James Paget
University Hospitals
NHS Foundation Trust

JPUH Emergency Department Overnight Returns Process

Patient Information

What is the Overnight Return Pathway?

The Overnight Return Pathway provides a safe, patient-centred process for patients with minor injuries who attend the Emergency Department overnight and are identified during triage as suitable to return for a daytime assessment.

Why have I been offered this?

You have been assessed by a triage nurse and identified as someone who may safely return for review the following day. This is because:

- Your injury is considered low risk.
- No urgent overnight treatment has been identified.
- No concerning ("red flag") symptoms were identified during triage.
- You agree that you feel able to safely manage at home until your appointment.
- Your pain is manageable with simple pain relief.
- You have agreed to return for a planned review.

Important Information

- The triage assessment is not a full clinical assessment and is not a diagnosis.
- Both you and the triage nurse must be satisfied that it is safe for you to return the following day.
- There is no identified clinical need for you to remain in the Emergency Department overnight.
- When you return, you will usually be seen through the booked review process rather than joining the standard Emergency Department queue.
- If your condition changes before your appointment, you should seek further medical advice.

While You Are at Home

Please:

- Follow any advice given by the triage nurse.
- Take simple pain relief if required.
- Rest and avoid activities that may worsen your injury.
- Attend your booked appointment at the agreed time.

When Should I Seek Urgent Medical Help?

Please return to the Emergency Department or seek urgent medical advice if:

Your symptoms get worse.

You develop any new symptoms or concerns.

Your pain becomes severe or difficult to control.

You no longer feel able to wait until your booked appointment.

If your condition has changed when you return, you will undergo a standard Emergency Department assessment.

Your Appointment

Date:_____

Time: _____

Location: Emergency Department

Your Feedback

We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

Before leaving please complete a Friends and Family Test feedback card.
Help us transform NHS services and to support patient choice.

IN TRAN communication for all

The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240

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