

Blackpool Teaching Hospitals NHS Foundation Trust;
Blackpool Victoria Hospital Accident & Emergency
Department.

Patient Engagement Day:

Contact details:

Blackpool Victoria Hospital
Whinney Heys Rd
Blackpool
FY3 8NR

Date and times of visits:

Friday 20th January 2017 – 9am to 12pm
Thursday 26th January 2017 – 6pm to 9pm

Healthwatch Blackpool representatives:

Ilyas Patel (Lead Project Officer)
Sam Parker (Communications Officer)

V3.1

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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.

Healthwatch Blackpool Patient Engagement Day Report

Introduction

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

On Friday 20th and Thursday 26th January 2017, two Healthwatch Blackpool representatives gathered survey responses from patients at Blackpool Victoria 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 Blackpool's schedule of Patient Engagement Days. This phase of engagement activities was to attend all hospital A&E departments within Blackpool 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 Blackpool website at:

healthwatchblackpool.co.uk/publications/reports-and-reviews/

This report reflects the views of 15 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 Blackpool 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 the morning session with a waiting time of approximately 60 minutes to see a doctor and 60 minutes to see a nurse practitioner. When we first arrived, however, the television also displayed that there were 30 patients already in the emergency department who we did not speak to. The evening session seemed busier when we arrived with a waiting time of 59 minutes to see a doctor and 30 minutes to see a nurse practitioner. The television also displayed that there were 46 patients in the emergency department who we did not speak to.

Internal environment

The department appeared organised and in good condition and the seating was adequate for the number of patients on both of our visits. There was a television with the news being shown, and another television which gave regular updates on the waiting times. It also provided contact numbers for emergencies, for example for homeless people. There were also a range of leaflets on display providing information, including support for carers and how to make a complaint.

Reception and staff

The staff appeared very welcoming and professional with patients and did not rush anyone. The hospital patient engagement team had informed the staff of our visits and Healthwatch Blackpool representatives were welcomed to the department.

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The Patient Engagement Days at Blackpool Victoria Hospital took place on Friday 20th January 2017 and Thursday 26th January 2017. 15 patients and relatives shared their views.

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

65% said Blackpool (3 morning, 7 evening) **7%** said Lytham (1 evening)
7% said Poulton (1 evening) **7%** said Kirkham (1 evening)
7% said Thornton (1 evening) **7%** said St Annes (1 morning)

(15 patients answered)

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

Car	Got a lift	Ambulance	Patient transport	Taxi	Walk	Bus
73%	7%	7%	0%	0%	13%	0%

(15 patients answered)

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

46% said they didn't speak to anyone **27%** said GP
13% said Walk in Centre **7%** said they phoned 999 **7%** said NHS 111
0% said they are attending a follow up appointment **0%** Said pharmacy
0% said they looked on an NHS website

(15 patients answered)

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

GP:

"My GP referred me straight to the hospital to be seen by the specialist."

Walk-in Centre:

"After spending over two hours at Whitegate Health Centre, I was asked to come to Blackpool Victoria Hospital as they did not have the right equipment to treat me."

NHS 111:

"I rang NHS 111 and was told they would arrange an ambulance for me."

Other:

"I had a conversation with my home care service."

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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?'

80% said Yes

20% said No

(15 patients answered)

Negative comments about the service received:

"I went to urgent care first and they referred me to A&E. I am sitting here in pain waiting to be seen in a small waiting room. The chairs are awful and painful to sit on when you are in pain. My son has autism so struggles with the environment."

"I could do with an update."

"I did not expect a long wait, I have just been triaged. I have been asked to wait in the waiting room but they told me if the pain gets worse to come straight through and see the nurse. It has been two and a half hours so far and I still haven't seen a doctor."

"I am waiting to see the consultant, it has been one and a half hours so far. I have had bad experiences here before so I did not want to come here again. I am still waiting for a paracetamol which I requested a long time ago."

"I have been here since 2pm and I'm still waiting for a bed."

"I was triaged about two and a half hours ago, it's now ten past six and I'm still waiting. An update would be appreciated."

"I had to come to A&E as I have been having chest pains all night, I did not have access to a mobile or landline so I could not ring 999. It has taken me 45 minutes to walk here."

"I have been here since 8am and it is now 9.30am, there are no patients here but it's still taking a long time."

Positive comments received about the service:

"It's taking longer than I expected, but I totally understand."

"I have been kept updated, I have had no issues. It has been a long wait but it is expected."

"The staff have been excellent, I have been waiting one and a half hours so far but I have no issues."

"I know the A&E is very busy so I cannot complain. I have been here an hour so far; I have been triaged and had an x-ray done."

"Besides the wait, it has been okay. It has been three and a half hours so far if I also include the walk-in centre time."

"It is much better than Royal Preston Hospital."

"I have not waited long but I have already been seen by the nurse."

Healthwatch Blackpool Summary of Findings

Here is a summary of findings from the visits to Blackpool Victoria Hospital Accident & Emergency Department:

- The majority of patients that attended A&E were from Blackpool.
- The majority of patients drove to A&E and 13% had walked.
- 46% of the patients we spoke to did not speak to anybody before attending A&E, although 27% had been advised by their GP, 13% by the walk-in centre, 7% had phoned 999 and 7% had phoned NHS 111.
- Of those that spoke to a health professional, all were advised to attend A&E.
- 80% of patients we spoke to were happy with the service they had received so far. 20% were not happy with the service, with waiting times being the main issue raised.

Response from Provider

Action Statement

Name of Provider: Blackpool Victoria Hospital, Emergency Department

Date of visit: January 2017

Blackpool Victoria Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Blackpool for visiting our Emergency Department in January 2017. We are very pleased to receive the encouraging comments we have been given, and value the constructive feedback that has been raised.

The report has been shared with the respective teams at The Blackpool Teaching Hospital and the actions taken have been provided by them and are detailed below.

It was positive to read that people attending our department found our staff to be excellent and were understanding of any waits they had. It is less positive that only 46% of people asked had spoken with other services prior to attending. January was a particularly busy month for our Emergency department and this was indicated by the number of patients that were not spoken with by Healthwatch but were present in the department. It is also good that information around wait times was available to read on our screens alongside the current wait times. It is also positive that people attending were triaged and encouraged to let staff know if their condition changed.

Thank you Healthwatch Blackpool for the information you have provided to us.

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 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. We also encourage patients to alert us if there is a change in their own condition.	March 2017	Matron Roberts
2.	Waiting Room Chairs	Apologies that it was found that the chairs were uncomfortable. This has not previously been raised in the feedback we receive. We have checked the chairs to ensure that they are in a good state of repair and review if further feedback suggests further problems.	Complete	Matron Roberts

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Additional questions:

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

The report was found to be accurate identifying positives and areas for development.

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

It is great to receive feedback from our patients regarding their attendance. The value in regularly communicating wait times is evident from the information provided.

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

The information provided was found to be a balanced report which showed areas for improvement and also areas that worked well.

Whilst the department was busy the waiting area was less busy, it would have been difficult for Healthwatch to identify a day when this would have been different.

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