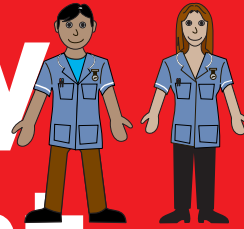


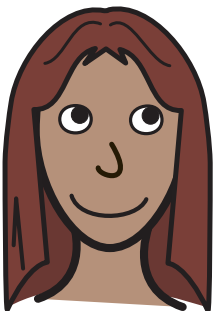


Emergency Department



An easy read guide to Emergency Department

Leeds General Infirmary



What to expect



Accident and Emergency

Emergency Department

When you are ill, you will normally go to see the doctor in your local GP surgery. 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 hospital you will go to the **Emergency department.**

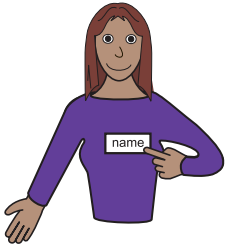
This is sometimes called

A&E.



The person on the reception desk will ask you a few questions.

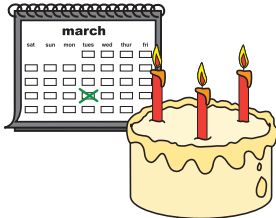
They will ask you –



Your **name**



Your **address**



When you were **born**



Who your **GP** is



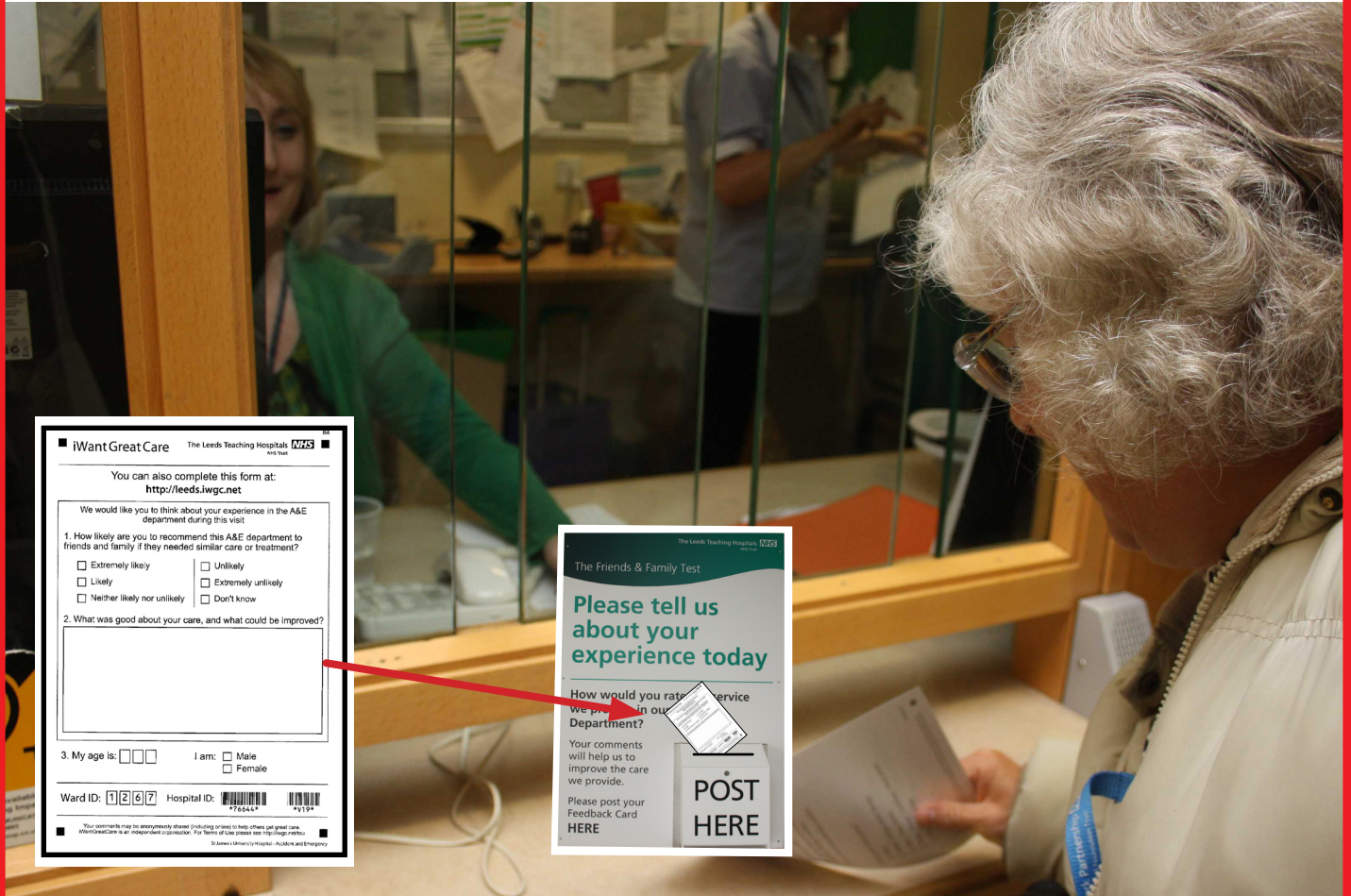
Who your next of kin is and their contact number.



They will ask you why you have come to **Emergency department**.

If you have your hospital passport, please bring it with you.

