

## Health and Wellbeing Board

12 February 2018

### Walsall A&E report

#### 1. Purpose

Each year Healthwatch Walsall asks the public what their concerns are around health and social care services. The public told us that they were concerned about A&E at the Manor hospital by approximately 40% of respondents. This predominantly relates to long waiting times for treatment, bed blocking, the lack of staff in A&E and as a result, poor quality of care. This became our first priority area of research and engagement due to the numbers of people raising it as an issue.

#### 2. Recommendations

2.1 That the Health and Wellbeing Board notes this report

#### 3. Report detail

- On the whole most people appear to have a reasonable experience in A&E at the Emergency Department with most saying they were satisfied and would bring a family member there for treatment.
- However, there are areas that need attention such as ensuring all people are asked if they are in pain and offered pain relief routinely regardless of whether they arrive on foot or by ambulance. The same appears to be the case for making sure people understand the triage process and how people will be called in order of priority to ensure all people have this explained to them regardless of how they arrive at A&E.
- People arriving by ambulance were more likely to be offered pain relief as well as being asked if they had any medication with them whereas arrivals by foot were less likely to be asked this.
- Another common theme appears to be around not being told how long they would have to wait and how they would be kept updated though again people arriving by ambulance were more likely to be told how long they might have to wait. On the whole people found reception staff courteous and that they were listened to by staff, with those arriving by ambulance mostly feeling that staff showed empathy to them. Unfortunately, a third arriving by foot didn't feel this.
- Once people had been through triage and waiting to be seen by a Doctor over two thirds said they were not told how long they would have to wait to be examined or why they had to wait to be examined and four fifths said if they did have to wait no one apologised.
- Most people found they were given explanations as to what was wrong with them and why they needed further tests or treatment with their views being sought.

- Most people felt the hospital was clean but only half felt the same about the toilets. Some report saying, they were not asked if they needed the toilet facilities and under half said they were not able to get any water or refreshments.
- The accompanying report contains the full findings of our research and engagement with patients along with some recommendations.

#### **4. Implications for Joint Working arrangements:**

No implications.

#### **4. Health and Wellbeing Priorities:**

- This report supports meeting three of the current Health and Wellbeing Board priorities:
  - Priority 3: Enable and empower individuals to improve their physical and mental health
  - Priority 7: Remove unwarranted variation in healthcare and ensure access to services with consistent quality
  - Priority 8: Enable those at risk of poor health to access appropriate health and care, with informed choice
- The report also supports a number of Marmot objectives namely:
  1. giving every child the best start in life
  2. enabling all children, young people and adults to maximize their capabilities and have control over their lives
  6. strengthening the role and impact of ill-health prevention.

### **Background papers**

Healthwatch Walsall - A&E Report November 2017

### **Author**

Simon Fogell Chief Officer Healthwatch Walsall

☎ 01922 665010

✉ [simon.fogell@healthwatchwalsall.co.uk](mailto:simon.fogell@healthwatchwalsall.co.uk)



**healthwatch**  
Walsall

**healthwatch**



## Walsall A&E report

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November 2017

### Healthwatch Walsall

Healthwatch Walsall | Bridge House, 47 Bridge Street, Walsall, WS1 1JQ

simon.fogell@healthwatchwalsall.co.uk | 01922 665010

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## Executive summary

On the whole people’s experience at the reception desk in the emergency department was good. However, just under half felt the reception staff didn’t explain to them what was going to happen. A little over two thirds of people knew the current length of wait to be seen or where to find this out. However, the majority reported that they were not told by the Emergency Department reception

staff that they would be kept updated. Some of comments by respondents that highlighted this were:

Over half the people reported they didn't see any hand gel to sanitise their hands at reception.

80% of people felt the courtesy shown to them at the reception desk was good. Though over half felt they were not asked about their medication/medical condition(s)/illness/accident and whether they had medication with them. More worryingly 69% said they were not asked about being in pain by reception staff. In just over half the cases was the triage process explained, conversely just under half didn't understand what would be happening, people told us:

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*"Yes told would be called."*

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*"No, one and a half hour wait with chest pains for Doctor."*

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Just under two thirds said they felt the reception staff made them feel looked after. But of course this means over a third didn't feel this. Some of comments by respondents that highlighted this was:

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*"Yes definitely, really listened."*

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*"No, felt left on own."*

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All but one person felt the reception staff would keep them informed though this doesn't reflect some of the comments people made like 'no doubt it' and 'no had to go to desk self', this may be linked to just having been asked if they felt they had been made to feel looked after.

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*"Could have been a bit more."*

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*"No all open people can hear what you say."*

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Over 80% of people said they had enough privacy at reception though some people said:

The majority of people felt 'the staff listened to what I had to say'. Some of comments by respondents that highlighted the majority view and perhaps the few that didn't agree:

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*"Receptionist did have great deal of knowledge."*

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*"Told by receptionist would be next in, [there have been] 4 patients in since."*

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Two thirds coming in by ambulance said they were told how long they would have to wait to be seen by a doctor or nurse. However, one of the comments by a respondent highlighted the third of people that possibly weren't told or didn't understand:

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*"No, I was told to book him [my son] in and if after 20 mins there was no response, to ask at reception again."*

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The majority of people coming in by ambulance were asked about their medication/medical condition(s)/illness/accident and whether they had medication with them. This is very different experience than those who attend A&E by their own means.

Just over half of people coming in by ambulance said they were told about the triage/assessment process which is similar to those making their own way to A&E.

The majority coming in by ambulance felt staff make them feel looked after and that they were important to them. Three quarters felt confident staff would keep them informed.

Only half of people coming in by ambulance said they were kept informed about what was

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*"No Husband in corridor on trolley awaiting cubicle 20 mins so far."*

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*"Not sure how long but have been kept in the loop."*

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happening and how long they had to wait with comments by respondents that said:

The majority coming in by ambulance felt they had enough privacy and that staff did listen to what they had to say and that they had enough space between other people. Just under three quarters said they were asked about pain relief.

### **Consultation process**

Over half of people waited less than 30 minutes to be seen but others reported much longer waits.

Over two thirds of people were not told how long they would have to wait to be examined or why they had to wait to be examined and four fifths said if they did have to wait no one apologised.

Over four fifths of nurses and doctors had name badges on. Of the four patients that were children only one said they were introduced to a paediatric nurse or doctor with 2 saying no.

Over four fifths said the nurse/doctor did explain what was wrong with them (or were awaiting to find out) and what was going to happen next. The majority said they understood the explanation and that their views were taken into account by the nurse/doctor and that they didn't feel that they were treated as though not there. Four fifths said they were asked if they were in pain and offered more pain relief where appropriate.

Of those that were sent for tests or x-rays three quarters said the nurse/doctor did explain why they needed these. There were varying waits to be told the results but most people understood what the

doctors told them and if they needed further treatments with their views being sought and the explanation as to what would happen next.

### Hospital environment

Most people felt the hospital was clean but only half felt the same about the toilets. Over three quarters saw hand sanitisers around and just over half saw posters promoting their use. Two thirds recall staff using hand sanitisers.

The majority of people felt safe and that the hospital was quiet. Over two thirds felt that the emergency department was well-organised. Some report saying, they were not asked if they needed the toilet facilities and under half said they were not able to get any water or refreshments.

just under two thirds reported that they felt enough was being done to keep them informed of what

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*"[I] feel there should be more information about waiting times."*

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*"No food fluids 9am to 13.10. Had 1 tea. Had to ask 3 times for bed pan."*

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was happening at all stages. However, some respondents reported that:

### Overall

Over four fifths of people felt satisfied with their experience in the Emergency Department and that they would be happy to bring a member of their family here for emergency treatment.

## Conclusion

On the whole most people appear to have a reasonable experience in A&E at the Emergency Department with most saying they were satisfied and would bring a family member there for treatment.

However, there are areas that need attention such as ensuring all people are asked if they are in pain and offered pain relief routinely regardless of whether they arrive on foot or by ambulance. The same appears to be the case for making sure people understand the triage process and how people will be called in order of priority to ensure all people have this explained to them regardless of how they arrive at A&E though people arriving by ambulance were more likely to be offered pain relief as well as being asked if they had any medication with them whereas arrivals by foot were less likely to be asked this. There was one example of a person saying they had been waiting for one and half hours with chest pains to see the doctor. It was clear this person did not understand why they were waiting and at first glance people may consider this a cardiac issue as people are always told to seek attention if they have chest pains. This may well have been a challenging wait for this particular patient.

Another common theme appears to be communication around not being told how long they would have to wait and how they would be kept updated though again people arriving by ambulance were more likely to be told how long they might have to wait. On the whole people found reception staff courteous and that they were listened to by staff, with those arriving by ambulance mostly feeling that staff showed empathy to them. Unfortunately, a third arriving by foot didn't feel this.

Once people had been through triage and waiting to be seen by a Doctor over two thirds said they were not told how long they would have to wait to be examined or why they had to wait to be examined and four fifths said if they did have to wait no one apologised.

Most people found they were given explanations as to what was wrong with them and why they needed further test or treatment with their views being sought.

Most people felt the hospital was clean but only half felt the same about the toilets. Some report saying, they were not asked if they needed the toilet facilities and under half said they were not able to get any water or refreshments.

## Recommendations

- All patients to be asked if they are in pain and offered pain relief when booking in. If this is only left until the triage assessment is undertaken people may be waiting in pain for some time.
- All patients to be given an explanation of how the triage process works perhaps supported with a small leaflet about the triage process.
- All patients to be given a waiting time to be called for triage and then given a waiting time to see the doctor.
- All patients to be routinely updated if the waiting times are increasing for either triage or to see the doctor with new times and explanations as to why they have increased and where appropriate apologies given to people.
- If initial waiting times are increased those waiting should be checked to see if their symptoms have got worse or changed so as to address the issue of one person waiting one and a half hour with chest pains.
- All Emergency Department staff to be regularly reminded about the importance of good customer care and the need to convey to people a basic element of empathy and care
- For a fresh survey to be undertaken in six months to see if people's experiences have been improved following these recommendations.

## Introduction

Healthwatch Walsall (HWW) is the independent consumer champion for health and social care in your local area, delivered by Engaging Communities (ECS). Our job is to Champion for the consumer



interests of those using health and social care services across the county, and give local people an opportunity to speak out about their concerns and health care priorities.

Our reports are designed to be transparent, clear, and easily accessible that create sustainable improvements in the delivery of services.



## Plan & Methodology

### Methodology

The survey was undertaken across a three week period in the late summer within the Accident and Emergency Department of the Manor Hospital in the waiting area and in the cubicles when people were waiting to be seen by a doctor or had been for tests and were waiting for the results. In light of the fact that people were either waiting to be seen or part way through their journey of having their issues diagnosed we used a semi-structured interview technique with a set of questions to help the interviewer talk to the patients and their families.

