

SOP Title	Long waiting times in the department		
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Author	Louise Croxall – Emergency Care		
Approved by			
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SOP Objectives	To ensure all patients in the waiting area are reviewed appropriately if there is an extended waiting time in the ED
Scope	
Performance Measures	
Related Documents	

Work Instruction: Reviewing patients if there are long waits in ED. If the waiting time is above 3 hours then this SOP should be considered.		
No.	Action	Responsibility
1	Under the instruction from the nurse coordinator the triage team including HCA should repeat observations on all children and majors patients, including reassessing pain. This may include Re assigning a new triage category as necessary.	Nurse In Charge
2	The shift co-ordinator will do an announcement to the waiting area explaining the waiting time and encouraging questions from patients. <u>Non ED trained staff should never do the announcement or take questions from patients.</u>	Nurse In Charge
3	If patients wish to be discharged then full risks should be explained to them and advised to return if necessary, remember it is the patients choice to go home not ED staff telling them to.	Nurse In Charge
3	Stream as many patients to LCD and GP divert within office hours where possible.	Nurse In Charge
4	Make sure waiting time boards are showing the correct waiting time and encourage the triage nurse to tell all patients the current waiting time when triaging the patient making sure all patients are fully aware of the waiting time.	Nurse In Charge
5		