



PATIENT INFORMATION

**WORCESTERSHIRE ROYAL  
HOSPITAL  
EMERGENCY DEPARTMENT (ED)**



**This leaflet explains how the Emergency Department (ED) works and what to expect when you come to see us.**

## **WHAT HAPPENS WHEN I FIRST ARRIVE?**

### **Arriving by ambulance**

You will be assessed in our Senior Initial Assessment Nurse (SIAN) area by one of our experienced Emergency Nurses who will decide how urgently you need to be seen using a nationally recognised system. They will place you in the queue to see a Doctor (this may include waiting in the waiting room) and they may initiate some investigations (blood tests, X-rays). We will offer you appropriate first aid and pain relief if required.

### **Walk-in patients**

You should wait to be called to the reception desk and provide your name, telephone number, GP (home doctor) details, next of kin and why you are attending the ED. The reception staff will also ask whether or not you are entitled to free NHS care.

## **TRIAGE**

Triage means assessing how urgently you need to be seen or if you can be directed to an appropriate alternative service.

You will be called to see the triage nurse to be assessed, and offered first aid and pain relief if required.

If you are waiting in the clinical trolley area to see a Doctor, the nurse may instigate some investigations such as blood tests.

If you have been referred to a Doctor by your GP, the Triage Nurse will contact the Doctor to inform them of your arrival. If there is no bed available on the appropriate ward, the Doctor will come to the Department to see you.

The Triage nurse may also direct you to another service outside of the Emergency Department, if appropriate. Eg:

- Primary Care (GP)
- Ambulatory Emergency Care (Medical or Surgical)
- Your own GP
- Emergency Dental Service

When you return to the waiting area following triage, you are waiting to see a Doctor or an Emergency Nurse Practitioner (ENP).

## HOW LONG WILL I HAVE TO WAIT TO BE SEEN?

We are a busy ED seeing on average over 200 patients per day. We assess and treat everyone according to the urgency of their medical need - not in order of their time of arrival. Sometimes you may have to wait longer because patients arrive who need more urgent care than you. Sometimes the nurse looking after you will take bloods and order x-rays so that the results are available for when the doctor sees you.

## WHERE WILL I BE TREATED?

**‘Minors’** treat patients with less serious injuries, such as wounds, limb or eye injuries or problems, and some non-life threatening illnesses.

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.** Ensuring your safety is our primary concern.

**‘Majors’** is for patients who need urgent treatment or investigations. You may be seen by an individual doctor, an Advanced Assessment Nurse Practitioner, or by a clinical team.

**‘Resuscitation’** is for the most unwell, severely injured or critically ill patients.

**The Children's area** (‘Children's Wait’) is for all children under 18 years old. It is open 24 hours a day and separate from the rest of the department. It is staffed by specialist children's nurses as well as general emergency staff. We have nappy changing and feeding facilities. There is a separate waiting area and three assessment cubicles.

**Children must be supervised by a parent, guardian or adult carer at all times.**

## I NEED AN INTERPRETER – HOW DO I ARRANGE ONE?

We can arrange urgent translations in any language by phone.

## CAN I EAT OR DRINK IN THE ED?

The nurse who assesses you will advise you whether it is ok to eat or drink anything before you are examined. Eating or drinking can sometimes delay or complicate treatment. If you have been asked to stay in the ED for several hours, we may offer you refreshments such as sandwiches and hot drinks. There is a coffee shop and a restaurant in the hospital, plus vending machines in the ED waiting area.

## **SMOKING**

Patients and visitors are not permitted to smoke in our premises or grounds.

Before a planned or likely admission, we will include the management of smoking on admission in the patient care plan.

## **MOBILE PHONES**

We are generally happy for you to use mobile phones, however, there are certain areas of the department when this is not appropriate or safe due the potential interference with equipment and we would ask that you stop using a mobile if asked to do so.

## **PHOTOGRAPHY**

Photography is not permitted anywhere in the department in order to protect patient confidentiality.

## **CAN I HAVE A CHAPERONE WHEN I AM BEING EXAMINED?**

You will be asked whether or not you want a chaperone present before being examined. You can also ask to have a nurse of the same gender with you.

## **DISCHARGE / GP LETTER**

We will send a letter to your GP telling them that you have been to the ED and explaining any treatments, tests or investigations you have had. We will also advise your GP if you need any more investigations or treatments, as an outpatient or at their surgery.

## **WHAT DO I DO IF I AM STILL UNWELL OR MY PROBLEM GETS WORSE?**

Please contact your GP or call 111 for advice. However, if you think you need urgent treatment, please come back to the ED. In an emergency call 999.

## **HOW DO I GET MY PRESCRIPTION?**

We dispense many drugs but you may have to pick up your medication from our pharmacy in the main hospital. It is open 8am to 5pm, Monday to Friday. Your prescription will last for up to one week. If you need more medication, please ask your GP for a repeat prescription.

## **HOW WILL I GET HOME?**

You will need to arrange your own transport home. The ED receptionists can help you if you require bus timetables or telephone numbers for taxis.

## **RESPECT FOR STAFF**

Our staff are here to help you so we expect you to treat them with respect. We operate a zero-tolerance policy on violence and abuse. If you verbally or physically threaten staff, we may ask you to leave the ED. You could also be prosecuted and excluded from receiving healthcare at this Trust.

## **LOOKING AFTER YOUR VALUABLES**

Do not bring valuables into the hospital. Please protect your personal belongings at all times. If you need to store valuables, please ask us to lock them in the ED safe.

## **CARE PROVIDED BY STUDENTS**

We provide clinical training for students. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

## **WHO DO I CONTACT WITH QUERIES OR CONCERNS?**

A senior nurse called a Sister or a Charge Nurse is responsible for making sure the department runs safely along with the Consultant in charge. They will help you if you have any queries or concerns about your care.

## **TELL US WHAT YOU THINK**

Our Friends and Family test is a chance for you to comment on your care and to help us improve our service. You can do this on the card we give you before you leave. For more information, go to [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

## **SHARING YOUR INFORMATION**

The department routinely shares data about any child attendances with paediatric Health Visitors. We will only share your information with police if there is a statutory duty to do so (eg, Road Traffic Accident) or if we are in receipt of your written permission.

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.