We did not insist that every question was answered as this greatly depended on how poorly the person was and the level of capacity or engagement that they person was showing as we did not want to put any pressure on any one patient so as to exacerbate their condition. In some cases we only were able to ask a limited range of questions because of these factors but the information that people gave us has been included irrespective of whether they completed the whole interview or not.

We are very grateful to all the patients and their families who took that time to share their experiences with us. Similarly, we are very grateful to the doctors and nurses that allowed us to and supported us to be able to speak to patients as they moved through the A&E department on their treatment and diagnosis journey.

A total of 84 interviews were completed. As numbers of responses per question varied, percentage representation provided in this report will be based on a per-question approach. Findings of the interviews are presented with a 'word cloud' showing all responses, along with the percentage representation as well as the actual number of responses (presented by the 'n' value). Quotes from the interviews are reflected in blue boxes in the text.

### Quality plan

Healthwatch Walsall abides by the quality standards and data protection policy as set by ECS. ECS has a responsibility to ensure that the research it undertakes and creates is of high quality and aligned to best practice across the industry. Research ultimately provides the evidence on which sound decisions should be made, which is why it is important to state up front how quality was ensured during this project. The Research team underpins its research activities by applying the Market Research Society Codes of Conduct (MRS, 2014). ECS is a company partner of the Market

Research Society. During this project, Healthwatch Walsall adhered to a strict data protection policy that ensured that:

- Everyone handling and managing personal information internally understands they are responsible for good data protection practices;
- There is someone with specific responsibility for data protection in the organisation;
- Staff who handle personal information are appropriately supervised and trained;
- Queries about handling of personal information are promptly and courteously dealt with if received;
- The methods of handling personal information are regularly assessed and evaluated;
- Necessary steps are taken to ensure that personal data is kept secure at all times against unlawful loss or disclosure.

ECS have firm guidelines for data storage, data retrieval, data security and data destruction. There is also a strict process in place should a data breach occur (which includes containment and recovery, assessment of ongoing risk, notification of breach, evaluation and response). Where data is not robust, it will be statistically suppressed to prevent disclosure.

## Findings

Participants in the interviews were asked a series of questions that are listed in these following categories about their experience at the Emergency Department:

- Communication
- Consultation
- Tests and X-rays
- Test results and diagnosis
- Discharge
- Hospital admission
- Hospital environment
- Overall views

### Communication

#### 1. What was your experience like at the reception desk?



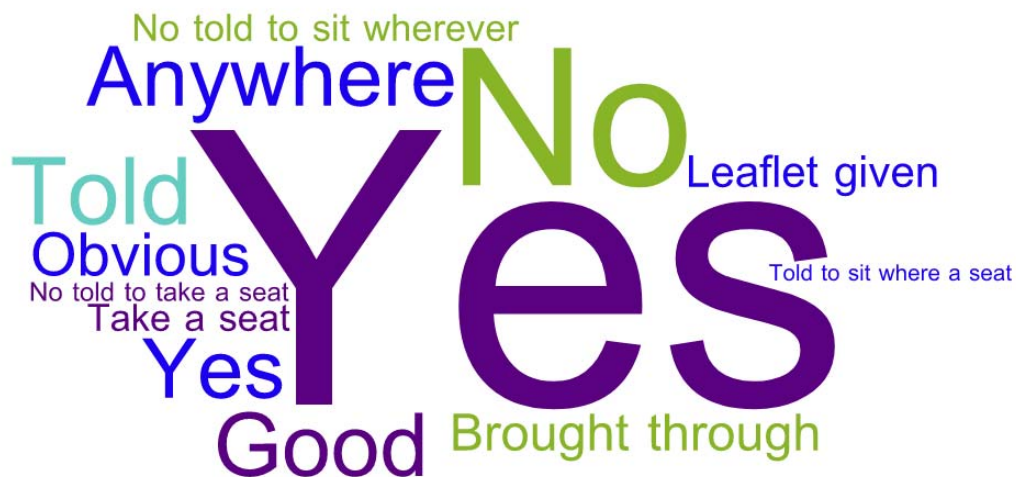
When asked about their experience at the reception desk of the emergency department, out of the 46 responses, **82.6% (n=38)** of interview participants report that the experience was overall good.

2. Did the Emergency Department reception staff member you spoke to explain to you what was going to happen?



Out of 32 responses, **53.1 % (n=17)** of the respondents felt that the Emergency Department reception staff member did speak to them to explain what was going to happen.

3. Did you know where to sit - Blue chairs/Orange chairs/Children's waiting area?



Out of the 45 responses, **75.6% (n=34)** of respondents felt that they did know where to sit in the waiting area.



5. Was there any hand gel to sanitise your hands?



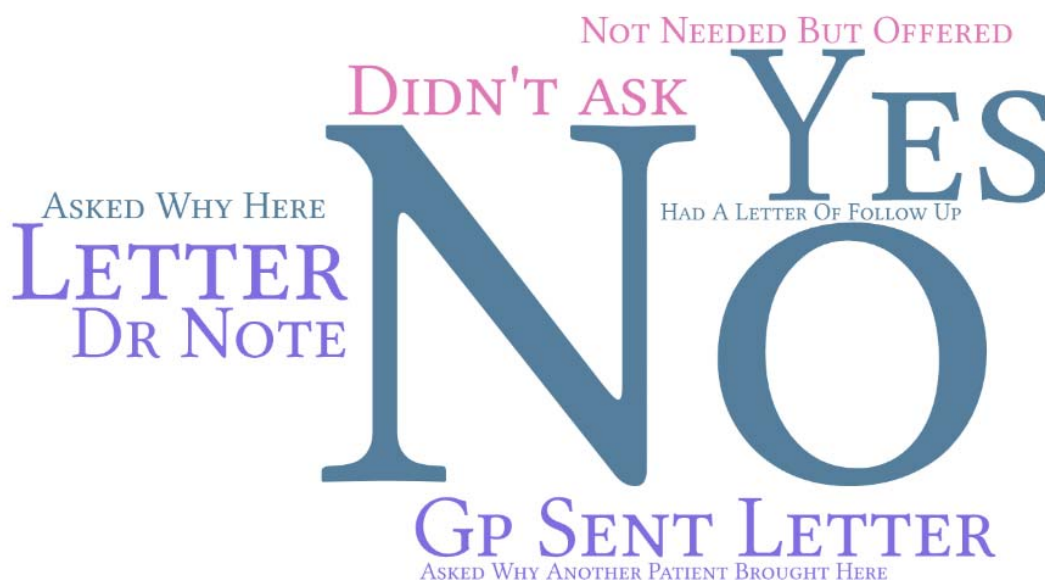
Out of the 48 responses, **56.3% (n=27)** of respondents felt that they did not see any hand gel to sanitise their hands.

6. How would you rate the courtesy of the A&E Department receptionist?



Out of the 54 responses, **79.6% (n=43)** of respondents felt that they were rate the courtesy of the A&E Department receptionist overall well. General comments for these were, 'Good', 'Courteous' and 'Excellent'.

7. Did the Emergency Department reception staff ask you about your medication/medical condition(s)/illness/accident and whether you had medication with you?



When asked if the Emergency Department reception staff asked them about their medication/medical condition(s)/illness/accident and whether they had medication with them, out of the 49 responses, **53.1% (n=26)** of respondents reported no.

8. Did the reception staff ask you if you were in pain and were you offered any pain relief?



GOOD  
AT TRIAGE ASKED ABOUT PAIN  
PATIENT SAID THEY WERE IN PAIN  
YES NO  
NO LEAFLET PROVIDED  
NICE

Out of the 42 responses, **69.0% (n=29)** of respondents reported that the reception staff did not ask them if they were in pain and were not offered any pain relief. One of comments by respondents that highlighted this was:

*"At triage asked about pain. No leaflet provided."*

9. Did the Emergency Department receptionist explain the triage/assessment process, how patients are prioritised to be seen and how long this would take?



Out of the 42 responses, **52.4% (n=22)** of respondents reported that the Emergency Department receptionist explained the triage/assessment process, how patients are prioritised to be seen and how long this would take. Some of comments by respondents that highlighted this was:

*“Yes told would be called.”*

*“No, one and a half hour wait with chest pains for Doctor.”*

**10. Did the emergency department reception staff make you feel looked after and that you were important to them?**



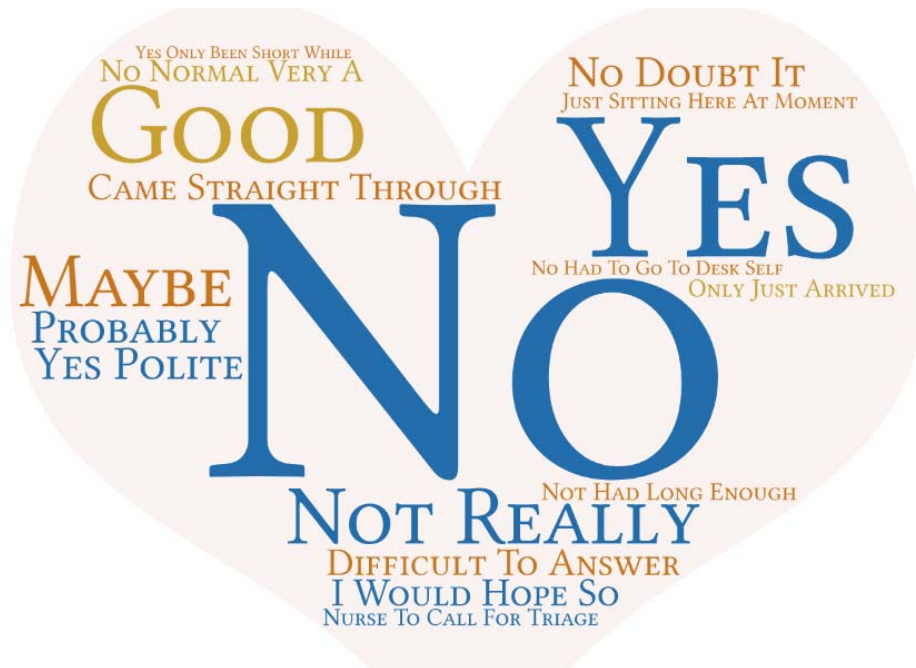
Out of the 47 responses, **63.8% (n=30)** of respondents reported that the emergency department reception staff made them feel looked after and that they were important to them.

Some of comments by respondents that highlighted this was:

*"Yes definitely, really listened."*

*"No, felt left on own."*

**11. Did you feel confident the Emergency Department staff in the reception would keep**



**you informed?**

Out of the 43 responses, **97.7% (n=42)** of respondents reported that they feel confident that the Emergency Department staff in the reception would keep them informed.

