



This is an easy read document.



NHS Greater Manchester want to know about people's experience of visiting the Accident and Emergency department at hospitals in Greater Manchester.



We are talking to people about when they have used an ambulance to travel to Accident and Emergency.



The ambulance service is trying a new handover policy. They aim to have passed on patients to hospital staff within 45 minutes of arriving at Accident and Emergency.



We are speaking to patients about this to understand their experience of being handed over from ambulance staff to the hospital.



We will be asking patients if they have waited on corridors in Accident and Emergency and how this made them feel.



We will be talking to patients in person at Accident and Emergency and on the wards at hospital.



We will also be giving out postcards with a link to an online survey to fill in at home.



We want to give people the chance to share their story, tell us the things that matter to them about visiting Accident and Emergency, using an ambulance or experiencing care in the corridor.



We want to know what works well and things that can be done better for patients.



We will use your feedback to produce a report which will be shared with the people who are doing the review.



How to contact the NHS Greater Manchester's Engagement team



Please leave a voice mail, text or WhatsApp us on **07786673762**



Email us: gmhscp.engagement@nhs.net



Visit our webpage:
<https://getinvolved.qmintegratedcare.org.uk>



Thank you.