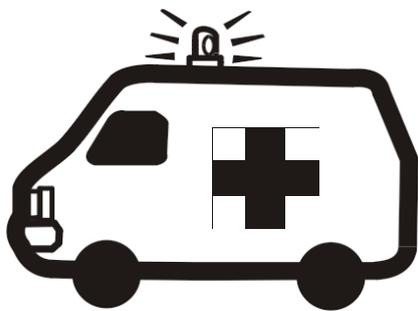


Going to the Emergency Care Centre





When you feel ill you will normally go to see the doctor in your local surgery

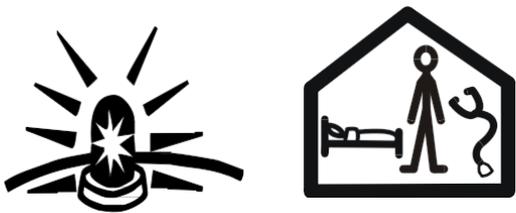
This is your GP.



But, if you are really ill or have hurt yourself, you may have to go to hospital.

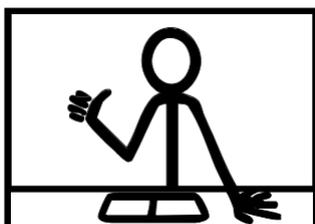


Sometimes, you may have to go in an ambulance.

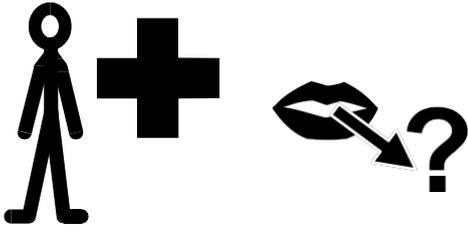


When you arrive at the hospital you will go to the Emergency Department.

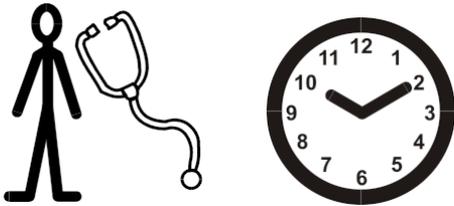
This is part of the **Emergency Care Centre**



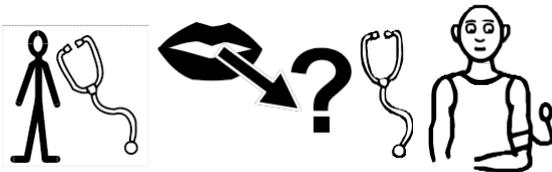
The person on the front desk will ask your name and address.



A nurse will then call you into a room and ask you and your carer some questions.

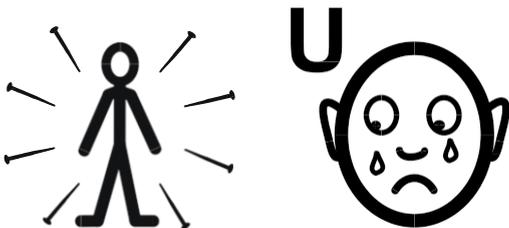


You will then have to wait to see the doctor. **You may have to wait a long time.** The Emergency Department is sometimes very busy.

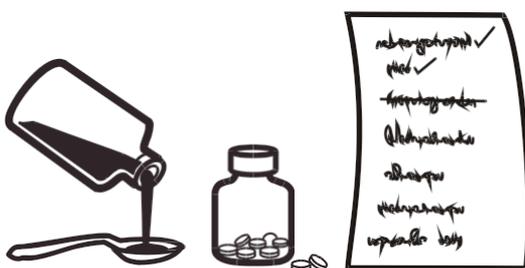


The doctor will call you into a room and he or she will ask you more questions.

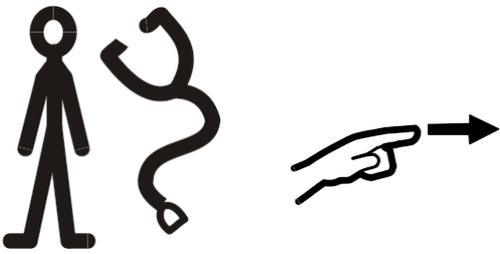
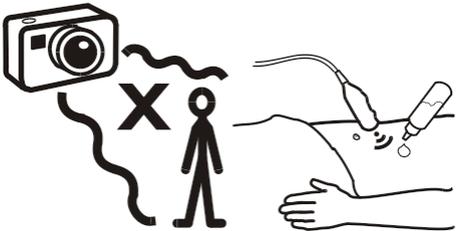
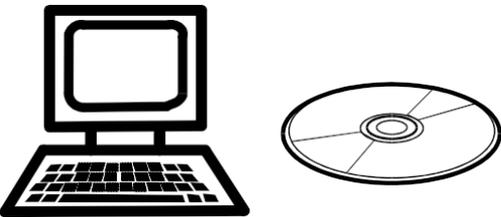
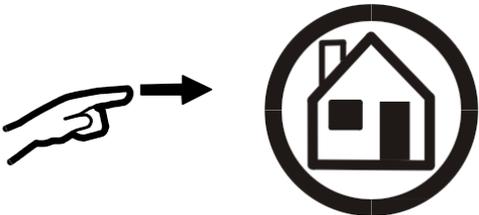
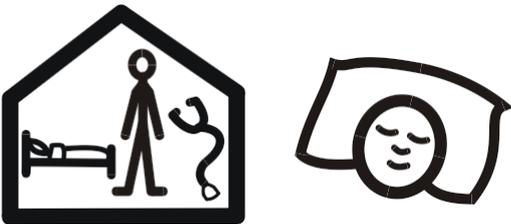
They will examine you by touching or looking at the part of you that is unwell.



If you are **hurting** or **scared**, tell the doctor or nurse, who will try to help you.



The doctor might then write down a list of medication (drugs) that may make you better - this is known as a prescription.

	<p>Or, the doctor might send you for tests to try to find out what is wrong with you.</p> <p>These will be in a different part of the hospital.</p>
	<p>These tests might be:</p> <ul style="list-style-type: none"> Taking blood Having an X-ray Having a scan <p>or it might be something else.</p>
 <p>www.sfh-tr.nhs.uk</p>	<p>We have a DVD clip on the internet that will tell you what happens when you need to have tests.</p>
	<p>When the doctor has seen you, you will be sent home if you are well enough.</p>
	<p>If you are not well enough to go home, you will be moved to a bed on a ward. You can then have treatment.</p>
	<p>If you or your carer needs help while you are in the hospital, ask one of the nurses.</p>

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet please email: sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

<p>To be completed by the Communications office Leaflet code: PIL202309-04ER-GECC Created: January 2018 / Revised: September 2023 / Review Date: September 2025</p>
