACU for a review the following day, please attend promptly in the morning between 8 -10am. We will have basic knowledge of your background and the reason for your referral. We may carry out repeat tests and planned investigations.

If you have been scheduled for an ultrasound scan please do not eat anything in the morning prior to your appointment as this will result in a delay to your scan.

If you require a repeat investigation it may take some time to get the results.

## **Patients from a ward**

If you have been referred to SACU following your stay in hospital please come at 10am. Please bring your discharge letter with you as this will help us to ensure you receive care as planned on leaving hospital. Your primary care team may ask you to attend so that we can check your progress after you're discharged. Please be prepared to wait for a review as it may take some time for the results of investigations to come back.

## **Patients from a GP**

If you have been referred to SACU by your GP bring a copy of the referral letter with you (if you have one). Please aim to arrive within two hours of your GP appointment time and no later than 4.00pm, to ensure that we are able to complete necessary investigations.

## **Will I stay or go home?**

Our aim is to reduce the time you spend in hospital. You may be asked to return for further investigations.

If a **minor procedure** is required, we will try to do this on the day in one of our treatment rooms. However, if a general anaesthetic is required, this will be done in our Day Surgery Unit at a later date (usually within the following five days).

Some operations have to be planned in advance and you may have to wait several weeks for this. You will be contacted by the hospital about this.

If you do require admission to hospital this will be discussed with you by the doctor.

## **Follow up appointments**

Most patients can have their tests / procedures on the same day. If you do need to come back, we will book a follow up appointment with you.

Follow up appointments are carried out between 8 -11am. We ask that you report to Room 18, Suite 3 on the ground floor of the Golden Jubilee Wing promptly to ensure the efficiency of our service.

## **Wound care**

Unfortunately, due to limited capacity we are unable to provide regular wound care unless it is clinically indicated. After your initial appointment, please book dressing changes with your GP or local walk in centre, unless an agreement has been made with the nurse in charge of SACU.

A letter and spare dressings will be provided for you to give to your Doctor's Practice Nurse.

## **Violence and Aggression**

Throughout the trust there is a zero tolerance policy of violence and aggression. Neither will be accepted towards patients, visitors or members of staff.

## **How Are We Doing?**

As a unit we are constantly trying to improve our service and welcome any feedback. You will be asked to help us by completing a "How are we doing survey" on discharge. Please feel free to leave any comments.

## **Pharmacy**

Medications can be collected from the outpatient pharmacy. This is located on Denmark Hill next to the Dental Institute.

## **Consent**

We must by law obtain your written consent to any operation and some other procedures beforehand. Staff will explain the risks, benefits and alternatives before they ask you to sign the consent form. If you are unsure about any aspect of the procedure or treatment proposed, please do not hesitate to speak with a senior member of staff again.

## **PALS**

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS:

Tel: 020 3299 3601

Email: [kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)

You can also contact us by using our online form at [www.kch.nhs.uk/contact/pals](http://www.kch.nhs.uk/contact/pals)

**If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.**

**[www.kch.nhs.uk](http://www.kch.nhs.uk)**

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