Croeso

Gall bod yn glaf mewn Adran Achosion Brys fod yn amser pryderus i chi. Ein nod yw sicrhau y bydd eich cyfnod yma mor fyr a syml â phosibl. Dylai'r wybodaeth hon helpu i egluro beth allwch chi, fel claf, ei ddisgwyl gan y staff yn ein hadran.

Beth y gallwch ei ddisgwyl gennym:

- Bydd staff y dderbynfa yn groesawgar, yn gwrtais ac yn gynorthwyol.
- Cewch frasamcan o faint o amser y dylech ddisgwyl gorfod ei aros cyn i weithiwr gofal iechyd proffesiynol eich gweld.
- Bydd pob gweithwr gofal iechyd proffesiynol sy'n delio'n uniongyrchol â chi yn cyflwyno ei hun a'i swyddogaeth yn ffurfiol i chi.
- Bydd pob aelod o staff yn gofyn sut yr hoffech iddynt gyfeirio atoch. Naill ai'n ffurfiol, drwy ddefnyddio eich teitl a'ch cyfenw, neu'n fwy anffurfiol drwy ddefnyddio eich enw cyntaf neu enw arall a ddefnyddir gennych.
- Gofalir amdanoch mewn amgylchedd glân a diogel. Bydd pob aelod o staff yn golchi ei ddwylo yn rheolaidd a chyn dod i gysylltiad â phob claf.
- Gofynnir am eich caniatâd cyn i unrhyw driniaeth gael ei chynnal.
- Cewch y wybodaeth ddiweddaraf am eich cynllun triniaeth. Bydd unrhyw wybodaeth a geir yn cael ei chofnodi a chaiff ei chadw'n gwbl gyfrinachol. Fodd bynnag mae'n bosibl y bydd angen i ni rannu rhywfaint o wybodaeth gyda gweithwyr iechyd a gofal cymdeithasol proffesiynol eraill. Mae croeso i chi ofyn am fwy o fanylion am hyn.
- Cewch eich trin â pharch ac urddas bob amser.
- Bydd staff yn gwneud eu gorau i barchu a delio ag unrhyw anghenion crefyddol neu ddiwylliannol os rhowch wybod iddynt.

Beth rydym yn ei ddisgwyl gennych chi:

- Rydym yn disgwyl i chi ddangos parch i'n staff, bod yn gwrtais iddynt a pheidio ag ymddwyn yn fygythiol tuag atynt. Rydym hefyd yn disgwyl i chi barchu anghenion pobl eraill sy'n defnyddio'r adran.
- Ar adegau penodol, caiff staff eu cyfeirio i ddelio ag achosion brys difrifol a allai felly achosi oedi o ran eich triniaeth. Ar yr adegau hyn gofynnwn am eich dealltwriaeth a'ch bod yn ystyrlon.

Os teimlwch nad ydym yn cadw ein haddewidion i chi gofynnwch am gael siarad â'r Uwch Nyrs neu Reolwr sy'n rheoli'r Adran Achosion Brys. Rydym yn gwerthfawrogi eich adborth adeiladol a gonest.

Welcome

Being a patient attending a busy Emergency Department can be an anxious and worrying time for you. We aim to make your stay as short and simple as possible. This information should help to explain what you, as a patient, can expect from the staff in our department.

What you can expect from us:

- The reception staff will be welcoming, courteous and helpful.
- You will be given a rough estimate of how long you should expect to wait before being seen by a healthcare professional.
- All healthcare professionals dealing directly with you will formally introduce themselves and their role.
- All staff will ask you how you would like to be addressed. Either formally, by using your title and surname, or more informally using your first or other preferred name.
- You will be looked after in a clean and safe environment. All staff will wash or cleanse their hands regularly and before each patient contact.
- You will be asked for your informed consent before any procedure is initiated.
- You will be kept up to date with information about your treatment plan. Any information obtained will be recorded and remain strictly confidential. We may however need to share some information with other health and social care professionals. Please feel free to ask about this in more detail.
- You will be treated with respect and dignity at all times.
- Staff will do their best to respect and address any religious or cultural needs if you make them aware.

What we expect from you:

- We expect you to be respectful, courteous, polite and non-threatening to all our staff. We also expect you to respect the needs of others using the department
- At certain times, staff will be directed to deal with life threatening emergencies which may therefore delay your treatment. We would ask for your understanding and consideration at these times.

If you feel that we are not meeting our pledges to you then please ask to speak to the Senior Nurse or Manager in charge of the Emergency Department. We value your constructive and honest feedback.

Dignity
At the heart of everything we do

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Royal College of Nursing Emergency Care Association

The Patients Association
listening to patients, speaking up for change

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