



**Accident & Emergency  
Department  
Southport & Formby District  
General Hospital  
We listened, you said...  
July 2017**

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## **Introduction.**

On Monday 17th July, between 12noon and 4pm, Healthwatch Sefton worked in partnership with 8 other local Healthwatch organisations to hold listening events at Accident & Emergency departments across Cheshire & Merseyside;

-  Healthwatch Cheshire East
-  Healthwatch Cheshire West
-  Healthwatch Wirral
-  Healthwatch Liverpool
-  Healthwatch Knowsley
-  Healthwatch St Helens
-  Healthwatch Halton
-  Healthwatch Warrington

Each Healthwatch organisation visited Accident & Emergency departments on the same day, same time, jointly planning these activities to tie in with the national Healthwatch campaign; “#It Starts with you”.

The following Accident & Emergency departments were visited;

-  Aintree University Hospital NHS Foundation Trust
-  Alder Hey Children’s NHS Foundation Trust
-  Arrowe Park Hospital (Wirral University Teaching Hospital NHS Foundation Trust)
-  Countess of Chester Hospital NHS Foundation Trust
-  Liverpool Women’s NHS Foundation Trust
-  Leighton Hospital (Mid Cheshire Hospitals NHS Foundation Trust)
-  Macclesfield District General Hospital (East Cheshire NHS Trust)
-  Royal Liverpool & Broadgreen University Hospitals NHS Foundation Trust
-  Southport & Formby District General Hospital (Southport & Ormskirk Hospital NHS Trust)
-  Whiston Hospital (St Helens & Knowsley Teaching Hospitals NHS Trust)
-  Warrington & Halton Hospitals NHS Foundation Trust

The aim of the visits was to gather views, asking patients the same questions using a short survey (Appendix one). The survey intended to gain insight as to why patients attend Accident & Emergency and where pressures elsewhere in the system may affect demand on the emergency department.

This report provides the results for Southport and Ormskirk Hospital NHS Trust Accident & Emergency department and the results from across Cheshire & Merseyside.

In the first instance the draft report was shared with the Director of Nursing, Midwifery, Therapies and Governance at the Trust to help validate information within the report. The response from the Trust is included in the final version of the report which is published on the Healthwatch Sefton website ([www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)).

## **Southport & Ormskirk Hospital NHS Foundation Trust.**

Southport and Ormskirk Hospital NHS Trust provides healthcare in hospital and the community to 258,000 patients across Southport, Formby and West Lancashire. Acute care is provided at Southport and Formby District General Hospital and Ormskirk and District General Hospital. This includes adults' and children's accident and emergency services, intensive care and a range of medical and surgical specialities. Women's and children's services, including maternity, are provided at Ormskirk hospital. The North West Regional Spinal Injuries Centre at Southport hospital provides specialist care for spinal patients from across the North West, North Wales and the Isle of Man. The Trust also provides sexual health services for the Metropolitan Borough of Sefton.

<http://www.southportandormskirk.nhs.uk/about.asp>

## **Acknowledgements**

Healthwatch Sefton would like to thank colleagues from Healthwatch organisations across Cheshire and Merseyside in supporting the planning and coordination of the events. We would also like to thank everyone who spoke with us during the visit, those returning the 'After your A and E survey' and staff from Southport & Ormskirk Hospital NHS Trust for supporting this work.

## **How we planned the Listening Event at Southport & Formby District General Hospital.**

We worked in partnership with Healthwatch colleagues to draft two short surveys, one for use in Accident & Emergency departments (Appendix one) and one to hand to patients to fill in after their visit to gather information about their patient journey (Appendix two). A freepost envelope was provided with the follow on survey.

Engagement and Participation Manager, Wendy Andersen and Engagement & Participation Officer, Betty Boner attended the Accident & Emergency department to undertake the visit. Both members of staff are DBS checked (Disclosure & Barring Service) and have completed Adult & Children Safeguarding training. The visit took place on Monday 17<sup>th</sup> July 2017, starting at 12 noon and finishing at 4pm.

In total **26** surveys were completed with patients on a one to one basis during the visit at Southport & Formby District General Hospital. A survey was used (Appendix one) which asked:

- 1) Why did you come to A & E today? (number of options were provided including the option to state another reason)
- 2) Have you attended A & E in the past 12 months?  
If yes, how many times have you been to A & E in the past 12 months?
- 3) Any other comments.

Patients who told us that they had come to the A & E because they couldn't get an appointment with their GP were also asked for the name of the GP surgery, had they tried to book an appointment and if so when was the earliest available appointment.

Some details about the person completing the survey were also asked including the first part of their postcode, age and gender.

**Six** patients returned the 'After your A & E visit' survey (Appendix two) following the visit. The survey asked:

- 1) How long has it taken from arrival at A & E to being treated and discharged?
- 2) On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.
- 3) Any other comments about your experience today.

