Medical Assessment Unit

Information for Patients

Phone: 01625 661008
Macclesfield District General Hospital

www.eastcheshire.nhs.uk

@EastCheshireNHS
WELCOME TO THE MEDICAL ASSESSMENT UNIT
This leaflet will help you understand how the Medical Assessment Unit (MAU) works and what may happen during your stay with us.

The Medical Assessment Unit (MAU) receives a large number of patient referrals each day from the Emergency Department. It is one of the busiest departments in the hospital.

WHY HAVE I BEEN SENT HERE?
You will have been sent here in order to obtain specialist medical care.

The Unit has been specifically designed to enable you to be rapidly assessed, investigated and a management plan put in place.

WHAT WILL HAPPEN NEXT?
Upon arrival your details will be checked by one of our nursing staff and an initial assessment carried out; this will include an assessment of your risk of falling; developing a pressure sore; your nutritional status and a mobility assessment. If you need any reasonable adjustments, these will be put in place.

You may find that the nursing and medical team will ask you questions you have been asked before, this is to ensure that we do not miss any aspects of your care.

WITHIN 24 HOURS OF ADMISSION
You will be seen by a consultant or a senior member of their team within 24 hours of your admission to the Medical Assessment Unit. At this point a management plan for your treatment will be agreed with you, and a preferred destination ward identified if required.

The hospital provides an Ambulatory Care Service if you do not require a bed. If your consultant decides this is a suitable alternative for you, you will be given a follow up appointment to come back to see the consultant on the next working day. You may also have further tests as part of your clinic appointment.

If you have any questions about your care please do not dwell on them, the team is here to help and answer any queries you may have.
MOVING OFF MAU
MAU is an assessment unit and we aim to move you to a ward within 24 hours of admission. If this cannot be done, you will be prioritised for the next available bed.

As MAU accepts admissions 24 hours per day, this means we need to transfer patients out 24 hours per day. Whilst we would not wish to disrupt your sleep a move overnight cannot always be avoided.

VISITORS TO MAU
Visiting times on MAU are between 2-4pm and 7-8pm. Whilst we appreciate admission to hospital can be a stressful time, we do ask that you aim to visit during these times. Visiting outside of these times may be considered following discussion with the senior nurse on duty. However, MAU is a very busy unit and this may not always be appropriate.

We ask that patients and families nominate a spokesperson to liaise with the medical and nursing team regarding care. You will appreciate that many phone calls from the same family will take the nurse away from the patients.

WHAT YOU WILL NEED ON MAU
We would ask that you arrange for toiletries, comfortable day clothes, appropriate footwear and nightwear. Ideally these should be labelled to avoid loss. You will be asked to sign a disclaimer form regarding responsibility for your personal property.

If you bring mobility equipment, eg a walking stick or frame, please ask the staff to label them for you.

MEDICAL ASSESSMENT UNIT PHILOSOPHY
We aim to:
- provide a high standard of skilled care for all our patients;
- ensure privacy, dignity and confidentiality at all times;
- provide a caring and supportive environment for relatives and carers;
- ensure that patients and carers are kept up to date with the patient’s care and management.

There is a wide range of patient information leaflets and support services available, please ask if you require any further information. The Unit is able to provide interpreting services, please inform the Nurse in Charge if this is required.

You will be given a Friends and Family questionnaire when you leave the Unit, please complete this and help us to continually improve our services.
Comments, compliments or complaints
We welcome any suggestions you have about the quality of our care and our services. Contact us: Freephone: 0800 1613997
Phone: 01625 661449
Textphone: 01625 663723 Customer Care, Reception, Macclesfield District General Hospital, Victoria Rd, SK10 3BL
For large print, audio, Braille version or translation, contact Communications and Engagement on 0800 195 4194.

East Cheshire NHS Trust operates a smoke-free policy (including e-cigarettes)
For advice on stopping smoking please contact the KICKSTART Stop Smoking service on 0800 085 8818.

East Cheshire NHS Trust does not tolerate any form of discrimination, harassment, bullying or abuse and is committed to ensuring that patients, staff and the public are treated fairly, with dignity and respect.

If you have any comments about how we can improve our services please inform a member of staff in the department or complete a comment card available throughout the hospital.
Macclesfield District General Hospital, Victoria Rd, Macclesfield SK10 3BL