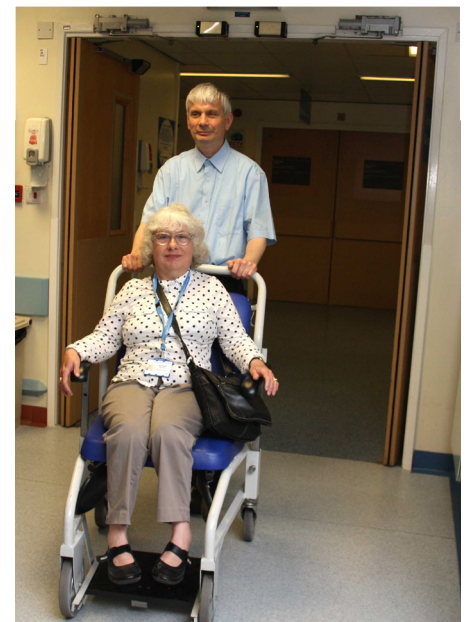
You will be given a card that is call the
Friends and Family Test.



Hand it in when you leave.



If you need a
wheelchair, the
porters
will assist you.



Follow the red line.
The red line will
lead you to the
waiting area
Take a seat.



We will try make sure you do not wait a long
time. Please be patient and remember that
Emergency department. is often very busy.
Staff may be helping an emergency.

Please ask a member of staff if you are wondering
why you are still waiting.



A **Nurse** or a **Clinical Support Worker** will then call you into a room and ask you some questions.

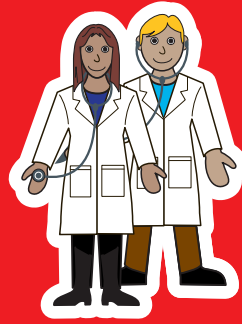


They might take your blood pressure.



They might check your temperature.

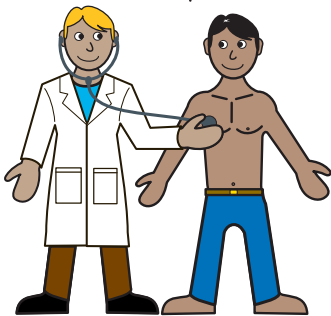




You will then be asked to wait to see the doctor.



When you see the doctor, 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 out a prescription for you.

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

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

These tests might be -



Taking blood.



Having an x-ray.



Having a CT scan.



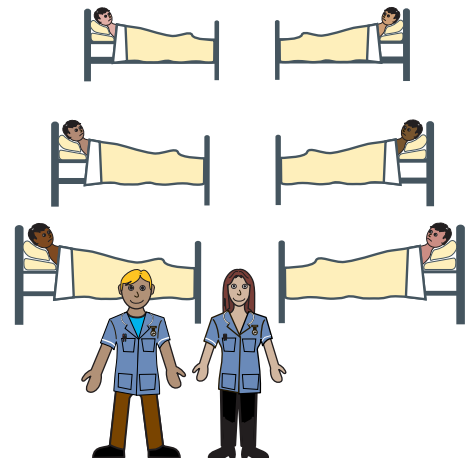
Once the doctor has seen you, you will be sent home if you are well enough.



Or

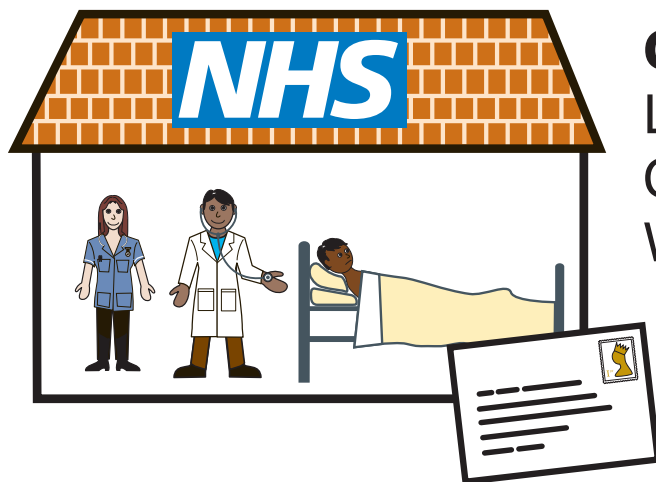


If you are not well enough to go home, you will be moved to a bed on a ward for treatment.





Children's **Emergency department** is at Leeds General Infirmary. There is no Children's **Emergency department** service at St James`s Hospital.



Contact:
Leeds General Infirmary,
Great George Street, Leeds,
West Yorkshire, LS1 3EX



Telephone number
(0113) 2432799

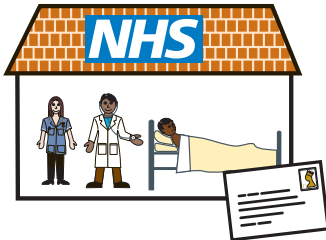


Matron for **Emergency department:**
Anna Di Biasio



Please contact

Sadie Dunne, Lead Nurse Learning Disabilities, Professional Practice, Clinical Standards & Patient Safety, Floor 2, Trust HQ, St James`s Hospital, Beckett Street, Leeds, LS9 7TF



Telephone number 0113 2069206 or Mobile 07899988703



For any advice, support or more information.

Special thanks to **John Burley**, Service User Involvement Facilitator, **Annie Brier**, Your Health Matters Resource Worker and **Dean Milner-Bell**, Accessible Information Designer, Learning Disability Service, 5 Woodland Square, St Mary's Hospital, Greenhill Road, Leeds LS12 3QE.
Telephone number **0113 85 50532**



And

Ann Shuter, for kindly being the model

And

All the staff in the **Emergency department** For helping to put this information together.

www.yourhealthmatters-leeds.nhs.uk/

www.easyonthei.nhs.uk/