Patients were asked for the first part of their postcode and could leave their name and telephone/email address (optional) if they wanted to be contacted to talk about their situation.

## Summary and Themes

### Summary – Southport & Formby District General Hospital.

- **26** surveys were completed with patients waiting to be treated at the Accident & Emergency department at Southport & Formby District General Hospital.
- The top two reasons for patients attending were;
  - it felt too urgent to wait
  - was advised to attend by a GP
- Six patients told us what had happened to them. Three of the six had fallen and injured themselves.
- Five patients had been advised to attend by their GP practice. Of the five, three had tried to get an appointment at their practice.
- Of the **26** patients we spoke with, six (23%) had attended A & E previously in the last 12 months.
- The waiting area for the Accident Emergency department is small and during the visit it was very warm.
- With some patients having long waits to be seen and treated, access to refreshments for patients in the waiting area is limited.

- Waiting times varied and although there was a board to inform patients how long they would be waiting, there was no information to share when the board had been updated and was not updated during the 4 hour visit.
- In reviewing the six returns of the 'After your A and E visit survey, three patients rated their experience on the day as excellent.

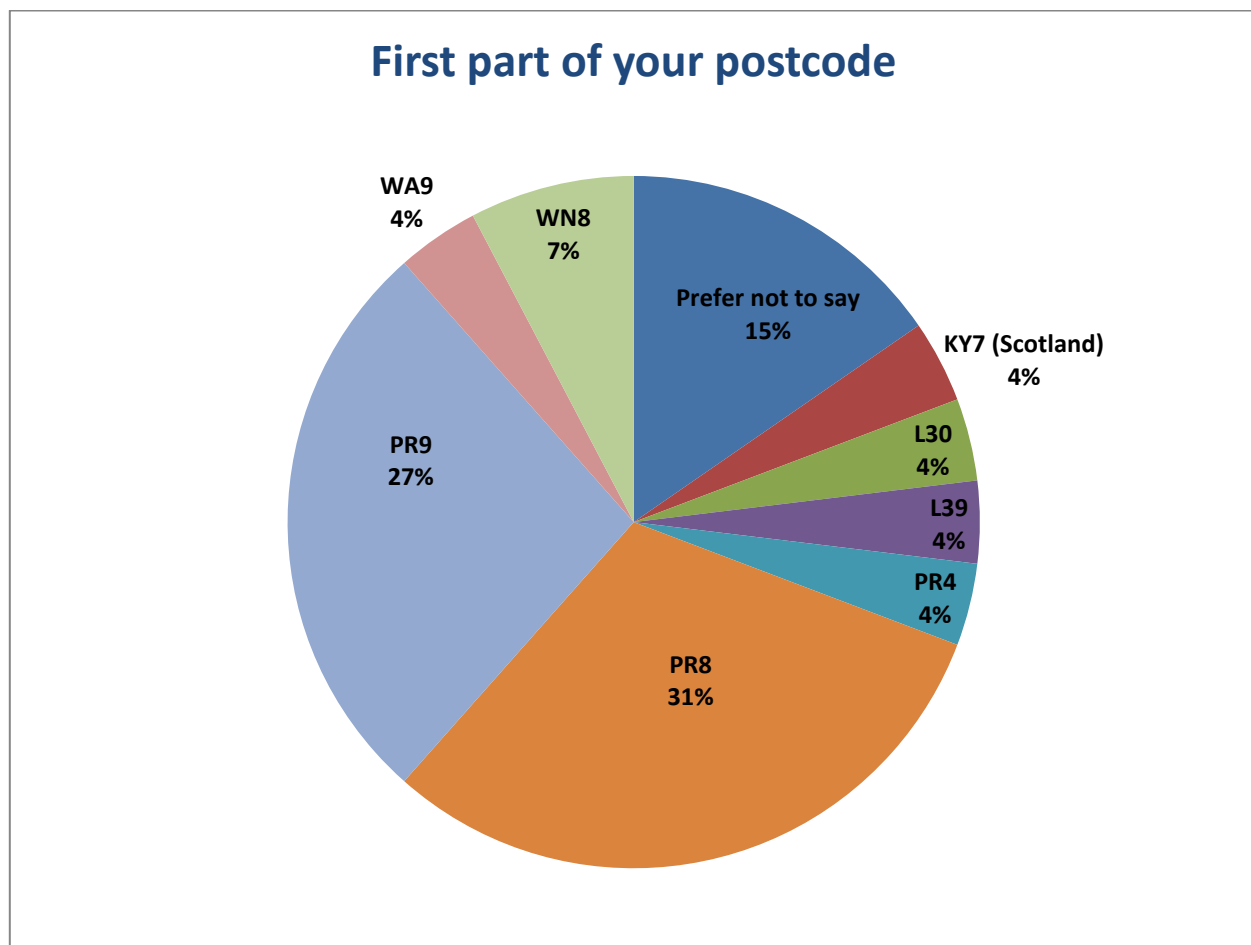
## Summary – Cheshire & Merseyside

- **346** surveys were completed across Merseyside & Cheshire.
- **51%** (more than half) of patients attending Accident & Emergency departments had been advised to do so by another NHS professional. Two out of five patients had been advised by their GP.
- **8%** (nearly one in ten patients) told us that their reason for attending was because they could not get a GP appointment (two out of five patients had tried to get an appointment).