**12. Did you have enough privacy at the reception desk to explain your condition, ensuring the conversation was confidential?**



Out of the 45 responses, **82.2% (n=37)** of respondents reported that they had enough privacy at the reception desk to explain their condition. Some of comments by respondents that highlighted this was:

*"Could have been a bit more."*

*"No all open people can hear what you say."*

**13. Do you feel the staff listened to what you had to say?**



Out of the 45 responses, **93.3% (n=42)** of respondents reported that they felt that the staff listened to what I had to say. Some of comments by respondents that highlighted this was:

*“Receptionist did have great deal of knowledge.”*

*“Told by receptionist would be next in, [there have been] 4 patients in since.”*

**14. If you needed a translator was this offered for a different language such as Punjabi or BSL for example?**

Unfortunately, translators were not used by participants.

**15. Were you on a trolley or wheelchair?**

Out of the 29 responses, **62.1% (n=18)** of respondents reported that they were on a trolley and **24.1% (n=7)** on a wheelchair.

AMBULANCE  
WHEELCHAIR  
TROLLEY  
WALKED

**16. Did anyone explain how long you would have to wait to be seen by a doctor or nurse?**

30 MINUTES  
NO DR STRAIGHT AWAY YES  
NOT LONG 5 MINS SIGN UP NO  
YES CAME STRAIGHT IN  
NO EXAMINED BY PARAMEDIC

Out of the 28 responses, **67.9% (n=19)** of respondents reported that they were told how long they would have to wait to be seen by a doctor or nurse. However, one of the comments by a respondent that highlighted this was:

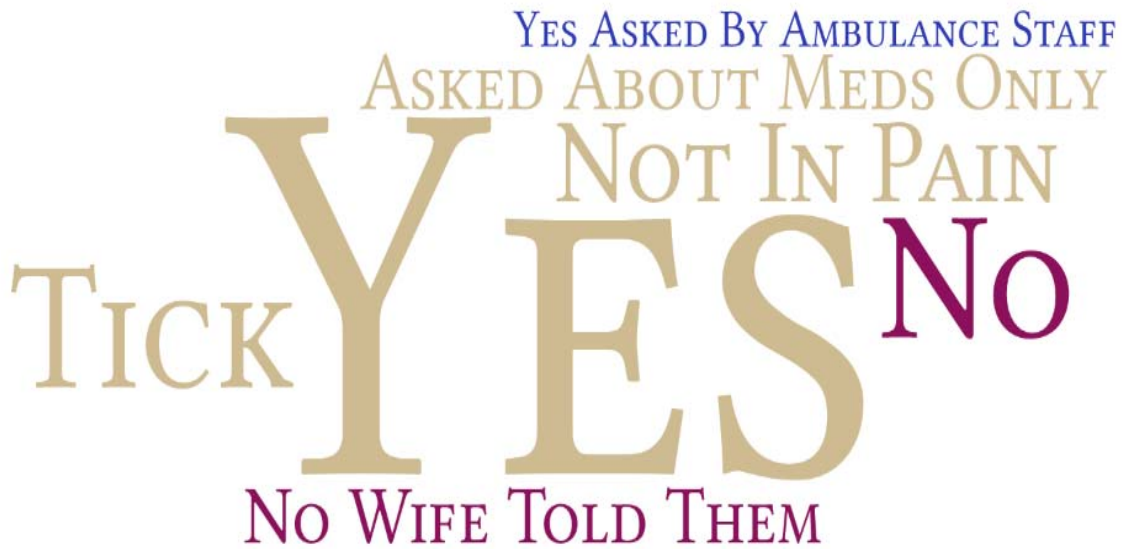
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*“No, I was told to book him [my son] in and if after 20 mins there was no response, to ask at reception again.”*

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**17. Did the Emergency Department reception staff ask you about your medication/medical condition(s)/illness/accident and whether you had medication with you?**

Out of the 25 responses, **88.0% (n=22)** of respondents reported that the Emergency Department reception staff did ask them about their medication/medical condition(s)/illness/accident and whether they had medication with them.



**18. Did the Emergency Department staff member explain the triage/assessment process, how patients are prioritised to be seen and how long this would take?**

Out of the 23 responses, **52.2% (n=12)** of respondents reported that the Emergency Department staff member did explain the triage/assessment process, how patients are prioritised to be seen and how long this would take.





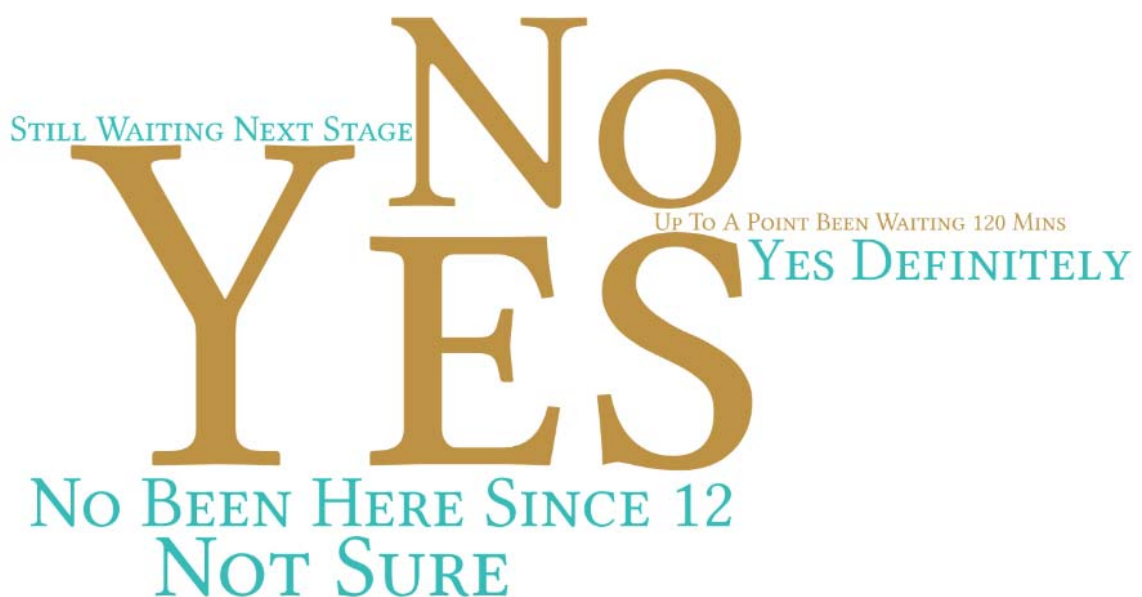
**19. Did the Emergency Department staff make you feel looked after and that you were important to them?**

Out of the 29 responses, **93.1% (n=27)** of respondents reported that the Emergency Department staff make them feel looked after and that they were important to them.



**20. Did you feel confident the Emergency Department staff would keep you informed?**

Out of the 24 responses, **75.0% (n=18)** of respondents reported that they feel confident that the Emergency Department staff would keep them informed.



**21. Did the Emergency Department staff keep you informed about what was happening and how long you might have to wait?**



Out of the 20 responses, **50.0% (n=10)** of respondents reported that the Emergency Department staff kept them informed about what was happening and how long they might have to wait. Some of comments by respondents that highlighted this was:

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*“No Husband in corridor on trolley awaiting cubicle 20 mins so far.”*

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*“Not sure how long but have been kept in the loop.”*

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**22. Did you have enough privacy to explain your condition, ensuring the conversation was confidential?**

IN OWN HOME  
NOT AN ISSUE **YES**  
NO CURTAINS OPEN

Out of the 29 responses, **96.6% (n=28)** of respondents reported that they had enough privacy to explain their condition, ensuring the conversation was confidential.

**23. Do you feel the staff listened to what you had to say?**

I DON 'T SAY ALOT  
YES VERY GOOD TODAY  
No **YES**  
YES PAID ATTENTION

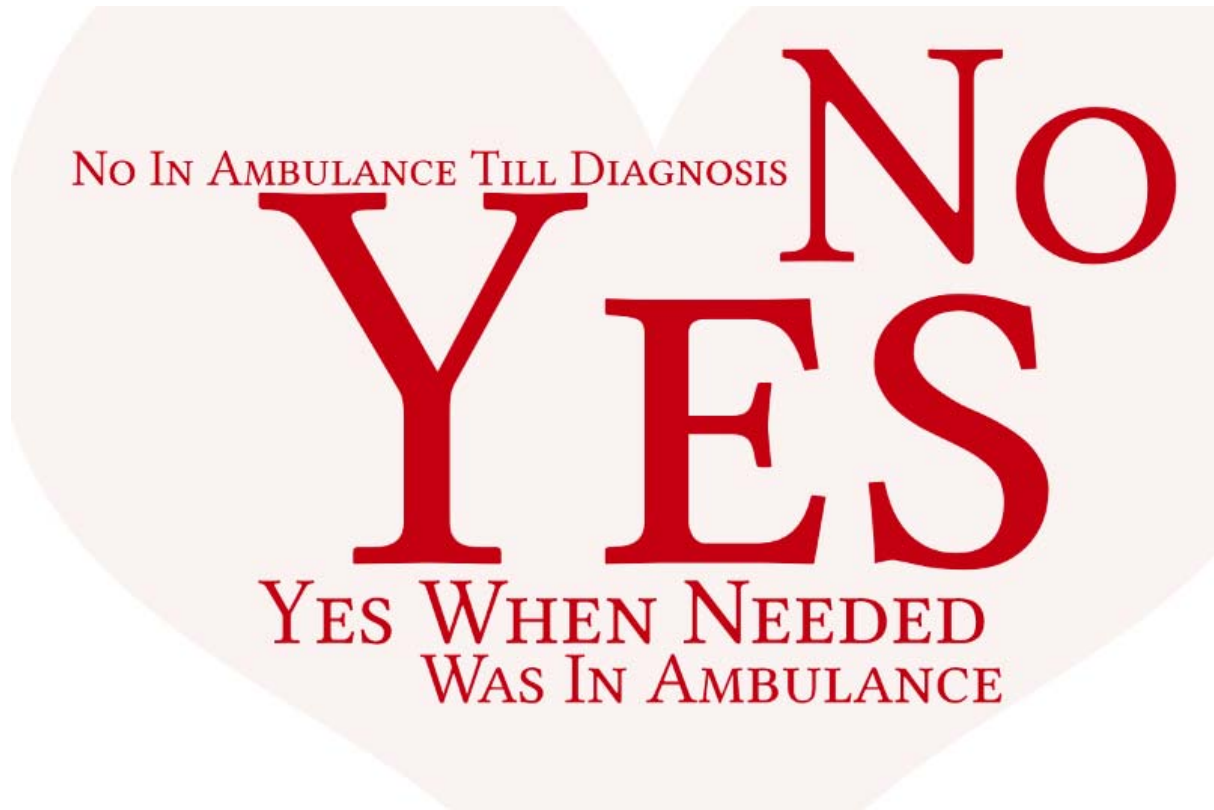
Out of the 28 respondents, **92.9% (n=26)** of respondents reported that they felt that the staff did listen to what they had to say.

