



Healthwatch Sefton Listening Event Feedback Report

March 2018

Accident & Emergency Department. Southport & Formby District General Hospital.

Southport & Ormskirk NHS Hospital Trust

Contents

	Page No.
Overview of Healthwatch Sefton	3
Introduction	4
Southport & Ormskirk Hospital NHS Trust	4 - 5
How we planned the listening event at Southport & Formby District General Hospital	5
Summary and Themes	6
A & E survey results	7 - 14
Who we spoke with	15 - 16
Observations by Healthwatch Sefton	17
After your A & E visit survey	17 - 19
Acknowledgements, recommendations and questions	20 - 22
Appendix one: A & E Listening Event survey	23
Appendix two: After you're A & E survey	24

Overview of Healthwatch Sefton

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton.

Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a private company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its strategic and local priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services.

Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at a national level. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a regional North West Healthwatch Network.

Introduction.

On Monday 19th March, between 9:30am – 12:30, Healthwatch Sefton worked in partnership with other local Healthwatch to hold listening events at Accident & Emergency departments across Merseyside and this report details the findings from the visit we undertook at Southport & Formby District Hospital.

This visit was planned to take place in January 2018. However, with cases of flu and respiratory illnesses increasing, Healthwatch took the decision to postpone the visits. This followed the decision by the Care Quality Commission to pause some routine inspections to allow frontline staff and leaders to focus on continuing to ensure people receive safe, high-quality care during this period of increased demand.

Healthwatch was still keen to gather feedback from people who were visiting A&E during the winter months and therefore we encouraged people to complete a survey. The survey aimed to look at both the experience of using the A&E service at a time of increased pressure as well as looking at the different reasons why people take the decision to go to A&E. This report provides the feedback we gathered about Southport and Ormskirk Hospital NHS Trust Accident & Emergency department during the listening event and the online survey.

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>

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

We worked in partnership with Healthwatch colleagues across Merseyside 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 officer, Betty Boner and Brenda Cookson (Enter and View member) attended the Accident & Emergency department to undertake the visit. Both members of the team are DBS checked (Disclosure & Barring Service) and have completed Adult & Children Safeguarding training.

The visit took place on Monday 19th March 2018, starting at 9:30 and finishing at 12:30.

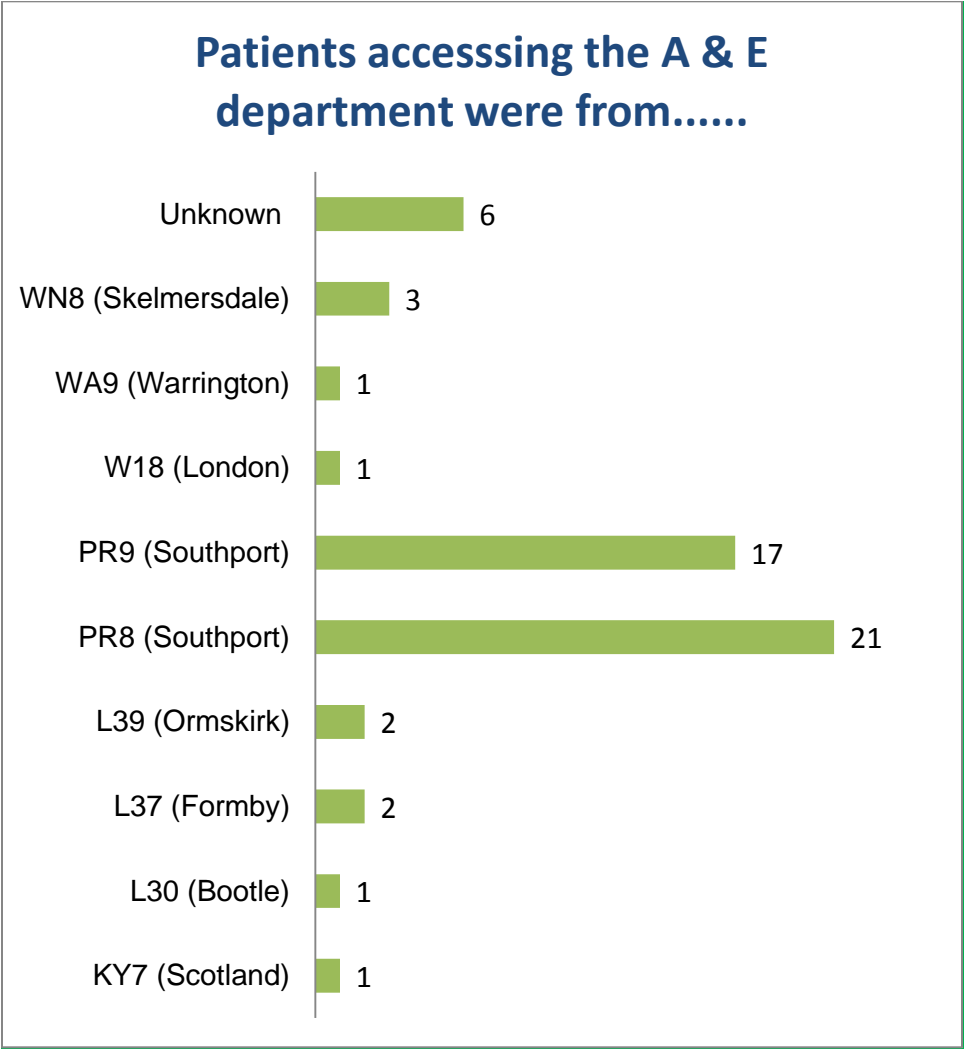
In total **19** surveys were completed with patients on a one to one basis during the listening event at Southport & Formby District General Hospital, with **36** of the online surveys completed, relating to the Trusts department.

