



# Going to the Accident & Emergency Department





When you feel ill you will normally go to see the doctor in your local surgery - your GP.



But, if you are really ill or have hurt yourself, you may have to go to hospital.



Sometimes, you may have to go in an ambulance.



When you arrive at the hospital you will go to the Accident and Emergency department. This is known as 'A&E'.



The person on the front desk will ask your name and address.



A nurse will then call you into a room and ask you and your carer some questions.



You will then have to wait to see the doctor. You may have to wait a long time. But A&E is sometimes very busy.



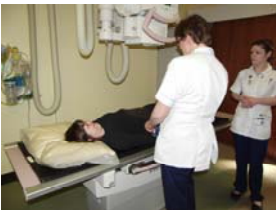
The doctor will call you into a room and he or she will ask you more questions. They will examine you by touching or looking at the part of you that is unwell.



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



The doctor might then write down a list of medication (drugs) that may make you better - this is known as a 'prescription'.



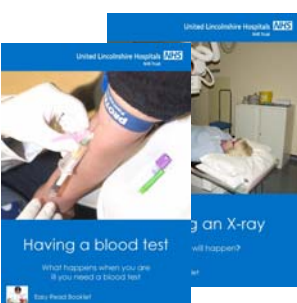
Or, the doctor might send you for tests to try to find out what is wrong with you. These will be in a different part of the hospital.



These tests might be taking blood, having an X-ray, having a scan or it might be something else.



We have leaflets that will tell you what happens when you need to have tests.







When the doctor has seen you, you will either be sent home if you are well enough.



If you are not well enough to go home, you will be moved to a bed on a ward. You can then have treatment.



If the hospital is very busy and you are waiting for tests you might be sent to wait in a place called EAU - This is the Emergency Assessment Unit.



If you or your carer needs help while you are in the hospital, ask one of the nurses

If you are an adult with learning disabilities, the Acute Learning Disabilities Liaison Nurses can talk to you if you need any help. They can also talk to your carers if they have any questions.

You can telephone Monday to Friday, 9.00am to 5.00pm



- Kerry Poberezniuk on 07747 532994  
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