

➔ I Got Immediate Attention...

A resident talks about his experience at A&E.

“I went to A&E last Tuesday following a massive loss of blood through vomiting. I was very quickly dealt with by the nurse who did a number of tests before I was taken to resus. All of this happened within a maximum of half an hour from my arrival.

I believe that some people are left waiting in A&E for long periods of time and then complain. If you choose to use this as a walk in clinic for minor illness and injuries you should expect to wait, or better still use a minor injuries centre or call 111 to establish if you are actually an A&E case.

Within a couple of hours I was diagnosed with suspected stomach bleed and taken for an endoscopy and then sent to the AMU unit for assessment.

At all times I was treated with respect and all of the staff were extremely friendly and helpful.



Sebastian noticed that staff work very hard

The only disappointing part of my stay was witnessing some of the other patients and their families being both rude and disrespectful to the staff.

These people then expect the staff to respect them, which is very difficult to do as they are unsure of the response from the patient.

Understand that these people work very hard and sometimes they can't just stop what they are doing because you want something that is not part of your treatment or you want something to eat! I am shocked at how rude and arrogant some people are.

The staff are here to help and make sure you are comfortable, but they are not your personal assistants.

Anyway enough of that. I truly cannot fault any part of my stay and am so pleased that this service was available to make me better. Well done to all in A&E, resus and everybody in the endoscopy unit. Keep up the good work!”



A&E is 'not for minor illness and injuries'

My experience in resus was unbelievable. I was looked after so well even though they were very busy and I believe that other people were in there needed help more than I did.

It's all in the computer...

Our custom-built database helps us to identify key trends.



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