

Enter and View Report

Accident and Emergency Department,
Royal Blackburn Hospital



Report author: Sharon Hardman, Enter and View Coordinator,
Healthwatch Blackburn with Darwen

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	East Lancashire Hospitals NHS Trust Royal Blackburn Teaching Hospital Haslingden Road Blackburn BB2 3HH
Service Provider	Accident and Emergency Department
Date and Time	Saturday 24 February 2018 4.40 pm - 7 pm
Authorised Representatives	Sharon Hardman (Lead) and Diane Adams
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH sharonhardman@healthwatchbwd.co.uk 01254 296080
Matron	Gill Currie

1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the patients, carers/family members and staff of Accident and Emergency (A&E) department for their contribution to the Enter and View visit and for making us feel so welcome during the visit. We would also like to thank Matron Gill Currie for encouraging staff to complete our staff questionnaires. Thank you to our trained Enter and View authorised representatives for their contributions.

1.3 Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all patients, carers/family members and staff, only an account of what was observed and contributed at the time.


2 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as Hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

2.1 Purpose of Visit

 To capture the experiences of service users, carers/family member and staff at the Accident and Emergency department at Blackburn Hospital.

2.2 Research Methodology

This was an unannounced Enter and View visit. We approached the Matron before we spoke to anyone in Accident and Emergency department and followed her advice when she said there were no patients who should not be approached due to their inability to give informed consent, or due to safety or medical reasons. The Matron asked her staff team to complete our staff questionnaires during our Enter and View visit.

Authorised Enter and View representatives completed questionnaires with 16 patients at Accident and Emergency department. Topics such as method of travel to Accident and Emergency, other health services contacted before attending Accident and Emergency, patient experiences and the environment were explored.







Our visit was also observational, involving authorised Enter and View representatives walking around the public/communal areas and observing the surroundings to see how the patients and carers/family members engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

We spoke to 16 patients, 8 carers/family members, 17 staff members and undertook 2 observations.





2.3 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Accident and Emergency (A&E) department on Saturday 24 February 2018 at 4.40pm to 7pm to collect views directly from patients, staff and carers/family members on their experiences of Accident and Emergency department. We spoke to 16 patients, 8 carers/family members and 17 staff members and undertook 2 observations.

The key findings are:

-  The majority of patients, carers/family members and all of the staff described the Accident and Emergency department as good, very good or excellent.
-  81% of patients had sought advice before attending A&E department from 111 NHS Service, Accrington Hospital, Burnley Hospital, Pharmacy and informal advice from neighbours.
-  All of the patients said that when they arrived at Blackburn Hospital they could find A&E easily.
-  All of the patients felt safe at A&E.
-  All of the carers/family members said that the staff were very good or excellent.
-  All of the patients and carers/family members said that the staff had treated them with dignity and respect.

Recommendations are:

-  **Recommendation 1:** To review the relevance of the staffing notice board as part of the Trust's review of information that should be displayed at the entrance of each ward.
-  **Recommendation 2:** To implement electronic methods of calling patients to their appointments, which would either display their name or announce their name loudly.
-  **Recommendation 3:** To review the access to disabled toilets to allow space for patients in a wheelchair to access these facilities easily.
-  **Recommendation 4:** To share best practice working as a successful effective team with other wards/units in East Lancashire Hospital NHS Trust.

East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 December 2018.

2.4 Results of visit

Patients' views on the patient experience

The majority of patients travelled to A&E in the car with other patients using an ambulance, getting a lift or a taxi. All of the patients said that when they arrived at Blackburn Hospital they could find A&E easily. Two thirds of patients knew what the current waiting time was whilst one third of patients did not know the current waiting time. Two thirds of patients said that the seating was comfortable in the waiting area with one third of patients saying the seating was uncomfortable. All of the patients felt safe at A&E. The majority of the patients said that they could access a drink easily, however one patient said that they could not access a drink easily. Nine patients said that they did not know or were unsure how to find the complaints procedure. Four patients were confident that they could find the complaint procedure and another patient said, "Probably if tried." Two patients said that they felt lonely and/or isolated and the other patients said that they did not feel lonely and/or isolated.

When we asked patients what they liked about the Accident and Emergency department, two patients said the helpful staff. One patient commented, "Triaged promptly after registration", another patient remarked, "It provided a valued service for me" and one patient wrote, "Comfortable."

