

## Emergency Department: Patient Information

We understand that visiting the Emergency Department can be a stressful and confusing experience. This leaflet aims to explain how the department works, so you have the best patient experience.

### Reception

You will have spoken with a member of the reception team. They send your details through to the triage nurse.

### Triage (initial assessment)

You will be seen briefly by a triage nurse whose aim is:

- to find out why you have come to the department - an illness or injury
- to check if you have any allergies
- to see if you need any pain killers
- to see if you need to see an Emergency Department doctor or nurse practitioner
- to see if you could be seen by a GP, or advised to self-care
- to prioritise cases – so cases that are more urgent are seen sooner. For example a patient with a suspected stroke will be seen ahead of someone with a suspected broken wrist

The triage categories are Red, Orange, Yellow, Green and Blue with red cases being the most urgent, and blue being the least urgent.

The triage nurse will be able to tell you which category you are in, and may be able to estimate the waiting time.

### What happens after triage?

You will be directed to where you should wait:

- in the adult or children's waiting room;
- a cubicle;
- our observation area.

**YOUR HOSPITAL** *Here to care*

The triage nurse may send you to have an X-ray.

After this X-ray you will need to return to the waiting room. The doctor or nurse practitioner will review the X-ray when they see you.

You may have some **blood tests** requested by the triage nurse. You will be called into a cubicle for these to be done by a Health Care Support Worker. It usually takes around 1½ hours for blood results to be available.

The triage nurse may also arrange an ECG (heart tracing) if necessary. This will be done by a Health Care Support Worker or a member of the Cardio-respiratory team.

The length of your wait depends on how busy the department is, and your triage category.

### **We will see you as soon as we are able to**

If you are in the waiting area, you are unable to see the patients coming in by ambulance.

**Please remember that even if the waiting room looks quiet, the doctors and nurses can still be very busy.**

If you feel that your clinical condition has changed since you were seen by the triage nurse, please let one of the receptionists or nurses know.

### **Who will I see?**

You may see an Emergency Department doctor or a nurse practitioner. Nursing staff and other healthcare staff may also be involved in your care. As we are a training department, you may also meet healthcare students.

### **How will I know when it is my turn?**

You will either see your name on the screen, hear your name called, or the staff may call you in the waiting room.

If you are in a cubicle or the observation area, the doctor or nurse practitioner will come to you when it is your turn.

### **What happens once I have been seen?**

You may require further investigations – blood tests, X-rays or scans. These all take time to arrange and to get the results.

- You may be discharged home.
- If you are referred to an outpatient clinic, you will be given your notes to take to reception, to arrange the time of the appointment.
- Airedale NHS Foundation Trust doesn't have every clinical speciality, so you may be referred to teams at Bradford Royal Infirmary, Leeds Teaching Hospitals or Pinderfields Hospital.

- You may be referred to one of Airedale's inpatient hospital teams. We will take you to the ward once a bed is available. When the hospital is busy, you may be waiting a number of hours for a bed.

**If you are on any regular medication, please let us know!**

### **Will I get any medication to go home with?**

If you are prescribed medication, most can be dispensed in the department.

If you do not have an exemption from charges, you will have to pay for your prescriptions just as you would at your GP. You will be sent to see the receptionist to arrange payment. Do not worry if you have not got money with you; you can arrange to pay later.

### **Questions to ask during your consultation**

We know that coming to the hospital can be an anxious time. To get the most from your discussion with the doctor/nurse practitioner it may be useful to use the space below to prepare some questions.



Before you leave the hospital, make sure:

- You have had all your questions answered
- You understand & agree with the plan for your care
- You know who to contact if you need further help

**If you decide to go home rather than waiting to be seen, please let the reception staff know.**

## Want to leave feedback?

Feedback is very important to us!

It is lovely to know if you have had a good experience, and vital to know if you have not. We can use your feedback to improve the care we deliver. Please speak with a member of staff.

If you have any comments about the service you have received, you can contact:

Emergency Department Nurse Manager  
Airedale General Hospital  
Skipton Road, Steeton  
Keighley, West Yorkshire BD20 6TD  
Tel: 01535 294481

## Are you a victim of Domestic Violence? For confidential advice, contact:

Bradford	0808 2800 999	<a href="https://www.stayingput.uk.net/contact">https://www.stayingput.uk.net/contact</a>
North Yorkshire	03000 110 110	<a href="https://www.idas.org.uk/">https://www.idas.org.uk/</a>
Lancashire	0300 323 0085	<a href="https://www.lancashire.gov.uk/health-and-social-care/your-health-and-wellbeing/domestic-abuse/">https://www.lancashire.gov.uk/health-and-social-care/your-health-and-wellbeing/domestic-abuse/</a>

If you are deaf or have a hearing or speech impairment, the Text Relay Service can be used to contact us. Dial **18001** followed by the contact number of the hospital

If you require this leaflet in other languages or formats please telephone the Patient Advice and Liaison Service (PALS) on 01535 294019

Author: Sally-Anne Wilson  
Date of publication: February 2020  
Revised: February 2022  
Date of review: February 2025

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