

Emergency Department

Following your visit to the 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. When it is appropriate for you to return to work.
"Sick notes" (Statement of Fitness to Work) are issued by your GP only if you need more than 7 days off work.
3. 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.
4. 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.
5. Please ask for an information leaflet about your condition or injury if you would like one.
6. Please make sure that you are aware of what symptoms or signs should prompt you to return to the Emergency Department.

7. 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). Please see below for their contact details.

How to contact us

If you have any questions or concerns, please contact:

Emergency Department
John Radcliffe Hospital
Tel: 01865 220 224

Emergency Department
Horton General Hospital
Tel: 01295 229 412

Alternatively you can contact your GP or NHS 111 (Freephone), for emergency advice.

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**

Emergency Department
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Oxford OX3 9DU
www.ouh.nhs.uk/patient-guide/leaflets/library.aspx

