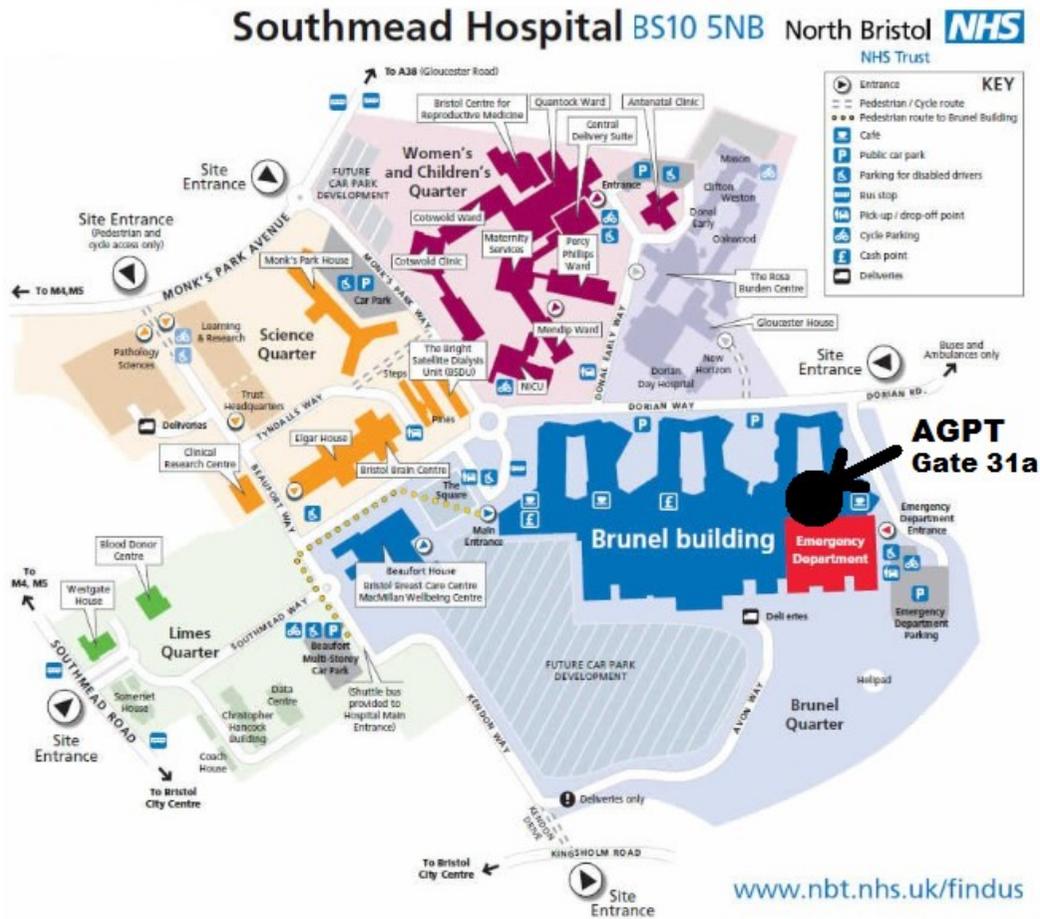


Getting to the Acute GP Team at Southmead Hospital

The Acute GP Team is located in the main **Brunel Building at Southmead Hospital**. Follow signs for **Gate 31a / Ambulatory Emergency Care (AEC) Unit**.

Patients are expected to arrange their own transport to the Acute GP Team. If you cannot arrange transport then please discuss this with your GP who may be able to help.



BrisDoc

Patient care by people who care



Welcome to

The Acute GP Team at Southmead Hospital

Patient Leaflet

Welcome to the Acute GP Team at Southmead Hospital

Your GP has referred you to the Acute GP Team at Southmead Hospital for further investigation to help understand the nature of your medical problem.

In most cases, the best place for you to get better is at home, supported by family, friends or a variety of community services available. Our aim, where possible, is to investigate, diagnose and treat your condition without having to keep you in hospital overnight. In a situation where you need closer monitoring or specialist medical support we can admit you straight into the most appropriate service here at Southmead Hospital.



What to do on arrival

Please inform the receptionist at Gate 31a that you are due to be seen by the Acute GP Team when you arrive. A nurse will normally see you within 15 minutes of arrival. You will then be seen by a doctor who will further assess your condition.



The clinician will conduct an examination and discuss your condition with you. The doctor may perform some tests such as an X-ray or blood tests. If you would like a chaperone to accompany you ask any member of our team (see our chaperone leaflet at reception for more information). Some tests such as blood tests and scans can sometimes take several hours to get full results, so please be prepared to wait for these. Our reception team can guide you to the nearest place to get refreshments. The Doctor will then decide whether you can be treated at home or if you need to be admitted to hospital. If required, you may also be seen by a hospital specialist.

The AGPT doctor will then discuss a care plan with you and with your own GP and decide if your condition can be safely managed at home. This may include getting additional support at home or some new medications.

If the AGPT doctor decides that you do need to be admitted, they will speak to the hospital team to organise this for you.

After your appointment

If you become unwell after leaving the Acute GP Team, then please contact your GP surgery - if they are closed call NHS111.

If you have any feedback or would like to make a complaint about our service, you can:

- Talk to a member of staff who can take some details from you
- Email us: enquiries@brisdac.org
- Phone us: 0117 9370900
- Write to our Head of Governance: BrisDoc Healthcare Services: Unit 21 Osprey Court, Hawkfield Rd, Whitchurch, Bristol, BS14 0BB

We hope that you will be satisfied with our response. If you remain dissatisfied however, you can contact the Care Quality Commission (CQC).

- Helpline: 03000 61 61 61
- Email: enquiries@cqc.org.uk