

Urgent & Emergency Care – The Rotherham NHS Foundation Trust



The Department of Health and Social Care alongside NHSE stated:

- Urgent and emergency services have been through the most testing time in NHS history with the pressures impacting the whole health and care system
- We see this causing the most visible problems at the front door
- Despite best efforts, problems discharging patients to the most appropriate care settings has seen hospital occupancy reach record levels. This means patient 'flow' through hospitals has been slower
- As a result, patients are having to spend longer in the Emergency Department and waiting longer for ambulances.

What does this mean for our patients ?

- Year on year increase in attendances – 12% 25/26
- Overcrowding, lack of space to see patients
- Increased waiting times
- Poor patient experience
- Poor staff experience

Development

- We developed a business case which was secured National funding to provide improved Medical Same Day Emergency Care (MSDEC) services to support UECC and wider impact across the organisation – The total successful bid totalling £7 million
- December 2024 NHS England bid confirmed
- Increasing UECC and MSDEC footprint at the front door for ambulant patients
- Purposed built MSDEC to ensure the patient sees the right clinician at the right time in the right place
- Increase in ED footprint to support the over crowding of the current waiting area
 - Urgent Primary care
 - Minor Injuries
- Other development as part of the scheme due to the location of the new build (600 members of staff relocated)
 - Orthopaedics and Orthotics
 - Sexual Health
 - Pre-Operative Assessment

Opening date: July 2025



Pathways

- ED – type 1
- YAS direct access - type 5 (August 2025)
- GP direct access – type 5 (August 2025)
- OPA/other HCP referral – type 5
- Returner
- Community teams in reach

Same Day Emergency Care Unit (SDEC) Patient Pathway



Assess

Your initial assessment is carried out by a nurse, this allows us to determine the best place for you to be seen and some of the tests / investigations that you may need.

Between each stage of your pathway with us there will be periods of waiting. Our aim is to provide you with same day emergency care, allowing you to be assessed, tested and treated without needing to stay in hospital overnight.

This process can take several hours in total. Please be patient with us and please ask our staff if you need any help whilst you are waiting.



Tests / Investigations

This may include blood tests, x-ray, ECG or other scans / tests. Wherever we can we will begin your investigations at the earliest possible opportunity.



Review

You will have a medical assessment from a doctor or an advanced nurse practitioner who will formulate their plan for you based on their findings.



Home

We will aim to get you home the same day with an appropriate treatment plan in place.



Further Tests / Possible Senior Review

In some cases we may need to investigate a little further and your clinician may need some input from their senior or other specialist to help them to formulate your plan.



Admission

Occasionally it is necessary to admit people from Same Day Emergency Care (SDEC). If this is the case, we will ensure that the next available bed is sourced for you.

Where possible, we will see all our patients in the same order that they arrive.

However, please do be aware that at times we may need to prioritise some patients according to their clinical needs.

Welcome to Medical Same Day Emergency Care (MSDEC)

Arriving on our unit

MSDEC is the provision of medical same day care for emergency patients who might otherwise be admitted to hospital. Patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward, and if clinically safe to do so, will go home on the same day.



We've put together a helpful guide, full of information about our hospital and your care, please scan this QR code

Visitors

You are welcome to visit at any time as we don't have set visiting hours.

However, in some cases it might not be possible to visit overnight but the nurse in charge will explain this to you.



#hello my name is..

Well-timed, good communication improves your care, which starts with the simple introduction 'Hello My Name Is'. During your stay you can expect staff to address you politely and call you by your preferred name.

Asking what matters to you



Asking "What matters to you?" is a simple question that can have a big impact on your care. It helps to ensure that the care you receive is in line with your preferences and is more patient and family centred. For more information, visit: whatmattersyou.scot

Safeguarding

Every patient should feel safe and secure during their stay in hospital. However, if you have any safeguarding concerns, please talk to a member of the ward staff who will advise what to do. This may be a referral to the Safeguarding Team for specialist help and advice.



england.nhs.uk/personalsidecare/lpcc/lpc-for-veterans/veteran-aware-nhs-trusts

LGBT+ Rainbow Badges



If you see a member of staff wearing an NHS Rainbow Badge, this is to let you know that this staff member has been on LGBT+ training and has pledged to improve healthcare for LGBT+ people. They have agreed that they are a safe person to talk to about LGBT+ issues.



John's Campaign

for the right to stay with people with dementia for the right of people with dementia to be supported by their family carers

Our Trust is in support of John's Campaign.

