

Medical Same Day Emergency Care (SDEC)

Open every day: 8am - 8pm

What is Same Day Emergency Care?

Same Day Emergency Care (also known as SDEC) is the provision of same day care for emergency patients who would otherwise be admitted to hospital. Under this model, when patients present to hospital with relevant conditions they can be rapidly assessed, diagnosed and treated by the appropriate team without being admitted to a ward, and if clinically safe to do so, will go home the same day. It includes a number of services:

- Acute Medical SDEC at Lister Hospital.
- Acute Cardiology SDEC at Lister Hospital (includes an early discharge clinic).
- Medical Ambulatory Care Centre (ACC) and Medical Day Unit (MDU) at New QEII Hospital:
 - Deep vein thrombosis (DVT) follow-up and all Outpatient Parenteral Antibiotic Treatment (OPAT).
 - Transfusions, blood products, dynamic endocrine testing, infusions, drains (unless clinical urgency necessitates SDEC attendance).
- Acute Frailty.
- Hospital Outpatient Treatment (HOT) Clinics including Hepatology, Gastroenterology, Oncology and Palliative Care.

If, after your visit, staff make a follow-up appointment for you, it would normally be in a dedicated specialty clinic rather than on SDEC or in an Acute Virtual (remote) Medicine Clinic (a telephone consultation).

How do I find SDEC?

Lister Hospital, Coreys Mill Lane, Stevenage SG1 4AB – Level 2, green zone.
There is a dedicated entrance via GATE 2 off Coreys Mill Lane.

- Look for a blue sign above the door (ramp and steps available).

How long will I have to wait?

Unfortunately, this is very difficult to predict and depends on why you are with us, what interventions you need, and which medical specialty team needs to see you. Several different clinics run at the same time with patients all sitting in the same waiting area, so others may be called ahead of you.

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 an ECG, and blood or urine tests may be done before you see the doctor.

Estimated waiting times (there may be unfortunate circumstances where you have to wait longer than expected):

- **Triage** - Normally within 15-30 minutes on arrival to SDEC.
- **Blood tests/bedside investigations** - Normally taken within 30 minutes of triage, but blood test results can take 2-3 hours to be ready.
- **X-Rays** – Having an X-ray can take 10-20mins.
- **CT scans** – The scan takes 30-40 mins, and it can take 1-2 hours for the report afterwards. However, patients can wait 2-4 hours for the scan slot to occur.
- **New GP referrals** - Normally in the department for 4-6 hours.
- **Emergency department/review or Hot Clinic** - Normally in the department for 2-4 hours.

Useful information

- Liquid refreshment (water, tea, coffee) is available, please ask staff. Food is available elsewhere in the hospital (café, shop, or canteen), or from the waiting room machine for a charge.
- 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).

Providing us with feedback

We welcome your comments about your experience of our **SDEC service**.

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



Who can I contact after I'm discharged?

If you do need to contact us at Medical SDEC after your discharge:

- Reception Telephone 01438 288969
- Medical/SDEC Secretaries Telephone 01438 285848
- Email: enh-tr.medicalsdecpatients@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.

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