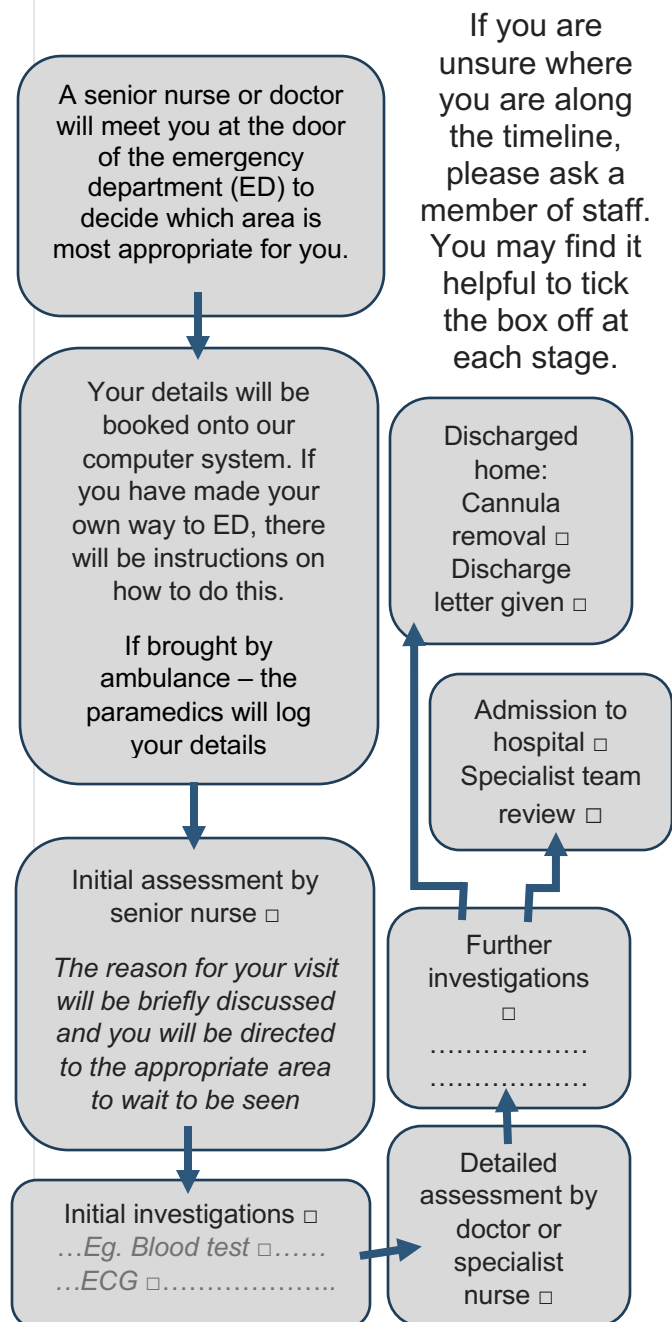


Timeline



Help us keep you safe

Wristbands: *these ensure we have the correct details for you and identify patients with allergies. Please ask someone if you do not have a wristband.*

Allergies: *you will be asked many times but please ensure you let us know if you have any allergies to medications. You will be given a red wristband.*

Monitors: *if you are put on a monitor and the alarm goes off – please let your nurse know by pressing the call bell. If you are receiving a medication through a drip, it may help to straighten your arm.*

Bed rails: *we have had incidents where patients have fallen out of trollies. The rails are there to protect you and should be left up to prevent falls.*

Complaints and feedback

If you are pleased or unhappy with the service you have received, please feel free to discuss this with your nurse or doctor. If you would like to make a thanks, complaint or give more formal feedback, please contact PALS (patient advice and liaison service).

02033130088 (Mon-Fri 9-17)
Imperial.PALS@nhs.net

Welcome to

CHARING CROSS HOSPITAL EMERGENCY DEPARTMENT



The name of your
nurse is:

.....

The name of your
doctor is:

.....

Where am I?

The different areas are as follows:

- Waiting room: this area is where most patients in the department (who are able to sit) wait to be seen
- Rapid assessment unit: this area is a “pitstop” for the initial assessment/investigation of patients brought to hospital by ambulance.
- Majors: this area contains bays for assessment and treatment. There are trolleys here – see safety briefing.
- Resus: this area is for those who require time-critical specialist care with monitoring
- AEC (same-day emergency care): for patients whom can walk and usually do not require hospital admission. You may receive intravenous medications here, attend for scans/further investigations or be reviewed by speciality doctors
- UCC (urgent care centre): this is a primary care service for those with minor illness/injury. You will be seen by a GP or a specialist emergency nurse practitioner

You may be moved into a different area at any time. If this happens, the reason for this will be discussed with you.

We do our best to separate those with potential symptoms of Covid-19 (for example: fever, cough, shortness of breath, chest pain, diarrhoea) from those without. We also have isolated rooms for certain at-risk patients (such as those with immunodeficiency or receiving chemotherapy).

Who's who?

Nurse in Charge

Responsible for ensuring the department is running smoothly



Nurses

Each nurse cares for patients in a particular area of ED

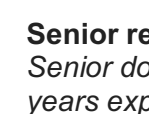
Allied healthcare professionals

Involved in taking blood and helping nurses with tasks such as ECGs and observations



Consultant

Most senior doctor with >8 years experience



Senior registrar

Senior doctors with >5 years experience



Junior doctor

Doctors with 1-3 years experience. All cases are discussed with a senior doctor.

Radiographer

Perform x-rays and other imaging such as CT scans



Other

Blue scrubs are often worn by other roles such as ED and speciality doctors

Frequently asked questions:

How long do investigations take?

Blood test results usually take 60-90mins. ECGs and x-rays need to be performed by nurses or radiographers – this depends on how busy they and the department is. Once they have been performed, your doctor can read them as soon as they are available. More complex scans (such as CTs and MRIs) need to be reported by a specialist radiologist which can take longer (usually around one hour). Your doctor will discuss the results with you and the reason for any delay.

How can I get some pain relief?

Please ask your nurse or doctor. You can press your call bell button if in a cubicle or ask your nurse when you see them if you are in the waiting room.

Why do I have to wait?

The most unwell patients are seen immediately by a team of nurses and doctors. All other patients are seen in order of arrival by a doctor. Delays can be due to emergencies elsewhere or the unpredictable pressures of a busy department but we will help you as soon as we are able.

Why do I have to wear a facemask? Why can't I have my relative with me?

You may be asked to wear a facemask to minimise risk of transmission of coronavirus. Please keep it on – you will be protecting both yourself and others. For the same reason, we cannot allow a relative to stay with you whilst in ED (aside from in exceptional circumstances). Thank you for your cooperation with this.