This is a public declaration that this ward welcomes carers at all times to support patients living with dementia or experiencing delirium, including overnight if necessary.

Giving your consent to treatment

We will only give you medical treatment, tests or examinations with your consent, after the procedure has been explained and you have had opportunity to discuss options. Your consent must be given voluntarily and you must have the capacity to make the decision.



For more information on consent to treatment, please visit nhs.uk/conditions/consent-to-treatment/

Tests you may need

You may need to undergo a number of different test during your stay in hospital, this includes:

Medical imaging: This covers a range of scans that may be needed to help in the investigation of your symptoms or explore medical conditions. The scans or imaging is undertaken by professionals known as radiographers using specialised equipment, some of which use x-rays or other forms of radiation. Medical specialists called radiologists read the images.

Clinical tests: This includes a very wide range of laboratory tests that may be undertaken on your sample (such as tissue, blood or urine) to help in the diagnosis, monitoring and treatment of disease.



Ask the nurse if you are unsure about a test you are having or for more information about clinical testing please visit labtestsonline.org.uk

Nutritional information



For a range of diet and nutrition information, please visit: bda.uk.com



For more information on the International Dysphasia Diet Standardisation Initiative (IDDSI) Framework, please visit: IDDSI-IDDSI-Framework.com



Stay well hydrated: Drinking plenty of fluids and staying well hydrated is important for good health and can help reduce the risk of kidney damage. For more information on keeping your kidneys safe, please visit: thinkkidneys.nhs.uk/uk/resources/patient-information

Patient safety in hospital

Infection Prevention and Control is important. We want to protect you and your visitors from the risk of infections in hospital. We ask all parents and visitors to wear a face covering and regularly wash their hands or use the alcohol gel before entering and on leaving the ward.



For more information about infections, visit here nhs.uk/common-health-questions/infections



For more information about Coronavirus (COVID-19), please visit nhs.uk/conditions/coronavirus-covid-19

Parents/Carer or Visitors – If you are unwell and have cold like symptoms or diarrhoea, you must not visit this clinical area until you are better. Germs can spread easily in a hospital and we need to work together to keep all our patients safe.

Medicines

Please bring any medicines that you normally take with you into hospital. This helps us to ensure you continue to take your necessary medications during your stay. You may also be prescribed new medicines and when you leave hospital it is important you understand how to use your new medications, what to do if you miss a dose, whether more supplies are needed and how to get a new supply.



Ask the nurse if you are unsure or for more information on medicines, please visit england.nhs.uk/medicines-2/medicines-optimization

Your rehabilitation

Everyone can help with your rehabilitation, including your family, friends and carers. Not every patient needs the input of a specialist therapist, but if you do, this is only a small part of the rehab you will receive. We will work with you daily, using activities to help you get better, stronger and more independent.

Doing a range of things means you can get up and around your home and strength, which will also improve your balance and coordination. **Rehabilitation** is a process that helps you get back to your normal life.

- Get up and around:** This means you can get up and around your home and strength, which will also improve your balance and coordination.
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Keeping yourself healthy

Support for your health and wellbeing in the Rotherham area is available on the links below:



RotherHive provides a range of verified practical mental health and wellbeing information, support and advice for adults in Rotherham rotherhive.co.uk



Rotherwellnesshive has been created to support you and the people you care about Wellness Hive – RotherHive



To help quit smoking as part of routine care offered in all our hospitals, please visit <https://yabtc-quit.co.uk>



Gismo provides help and support to people living and working in the Rotherham Area rotherhamgismo.org.uk/about

Tell us how we did

Telling us about your experience in hospital is important as it enables us to pass on your compliments to staff involved in your care or helps us to make improvements if we have not met your expectations.