## Southport and Formby District General Hospital Accident & Emergency survey results.

In total there were **26** completed surveys.

Patients filling in the survey told us that they lived in the following areas;



The majority of patients we spoke to were resident in Sefton with one patient residing in Scotland, on holiday in Southport.



The following shows the answers to each question.

**Why did you come to A & E today? (please tick all that apply)**



The top two reasons for attending the Accident & Emergency department at the trust were;

- it was felt too urgent to wait
- had been advised to attend by a GP.

*“Chest pain. Went to a GP, told me to go to A&E. It has subsided now but I was frightened.”*

Being advised by friends or family was the next reason given. One person told us that they had attended for another reason but did not give the reason.

Six patients told us why they had come to the department. Three patients told us that they had fell, one had hit their head and was bleeding a lot and required stiches and one had bruised their body and hands. One patient had a tick in their foot, one had badly injured their knee and one patient had a dislocated finger.

One comment was made about the 111 service;

*“Everything okay. Phoned 111 - referred to chemist. Did not ring back so came here. Tick in foot so came here. Did not ask how long. Wait is 3 hours.”*

Being advised by a GP

Three of the five patients who said they had been advised to attend by a GP told us that they had tried to book an appointment with their GP. Patients were registered at the following practices;

Name of practice	Earliest available appointment
St Marks Medical Centre	Thursday (20 <sup>th</sup> July)
Crossways	Thursday (20 <sup>th</sup> July)
Anfield Group Practice	Tuesday (18 <sup>th</sup> July)

The patient who told us that they could not get an appointment did not give us details about their practice.

**Have you used A & E in the past 12 months?**

Of the 26 patients we spoke with, six (23%) had attended the Accident & Emergency department in the last 12 months. For two patients this was the first time they had attended, two patients told us this was the second time in 12 months. We spoke with two patients who had attended four times in the last 12 months.

## **Other comments**

We asked patients for other comments they had and we received five further comments;

*“Had a fall. We expect a wait and accept it. Notice board says 1-2 hours. Arms on the seats would be better. Some higher chairs for patients with bad legs would be good if you were sat here for longer periods of time.”*

*“We left home at 10am for a 10 min GP appointment, then referred to Ormskirk. Have a sting, possibly DVT but we had to go to Southport because the swelling was above and below the knee. We are now at Southport and have been here about 1 hour 15 minutes. We are now waiting to see the A&E doctor (it is 3.20pm). We have not stopped for lunch or a drink. This whole thing has only been possible because we are in a car. We may need to come back another day for X-Ray and scan (we were told at Ormskirk this was a possibility). It's a DVT for heaven's sake.”*

