



Are we expecting you?

This leaflet is for 'expected' patients visiting the Emergency Department (A&E) and explains what that means and what happens next.

Patients coming to A&E

The Adult Emergency Department (usually known as A&E) acts as one point of entry for adults in the Royal Berkshire Hospital. Patients from many channels will be entering the department, for example:

- By ambulance (999)
- GP referral
- Walk-in Centre / Urgent Care Centre referral
- Self-referral
- Hospital transfers

What does 'expected' mean?

Expected patients have been referred to a specialty for further investigation and/or treatment. Specialty departments can include the General Medical Team, Surgical Team, Orthopaedic Team, ENT Team, Urology Team and many more.

Often there can be a misconception that if you are 'expected' you will be seen on arrival by the receiving speciality; however, this is not always the case.

On rare occasions patients may believe they are expected when unfortunately this may not be the case; therefore, these patients will be seen by an Emergency Department (ED) doctor (who will decide what the best course of treatment is) should they wish to stay.

What happens when you arrive in the department?

After booking in at reception, the triage nurse will see patients in time order for initial assessment in order to determine if immediate treatment is needed. This will include contacting the speciality you are here to see, to confirm you are here.

While you wait

- As you are under a speciality, you will not be waiting to see an ED doctor; therefore, we cannot estimate how long you will have to wait.
- **The Adult Emergency Department service will respond immediately to those people who are acutely ill, or have life- or limb-threatening problems.**

Friends and Family Test

Whatever your experience, you can give feedback by completing the Friends & Family test by going online www.royalberkshire.nhs.uk/patients-and-visitors/friends-and-family-test/ or using the link sent to you in an SMS text message.