

Patient
Information

Waiting in the Emergency Department at Gloucestershire Royal Hospital

Welcome to the Emergency Department and we apologise that you may be kept waiting on occasions during this visit. You may have to wait in a corridor until a cubicle or ward bed is available. This might be because we are currently experiencing a large number of people needing hospital services.

During the time you are waiting a dedicated nurse is available to care for patients in the corridor. Please make them aware if you:

- are in pain
- would like something to eat or drink
- need help with anything
- are feeling too hot or too cold

If you have any concerns during your wait, please let a member of staff know.

If you wish to give us feedback of your experience in the Emergency Department today staff can provide you with further information, or alternatively you can contact:

Patient Advice and Liaison Service (PALS)

Tel: 0800 019 3282 (free phone)

Email: ghn-tr.pals.gloshospitals@nhs.net

Friends and Family Test (FFT)

- Respond to either the text message or automated telephone call you may receive after you leave the hospital
- Complete the online survey available on our website (www.gloshospitals.nhs.uk), please search for 'FFT'
- Complete an FFT card located by the pink boxes at the exits of the hospital building

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Department

**Emergency
Department**

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