Summary and Themes

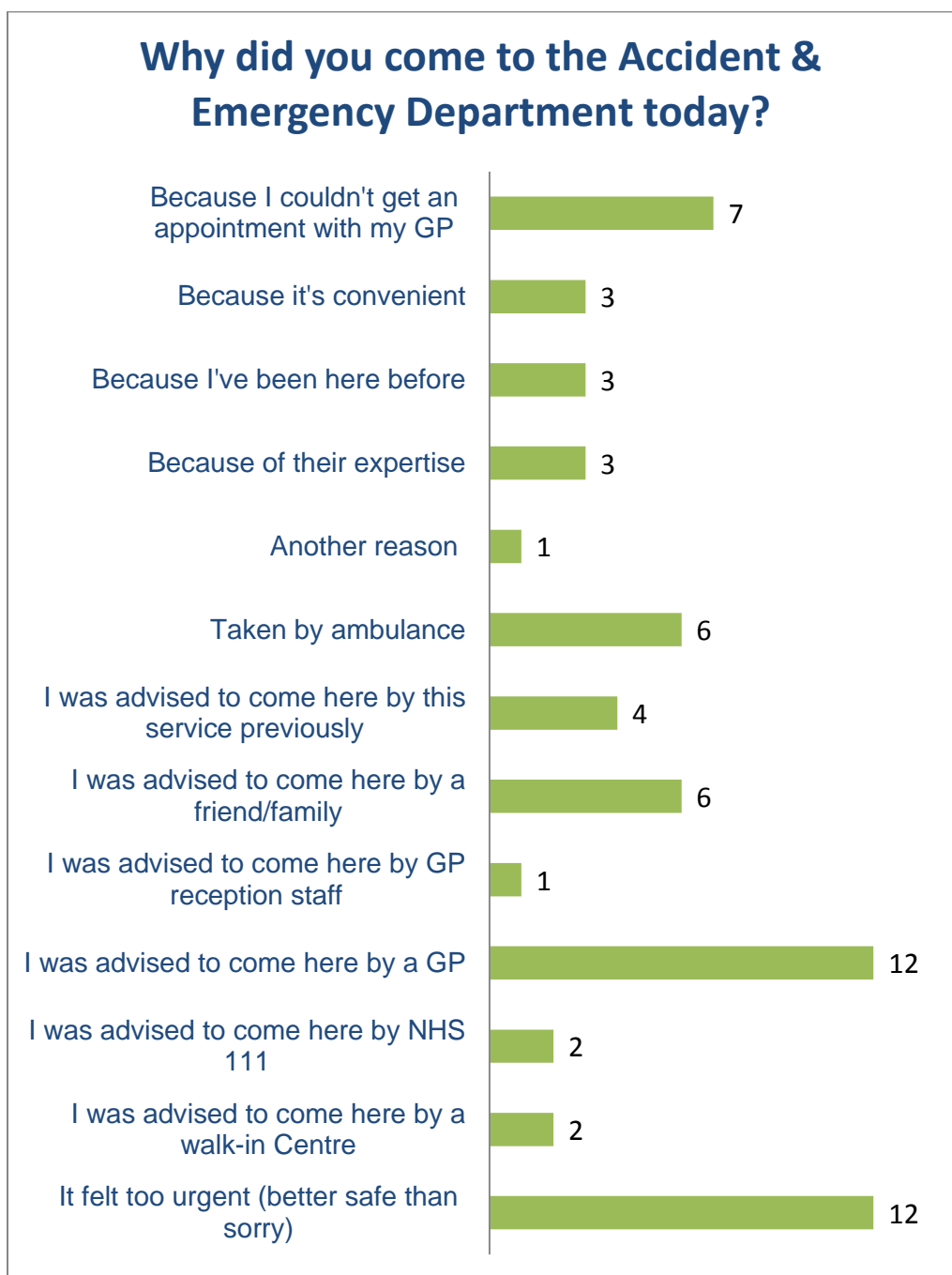
- 📍 **19** surveys were completed with patients on a one to one basis during the listening event, with a further **36** surveys being completed online.
- 📍 The top three reasons for patients attending the A & E department at the trust were:
 - 📍 I was advised to come here by a GP
 - 📍 It felt too urgent (better safe than sorry)
 - 📍 Because I couldn't get an appointment with my GP
- 📍 **Nine** patients told us why they came to the department, **three** patients having falls.
- 📍 **Seven** patients told us that they had attended A & E as they could not get an appointment with their GP. Similar to the findings from the event held (July 2017), a number of patients from St Marks Medical Centre came for treatment as they could not access a GP appointment.
- 📍 General comments shared by patients included positive references to the treatment and care they had received from staff. A number of comments shared related to waits on trolleys in corridors.
- 📍 **Six** of the **seven** patients returning their 'after you're A & E survey' rated their experience as **excellent/good**.

