



**Wrightington, Wigan and
Leigh Teaching Hospitals**
NHS Foundation Trust

Going to the... Emergency Department-Easy read

Going to the Emergency Department

Patient and Carer Information

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, or your family or friends may take you.

Emergency Department Journey

When you arrive at the hospital, you will go to the Emergency Department, previously known as 'A&E'.

1. **Go to the Reception:** You will be asked for your name and address.
2. **Waiting Area:** You will be asked to sit in the waiting area.
3. **Initial Assessment:** You will be seen by a nurse or a doctor who will call you into a room and ask you some questions. They might need to take your blood pressure and temperature.
4. **Consultation:** When you see the doctor, they will ask you more questions and 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.
5. **Treatment:** The doctor might write out a prescription for you, which is a list of medicines or tablets that make you better. Alternatively, the doctor might send you for tests in other parts of the hospital to find out what is wrong with you.

Tests

- **Blood Tests:** These can show the doctor if there is something that is making you feel unwell.
- **X-Ray:** An X-Ray will take a picture of your bones.
- **Scan:** A scan can take pictures of inside your body. This helps the doctor to see why you are feeling ill.

Once the doctor has seen you, if you are well enough, you will be able to go home. If you are not well enough to go home, you will stay in a bed in the hospital and receive treatment to make you feel better.

Feedback

If you are worried or unhappy about your care, or you want to tell us how well we are doing, you can let us know using any of the following ways:

1. Tell the Staff in the Emergency Department or the Patient Relations Department.
2. Write to us:
*Patient Relations Manager, Wrightington, Wigan and Leigh NHS Foundation Trust,
Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1 2NN*
3. Telephone: [01942 822376](tel:01942822376)
4. Email: Patient.Relations@wwl.nhs.uk

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