

Lancashire Teaching Hospitals NHS Foundation
Trust;
Royal Preston Hospital Accident & Emergency
Department.

Patient Engagement Day:

Contact details:

Royal Preston Hospital
Sharoe Green Lane North
Fulwood
Preston
PR2 9HT

Date and times of visits:

Thursday 8th December 2016 – 9am to
12pm
Friday 13th January 2017 – 6pm to 9pm

Healthwatch Lancashire representatives:

Beth Tildesley (Lead Project Officer)
Amanda Higgins (Senior Project Officer)
Jess Wood (Project Officer)
Ilyas Patel (Project Officer)

V2.1

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DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of the patients who met members of the Patient Engagement Day team on those dates.

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On Thursday 8th December 2016 and Friday 13th January 2017, four Healthwatch Lancashire representatives gathered survey responses from patients at Royal Preston Hospital A&E, to obtain the views of people using the service and to observe the environment.

Methodology

These visits were arranged as part of Healthwatch Lancashire's schedule of Patient Engagement Days. This phase of engagement activities was to attend all hospital A&E departments within Lancashire and gain insight from the public about their experience of using the service during the winter period.

The aim was to gather patients' views on the accessibility of the hospital A&E and the quality of care provided whilst also attempting to pick up on appropriate use of A&E.

The team of project officers and volunteers spoke with patients and their relatives in the waiting room and recorded their feedback. The team also collated observations of the A&E department.

This report reflects these observations and the feedback gained. The report is sent to the Director of Nursing for validation of the facts. A formal response from the Director of Nursing or their representative is included with the final version of the report which is published on the Healthwatch Lancashire website at:

healthwatchlancashire.co.uk/reports

This report reflects the views of 20 patients and their relatives that we spoke with at the A&E department, however, not all surveys were completed in full. This is often due to the patient being called in to their appointment during the completion of the questionnaire. As such, the total number of people that answered each question will be detailed in brackets under the results of each question.

Acknowledgements

Healthwatch Lancashire would like to thank the patients and relatives for taking part in this survey. We would also like to thank the staff at the hospital for supporting our visits, in particular those working within the A&E department.

A&E Observations

First impressions

The A&E department was observed to be quiet in the waiting area during the morning session and the evening session, with few patients waiting to be seen. The waiting time of both sessions was two to three hours.

Internal environment

There appeared to be adequate seating for patients during both sessions. Some queues formed at the reception desk during the morning session but these seemed to be cleared quickly. Similarly, during the evening session there were not many people waiting to be seen, although three ambulances were observed outside on arrival. Overall patients were seen promptly, however there were two patients waiting to see a psychiatrist who seemed to wait considerably longer than other patients. The waiting area was clean and organised. There was a television with the news being shown. The latest CQC report was available to read on the noticeboard.

Reception and staff

Staff appeared welcoming and friendly with patients. Due to the layout of the waiting room in relation to the triage clinic, it was observed that staff sometimes had to come right out in order to find the next patient. Staff were very welcoming of Healthwatch Lancashire representatives during the morning session, appropriately checking ID badges when offered and introduced to staff who had helped to arrange the session. During the evening session, Healthwatch Lancashire representatives were not asked to produce ID badges or confirmation of attendance.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Royal Preston Hospital took place on Thursday 8th December 2016 and Friday 13th January 2017. 20 patients and relatives shared their views.

1. We asked: 'Which town do you live in?'

55% said Preston (6 morning, 5 evening) **5%** said Whitestake (0 morning, 1 evening)
10% said Chorley (0 morning, 2 evening) **5%** said Fulwood (0 morning, 1 evening)
10% said Leyland (0 morning, 2 evening) **5%** said Hutton (0 morning, 1 evening)
5% said Freckleton (0 morning, 1 evening) **5%** said Longridge (0 morning, 1 evening)

(20 patients answered)

2. We asked: 'How did you get here today?'

Car	Got a lift	Ambulance	Patient transport	Taxi	Walk	Bus
47%	37%	11%	0%	0%	5%	0%

(19 patients answered)

3. We asked: 'Did you speak to anyone before coming here?'

40% said they didn't speak to anyone **24%** said GP **18%** said NHS 111

12% said they phoned 999 **6%** said they looked on an NHS website

0% said they are attending a follow up appointment

0% said Pharmacy **0%** said Walk in Centre

Comments from patients or relatives grouped by who they spoke to prior to attending A&E;

Didn't speak to anyone:

"My daughter had a swelling on her finger so we knew we had to come."

"My ankle has been swollen really badly and has been really painful. I've been taking pain killers to help. The swelling has gone down now but I felt I needed to come to get it checked out."

"I felt like I may have broken a bone."

"It was an emergency for my daughter. I needed to see someone."

"I felt that I had to come straight to A&E."

GP:

"I had an emergency appointment with my doctor and they said to come straight here for an eye injury."

"We've been to the doctors today for an urgent appointment and they said bring him to A&E."

"My GP advised me to go to A&E."

"My daughter called the GP, who advised to go to A&E."

"I came on my own accord today but my GP had been pushing me to come for a few days."

