

Southport and Ormskirk Hospital NHS Trust;
Ormskirk and District General Hospital
Children's Accident & Emergency Department
Patient Engagement Day:

Contact details:

Ormskirk and District General Hospital
Wigan Road
Ormskirk
L39 2AZ

Date and times of visits:

Tuesday 13th December 2016 – 9.00am to
12.00pm
Friday 20th January 2017 – 6.00pm to
9.00pm

Healthwatch Lancashire representatives:

Aysha Desai (Lead Project Officer)
Amanda Higgins (Senior Project Officer)
Jess Wood (Project Officer)

V3.1

© 2017 Healthwatch Lancashire

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 Tuesday 13th December 2016 and Friday 20th January 2017, three Healthwatch Lancashire representatives gathered survey responses from patients at Ormskirk District General Hospital Children's Accident and Emergency department, 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's 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 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 16 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 seemed quiet during both the morning and evening sessions. The environment appeared friendly with music playing in the background. There was a children's area and the television was tuned into a children's channel. There were several well-displayed noticeboards including information on patient and public involvement and safety awareness. Information on falls from trampolines was interesting, however dated with statistics from 2005-2009.

Internal environment

The waiting area seemed clean, organised and in good condition, although we did find blood-stained tissues on the floor. The seating appeared to be adequate during both sessions and everyone had a seat. The approximate waiting time was not completed on the display board. There was no hand gel in the dispenser during one of the visits.

Reception and staff

The staff welcomed patients into A&E when they arrived and were very friendly with the children. The children seemed to respond well to staff. The children were weighed before they were treated and for patients that could not be weighed standing, such as babies and those injured, were weighed on a special chair. This caused some obstruction during the morning session due to where it was positioned in the waiting room. The chair was in a different place for the evening session and was no longer causing an obstruction to patients.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Ormskirk District General Hospital took place on Tuesday 13th December 2016 and Friday 20th January 2017. 16 patients and relatives shared their views.

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

32% said Ormskirk (3 morning, 2 evening)

19% said Southport (3 morning, 0 evening)

6% said Rainford (1 morning, 0 evening)

6% said Liverpool (0 morning, 1 evening)

19% said Skelmersdale (0 morning, 3 evening)

6% said Burscough (1 morning, 0 evening)

6% said Maghull (1 morning, 0 evening)

6% said Kirby (0 morning, 1 evening)

(16 patients answered)

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

Car	Got a lift	Ambulance	Patient transport	Taxi	Walk	Bus
69%	12%	19%	0%	0%	0%	0%

(16 patients answered)

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

57% said they didn't speak to anyone

25% said NHS 111

6% said GP

6% said Walk in Centre

6% said they phoned 999

0% said they looked on an NHS website

0% said pharmacy

0% said they are attending a follow up appointment

(16 patients answered)

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

Didn't speak to anyone:

"I never know whether I should take my child to the walk-in centre or here. It's so hard to judge with children and I don't want to take any chances, so that is why I decided for A&E."

"He banged his arm and I thought it may be broken."

"He had the same symptoms as the previous visit when he had a fracture."

"I am a nurse so I know when to visit A&E as it was a head injury."

"Our child was wheezing and we were worried."

"My daughter hurt her leg dancing last night. She said her knee has been hurting all night."

Healthwatch Lancashire Patient Engagement Day Report

Phoned 999 or NHS 111:

*"The ambulance crew did an assessment at home and they said we needed to come to A&E."
"I was advised to come as my baby was coughing badly."*

GP:

"My son has a high temperature and was being violently sick so we were advised to come here as the GP was closed."

Attended the walk-in centre:

"An x-ray is needed and they couldn't do it at the walk-in centre so we were advised to come to A&E."

Other comments:

"We have been here for the last three days now. The condition is getting worse so we have had to come back here as the hospital said if it gets any worse to bring him back to A&E. We are not 100% sure what the problem is yet."

"My daughter has hurt her leg. We've already been to A&E for her leg six days ago."

-
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

(7 patients answered)

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

100% said Yes

0% said No

(16 patients answered)

Negative comments received about the service:

"There are just long waits. I have been waiting an hour and half for the doctor now."

Positive comments received about the service:

"We are waiting to see the doctor but have seen the nurse. They all seem friendly."

"Within 20 minutes we had seen the nurse."

"The service has been great. We saw the nurse within 20 minutes."

"It has been quick. Only waited one hour and we have been seen, had an x-ray and now leaving the department."

"The staff are lovely."

"I have been a few times. They are always really good."

"We saw someone quite quick for an x-ray. We are just waiting for the results now."

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from our visits to Ormskirk District General Hospital Children's Accident & Emergency Department:

- The majority of patients were from Ormskirk, Skelmersdale and Southport and the remaining specified other surroundings towns.
- The majority drove to hospital.
- The majority of patients did not speak to a health professional before attending A&E, although 25% telephoned NHS 111 before attending, 6% phoned 999, 6% spoke to their GP and 6% had been advised by a walk-in centre.
- Of the seven patients that spoke to a health professional, all of them were advised to attend A&E.
- All the patients we spoke to were happy with the service they had received so far.

Response from Provider

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Waiting times	Once triaged, patients are seen in order of urgency/priority rather than booking-in time. However, we will continue to ensure patients are kept informed of how long we anticipate them to wait and will discuss and develop new methods of communication for this.	March 2017	Alison Barben
2.	Provision of hand gel	Manager to ensure all staff aware of the need to keep all Gels in working order to minimise risk of infection within the department.	March 2107	Alison Barben
3.	Information boards	Department manager to liaise with staff to ensure up to date information is displayed and old information removed.	April 2017	Alison Barben

Additional questions:

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

Yes

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

All staff do their utmost to keep patients and parents informed but this needs to be maintained at all times to ensure the patient experience is good.

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

Staff had no issues and support any visits to the Unit