

Going to Accident & Emergency (A&E)





This booklet uses easy words and pictures.

You might want to ask someone to help you read it.



When you feel ill you will normally go to see the doctor in your local surgery - 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 Accident and Emergency department. This is known as 'A&E'.



You can have someone with you.



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 the person supporting you some questions.



You will then have to wait to see the doctor. You may have to wait a long time. But A&E is sometimes very busy.



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

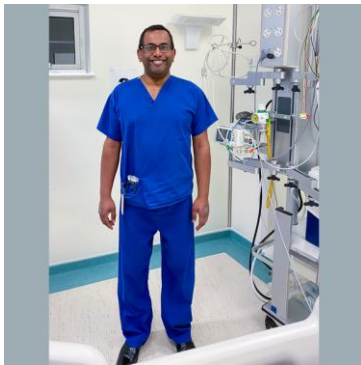
They will examine you by touching or looking at the part of you that is unwell.



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'.



Or, the doctor might send you for tests to try to find out what is wrong with you. These will be in a different part of the hospital.



These tests might be:

- taking blood
- having an X-ray
- having a scan
- or it might be something else.



When the doctor has seen you, you will either be sent home if you are well enough.

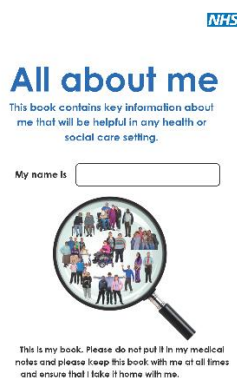


If you are not well enough to go home, you will be moved to a bed on a ward.

You can then have treatment.



If you or the person supporting you needs help while you are in the hospital, ask a member of staff.



If you have an All About Me Booklet please bring it with you.

If you don't have one you can complete digital one. Scan this QR code with your phone camera.



Scan this QR code to see our range of easy read information.



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