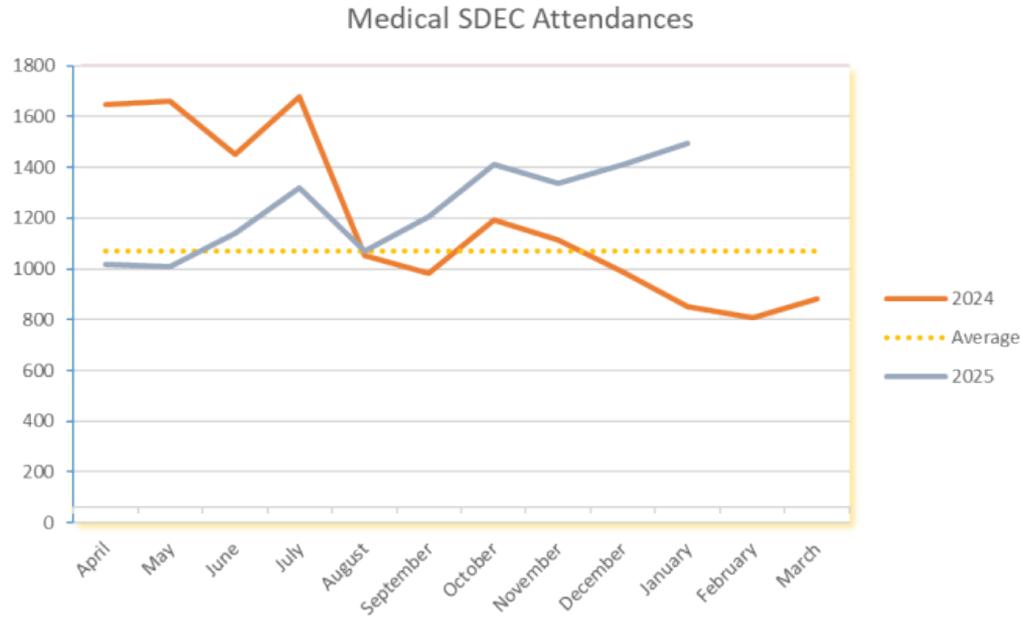
Friends and Family Test: You will be asked to complete a feedback survey before you are discharged - please ask the nurse if you are not given the survey.

Complaints and Concerns: These are best dealt with as soon as possible and should be raised with the nurse in charge of the ward, the matron or head of nursing.

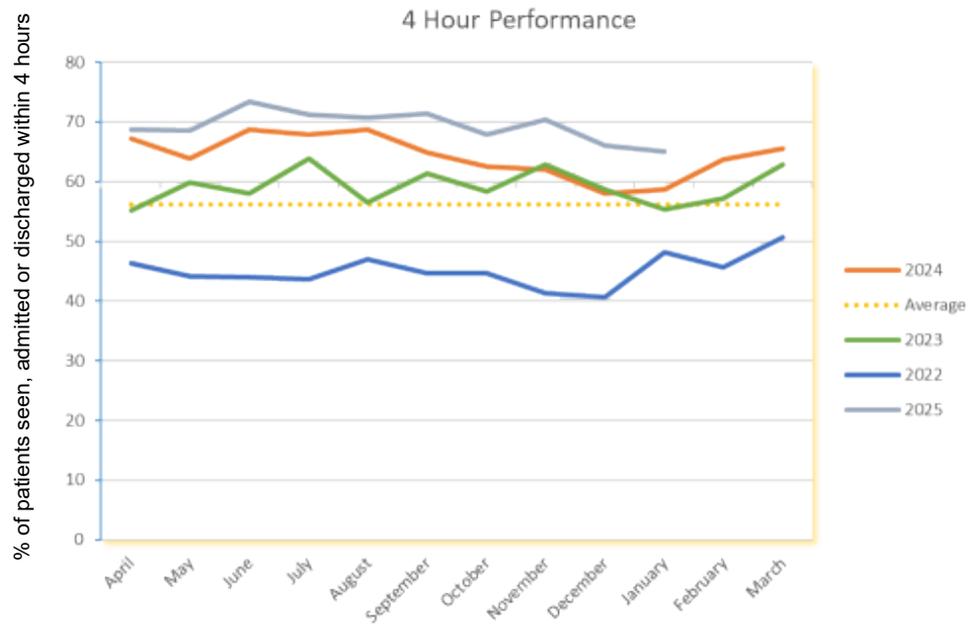
If you would prefer to speak to someone not involved in your care, you can contact the patient experience team by telephone between 9am and 4pm on: 01709 424461 or by email: your.experience@nhs.net.



MSDEC attendances



4 hour access standard



Patient Feedback

Patient said SDEC staff wonderful, lovely ANP Greeisah and Liv the Health care.
Patient's wife been able to phone SDEC for advice and patient's wife said the care was excellent.
Patient's wife felt reassured.
Patient's wife said "thank you very much"

I was seen yesterday in the same day emergency unit, I just wanted to say that I had extremely good care , all staff were lovely and very professional, and made me feel at ease.
Special thanks to Adam, James and the Doctor that examined me.

