

Medical Assessment Unit

Patient Information



The Patient Information Leaflets page on the Trust website is available on the link: https://www.wwl.nhs.uk/patient-information-leaflets or scan the QR code.

Author ID: NR / SB Leaflet Ref: MAU 001

Version: 1

Leaflet title: Medical Assessment Unit

Date Produced: September 2025 Expiry Date: September 2027











Introduction

The Medical Assessment Unit aims to facilitate immediate and early assessment & management of adult patients (16 years of age and over), following admission from either A&E or Same Day Emergency Care. We aim to care for patients with an anticipated length of stay of less than 72 hours. If the anticipated length of stay exceeds 72 hours, we will transfer patients to the relevant speciality beds.

Points of contact

Ward Manager

Tel: 01942 822537

Matron – Stacey Bond Tel: **01942 822536**

The MAU Team

The team is led by the ward manager, along with the deputy ward leaders. There will be a deputy ward leader or a senior nurse present on each shift. During your stay, you will be cared for by a nurse at all times, and they will introduce themselves to you at the start of their shift. You will also be under the care of a resident doctor and a consultant (senior doctor). All staff wear name badges to help you identify them.

Visiting Times

Visiting times are 12pm – 8pm daily. We do ask for only 2 relatives to be present at each bedspace, unless agreed by the nurse in charge.

If your relative has dementia or a condition that requires you to support them, please speak to the nurse in charge for further arrangements, this can then be documented in the patient's notes.

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.

Communicating with relatives

We are happy to inform your friends and family of your state of health, if you consent. This works best if one relative telephones the ward & passes the information to other relatives/friends.

Medical Assessment Unit Page 2 of 4

Please use this space to write any notes or reminders

Medical Assessment Unit Page 3 of 4

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

We also have a friends and family feedback station at the entrance to the ward.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

- 1. What are my options?
- 2. What are the positives and negatives of each option for me?
- 3. How do I get support to help me make a decision that is right for me?

?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust. All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

Call 111 first when it's less urgent than 999.



Phone: 0808 802 1212

Text: 81212

www.veteransgateway.org.uk



Medical Assessment Unit Page 4 of 4