

Refreshments

There are several cafes and shops at King's where you can buy refreshments.

Costa Coffee: Ground floor of Golden Jubilee Wing, Ruskin Wing and Hambleton Wing.

Marks & Spencer: Ground floor, Hambleton Wing, near Costa Coffee and main reception.

Please check with one of the ACU team whether it is ok for you to drink and/or eat while you are waiting to be seen.

How are we doing?

We value your opinion about your experience on the ACU, so please fill in one of our short surveys on how we are doing when you are discharged.

You can fill in a paper form, or do it online by using the QR code displayed below.



PALS

The Patient Advice and Liaison Service (PALS) offers support, information and assistance to patients, relatives and visitors. The PALS office is on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road. Staff will be happy to direct you.

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

Tel: **020 3299 3601**

Email: **kch-tr.palsdh@nhs.net**

You can also contact us by using our online form at **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.

Ambulatory Care Unit (ACU)

About the ACU

King's Ambulatory Care Unit (ACU) offers same-day care to patients. We assess, diagnose and treat patients and they are able to go home the same day without being admitted to hospital overnight.

This is not a walk-in service. We will not see you unless you have been referred.

Information for patients

The ACU is co-located on the Ground floor next to the Emergency Department.

Tel: **020 3299 9160**

Who do we treat?

We see you if you have been referred here by your GP (home doctor), the Emergency Department (ED) or the Acute Medical Unit (AMU).

What time should I come to the ACU?

This table shows when to come to the Ambulatory Care Unit, depending on who has referred you.

Referral from Emergency Department (ED)	If you are referred by the ED at night, please come to the ACU between 8 - 10am.
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Circle time that patient should attend ACU.

When will I be seen?

We do not have set appointments so we usually see patients in the order that they arrive.

How long will I be in the ACU?

You may be here for one – four hours, sometimes longer, depending on why you have been referred.

What happens when I come to the ACU?

Please go to reception when you arrive and book in.

A member of our clinical team will do an initial assessment. They will ask you about your symptoms and examine you.

They will also let you know how long you are likely to be in the ACU.

They will then ask you either to go to the clinical area or to the waiting area.

Will I have any tests?

You may have tests and investigations, such as x-rays, blood tests and/or scans.

Will I have any treatment?

Once you have had these investigations, a member of our clinical team will write a treatment plan for you, which will start while you are with us in the ACU.

Will I need to stay in hospital?

If we need to admit you to the hospital, you will remain in the unit and we will find a bed for you as soon as possible.

What happens next?

Once your care in the ACU is complete, you can go home.

Before you leave, we will discuss with you the next steps for your treatment. These may include coming back to the ACU for continued treatment and review.

We will give you a discharge summary letter and send a copy to your GP. This letter explains any treatment we have given you, gives details of all the tests and investigations, and makes recommendations for your aftercare.