**24. If you needed a translator was this offered for a different language such Punjabi or BSL for example?**

Unfortunately, respondents highlighted that translators were not used at all.

**25. Did the staff ask you if you were in pain and were you offered any pain relief?**

Out of the 15 responses, **73.3% (n=11)** of respondents reported that the staff asked them if they were in pain and were offered pain relief.



**26. Was there enough personal space between other people?**

Out of the 22 responses, **95.5% (n=21)** of respondents reported that there was enough space between other people.



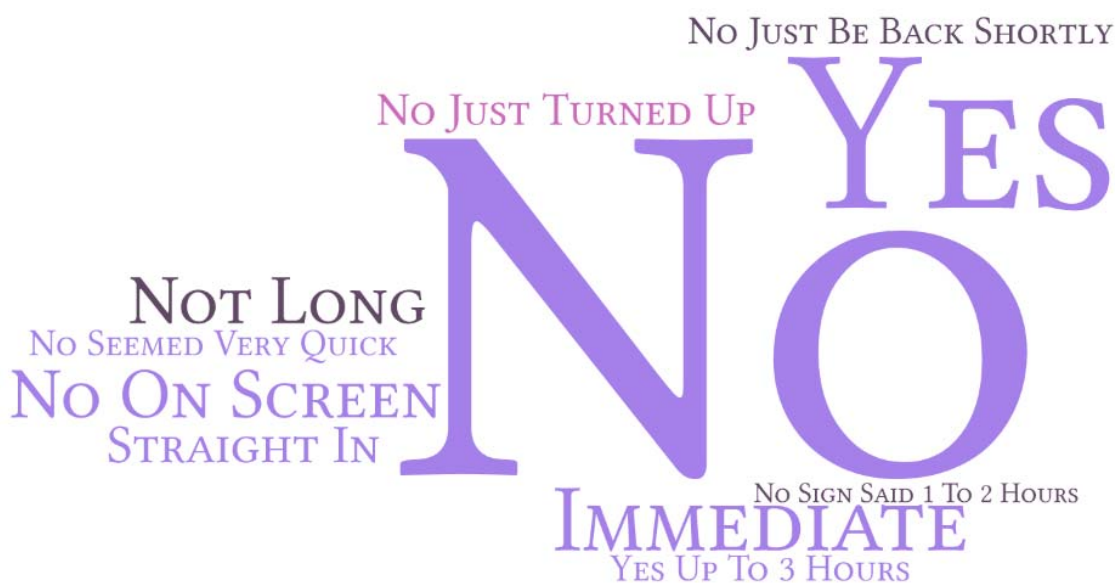
## Consultation

1. From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?



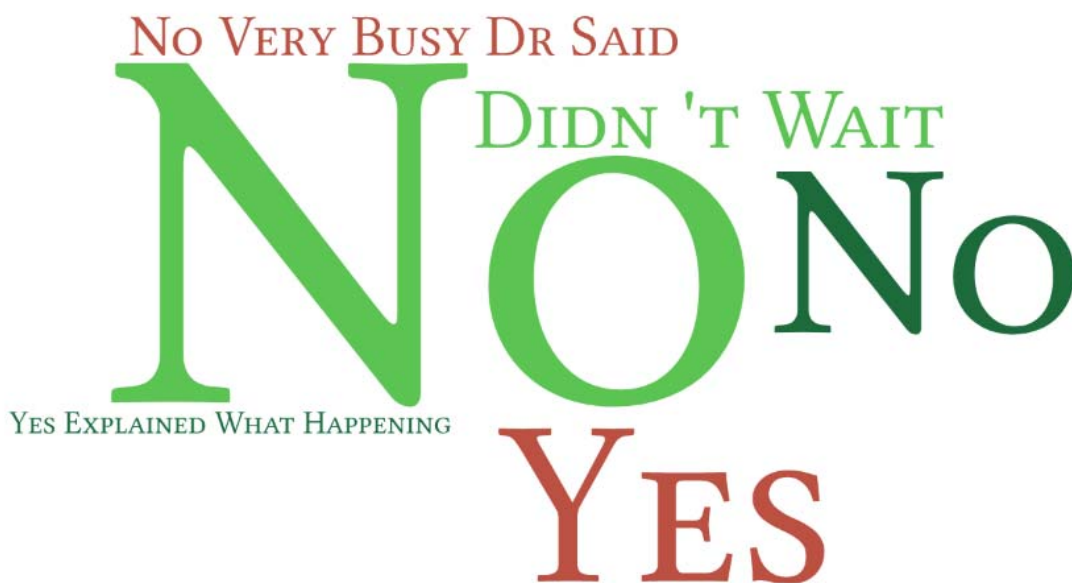
The average waiting time was approximately under **15 mins (33.3%, n=15)** or **30 mins (17.8%, n=8)**, of the total number of respondents for this question (n=45). This was also mainly regarding an adult (**91.1%, n=41**) rather than child (n=4).

**2. Were you told how long you would have to wait to be examined?**



Out of the 36 responses, **69.4% (n=25)** stated that there were not told how long they would have to wait to be examined.

**3. Were you told why you had to wait to be examined?**



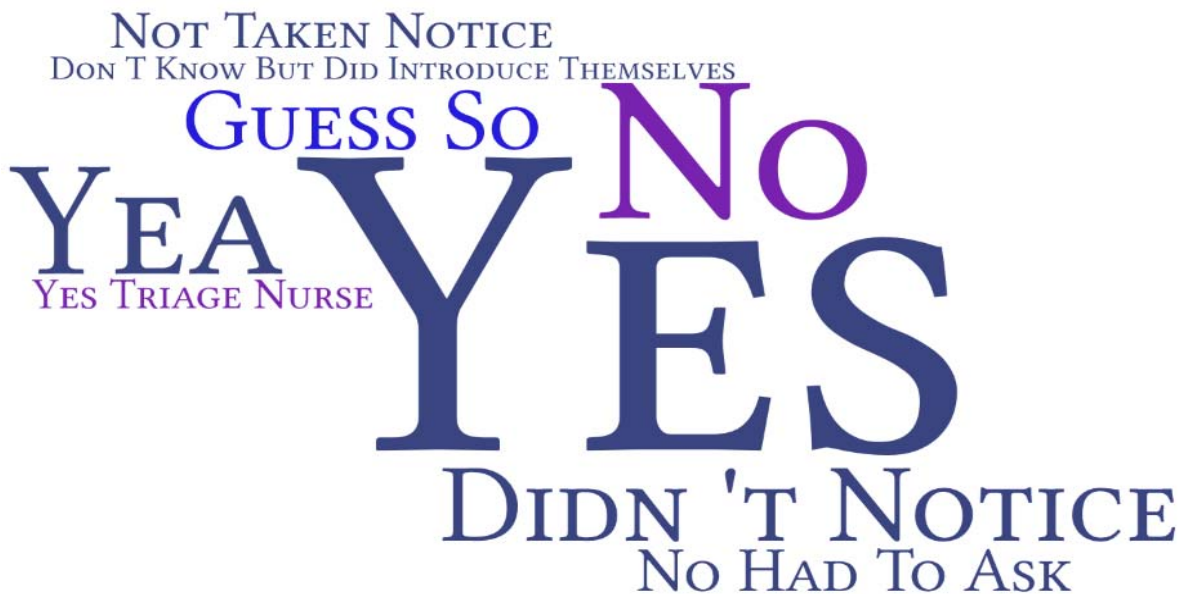
Out of the 30 responses, **70% (n=21)** of respondents stated that they were not told why they had to wait to be examined.

4. If you did have to wait did someone apologise for the wait?



Out of 25 responses, **80% (n=20)** of respondents stated that if they did have to wait, no one apologised.

5. Did the nurse/doctor have name badges on and did they introduce themselves?



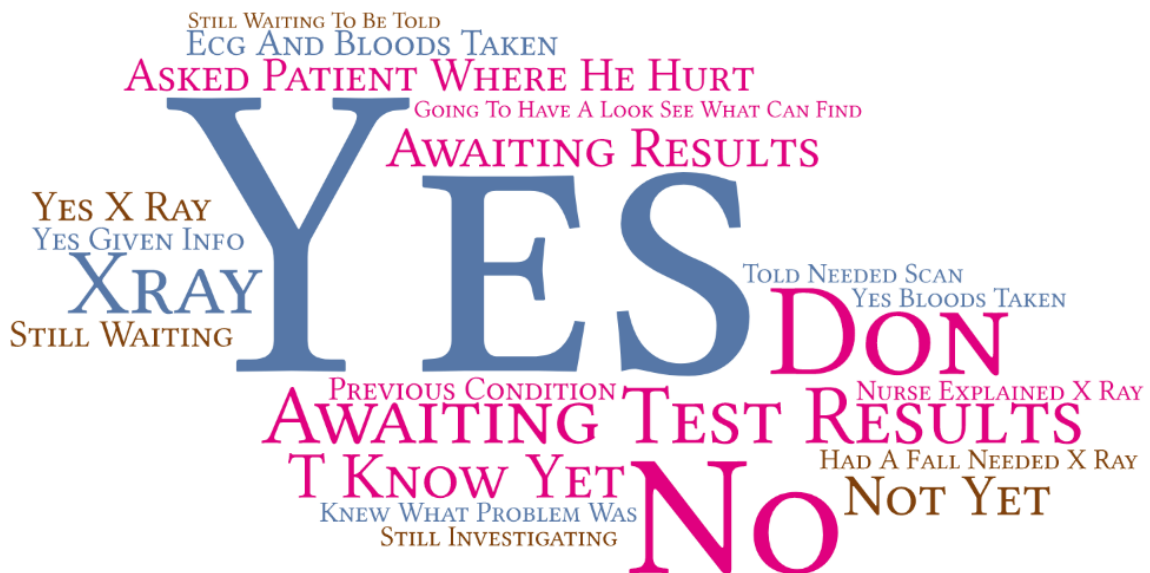
Out of the 42 responses, **85.7% (n=36)** of respondents stated that the nurse/doctor did have name badges on and that they did introduce themselves.

6. If it was for a child did the nurse/doctor say they were a paediatric nurse or doctor – someone who specialises in looking after children?



Out of the 4 respondents, 2 respondents stated no, 1 stated yes regarding whether the person they were introduced to were a paediatric nurse or doctor

7. Did the nurse/doctor explain what was wrong with you and what was going to happen next?



Out of the 41 responses, **82.9% (n=34)** of respondents reported that the nurse/doctor did explain what was wrong with them (or were awaiting to find out) and what was going to happen next.

