

Specialty referrals

If you have been referred by your GP or another hospital to a particular team you will have to register at the Emergency Department. Although this team will be expecting you, they may not be able to see you immediately. This is because they cover the whole hospital and may be busy with another ill patient on the ward or in theatre.

Useful services at St Thomas'

Food and drink – There are several cafés in the hospital – ask staff for directions. The Shepherd Hall restaurant on the ground floor of South Wing is open between 7.30am and 3.30pm and offers a wide selection of home-cooked meals.

Toilets – There are public toilets including a disabled toilet within the Emergency Department waiting area. The toilets are cleaned and checked regularly. However, please do alert staff if there is a problem.

Going home

We will send your GP a letter with details of your visit to the Emergency Department. If you need to attend the fracture clinic our reception staff will book you an appointment immediately. Please make sure we have given you an appointment card before leaving the department.

If you need any other patient clinic, you will be contacted over the next few days. Please make sure we have your correct contact details.

Transport

The hospital is well served by public transport. Unfortunately we are unable to provide transport home for most patients. If you want to order a taxi there is a free phone in the Emergency Department waiting area.

NHS hospital treatment is not free for everyone

Treatment provided in the Emergency Department is always free. However, you may have to pay for any treatment received outside the Emergency Department if you are visiting the UK, or not living here on a lawful and settled basis. We have a legal duty to establish entitlement to free NHS treatment (outside the Emergency Department) and you may be asked to provide proof of your entitlement. For further information please contact the Overseas Visitors Unit.

Further information

Your comments and concerns – For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS)

e: pals@gstt.nhs.uk

t: 020 7188 3514 (complaints)

e: complaints2@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day. **t:** 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Language support services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815

e: languagesupport@gstt.nhs.uk

Urgent Care Centre at Guy's Hospital

Ground Floor, Tabard Annexe,
Great Maze Pond, London SE1 9RT

t: 020 3049 8970

Open 8am to 8pm, 7 days a week
(last patient arrival at 7pm).

Leaflet number: 142/VER5

Date published: April 2016

Review date: April 2019

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Emergency Department (A&E) at St Thomas' Hospital

How does the Emergency Department work?

We treat patients who have suffered a recent injury or accident, or who have developed a sudden illness. All emergency departments use a priority system where the most seriously ill patients are seen first.

We may direct you somewhere else if:

- your nurse thinks that your condition is not an emergency
- you have certain symptoms which mean you need to be seen in one of the specialty areas listed opposite.

How long will I wait?

We are working hard to see you as quickly as possible. If your condition worsens while you are waiting please do let a member of staff know so that you can be reassessed.

Emergency Department staff should be able to carry out their work without fearing for their safety.

Anyone who is threatening or aggressive to Trust staff, or damages Trust property, will be asked to leave by security.

If appropriate, the Trust will take legal action and press for the maximum penalty.

Amanda Pritchard
Chief Executive

Your time in the Emergency Department

- 1

Streaming

If you arrive at the pedestrian entrance, you will be greeted by a nurse who will ask you a few questions, give you a numbered ticket and direct you to the reception.
- 2

Registration

The receptionist will call your ticket number and register you.
- 3

Nurse assessment

Some people need more assessment after registration. A nurse will call you by name to assess the seriousness of your condition. They may also arrange for some tests.
- 4

Treatment

You will be sent to one of the treatment areas. Not everyone is treated by the same doctors or nurses – your treatment depends on your condition.

If you have a minor injury or illness, you will be directed to our Urgent Care Centre. This is staffed with GPs and emergency nurse practitioners.

If you have a more complex condition, you will be seen by one of our emergency doctors.

Please remember that waiting times can differ between treatment areas and specialists, so other people may be called more quickly than you.

Is the Emergency Department always the best place for treatment?

If you have been suffering from a medical problem for more than 48 hours you should first try calling your GP surgery or NHS 111 (see back page for contact details).

If you have a minor injury or illness, you may find it easier to attend the Urgent Care Centre at Guy’s Hospital, where you may be seen more quickly (see back page for contact details).

Specialty areas

- Eye casualty**

Patients with an eye problem may be sent direct to the emergency eye department.

Opening hours:
8.45am to 3.45pm Monday to Friday.

Location: South Wing.
- Burrell Street clinic**

A state-of-the-art reproductive and sexual health service based in the heart of Southwark, London.

Opening hours:
8am to 6pm: Monday, Thursday
8am to 3pm: Tuesday, Saturday
12.30pm to 6pm: Wednesday
8am to 5pm: Friday
9.30am to 1pm: Sunday.

Location: 4-5 Burrell Street, London SE1 0UN.
Tel. 020 7188 6666

Antenatal day assessment unit

Women with pregnancy-related problems who are over 18 weeks pregnant may be sent directly to the antenatal day assessment unit.

- Opening hours**

8am to 7pm Monday to Friday.
9am to 5pm Saturday, Sunday and bank holidays.
- Location**

North Wing, 7th floor.
Out of hours you may be sent to the birth centre which is also on the 7th floor.

Early pregnancy and acute gynaecology unit

- Women who are up to 18 weeks pregnant and in emergency may be sent from the Emergency Department to the nurse-led early pregnancy and acute gynaecology unit.

Opening hours
8.30am to 6.30pm Monday to Friday.
9.30am to 3.15pm on weekends and bank holidays.

Location
North Wing, 8th floor.

Children’s Emergency Department

There is a separate team of children’s nurses and doctors (for children under the age of 16).