When we asked patients what one thing would improve Blackburn A&E, two people we spoke to felt there was no need for improvements. Two patients commented on waiting times and said, “Let you know that they are treating people on a priority basis as when get sent from one Hospital to another and 4 people get seen before yourself it’s a little annoying” and “Time that you have to wait but I know that it is not their fault.” Two patients wanted free or decreased car park fees. Other comments from patients covered a variety of areas such as more support for the elderly, service at Reception, more reasonably priced drink and snack machines, pay rise for staff, dirty floors and seating and heating. Further comments from patients were “Ambulance people were brilliant” and “Thank you for a pleasant time I had with you all.”

Services patients accessed before attending A&E

The majority of patients had sought advice before attending A&E department with only 3 patients not consulting with any services before attending A&E. Half of patients contacted 111 NHS Service, other services contacted were Accrington Hospital, Burnley Hospital, Pharmacy and informal advice from next door neighbours.

Patients’ views on staff

The majority of patients described the Accident and Emergency department as good, very good or excellent, with two patients describing their experience as average. Comments from patients were, “Excellent. Staff very attentive, very professional” and “Very good. Under the present circumstances I think they do a pretty good job.” One patient commented, “Average. I have been to A&E twice since moving from London and on both occasions I have felt like walking back out from the entrance as I feel the receptionist should seem sympathetic to one’s symptoms. The triage nurses also seem robotic when asking questions during the pre-assessment.” Two thirds of patients said that the staff were very good or excellent with three patients saying the staff were good and one patient said the staff were poor. Comments from patients were, “Excellent. The staff do their best, but there are some difficulties,” “Very good. Very pleasant and very helpful” and “Poor. Receptionist extremely rude. I felt like walking back out until another receptionist saw me standing there and acknowledged me to book in.” All of the patients said that the staff had treated them with dignity and respect. One patient said that they had not been listened to, however all of the other patients said that they had felt listened to.

Patients' views on the environment

Most of the patients said that the Accident and Emergency department was clean, however one patient said this department was not clean. The majority of the patients said the lighting on Accident and Emergency department was suitable, however one patient said the lighting was not suitable. Two patients said that the Accident and Emergency department was not at the appropriate temperature with one patient commenting, "too cold" however all of the other patients felt the department was at the appropriate temperature. All of the patients said the floors were in good condition and that the Accident and Emergency department was well maintained and decorated to an acceptable standard.

Carers'/family members' views on the carers' experience

Most of the carers/family members described the Accident and Emergency department as good, very good or excellent with one carer/family member saying that their experience of A&E was average. All of the carers/family members said that the staff were very good or excellent. All of the carers/family members said that they were treated with dignity and respect and would feel comfortable approaching the staff with any concerns and be confident they would be listened to. One carer/family member had not been provided with any information about the person they care for in the Accident and Emergency department, whilst all the other carer/family members said that they had received this information. Two thirds of carers/family members said they were involved in the discharge planning of the person they cared for, one third of carers/family members said they were not involved in the discharge planning.

When we asked carers/family members what they liked about the Accident and Emergency department the most popular comments were about the staff for example, "Staff are very professional, polite and helpful even when working under a lot of pressure. They are a credit to the NHS" and "All staff very professional and caring and efficient." Other comments about staff at Accident and Emergency were, "Polite, helpful staff", "friendliness of staff" and "I think it is short staffed and waiting times could improve." One carer/family member commented positively on the cleanliness of the Accident and Emergency department. Other carers/family members said, "Easy to find" and "Waiting time update on board, warm-very cold outside."

When we asked carers/family members what would improve the experience of the person they cared for in the A&E department the most popular comments were about waiting time with carers/family members stating, "Waiting time but understand its lousy and staffing is low", "More organised waiting

list (from our perspective), no car park fees, more reasonably priced snacks and drinks” and “Quicker service.” One carer/family member felt that some elderly people were left confused and unsure as to what is happening.

Carers’/family members’ Views on the environment

All of the carers/family members said that Accident and Emergency department is clean, the lighting is suitable and that Accident and Emergency department was at the correct temperature. All of the carers/family members we spoke to said that the floors were in good condition and that Accident and Emergency department was well maintained and decorated to an acceptable standard.

