

## **Text for website about accessing the Emergency Department at the Leicester Royal Infirmary:**

The Leicester Royal Infirmary Emergency Department has been designed with patients in mind and to treat people who are ill or injured and need treatment quickly. There is clear signage around the building that will explain where you need to go and what you can expect.

The Emergency Department has separate adults' and children's entrances and waiting areas.

You can access the Adults' Emergency Department from Aylestone Road. There is a 20 minute drop-off zone outside the main entrance, or you can use the multi-storey car park on Havelock Street. Please follow the signs.

The Children's Emergency Department entrance is completely separate and can be found on Infirmary Square. There is a 20 minute drop-off zone outside the main entrance, or you can use the short stay car park between the Balmoral, Jarvis and Kensington Buildings. Follow the signs.

When you arrive at the Emergency Department, please report to reception. You will be assessed by a nurse who will decide which member of our team can best treat you. If staff feel you do not need emergency treatment, they will give you advice about where to go or help you make an appointment with your GP if necessary.

If you need treatment, you will be given a unique number and asked to take a seat in the 'Blue Zone' where you will wait your turn for treatment. Please watch the screens around the department which will call you when it is your turn to be seen. We understand that waiting can be frustrating; however, patients with a greater medical need must be treated first.

In some instances, if clinical staff feel that you are more ill than you are aware of, you may be taken into another area for treatment.

Staff aim to treat and either discharge or admit you within four hours of your arrival. If at any point your condition gets worse whilst waiting, please inform a member of staff so they can address your concerns immediately.

Visiting an emergency department can be stressful and frightening, that is why the building has been designed to reduce that stress as much as possible. Experienced staff will do their best to reduce anxiety for you or your loved one.

Remember you should only visit the Emergency Department if it is a real emergency. If it is not an emergency but you still need healthcare advice, there are a wide range of suitable alternatives:

- you can visit a pharmacist
- you can visit your GP
- If you are registered with any GP practice in the City you can get an appointment with a GP or prescribing nurse at one of three Healthcare Hubs, including during evenings weekends and bank holidays. Call 0116 366 0560 or NHS 111 to book your appointment for the same day or up to 48 hours in advance. Visit [www.leicestercityccg.nhs.uk/healthcare-hubs](http://www.leicestercityccg.nhs.uk/healthcare-hubs) for more information
- there are Urgent Care Centres, primary care hubs or walk in centres across LLR, information on how to access these can be found online via NHS Choices or by calling NHS111
- Call NHS 111 for free healthcare advice if you are unsure where to go or what to do, they will be able to assess your needs and arrange onward care including booking appointments or arranging a home visit if this is required.