

How to contact us

Emergency Department
Watford General Hospital
West Hertfordshire Hospitals NHS Trust
Vicarage Road
Hertfordshire
WD18 0HB

Tel: 01923 217758



West Hertfordshire
Teaching Hospitals
NHS Trust



A guide to...

Following your visit to the Emergency Department

Patient information

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email **westherts.pals@nhs.net**



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Following your visit to the Emergency Department

We now feel that it is safe for you to leave the Emergency Department (ED).

Whilst in the ED, you were assessed/treated by clinicians (either doctor or advanced care practitioner) and nurses.

The clinicians and nurses looking after you should have given you the relevant information below. Please ensure that you are satisfied with the explanations and information given to you.

Information you may expect to receive:

1. Advice regarding which pain relief to use if you are in pain
2. When you should go back to work and a sick certificate for that period (if relevant)
3. If you need further care, you will know what is required and who you will need to see, and an approximate timeline for the care needed
4. Your clinician or nurse will have discussed your condition or injury with you, and answered your questions
5. Your clinician or nurse will ensure that you know which symptoms or signs should prompt you to seek further care, either by returning to the ED or in another way
6. If you have further questions, please discuss any queries or concerns with either your clinician or nurse, or with the doctor or nurse in charge of the ED.

If you would like them to, your clinician or nurse can communicate with a member of your family to explain your visit to and your discharge from the ED.

If you or your family have any concerns about your discharge from hospital or how you will manage at home, please discuss this with your clinician or nurse, or the ED Doctor or Nurse in Charge before you leave.

If you have any question or concerns after your discharge, please contact:

Emergency Department
Watford General Hospital

Tel: 01923 217758

Alternatively, you can contact your pharmacy, GP or NHS 111 (Freephone) for advice and assistance.

In case of an emergency, please dial 999

If you feel you would like to tell us anything about your experience in the ED, please speak to the nurse in charge. Alternatively, you can contact the Patient Advice and Liaison Service: **westherts.pals@nhs.net**.