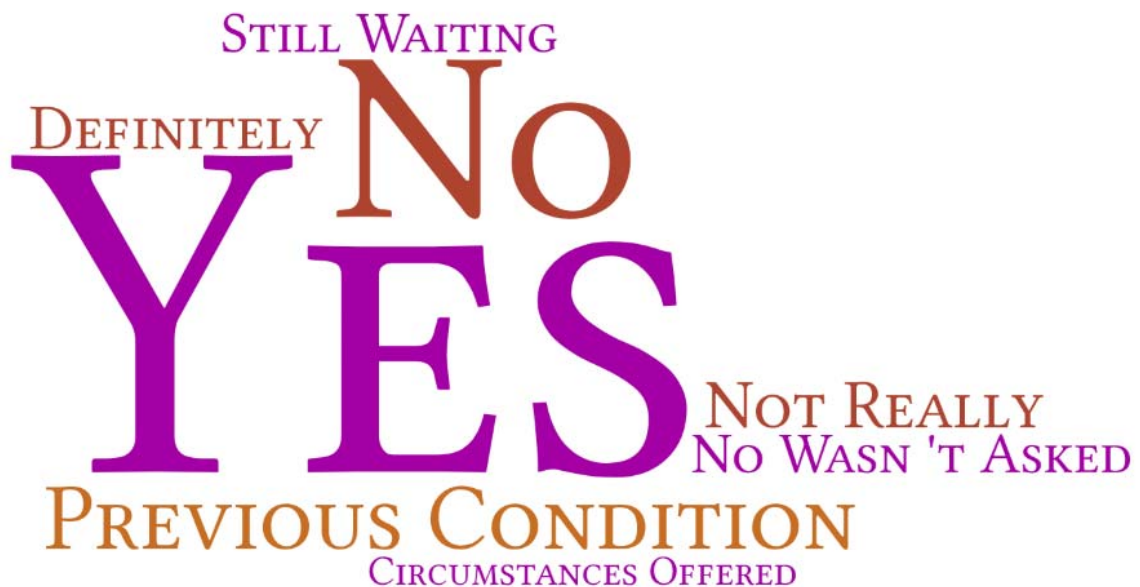


8. Did you understand the explanation?



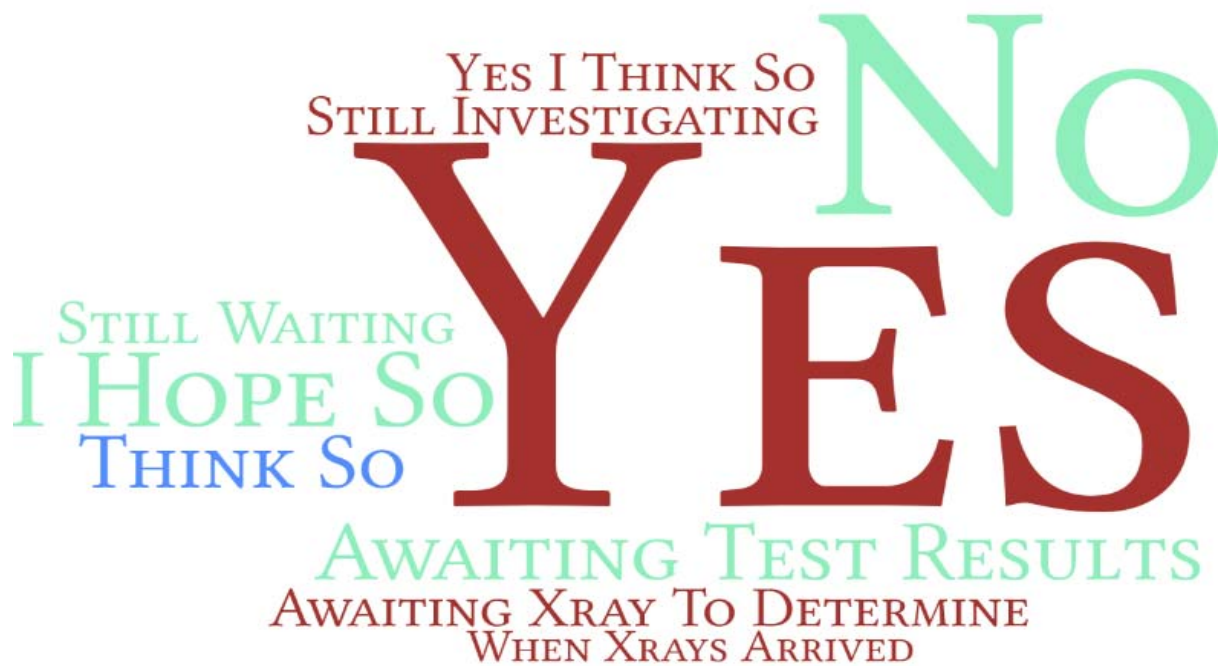
Out of the 27 responses, **92.6% (n=25)** felt that they understood the explanation.

9. Were you asked for your views and if so were they taken into account by the nurse/doctor?



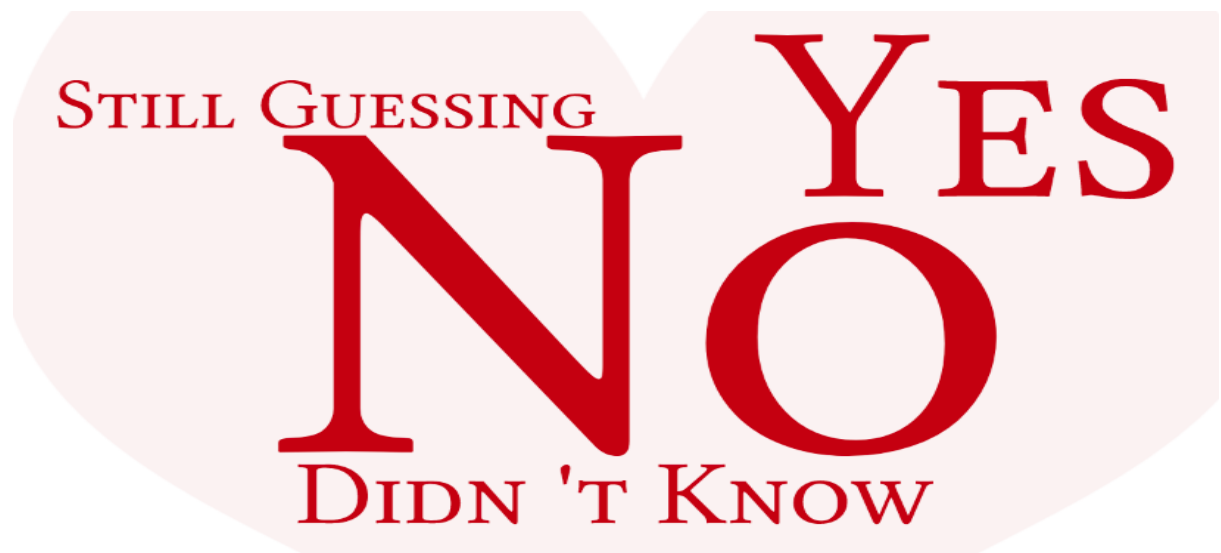
Out of 31 responses, **71.0% (n=22)** of respondents reported that they were asked for their views and that is was taken into account by the nurse/doctor.

10. Did you think the nurse/doctor knew enough about your condition?



Out of the 30 responses, **70.0% (n=21)** of respondents felt that the nurse/doctor knew enough about their condition.

11. Did you feel the nurse/doctor deliberately did not tell you some things about your condition?



Out of the 23 responses, **82.6% (n=19)** of respondents did not feel that nurse/doctor deliberately did not tell you some things about your condition.

12. Did the nurse/doctor speak in front of you as though you weren't there?



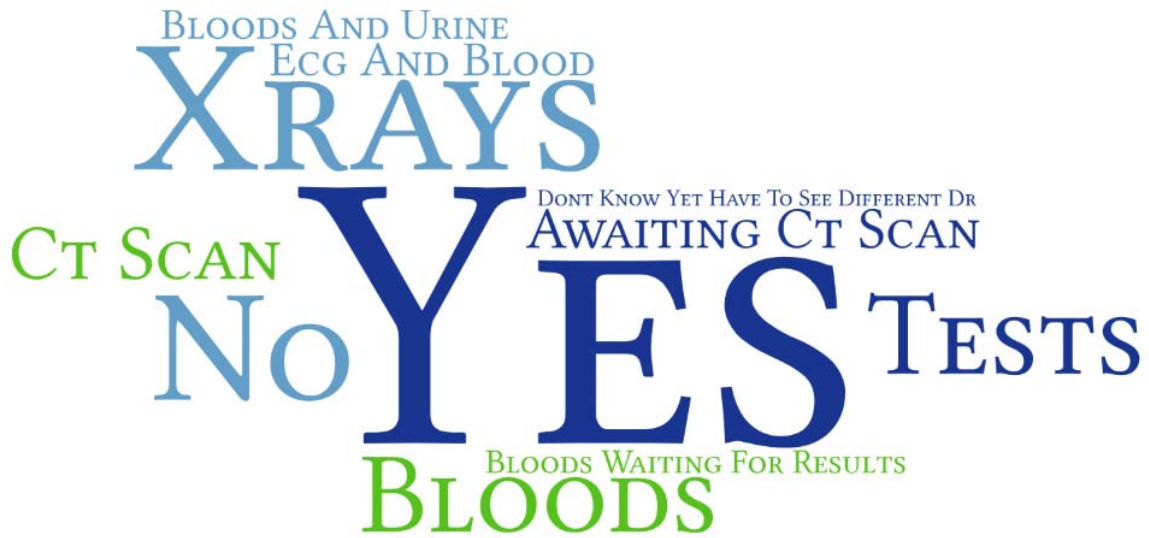
Out of the 30 responses, **83.3% (n=25)** of respondents did not feel that the nurse/doctor spoke to them as though they were not there.

13. Did nurse/doctor ask you if you were in pain? Did they offer any more pain relief?



Out of the 25 responses, **80.0% (n=20)** of respondents reported that the nurse/doctor asked them if you were in pain and offered more pain relief where appropriate.

14. Did the nurse/doctor send you for any tests/x-rays?



Out of the 25 responses, **92.0% (n=23)** of respondents reported that the nurse/doctor did send them for tests/x-rays.

Tests and X-rays

1. Did a nurse/doctor explain why you needed these test(s) in a way you could understand?



Of the 26 responses, **76.9% (n=20)** of respondents said that the nurse/doctor did explain why they needed these tests.

