



Guy's and St Thomas'
NHS Foundation Trust

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 speciality 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.

Dr Ian Abbs, Chief Executive

Your time in the Emergency Department

1 Streaming/Triage

If you arrive at the pedestrian entrance, you will be met by a nurse who will assess you and decide where you will be treated best. The seriousness of your condition will be triaged by asking you some questions and recording your vital signs (temperature, pulse, blood pressure, breathing). You might be directed to the on-site GP hub or to the most appropriate service. If you are going to be booked into the Emergency Department, you will be given a numbered ticket and directed to reception to be registered.

2 Registration

The receptionist will call your ticket number and register you.

3 Task team

Some people need more tests after registration. A nurse will call you and perform or arrange these tests before moving you to the appropriate area in the department.

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 either our Urgent Care Centre or GP hub. These are both 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 go to the Urgent Care Centre at Guy's Hospital, where you may be seen more quickly (details at the end of this leaflet).

Specialty areas

Eye casualty

Patients with an eye problem may be sent directly to the Emergency Eye Department, South Wing, Monday to Friday, 8.45am-3.45pm.

Burrell Street clinic

A state-of-the-art reproductive and sexual health service based in Southwark, 4-5 Burrell Street, London SE1 0UN, **t:** 020 7188 6666. Monday and Thursday, 8am-6pm. Tuesday and Saturday, 8am-3pm. Wednesday, 12.30pm-6pm. Friday, 8am-5pm. Sunday, 9.30am-1pm

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, Monday to Friday, 8am-7pm, weekends and bank holidays, 9am-5pm. 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, North Wing, 8th floor. Monday to Friday, 8.30am-6.30pm, weekends and bank holidays, 9.30am-3.15pm

Children's Emergency Department

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

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 Monday to Friday, 7.30am-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 you leave 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 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 more information please contact the Overseas Visitors Unit.

Contact us

Any important information or contact details that you want to highlight in a text box like this.

Urgent Care Centre at Guy's Hospital
Ground Floor, Tabard Annexe,
Great Maze Pond, London SE1 9RT
t: 020 3049 8970, 7 days a week, 8am-8pm, (last patient arrival at 7pm).

Overseas Visitors Unit. Governor's Hall, St Thomas' Hospital, 249 Westminster Bridge Road, London, SE1 7EH, Monday to Friday, 8am-5pm, **t:** +44 (0)20 7188 7767 / 3202 (You can leave a voice message if no-one is available to take your call), **e:** ovu@gstt.nhs.uk

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748, Monday to Friday, 9am-5pm

Language and accessible support

If you need an interpreter or information about your care in a different language or format, please get in touch. **t:** 020 7188 8815

e: languagesupport@gstt.nhs.uk

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 **w:** 111.nhs.uk

NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

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A list of sources is available on request