

**Patient
Information**

Going to the Emergency Department



About the Emergency Department



Gloucestershire Royal Hospital has an Emergency Department which is open 24 hours a day



The Emergency Department is for people who need health care very quickly

Like people who have hurt themselves badly or people who feel very ill

Reference No.

GHPI1147_04_22

Department

**Patient
Experience**

Review due

April 2025



Some people go to the Emergency Department in an ambulance

Patient Information



Cheltenham General Hospital has an Emergency Department which is open from 8am until 8pm



Overnight from 8pm until 8am this department is a Minor Injuries Unit



This is for people who need health care quickly but are not so badly hurt or ill



Your carer or someone in your family will know which department you need to go to

**Patient
Information**

Going to the hospital



Your carer or a family member can call the hospital to let them know you are coming



Remember to take your traffic light assessment with you if you have one

This will help the hospital staff understand what your needs are



When you get to the hospital go to the reception desk



The person at reception will ask you questions, like

What is your name?

What is your address?

Why have you come to the hospital today?

**Patient
Information**

The waiting area



The person at reception will tell you to wait in the waiting area



The waiting area might have lots of other people waiting



We will try to make sure you don't wait too long



If you find it hard to wait, tell the person at reception or a nurse



A nurse will call your name when it is your turn and will take you into a room

Patient Information



Your carer or family member can go with you to see the nurse



The nurse will ask you some questions about how you are feeling today



The nurse might give you medicine or tablets, or take you to a bed to lie down



You might need to see someone else, like a doctor or other person who works in the hospital

This means you might have to wait again

**Patient
Information**

Seeing the doctor



If you see the doctor they will ask you more questions about how you are feeling



Tell the doctor which part of you is hurting, your carer or family member can help you



You can tell the hospital staff if you feel scared or worried about being in hospital

They will listen to your worries and try to help you feel better

Other things that happen in the Emergency Department



The doctor might give you some medicine to help you feel better

Patient Information



You might have some tests in the Emergency Department or in a different part of the hospital

Tests help the doctors find out why you are in pain or feeling ill



There are booklets that explain what happens when you have a test



After your test you will need to see the doctor again



The doctor might look at your test results and say you can go home



Or you may need to go to a bed in the hospital so that staff can look after you

**Patient
Information**

More information



If you want more information you can talk to one of our PALS staff

PALS is a small team of people who can give you advice and information about the hospital



You can call PALS on **0800 019 3282**



You can text PALS on **07827 281 266**



You can email PALS at
ghn-tr.pals.gloshospitals@nhs.net

**Patient
Information**

Learning Disability Hospital Liaison Nurses



There are special nurses in the hospitals who are trained to support people with learning disabilities



They work from 9am until 5pm, Monday to Friday



You can ask to see one of the Learning Disability Hospital Liaison Nurses when you come to hospital



You can call them on **0300 422 4985** or **0300 422 4953**

If they are away from the telephone, please leave your name and contact number on their answerphone



One of the Learning Disability Hospital Liaison Nurses will call you back as soon as they can

Content reviewed: April 2022