

# Going to the... Emergency Department

## Patient and Carer Information


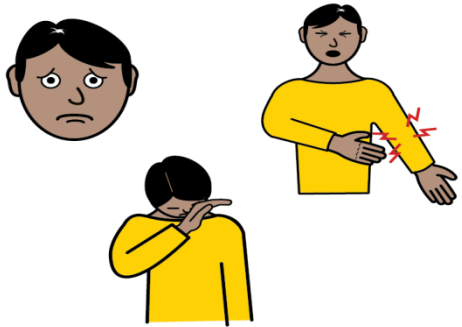


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Easy Read Information

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## Emergency Department Journey

<p><b>ill</b></p> 	<p>When you feel ill you will normally go to see the doctor in your local Surgery - your GP.</p>
<p><b>hurt</b></p> 	<p>But, if you are really ill or have hurt yourself, you may have to go to hospital.</p>
<p><b>ambulance</b></p> 	<p>Sometimes, you may have to go in an ambulance.</p> <p>Or your family or friends may take you.</p>
<p><b>accident and emergency</b></p> 	<p>When you arrive at the hospital you will go to the Emergency Department.</p> <p>This was called 'A&amp;E'.</p>

## reception

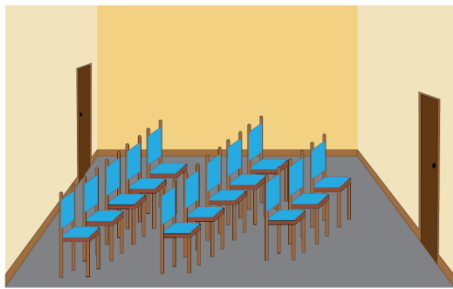


When you arrive at the Emergency Department.

Go to the Reception ...

You will be asked for your name and address.

## waiting area



You will be asked to sit in the waiting area.

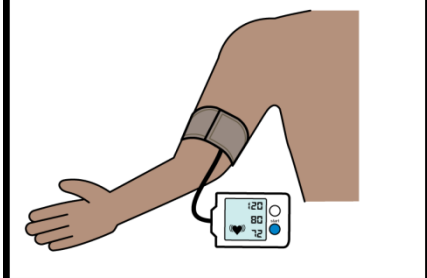
You will be seen by a nurse or a doctor.

## ask you questions



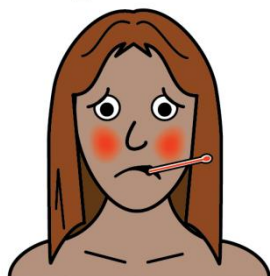
A nurse or doctor will then call you into a room and ask you some questions.

## blood pressure



They might need to take your blood pressure.

## high temperature



They might need to take your Temperature.

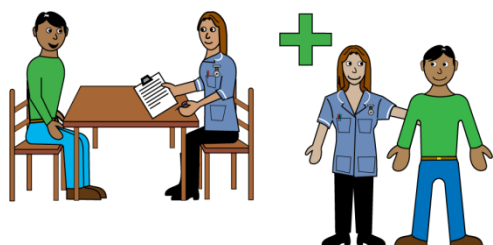
## doctor



You will then be asked to wait to see the doctor.

When you see the doctor, he or she will ask you more questions.

## assessment and treatment



They will examine you by touching or looking at the part of you that is unwell.

If you are hurting or scared, tell the doctor or nurse who will try to help you.

## prescription



The doctor might then write out a prescription for you.

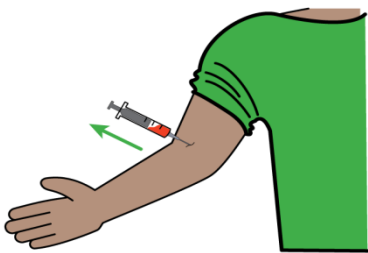
A prescription is a list of medicines or tablets that make you better.

## nurses



Or, the doctor might send you for tests in other parts of the hospital to find out what is wrong with you.

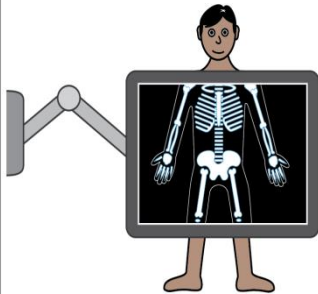
## blood test



These tests might be taking blood.

This can show the doctor if there is something that is making you feel unwell.

## x-ray



X-Ray

An X-Ray will take a picture of your bones.

## scan

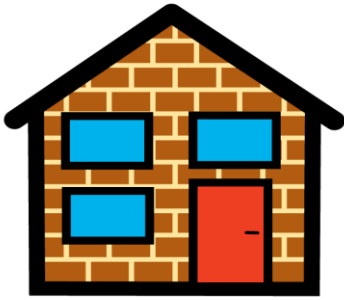


Scan

A scan can take pictures of inside your body.

This helps the doctor to see why you are feeling ill.

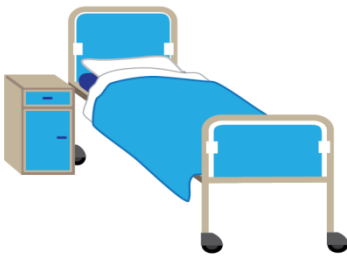
**home**



Once the doctor has seen you and, if you are well enough.

You will be able to go home.

**hospital bed**



If you are not well enough to go home.

You will stay in a bed in the hospital.

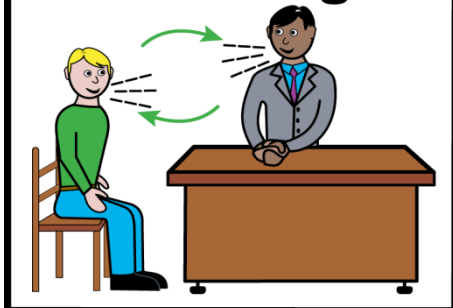
You will have treatment to make you feel better.

**If you are worried or unhappy about your care, or you want to tell us how well we are doing, you can let us know.**

You can use any of the 4 ways shown



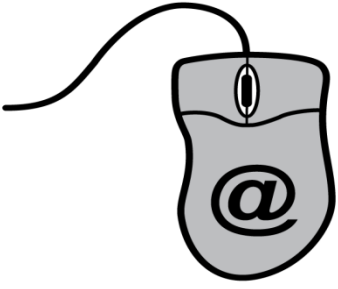
1.

**talking and listening**



You can tell the Staff in the Emergency Department.

Or you can tell the Patient Relations Department.

<p>2.</p> <div data-bbox="284 147 738 510"> <p><b>letters</b></p>  </div>	<p>You can write to us:</p> <p>Patient Relations Manager</p> <p>Wrightington, Wigan and Leigh NHS Foundation Trust</p> <p>Royal Albert Edward Infirmary</p> <p>Wigan Lane, Wigan, WN1 2NN</p>
<p>3.</p> <div data-bbox="284 577 738 1003"> <p><b>phone</b></p>  </div>	<p>Or telephone 01942 822376</p>
<p>4.</p> <div data-bbox="276 1055 730 1429"> <p><b>email</b></p>  </div>	<p>Or email us at:</p> <p>Patient.Relations@wwl.nhs.uk</p>

## Acknowledgement

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