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




In total there were **55** completed surveys. Patients filling in the survey told us that they lived in the following areas;



The majority of patients we spoke to and filling out the online survey were resident in Sefton and mainly from the Southport area.



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

-  I was advised to come here by a GP
-  It felt too urgent (better safe than sorry)
-  Because I couldn't get an appointment with my GP.

Nine patients told us why they had come to the department.

Why did you come to A & E today?	Explanation
Expertise	Had a fall. We expect a wait and accept it. Notice board says 1-2 hours. 2 arms on the seats would be better. Some higher chairs for people with bad legs would be good if you were sat here for longer periods of time.
Advised by friend or family	'People use this as a GP surgery, should be A&E only'
Advised by NHS 111, Advised by service previously, Convenient	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.
Too Urgent	Hit head on toilet, bleeding a lot, needing stitches
Advised by GP	Chest pain. Went to a GP, told me to go to A&E. It has subsided now but I was frightened.
Advised by service previously	Specialist physio's advice
Advised by friend or family	Had a fall, hand and body bruised
Convenient, Too Urgent	Badly injured knee
Too Urgent	Dislocated finger

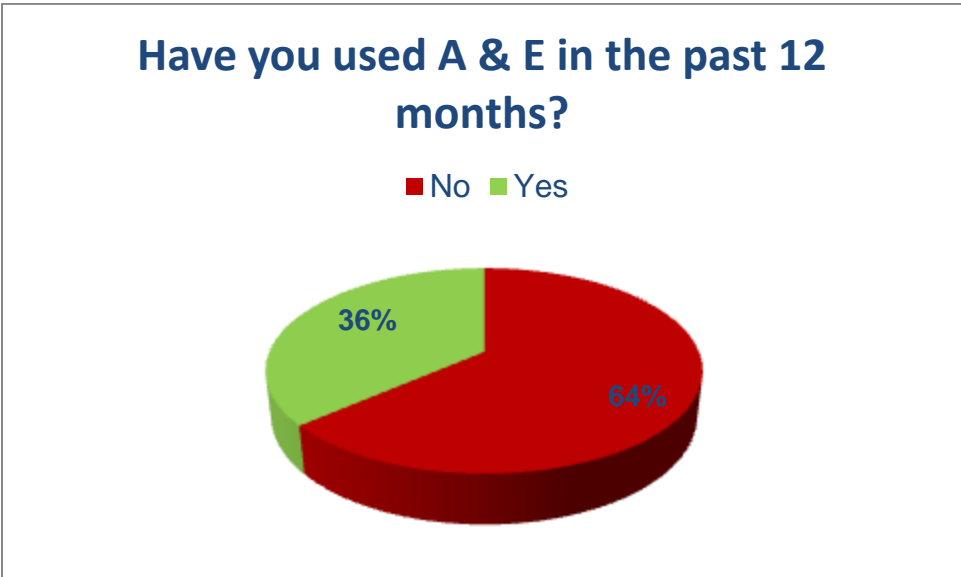
I couldn't get an appointment with my GP

Seven patients told us that they had attended A & E as they could not get an appointment with their GP. Patients were registered at the following practices;

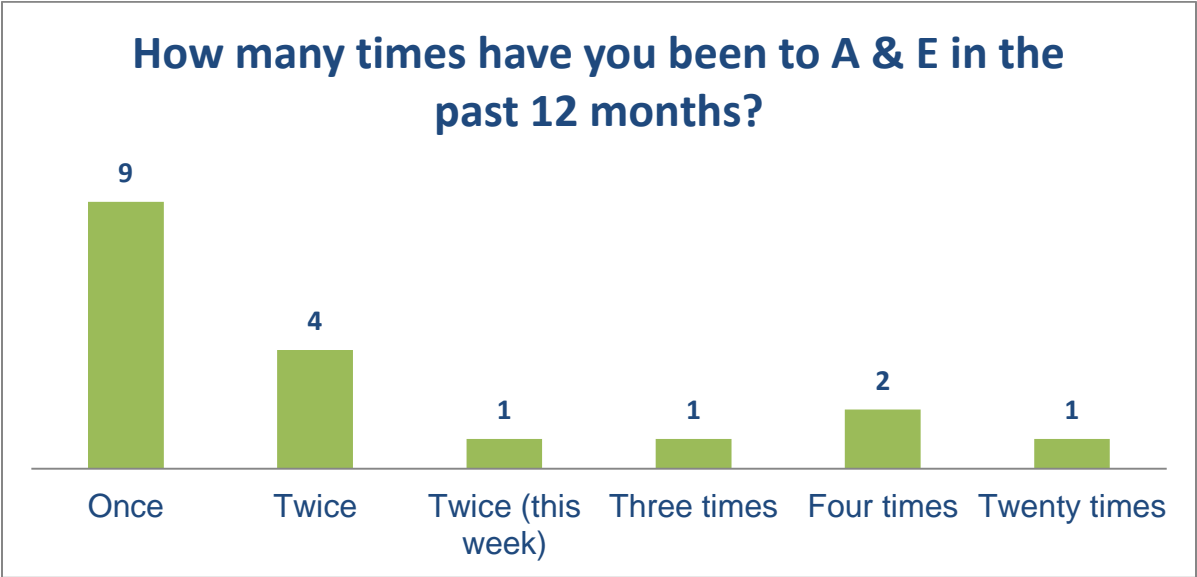
Name of practice	Number of patients	Earliest available appointment
St Marks Medical Centre	4	2 patients told us 4 days 1 patient told us 2 weeks
Ainsdale Medical Centre	1	Unknown
Ashurst (Skelmersdale)	1	Unknown
Anfield Group practice	1	Tomorrow

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

Of the **55** patients we spoke with, twenty (**36%**) had attended the Accident & Emergency department in the last 12 months.



Of the **20** patients who told us that they had used A & E in the past 12 months, **18** shared how many times they had been to the department within this period;





Other Comments

Patients had the opportunity to share other comments with us and this is what they said:

“St Marks advised I come, could not get GP appointment until Thursday.”

“Everything okay.”

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

“Badly injured knee.”

“GP reception staff on phone said to go to minors.”

“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.”

“Had a fall last week and I had a dressing applied. Attended GP surgery to remove dressing but they told me nobody was available so I returned to A and E.”

