

Patient Information Leaflet

Welcome to the Emergency Department

Produced by:
The Emergency Department

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If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

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Welcome

Welcome to the Isle of Wight Emergency Department. We are sorry that events have led you to having to come here but we hope to make your experience as comfortable and stress free as possible.

This pack has been put together to give you information on the Emergency Department, and what may happen to you during your stay with us.

The Emergency Department

This Department sees a range of patients, from people who have either injured themselves, or have been injured in an accident, to people who have suddenly become unwell due to an existing or new illness.

Due to the wide variety of injuries or illnesses that people have, the Department is divided into 3 distinct areas to manage patients appropriately.

These areas are called Minors, Majors and the Resuscitation Room or 'Resus'. People with minor or less serious injuries or illnesses such as ankle and wrist injuries are seen and treated in the Minors area of the Department. The minor's area also has a paediatric treatment room, where most children will be seen and treated.

Patients with more complicated injuries or illnesses such as shortness of breath and hip injuries are seen and treated in the Majors area and the most seriously injured or ill patients are seen and treated in the Resuscitation Room.

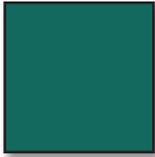
All patients attending the Department will be assessed by one of the Nurses and given a priority according to their injury or illness. Those most seriously injured or ill will be seen and treated first, therefore you may see people who have come in after you being seen and treated before you.

The Department employs Emergency Nurse Practitioners (ENP) whose role is to see and treat patients with minor injuries to reduce waiting times for this group of patients.

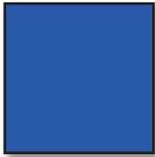
The Department also employs Advanced Nurse Practitioners (ANP) who are able to see and treat some patients in the Majors and Resus areas of the Department.

Who's who?

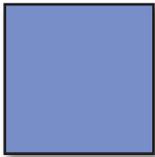
Staff working in the Emergency Department wear uniforms referred to as 'scrubs'. The different groups of staff wear different coloured scrubs:



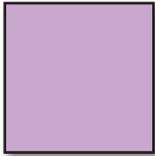
Green scrubs are worn by our Doctors and the ENP's



Dark blue scrubs are worn by our Senior Nurses



Light blue scrubs are worn by our Nurses



Lilac scrubs are worn by our Emergency Department Assistants (EDA)



Black uniforms are worn by our Porters

The Consultants work in the Department during the day Monday to Friday and mornings at the weekends.

The team of Doctors on duty at any time of day are supervised by Senior Grade Doctors permanently based in the Department.

The Modern Matron and Senior Sister are on duty every weekday.

The majority of the time, day and night, each shift is lead by a Junior Sister/Charge Nurse, who is responsible for co-ordinating the activity in the Department and leading the team of Nurse and EDA's who are on duty.

Other members of staff from around the hospital may be involved in your care, such as Pharmacists, Physiotherapists, Occupational Therapists, Social Workers and Mental Health Practitioners.

From time to time we have student nurses, medical students, work experience students & volunteers who will introduce themselves to you when caring for you.

What is going to happen to me?

Minors

Once you have been assessed by a Nurse, when there is space, you will be called through to the Minors Area of the Department where you will be seen by the next available Doctor or ENP working in Minors.

You may be asked to get into a gown so that your injury can be assessed properly.

Once the Doctor or ENP has seen you, they may want you to have an X-ray, or even a blood test. These investigations need to be requested, and involve other Hospital Departments who at times may be busy with inpatient or other outpatient requests.

Once the results of any tests that you have had are available, the Doctor or ENP will come back to you to give you the results and discuss your treatment.

Sometimes it will be necessary to refer you to another team of Doctors for further assessment or treatment. If this is necessary, you will be informed, and there may be a short delay waiting for the next Doctor to see you.

You may find that due to the different types and severity of injuries or illness, some people may need more investigations than others, and treatment will also vary requiring some people to remain with us for longer. This may mean that people who arrive after you may leave before you; this does not mean that you have been forgotten.

We endeavour to keep our patients' up to date on the progress of their investigations and treatment, but if you are not sure what is happening, please speak to the nurse responsible for your care.

