



The Royal Wolverhampton  
NHS Trust

# Welcome to Urgent and Emergency Care

Our Team, Here To Care For You



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We are here 24/7 to assess and treat serious or life threatening illness and injury. We care for the most unwell people first. If at any time you feel worse, please tell us straight away.

## 1. When you arrive

### Please go to Reception

- We'll check your details and a brief reason for your visit
- Tell us if you need an **interpreter, wheelchair, chaperone, or help with communication**
- If you are under 16, please attend with a parent / carer where possible

### Triage (initial assessment)

- A trained clinician will check your symptoms, vital signs and pain
- We **prioritise by clinical need**, not order of arrival. This means someone arriving after you may be seen before you if they are more unwell

### Waiting times

- Waiting times change during the day. We will keep you updated on screens or by staff
- Tell us if your **symptoms change** or **pain increases** while you are waiting

## 2. Streaming

**(Helping You Get to the Right Place Quickly) Streaming is a short health check carried out soon after you arrive.**

It helps make sure you are seen in the right place for your needs.

### **What happens**

A trained clinician does a quick check of your symptoms. We may direct you to the service that can help you fastest and safest, such as:

- Emergency Department (ED)
- Urgent Treatment Centre (UTC)
- Same Day Emergency Care (SDEC)
- Mental Health Team
- Paediatrics (children's team)
- Therapies or Pharmacy
- Your GP

We will explain clearly why you are being redirected and what will happen next.

This decision is based on your clinical need, not when you arrived.

If you leave the waiting area, please tell us, so we can find you when it is your turn.

### **Why we do this:**

- To get you to the right team as quickly as possible
- To reduce waiting
- To keep you safe

### 3. What to expect during your visit

- **Assessment and tests:** You may have blood tests, X-rays or scans. Some results take time to return
- **Treatment:** This may include medicines, dressings, procedures, or observation
- **Pathway decision:** After assessment we will:
  - **Discharge** you with advice and follow up, or
  - Refer you to **Same Day Emergency Care (SDEC), Urgent Treatment Centre (UTC), Mental Health Liaison, Paediatrics, Therapies, Pharmacy, or your GP, or**
  - **Admit** you to a hospital ward for ongoing care

### 4. Possible care pathways (what might happen next)

- **Treat and discharge:** You go home with clear instructions, a prescription if needed, and what to look out for
- **SDEC (Same Day Emergency Care):** Further tests / treatment the same day without an overnight stay
- **Urgent Treatment Centre (UTC):** For minor illnesses and injuries; you may be redirected if this service is more appropriate
- **Specialist referral:** You may be seen by specialist teams (e.g., surgery, medicine, frailty, mental health)
- **Admission to hospital:** If you need ongoing monitoring or treatment that cannot be provided safely at home

## 5. Your responsibilities (help us help you)

- **Be available** when called for assessment, tests or treatment
- Keep your mobile number switched on and tell us if you leave the waiting area
- **Zero tolerance:** We do not accept abusive or violent behaviour toward patients or staff
- **Infection prevention:** Use hand gel on arrival and after using the toilet; please wear a mask if asked
- **Belongings and valuables:** Keep them with you. The Trust cannot accept liability for lost items
- **Food and drink:** Ask staff before eating or drinking in case you need a test or procedure
- **Photos or recordings:** Please do not record other patients or staff without permission

## 6. Pain, comfort and communication

- Tell us if you are in **pain, anxious, cold, hungry, or need the toilet**
- We can provide **pain relief, blankets, drinking water, and comfort measures** where safe
- **Interpreting** and **British Sign Language (BSL)** support are available - please ask
- **Chaperone:** Available for any examination - just ask
- **Carers and relatives:** One carer or relative may accompany you where space allows; please be mindful of others

## 7. Medicines

- If possible please supply a list of any **medicines** you take (including inhalers, patches, eye drops and over the counter or herbal remedies)
- Tell us about **allergies** and **previous reactions**
- If you are discharged, our Pharmacy Team may provide **To Take Out (TTO)** medicines and advice

## 8. Safeguarding and privacy

- We take the safety of **children and adults at risk** very seriously. If we are worried, we may share information with appropriate services to keep you safe
- Your information is kept **confidential** and used only for your care, except where the law allows or requires us to share for safety

## 9. Going home (discharge)

You'll receive:

- **Diagnosis or explanation** (where known) and **what we did today**
- **Medication** (if needed) and how to take it safely
- **Safety net advice:** what to watch for and **when or where to seek help**
- **Follow up plans** (e.g., GP, clinic, community services)
- **Fit note** (if appropriate) and return to work or school advice

**If you feel worse after going home:**

- Follow the safety net advice on your discharge sheet
- Contact **NHS 111** or your **GP**, or **return to the Emergency Department** call 999 if it's an emergency

## 10. Alternatives to Accident and Emergency (for future reference)

- **999** for life threatening emergencies only
- **NHS 111 (online or phone):** 24/7 advice, can book you into urgent care
- **Pharmacy:** Advice and treatment for many minor illnesses
- **GP practice or same day appointments** where available
- **Urgent Treatment Centre (UTC):** Minor injuries or illnesses, x-ray at some sites

## 11. Feedback, concerns and compliments

Your experience matters.

- Speak to the **nurse in charge** if you have a concern today
- Contact **PALS (Patient Advice and Liaison Service)** 01902 695368 email: [rwh-tr.pals@nhs.net](mailto:rwh-tr.pals@nhs.net) for help resolving issues, or to leave compliments
- You can also give quick feedback via the **Friends and Family Test**. Please use the QR code below:



## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。