Healthwatch Lancashire Patient Engagement Day Report

NHS 111:

"I was advised by NHS 111 to go to A&E."

"NHS 111 told us to come and the website said if my nose does not stop bleeding after 20 minutes of pinching my nose to seek medical advice. We phoned NHS 111 and they said to come here. I take warfarin and other medication so that's probably why."

Phoned 999:

"We were assessed by the ambulance crew and told we needed to come here for treatment. My husband had collapsed at home and blacked out."

"My mum had fallen down the stairs and she was assessed by the ambulance crew and was told that that she needed to come today."

Other:

"I phoned the hospital first. I phoned the switchboard thinking I'd been put through to Chorley A&E but they put me through to Preston A&E without my knowledge. They didn't say when I phoned that they were putting me through to Preston A&E and the person didn't answer saying Preston A&E. So, when we were told to come down we went to Chorley A&E and it was a waste of time. My daughter couldn't cope with all the people that were there and felt enclosed in the space but they wouldn't let her go in the children's section as she is over 21. There were no children in there anyway. They told her she had to wait in the doorway. The receptionist was rude about it as well. Eventually they said they didn't have a psychiatrist at Chorley A&E anymore so we had to come to Preston A&E. Last time they made her wait four hours at Chorley A&E because they didn't see anything obviously wrong with her, but she was falling apart mentally."

"We spoke to CAMHS (Child and Adolescent Mental Health Services)."

"I spoke to an optician and was advised by the optician to come to A&E. They said because I have double vision and pain behind my eye, I need to be seen urgently."

(17 patients answered)

4. We asked those that spoke to someone prior to attending A&E: 'Did they advise you to come here?'

100% said Yes

0% said No

(12 patients answered)

Comments from patients or relatives:

"It was an emergency situation. CAMHS advised me that I needed to bring my daughter but I didn't feel like this was the right place for her. They told me to bring her as soon as possible. I wanted to book her an appointment with CAMHS but they couldn't offer her one."

Healthwatch Lancashire Patient Engagement Day Report

5. We asked: 'Are you happy with the service you have received so far?'

95% said Yes

5% said No

(20 patients answered)

Negative comments received about the service:

"A&E is ok. The children's ward is slow. Now my daughter is over the age of 16 we have to come to the adult A&E but feel the child side would be more appropriate. She is supported by CAMHS until 18 and classed as an adult at A&E, it is very confusing."

"It seems slow and I have not seen anyone yet. I've been here for one hour."

"I felt like we needed a second opinion as I don't think they have covered everything. We have only been here for two hours and have already been seen and we are leaving now. The ambulance took 30 minutes to arrive. If my mum isn't better in a few days' time we will be coming back here."

"I have no issues with the care so far. The car park is a nightmare though; I had to park miles away and walk to the hospital."

Positive comments received about the service:

"The ambulance crew were amazing and very helpful." (When the lady arrived, she was sat in the waiting room for over 30 minutes and was told on arrival she would be called through when her husband was settled in and had a cubicle. The lady went to ask as no-one had called her through to see her husband).

"It was really quick and a good service. I have arrived, been seen and leaving within one hour."

"Within arriving to A&E in the first 20 minutes, I have seen the nurse and doctor and am now waiting to see the consultant. I am very happy with the service and this is my first ever visit to A&E."

"It is very quiet today. When we came on Christmas Eve there was a wait of over six hours and it was packed."

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from our visits to Royal Preston Hospital Accident & Emergency Department:

- The majority of people we spoke to (55%) were from Preston. A further 20% had come from Leyland or Chorley and the remaining 25% specified other surrounding towns.
- 47% of people we spoke to arrived by car, with a further 37% receiving a lift. 11% of people arrived by ambulance whilst the remaining 5% arrived by foot.
- The majority of people (40%) said that they had not spoken to anyone prior to attending the A&E department. 24% of people spoke to their GP and 18% spoke to NHS 111. 12% had contacted 999 emergency services whilst 6% of people consulted an NHS website.
- Of those who had contacted other services before attending the A&E department, 100% were advised to attend.
- Of all the people we spoke to, almost all (95%) said that they were happy with the service they had received so far, whilst 5% reported that they were not happy.

Response from Provider

Action Statement

1. Is the report factually accurate? If not, please state what needs to be changed and why.

The report appears to be factually accurate. It is positive to see that 19 out of 20 patients were happy with the service they received.

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

The exercise was clearly undertaken during a quiet period. We are aware that waiting times can sometimes be longer for patients awaiting mental health review. This is due to the fact that we do not have dedicated mental health facilities and are reliant on support from the mental health liaison team from Lancashire Care. As a result, timeliness of review, outside of emergency situations, is largely determined by the availability of team members.

We are aware of the challenge in respect of car parking and efforts are ongoing to relieve the pressures and inconveniences this causes on a daily basis. A strategy is under development to address current pressures with a number of potential solutions under consideration.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

As always the HealthWatch team conducted themselves in a professional manner. We note the observation about checking of identification and have reinforced the importance of this with staff members.

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