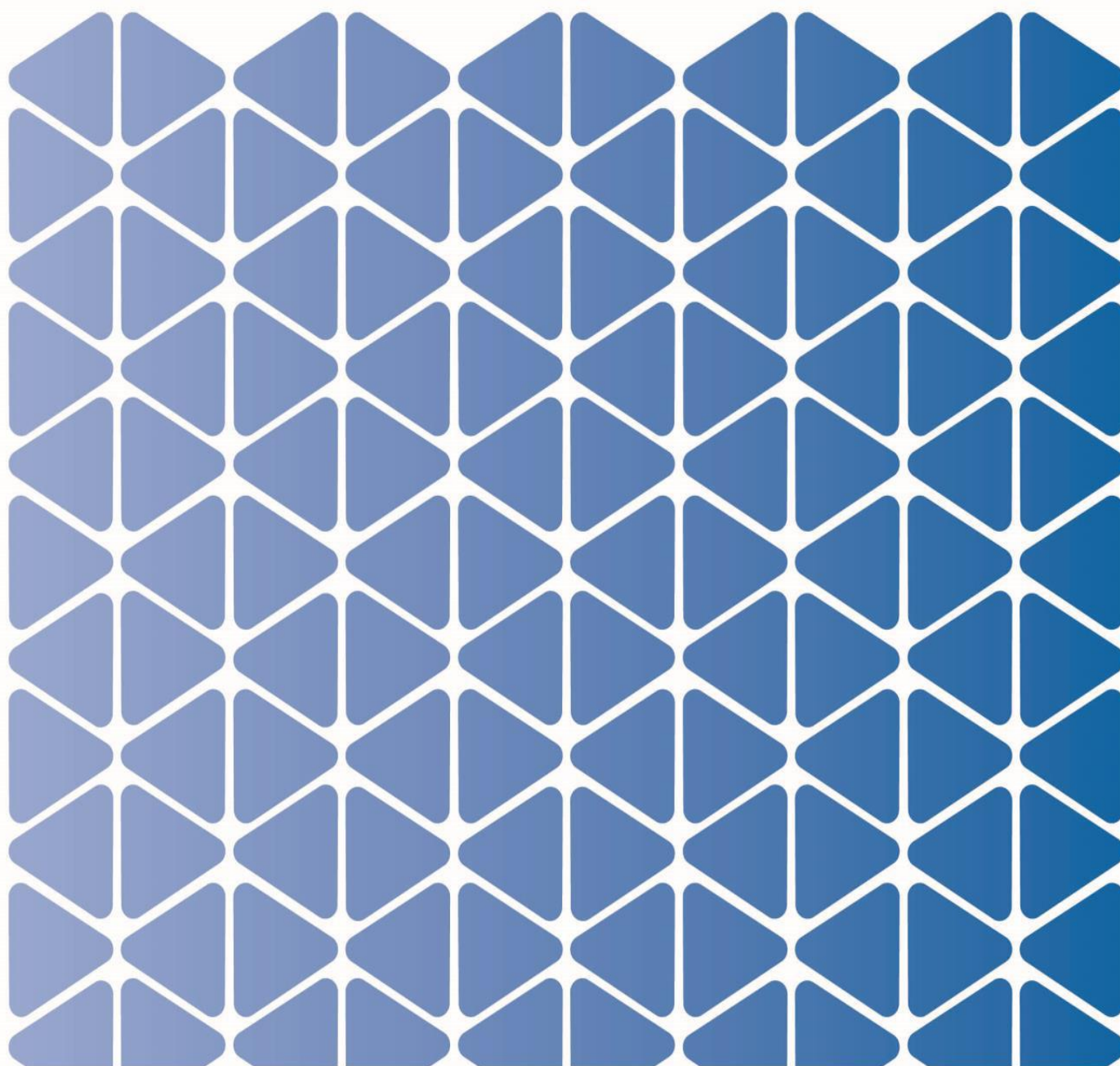


PATIENT INFORMATION

EMERGENCY GYNAECOLOGY ASSESSMENT UNIT



Emergency Gynaecology Assessment Unit
Mulberry Suite, Level 2, Worcestershire Royal Hospital
Direct Dial number
01905 761489

Your consultant is:

The Emergency Gynaecology Assessment Unit (EGAU) is open 24 hour a day and provides emergency care for people with gynaecological conditions.

The unit is run by a dedicated team of nursing staff and on-call medical team. EGAU is located on Mulberry Suite, second floor, Worcestershire Royal Hospital.

On arrival to the EGAU, you will be seen by a member of nursing staff who will undertake an initial assessment and plan and explain the next steps in your care. They will inform the medical team of your arrival and arrange for you to be reviewed by them as needed.

Please be aware that the on-call medical team are caring for all gynaecology emergency admissions and there may be a delay in them attending the EGAU. Similarly, the EGAU has a limited capacity and can be very busy at times. We will however, ensure any wait is kept to a minimum and keep you informed if any delay is anticipated.

Referral to the Emergency Gynaecology Assessment Unit

People can be referred to the EGAU by their GP, Community Midwife, Out-of-Hours GP Service, emergency departments or out-patient clinics.

If you have undergone gynaecological surgery within the last 8 weeks at any of the WAHNSHST Gynaecology sites (Worcestershire Royal Hospital, Alexandra Hospital Redditch, Kidderminster Treatment Centre or the Evesham Community Hospital) please contact the EGAU if you are experiencing unexpected or excessive post-operative pain, excessive vaginal bleeding or difficulty with bladder emptying.

People who attend the EGAU may be experiencing:

- Pain associated with gynaecological conditions
- Complications following gynaecological procedures
- Abnormal or heavy vaginal bleeding
- Early pregnancy complications (before 16 weeks of pregnancy) such as pain or bleeding, miscarriage or ectopic pregnancy
- Abdominal fluid retention associated with gynaecological conditions requiring drainage

- Difficulty with bladder emptying associated with pregnancy or gynaecological surgery
- Urgent complications associated with pessary use

Your Care

You will have a named consultant gynaecologist who is responsible for leading your care and you will be looked after by a team of doctors and nurses. If you have any questions about your condition or care, please ask any member of staff who will resolve or escalate your concerns.

It is likely that you will meet and discuss your condition with several members of staff. You may need to have blood samples, swabs, intimate examination and other investigations including ultrasound scans. There may be a delay for some tests, for example, there is not always access to ultrasound facilities out-of-hours.

Sometimes it is necessary to arrange repeat tests over a short period of time to build up a clear picture of your condition. We will endeavour to make your appointments as convenient as possible.

Your condition or care may mean that you will spend several hours in the EGAU. We are happy to provide refreshments as needed.

If your condition necessitates an overnight stay it is expected that you would be cared for on an inpatient ward.

Chaperone

An intimate examination may be required whilst you are in the department. If this is necessary, a chaperone will be provided whilst the examination is taking place.

Visitors

Patients may have someone accompany them when attending EGAU however we do not encourage children to accompany unless exceptional circumstance and with agreement of the Nurse-in-Charge.

We apologise that we do not have a visitor's toilet but these are located at the end of the main corridor.

Results

You may have investigations as part of your time at EGAU, we will write to you/your GP, if the results of these need any action.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.