

## Going to the Emergency Department (A&E): What happens when you are ill and need to go to hospital

When you feel ill you will normally go to see the doctor in your local surgery - your GP.



But, if you are really ill or have hurt yourself, you may have to go to hospital.

Sometimes, you may have to go in an ambulance.



When you arrive at the hospital you will go to the Emergency Department. This is also called 'A&E'.



The person on the front desk will ask your name and address.



A nurse will then call you into a room and ask you and your carer some questions.



All the staff in the hospital wear a name badge and when they speak to you, they should always tell you their name.



You will then be asked to wait to see the doctor. We will try to make sure you don't wait a long time but A&E is often very busy.



Sometimes, a special nurse called a Learning Disability Liaison Nurse will come and see you to see if she can help you and your carer.



When you see the doctor, he or she will ask you more questions and will examine you by touching or looking at the part of you that is unwell.



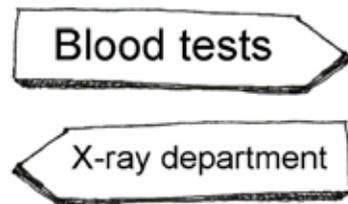
If you are hurting or scared, tell the doctor or nurse, who will try to help you.



The doctor might then write down a list of medication (drugs) that may make you better - this is known as a 'prescription'.

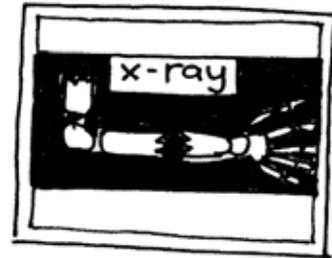


Or, the doctor might send you for tests in other parts of the hospital to try to find out what is wrong with you.



These tests might be taking blood, having an X-ray or having a scan or might be something else.

We have leaflets that will tell you what happens when you need to have tests.



Once the doctor has seen you, you will either be sent home if you are well enough.

If you are not well enough to go home, you will be moved to a bed on a ward so that you can have treatment.



OR



If the hospital is very busy and you are waiting for tests you might be sent to wait in a place called AMU - this is the Acute Medical Unit.



We have a leaflet about the AMU. The nurse will give this to you so you can find out what happens there.



If you or your carer needs help while you are in the hospital, ask one of the nurses to either call the Learning Disability Liaison Nurse on ext 8159 or on mobile number 07879 425 803 or Patient Relations on 8338.

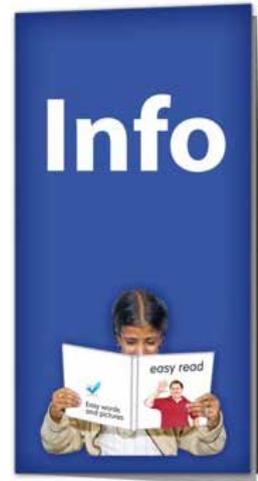


More information for people with learning disabilities and their carers can be found on the Trust website at: [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)



Also available in this series:

- Getting help in hospital
- Going into hospital
- Going to the Acute Medical Unit (AMU)
- Having a blood test
- Having a general anaesthetic
- Having a scan
- Having an X-ray
- Washing your hands
- What happens in pre-operative assessment



Easy Read booklet number 5. Images courtesy of PhotoSymbols, the Change Picture Bank and RBFT. April 2019.