Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Admission to the Planned Investigations Unit (PIU) and COVID-19 What to expect from your visit.

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Admission to the Planned Investigations Unit (PIU) and COVID-19 What to Expect from Your Visit

Royal Albert Edward Infirmary
Patient Information Leaflet

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Introduction

PIU is a day-case unit that administers treatments or tests to patients for a variety of reasons, helping to manage their conditions and reduce the need for inpatient admissions.

Patients are treated on either reclining chairs or hospital trolleys, dependent upon individual needs and/or the treatment required.

Changes have been made within the service, due to COVID-19, to support the continued delivery of high-quality care for all patients, which are explained in this leaflet.

Pre-admission telephone clinic

Most patients require a telephone call prior to being booked for their appointment on PIU.

The treatment or test that you have been referred for will be discussed during this telephone consultation; in addition to your appointment to attend the department, any specific instructions will be given at this time. If you have any special requirements in regard to diet, mobility, or any other additional needs, please inform the nurse.

As part of your general telephone assessment, prior to being given an appointment on PIU, all patients are to be triaged (completion of a COVID-19 assessment).

If COVID-19 is present or suspected, a plan will be put in place to complete your treatment or test following your isolation period.

If you suspect that you may have or that you are symptomatic of COVID-19, please complete a lateral flow test (LFT) at home, if possible.

Signs of COVID-19 could include a high temperature, a new continuous cough, loss or change to your sense of smell or taste. Most people with coronavirus have at least one of these symptoms.

Patients are asked not to attend PIU if they have or develop signs of COVID-19. If at any point prior to your admission you develop symptoms of COVID-19, please inform PIU on 01942 822941 or email wwl-tr.piuwigan@nhs.net.

PIU entrance and exits

There are two entrances to PIU:

Entrance One is accessed through RAEI main entrance (opposite the pharmacy building).

This is the main entrance and exit point to PIU.

PIU is located on the same corridor as the hospital Chapel and COPD.

Entrance two is accessed at the rear of Same Day Emergency Care (SDEC); signs are in place to follow:

- Turn right onto the short road at the rear of SDEC (the portacabin building).

