



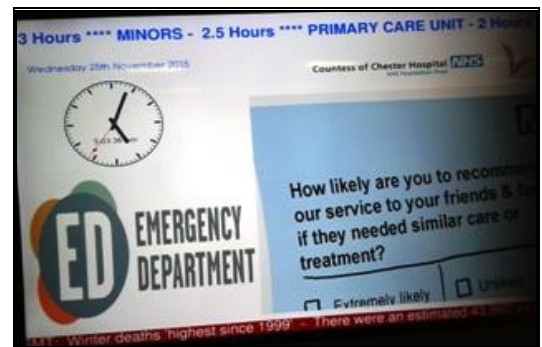
## ACCIDENT AND EMERGENCY WATCH SURVEY 2015 Countess of Chester Hospital

<b>Names of Authorised Representatives</b>			Neil Garbett, Deanna Mithen			
<b>Date</b>	25 <sup>th</sup> November 2015	<b>Time of visit</b>	<b>From</b>	4.15 pm	<b>To</b>	7.30pm

<b>Background -</b>	The waiting area of Emergency Care (Accident and Emergency) is shared by those who are also accessing the urgent care service.	
<b>Arrival</b>	<p>Approach to the entrance was clear of debris, litter and obstacles, however, Representatives noted that the pavement directly outside the entrance to the unit is covered in a lot of hardened chewing gum blobs. Representatives could not see any litter bins in this area. We noted that the vending machine outside the entrance now included a diet soda and coke zero selection.</p> <p>Also, as suggested from our previous visit, we noted there was now improved signage on the sliding doors to the waiting room and night entrance informing the visitor that this was only an entrance to the main hospital during certain periods. The new signage was brightly coloured and at eye level making it clearer, though we did note one of the sandwich board style signs giving directions to A&amp;E had been moved and was pointing in the wrong direction. <i>(Representatives think that this was likely to have been moved to make way for a bed or trolley and this had not been corrected by the time we left - so we corrected it.)</i></p>	 <p style="text-align: center;"><i>New sign outside of the building.</i></p>  <p style="text-align: center;"><i>Actual entrance 120° to the left as you view the picture</i></p>
<b>Waiting Times</b>	At the time of our arrival this was noted as three hours (majors) and two and a half hours (minors); by the time we left this had dropped to two and a half hours and two hours although Representatives feel that times were actually much shorter, particularly in minors.	
<b>Seating and facilities</b>	<p>One of the two toilets in the waiting area was labelled as out of order. There were 14 people sitting in the waiting room on our arrival. During the time of our stay in the Emergency Care area these numbers varied from twelve to twenty. <b>Representatives felt that seating had improved since the last visit with one or two changes to furniture and removal of the broken chairs.</b> The waiting area was clean and tidy (certainly cleaner and tidier than our last visit). Even with some windows slightly ajar, the atmosphere was warm (24°C) and a little stuffy.</p> <p>We noted that the water machine had sufficient supply of clean cups and that the hot drinks machine was working.</p> <p>At the time of our visit the car park ticket machine was not working. Representatives noted that apart from the 'Out of Order' sign on this, there was no indication of the location of the nearest available machine (main entrance).</p>	

