

This department sees around 200 patients daily and is open 24 hours a day, 365 days a year. It provides life-saving treatment and urgent medical attention for those with serious illness or injury.

## Children

- There is a separate waiting area for children, open from 10:00 – 22:00, 7 days a week. Parents/carers must supervise their children at all times.

We cannot look after children of unwell adults. Please arrange to take them home as soon as possible.

## Breastfeeding facilities

- The triage nurse can tell you about breastfeeding facilities.

## Is this your local hospital?

- If this is not your local hospital, there may be a limit to the follow-up care we can provide.

## Friends and carers

- We are happy for friends or carers to stay with the patient, but we may sometimes ask them to leave the room.

## Refreshments

- There are drinks machines in the waiting area, and staff can direct you to the hospital restaurant if you are hungry. Ask the triage nurse before eating or drinking, and do not consume any alcohol. Smoking is not allowed anywhere in the hospital.


## Toilets

- If you need directions to the toilets ask the triage nurse.

## Our special services

- Some patients will see an emergency nurse practitioner. These are specially trained nurses who are qualified to treat minor illnesses/injuries. So you may not need to see a doctor & can go home earlier.
- We receive GP referrals for review by specialist doctors, & run follow-up clinics for A&E patients & a daily dressing clinic. Patients referred by their GP will be seen by a specialist doctor as soon as one is available.

**If you have any questions please speak to the triage nurse, who may refer you to the nurse-in-charge.**

Royal Free Hampstead   
NHS Trust

# ACCIDENT & EMERGENCY DEPARTMENT (A&E)

Direct line: 020 7830 2110

This leaflet explains how the department is run and how patients are prioritised.

Name:

Your priority is:

Estimated waiting time:

We understand that you may be worried about your condition, or the condition of the person you are accompanying. We try not to exceed the waiting time estimate, but it may be unavoidable at busy times or if new emergencies come in.



On arrival, you gave your details to the reception staff. A specialist nurse (the triage nurse) then assessed you, using the standard NHS system for prioritising patients.

The triage nurse may request an x-ray for you and can provide simple pain relief.

Patients are then seen according to their need, [not their time of arrival](#).

### **PRIORITY 1 (RED)**

Patients with life-threatening conditions who must be seen or may die. We aim to see these patients immediately.

### **PRIORITY 2 (ORANGE)**

Patients who are very ill, but whose lives are not in immediate danger (eg. those with severe burns, chest pain or severe breathlessness).

### **PRIORITY 3 (YELLOW)**

Patients with serious problems but who are stable and can wait safely (eg. those with abdominal pain, fractured limbs or wheezy asthma).

### **PRIORITY 4 (GREEN)**

Patients who are not in immediate danger from their illness or injury (eg. those with minor fractures, cuts or sprains, muscular pains).

### **PRIORITY 5 (BLUE)**

Patients with long-standing illnesses or injuries.

Within all categories, **the most serious cases** are seen first.

There is likely to be a wait until the **results of tests** are available before treatment can be decided.

#### **We run several clinics in A&E.**

Patients being seen in these do not affect others' priority or waiting time.

**Patients arriving by ambulance** are prioritised in the same way as those who come to the department in other ways.

**If you feel that your condition has become worse please speak to the triage nurse.**

We aim to see you, treat you, and then admit, discharge or refer you, as quickly as possible, while at the same time providing a professional service to other patients.

Please note:

- We do not tolerate verbal and physical abuse and violence against staff.
- We cannot organise out-patient appointments for non-urgent conditions – you should do this through your GP.
- The Trust cannot accept responsibility for any property or valuables.

***Thank you for your co-operation.***

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