2. How long did you wait for your tests to be carried out?

BLOODS NOT SURE  
120 MINS  
COUPLE OF MOMENTS  
STRAIGHT THEN  
60 MINS  
30 MINS  
NOT SEEN BY DR YET  
10 MINS  
WITHIN 1  
So  
STRAIGHT A  
40 TO 50 MINS

On average, the most commonly reported waiting time was reported as **30 minutes** for tests to be carried out. However, one patient wrote:

*"Patient here 1.20pm till 17.55pm not happy."*

3. Did a member of staff explain why you had to wait for your tests to be carried out?

YES  
BLOODS TO SEE

Out of 12 responses, **41.7% (n=5)** of respondents reported that a member of staff did not explain why they had to wait for their tests to be carried out. One respondent stated that:

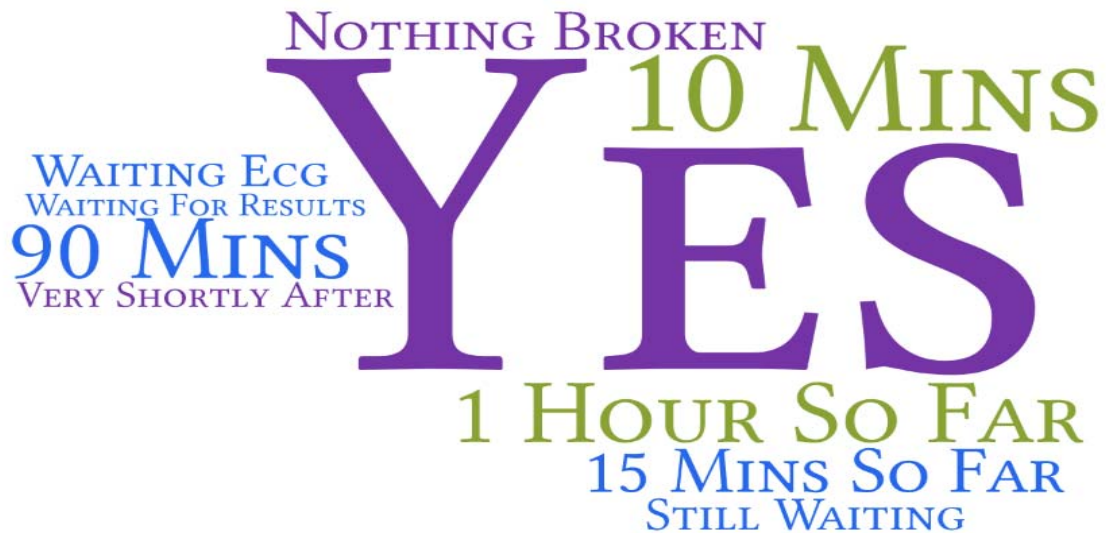
*"Tickets given out but no one calling out tickets.  
Had to collect chairs to sit on."*

4. Did the staff doing the tests/X-rays make you feel looked after and that you were important to them?

There was only one response to this question and the respondent reported that they were made to feel looked after and that they were important to staff.

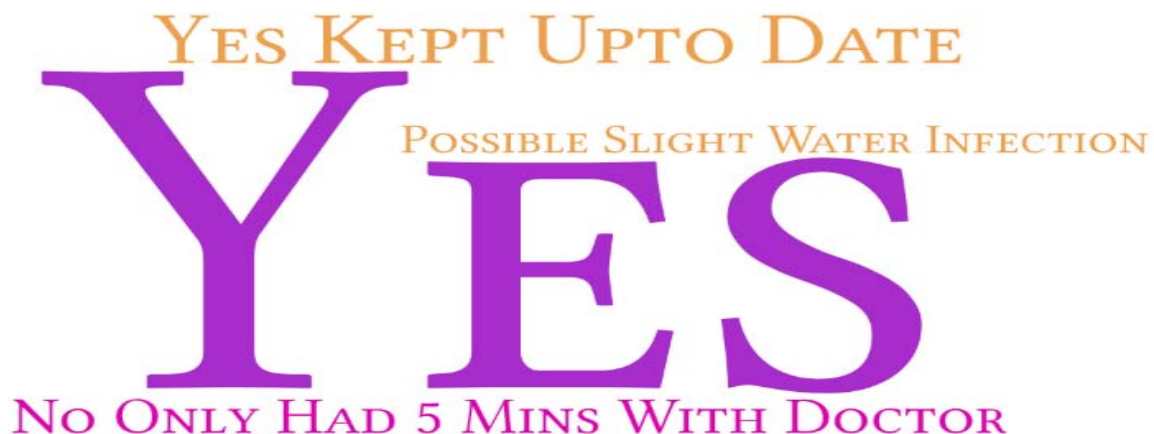
## Test results and diagnosis

1. How long from having your tests/X-rays did you have to wait to be seen by a nurse/doctor to explain what your results told them?



Out of 13 responses, **15.4%** (n=2) of respondents stated it was under 15 minutes, while another **15.4%** (n=2) reported that it had been over an hour from having their tests/X-rays to being seen by a nurse/doctor to explain what the results told them.

2. Did they explain in a way you could understand?



Out of the 10 responses for this question, **90.0%** (n=9) said they were explained in a way they could understand.

3. Did they say you needed more treatment and did they ask for your views?

JUST BANDAGED UP  
NOT  
YES  
TOLD NEEDED FOLLOW UP  
TOLD PLAN OF ACTION

Of the 8 responses for this question, **87.5% (n=7)** reported that they were told that they needed more treatment and were asked for their views.

4. Did they explain what would happen next?

YES WAITING FOR RESULTS  
No YES

Of the 9 responses, **88.9% (n=8)** felt that staff did explain what would happen next.

## Discharge

For this section and the section regarding hospital admission, only 2 respondents completed the questions. Therefore, results will report both of the answers.

**1. If you were able to go home did they give you any information leaflets?**

Both respondents reported that they were given information leaflets.

**2. Did they give you any medication? If yes did they explain what it was for and how to take it and of any side effects?**

One reported that they were given medication and that they were given an explanation about what it was for and how to take it.

**3. Did they give you advice on how to look after yourself?**

Both respondents reported that they were given advice on how to look after themselves.

**4. Did they advise you about pain management?**

Both respondents reported that they were advised about pain management.

**5. Did they tell you that you would have to come back to see another clinic or department? Did they explain why? Did they book an appointment for you?**

One respondent reported that they did not have to come back, while the other has an appointment the following week.

## Hospital admission

**1. Did the nurse/doctor explain to you why you needed to be admitted to hospital and was it in a way you could understand?**

One respondent reported waiting for a bed and the assessment process while the other reported that the nurse/doctor did explain why they needed to be admitted to hospital in a way they could understand.

**2. How long did you wait in the Emergency Department before you were taken to a ward?**

No responses were provided for this question.

**3. Did anyone explain to you why there were delays if you did have to wait a long time?**

One respondent reported that no one explained why there were delays.

**4. Did anyone check you regularly to see if you were warm, comfortable/worried?**

One respondent reported that staff have been in and out with information and to check on them regularly.



## Hospital environment

### 1. Overall how clean was the hospital?



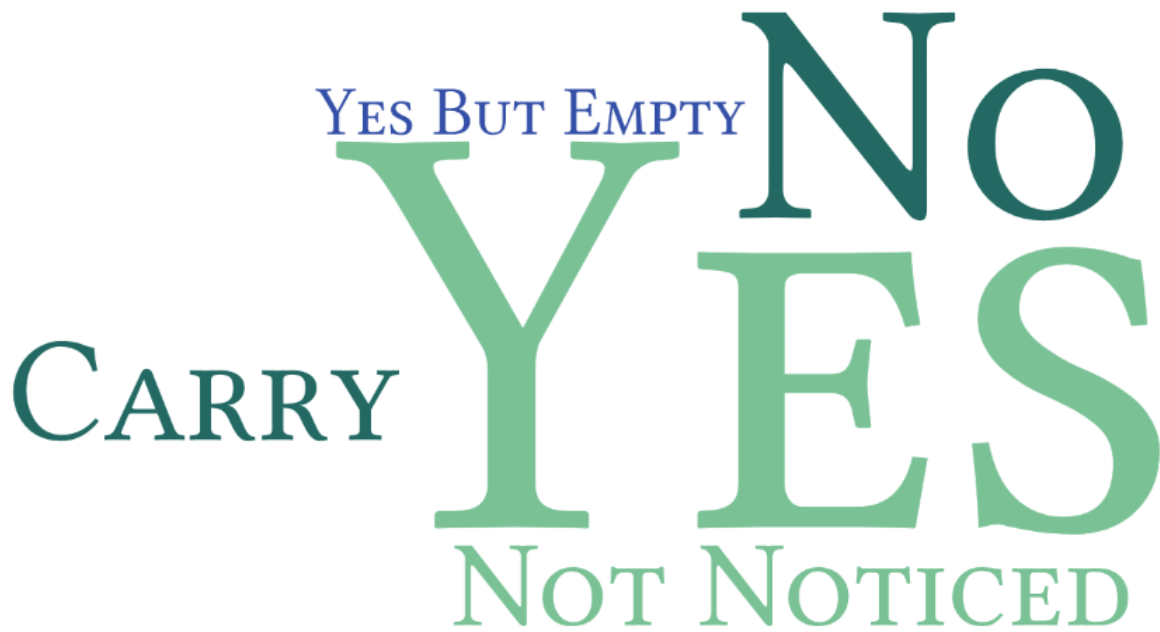
Out of 31 responses, **90.3% (n=28)** felt it was clean.

### 2. If you used the toilets how clean were they?



Out of a total of 26 responses, **56.5% (n=13)** felt the toilets were clean.

3. Did you see hand sanitisers around for people to use?



Out of 28 responses, **78.6% (n=22)** reported that they saw hand sanitisers around for people to use.

4. Did you see any posters about using hand sanitisers?



Out of 23 responses, **56.5% (n=13)** said that they did see posters about using hand sanitisers.

5. Did you see any staff using them before they examined you and after they had finished?

USED GLOVES  
YES SEEN SEVERAL  
No  
YES  
No HAD GLOVES ON

Out of 18 responses, **66.7% (n=12)** felt staff used the hand sanitisers.

6. Did you feel safe or did other people using the Emergency Department threaten you by their

YES SAFE  
YES  
No LARGE NUMBER OF ROWDY LADS  
SAFE

actions?

Out of 26 responses, **96.2% (n=25)** felt safe using the emergency department.

**7. Was it quiet in the Emergency Department?**



Out of 29 responses, **82.8% (n=24)** said it was quiet in the emergency department.

**8. Did staff wear name badges?**



Out of the 21 responses, **90.5% (n=19)** of respondents reported that staff wore name badges.

9. Were there enough seats for everyone who was waiting?

NO HAD TO GET OWN  
No YES

Out of 17 responses, **82.4% (n=14)** of respondents stated that there were enough seats for everyone who was waiting.

10. Did you feel safe in the waiting area?

NO  
YES

Out of the 14 responses, **85.7% (n=12)** said that they felt safe in the waiting area.

