



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
- Urgent treatment 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 general medicine, surgery, orthopaedics, ear, nose & throat (ENT), urology and others. These teams will be informed of your arrival in the department shortly after triage (assessment).

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 the case. The specialty doctors often have ward patients as well as Emergency Department patients. You will be seen as quickly as possible but there can be very variable waits.

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

- All confirmed expected patients get an automatic bed request on the hospital’s electronic patient system (EPR). **This does not mean you will be staying in hospital overnight;** however, some patients will stay in.
- 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.**

What happens next?

As we are unaware of your (specialist) doctor's patient list, it may well be that a bed will become available on the ward before you have been seen in the ED. If this is the case, we will help you up to the ward to be seen as soon as your doctor is available. Again, this does not necessarily mean you will be staying overnight. If your doctor is available before this, then you will be seen in the ED by your speciality team and a decision will be made whether to admit you to a bed or to discharge you home.

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.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

RBFT Emergency Department

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