

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

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