

Patient Information Leaflet

Welcome to Medical Assessment Unit (MAU)

Produced by:

The Medical Assessment Unit

Contact no: 01983 534010

January 2013

Review due January 2016



If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

You have been admitted to Medical Assessment Unit (MAU) in St Mary's Hospital on the Isle of Wight. This leaflet has been designed to answer your questions and to help you understand how the MAU works. However, if you do have any other questions, you can always ask any of the nursing team.

THE MAU

MAU was established in 2001 to provide rapid assessment, diagnosis and treatment of patients with urgent medical conditions. It enables patients with acute conditions to be observed by an expert medical team, thus reducing the pressure on the emergency department (E.D.).

We are a 23 bedded unit, with a turnover of around 460 patients per month. Therefore, the MAU can be very busy. Patients are admitted at all times of the day and night. All patients are seen in accordance to their symptoms and their clinical need. This can mean that you may have a little bit of a wait at times.

You have been referred to the unit either by your General Practitioner (G.P.) or a doctor in the E.D. for specialist medical advice and any required treatment.

In order to give you the right care, as soon as possible, you may be seen by a number of different clinical staff during your stay. They will assess your condition and arrange any tests you may need. This will help the team to decide the best treatment options for you.

Once the results of your initial tests are reviewed, and the treatment decided upon, you may either be discharged directly from the MAU, or transferred to another ward in the hospital for further tests and treatment.

The unit operates a **single sex accommodation** policy, and for us to be able to maintain this, you may be moved around the unit.

THE MAU TEAM

- Modern Matron, **Linda Fishburn** is responsible for the MAU and the E.D.
- Ward Sister, **Jessy Gulati** is responsible for the daily running of the MAU.

If Matron Fishburn or Sister Gulati are not available, there will always be a deputy sister or senior nurse to help with any of your queries.

The unit also has 3 dedicated medical consultants and they are supported by a team of doctors. The MAU also has a dedicated pharmacist, pharmacy technician, physiotherapist and a social worker.

You will be seen by a medical consultant within 12 hours, although, it is often the case that you are seen much sooner.

MEDICATIONS

We advise you bring any medications that you are currently taking with you to the MAU. This is so that you get all the medications that you need on time.

When you leave the hospital, you will be provided with enough medication to last you for 1 week. You will then need to go to your own G.P. to get further prescriptions.

VISITORS

Visiting Times

- 14:00 – 15:00
- 19:00 – 20:00
- Only 2 visitors per patient at any one time, wherever possible.

VALUABLES

Please try and avoid bringing anything valuable with you to the MAU, including large amounts of cash. St Mary's hospital cannot be held responsible for any loss or damage to personal items.

PERSONAL HYGIENE

You are expected to provide your own toiletries and night wear. However, we will try and assist you if this is not possible.

INFECTION CONTROL POLICY

Your safety is our priority and to help us achieve this, we would appreciate it if you could follow these tips:

- Ensure all visitors wash their hands thoroughly or use the hand hygiene gel provided, before and after visiting.

- Please advise any friends or family not to visit if they are unwell.
- Please also ensure that your visitors do not sit on your bed.
- If you are being looked after in an isolation room, please make sure that your visitors ask the nurse in charge before visiting.

DISCHARGE

On your admission to the ward, an approximate date of discharge will be discussed with you and your family. If you anticipate any problems or you think you may need some extra help when you get home, please inform the nursing staff as soon as possible.

If you are discharged home, it is advised that you arrange your own transport as we are unable to provide a free transport service. A hospital car service may be available during the day, which provides transport at a reduced cost. Please do let us know as soon as possible if you need to use this service.

Once you are discharged, you may be asked to wait in the discharge lounge while we prepare your medication and a discharge summary. This is a summary of the care you received during this hospital stay for your information. A copy of this summary is also sent to your G.P. If you are being collected, please let them know that you are waiting in the discharge lounge.

FACILITIES

A restaurant service is available for visitors:

- Located on Level 1 of the hospital.
- Selection of meals and snacks.
- Open Monday – Friday, 07:00 – 19:00.
- Closed between 16.30 – 17.30.
- On weekends and bank holidays, it is open from 07:00 – 19.15.
- Closed between 11.30 – 12.30.

A shop is also available:

- Located at the main entrance.
- Provided by the League of Friends of St Mary's Hospital.
- Can purchase items such as magazines, toiletries and snacks.
- Open Monday – Friday, 07:00 – 16:00.

SMOKING

St Mary's Hospital operates a strict **NO SMOKING POLICY**. There is a smoking cessation team available if you need help to stop smoking. Please do not hesitate to contact the nursing team if you need this service.

CONCERNS AND FEEDBACK

We hope to make your stay in MAU as comfortable as possible. But, if you do have any concerns, comments or suggestions about the care that you received, please do not hesitate to discuss these with the nurse in charge.

We also have a Patient Advise and Liaison Service (PALS) available if the MAU team is unable to help address any concerns.

We are always looking to improve the unit and your feedback is important to us. We would be extremely grateful if you could please complete the patient survey when you leave the unit.

THANK YOU FOR YOUR CO-OPERATION,

The MAU Team

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on **111**

We value your views on our service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle of Wight NHS Trust
St. Mary's Hospital
Newport
Isle Of Wight
PO30 5TG

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone **0800 169 0 169** to talk to the NHS Smoking Helpline.