Welcome to the Surgical Assessment Unit (SAU)

This leaflet explains more about the SAU service in Alan Apley Ward, 8th Floor, North Wing (Green). If you have any questions or concerns, please call us, t: 020 7188 0561.

Contact us
If you have any questions or concerns, please contact the Alan Apley Ward, t: 020 7188 0561, every day.

The SAU is open Monday to Friday, by surgical allocation.

You can contact the SAU nurse on t: 020 7188 8861 / 0561, Monday to Friday, 8am-5pm.

If you have a query about results, dates for appointments or surgery, you can contact the surgical secretary, t: 020 7188 2578.

For more information leaflets on conditions, treatments and services offered at our hospitals, please visit w: www.guysandstthomas.nhs.uk/leaflets.

Language and accessible support services
If you need an interpreter or information about your care in a different language or format, please get in touch:
t: 020 7188 8815
e: languagesupport@gstt.nhs.uk

NHS 111
Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.
t: 111

NHS website
Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.
w: www.nhs.uk

Pharmacy Medicines Helpline
If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.
t: 020 7188 8748, Monday to Friday, 9am-5pm

Your comments and concerns
For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.
t: 020 7188 8801 (PALS) e: pals@gstt.nhs.uk
t: 020 7188 3514 (complaints)
e: complaints2@gstt.nhs.uk

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How does SAU work?
We run an ambulatory emergency surgery clinic Monday to Friday for patients who are able to walk in. This service is for patients that need to be seen by the emergency general surgery team and are well enough to be seen in a clinic setting.

You may have been sent from your GP, the Emergency Department (A&E), the Urgent Care Centre or directly by the general surgery team.

On your arrival, a nurse will welcome you, check your observations (blood pressure, heart rate, temperature), and inform the doctors of your arrival.

Will I have to wait?
We will make every attempt to get you seen quickly, however please be prepared to spend up to eight hours in our unit if our doctors are operating or dealing with emergencies elsewhere in the hospital.

You may have been asked to attend X-ray or ultrasound before returning to the SAU to be reviewed by the clinical team. Unfortunately, sometimes you may have to wait to be seen. We will keep you informed if there is a delay.

As advised on the letter, please bring a book or magazine to keep you entertained.

What will happen?
On your arrival you'll be directed to a seated waiting area. You are welcome to bring a friend or family to keep you company, but please be mindful this is a shared waiting area with limited space.

The doctors will see you in a separate clinic room and decide on the treatment most suitable for you.

Will I be admitted or go home?
Our aim is to reduce the time you'll be spending in hospital. It is often possible to arrange scans for the same or next day.

When possible, we perform minor procedures in our clinic, or as a day case in the operating theatre.

If you require a general anaesthetic for your procedure, you will need an escort to take you home and stay with you for 24 hours (not necessarily the same person). If this is not possible for you, please notify the nurse as soon as possible.

Will I need to come back?
If you need to come back for a review or further tests or treatment, we will give you an appointment. Most patients can have their tests and treatment in one day and do not need to return.

What next?
Before your discharge, the doctors will write a letter with the information of your visit for your GP. If you need medication there may be a wait while the pharmacy prepare it.

If you’ve had a surgical procedure we will provide you with spare dressings and a letter to take to your GP practice nurse for further dressings. If you are not registered with a GP please let the nurse know.

We welcome feedback. Please ask the nurse for the Friends and Family Questionnaire.

What to do if I have a problem?
Please contact the SAU, t: 020 7188 8861 if you have any problems. If you need urgent medical assistance please go to the nearest Emergency Department.
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