Majors

If you have arrived in an ambulance or the Triage Nurse has recommended that you are looked after in Majors you will be greeted by the Nurse who will be responsible for your care. They will receive information on why you are here and what has been done for you so far.

You will be asked to undress and get into a gown, assistance will be given if you are unable to do this yourself.

The nurse will ask you questions about your injury or illness and take your pulse, blood pressure, temperature and other observations as necessary. They may leave the monitor attached to you to take several recordings of your observations during your stay.

If needed an ECG, which is safe, non-painful recording of the electrical tracing of your heart will be performed. You may also be attached to a cardiac monitor which constantly records your heart tracing.

You will be assessed by the next available Doctor or ANP. As part of your treatment they may request that further investigations such as blood tests, X-ray or scans are necessary to help diagnose what is wrong, and help decide what treatment you will receive.

The blood tests may be taken by a Doctor, Nurse or EDA, and they may leave something called a cannula in your vein, which allows us to give you certain medication or fluids.

Depending on the results of these investigations and test results a decision will be made as to whether you can be discharged home, referred to another team of Doctors or other professional for further investigation or treatment.

GP referral

If you have been seen by your GP today and referred to one of the Speciality Teams (Medicine, Surgery, ENT etc.), you are in the Emergency Department because there is no bed available for you on the Ward, which is where you would have been going under normal circumstances.

As you have been referred directly to one of the Speciality Teams, the nursing staff will contact them on your arrival, and ask them to come and see you. There may be a delay in you being seen if the teams are busy either on the Wards or seeing other emergency patients.

The majority of the time you will be treated in the Majors area of the Emergency Department, being a speciality patient in the Department will in no way compromise the care that you will receive.

If you see other people who have arrived after you being seen before you, this is likely to be because they are being seen by the Emergency Department Team, and not waiting for the Speciality Doctors to be seen.

If the Nurse looking after you in the Emergency Department assess you and decides that you need to be seen immediately, the Speciality Dr will be called as asked to come immediately, an Emergency Department Dr will care for you until they arrive.

As soon as there is a bed available for you on the ward, we will organise your transfer, if you have not been seen by the Speciality Dr before being transferred, you will be seen on the ward.

Waiting Times

Due to the nature and needs of the patients seen in the Department our workload constantly changes, at times the Department can be very busy due to the number of people attending, or dealing with very severely injured or ill patients resulting in staff being moved between the areas of the Department to meet the greatest need.

During busy periods there may be delays in the investigations being performed or results becoming available, we will do our best to minimise these delays, but if you feel you are not being kept up to date or are not sure what is happening with your journey through the Department please do not hesitate to ask a member of staff for more information.

Refreshments

Hot and cold drinks are available from the vending machines in the waiting room. During weekdays relatives can also visit the Friends of St Mary's Shop found in the main foyer, which sells a range of food and drink. Hot food is available from the Full Circle Restaurant at meal times which can be found on level B.

Before eating or drinking, patients should check with check with the nurse looking after in case this may cause a delay in their treatment.

Unlike the Wards, the Emergency Department does not have set meal times or meals delivered from the kitchen. Refreshments can and will be provided for patients who have a medical need, or those who have been delayed in the Department for longer periods of time. Meals can only be provided when the kitchen is open.

Feedback

We hope that your experience of the Emergency Department is a positive one, we strive to ensure the highest standard of care and would welcome any feedback that you have for us.

If your experience is not what you expected please speak to the Nurse in Charge to raise your concern or complaint.

The Modern Matron and Senior Sister are always happy to meet with you and discuss any issues you may feel need to be addressed, as we value feedback from patients and their relatives/carers in order to improve the quality of the care we provide.

If you are not satisfied with the response to your concern or complaint, you can contact the Patient Experience Officers based with the Quality Team on 534850, or put your complaint in writing to the Chief Executive.

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on **111**

We value your views on our service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle of Wight NHS Trust
St. Mary's Hospital
Newport
Isle Of Wight
PO30 5TG

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone **0800 169 0 169** to talk to the NHS Smoking Helpline.