

# Royal Free Hospital children's emergency department (A&E) social story

**I need to see the doctors and nurses who  
want to help me feel better**



**I will wait to hear my name be called. Sometimes hospitals can be busy, so I may have to wait my turn.**

**There will be other people waiting there too, and it can be noisy.**

**I can ask for help to stay calm**



**I might have to wait for a long time, or a short time to see a nurse and doctor.**

**When I am in the waiting room.**

**I can get a drink from the water filter.**

**I can watch the big screen**



**If I need to go to the toilet, they are behind these doors.**





**When my name is called, I will go into a small room.**

**The nurse will ask questions and do some tests to find out how to help me.**



**When I am at the hospital, I will see doctors and nurses wearing gloves and masks.**

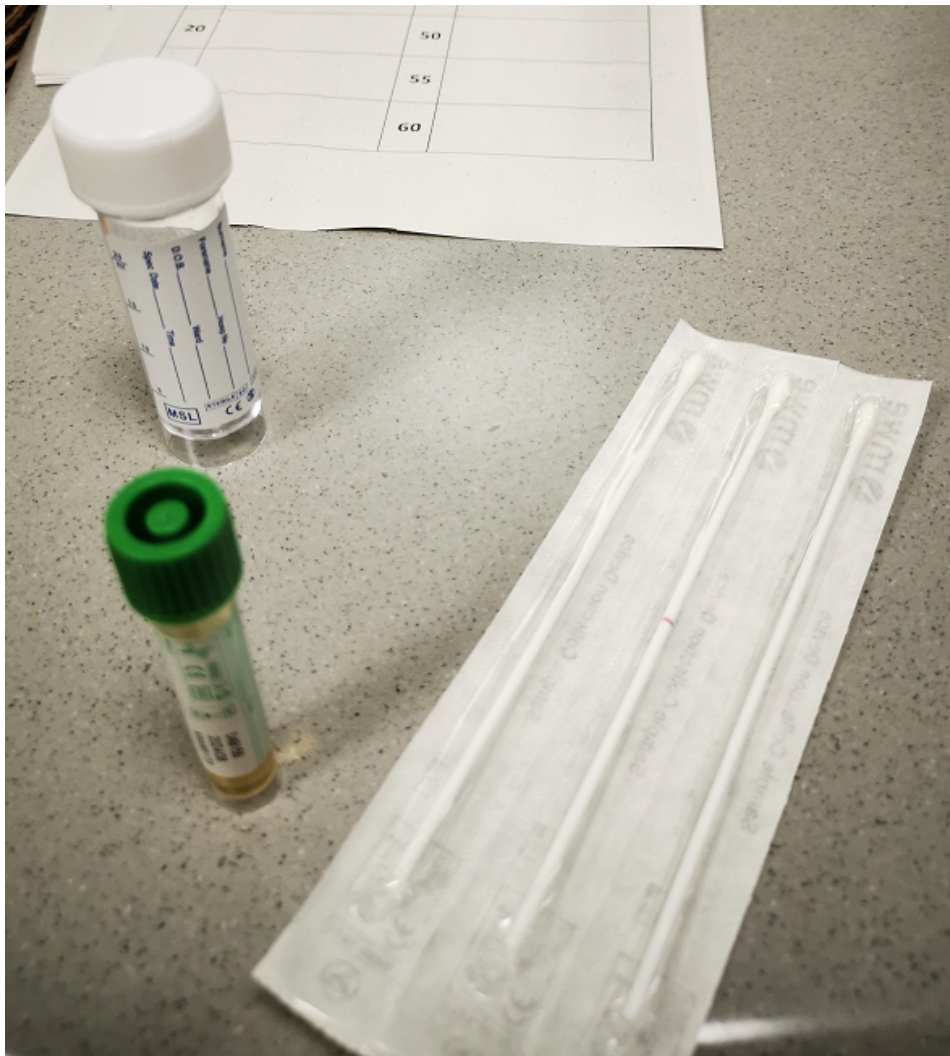
**This is to keep me safe and to help me feel better.**