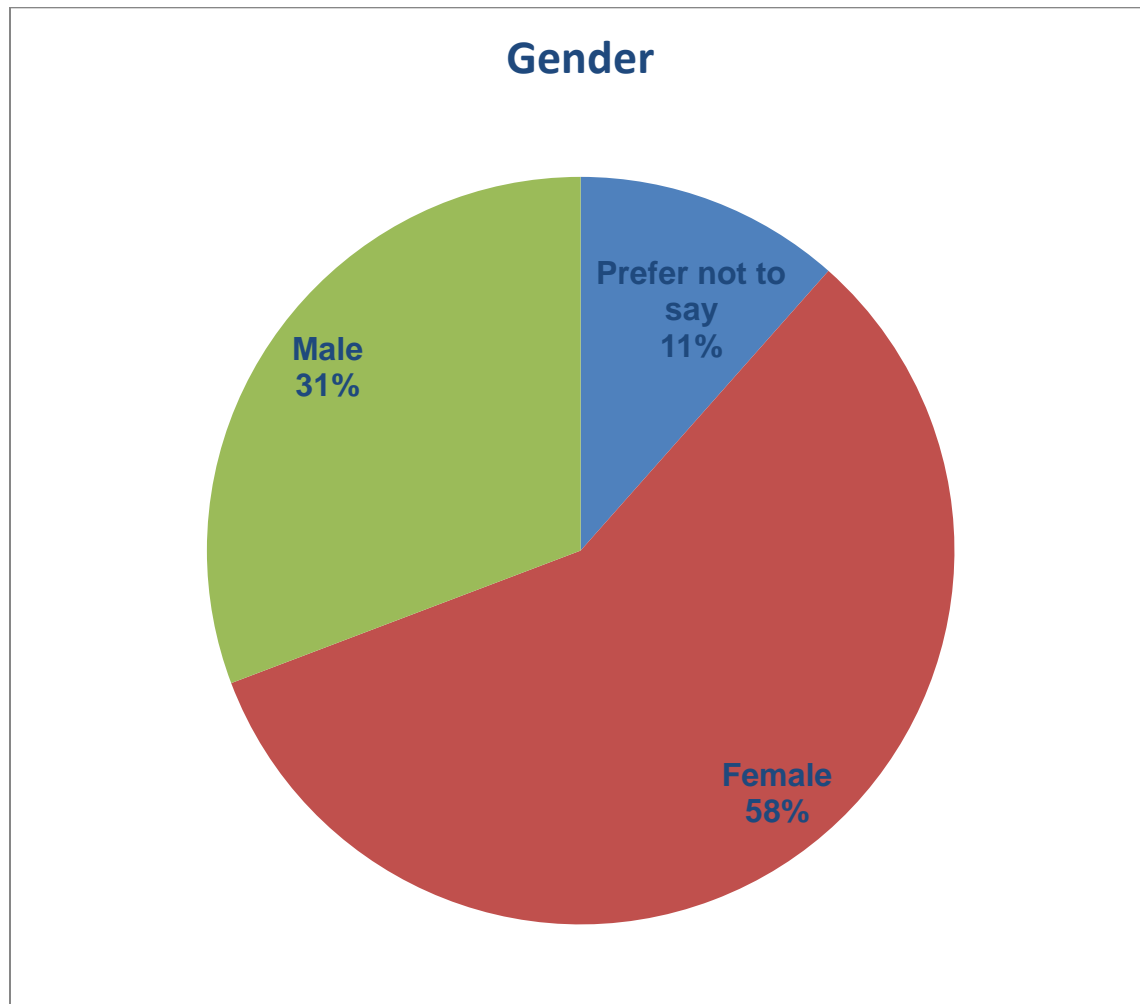
*“Have always had a wait time of about 5 hours”*

*“Came in Saturday but place was packed. I thought it would be better today as it's much quieter. Everyone in A&E very friendly.”*

*“Waiting for 2 hours, I haven't been helped yet. Just getting my finger checked out.”*

## Equality and Diversity Data

There was a section on the survey which asked for information on gender.



15 patients we spoke with identified their gender as female, with eight patients identifying their gender as male.

Patients we spoke with identified their age as the following;



16 – 24 years = 4



25 – 49 years = 7



50 – 64 years = 6



65 – 79 years = 4



80+ = 2



Prefer not to say = 3

## **Observations by Healthwatch Sefton.**

A number of observations were made by the team undertaking the visit and they were as follows:

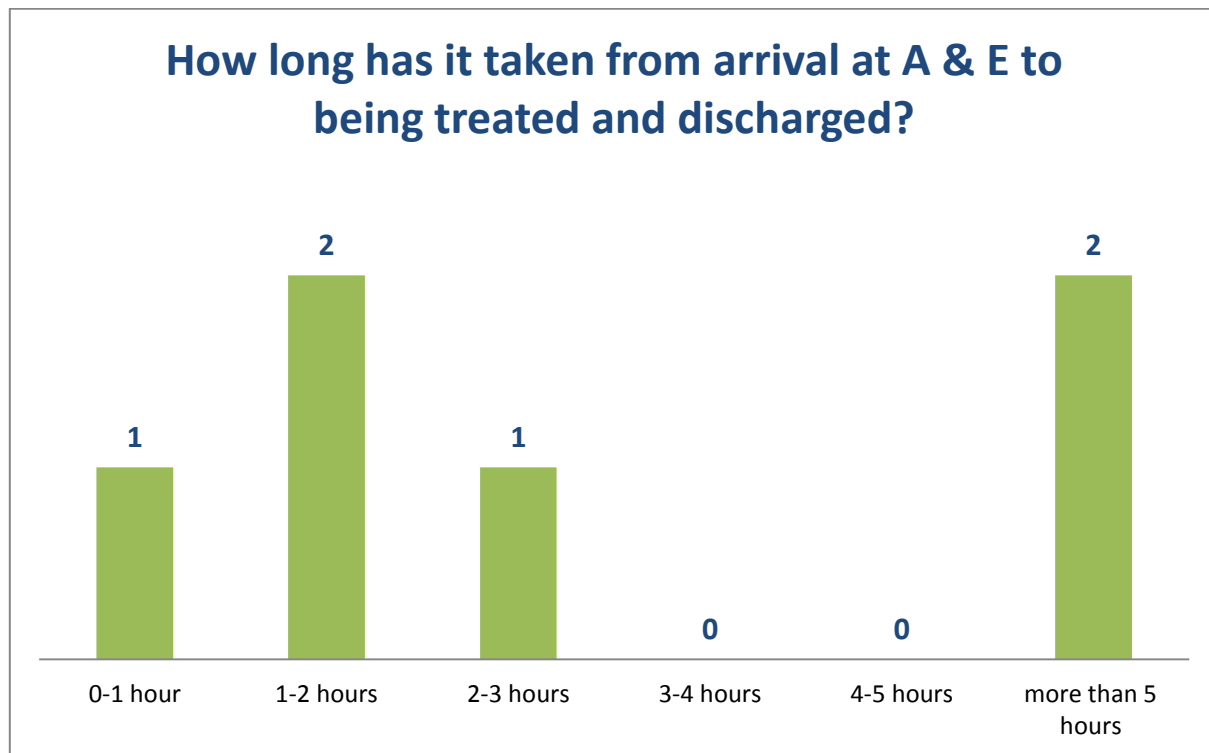
- It was very warm in the waiting area, there was no air.
- The availability of refreshments was limited. There was no water cooler available and drinks in the vending machine including water were priced £1.30 upwards.
- The waiting area only sits approximately 25 patients and it is only a small area.
- There was a board which informed patients how long the wait was but there were no details of when it had last been updated. The board was not updated during the visit.