	<p><b>Toilets</b> - The one toilet available was clean on arrival but on leaving had some paper towel remains on the floor area.</p>
<p><b>Separate Waiting</b></p>	<p>Representatives visited the separate area reserved for children. This appeared calm and was a little cooler than the main waiting area (21°C). Representatives observed two families being encouraged by staff to move from the main waiting area into the children's area. <b>We felt this was an extremely positive action as it not only moved the children out of a busy space but also generated additional seating space in the main area.</b></p> <p>Notice boards in this area had a number of children's colouring work and also a poster with stroke information. Representatives feel that the stroke poster would have been better displayed in the main area and that information in the children's area might include Childline and abuse help.</p> <p>The room used for people with mental health difficulties appeared occupied with the door kept closed for privacy.</p>
<p><b>Ambulance</b></p>	<p>The ambulance area was quite busy during our visit on this occasion. There were four ambulances in the bay when we arrived, three belonging to North West Ambulance and one of welsh origin. During the time of our visit Representatives noted at least six ambulances arriving and leaving. The impression was of a lot of ambulance staff milling around the area.</p>
<p><b>Systems and Treatment</b></p>	<p>At the time of our visit systems seemed to be working well. Waiting times were reducing and work areas were calm, clean and appeared well organised. No conversations could be heard spilling out from the triage area.</p> <p>The door to the minors was propped open again, as it was during our last visit, despite the door clearly displaying a sign that it was to remain closed at all times.</p> <p>There was a big partition on wheels waiting to be moved out in the entry corridor which was partially obscuring the customer survey station and was still there when we left.</p> <p>All occupied treatment room curtains were closed except one but the patient was sat on a chair, fully dressed - so may have preferred to have it open. Unoccupied rooms were clean, except the cast room. The glove and hand washing stations were stocked and Representatives witnessed staff using the sanitizers frequently.</p> <p><b>We also noted there was a beverage trolley and witnessed a staff member offering drinks to those waiting in rapid assessment chairs.</b></p> <p>Representatives thought that there was still the same amount of chairs in the rapid assessment waiting area. We did not witness anyone sitting with an emesis basin next to patients with injuries this time around. Representatives did not have an opportunity to ask whether this was coincidence or whether they had acted on previous feedback to separate those patients from others as staff were mostly attending to patients or on the phone and consulting, so did not want to disrupt patient care.</p> <p>All staff were observed speaking to patients in a courteous manner and most smiled. There were a lot of ambulance staff (many more than on previous visits) in and out of the area.</p> <p><b>Majors Area</b> -The corridor and entrance to the majors was congested with several patients waiting for turnover and ambulance staff and difficult to navigate.</p> <p><b>Minors Treatment Area</b> - A Representative did have a brief opportunity to speak with one staff member who advised there was no current waiting time in the minors and all patients had been seen to.</p> <p>Whilst Representatives were on site the rapid assessment chairs were turned over several times.</p> <p>The only exception to this though, was a gentleman and his family who had</p>

	<p>been there for four and a half hours. A Representative did witness staff come and update him and the patient advised that he had undergone several tests and most of the wait was for blood test results for which A&amp;E made several calls to follow up.</p> <p>There were still oxygen canisters stored next to the rapid assessment chairs but they appeared to be tidier than on our last visit and all were on wheeled carts so could be moved easily if necessary.</p> <p>There was a customer experience survey station in clear view.</p> <p>There was a sign on the survey station that also advised during busy times, family may be asked to wait in the waiting room.</p> <p>The toilet just inside the X-ray area (the closest for patients and visitors in minors) is still listed as out of order.</p> <p>A Representative spoke with an ambulance staff member who advised they had been waiting 22 minutes to turn over and that was longer than usual.</p>
<p><b>Additional Observations</b></p>	<p>In the minors area there was a family sitting in the three chairs available for family in that area and a Representative did witness a staff member come and advise them it wouldn't be too long. However, there was a lot of accompanying family members standing around contributing to the congestion - more chairs for accompanying family would be beneficial if there is space.</p> <p>A display with 'Friends and Family' leaflets was blocked by a trolley.</p>
<p><b>Cleanliness</b></p>	<p>All areas appeared clean and tidy. Whilst on site we noticed all bins being emptied.</p>
<p><b>Information , facilities and displays</b></p>	<p>Of some note was a new arrival since our last visit, in that of a large widescreen screen TV dedicated to providing a rolling display of information on health and the hospital (including staff pictures) and that also included expected current waiting times.</p> <p>Representatives were pleased to see this.</p> <p>On another screen those waiting were able to watch BBC television programmes with subtitles.</p> <p><b>Notice boards</b> - These had information on fundraising activities with a number of laminated press clippings forming a neat display and on another board was information relating to domestic abuse. New copies of Countess Matters Magazine were available for patients to read and take away from a neat display stand. A payphone is available in the waiting area with signs displaying Taxi information.</p> <p>Other information signs include a map of the hospital site and information on behaviour expected from patients.</p> <p>Fire exits are clearly marked.</p>
<p><b>Parking</b></p>	<p>Most patients spoken to by Representatives had not experienced any parking difficulties, however two people commented that they would like some parking spaces a little nearer to A&amp;E and comments on parking were recorded on the</p>



