

# Welcome to the Emergency Department (ED)



Oxford University Hospitals NHS Trust runs two Emergency Departments, one at the John Radcliffe Hospital in Oxford, and one at the Horton General Hospital in Banbury.

We aim to care for you and treat your condition as soon as we can and as well as we can, but the length of your wait will depend on the number of patients in the department as a whole, and the severity of those patients' injuries or illnesses.

We aim to assess you soon after you arrive. This involves taking brief details of your injury or illness, offering pain relief and organising initial tests such as X-rays. You will then be seen by a doctor or by an emergency nurse practitioner (an experienced emergency department nurse with specialist training) or a senior ED nurse with particular skills and knowledge.

As well as patients in the waiting room and cubicle area, we also see patients brought by ambulance into the resuscitation or majors areas, so the department can be very busy, even when the waiting room seems quiet.

Sometimes people may be called before you, despite having arrived after you. This may be because they have a more urgent medical need, or can be seen by an emergency nurse practitioner or an ED nurse.

The Oxford University Hospitals NHS Trust is a teaching trust: this means that medical or nursing students may be involved in your care. If you would prefer students not to be present during your treatment, please let our staff know. Your decision will not affect the care that we give you.

## Children

There are separate rooms for children in each area of the department, and a separate waiting area. Please supervise your child at all times.

The health visitor is automatically notified of all children under five years of age who attend the Emergency Departments. We also carry out a check of the child protection register for children or young people who attend.

## Refreshments

There are vending machines in the waiting room, but **please ask a nurse before you eat or drink**, as it may delay your treatment if you do.

Please remember that patients nearby may be feeling unwell or sick, and the sight or smell of food may be unpleasant for them.

## Smoking

For the health and safety of all patients and staff, smoking is not allowed within the hospital or its grounds.

## Mobile phones

Please do not use mobile phones in clinical areas, as they can affect medical equipment. **You may not take photographs or video of any kind, anywhere in the Emergency Department.**

## Property

Please look after your property and valuables at all times. Oxford University Hospitals NHS Trust cannot accept responsibility for lost items.

## Leaving hospital

When you are discharged from the Emergency Department it is important that we discuss the following things with you. If these are not discussed, please ask a member of staff.

- Pain management and advice about painkillers.
- When you will be able to return to work.
- Management of your condition / injury, including when you should be seen again, and what symptoms would indicate a further emergency.
- How you will manage at home, and if any support is required.

We should also provide a copy of your discharge letter, and written advice.

**Please arrange your own transport home:** only patients who meet strict medical criteria may request ambulance transport.

Thank you for your co-operation, and we hope your wait is not too long.

## Feedback / complaints

We aim to provide a safe and professional service; if you have any concerns at all during your visit to the department, please speak to a member of staff so that we can resolve any problems.

When you visit hospital you may be asked 'How likely are you to recommend our department to friends and family if they needed similar care or treatment?' Please fill in a form – we welcome your feedback.

If you are unhappy with any aspect of your care, please speak to the Nurse in Charge. If the Nurse in Charge is unable to resolve the issue, please contact the Patient Advice and Liaison Service (PALS).

Email **PALSJR@ouh.nhs.uk / PALSHH@ouh.nhs.uk**

Call **01865 231 471 / 01295 229 259**

Monday to Friday 9.00am - 5.00pm

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

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

# Alternatives to the Emergency Department

## **Minor Injury Units (MIUs)**

MIUs treat sprains, broken bones, fractures, minor cuts and burns, bruises, bites and stings. There are several Minor Injury Units (MIUs) in Oxfordshire.

Please visit **[www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)** and search for 'Minor Injury Units'.

## **General Practitioners (GPs)**

Your GP provides medical advice, prescriptions, immunisations, blood tests and an out of hours service: call their usual telephone number and their answer-phone will give you details.

## **Pharmacists**

Pharmacists offer free, professional health advice, without an appointment.

## **NHS 111**

If you have a health problem and you don't know what to do, call **111** for help.

NHS 111 arranges over-the-phone advice from a GP or nurse, advises on which service is most appropriate for you, and helps to find services nearby or open at the time you call.

If NHS 111 decides that you need an ambulance, one will be called for you.

NHS 111 is open 24 hours a day, 365 days a year, and calls are free from both landlines and mobiles.

## **[www.nhs.uk](http://www.nhs.uk)**

You can visit **[www.nhs.uk](http://www.nhs.uk)** for general health information, to find health services nearby, or to check your symptoms online.

## **Dental emergencies**

For dental emergencies please call **0845 345 8995** for the **Out of Hours Emergency Dental Service**.



If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALSJR@ouh.nhs.uk**

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[www.ouh.nhs.uk/patient-guide/leaflets/library.aspx](http://www.ouh.nhs.uk/patient-guide/leaflets/library.aspx)