**This is the weighing machine.**

**The doctors and nurses need to know my weight so they can help me.**





**These are swabs and sample pots that the nurses use to find out how to help me.**

**I might need swabs done. They go in my nose, or in my mouth to find out how to help me.**

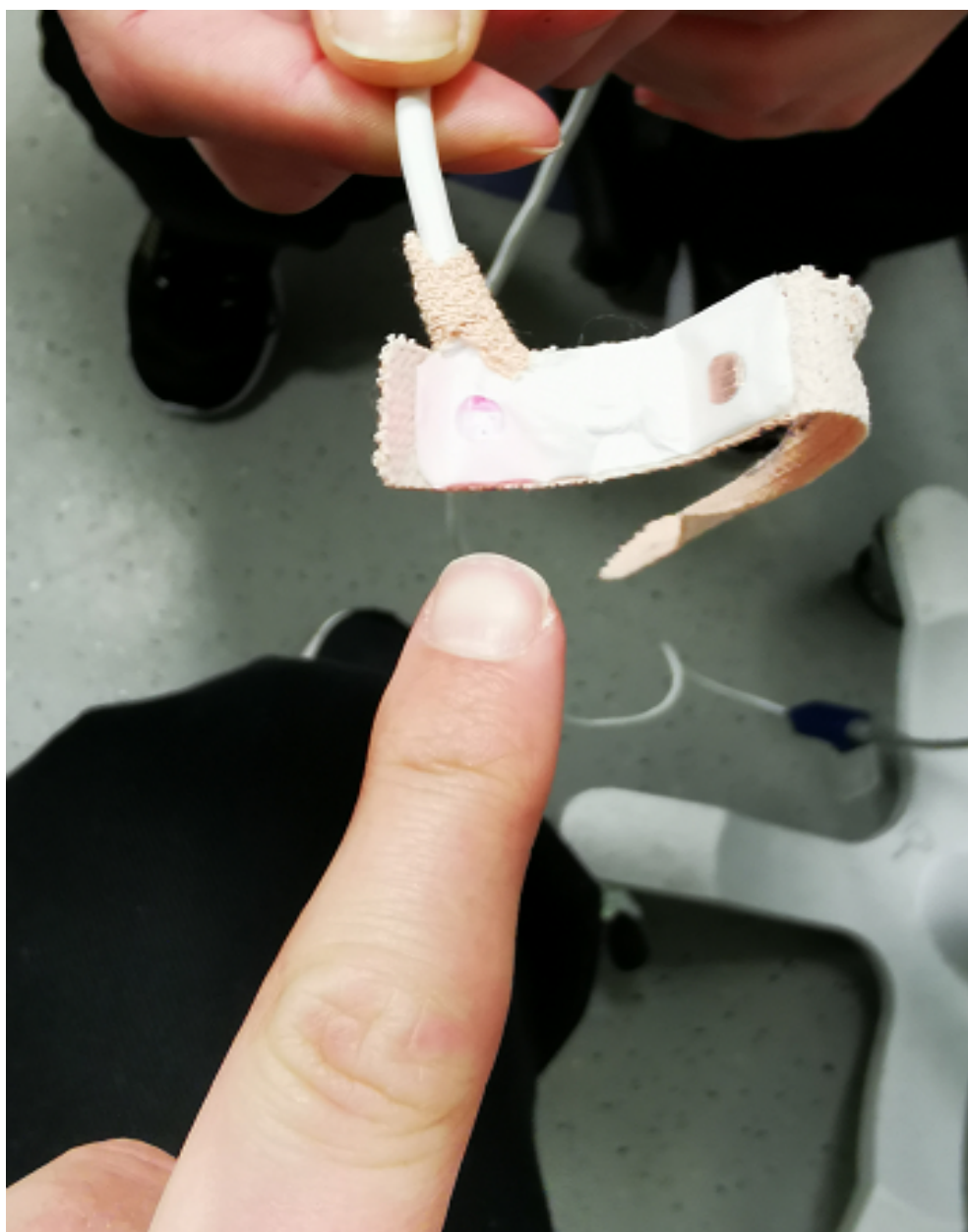


**The nurse or doctor will take my temperature and look in my ear.**

**This can feel a bit funny; it doesn't hurt.**

**The nurse must do this to make sure everything is okay.**





**The nurse will use a plaster to learn about how my blood is moving in my body.**

**This does not hurt and has a small red light to find my pulse.**

**The nurse or doctor will listen to my heart with a stethoscope.**

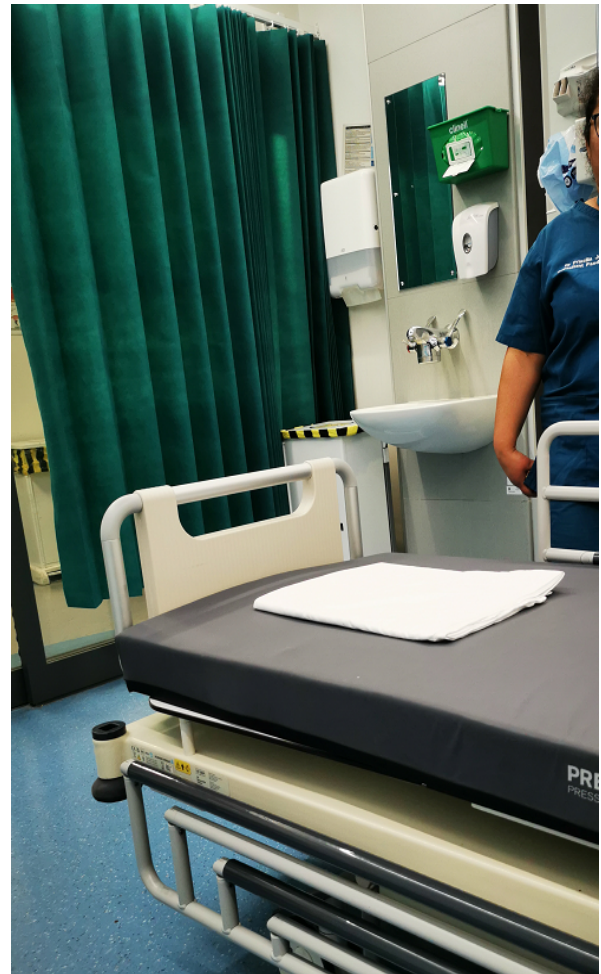
**It might feel cold.**

**They will learn more about how to help me feel better.**



**I will go through a hallway to another room where the nurses and doctors can help me.**

**The nurses and doctors are helping many children, and it might be noisy.**



**I can go to my own room.**

**I can turn the light down and pull the curtain to make a calmer space.**





**I can ask for fidget toys to help me to calm when I am in the children's hospital.**





**There are other rooms in the hospital.**

**There will be other children and their parents in the other rooms that need help.**

**I can walk down the corridor with my adult.**



**Some rooms in the hospital have pictures of the sky on the roof.**



**I can wash my hands at the hand basin.**





**I can play with toys, watch TV and choose DVDs that are at the hospital.**



**The nurses and doctors will keep helping me to feel better.**





**After the nurses and doctors have helped me, I can choose a sticker for being so brave.**

**I can say goodbye to the nurses and doctors.**

**I can go home with my adult.**

### **Your feedback**

If you have any feedback on this leaflet or for a list of references for it, please email:  
[rf-tr.communications@nhs.net](mailto:rf-tr.communications@nhs.net)

### **Alternative formats**

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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