

Your Guide through the Emergency Department

Patient Information

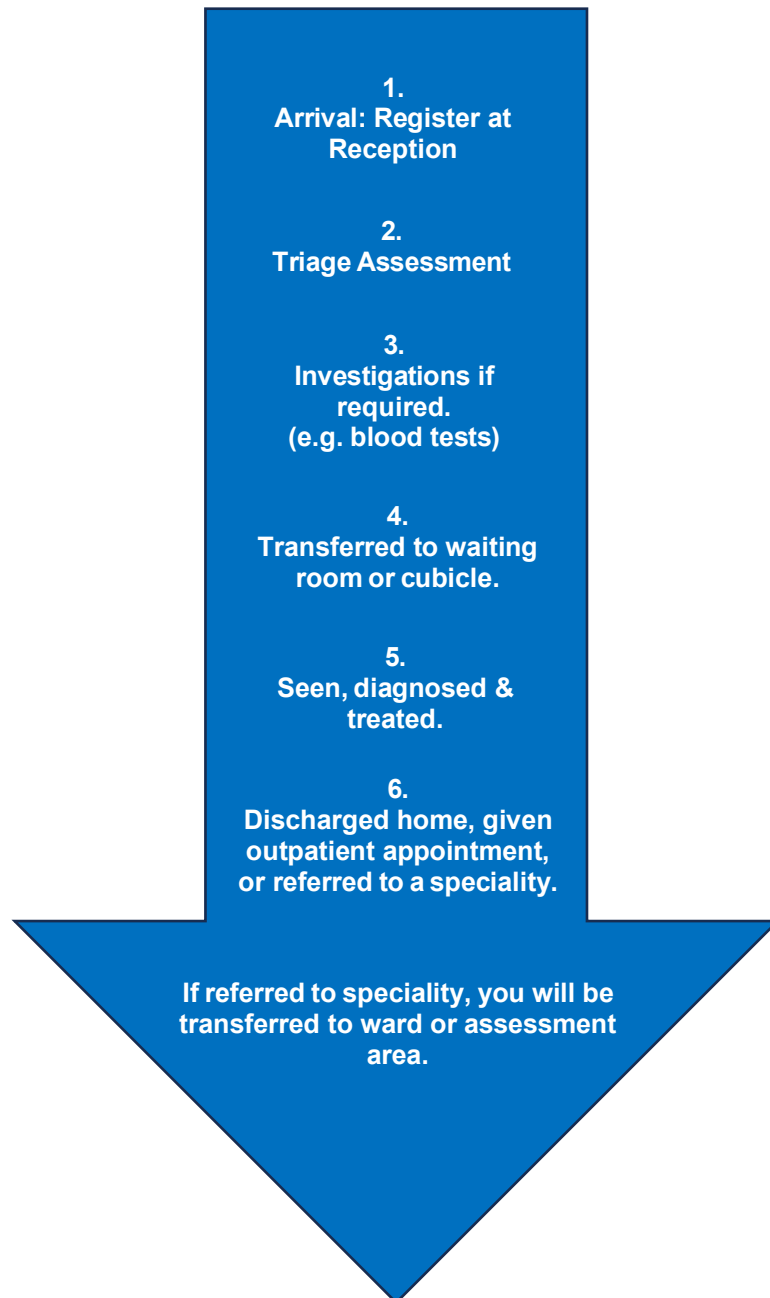
Emergency Department



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Our Values**People at
the Heart****Listen and
Involve****Kind and
Respectful****One
Team**



Welcome to Wrightington, Wigan and Leigh Teaching Hospitals Emergency Department

We aim to care for you and treat your presenting condition as soon as we can. The wait to be seen will vary due to demand in the department as a whole.

Once you arrive at the Emergency Department you will be met by a Registered Practitioner (Streamer), who will conduct a quick assessment on which area of the department you need to be seen in.

After you have registered at reception, you may be directed to a different area within the emergency village, where you will be assessed by a nurse who will assess your condition further (Triage). Following triage, you may have investigations ordered such as a blood test, an ECG or an X-ray.

Once you have been triaged, you may be asked to take a seat in the waiting room and there may be a wait before you are taken to a cubicle to see a doctor. Alternatively, you may then be transferred to a different area in the Hospital, such as UTC (Urgent Treatment Centre) SDEC (Same Day Emergency Care), SAEC (Surgical Ambulatory Emergency Care) Majors or Resus (Resuscitation).

An operational standard is in place for all A&E's, for 76% of patients to be seen, diagnosed and treated within four hours of arrival. This is dependent on departmental pressures or individual presentations.

Following this, patients will be either discharged home, given an outpatient appointment or referred to a speciality such as Surgical, Medical, Ear Nose & Throat (ENT), Urology etc for further investigations.

Patients then will be transferred to an assessment bed on the ward or through to our Clinical decisions chair area, to be seen by the speciality doctor.

Different areas that you may be transferred to:

Majors (Main ED Area)

For patients with serious conditions - Illnesses such as states of confusion, seizures, continuous chest pain, altered consciousness etc.

Resus (Resuscitation Area)

Urgent Assessment Required. Patients with the most serious or possibly life threatening conditions will be seen in Resus.

UTC (Urgent Treatment Centre)

Limb injuries, minor ailments and mild illnesses are seen in the UTC.

SDEC (Same Day Emergency Care)

Same day emergency care for medical ambulatory patients

SAEC (Surgical Ambulatory Emergency Care)

Same day emergency care for surgical ambulatory patients

CDW Chairs (Community Decision Ward)

Waiting area for patients outstanding test results such as blood tests/CT scans

GAU (Gynaecology Assessment Unit - Swinley Clinic)

Any early pregnancy emergencies/issues will be seen in the clinic.

Useful Information

There is a Nurse in Charge on the department 24 hours per day. Please ask to speak to the Nurse in Charge if you have any concerns during your attendance.

Telephone Number 01942 822735

Property

Please look after your property and valuables at all times.

WWL Trust cannot accept responsibility for lost items. We can provide property boxes if required. These are suitable for personal belongings, such as dentures, hearing aids etc

Refreshments

There are vending machines in the waiting room, but please check with the waiting room nurse before you eat and drink, as it may delay your treatment if you do. We will provide patients with regular refreshments throughout your stay in A&E

Feedback

If you would like to give feedback about your visit today, please complete a Friends & Family form or contact PALS on **01942 822111** or email: patient.relations@wwl.nhs.uk

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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