

Are we expecting you?

Introduction

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 referral
- Self referral
- Hospital transfers

What does 'expected' mean?

Expected patients have been referred to a specialty for further investigation and/or treatment. This 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 the case. 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 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 electronic patient system (EPR). This DOES NOT mean you will be staying in hospital overnight; however this may well be the case.
- 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. 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 Emergency Department by your speciality team and a decision will be made whether to admit or discharge you.

Tell us your views

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the nurse looking after you. The matrons are also available during normal working hours and they welcome your views. You can also pick up a copy of the Trust leaflet called 'Talk to us', which explains how you can raise concerns or give feedback on your experience at the hospital.

Friends and Family Test

Whatever your experience you can give feedback by answering the Friends & Family test question – How likely are you to recommend our service to family and friends if they needed similar care or treatment? – by filling in a card given to you by the receptionist or clinician.

Further information

For more information about the Trust visit our website www.royalberkshire.nhs.uk

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This document can be made available in other languages and large print upon request.

Chloe Hughes, Emergency Department, February 2019
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