

Waiting in our Emergency Department after booking in at Adult reception

Emergency Department

Last reviewed: April 2026

Information for Patients

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This leaflet explains why you are having to wait in our Emergency Department.

Why am I waiting?

Our Emergency Department at the Leicester Royal Infirmary is very busy right now. The hospital is very full. This means you may have to wait longer before you:

- are seen by one of our clinical teams,
- moved to a ward, if you need to.

We are sorry for the wait. Please know that our staff are working very hard to see and treat everyone as quickly and safely as possible.

What will happen to me next?

- A nurse will assess you in a room behind the reception.
- You may have to wait for longer than 30 minutes for your name to be called during busy times.
- The nurse will tell you what happens next after they have seen you.

What happens if I think I am getting worse while waiting?

Please know that if you need emergency treatment, then you will get it. Our staff are working hard to make sure that they give the best care to all our patients. We will see the sickest people first. Please let a member of our staff know if you are worried that your condition is getting worse or are in pain while you are waiting. We do ask for your understanding and patience. We are all working hard to manage the high number of people coming to our Emergency Department.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net



What if I have medication for my long-term condition?

Some people's long-term conditions mean they have to take medicines at set times. For example people with diabetes, Parkinson's disease, epilepsy, multiple sclerosis, and being on blood thinners (so-called anticoagulants). If you have any of those conditions and have been waiting for your next assessment for more than 30 minutes, please check with the nurse at the reception desk to see if you should take your medicines whilst waiting.

You must mention these conditions and the medicines you take whenever you are assessed.

What can I do if I do not want to wait?

The longest waiting time will be for those who do not need treatment in our Emergency Department right away. Or for those who could be treated elsewhere.

We know that sometimes it is hard to know how to get help. You can find information on other sources of help available to you through NHS 111. You can contact NHS 111 online or by phone. Use the QR code below to find out more. In many cases of minor illness or injury, your local pharmacist (chemist) can also help you.

Please let a member of staff know if you decide to leave the department at anytime.

How can I support staff to care for me?

We know how difficult it is waiting for a long time when you feel unwell or are worried about yourself or a loved one. However, we do not accept or tolerate violent or aggressive behaviour towards our staff. Please be patient and considerate towards our staff.

Hover your mobile phone camera over this QR code for more information about NHS 111 or search www.111.nhs.uk



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net