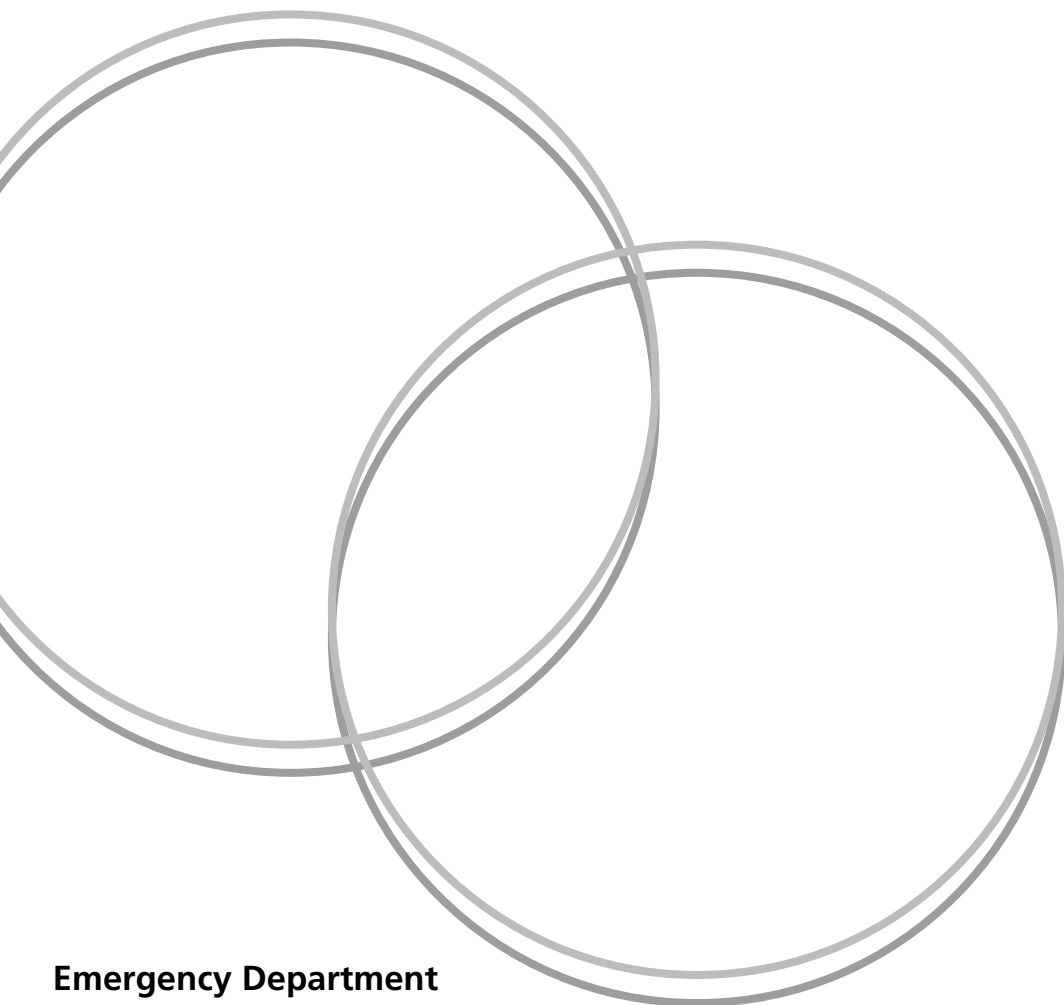


Following your visit to the Emergency Department

Information for patients



Emergency Department

We hope that you are satisfied with your experience in the Emergency Department, and that you were treated both professionally and courteously. If you have any concerns please do not hesitate to speak to a member of staff.

We now feel it is safe for you to go home and be discharged from the Emergency Department. **Please make sure that you have discussed the following information with the Doctors and Nurses:**

1. Which pain relief to use if you are in pain.
2. If you need further appointments, either with your GP or at the Hospital, please make sure that these have been arranged or that you know how to arrange them.
3. Make sure that the Doctor or Nurse has explained any questions that you have about the condition or the injury that brought you to the Emergency Department.
4. Please ask for an information leaflet about your condition or injury if you would like one.
5. Please make sure that you are aware of what symptoms or signs should prompt you to return to the Emergency Department.
6. If you or your family have any concerns about your discharge from hospital or how you will manage at home please discuss this with a member of staff before you leave.

Feedback

If you would like to tell us anything about your experience in the Emergency Department, please speak to the Nurse in Charge. Alternatively you can contact the Patient Advice and Liaison Service (PALS).

Email: **PALS@ouh.nhs.uk**

Call: **01865 221 473**
01295 229 259

You can also email **feedback@ouh.nhs.uk**

For more information, please visit **www.ouh.nhs.uk**

For further information or advice

Please contact your GP or NHS 111 (dial 111 (freephone) from any landline or mobile).

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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