



**Gloucestershire Hospitals**  
NHS Foundation Trust

# **Attending Our Emergency Department**

## **What to expect, your care options, and what we ask from you**

# Introduction

This leaflet explains what will happen while you are in the Emergency Department (ED) and what other services may be available to help you.

When you arrive, you book in at reception. Please take a seat in the waiting area until your name is called by the Triage Nurse.

## What Happens in Triage?

The Triage Nurse will be the first person to see you. They will:

- Ask you about your symptoms
- Assess how urgent your problem is
- Decide what priority you need to be seen in

Patients are not always seen in the order of their arrival. Those with more urgent medical needs will be seen first. If your symptoms worsen while waiting, inform a member of staff.

After triage, you will be seen by a clinician. This may be a doctor, Emergency Care Practitioner, Advanced Clinical Practitioner or Physician Associate.

If you are unsure whether ED is the right place for you, the Triage Nurse can explain your options and give self-care advice if appropriate.

# **What Happens Next?**

You may have tests such as blood tests or an electrocardiogram (ECG). Please wait for the clinician to review any test results. Nursing staff cannot do this for you. We apologise for any increase in wait time during busy periods.

You will be:

1. Called into a treatment room to be assessed
2. Sent back to the waiting room while test results are processed
3. Called again to discuss your results and next steps

# **Is the Emergency Department the Right Place for You?**

The ED is for serious injuries and life-threatening emergencies. For minor illnesses or injuries listed below you may be treated faster at a Minor Injury and Illness Unit (MIIU) or by your local pharmacy. Many minor problems can safely wait until the next day.

- Sprains
- Minor fractures needing X-rays or plaster
- Minor wounds needing stitches
- Minor burns
- Emergency contraception
- Minor head injuries which you had no loss of consciousness

- Minor illnesses such as earache, sore throat, urinary infections
- Rashes, bites, stings and skin infections
- Eye problems such as conjunctivitis or foreign bodies

If you are unsure what service you need, you can contact NHS 111 or use 111 online. 111 online is available to people aged 5 and over.

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

If you have an injury and no other medical problems needing ED care, you may be referred to a local MIU. Their open hours are Monday to Sunday, 8:00 am to 8:00 pm. Units are in:

- Cinderford (GL14 3HY)
- Cirencester (GL7 1UY)
- Dursley (GL11 4BA)
- Moreton (GL56 0DS)
- Stroud (GL5 2HY)
- Tewkesbury (GL20 5GJ)

## **Waiting Times**

We aim to see you as soon as possible. Your wait depends on:

- How many people are in the department

- How unwell other patients are
- Whether patients have already been assessed elsewhere

We also treat patients arriving by ambulance, including those needing urgent care in the resuscitation or 'Majors' areas. This means the waiting room may seem quiet even when the department is very busy.

## **Translation and Accessibility Support**

If English is not your first language, please tell a staff member and an interpreter will be arranged. Support is also available for patients who have communication needs. For further information, please speak to a member of staff.

## **Children**

There is a separate waiting area for paediatric patients. Please supervise your children at all times.

## **Smoking**

Smoking is not allowed anywhere inside the hospital or on hospital grounds. This is for the health and safety of all service users.

## **Mobile Phones**

Do not take photos or videos in the ED. Security will be called if filming takes place. Please use your mobile phone in a manner that does not disturb others.

## **Property**

Please keep your valuables with you. Gloucestershire Hospitals cannot accept responsibility for lost items.

## **Infection Control**

You may be asked to follow infection prevention measures, such as:

- Hand sanitising
- Wearing a face mask
- Social distancing

These measures help protect all patients and staff.

## **How to Give Feedback on the care received in ED?**

You will receive a Friends and Family Test (FFT) text message asking about your experience. We would be grateful if you could take the time to complete this, as it provides valuable feedback which can help us to improve the care we provide.

To raise concerns, give suggestions, or share compliments, please contact our Patient Advice and Liaison Service (PALS).

## **PALS**

Tel: 0800 019 3282

Email: [ghn-tr.pals.gloshospitals@nhs.net](mailto:ghn-tr.pals.gloshospitals@nhs.net)

## **Zero Tolerance to Staff Abuse**

We do not tolerate verbal or physical abuse toward staff. Causing a disturbance in an NHS setting is a criminal offence under Section 119 (Criminal Justice and Immigration Act). Our staff are classified as Emergency Workers under this law.

**Content reviewed: February 2026**

## Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.

### Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation.

\*Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial.

Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>



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GHPI1942\_02\_26  
Department: Emergency Department  
Review due: February 2029  
[www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk)