

Mystery Shop Report - Hospital

Enter and View Visit to	Macclesfield District General Hospital A & E and MAU
Date	4 th & 5 th February 2015
<p data-bbox="81 539 405 689">Observations</p> <p data-bbox="81 689 405 1025">Arrival & Reception at A & E</p> <p data-bbox="81 1025 405 1176">Staff</p> <p data-bbox="81 1176 405 1541">Food & Drink</p> <p data-bbox="81 1541 405 1720">Cleanliness and environment</p> <p data-bbox="81 1720 405 2022">Patient comfort</p>	<p data-bbox="405 539 1513 741">A new car parking system had been introduced the month previously, arriving in the evening dusk signs advising of the system were not easy to see, and no advice about the change in parking was obvious in any of the waiting/reception areas of A & E.</p> <p data-bbox="405 741 1513 831">There was no wait in A & E at 4.30pm. I was seen by triage nurse within 5 minutes and then taken to main area.</p> <p data-bbox="405 831 1513 1025">Every member of medical, nursing and x-ray staff I came into contact with introduced themselves by saying 'My name is' and explained what was about to happen. All staff were courteous and professional in their manner.</p> <p data-bbox="405 1025 1513 1176">In MAU the staff were quick to respond when patients needed help or supervision, this was necessary as 2 patients were confused and distressed and did not understand what was happening to them.</p> <p data-bbox="405 1176 1513 1429">Tap water and disposable cups were available in A & E, in MAU every patient was given a jug of fresh water and a disposable cup. No drinks other than water were offered in the evening, and on asking for a drink it was quickly arranged by nursing assistant together with the offer of toast as I had not had any food since lunch time and it was by that time 10.30pm.</p> <p data-bbox="405 1429 1513 1541">Breakfast was served with a choice of cereal and toast, however the water for the hot drinks served from a portable boiler had an unpleasant after taste.</p> <p data-bbox="405 1541 1513 1630">Regular cleaning was observed and toilets all areas appeared clean.</p> <p data-bbox="405 1630 1513 1720">There was a large patch of wall in MAU where the paint was missing, and there was a cold draft through the windows, even when closed.</p> <p data-bbox="405 1720 1513 1921">Patients had no means of contacting relatives, the only way was the ward phone. Most patients I spoke to were on the ward unexpectedly, so had no means of recharging a mobile phone. The TV/radio/internet system did not work over most beds.</p> <p data-bbox="405 1921 1513 2022">MAU were able to offer toiletries/towels to people who were in hospital unexpectedly and this was appreciated.</p>

Summary	<p>The new car parking system should be better advertised inside the hospital.</p> <p>All Staff introduced themselves by their name to each patient. There was sufficient staff on duty so that they were able to respond quickly to patients needs.</p> <p>The mix of younger patients and those with dementia is difficult for everyone, patients and staff.</p> <p>Regular cleaning was carried out of the ward.</p> <p>The peeling wall paint in MAU would benefit from some attention.</p> <p>A modern system to access, phone, TV and internet would help patients to keep in touch with relatives. Most of the current system does not work, and cards have to be purchased from machines which are not easily found.</p>
Conclusions	<p>The system from reception in A & E to discharge from MAU, worked well, was professional and informative and nursing staff were quick to reassure and give appropriate information so that as a patient I was aware of what was happening and why.</p>