*New electronic display - works well.*



*Provides a range of advice on waiting times, health, the hospital and Emergency Care including staff photographs.*

	feedback forms.
<b>Additional Observations</b>	Overall, (even though this is not reflected in feedback returns) Representatives felt that waiting times were better than on the previous visits and we were pleased to see several of our suggestions had been adopted and put into use (i.e. improved signage, drinks trolley, update board).
<b>Comments from service users</b>	<p>Talking to patients and relatives in the waiting area a number had some quite complimentary comments about the service. One gentleman commented, <b><i>“This is definitely better than the last time I came with the grandson.”</i></b> A lady who had a son whom she described as a ‘handful’ commented that [she], <b><i>“Valued the separate waiting area.”</i></b></p> <p>A young gentleman who had suffered a rugby accident commented that he had expected to have to wait all night and was, <b><i>“Pleased as punch,”</i></b> to have been seen to almost straight away.</p> <p>A woman in her early twenties commented that she had used the A&amp;E a couple of times in the last two years commented, <b><i>“Here they are pretty good!”</i></b> A student at a local university she said that she had not registered with a local doctor. <b><i>“I can always come here if needs be.”</i></b></p> <p>One lady who had not been to the Countess before having recently moved into the area commented, <b><i>“Compared to the size of the rest of the hospital, I can’t believe this waiting area is so small.”</i></b></p>
<b>Conclusion - suggestions to improve patient experience.</b>	<ul style="list-style-type: none"> <li>• Possibly more information or leaflets for patients and visitors and maybe additional reading materials.</li> <li>• Improvement of information displays perhaps simplified but to include a wider range of posters with help lines/organisations dealing with different conditions/circumstances e.g. Homelessness, Drug Abuse, Childline etc.</li> <li>• Remove/burn of chewing gum blobs at entrance.</li> <li>• Erect litter bin in outside area.</li> </ul>

**Feedback from Provider of Service**

*At time of publication no feedback received.*

The following table outlines summary results of service user comment forms that were returned.

Question 1	Were you spoken to in a polite manner?	Yes 100%	No			
Question 2	At reception - Where you asked what name you preferred to be called by?	Yes	No 100%			
Question 3	Were you kept informed about timings or delays at each stage?	Yes	No 100%			
Question 4	Time spent in A and E department	Average 157 mins				
Question 5	Roughly how long did you have to wait -					
	a) Before being seen at reception?	Average Time = 14 mins				
	b) Before being seen by medical professional?	Average Time = 107 mins				
Question 6	Did the nurse / doctor explain your condition or treatment in a way you or your carer / representative could understand?	Yes 100%	No			
Question 7	Do you feel that you were treated in a dignified manner by staff?	Yes 80%	No 20%			
Question 8	Was a private room offered to discuss any sensitive or confidential information?	Yes	No 100%	N/A		
Question 9	How safe did you feel during your visit?	Very Safe 40%	Safe 20%	Neither safe or unsafe 20%	Unsafe 20%	Very Unsafe

Question 10	Transport to Hospital	Comments	<ul style="list-style-type: none"> <li>• Not enough parking spaces near A&amp;E</li> <li>• Not enough parking near - not good if you are feeling unwell.</li> <li>• Plenty of space on main car park - had to walk from there.</li> </ul>
Question 12	Were you generally happy with the service you received in Accident and Emergency department?	Yes 60%	No 40%

Other comments received from service users	<i>A bigger waiting area - very small for the amount of people that arrive.</i>	<i>Good service - a bit hot when waiting.</i>	<i>Thought service was quite quick.</i>
	<i>Staff were lovely.</i>	<i>Pleased to have been seen by someone who knew their stuff.</i>	