- There was a TV within the waiting area. This was not turned on and it was not apparent if this provided NHS information or TV channels.
- There was one unisex toilet and one disabled toilet in the waiting area.
- There were books available on a trolley which could be bought and in observing the books they were old. There was nothing else in place to keep patients occupied during long waiting hours.
- One patient stated they would have liked to have been able to charge their phone as there was a long wait and the battery had run out. They were therefore not contactable by family.
- There was an elderly patient in the waiting area who had a deep open wound to their head which was bleeding. During the visit Healthwatch staff supported the patient by providing tissues and speaking with the patient to make sure they were ok and if there was anyone they needed Healthwatch to contact. The patient had not been triaged by the end of the visit to the department.

## After your A & E visit Survey.

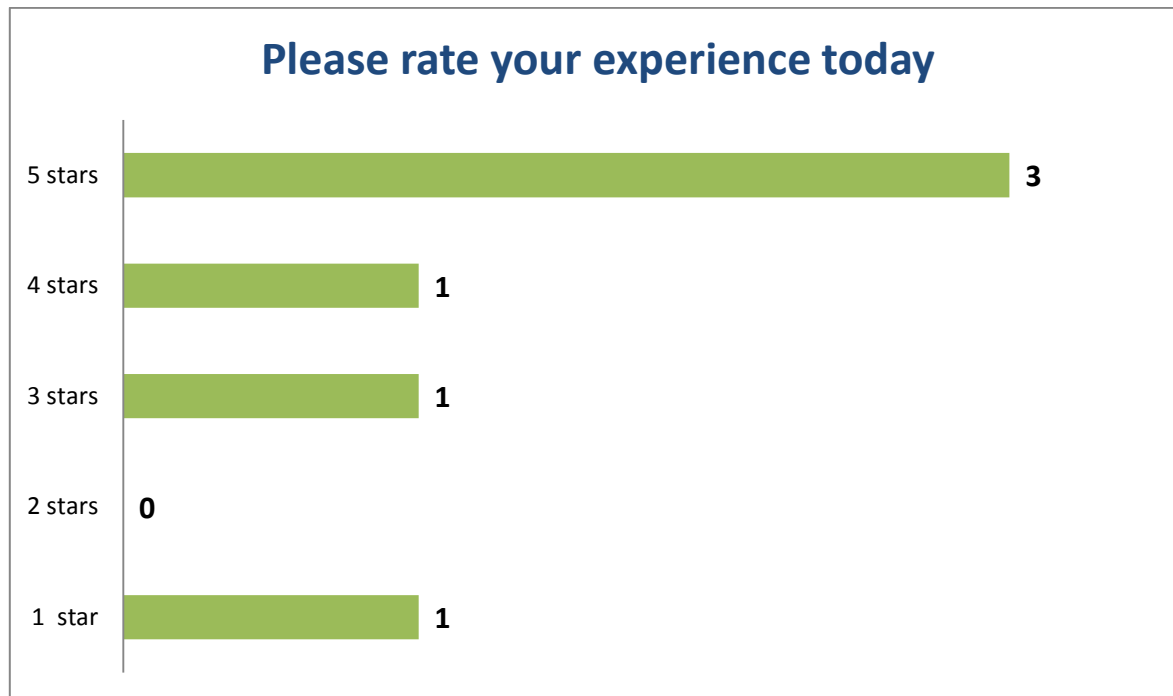
Six surveys were returned to us in the post following the visit.

