



Southport and  
Ormskirk Hospital  
NHS Trust

# **PATIENT INFORMATION**

## **(Easy Read)**

# **Going to Accident and Emergency**

This booklet uses easy words and pictures and will help you if you need to go to the Accident and Emergency Department.

When you feel ill you will normally see the doctor in your local surgery – this is your GP.



But if you are really ill or have hurt yourself, you may have to go into hospital.



Sometimes you may have to go in an ambulance.



When you arrive at the hospital you will go to the accident and emergency department. This is known as the 'A+E'.



You may need to wait in a queue as you need to tell someone you are there. The person at the reception desk will ask your name and address.



They will then ask you to sit down in the waiting room.

We will try and make sure you don't wait a long time but **A+E** is often very busy.



A nurse will call your name and take you into a room called triage. They will ask you and your carer some questions. You will then be asked to sit in the waiting room again.

# TRIAGE

When the doctor is ready to see you, a member of staff will come to the waiting room and call your name.



If you are hurting or you are scared, tell the doctor or nurse, who will try to help you.



After the doctor has seen you they will decide what will happen next. This could be writing out a prescription for you that you can take away.



A prescription is a list of medicines or tablets that may make you better.



Or, the doctor might send you for tests in other parts of the hospital to try and find out what is wrong with you.





These tests might be taking blood, having an X-Ray or having a scan or might be something else.



Once the doctor has seen you, you may be sent home if you are well enough.



If you are not well enough to go home, you will be moved to a bed on a ward so that you can have treatment.



If you or your carer need support whilst you are in hospital, ask them or the staff caring for you to ring Learning Disabilities Liaison.



## **INFECTION CONTROL REQUEST**

Whilst visiting the hospital we ask patients and visitors to help us to prevent infection.

You can help by cleaning your hands regularly



If you are unsure that a member of staff caring for you have washed their hands, please ask them.

They will be happy to wash their hands so that you can see them.



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

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