EMERGENCY DEPARTMENT

Your Care in our Hospital Today

Right now you are being cared for in a corridor or another temporary space.

This is because the Emergency Department is extremely busy. We apologise and realise that this isn't an ideal environment. We want you to know that your safety, wellbeing, privacy and comfort remain our top priority.

You will receive safe, high-quality care, and we are following all measures to protect you and others from infection.

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Information for patients, relatives, and carers.

Why am I being cared for in this space?

The hospital is very busy. Because of high numbers of patients, there are currently not enough cubicles or beds available.

To make sure everyone gets the care they need, we sometimes use these alternative spaces temporarily.

How long will I be here?

It's hard to give an exact time. Staff are checking patients all the time and will move you to a bed, cubicle or more suitable space as soon as one becomes available.

Your team will let you know as soon as this happens.

How will my dignity and privacy be protected?

We understand this is not the ideal environment, and we are doing everything we can to make sure you have privacy. Screens may be used to make sure you feel as comfortable as possible during assessments and care.

Will I still be seen by a doctor as quickly as other patients?

Yes. You will be seen based on how urgent your care needs are – not where you are. Being in a corridor or other temporary space does not delay your treatment.

Will I still get food and drink?

Yes. If it is safe for you to eat and drink, meals will be provided at set times. Please tell staff if you have any allergies, dietary needs, or if you need food or drink outside these times.

Can I use the toilet and washing facilities?

Yes. There are toilets and washing areas nearby. Staff will show you where they are or help you if you need it.

Do I have an allocated nurse?

Yes. You will have your own nurse who will introduce themselves. They will help you with your medicines and care. If you have any worries or questions, please speak to them.

Do I get staff attention if I need help?

Yes. Staff are always nearby and will check on you often. Your nurse will explain how to get help if you need anything or if you start to feel worse.

Can I have visitors?

Yes. Please try to keep visitors to a small number because this area can be busy and it helps us keep people safe and comfortable. All visitors must clean their hands and follow hospital safety rules.

Who will talk to my family or carers?

Your nurse, doctor or therapist can share information with your family or carers if you wish.

If I need to be admitted to a ward, will this delay me?

No. If you need to go to a ward, your bed will be arranged as soon as one is ready. Your care will continue whilst you wait.

How can I give feedback about my care?

If you have any questions or worries, please speak to a member of staff. We welcome your feedback.
You can also contact our Patient Advice and Liaison Service (PALS) on 01535 294019 or email anhsft.patientadvice@nhs.net.

For more information contact

Nicola Denbow – Matron of the Emergency Department
nicola.denbow@nhs.net

If you are deaf or have a hearing or speech impairment, the Relay UK Service can be used to contact us, through the Relay UK App. Dial **18001** on the app, followed by the contact number on your letter / of the hospital.

For further information on how to use this service please visit the www.relayuk.bt.com

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

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