

07**Contact Numbers**

**East Suffolk North Essex
NHS Foundation Trust
(ESNEFT)**

**Colchester Hospital
01206 747474
Ipswich Hospital
01473 712233**

**James Paget University
Hospital
01493 452452**

**West Suffolk Hospital
01284 713000**

01
**What is an Accident
and Emergency (A&E)
Department ?**

A&E and assessment areas are open 24 hours a day, 7 days a week, 365 days a year and provide care and treatment for adults and children who have:

- Life threatening illness or injury
- Emergency medical conditions
- Been in road traffic accidents
- Had an accident that requires medical attention

02
**What happens when you
Attend an A&E / Assessment
Area**

When someone arrived in A&E / assessment area will be assessed by nurse or doctor generally before further actions are taken. This is called triage. Triage ensures people with the most serious conditions are seen first.

03

If the nurse or doctor feels the situation is not a serious accident or emergency the patient may be sent to a nearby urgent care centre, minor injuries unit or referred to a GP on site. This means that patients are seen by the most appropriate medical practitioner, in the most appropriate setting and also reduces waiting times.

06
**What can Care
Agencies do to
support clients who
attend A&E or
assessment areas?**

- Do not cancel care visits . Most patients go home on the same day
- Do phone the hospital to find out if care is required, we really appreciate you calling
- Do share information with us about your clients care needs including the number for any key safes. We can share this with the ambulance service when they go home.


05
**What does a patient
attending A&E / assessment
area need with them?**

- Any medication they usually take
- Details of their next of kin
- Care records if they can not share their needs with us
- Enough clothing and hygiene supplies for 24 hours, just in case they are admitted

04
The patients journey

Patients who attend A&E or an assessment area may require tests to make an informed assessment these may include:

- X-Rays
- Blood tests
- ECG
- Urine test

Once a patient has been seen by doctor or nurse practitioner they may be treated and

- Sent home
- Admitted to ward
- Sent to an assessment area for further tests or an overnight stay.

Patients who attend A&E or assessment areas are not always admitted to hospital.