



A guide to...

Ambulatory Care Unit Telephone Clinic *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



Author	Hayley Breed/ Helen Corley
Department	Emergency Medicine
Ratified / Review Date	February 2023 / February 2026
ID Number	11-2099-V2



Why have you been referred to the ACU Telephone Clinic?

The ED (Emergency Department) or Watford UTC (Urgent Treatment Centre) team want the ACU doctors to review you on the phone.

What should you expect from the ACU Telephone Clinic?

You will be called by an ACU doctor between 9am and 11am.

The doctor might:

- discharge you from the hospital
- ask you to come to the ACU at the hospital for tests or treatment.

What should you do if you miss the phone call?

If you don't answer the phone when the ACU doctor calls, they will try to call again one more time.

If you miss both calls or have any concerns, please call our ACU reception team on **01923 436772**.

What to expect when attending the ACU?

We do not have set appointment times on the ACU. Patients are seen by the nurses and doctors in order of arrival or in order of how unwell they are.

If you need blood tests or scans, you will need to wait for the results. This can take up to six hours.

Where is the ACU?

The ACU is on the ground floor of the Shrodells Building. Please see the map on the back page.

Can I bring someone?

The ACU waiting room is small, so please do not bring someone with you unless you require help. Visitors may be asked to stand if there are not enough seats for patients.

What should I bring?

Tea, coffee, and water is available on the ACU. Please bring anything else you might want to eat or drink.

Where can I park?

Car parking is available in the multi-storey car park and charges apply at all times. It's pay on exit so you only pay for the time you need. You can pay with card or coins.

Please note, the ticket machines in our external car park only accept coins, but you are able to pay by card via '[Pay by Phone](#)' www.paybyphone.co.uk or calling 0330 400 7275. The site code for Watford General Hospital is: 8490.

Further information

If you have any questions, please speak to the ACU reception team.

Complaints

If you are unhappy with your experience on the ACU, please contact our Patient Advice and Liaison Service (PALS). PALS is available to patients, relatives, carers and friends to raise concerns. You can contact PALS on 01923 217198 or via email on westherts.pals@nhs.net