Help with this leaflet:

If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or patient.information@addenbrookes.nhs.uk

We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Document history

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Contact number	01223 245151
Publish/Review date	June 2010/ June 2013
File name	Patient_journey
Version number/Ref	1/PIN2629

Cambridge University Hospitals NHS
NHS Foundation Trust

Emergency Department

Your journey through our department

Welcome to the Emergency Department.
This leaflet has been complied to give you and your relative's information about your journey through the department and what you can expect whilst you are with us.

Everyday we strive to ensure a kind, safe and excellent service and we hope you experience this whilst you are in our care.

When you arrived in the Emergency Department, you would have been greeted by a nurse who would have taken information from you regarding your illness/injury. This information is important to us so we can ensure you are allocated appropriately to an area of the department.

You will then be booked in by our reception staff who will take some of your details like name, address, date of birth and next of kin.

You may find a second nurse will come and take a more detailed history from you to complete our assessment.

Once our assessment is completed we will either place you in a cubicle or ask you to take a seat in the reception area until the Doctor/Emergency Nurse Practitioner (ENP) is free to see you.

We have six areas with the department, these are:

- Resuscitation,
- Assessment 1
- Assessment 2
- Secondary Assessment Area
- Minors, and the
- Paediatric Area.

Depending on your illness/injury depends on where we allocate you.

As part of our on-going assessment we may need to do further tests to help the Doctor/ENP make a diagnosis.

These may include:

- Observations, including taking your blood pressure, pulse, temperature, respiratory rate and measuring your oxygen saturation levels.
- An ECG (Electrocardiogram)
- Blood tests
- X-rays.

So the doctors can do a complete examination of you and do not miss anything, we may ask you to get undressed into a hospital gown.

As part of our ongoing care to you and helping the Government and the hospital improve standards we do MRSA swabs (Methicillin Resistant Staphylococcus Aureus). We take one swab from your mouth and one from your nose. This is done every time you are admitted in the hospital.

As part of our assessment we will ask you if you have pain, and ask you to score this if possible, from 0-10. We also will ask if you have any other symptoms and administer pain relief or other medication to help you feel better should you require it.

We will ask if you have any known allergies to anything including medications. We will place a red allergy band on you highlighting your allergies.

Once we have completed our assessment, we place your admission booklet in a box in the area you are allocated where the doctor/ENP will pick it up and come and see you. This process is generally done in a timely order of when you booked in.

Please do not be offended if another patient is called in before you and they have been waiting less time. There are a number of reasons for this:

- They are seeing a different speciality than you and their doctor is available and ready to see them.
- In the minor's area, the ENPs can see a wide range of illnesses/injuries but sometimes you might need to see a doctor, so they will call patient's in who do not require a doctor's assessment.

Please ask a member of staff if you have been waiting a while and feel forgotten. We will find out where your card is and give you an approximate waiting time.

Due to circumstances out of our control, we may receive a patient who needs immediate attention, which can sometimes require more than one doctor and increase the waiting time. We will inform you of any changes in the waiting times should such circumstance arise.

In accordance with The Department of Health Reforming Emergency Care (2001), it aimed at modernising the service around patients needs to improve the patient experience, and reduce the amount of time a patient spends waiting for or receiving assessment, treatment and decision in the Emergency Department. The key target is that patients wait no longer than four hours in the Emergency Department from arrival to admission, transfer or discharge.

Whilst you are in the Emergency Department the Nurse in Charge of the area to which you are allocated may be requesting you a bed on a ward within the speciality you are under. This is just in case you need to stay in hospital for a while.

If you are admitted to the hospital from the Emergency Department the staff will ask you to sign a property form. This can be done by yourself, or a relative. If you are unable to sign the form, two nurses will be assigned to check your property and document your belongings. Any valuables or money is encouraged to be taken home with a relative or placed in the hospital safe.

When you are transferred to the ward your relatives are more than welcome to accompany you.

It can sometimes seem like a very long time from when you arrived. We make every effort to communicate with you and your relatives any information you require face to face. Sometimes we may be a little busy, but please do keep asking any questions you have and we will try and answer them.

We try very hard to keep you and your relatives informed of the waiting times to see a doctor/ENP within your area or speciality. The waiting times depend on the number of patients in the department and the complexity of their illnesses/injuries.

Once the doctor/ENP has completed their examination of you, you will be either:

- Admitted to a ward
- Discharged home
- Discharged back to your GP or
- Given an outpatient appointment.

We hope we have met your expectations as an Emergency Department. If you do have any comments to make, there are comment cards available in reception or you can ask to speak to the Nurse in charge.