

## Leaving the department

We will talk with you about:

- Pain management and advice about painkillers
- When you can return to work or school
- How to manage your condition and what triggers may mean you see your GP or return to the Emergency Department
- How to manage at home and if any extra help is needed.

If we have not covered all these points with you please let us know. We do not give out sick certificates for work, you will need to get this from your GP.

## Transport

**You will need to arrange your own transport home, even if you arrived by ambulance.**

## Admission

We will arrange for you to be admitted, sometimes there can be a wait for a bed to become available, but we will try to make you as comfortable as possible while you wait. If you need anything please tell a member of staff.

## Concerns

If you are not happy with your care or treatment, please ask to speak to a nurse or doctor. Often it can be sorted out immediately. If you are still not happy then please ask for a feedback leaflet to raise your concerns (these can also be found on the Patient Advice & Liaison Service Board

in the waiting area). Or you can contact the Patient Advice & Liaison Service on the details below.

## The Friends & Family Test

The Friends & Family Test is an NHS survey to find out how you found your visit. If we have your mobile telephone number on record, a text will be sent to you within 48 hours of discharge to ask a simple question. The survey is anonymous and the texts are generated automatically. Responding to the text is voluntary.

If you do not have a mobile telephone, you can still give feedback by calling 01305 300719 or complete a feedback card and leave it in the comments box in the waiting area.

If you would like us to call you back to discuss your feedback, please leave your contact details.

-----

## Customer Services

Dorset County Hospital, Williams Avenue,  
Dorchester, Dorset, DT1 2JY

**Tel:** 0800 7838058 (Freephone)

**Email:** [pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)

-----

## Weymouth Urgent Care Centre

Weymouth Community Hospital,  
Melcombe Avenue, Weymouth,  
Dorset, DT4 7TB

**Tel:** 01305 980000

© 2016 Dorset County Hospital NHS Foundation Trust  
[www.dchft.nhs.uk](http://www.dchft.nhs.uk)

# Visiting the Emergency Department

---

**Help us to give you  
the best care**

**Customer care  
Making experience matter**

For large print, easy read,  
audiotape or in another language call  
0800 7838058 or e-mail [pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)

## Welcome to the Emergency Department

This leaflet helps you to understand what to expect from your visit.

### Waiting time

We aim to see all patients within 4 hours, but at busy times when lots of patients arrive in a short space of time, this may not be possible. In which case, you may prefer:

- **Urgent GP appointment**
- **Out of hours GP in the hospital**
- **Urgent Care Centre in Weymouth**

The time you wait to be seen *is not* on a 'first come, first served' basis, as sicker patients who need urgent care, will be seen first. This means some patients could be seen before you, despite arriving after you. This may seem like '*queue jumping*' but there will be a medical reason for this or they are seeing a specialist who is not part of the Emergency Department Team.

There may also be a lot of activity happening in the 'majors' area/resuscitation room, which is out of sight of the waiting area. So even though the waiting area may seem quiet, it may be very busy elsewhere.

If you are worried about the length of time you have been waiting please speak to a member of the nursing team.

### Personal information

**We may need to contact you after you have left.** Please make sure reception have up-to-date information for you this includes:

- Telephone/mobile number
- Address
- GP

Your GP will be informed of your visit. For children under 5 years, the Health Visitor and School Nurse will also be informed.

### Waiting

Please wait in the waiting area and you will be called when it is your turn. Patients have priority seating, so please ask family or friends to give up their seats if they are able. There is a toilet opposite the waiting area.

**If you need to leave the waiting area please let a member of staff know so you do not miss your turn. If you change your mind and do not want to wait please inform triage nurse or reception, so we do not start looking for you.**

### Children

There is a children's waiting area off the main waiting area. It is fairly small so please prioritize patients if it is full. There is a toilet for children in here and a baby change unit.

### Triage Nurse

First you will be seen by a triage nurse, we aim for this to happen within 15 minutes of arrival, to make sure you get the right care. If you are in pain you will be offered pain relief. A blood test, X-rays, or other investigations might also be arranged.

Tell the triage nurse the following:

- Medical conditions
- Medications you are taking
- Allergies

This information may be checked again during your visit. If you feel more unwell or your pain is getting worse, let a member of the nursing team know straight away.

### Eating and drinking

Please ask the triage nurse if you can eat or drink as it might delay your treatment if you do. There are vending machines in the waiting area and a water fountain by reception.

### Smoking

You are not allowed to smoke anywhere on the hospital grounds or in the hospital. Please respect this.

### Mobile phones

You may use your phone in the waiting area, but please be aware of other people and be as quiet and brief as possible. You *may not* take video or photographs anywhere in the department to protect other people's confidentiality. Please avoid using your phone when seeing the doctor or nurse.

### Being seen

Most patients in the waiting area will be seen in 'minors'. Sometimes patients from the waiting area are seen in 'majors'.

You will be seen by a nurse practitioner or a doctor. We also have medical and nursing students training in the department. Students are an essential part of our workforce, if you would prefer them not to be involved in your care please let us know. This will not affect the care we give you.

If you were sent by your GP, you will be seen by the relevant specialist doctor. They are informed as soon as you arrive, but they may be in theatre or seeing patients on the ward, therefore, there could be a delay before you are seen.