

## **Advice for patients presenting to the Emergency Department with a non-emergency**

The Assessment Nurse who you have seen has identified your condition as not being an emergency. Due to ever-increasing numbers of patients attending our Emergency Department (ED), we do not always have the capacity to see everyone in as quickly as we aim to, especially during busy times. To focus our resources on treating the more seriously ill and injured as quickly as possible, we have had to start recommending that people attending the ED with conditions that are not emergencies should be signposted to other services listed below.

### **Options available to you:**

1. Visit your local pharmacy for advice and/or simple medication to treat your condition
2. Contact your GP\* for follow-up

### **What should I do if I leave and then feel more unwell?**

If you develop symptoms of sudden potentially life-threatening illness such as chest pains, severe shortness of breath or reduced conscious level you, or family member or friend, should call 999 for an ambulance. If you are not unwell enough to warrant an emergency ambulance but feel you are more unwell than when you were seen by the Assessment Nurse previously, we recommend you ring 111 for further assessment and advice.

\*Other services you may have been advised to contact could be Dentist, Practice Nurse, District Nurse, Push Doctor, Consultant (if you are already undergoing consultant led care).