

How to contact us

Ambulatory Care Unit

Watford General Hospital
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A guide to...

Ambulatory Care Unit (ACU)

Patient information

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email westherts.pals@nhs.net



Department	Ambulatory Care Unit
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What is Ambulatory Care Unit (ACU)?

The Ambulatory Care Unit was designed to see patients who do not necessarily need an admission but who may require further investigations or review.

When to attend and what to expect in the ACU?

If you have been referred in by A&E/AAU it is **advised that you attend between 11.00am and 2.00pm the following day or on the day specified by your doctor.**

Please note we do not run on set appointments and generally people are seen in the order they arrive. However, there are numerous clinics taking place in the unit so patients who arrive after you may be called in before you. The whole process can take two to six hours, however this is dependant on why you are attending so these times will vary and may be longer for some individuals.

When you arrive in ACU you will need to book in at reception, then you will have an initial assessment by a health care professional. This may include having observations, an ECG or bloods taken. After this you will be seen by the doctor or nurse specialist.

Please bring this leaflet with you when you attend ACU on

Date:

Location

Enter through the Accident & Emergency entrance then turn left into AAU and we can be found off of the corridor near AAU Level 1 reception. There are also signs from the A&E entrance.

Visiting times

We do not have specific visiting times on the unit. However we do ask that there should be only two visitors per patient.

Food and Drink

We do not have specific meal times on the unit, however we do offer a range of sandwiches and hot drinks for patients. There are also shops on site:

- League of Friends Tea Bar: Level 2, Outpatients
- WH Smiths: Level 2, by Main Reception
- The Kitchen Restaurant: Opposite the Main Block

Parking

Depending on your situation, the time you will be at the hospital will vary and there are concessionary parking rates which may apply. In any case you will not need to put more than three hours on the car parking meter. Please ask at reception if you have any questions or if you are staying for longer.

Further information

If you have any concerns please ask reception to locate the nurse in charge to speak with you. If you feel further action is needed please contact the Patient Advice and Liaison Services (PALS)

The Trust's PALS team is available to patient's, carers, relatives or friend's who wish to raise concerns regarding your time in ACU. Contact PALS on **01923 217 198** (with out of hours answer phone) or email: westherts.pals@nhs.net.