

Welcome to the Medical Assessment Unit

Information and advice for patients

MAU

Welcome to the Medical Assessment Unit (MAU). The unit cares for and assesses patients who have been sent by their GP, A&E outpatient clinics and other wards for further assessment and a treatment plan. From MAU patients are then moved to a ward which is best suited to deal with their specific medical condition. Patients could stay for anything from a few hours to a maximum of a few days.

The Medical Assessment Unit (MAU) has 5 bays. One is used as an assessment bay and the other 4 are bedded areas. One of these bays is a high dependency bay for people who need to be monitored closely. All of our bays, except for the high dependency bay, are same-sex so you will only be in a bay with patients of the same gender. There are also 6 single room side wards to help us control infection.

The MAU Team

The unit is led by the ward manager, Emma Jewiss. During your stay you will be cared for by a nurse at all times, who will introduce themselves to you at the start of their shift. You will also be under the care of a doctor and a consultant (senior doctor). All staff wear name badges to help you identify them.

When you arrive at the MAU

When you arrive at the Medical Assessment Unit you and your family/friends will be welcomed by a member of our staff who will introduce you to the ward and take you to your allocated bed. You will then be seen by the on call doctor.

With your consent we will check your blood pressure, temperature, pulse, breathing rate and blood sugar. We will also ask you for a urine sample, weigh you and ask you questions about your medical history and general health.

You will also have a screening test to see if you are carrying MRSA. You can find information about MRSA screening on our website, or ask a member of staff for a leaflet.

Meals on the ward

Meal times on the ward are as follows:

Breakfast: 7.30am – 8.30am

Lunch/Dinner: 12pm – 1pm

Supper: 5pm – 6pm

A selection of sandwiches and hot dishes are available for you to choose from for lunch and supper. If you have any special dietary requirements please tell the ward staff.

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Please do not bring any food items into the hospital unless you have agreed this with the nursing staff. We do not have facilities for, or allow, the re-heating of food and unfortunately cannot serve drinks to visitors.

Visitors to the ward

Visiting hours are 2pm - 8pm.

Only 2 visitors are allowed per patient at one time, and children under 12 years are not allowed. Other arrangements may be made at the nurse-in-charge's discretion.

Visitors should make sure they wash their hands or use the hand gel when entering and leaving the ward and should not sit on the patients beds. Freshly cut flowers should not be brought to the ward for infection control reasons and also due to the electrical equipment in use.

We are unable to provide visitors with refreshments. The nearest outlet selling hot and cold food and drinks is a short walk from the unit, near the front entrance of the hospital.

Communicating with relatives

We are happy to keep your family and friends informed about how you are, if you agree. **It helps if one person rings and passes the information on to other relatives.**

How to find the unit

The easiest way to access the MAU is from the front entrance of the main hospital on Dudley Road. walk straight ahead down the main corridor and turn left after the cash point machine. The best place to park is at the front of the hospital near A&E.

Smoking

Smoking is not allowed in any of the hospital buildings or on the hospital grounds.

Designated smoking shelters are clearly marked and can be found outside the hospital building. Nicotine Replacement Therapy is available to help reduce your cravings during your stay. We can also provide you with details of local stop smoking services.

Violence and aggression

To protect the safety of staff and visitors, the hospital has been designated an NHS zero tolerance zone. Behaviour which threatens the safety or health of hospital staff, patients or visitors will not be tolerated. Anyone who is violent, abusive or aggressive will be reported to the police and may be issued with a written warning.

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Contact details

City Hospital Medical Assessment Unit
0121 507 6107 or 6108

For more information about our hospitals and services please see our website:

Sandwell and West Birmingham Hospitals NHS Trust
www.swbh.nhs.uk

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5420 or email: swb-tr.swbh-gm-patient-information@nhs.net



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