

ED VISITING POLICY

When attending our Emergency Departments, it is important to be aware of the following:

- Only one parent/guardian can accompany a child.
- One person may accompany the patient.
- If you have any respiratory symptoms, you must wear a hospital issued mask at all times unless exempt.
- We **DO NOT** tolerate any verbal or physical abuse.

To help keep everyone safe, we ask you to consider other ways of staying connected with patients such as phone calls. We do make exceptions to this in exceptional circumstances

I HAVE A QUESTION?

Please speak to a member of medical staff if you have a question regarding your current treatment or care.

If you have a question regarding the waiting time, appointment times, change of your contact details or any other questions please speak to a member of reception staff.

If you have any compliments or concerns regarding your recent visit, please let us know via The Patient Advice and Liaison Service (PALS)

☎ **01892 632953** or **01622 224960**.

Alternatively, you can email.
mtw-tr.palsoffice@nhs.net

MAIDSTONE EMERGENCY DEPARTMENT

Maidstone Hospital
Hermitage Lane
Maidstone
Kent, ME16 9QQ
☎ **01622 729000**

TUNBRIDGE WELLS EMERGENCY DEPARTMENT

Tunbridge Wells Hospital
Tonbridge Road
Pembury Tunbridge Wells
Kent, TN2 4QJ
☎ **01892 823535**

HOSPITAL PRESCRIPTIONS

If you have been given a Hospital prescription you can collect at the following pharmacies

Maidstone Hospital Pharmacy –
Located, Ground floor, brown zone 15
☎ **01622 224313**
Monday to Friday: 9am – 5.30pm
Saturdays: 9am – 4pm
Sundays: 10am – 4pm

Tunbridge Wells Hospital Pharmacy
Located, Ground floor, main entrance.
☎ **01892 633281**
Monday to Friday: 9am – 5.30pm

THIS LEAFLET IN LARGE PRINT

If you require this leaflet in large print or a British sign language (BSL) interpreter, please ask at reception.



**Maidstone and
Tunbridge Wells**
NHS Trust

INFORMATION LEAFLET
FOR PATIENT
EXPERIENCE

**EMERGENCY
DEPARTMENT
&
Urgent
Treatment
Centre (UTC)**



ON ARRIVAL

On arrival you will be greeted by an experienced emergency practitioner. This will involve taking a brief history of symptoms and performing basic observations, investigations will be requested if appropriate. You will then be handed your paperwork to book in at reception.

This assessment is called streaming and is designed to ensure unwell patients can be identified early, and all patients can be prioritised and directed to the most appropriate service to continue their care.

URGENT TREATMENT CENTRE (UTC)

You may be streamed to our Urgent Treatment Centre (UTC) which comprises of; GP and Minor injury clinic appointments.

More details can be found on our information board located in ED Reception.

BOOKING IN

You will need to hand the paperwork given to you by the streamer to reception to book in. You will be asked a few questions such as your name and address. Please ensure your next of kin contact details are updated. If you have been to this hospital before we will confirm these details with you. Once you have been booked in, you will be directed to the relevant pathway.

Clinicians won't know you are waiting unless you hand your paperwork in and book in at reception.

If you arrive by ambulance, the ambulance crew will provide the relevant details to reception and hand you over to the clinical staff.

PATHWAYS (Streams)

We need to make sure that patients are seen in the most appropriate pathway. Immediate life-threatening emergencies will be seen to as priority, less severe presenting illness and injuries will be prioritised by the following pathways:

NURSE LED-TRIAGE

You will be asked to take a seat and wait to be called by the triage nurse. The nurse will do an assessment to help establish your urgency and care needs. You may be sent for investigations and referred to another pathway.

GP CLINIC

You will be asked to take a seat and wait to be called. You will then have your observations taken if required, and will be either directed to reception to receive your clinic appointment time or asked to take a seat to receive your time, to see one of our GPs

MINOR INJURY CLINIC

You will be directed by reception to the Minor Injury Clinic waiting area. If you have not been seen at triage, you will have a short assessment to initiate any first-aid, pain relief, or X-Rays as required. You will then be asked to wait or be given an appointment time.

PAEDIATRIC ILLNESS

You will be directed to the paediatric department by our clinical team following a brief assessment or by our reception team. A paediatric nurse will do an assessment to help establish the urgency and what care your child requires. Your child may receive investigations and be referred to another pathway.

I HAVE BEEN GIVEN AN APPOINTMENT, NOW WHAT?

You have been clinically assessed and your presenting symptoms do not require immediate treatment.

You will have been given an appointment card with your appointment time detailed. To help protect our vulnerable patients and keep space in the waiting room, you are able to leave the department and return at 20-30 Minutes before your appointment time.

If you leave the premises and your condition worsens either return immediately or call 111 or 999 in an emergency.

I HAVEN'T BEEN GIVEN AN APPOINTMENT TIME

If you have been streamed to GP or Minor injury clinic please allow 20 minutes for us to allocate you an appointment time. If you have waited more than 30 minutes, please speak to a member of reception. **If your appointment time is within the hour, we may ask for you to wait in the department.**

WHEN WILL I BE OFFERED PAIN RELIEF?

You will be offered pain relief at triage.

If you require further pain relief at any time, please alert a member of nursing staff.

Friends and Family

If you get the opportunity, please complete our friends and family survey which, are located in the main ED Reception or provided by the nurse in charge (NIC).