

# **PATIENT INFORMATION**

## **AED Patient Guide**

## **Patient Guide To the Accident and Emergency (A&E) Department**

This leaflet has been designed to help you understand what the emergency department is and what to expect from your visit to our department.

### **What is the Accident and Emergency Department?**

Our department is run by a team of specialist nursing staff, clinicians and doctors to treat patients who have suffered a recent injury or developed a sudden illness. The staff are trained and experienced in the treatment of all kinds of emergencies.

### **What is the process of being seen?**

We try our best not to keep you waiting, the length of your wait will depend on how busy the department is. The time you wait to be seen is not on a first come first served basis. All emergency departments use a priority system and patients who have life-threatening problems need to be seen as soon as they arrive. Others who have less urgent needs may have to wait for treatment if staff are busy with more urgent cases. There may also be a lot of activity happening out of sight of the waiting room.

**Step 1-Reception** The receptionist will take your name, most up-to-date details and register you. Please ensure your details are correct, especially telephone contacts as we may sometimes need to contact you after your visit.

**Step 2-Triage Nurse** We aim for you to be seen by a triage nurse as soon as possible after you book in. At very busy times there can be a wait for triage although we do everything we can to keep this to a minimum. If you are

concerned about yourself or a relative whilst waiting for triage e.g. severe chest or abdominal pain please knock on the triage door to let us know.

A nurse will assess you and may ask you about any medical conditions you have. You will be offered pain relief if you are in pain. Investigations may also be requested by the triage nurse.

We may direct you somewhere else if we think that your condition would be better managed elsewhere, or you need to be in a specialised area. For chronic illnesses our team may direct you to your GP who specialises in chronic conditions.

**If you feel more unwell or your pain starts getting worse whilst you are waiting, please let a member of our team know straight away.**

Step 3-Treatment you will be directed to one of our treatment areas where you will be seen by a doctor or clinician. There are a number of different “streams” within the emergency department for different sorts of conditions. This helps us work in the most efficient way but does mean that on occasion you may wait longer than someone else with a different condition who arrived at the same time. Some patients who have been referred in by their GP will be seen directly by one of the other hospital teams e.g. the on-call surgical team. The triage team will be able to advise which team you are waiting to see.

## Is the Emergency Department always the best place for treatment?

If you have been suffering from a medical problem for a while e.g. more than a few days it may be more appropriate to call your GP practice or NHS 111.

### Alternatives to the Emergency Department

Pharmacists Your local pharmacist can provide free expert advice without an appointment on common illnesses and the best medicines to treat them if you have a minor health problem that doesn't require being seen by a nurse or doctor.

General Practitioners (GP) GPs are experts in family medicine, preventative care, health education and treating people with multiple and long-term conditions. **Out of hours** call your GP's surgery as normal and follow the instructions.

NHS Urgent Treatment Centres [West Lancashire Urgent Treatment Centre](#) is to the left of the main entrance to Ormskirk hospital and [Skelmersdale Walk-in Centre](#) is at The Concourse. These services are provided by HCRG Care (formerly Virgin Care) who ask you to contact [NHS 111](#) before travelling to either centre.

[Litherland Walk-in Centre](#), between Aintree and Seaforth and operated by Mersey Care NHS Foundation Trust, has a telephone triage and appointment system. Book an appointment before visiting by calling 0151 475 4667.

Dental Emergencies In West Lancashire, call 01772 777397 and In Southport and Formby call 0161 476 9651

**Please remember this a very busy department for accident and emergencies and should not be used instead of attending your own GP surgery.**

## **Following your visit to the Emergency Department**

At the conclusion of your assessment by our clinicians you will either be told you need admission or can be discharged. There are also a number of pathways and clinical conditions for which the emergency department will arrange a follow up in an out-patient clinic. Examples are fracture clinic for acute injuries, TIA clinic for TIA's ("mini strokes") and our ambulatory care units. In addition if your clinician feels that your condition warrants follow up within 2 weeks they will arrange a referral to an out-patient clinic. There are guidelines and pathways that help our clinicians decide on such referrals. Referrals that do not meet the criteria will often be rejected. Therefore it is not uncommon for an ED clinician to decide that your condition does not need urgent treatment or investigation but does require further assessment to exclude the possibility of something serious. We understand that this can be complicated and confusing; your clinician can help explain this to you. If you have been advised that your condition is more suitable for follow up with your GP we will write to your GP to tell them about your visit, inform them of any relevant results and that we have advised you arrange follow up with the GP.

We hope that you are satisfied with your experience in our Emergency Department. If you have any concerns, please do not hesitate to speak to a member of staff.

**During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department Sister/Charge Nurse if you have questions or concerns.**

## **MATRON**

A Matron is also available during the hours of 9am to 5pm Monday to Friday. During these periods, ward/department staff can contact Matron to arrange to meet with you. Out of hours, a Senior Nurse can be contacted via the ward/department to deal with any concerns you may have.

## **INFECTION CONTROL REQUEST**

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

## **SPECIAL INSTRUCTIONS**

### **ANY CONDITION SPECIFIC DANGER SIGNALS TO LOOK OUT FOR:**

### **CONTACT INFORMATION IF YOU ARE WORRIED ABOUT YOUR CONDITION**

- Your own GP

### **OTHER USEFUL TELEPHONE NUMBERS/CONTACTS:**

NHS 111

Stop Smoking Helpline (Sefton) – 0300 100 1000

Stop Smoking Helpline (West Lancashire) – 0800 328 6297

**Please call 01704 704714 if you need  
this leaflet in an alternative format**

**Southport and Ormskirk Hospital NHS Trust**

Ormskirk & District General Hospital  
Wigan Road, Ormskirk, L39 2AZ  
Tel: (01695) 577111

Southport & Formby District General Hospital  
Town Lane, Kew, Southport, PR8 6PN  
Tel: (01704) 547471

**FOR APPOINTMENTS**

Telephone (01695) 656680  
Email [soh-tr.appointments@nhs.net](mailto:soh-tr.appointments@nhs.net)

We would welcome your feedback about your experience  
at Southport and Ormskirk Hospital NHS Trust.  
Please access the Friends and Family Test at the following  
link:

[https://www.southportandormskirk.nhs.uk/patients-and-  
visitors/fft/](https://www.southportandormskirk.nhs.uk/patients-and-visitors/fft/)

**Thank you**

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