

Ambulatory Care Centre (ACC) and Medical Day Unit (MDU)

Open every day: Monday to Friday, 8am - 6.30pm
Saturday and Sunday, 9am - 3pm

What do we provide?

The Ambulatory Care Centre (ACC) and Medical Day Unit (MDU) aim to provide a rapid, caring and effective service from experienced hospital doctors and nurses without the need for a hospital admission.

Who do we see?

Ambulatory Care Centre (ACC)

- GP Referrals, e.g. suspected deep vein thrombosis, cellulitis, anaemia.
- Patients discharged from the ward that require an early review to assess their progress.
- Emergency Department (ED) patients who don't need admission but require an early review or further assessment.
- Patients needing daily antibiotic therapy.
- Patients requiring management of anticoagulation before a specialist service follow-up.

Medical Day Unit (MDU)

- Patients requiring blood and/or platelet transfusions and some intravenous infusions, e.g. immunoglobulin, iron, zoledronic acid, magnesium, etc.
- Planned procedures, such as endocrine test (short synacthen test and day curves), ascitic drains, PORT and peripherally inserted central catheter (PICC) care, etc.

How do I find the unit?

New QEII Hospital, Howlands, Welwyn Garden City, AL7 4HQ - Level 1, yellow zone

How long will I have to wait?

Unfortunately, this is very difficult to predict and depends on what treatment or interventions you need. The doctors and nurses can keep you informed and explain more about your treatment, or why you might be waiting, so please feel free to ask.

Please present to reception. You will then be asked to take a seat in our waiting area. Staff may need to triage you and perform a set of observations (blood pressure, heart rate and temperature), and occasionally some blood or urine tests may be done before you see the doctor, or your treatment starts.

Please be aware that there may be unfortunate circumstances where assessment, investigations and treatment can take longer than expected.

- Blood tests can take up to 4 hours, so you may be sent home to expect a call with your results.

Useful information

- Liquid refreshment (water, tea, coffee) is available, please ask staff. We do not routinely provide food but this is available elsewhere in the hospital (café, pharmacy shop).
- If leaving for any reason, we kindly ask that you let staff know.
- You can use a mobile phone as long as this does not disturb other patients.
- Friends and/or relatives can accompany you, if social distancing allows, particularly if they are your main care provider (dementia, learning disability), but they may not be able to accompany you into the unit if it is very busy.

Providing us with feedback

We welcome your comments about your experience of our service.

Please consider completing a Friends and Family Test paper survey form before you leave. Alternatively, please scan the QR code **for the service you used** with your phone, and under “How you accessed the survey”, please select “Smartphone/Tablet via QR Code”. Thank you.

Ambulatory Care Centre (ACC)



Medical Day Unit (MDU)



Who can I contact after I'm discharged?

If you do need to contact us after your discharge:

- Reception Telephone 01707 247567
- Medical Secretaries Telephone 01438 285848
- Email: accq.enh-tr@nhs.net

East and North Hertfordshire NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Leaflet information

You can request this information in a different format or another language; please speak to your doctor or nurse.

Date of publication: September 2024

Version number: 1.1

Author: R. Groom

Reference: ACC/MDU QEII

Review Date: September 2027

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