

Accident and Emergency Department

Agency Nurse Induction

Matron – Louise Croxall

Lead Nurses – Andrew Elwers (CRH) Liane King (HRI)

WELCOME

First of All we would like to welcome you to our Accident and Emergency Team. We hope you enjoy working with us!

Please come and find the nurse in charge at the beginning of your shift, we ask all agency nurses to sign in and document their NMC PIN number for our records. If you are unable to provide your PIN number then you cannot handle or sign for controlled drugs. The nurse in charge will allocate someone to show you around, if you have any questions please just ask!!

At CHFT we use EPR (Electronic Patient Record) which includes all of our records including drug charts, observations and nursing notes. Your agency should have provided you with a short training package. We ask all of our nurses to document everything they do in a timely manner, if you have any questions about EPR please just ask and someone will be happy to help- we understand it's quite confusing at first!

We pride ourselves in close teamwork at all times and we strongly believe this is what makes our department a success; we look forward to welcoming you into our team.

OUR DEPARTMENT

On average we care for 220 patients a day, calculating to be approximately 80 000 patients a year. Often we have in excess of 50 patient's in our department at one time. We work within a multi-cultural town and we strive to meet all of our patient's individual needs

Our department consists of different areas: triage, ambulance triage, resus, majors, minors and CDU.

Major's area consists of 14 cubicles with trollies where clinicians examine the patients and care such as medications including intravenous therapy is delivered by nurses. This area includes a cubicle designed for children to make their experience as comforting as possible.

Minors area has 5 clinical rooms for assessment; 2 with trolleys and 2 with examination beds and also 1 eye room. Patients in minors will be examined by Emergency Nurse Practitioner (ENP). These patients may present with broken bones, sprains, lacerations and

minor head injuries. Usually these patients will have an x-ray requested from triage nurse or by the ENP.

Resuscitation room is an area where critically ill patients are treated requiring urgent intervention. There are three adult bays and one dedicated pediatric bay. If ambulance crews are concerned about a patient they will call the red phone to deliver a pre-alert.

PLEASE DO NOT ANSWER THE RED PHONE UNLESS YOU ARE CONFIDENT AT DOING SO

The department is a gate way to almost all of the other services available such as; ENT (Ears, Nose and Throat), Gynecology, cardiology, medics, pediatrics, surgical, orthopedic, stroke and social services.

Our Expectations

- Be polite and courteous at all times.
- Introduce yourself to patients #hellomynameis
- Respect all patients as individuals regardless of age, race, gender, culture or religion.
- Maintain confidentiality (including social media)
- Accurate and concise documentation at all times
- Recognise and acknowledge your own limitations. NEVER put yourself in a position where you are out of your depth.
- Adhere to medicines policy at all times.
- Gain consent before carrying out investigations and treatments.
- Provide a safe environment for your patients
- Provide a high standard of quality nursing care.
- Effectively communicate with patients and the MDT
- Don't be afraid to ask if you don't know something

