



York Teaching Hospital
NHS Foundation Trust

Surgical Assessment Unit

Information for patients, relatives and carers

① For more information, please contact:

Surgical Assessment Unit

Tel: 01904 726417

Opening Hours:

Monday to Friday 09:00 - 21:00

Saturday, Sunday and Bank Holidays 10:00 - 16:00

The York Hospital, Wigginton Road, York, YO31 8HE

Caring with pride

Contents	Page
Welcome to the Surgical Assessment Unit (SAU).....	3
Why have I been referred here?	3
What will happen in the SAU?	4
Feedback	5
Patient safety.....	5
Privacy and dignity	5
Food and drink	6
Tell us what you think of this leaflet	7
Teaching, training and research.....	7
Patient Advice and Liaison Service (PALS).....	7

Welcome to the Surgical Assessment Unit (SAU)

This leaflet gives you information to help you understand how the SAU works and what may happen during your stay with us.

Why have I been referred here?

You have been referred here to have an urgent specialist surgical opinion on your condition, either from the Emergency Department (ED) or by your GP.

The team here can quickly assess and investigate your condition. We can then decide whether you need to be admitted to hospital or if you can safely be discharged home, perhaps with further follow-up. Depending on the nature of your condition and the tests that we need to do, you may be here for a few hours.

What will happen in the SAU?

First your details will be checked by one of our nursing staff and an initial assessment made. Some tests may be performed, and you will see a senior doctor. Tests may include:

- Checking your blood pressure, pulse and temperature;
- Taking a sample of blood from your arm;
- Testing your urine;
- Chest and/or abdominal x-rays.

The doctor will ask you questions about your condition and medical history, and will then examine you. After the examination and tests, we will tell you what we have found. We will explain whether you need to come into hospital, come back for review and/or more investigations, or can be discharged.

Please feel free to ask any questions.

Feedback

We value feedback and suggestions on the service that we offer. If you are unhappy about any aspect of your care or the environment of the unit, then please speak to the nurse or sister on duty.

If you do not feel able to raise an issue with the staff then there is a dedicated Patient Advice Liaison Service (PALS). PALS can be contacted on 01904 726262, or via email at pals@york.nhs.uk.

Patient safety

Safety is our main concern. We ask that everyone use the alcohol hand gels provided before entering the unit. This will help to minimise the spread of infection.

As space is limited within the clinical area, we ask that only one person comes with you. They may be asked to wait elsewhere if the unit is busy.

Privacy and dignity

Visitors are asked to respect patients' privacy and dignity at all times.

Food and drink

We ask that patients don't eat or drink anything unless you have been told that you can by a doctor.

Refreshments for friends and family are available elsewhere in the hospital.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Marijke Brown, Ward Manager, Ward 14 and SAU,
The York Hospital, Wigginton Road, York, YO31 8HE,
telephone 01904 726114 or email
Marijke.Brown@york.nhs.uk.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email
pals@york.nhs.uk.

An answer phone is available out of hours.

Please telephone or email if you
require this information in a different
language or format

如果你要求本資訊以不同的語言
或版式提供，請致電或發電郵

Jeżeli niniejsze informacje potrzebne
są w innym języku lub formie,
należy zadzwonić lub wysłać
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da
formatta istiyorsanız lütfen telefon
ediniz ya da e-posta gönderiniz



01904 725566

email: access@york.nhs.uk



Braille



Audio e.g.
CD



Large print



Electronic

Owner Mr Nick Woodcock, Consultant Colorectal Surgeon
Date first issued March 2017
Review Date January 2021
Version 2 (issued February 2019)
Approved by SAU Working Group
Document Reference PIL 1093 v2
© 2019 York Teaching Hospital NHS Foundation Trust. All Rights reserved