

Medical Same Day Emergency Care (SDEC)

Open every day: 8am – 8pm

What is Same Day Emergency Care (SDEC)?

SDEC provides specialist care if you are unwell with a medical problem on the same day of your presentation. SDEC tries to avoid hospital admission, if appropriate.

- You will be checked, tested and treated quickly by the right team
- If it is safe, you will go home the same day

Services include:

- Acute Medical SDEC
- Acute Cardiology SDEC
- Acute Frailty service
- Urgent hospital outpatient treatment (HOT) clinics for some hepatology, gastroenterology, cancer, and palliative care appointments

We also run an Ambulatory Care Centre (ACC) and Medical Day Unit (MDU) at New QEII Hospital (for deep vein thrombosis, intravenous antibiotics, blood transfusions, and other treatments).

Sometimes, after your visit, you may get a follow-up appointment. This is usually in a dedicated speciality clinic rather than on SDEC but you may also be offered a telephone clinical appointment in our Acute Medicine clinic

How do I find Medical SDEC?

Lister Hospital, Coreys Mill Lane, Stevenage SG1 4AB

- Use GATE 2 off Coreys Mill Lane where there is a dedicated entrance
 - Look for the blue sign above the door (there are steps and a ramp)
- From inside the hospital / main car park Medical SDEC is on the ground floor in the Light Green Zone

What happens when I arrive?

- Go to the SDEC reception to book in (there is normally a nurse in the waiting room to help with enquiries).
- You will be asked to sit in the waiting area.
- Staff will do an initial check of your symptoms (Triage) and may check your:
 - blood pressure

- heart rate
- temperature
- You may also have:
 - an ECG (heart check)
 - blood or urine tests
- You will then see one of the doctors on the unit
 - As there is more than one team of specialists working on SDEC different patients are waiting for different doctors in the same waiting room

How long will I wait?

Waiting times can be different for each person. Here are some typical times:

- First check (triage): 15–30 minutes
- Blood tests: taken within 30 minutes but results take 2–3 hours
- X-ray: 10–20 minutes
- CT scan: scan takes 30–40 minutes, results take 1–2 hours, but you may wait 2–4 hours for the scan
- On average patients are in the department for 4–6 hours from arrival

Useful information

- Drinks (water, tea, coffee) are available – please ask staff.
- Food is available in the vending machines, hospital café, shop, or canteen.
- Please tell staff if you need to leave the waiting area.
- Mobile phones are allowed if you do not disturb others.
- A family member or carer may come with you (space allowing).

Giving feedback

We would like to know what you think of our service.

- You can fill in a Friends and Family Test form before you leave
- Or scan the QR code with your phone



Useful contact details

East and North Hertfordshire Teaching NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

If you need to speak to us after your visit:

- Medical/SDEC Secretaries: 01438 285848
- Patient e-mail address – enh-tr.medicalsdecpatients@nhs.net

Leaflet information

You can request this information in a different format or another language; please speak to your doctor or nurse.

Date of publication: September 2024

Version number: 2

Author: R Groom

Reference: SDEC

Review Date: March 2029

© East and North Hertfordshire Teaching NHS Trust
www.enherts-tr.nhs.uk