

# Emergency Department (ED)



## Information for patients

This leaflet explains how the Emergency Department (ED) works and what to expect when you come in.

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.**

Ensuring your safety is our primary concern.

## Arriving at King's

You may come into our Emergency Department (ED) for assessment and treatment as a walk-in patient, or arrive by road or air ambulance.

## What happens when I first arrive?

### Arriving by ambulance

You will be assessed by a senior nurse and moved to one of our treatment areas (see page 4), depending on the care you need.

You will then be assessed by an emergency nurse, who will decide how urgently you need to be seen and the type of treatment you need. They will place you in the queue to see a doctor or an advanced/emergency nurse practitioner.

We will offer you pain relief and assess you again while you are waiting to see the doctor or nurse practitioner.

### Walk-in patients

You will be met by a senior assessment nurse who will briefly assess you. They will then either:

- direct you to the Urgent Care Centre (UCC) (Suite 1 GJW)
- direct you to the triage nurse for a further assessment
- redirect you to the most appropriate service

**Triage means assessing how urgently you need to be seen.**

If you need to be triaged you will be asked to book in at the main ED reception desk. The receptionist will ask you for a few details, such as your name and GP (home doctor) details. We will also ask for the name of a person close to you as a contact.



If you are directed to the Urgent Care Centre on your arrival we will ask you to register your name and details with the receptionist.

After you have booked in, we will offer you pain relief while you are waiting to see a doctor or nurse. We will also send you for x-rays, if necessary.

## **How long will I have to wait to be seen?**

We are one of the busiest EDs in London and see up to 500 patients per day.

We assess and treat everyone according to the urgency of their medical need and not in order of their time of arrival. Sometimes you may have to wait longer because patients arrive who need more urgent care than you.

**If you are waiting to be seen, please listen for your name to be called as we are a very busy ED and the department can be very noisy.**

**We sometimes use our loudspeaker system to call for patients who may have left the area or not heard their name being called. You may hear announcements regarding the red phones. This alerts us to a potentially life threatening emergency, which is arriving by ambulance or helicopter.**



## Where will I be treated?

This depends on your illness or injury and the severity of your condition.

**The Urgent Care Centre** treat patients with less serious injuries, such as wounds, limb or eye injuries or problems, and all non-life threatening illnesses. The **UCC** area is very busy and has four different queues and waiting times will vary.

**Majors** is for patients who need urgent treatment or investigations. You may be seen by an individual doctor, an Advanced Assessment Nurse Practitioner, or by a clinical team.

**Resuscitation** is for the most unwell, severely injured or critically ill patients.

**The Clinical Decision Unit (CDU)** is a ward for patients who need monitoring and further treatment.

The Children's area is for all children under 16 years old. It is open 24 hours a day and separate from the rest of the department. It is staffed by specialist children's nurses as well as general emergency staff and local GPs. We have nappy changing and feeding facilities and an adolescent room for 12-18 year olds.

**Children must be supervised by a parent, guardian or adult carer at all times.**



## **I need an interpreter – how do I arrange one?**

We can arrange urgent translations in any language by phone.

## **Can I eat or drink while in the ED?**

The nurse who assesses you will advise you whether it is ok to eat or drink anything before you are examined. Eating or drinking can sometimes delay or complicate treatment.

If you have been asked to stay in the ED for several hours, we may offer you refreshments such as sandwiches and hot drinks. If you are admitted to the Clinical Decision Unit, we will give you hot meals.

There are several coffee shops and a restaurant in the hospital, plus vending machines in the ED waiting area.

## **Can I have a chaperone when I am being examined?**

You will have a chaperone while you are being examined by the doctor or nurse. You can also ask to have a nurse of the same gender with you.

## **Discharge / GP letter**

We will send a letter to your GP telling them that you have been to the ED and explaining any treatments, tests or investigations you have had.

We will also advise your GP if you need any more investigations or treatments, as an outpatient or at their surgery.



## What do I do if I am still unwell or my problem gets worse?

Initially, please contact your GP or call **111** for advice.

However, if you think you need urgent treatment, please come back to the ED.

In an emergency call **999**.

## How do I get my prescription?

We may prescribe you medication when you leave the ED. We dispense many drugs but you may have to pick up your medication from our pharmacy. This is now located on Denmark Hill and is open 8am - 9pm, Monday to Friday, and 9am – 5pm, Saturday, Sunday and Bank Holidays. Your prescription will last for up to two weeks. If you need more medication, please ask your GP for a repeat prescription.

## Respect for staff

Our staff are here to help you so we expect you to treat them with respect. If you threaten them verbally or physically, we may ask you to leave the ED. You could also be prosecuted and excluded from receiving healthcare at this Trust. We operate a zero-tolerance policy on violence and abuse.

## Looking after your valuables

Do not bring valuables into the hospital, only things that are essential. Please protect your personal belongings at all times. If you need to store valuables, please ask a member of staff and we will lock them in the Emergency Department safe.



## Tell us what you think of our ED

Our Friends and Family test is a chance for you to comment on your care and treatment in the ED and to help us improve our service.

All you need to do is let us know, using a simple scoring system, how likely you are to recommend our Emergency Department.

You can do this on the leaflet we give you.

For more information, go to **[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)**

## Who do I contact with queries or concerns?

A senior nurse called a Sister or a Charge Nurse is responsible for making sure the department runs safely along with the Consultant in charge. They will help you if you have any queries or concerns about your care. Each area of ED also has a senior nurse and doctor in charge who can help you.

## Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always has the most up-to-date information about your health, we may share information about you between the hospitals.

## Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.



## **PALS**

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.PALS@nhs.net**

**You can also contact us by using our online form at [www.kch.nhs.uk/contact/pals](http://www.kch.nhs.uk/contact/pals)**

**If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.**