



Adult Ambulatory Care Service



A patient's guide



No Visitors

To help stop the spread of coronavirus (COVID-19), most hospitals have stopped or significantly limited visits. To ensure the safety of our patients and staff, **we are not currently allowing any visitors into our department. Waiting in the reception is not permitted for the foreseeable future.** It is advised that you attend your appointment alone, unless you need support for mobility or accessibility reasons. Do not worry if your relative does not speak or understand much English we can arrange for an interpreter for the appointment. **Please leave the admin staff your contact details** so that the clinical staff can call you once the doctor/clinician is ready to see your relative or the appointment is complete.

Further Information

If you have any concerns, please contact the Ambulatory Care Centre directly for help or advice on **020 7288 5940**.

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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What is ambulatory care?

Ambulatory care is a referral only service offering same day treatment for patients instead of being admitted to hospital (Admission Avoidance).

Our ambulatory care centre offers easy access to diagnostic tests, hospital consultants and specialist staff in one place. It is a way of providing safe care designed around the needs of the patients.

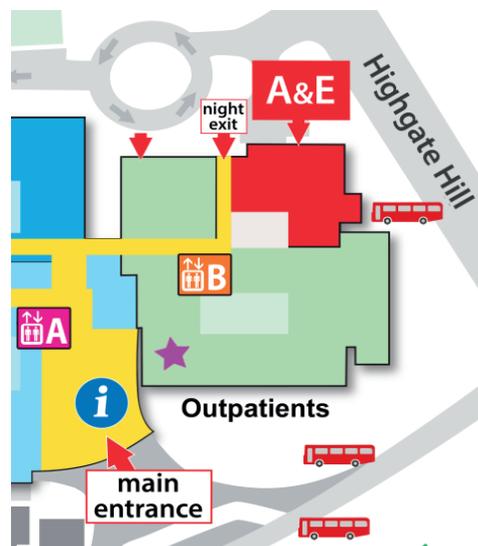
Why am I being seen in the Ambulatory Care Centre?

You may have been redirected from the Emergency Department or directly referred to the Centre by your GP. You may have also been referred to the service by one of the inpatient wards after an admission in the hospital.

If you attend the Emergency Department between 8:00pm and 8:00am, depending on your symptoms, you may be asked to attend the Ambulatory Care Centre for further treatment and follow-up care the next working day. This is so you receive all the care and treatment you may need in one day by one team without staying overnight in hospital.

When you arrive at the hospital

The Ambulatory Care Centre is on **level 2** of the hospital. The easiest way to find us is to use the **Highgate Hill entrance** to the hospital. Enter the hospital by the Night Exit (next door to the Emergency Department entrance) and walk straight ahead to the Centre, following the signs.



What will happen at the Ambulatory Care Centre?

When you come to the Ambulatory Care Centre you will be under the care of one of our consultants. You may not be seen by them personally, but by a member of their team. As part of your treatment, you may need to attend other departments for further investigations. Please be prepared to wait or come back as necessary for further appointments. You may also need to be examined, so please wear clothes which are comfortable.

As you will appreciate, each patient requires individual attention. We try to keep to time please keep in mind that we also need to see other emergency cases, in order for you to receive the highest level of care and treatment you need, you will have to wait for your turn to be seen.

How long will I have to stay?

We try to keep your stay as short as possible, but if we are particularly busy you may have to wait before the doctor is ready to see you. Sometimes we need to observe patients for a few hours before we are happy for you to go home. You may also be asked to return for further follow-up appointments.

Why am I being seen by community staff?

As an integrated care organisation, both the community and hospital staff are able to work together to provide the best care possible for patients. This may be at the hospital or in the community at home. This means that you may receive some of your care at home by our community staff.

When are we open?

Monday – Saturday: 8:00am - 8:00pm
Address: Whittington Health
Magdala Avenue
London
N19 5NF
Switchboard: 02072723070