Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Medical Assessment Unit

Version number: **2**
Last modified date: **12th November 2026**

Medical Assessment Unit

Patient Information

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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 our Emergency Department (ED) or Same Day Emergency Care (SDEC). 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. Due to the nature of the ward, consultants can change daily, there will not be a named consultant whilst on the assessment area.

What to Expect

The Medical Assessment Unit (MAU) is designed to assess, investigate and begin treatment for patients who require urgent medical care. Our aim is to ensure that you receive timely assessment and appropriate treatment in a safe and supportive environment.

During your stay, you will be reviewed daily by a consultant, who will oversee your care and make decisions about your treatment plan. You will also be cared for by a named nurse, who will be responsible for coordinating your day-to-day care and supporting your individual needs.

Most patients remain on MAU for a short period, typically less than 72 hours. During this time, we will carry out any necessary tests, monitor your condition, and begin treatment.

If you require further care beyond this initial assessment period, your needs will be reviewed and, where appropriate, you will be transferred to a specialist ward that is best suited to your ongoing treatment. Moving from MAU to another ward is a normal part of the patient journey and helps ensure that you receive the most appropriate care for your condition.

The MAU is not intended for longer-term stays, and patients are usually transferred or discharged within 72 hours as part of the overall flow through the hospital.

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 a team of deputy ward leaders. There will be a deputy ward leader or a senior nurse present on each shift. During your stay, you will be always cared for by a nurse, and they will introduce themselves to you at the start of their shift. 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.

Mealtimes

Our mealtimes are 12pm – 1pm and 5pm – 6pm. Although we have open visiting between 12pm and 8pm, we do encourage protected mealtimes to allow our patients to be able to eat and drink with minimal interruption. If you are a relative, and your loved one needs assistance with eating and drinking, we encourage you to visit during these times to assist where possible.

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 contact's the ward & passes the information to other relatives/friends.



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