**11. Did you feel the emergency department is well organised?**



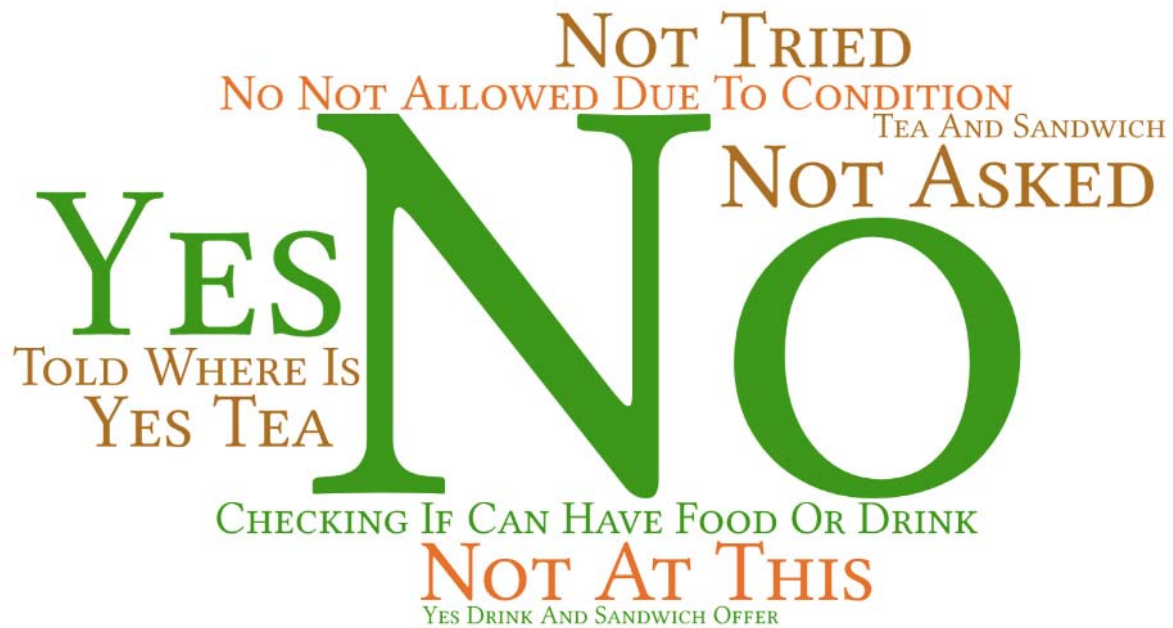
Out of 23 responses, **69.6% (n=16)** of respondents felt that the emergency department was well-organised.

**12. Were you asked if you needed the toilet facilities?**

Out of 11 responses, **63.6% (n=7)** said they were not asked if they needed the toilet facilities.



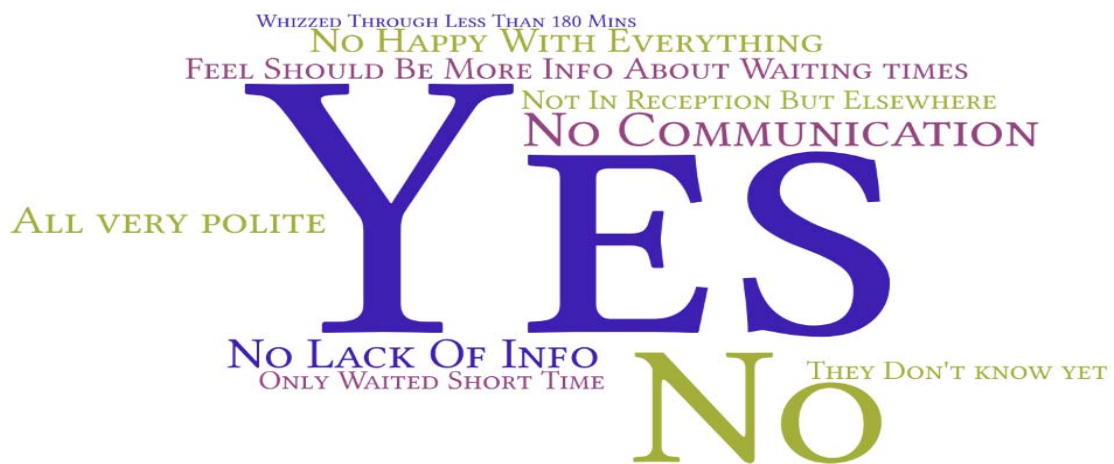
13. Were you able to get any water or refreshments?



Out of 24 responses, **45.8% (n=11)** of respondents said they were not able to get any water or refreshments.

Overall views

14. Do you feel enough was done to keep you informed of what was happening at all stages? Can you tell me why? Or how it could have been better?



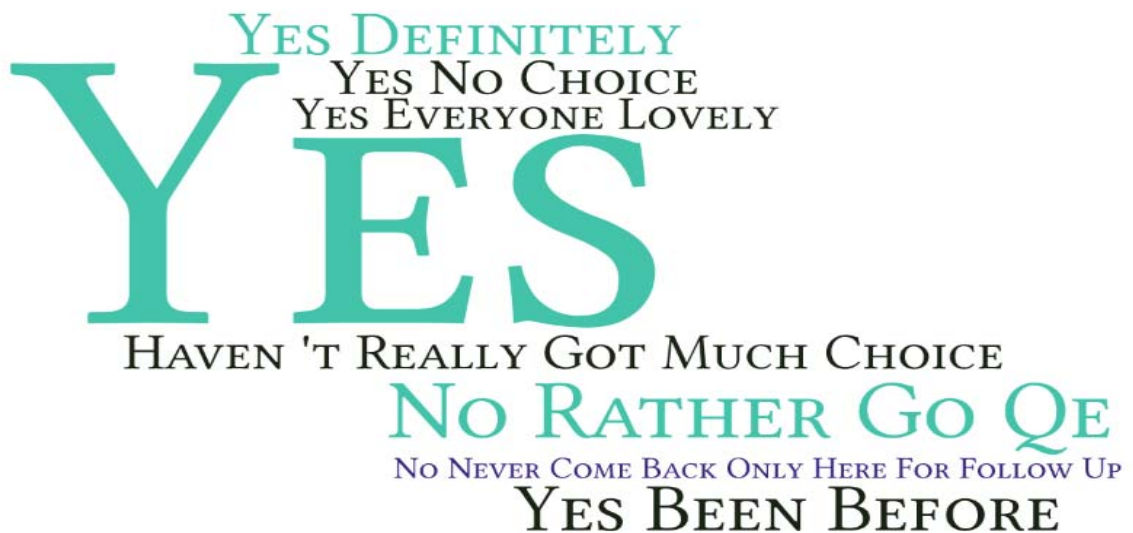
Out of 19 responses, 63% (n=12) reported that they felt enough was being done to keep them informed of what was happening at all stage. However, some respondents reported that:

15. Were you satisfied with your experience in the ED? Please explain why



Out of 21 responses, **85.7% (n=18)** felt satisfied with their experience in the Emergency Department.

16. Would you be happy to bring a member of your family here for emergency treatment? Please explain your answer.



Out of 22 responses, **81.8% (n=18)** reported that they would be happy to bring a member of their family here for emergency treatment.

## Conclusion



On the whole, most people appear to have had a reasonable experience in A&E at the Emergency Department with most saying they were satisfied and would bring a family member there for treatment.

However, there are areas that need attention such as ensuring all people are asked if they are in pain and offered pain relief routinely regardless of whether they arrive on foot or by ambulance. The same appears to be the case for making sure people understand the triage process and how people will be called in order of priority to ensure all people have this explained to them regardless of how they arrive at A&E however people arriving by ambulance were more likely to be offered pain relief as well as being asked if they had any medication with them whereas arrivals by foot were less likely to be asked this. There was one example of a person saying they had been waiting for one and half hours with chest pains to see the doctor. It was clear this person did not understand why they were waiting and at first glance people may consider this a cardiac issue as people are always told to seek attention if they have chest pains. This may well have been a challenging wait for this particular patient.

Another common theme appears to be communication around not being told how long they would have to wait and how they would be kept updated though again people arriving by ambulance were more likely to be told how long they might have to wait. On the whole people found reception staff courteous and that they were listened to by staff, with those arriving by ambulance mostly feeling that staff showed empathy to them. Unfortunately, a third arriving by foot didn't feel this.

Once people had been through triage and were waiting to be seen by a Doctor over two thirds said they were not told how long they would have to wait to be examined or why they had to wait to be examined and four fifths said if they did have to wait no one apologised.

Most people found they were given explanations as to what was wrong with them and why they needed further test or treatment with their views being sought.

Most people felt the hospital was clean but only half felt the same about the toilets. Some report saying, they were not asked if they needed the toilet facilities and under half said they were not able to get any water or refreshments.

## Recommendations

- All patients to be asked if they are in pain and offered pain relief when booking in. If this is only left until the triage assessment is undertaken people may be waiting in pain for some time.

- All patients to be given an explanation of how the triage process works perhaps supported with a small leaflet about the triage process.
- All patients to be given a waiting time to be called for triage and then given a waiting time to see the doctor.
- All patients to be routinely updated if the waiting times are increasing for either triage or to see doctor with new times and explanations as to why they have increased and where appropriate apologies given to people.
- If initial waiting times are increased those waiting should be checked to see if their symptoms have got worse or changed so as to address the issue of one person waiting one and a half hour with chest pains.
- All Emergency Department staff to be regularly reminded about the importance of good customer care and the need to convey to people a basic element of empathy and care.
- All people to be able to access refreshments if needed and appropriate to have.
- For a fresh survey to be undertaken in six months to see if people's experiences have been improved following these recommendations.

## Appendix one

### Quick reference statistical findings

- **82.6% (n=38)** of interview participants report that the experience was overall good.
- **53.1% (n=17)** of the respondents felt that the Emergency Department reception staff member did speak to them to explain what was going to happen
- **75.6% (n=34)** of respondents felt that they did know where to sit in the waiting area.
- **68.9% (n=31)** felt that they did know the current length of wait or where to find further information regarding waiting times however, the majority reported that they were not told by the Emergency Department reception staff that they would be kept updated.
- **56.3% (n=27)** of respondents felt that they did not see any hand gel to sanitise their hands.
- **79.6% (n=43)** of respondents felt that they were rate the courtesy of the A&E Department receptionist overall well.
- When asked if the Emergency Department reception staff asked them about their medication/medical condition(s)/illness/accident and whether they had medication with them, **53.1% (n=26)** of respondents reported no.
- **69.0% (n=29)** of respondents reported that the reception staff did not ask them if they were in pain and were not offered any pain relief.
- **52.4% (n=22)** of respondents reported that the Emergency Department receptionist explained the triage/assessment process, how patients are prioritised to be seen and how long this would take.
- **63.8% (n=30)** of respondents reported that the emergency department reception staff made them feel looked after and that they were important to them.
- **97.7% (n=42)** of respondents reported that they feel confident that the Emergency Department staff in the reception would keep them informed.
- **82.2% (n=37)** of respondents reported that they had enough privacy at the reception desk to explain their condition.
- **93.3% (n=42)** of respondents reported that they felt that the staff listened to what they had to say.
- **62.1% (n=18)** of respondents reported that they were on a trolley and **24.1% (n=7)** on a wheelchair.
- **67.9% (n=19)** of respondents reported that they were told how long they would have to wait to be seen by a doctor or nurse.

