

# Waiting in our Emergency Department after booking in at Adult Reception

## Emergency Department

### 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 at the moment and the hospital is full. This means that you may have a longer wait than we would like, to

- be seen by one of our clinical teams, or
- move to a ward in the hospital, if that is what you need.

We are sorry for this. We can assure you that all of our staff are doing all they can to see and treat everyone who needs it as quickly and safely as they can.

### What will happen to me next?

- You will be assessed by one of our nurses in a room behind the reception.
- In busier times, you may have to wait for longer than 30 minutes for your name to be called.
- Once you have been assessed, the nurse will tell you what happens next.

### What happens if I worry that I am getting worse while I'm waiting?

Please be assured that if you need emergency treatment, then you will get it. Our staff are working around the clock to make sure that they give the best care to all our patients, but we will see the sickest people first. If you are worried that your condition is getting worse or are in pain while you are waiting, please let a member of our staff know. However, we do

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

ask for your understanding and patience while we all work hard to manage the high number of people coming to our Emergency Department.

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

Some people's longterm conditions mean they have to take medicines at set times. Examples are diabetes, Parkinson's disease, epilepsy, multiple sclerosis, and being on blood thinners (so-called anticoagulants). If you have any of those conditions and 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 should also mention those conditions and medicines whenever your are assessed further.

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

Waiting times will be longest for those people that do not need treatment in our Emergency Department straightaway or for those who could be treated elsewhere. We understand that sometimes it is hard to know how to access help.

You can find information on other sources of help available to you through NHS 111, either by phone or online. 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 your staff to care for me?

We do understand 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.

Hover your mobile phone camera over this QR code for more information about NHS 111 or search [www.111.nhs.uk](http://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 بلغة 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

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Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

Previous reference:

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)