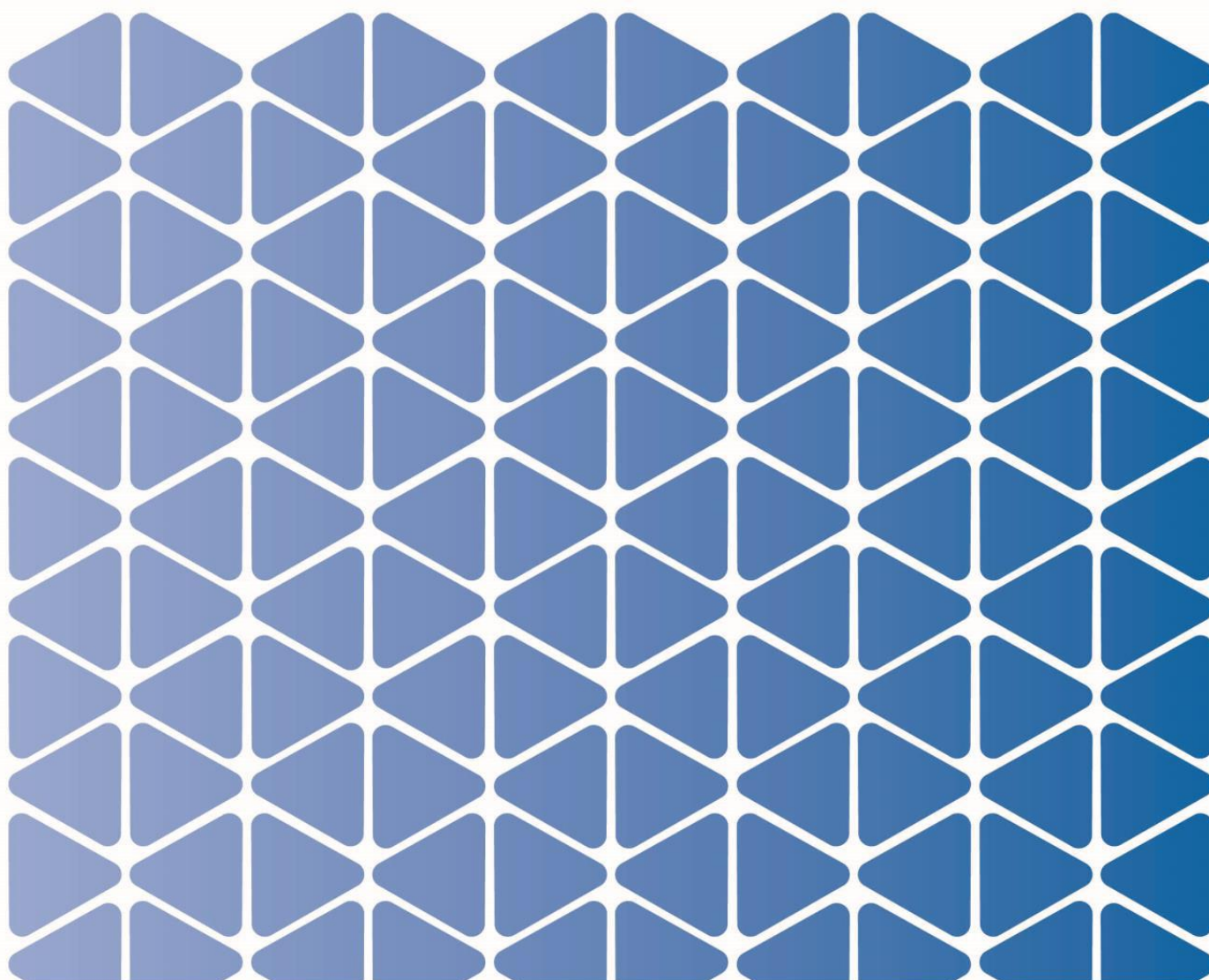




PATIENT INFORMATION



EARLY PREGNANCY ASSESSMENT UNIT (EPAU)



Early Pregnancy Assessment Unit (EPAU) Information Leaflet

The EPAU service is a dedicated service provided by health care professionals competent to care for women with complications, such as pain and bleeding, during early pregnancy (from 6-16 weeks). This service runs clinics at Worcester (WRH), Kidderminster (KTC) and Redditch (ALX) sites.

What to expect:

Once you have been referred by a health care professional, you should receive a telephone call from the EPAU team by the next working day. If appropriate, you will be offered an appointment and we aim for this to be within 48 hours of referral at one of our clinics.

Your appointment:

If attending for an ultrasound scan at WRH, you should be at X-ray Level 1, with a full bladder, 5 minutes before your scan time. Following your scan, you should attend the Early Pregnancy Assessment Unit (Mulberry Suite) where a Receptionist will book you in to see the EPAU specialist nurse.

If attending a scan at KTC, please be at the Imaging Department (1st floor), with a full bladder, 5 minutes before your scan time. Following your scan, please attend the EPAU clinic which is located in the Maternity Hub/ Gynaecology outpatient department.

If attending for an ultrasound scan at ALX, please attend the main X-ray department, with a full bladder, 5 minutes before your scan time. Following your scan, you should attend the Women's Health Unit where a Receptionist will book you in to see the EPAU specialist nurse.

During your consultation, following your scan (if you have been given a scan appointment), you will be seen by the EPAU specialist nurse, who will ask you questions about your general health and the symptoms you are experiencing in early pregnancy. Further investigations may be requested which could include blood tests, a repeat ultrasound scan and abdominal or vaginal examination. These may be carried out on the same day if required or you may be asked to return at a later date, dependent on clinical need. Once all investigations are completed your results will be reviewed and a decision made with you about your plan of care. Your results may take some time; therefore, you may be asked to go home to wait for a phone call from the EPAU specialist nurse. However, if immediate assessment by a Doctor is necessary, you may be asked to attend the Emergency Gynaecology Assessment Unit (EGAU) situated in Mulberry Suite, at Worcestershire Royal Hospital (Level 1).

You may require multiple visits to EPAU/EGAU to allow us to make a diagnosis as part of your treatment plan. A diagnosis may not always be clear initially. If further appointments or investigations are required, these will be explained to you by the EPAU Specialist Nurse and arranged accordingly.

Please be aware that if scans, investigations and further assessments are required appointment visits can sometimes be lengthy.

EPAU contact details

It is always best to contact EPAU at our main hub at Worcestershire Royal Hospital.

Worcestershire Royal Hospital

Monday-Friday 08:30-16:00

01905 733060

Please note that our phones are located in our clinic rooms and answered by the EPAU specialist nurses. This means that we will not be able to answer your call if we are with another patient. Please do try again after an interval, as we aim to answer your call as soon as possible.

If you require any assistance or your symptoms worsen outside these hours, please either contact your GP or 111, or alternatively contact the Emergency Gynaecology Assessment Unit for advice on: **01905 761489**

The Emergency Gynaecology Assessment Unit phone is staffed 24 hours a day, 7 days a week and should be used by current EPAU patients to seek clinical advice outside EPAU clinic hours.

In the event of a medical emergency, call 999.

**If you are asked to book a follow up blood test, please contact your nearest
Phlebotomy department- either:**

**Worcester Royal Phlebotomy Department on 01905 760052 Monday- Friday
08:30- 17:00**

**Alexandra Hospital Phlebotomy Department Redditch on 01527 505764 Monday-
Friday 08:45-17:00**

**Kidderminster Hospital Phlebotomy Department on 01562 823424 Monday-
Friday 09:00-14:30**

Please bring this leaflet with you to appointments

Date	Time

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.