

### **Instructions about the Care of a Patient who has received Sedative Medicines in the A&E Department**

**Your relative/child/friend has received sedative medicines or injections in the Accident & Emergency Department. These drugs may cause:**

- Drowsiness
- Unsteadiness and loss of balance
- Poor coordination and clumsiness

**Some of these effects may last for up to 24 hours. Because of this, a person who has received sedatives should:**

- Be accompanied home
- Be escorted when going upstairs
- Take care when using the toilet or bathroom

**They must NOT:**

- Be left alone in the house until fully recovered
- Drive or go cycling
- Go out walking alone
- Use machinery, or go into situations where poor balance or or co-ordination could be dangerous
- Drink alcohol
- Sign any legally binding documents

**However, they can:**

- Eat and drink light meals
- Sit around the house
- Take painkillers and regular medicines

If you have any worries or problems with this patient, then telephone the Accident & Emergency Department on the contact details below.

## Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

## Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

## Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### How to contact PALS:

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.

### **For additional medical advice, if your symptoms or condition worsens:**

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:

Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>

[www.nhs.uk](http://www.nhs.uk)

In an emergency telephone 999

Emergency Department (A&E)  
Alexandra Hospital  
Woodrow Drive  
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit  
Kidderminster Hospital  
Bewdley Road  
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)  
Worcestershire Royal Hospital  
Charles Hastings Way  
Worcester WR5 1DD

Tel: 01905 760743