

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.