

Patient / visitor information waiting room advice

Admission to hospital

If you are admitted to hospital for further treatment, staff will explain what will happen next. Unfortunately at times there may be a delay before your ward bed is available. Even patients referred for admission by their GP may sometimes have to wait in the department until the bed is available. Emergency Department staff have no control over this and request your understanding and patience.

Leaving the Emergency Department

If you need a follow-up appointment the receptionist can usually arrange this prior to your discharge. However, some appointments can only be made during office hours and you will receive the appointment by telephone or letter.

Valuables

If possible please ask your relatives to take home any valuables or non-essential property. If this is not possible, we advise that you hand in valuables and sums of money over £10 for safe-keeping. The hospital cannot be held responsible for any missing valuables not deposited in the safe.

If you need further advice after leaving the hospital, please contact either your GP or visit NHS Choices www.nhs.uk

This leaflet has been reviewed by the Readers' Panel May 2012

This leaflet is available in audio, large print, Braille and other languages. To request a copy, please contact the Patient Information Co-ordinator.

The Emergency Department

Leighton Hospital
Middlewich Road
Crewe, Cheshire
CW1 4QJ

Direct Line: 01270 612159 / 01270 612544

www.mcht.nhs.uk



On your arrival

If you attend between Monday to Friday 8.30am – 6.30pm, you will be greeted by the 'streaming nurse' who will assess whether you need to be seen in the Emergency Department or the Urgent Care Centre, or may arrange an appointment for you to see your own General Practitioner (GP). At times when there is no streaming nurse service, please go directly to the Emergency Department reception desk.

Booking in at reception

When booking in at reception, you will be asked to confirm your name, date of birth, current contact details, next of kin and the name of your GP. You will be asked for a brief description of your health problem. This will be entered into our computer system. It is important that we have up-to-date information in case we need to contact you or your GP at a later date.

What is the role of the Urgent Care Centre?

The Urgent Care Centre is adjacent to the Emergency Department and is open Monday – Friday 8.30am – 6.30pm (excluding Bank Holidays). It is staffed by General Practitioners and experienced

Nurse Practitioners. The staff specialise in treating Primary Care problems e.g. minor illness, skin rashes, and some minor injuries. They provide other services such as management of some patients with deep vein thrombosis.

Emergency Department patients

Why does the triage nurse call some waiting room patients but not others?

Some Emergency Department patients can be seen directly by the clinical staff in the 'Minors' area of the department. The 'Minors' area treats less serious conditions. The streaming nurse identifies which patients need to be assessed by the triage nurse e.g. patients who need immediate pain relief medication.

How soon will I be seen by a doctor or nurse practitioner?

Emergency Department patients are seen in priority order, depending on the urgency of their condition. We aim to see all our patients as soon as possible, but sometimes a wait cannot be avoided, especially if a lot of patients arrive at the same time, or if a number of serious emergencies arrive by ambulance. We

will do our best to keep you informed of any delays. The information board and plasma screen will advise you of your approximate waiting time.

What if I develop pain or become more unwell whilst I am in the waiting room?

Please alert the receptionist if you are in pain or very concerned about your condition. This is especially important if you have chest pains or think you might be having a stroke.

Emergency Nurse Practitioners

Some patients with minor injuries will be seen by an Emergency Nurse Practitioner. These practitioners are trained to assess, treat, discharge or refer patients attending with a wide range of minor injuries.

Information for visitors and family

Staff working in the department aim to keep you updated with your progress and will give information to your friends or relatives with your consent. We can only allow a maximum of 2 relatives per patient in the department to enable us to maintain our patients' privacy and dignity.