How long has it taken from your arrival at A & E to being treated and discharged?



The graph above shows the responses to the above question. Only two patients told us that they had waited more than 5 hours to be treated and discharged. One of those patients told us that they had waited seven and a half hours and the other patient, eight and a half hours.

On a scale of one to five (one being poor and five being excellent), please rate your experience today.



Only one person rated their experience as poor. Three of the six patients responding to the survey rated their experience as excellent.

## **Other comments**

Comments were received by six patients;

*“My doctor referred me to hospital. Had to wait for a medical doctor. Once consultant spoke to me about my condition, then had to wait for a bed on the ward. Sat in A & E for seven and a half hours without a drink until I got to the ward.”*

*“Quite happy with the treatment.”*



*“I have a condition so sitting makes my body swell so much so this was very uncomfortable and was so disappointed in my wait. Very bad service.”*

*“I was well looked after. Full marks to everyone at Southport hospital.”*

*“Co-ordination between hospitals, clinics and GPs. We left home at 10am for a 10 minute GP appointment. It was 10:20am – 10:30am. We have arrived home 5:45pm. Having been at each of the two hospitals for the intervening period, with no time to eat or drink except for stuff from vending machines in waiting areas (water ok) and either chocolate or crisps (not ok).”*

*“The treatment I received was excellent and the staff were so nice and caring. I was on holiday and a bit worried but was reassured right away. The only thing you can improve is the triage nurse advises an x-ray, they should be able to arrange that instead of waiting to see a doctor first. But overall the department was fantastic.”*

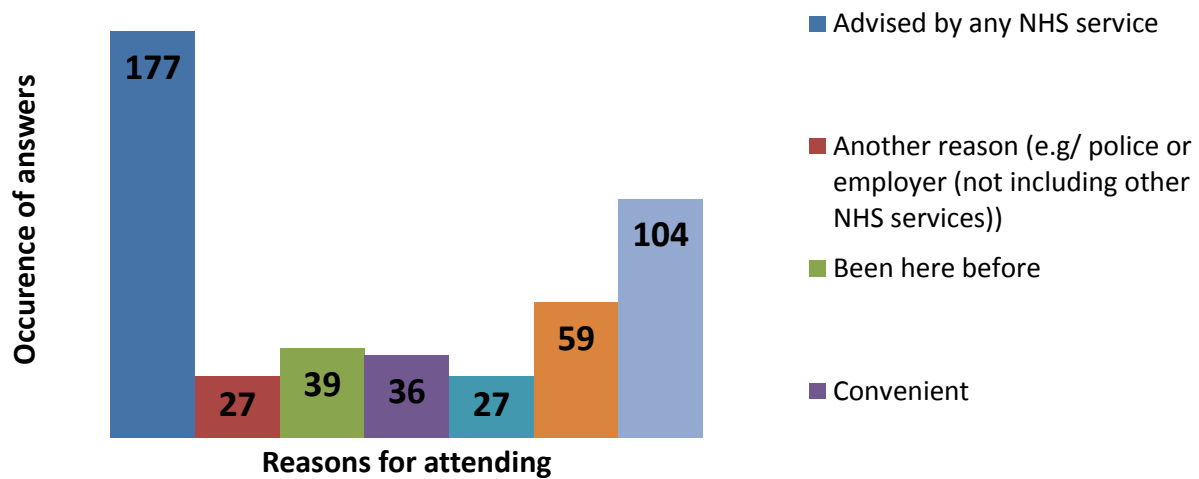
## **Information gathered across Cheshire & Merseyside.**

In reviewing the engagement activities across Cheshire and Merseyside at all Accident & Emergency departments, **346** surveys were completed.

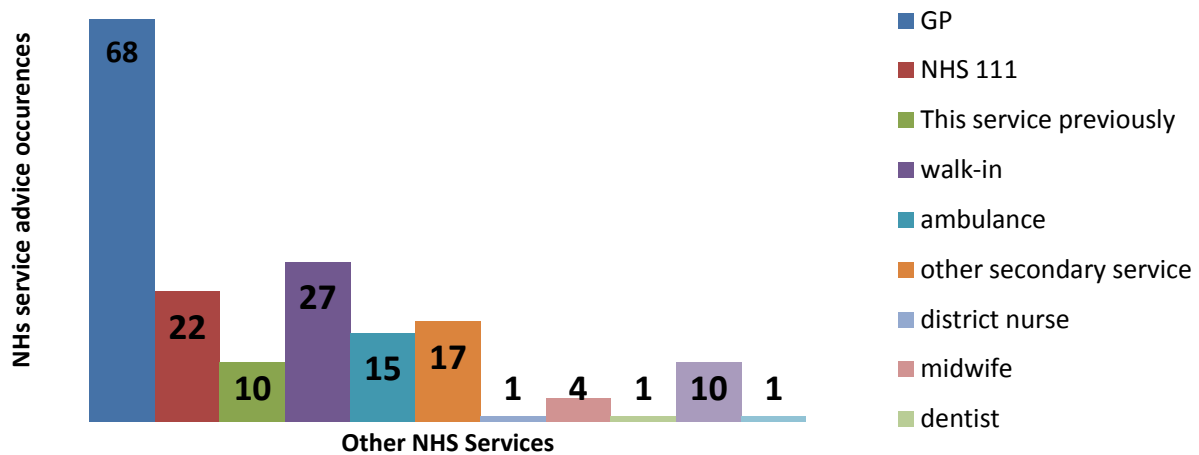
Key messages from the data included;