Staff Views

All of the staff rated the Accident and Emergency department as good, very good or excellent. The most popular comments from the staff were about the “amazing”, “excellent” and “great team” who are hardworking and “able to work under immense pressure in a busy department”. One member of staff said it was a “fun and friendly place to work” and another member of staff said it was an “efficient, caring and lovely environment.” Other staff comments were about the excellent service, patient centred, evidenced based timely care/assessments, excellent at providing emergency care, personal and effective and great patient flow initiatives. Staff reported that they try very hard and deal with patients as effectively as they can and are under resourced. Two thirds of staff said that they had enough time to engage with patients and the other staff preferred not to say or said that they did not have enough time to engage with patients. The most frequent given examples of patient care were one to one interactions, putting patients first and rapid assessment initiative. Other examples were taking people to the correct place when they are looking for family members, triage, roles being totally patient focussed, mental health risk assessments, corridor nurses and nursing documentation.

The most frequently reported date for the last training and development opportunities for staff was February 2018. Members of staff said that they had undertaken training and development in advanced practitioner training, UCC training, fire training and safeguarding. 69% staff said they had an appraisal every 12 months.

When we asked staff members what they felt could be improved on Accident and Emergency department the most popular answer was patient flow throughout the department closely followed by more staff. Other responses were more space and less none emergency department attendances ie more patients should go to GP.

Manager's Views

The Matron on duty Gill Currie completed the Ward Manager questions in conjunction with a colleague during our Enter and View visit. The current staffing structure is 1 Clinical Director, 1 Matron, 2 Senior Sisters, 5 Junior Sisters, 2 Nurse Practitioners ENP, 4 Advanced Practitioners, 11 staff nurses, 2 Paediatric Staff Nurses, 1 Play Leader, 2 HCA band 3, 5 HCA band 2, 3 Reception staff on the late. The Accident and Emergency staff was medically fully staffed during our visit. At the time of our visit there were 22 patients with majors (serious injuries that are life changing and could result in death or serious disability) and 38 patients in the urgent care centre. Conditions/pressures at work were described by one member of staff as “a nice day - haven't felt any pressures”. There were no four hourly breaches at this time in the emergency department and no four hourly breaches in the urgent care centre at this time. Suggested improvements to Accident and Emergency were GP streaming - staffing and location, mental health services and clinical flow which impacts on patient numbers in emergency department/urgent care centre.

2.5 Additional Findings

Observations from Enter and View authorised representatives on external access and appearance

The signage on approach to Accident and Emergency department is clearly labelled. The external environment is pleasant and well maintained. There is a bus stop nearby. Car parking is available for visitors with clearly marked disabled car parking spaces. There is also a disabled ramp. We were not asked to sign in on entry to the Accident and Emergency department at Blackburn Hospital. Sanitising hand gel was available on entry.

Observations from Enter and View authorised representatives on reception area and ward

Signage around the reception desk was clear. The latest CQC report was displayed and posters indicating the CQC rating 'Good' were throughout the Accident and Emergency department. There were notice boards and useful information displayed in Accident and Emergency such as Glimpse of Brilliance notice board with positive comments from staff, carers/family members and patients. The Welcome to the Emergency Department noticeboard contained information about the ward contact number, Your Views Matter, NHS Friends and Family Test, refreshments and free Wi-Fi, shuttle bus service information and contact details for Matron, representatives staff names for Hand Hygiene Champion, Fire Safety Champion, Health and Safety Champion, Infection Prevention and Control Liaison Nurses. There was a patient advice and liaison service noticeboard with the latest CQC

report displayed including Your Views Matter and Community Mental Health Survey posters. The staffing board was not completed and did not show any information about the correct date displayed, the Nurse in Charge Today, the correct number of the patients on the unit recorded and the number of Registered Nurses, Nursing Assistants on the early shift, the late shift and the night shift displayed. This noticeboard needs reviewing to see if it is still relevant to an Accident and Emergency and Urgent Care Centre environment. There were electronic displays clearly showing the Number in Department, Average waiting time to see Doctor/Practitioner and expected time within department for both Blackburn Urgent Care and the Emergency department, which were regularly updated automatically.

There was a wide range of leaflets from East Lancashire Hospitals NHS Trust such as A Guide for Patients, Carers and Relatives and Visitors to the Trust and information guides available on over 15 different health conditions such as Eye Injury, Gastroenteritis and Hand Injury. There were also leaflets on Call ICare Community Meals (meals on wheels service), Blackburn Public Living room from Step and Healthwatch leaflets and Amplify leaflets were displayed as requested. Healthwatch Blackburn with Darwen are aware that the Trust is currently reviewing information that should be displayed at the entrance of every ward.

