

# Welcome to the Emergency Department (ED) at Fairfield General Hospital (FGH)

An information guide



# **Welcome to the Emergency Department (ED) at Fairfield General Hospital (FGH)**

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## **Our Values:**

- Patient and People Focus
- Accountability
- Continuous Improvement
- Respect

## **About the Emergency Department (ED) at FGH**

Fairfield General Hospital is a hospital in Bury, the Emergency Department sees approximately 250 adult and paediatric patients daily with a variety of presentations including minor injury and illness to more serious life threatening emergencies.

Patients are assessed on arrival by the triage nurse, and are given a clinical priority they will then be seen by a clinician in order of this priority. Please be aware that there are a number of different queues and people that have arrived after you may be called in before you, such as GP referrals, Secondary triage and patients requiring specialty treatments.

Although we aim to have patients seen and discharged within 4 hours this time can increase due to the demands of the departments. Please note that due to investigations patients may have an increased wait whilst we process your results.

**Following assessment you will be seen by a member of our team, this includes:**

- A&E Consultant
- A&E Doctor
- Emergency Nurse Practitioner
- Advanced Practitioner
- GP

**To ensure you receive the most appropriate care, we may also stream you to another specialty such as:**

- Urgent Treatment Centre
- Ambulatory Care Unit
- ENT
- Stroke
- Mental Health Liaison Team

**Areas within the A&E Department:**

- Triage
- Rapid Assessment Triage
- Secondary Triage
- Resus
- Majors
- Minors
- Paediatrics
- Urgent Treatment Centre (UTC)

## **Refreshments**

Hot and cold drinks and sandwiches are available for patients at any time of day or night, please ask a member of the team.

## **Infection Control**

We ask that you please ensure you wash your hands when entering and leaving the clinical area. We also provide hand gel throughout the department to help reduce the risk of spreading infection.

## **Students nurses, Advanced and Emergency Nurse Practitioners, Paramedics, Cadets and medical students**

During your stay in the department , procedures may be carried out by student nurses, medical students, student paramedics and other healthcare professionals, as part of a recognised teaching / development programme.

You do not have to take part if you do not want to and your treatment will not be affected in any way. Please let your nurse or doctor know.

## **Communication**

If you require any information regarding the care you are receiving, please speak to your named nurse or any members of the team. Alternatively, you can request to speak to the nurse in charge.

If this in relation to a complaint and you feel unable to communicate with the staff, the Trust has the Patient advice and liaison service (PALS) which is a confidential service that provides help, advice and information for patients, families, and carers. You can contact PALS by ringing 0161 604 5897.

## **Hospital Helpline Phone**

The Helpline service 07970199235 is a 24 hour telephone helpline service which you can ring if you have a concern that you feel is urgent or something might be seriously wrong.





**If English is not your first language and you need help, please contact the Interpretation and Translation Service**

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

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Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

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إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

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To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service**

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The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).



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