**51%** (more than half) of patients attending Accident & Emergency departments had been advised to do so by another NHS professional (GP, consultant, 111 service). Two out of five patients had been advised to attend by their GP.

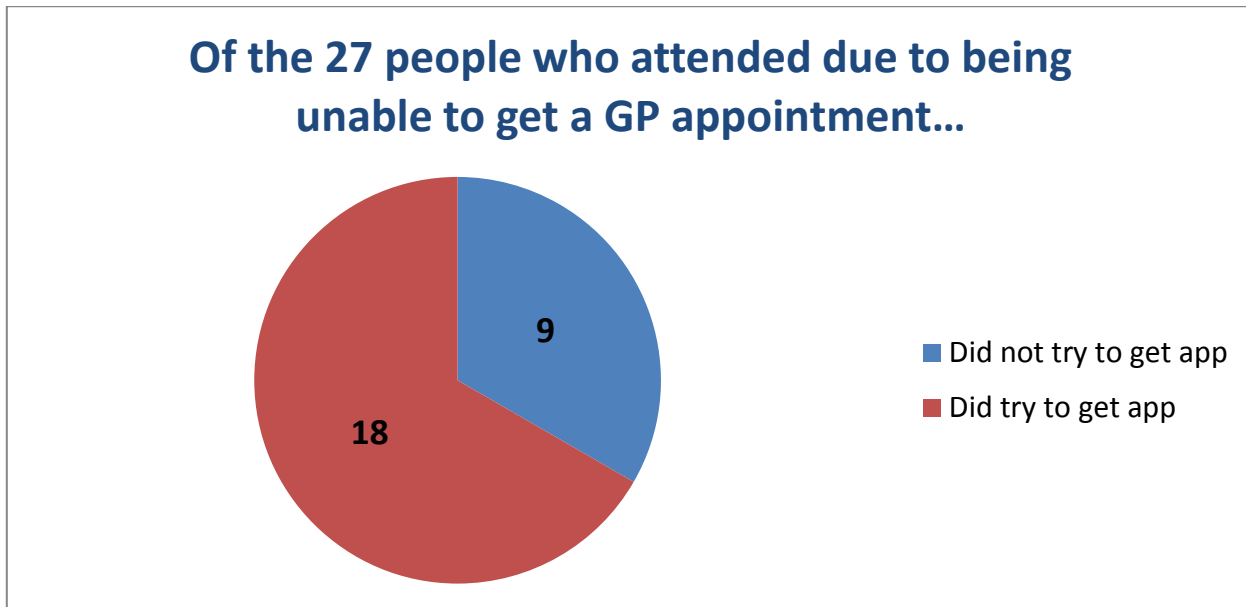
### Reasons for attending A&E



### Advised by other NHS Services



8% (nearly one in ten patients) told us that their reason for attending was because they couldn't get a GP appointment (two out of three patients had tried to get an appointment).



To review all of the data collected across Merseyside and Cheshire, please see appendix three.

## **Conclusion and issues to be reviewed**

This report shares feedback we received from patients visiting the Accident & Emergency department on Monday 17<sup>th</sup> July 2017 at Southport & Formby District General Hospital. As this visit was undertaken at A & E departments across Merseyside & Cheshire, this report shares data which Healthwatch organisations picked up across the area. The following issues are for consideration by Southport & Ormskirk Hospital NHS Trust:

<b>Issue</b>	<b>Response from the Trust</b>	<b>Action</b>	<b>To be completed by...</b>
<p>Access to refreshments for patients in the waiting area to be reviewed. Review to include access to healthier options and option for a water cooler to be installed.</p>	<p>Vending machines available within the department which include bottled water.</p> <p>Plans in place to utilise current volunteers to deliver tea/coffee/cold drink rounds.</p> <p>Accident and Emergency Intentional rounding log now includes patients in waiting room area. This log includes assessment of patient need for food and drink.</p>	<p>Increase number of volunteers within the A+E dept .Volunteer recruitment to be re-launched Jan'18.</p> <p>Department to review the use of a water cooler in the waiting room area.</p>	<p>April '18</p> <p>Jan'18</p>
<p>Board which updates waiting times within the department to include the date and time it has last been updated.</p>	<p>This has been discussed with A+E matron in response to this action plan.</p>	<p>A+E matron aware – date and time of update to now be included on waiting time board.</p>	<p>Dec'17</p>