Observations from Enter and View authorised representatives on staffing

All the staff talked to the patients respectfully and were very friendly and helpful throughout our visit. All the staff looked well-presented in their uniforms with their ID badges clearly displayed. Healthwatch Blackburn with Darwen is aware that the Accident and Emergency Department has been shortlisted for the Outstanding Achievement Award for East Lancashire Hospital Trust Star Awards and are currently awaiting the results. Some of the patients said that they could not always hear their name being called out at the waiting area of Urgent Care Centre so staff need to be aware of this situation so that patients do not miss their appointments. There needs to be electronic methods of calling patients to their appointments that would either display their name or announce their name loudly. There is a need to share best practice working as a successful effective team with other wards/units in East Lancashire NHS Hospital trust as the staff on Accident and Emergency department are such a friendly, helpful and lovely team of people who are clearly passionate about providing the highest quality of patient care.

Observations from Enter and View authorised representatives on additional facilities

There was a disabled toilet accessible with handwashing and drying facilities, an emergency cord and support arm for the toilet. Healthwatch Blackburn with Darwen noticed this disabled toilet was very difficult for a patient in a wheelchair to access due to the fixed seating nearby and the way the toilet door opened. There was no evidence of British Sign Language Support facilities or access to a translation service. The ward was dementia friendly as it was on one level and there were dementia friendly signs for toilets and a dementia friendly clock with white writing on a black digital clock.

2.6 Recommendations

Recommendation 1: To explore the relevance of the staffing board notice board for the Accident and Emergency department, as part of the work that the Trust is currently undertaking on reviewing information that should be displayed at the entrance of every ward. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 2: To implement electronic methods of calling patients to their appointments, which would either display their name or announce their name loudly. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 3: To review the access to the disabled toilets to allow space for patients in a wheelchair to access these facilities easily. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 4: To share best practice working as a successful effective team with other wards/units in East Lancashire Hospital NHS Trust as the staff on Accident and Emergency department are such a friendly, helpful and lovely team of people who are passionate about providing the highest quality of patient care. East Lancashire Hospital NHS Trust to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018

2.7 Service Provider Response

Comments received from East Lancashire Hospitals NHS Trust on Monday 30 April 2018 are:

TRUST RESPONSE

Re: Response to Healthwatch Blackburn with Darwen Enter & View report for the Emergency Department at Royal Blackburn Teaching Hospital

The results of the Enter & View were fed back to Christine Pearson, Director of Nursing for East Lancashire Hospitals NHS Trust.

“Healthwatch Blackburn with Darwen volunteers and staff are thanked for the work undertaken to support the Trust in highlighting positive findings from patients, carers and families, as well as highlighting areas for improvement.

It was a pleasure to welcome the Healthwatch Blackburn with Darwen team for their visit to the Emergency Department on Saturday 24th February 2018.

We were delighted to receive such positive feedback and it was particularly nice to read all the wonderful comments about our staff.






We take all feedback seriously and constantly strive to ensure all our patients and relatives have a good experience when using the Trust's services and we will be taking on board the comments received."

In response to the report we would also like to make the following comments:

- We are looking at moving the staffing board from the Urgent Care Centre waiting area to the front desk, and the Matron on duty will update this daily. Consideration is also being given to putting up a board in the Emergency Department so all patients are aware of our staffing levels each day.
- We are keen to improve the experience of patients attending the department and are currently trialling a new initiative which involves a Health Care Assistant collecting patients from the main waiting area and escorting them to the cubicle area. Consideration will be given to possibly introducing an electronic method in the future.
- The seating arrangements in the department will be reviewed to ensure that there is clear access to the disabled toilet.
- Information, good practice and new initiatives are shared through social media which also allows us to view and learn from the initiatives and best practice of other Trusts. Best practice is also shared at the Nursing and Midwifery Leaders Forum.

2.8 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  Blackburn with Darwen Borough Council Adult Social Services
-  CQC
-  Healthwatch England
-  CCG Blackburn with Darwen

2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address:

Healthwatch Blackburn with Darwen, Suite 17, Kings Court, Blackburn, BB2 2DH

Telephone: 01254 269080

Email: info@healthwatchbwd.co.uk

Website: www.healthwatchblackburnwithdarwen.co.uk