

## More information

If you want more information you can talk to someone from PALS.

PALS is a group that can give you information about NHS health services.



You can call PALS on **0800 019 3282**.

You can text PALS on **07827 281 266**.



You can email PALS at  
**pals.gloucestershirehospitals@glos.nhs.uk**

## Learning Disability Nurses

There are special nurses at the hospital called **Learning Disability Liaison Nurses**. You can ask to see one if you need some support when you come to hospital.

If you want more information call **08454 224 985** or **08454 224 953**.



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[www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk)

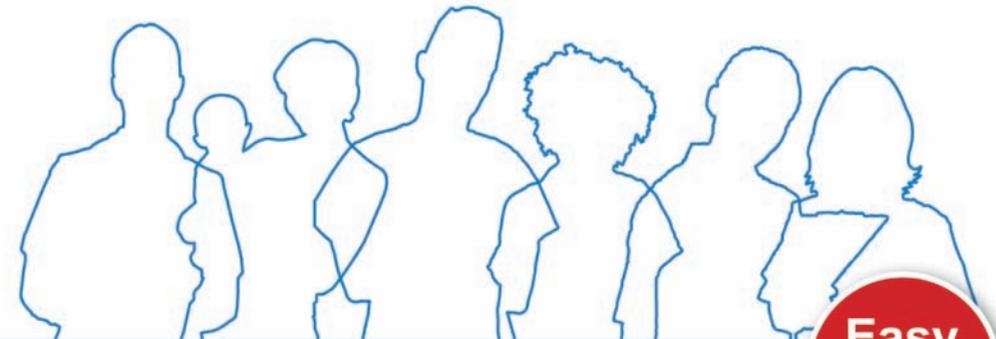
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# Going to the Emergency Department



What happens when you have to go to hospital?



BETTER FOR YOU

Easy  
Read

## The Emergency Department



The Emergency Department is part of the hospital.



It is for people who need health care very quickly.

Like people who have hurt themselves badly or people who feel very ill.



There are emergency departments in

- **Cheltenham General Hospital**



- **Gloucestershire Royal Hospital.**

## What happens next?



The doctor might give you some medicine to help you get better.



The doctor might send you for some tests in a different part of the hospital.

A test is when the doctors try to find out what is wrong with you.



There are booklets that show you what happens when you have a test.



After you have a test you will have to see the doctor again.



The doctor might say you can go home.

Or the doctor might say that you need to go to a bed in the hospital so they can look after you.

## Seeing the doctor



You might see the doctor.

The doctor will ask you more questions about how you are feeling.



Tell the doctor which part is hurting. Your carer can help you say which part is hurting.



The doctor may have to look at or feel the part of your body that is hurting.



You can tell the doctor if you feel scared. They will try to help you.

## Going to the hospital



Someone can call the hospital to let them know you are coming, like your support worker or someone from your family.



Take your traffic light assessment with you if you have one.



When you get to the hospital go to the reception desk.

The person on reception will ask you questions, like

- What is your name?
- What is your address?
- Why have you come to the emergency department?





## The waiting area

The person on reception will tell you to wait in the waiting area.



The waiting area might be busy.



We will try to make sure you don't wait long.



If you find it hard to wait tell the person on reception or a nurse.

## Seeing the nurse

A nurse will call your name when it is your turn. They will ask you to go into a room.



Your carer can go with you to see the nurse.



The nurse will ask you some questions.



They might give you medicine or tablets. Or take you to a bed to lie down.



Or they might send you to see someone else.

If you have to see someone else you might have to wait again.