<b>Issue</b>	<b>Response from the Trust</b>	<b>Action</b>	<b>To be completed by...</b>
<p>Trust to review how reception/ triage staff support patients in the waiting area. Do staff ask patients if they are on their own/ is there anyone they can contact (in particular elderly frail individuals)</p>	<p>Accident and Emergency Intentional rounding log now includes patients in waiting room area. This encompasses checks for patient safety and comfort.</p> <p>Current A+E admission cards include details of next of kin, if the next of kin is aware of admission, and who the patient has been accompanied by.</p> <p>Current draft of new nursing documentation continues to include the above information.</p>	<p>Nursing documentation is audited annually as part of an ongoing audit plan.</p>	<p>Ongoing.</p>

# Appendix One: A and E Listening Event Survey

## A&E Listening Event

17th July 2017



### 1. Why did you come to A&E today? (please tick all that apply)

It felt too urgent (better safe than sorry)	<input type="checkbox"/>	Because of their expertise	<input type="checkbox"/>
I was advised to come here by:		Because I've been here before	<input type="checkbox"/>
Walk-in centre	<input type="checkbox"/>	Because it's convenient	<input type="checkbox"/>
NHS 111	<input type="checkbox"/>	Because I couldn't get an appointment	
GP	<input type="checkbox"/>	with my GP (if so please complete the following)	<input type="checkbox"/>
Friend or family	<input type="checkbox"/>	• Name of your GP surgery?	
This service previously	<input type="checkbox"/>		<input type="text"/>
		• Did you try to book an appointment? Yes / No	
Another reason (please state)	<input type="checkbox"/>	• When was the earliest available appointment?	
	<input type="text"/>		<input type="text"/>

### 2. Have you used A&E in the past 12 months? Yes / No

If yes, how many times have you been to A&E in the past 12 months?

Any other comments

We would very much like to know how your visit goes. If you would like to share any comments with us about your care or waiting times, please send back our After Your A&E Visit survey via FREEPOST

#### Some details about you

First part of your postcode (eg L18, WA9 etc)  Age  Gender

For Healthwatch Use:  
A&E Department  Completed by

**Thank you for taking part in this survey!**

## Appendix Two: After your A and E visit survey

# After your A&E visit



Thank you for taking part in the first part of our survey. We would appreciate it if after your visit you could answer the questions below and return the survey in the attached FREEPOST envelope.

**1. How long has it taken from your arrival at A&E to being treated and discharged?**

- 0-1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- 4-5 hours
- more than 5 hours

if so, how long?

**2. On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.**

- ★
- ★ ★
- ★ ★ ★
- ★ ★ ★ ★
- ★ ★ ★ ★ ★

**Any other comments about your experience today?** (eg What was good? What could be improved?)

First part of your postcode (eg L18, WA9 etc)

This survey and your comments are confidential. You do not need to give your name. However, if you would like us to contact you to talk about your situation you can share your details below:

Name

Telephone or email

Please return this slip using the FREEPOST envelope attached.  
**Thank you for taking part in this survey!**

## Appendix Three: Data from across Cheshire and Merseyside Listening Events.

### All Reasons given for attendance at A&E

Reason	Count	NHS services advice
Advised by friend or family	19	
Advised by GP	68	68
Advised by NHS 111	22	22
Advised by service previously	10	10
Advised by walk-in	27	27
Another reason (including other NHS services)	77	
Been here before	39	
Convenient	36	
Couldn't get GP app	27	
Expertise	59	
Too Urgent	104	

### Of those that said 'another reason', the reason was...

Advised by <b>different</b> NHS service than listed	50	50
Other (such as police or employer advised)	27	Total NHS services:
		177

### Reasons with all NHS service grouped together

Reason	Count
Advised by <b>any</b> NHS service	177
Another reason (e.g/ police or employer (not including other NHS services))	27
Been here before	39
Convenient	36
Couldn't get GP app	27
Expertise	59
Too Urgent	104

### Breaddown of NHS all services including other

NHS service	count
GP	68
NHS 111	22
This service previously	10
walk-in	27



ambulance	15
other secondary service	17
district nurse	1
midwife	4
dentist	1
Follow up appointment	10
mental health service	1

**Unable to get GP app**

Could not get a GP app	Did not try to get app	Did try to get app
27	9	18