- **88.0% (n=22)** of respondents reported that the Emergency Department reception staff did ask them about their medication/medical condition(s)/illness/accident and whether they had medication with them.
- **52.2% (n=12)** of respondents reported that the Emergency Department staff member did explain the triage/assessment process, how patients are prioritised to be seen and how long this would take.
- **93.1% (n=27)** of respondents reported that the Emergency Department staff make them feel looked after and that they were important to them.
- **75.0% (n=18)** of respondents reported that they feel confident that the Emergency Department staff would keep them informed.
- **50.0% (n=10)** of respondents reported that the Emergency Department staff kept them informed about what was happening and how long they might have to wait.
- **96.6% (n=28)** of respondents reported that they had enough privacy to explain their condition, ensuring the conversation was confidential.
- **92.9% (n=26)** of respondents reported that they felt that the staff did listen to what they had to say.
- Translators were not used at all.
- **73.3% (n=11)** of respondents reported that the staff asked them if they were in pain and were offered pain relief.
- **95.5% (n=21)** of respondents reported that there was enough space between other people.

## Consultation

- The average waiting time was approximately under **15 mins (33.3%, n=15)** or **30 mins (17.8%, n=8)**. This was also mainly regarding an adult (**91.1%, n=41**).
- **69.4% (n=25)** stated that there were not told how long they would have to wait to be examined
- **70% (n=21)** stated that they were not told why they had to wait to be examined.
- **80% (n=20)** of respondents stated that if they did have to wait, no one apologised.
- **85.7% (n=36)** of respondents stated that the nurse/doctor did have name badges on and that they did introduce themselves.
- Out of the 4 respondents, 2 respondents stated no, 1 stated yes regarding whether the person they were introduced to were a paediatric nurse or doctor
- **82.9% (n=34)** reported that the nurse/doctor did explain what was wrong with them (or were awaiting to find out) and what was going to happen next.
- **92.6% (n=25)** felt that they understood the explanation.
- Out of 31 responses, **71.0% (n=22)** of respondents reported that they were asked for their views and that it was taken into account by the nurse/doctor.
- **70.0% (n=21)** of respondents felt that the nurse/doctor knew enough about their condition.
- **82.6% (n=19)** of respondents did not feel that nurse/doctor deliberately did not tell you some things about your condition.

- **83.3% (n=25)** of respondents did not feel that the nurse/doctor spoke to them as though they were not there.
- **80.0% (n=20)** of respondents reported that the nurse/doctor asked them if you were in pain and offered more pain relief where appropriate.
- **92.0% (n=23)** of respondents reported that the nurse/doctor did send them for tests/x-rays.

## Test and X-rays

- **76.9% (n=20)** of respondents said that the nurse/doctor did explain why they needed these tests.
- The most commonly reported waiting time was reported as **30 minutes** for tests to be carried out.
- **41.7% (n=5)** of respondents reported that a member of staff did not explain why they had to wait for their tests to be carried out.
- One respondent reported that they were made to feel looked after and that they were important to staff.
- **15.4% (n=2)** of respondents stated it was under 15 minutes, while another **15.4% (n=2)** reported that it had been over an hour from having their tests/X-rays to being seen by a nurse/doctor to explain what the results told them.
- **90.0% (n=9)** said they were explained in a way they could understand.
- **87.5% (n=7)** reported that they were told that they needed more treatment and were asked for their views.
- **88.9% (n=8)** felt that staff did explain what would happen next.

## Discharge

- For this section and the section regarding hospital admission, only 2 respondents completed the questions.
- Both respondents reported that they were given information leaflets.
- One reported that they were given medication and that they were given an explanation about what it was for and how to take it.
- Both respondents reported that they were given advice on how to look after themselves.
- Both respondents reported that they were advised about pain management.
- One respondent reported that they did not have to come back, while the other has an appointment the following week.

## Hospital admission

- One respondent reported waiting for a bed and the assessment process while the other reported that the nurse/doctor did explain why they needed to be admitted to hospital in a way they could understand.
- No responses were provided for this question.

- One respondent reported that no one explained why there were delays.
- One respondent reported that staff have been in and out with information and to check on them regularly.

## Hospital environment

- **90.3% (n=28)** felt the hospital was clean.
- **56.5% (n=13)** felt the toilets were clean.
- **78.6% (n=22)** reported that they saw hand sanitisers around for people to use.
- **56.5% (n=13)** said that they did see posters about using hand sanitisers.
- **66.7% (n=12)** felt staff used the hand sanitisers.
- **96.2% (n=25)** felt safe using the emergency department.
- **82.8% (n=24)** said it was quiet in the emergency department.
- **90.5% (n=19)** of respondents reported that staff wore name badges.
- **82.4% (n=14)** of respondents stated that there were enough seats for everyone who was waiting.
- **85.7% (n=12)** said that they felt safe in the waiting area.
- **69.6% (n=16)** of respondents felt that the emergency department was well-organised.
- **63.6% (n=7)** said they were not asked if they needed the toilet facilities.
- **45.8% (n=11)** said they were not able to get any water or refreshments.
- **85.7% (n=18)** felt satisfied with their experience in the Emergency Department.
- **81.8% (n=18)** reported that they would be happy to bring a member of their family here for emergency treatment.

## Appendix two

### Semi Structured Interview Prompts

Please complete section 1 if you have **not** arrived via ambulance. Only complete section 2 if you **did** arrive via ambulance.

Patients **not** arriving via ambulance

## Communication

### Section 1

#### Prompts:

- What was your experience like at the reception desk?
- Did the Emergency Department reception staff member you spoke to explain to you what was going to happen with regards to
- Where to sit - Blue chairs/Orange chairs/Children's waiting area?
- Waiting times – the current length of wait, where to find further information regarding waiting times or whether the Emergency Department reception staff would keep you updated?
- Was there any hand gel to sanitise your hands?
- How would you rate the courtesy of the A&E Department receptionist?
- Did the Emergency Department reception staff ask you about your medication/medical condition(s)/illness/accident and whether you have pain or other medication with you?
- Did the reception staff ask you if you were in pain and were you offered any pain relief?
- Did the Emergency Department receptionist explain the triage/assessment process, how patients are prioritised to be seen and how long this would take?
- Did the emergency department reception staff make you feel looked after and that you were important to them?
- Did you feel confident the Emergency Department staff in the reception would keep you informed?
- Did you have enough privacy at the reception desk to explain your condition, ensuring the conversation was confidential?
- Do you feel the staff listened to what you had to say?
- If you needed a translator was this offered for a different language such as Punjabi or BSL for example?

### Section 2

#### Patients arriving by ambulance

- Were you on a trolley or wheelchair?

- Did anyone explain how long you would have to wait to be seen by a doctor or nurse?
- Did the Emergency Department staff ask you about your medication/medical condition(s)/illness/accident, if you were in pain/have pain or other medication with you?
- Did the Emergency Department staff member explain the triage/assessment process, how patients are prioritised to be seen and how long this would take?
- Did the Emergency Department staff make you feel looked after and that you were important to them?
- Did you feel confident the Emergency Department staff would keep you informed?
- Did the Emergency Department staff keep you informed about what was happening and how long you might have to wait?
- Did you have enough privacy to explain your condition, ensuring the conversation was confidential?
- Do you feel the staff listened to what you had to say?
- If you needed a translator was this offered for a different language such as Punjabi or BSL for example?
- Did the staff ask you if you were in pain and were you offered any pain relief?
- Was there enough personal space between other people?

### Section 3

#### Being seen by a nurse/Doctor?

- From the time you first arrived at the A&E Department, how long did you wait before being examined by a doctor or nurse?
- Was this for an adult or child?
- Were you told how long you would have to wait to be examined?
- Were you told why you had to wait to be examined?
- If you did have to wait Did someone apologise for the wait?
- Did nurse/doctor have name badges on and did they introduce themselves?
- If it was for a child did the nurse/doctor say they were a paediatric nurse or doctor – someone who specialises in looking after children?
- Did the nurse/doctor explain what was wrong with you and what was going to happen next?
- Did you understand the explanation?
- Were you asked for your views and if so were they taken into account by the nurse/doctor?
- Did you think the nurse/doctor knew enough about your condition?



- Did you feel the nurse/doctor deliberately did not tell you some things about your condition?
- Did the nurse/doctor speak in front of you as though you weren't there?
- Did nurse/doctor ask you if you were in pain? Did they offer any more pain relief?
- Did the nurse/doctor send you for any tests/x-rays?

### **Tests/X-rays**

- Did a nurse/doctor explain why you needed these test(s) in a way you could understand?
- How long did you wait for your tests to be carried out?
- Did a member of staff explain why you had to wait for your tests to be carried out?

### **Results/diagnosis**

- How long from having your tests/X-rays did you have to wait to be seen by a nurse/doctor to explain what your results told them?
- Did they explain in a way you could understand?
- Did they say you needed more treatment and did they ask for your views?
- Did they explain what would happen next?

### **Going home**

- If you were able to go home did they give you any information leaflets?
- Did they give you any medication? If yes did they explain what it was for and how to take it and of any side effects?
- Did they give you advice on how to look after yourself?
- Did they advise you about pain management?
- Did they tell you that you would have to come back to see another clinic or department? Did they explain why? Did they book an appointment for you?

### **Hospital admission**

- Did the nurse/doctor explain to you why you needed to be admitted to hospital and was it in a way you could understand?
- How long did you wait in the ED before you were taken to a ward?
- Did anyone explain to you why there were delays if you did have to wait a long time?
- Did anyone check you regularly to see if you were warm, comfortable/worried?

### **Hospital environment**

- Overall how clean was the hospital

- If you used the toilets how clean were they
- Did you see hand sanitisers around for people to use?
- Did you see any posters about using hand sanitisers?
- Did you see any staff using them before they examined you and after they had finished?
- Did you feel safe or did other people using the ED threaten you by their actions
- Was it quiet in the Emergency Department?
- Did staff wear name badges?
- Were there enough seats for everyone who was waiting
- Did you feel safe in the waiting area?
- Did you feel the emergency department is well organised?
- Were you asked if you needed the toilet facilities?
- Were you able to get any water or refreshments?

### **Finally**

- Do you feel enough was done to keep you informed of what was happening at all stages?  
Can you tell me why? Or how it could have been better?
- Were you satisfied with your experience in the ED? Please explain why
- Would you be happy to bring a member of your family here for emergency treatment?  
Please explain your answer.