Emergency Admission to Hospital via the Accident and Emergency Department (A&E)

Easy read version
Picture of you at home, feeling very ill.
If it is an emergency, such as:

- choking
- breathing problems
- bad chest pains
- very bad burns
- unconscious (blacking out)

phone 999 for an ambulance to take you to hospital.
If it is not an emergency phone for:

- an urgent appointment to see your GP (family doctor) at the Health Centre

or

- telephone 111 (this is the NHS)

or

- you can go to an Urgent Care Centre

If you want, someone can go with you.
Your GP may tell you to go to A&E (Accident and Emergency Department) at the hospital.
You and your supporter outside A&E.
Going into A&E.
Talking to staff in A&E reception.

Telling them your name, address, contact details and what is wrong.
You and your supporter will be asked to sit in the waiting area until the nurse calls your name.
The nurse will take you into one of the cubicles.
The nurse will ask you a lot of questions, and will also check your blood pressure.

If you do not understand the questions, tell the nurse.
The nurse will check your temperature.
The nurse will write all this information down and will give it to the doctor.
A nurse comes to help you get into a chair as the doctor would like you to go for an x-ray.
Being taken to the X-ray Department.
Having an x-ray.
The doctor comes to talk to you and tells you he would like you to be admitted (stay in hospital) to find out why you are unwell.
Arriving at Emergency Assessment Unit (EAU).
Being admitted to EAU, staff filling in forms; asking you a lot of questions about the problems you have.
Seeing the doctor.
Nurse talking about other tests the doctor has asked for.
The nurse will test your urine (wee) sample.
Having a blood test.
Having a different type of x-ray.
Having an ultrasound scan.
Having a CT scan (a different type of x-ray).

A radiographer looking at the image (picture).
A nurse giving you some medicine.
You may be moved to another ward.
You in bed on a hospital ward.

You may have to stay in hospital overnight or for a few days.
You will be shown how to use the nurse call button.
Sitting in bed watching TV.

You will need money to buy a card to be able to watch the television or use the phone.

The radio is free.
Your nurses will keep checking to make sure you are OK.
Having something to eat and drink.

You will be given a hand wipe to wash your hands before eating.
Your nurse will ask you if you are in pain.

You can be given some medication to stop it hurting, if needed.
Your doctor has said you can go home later today

Nurse talking to you about going home and your discharge letter.

Giving you an information leaflet and explaining it to you and your supporter.

If you need a fit note, ask your nurse.
You may be given some medicines you need to take when you go home.

The nurse will tell you how many and when to take them. This will also be written on the bottle or box.
You may be taken to the discharge lounge where you will wait for your lift home, either by car or taxi.
Having a drink while you wait.
Going home.
Arriving home.
Contact numbers

Learning Disability Specialist Nurse

telephone: 01429 522742

Monday – Friday, 9.00am – 5.00pm