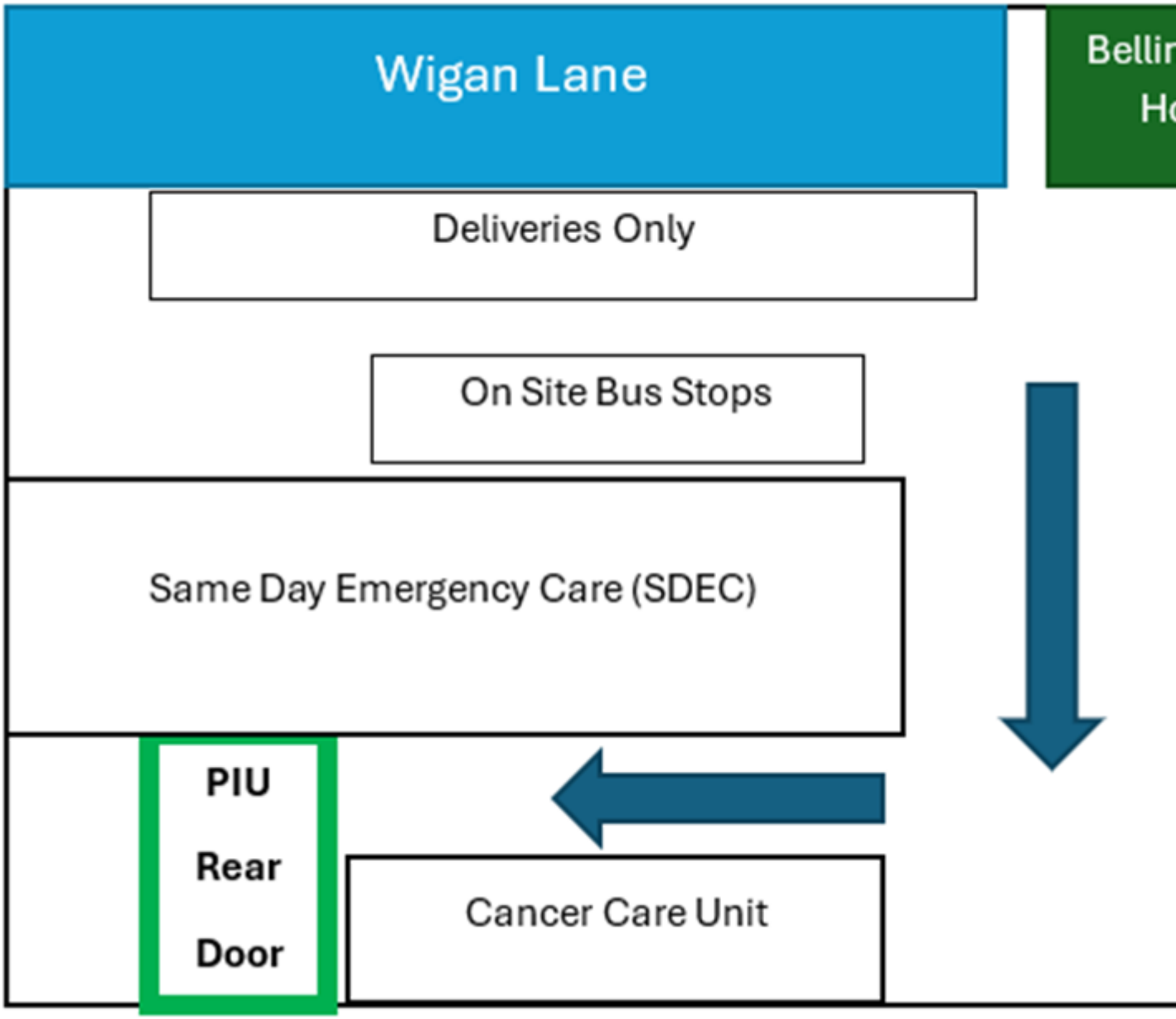


- Walk past the Cancer Care Unit (Christie at Wigan) to the end of the building.



- Turn left into the walkway to find the PIU alternative entrance/exit.
    - Use the intercom to gain entry to PIU.

This entrance/exit point is best for patients who are also attending the Cancer Care Unit.



Appointment times

Appointment times are staggered at each point of entry by a minimum of five minutes to allow for a face-to-face assessment to take place at the triage point:

- This is essential to maintain social distancing measures and manage patient flow through the

Unit.

- Please arrive at the time of your appointment.

- Patients attending early for their appointments may not be seen at this earlier time. We advise that patients attend no earlier than 10 minutes prior to their appointment time.

- Patients travelling by ambulance often fall outside of their appointment time. Please do not feel anxious if you are travelling by ambulance, as this has already been accounted for.

What happens at the triage point?

At the triage point, a face-to face COVID-19 assessment will be completed, together with a temperature check.

Patients will be allowed access to the clinical/treatment area when all aspects of the COVID-19 assessment are completed.

Additional information

Due to ongoing COVID-19 restrictions at WWL Trust and the space availability within PIU, it is preferred that patients attend PIU alone.

For short appointments, we ask that carers/relatives wait in the café or their car.

Patients are asked to attend the department in day-time attire, as it is a mixed sex area.

Refreshments will be offered throughout the day; lunch is provided for those having all day treatments.

In accordance with national guidelines:

- Social distancing and the use of personal protective equipment (PPE) are still in use.

- Fluid Resistant Surgical Masks (FRSM) are worn by all staff.

- Face masks are to be worn by patients and carers whilst in treatment areas (unless exempt); these will be available at each entry point into the hospital.

The use of (PPE), complying with social distancing measures and the use of hand sanitizer gel is required, to protect both your personal safety and the safety of PIU staff and other patients.

Visiting

Visitors and relatives are not currently allowed into PIU. Only patients requiring essential treatments are allowed access. This is necessary to maintain social distancing and to reduce the number of people in PIU.

Where a vulnerable adult requires a carer to be present, the carer will be required to wear PPE. Please inform PIU staff if a carer escort is required at the time of your telephone assessment.



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