“Have learning difficulties and am on a lot of medication. Needed an appointment and couldn't get one. Can't phone at 8am due to medication. Elbow really swollen and I need treatment urgently.”

“Outstanding service.”

“Friday night I waited six hours (5pm - 11pm). The doctor was amazing on Friday. Also came Saturday, much quicker times and better experience.”

“Previously in hospital and was given a choice and decided to go home. Needed to come back in as worried.”

“The specialist told me to come directly to hospital if my heart/ pains kick in again due to the fact I have had a previous heart attack. I don't want to ignore symptoms!”

“Staff attended to all my needs thank you.”

“The whole experience was excellent from when my neighbour contacted the ambulance service through to my experience on the ward for 5 days.”

“The care and compassion I received was outstanding by the nurse Carrie and Abi the doctor was excellent, explained everything what was going to happen. The nurses who were looking after me could not do enough for me. I was asked several times if I would like a drink”.

“When the doctor came the treatment was excellent BUT there was a long (11 hour) corridor wait to find bed (at 4am).”

“I am now being treated by the pain clinic instead of being seen by different doctors and feel optimistic about future treatment for the 1st time in many months.”

“Patients on trollies in corridor and an old lady left on her own trying to pull a cannula out 🤢”

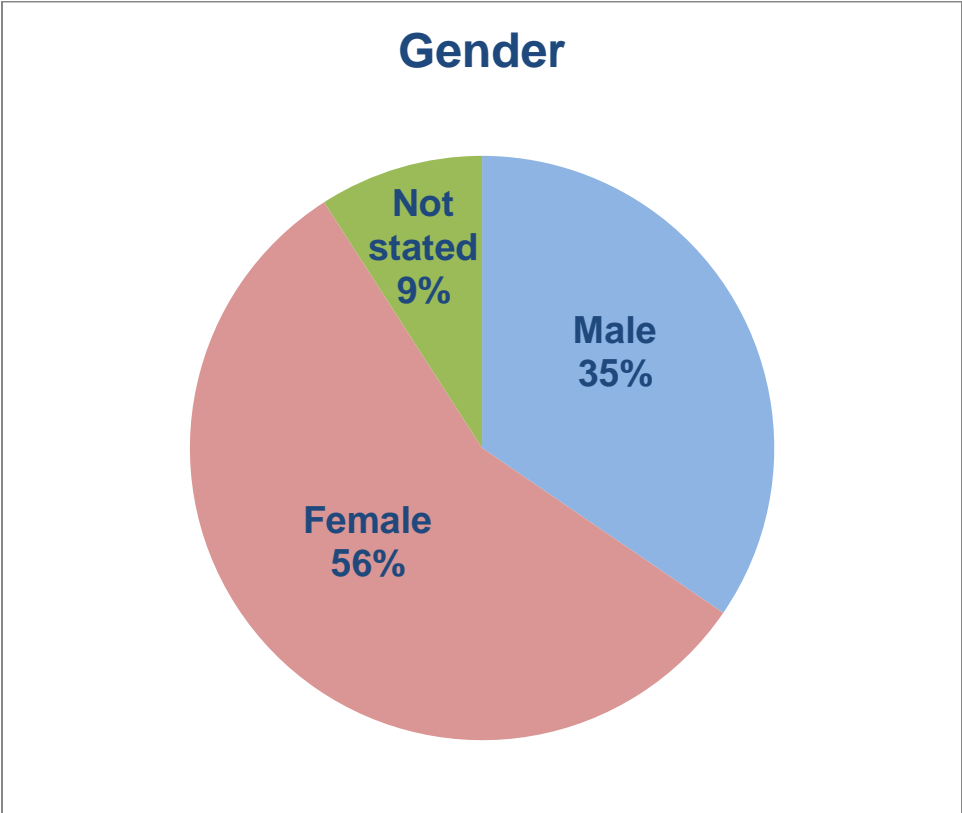
“I was treated promptly due to it being a heart issue but there were no proper cubicles and the corridors were full of people brought in by ambulance and the queue in A & E waiting area was out the door. Totally terrifying.”

“The department was very busy but lack of information made the situation worse. We were there most of the night and were offered no food or drink whilst there until early afternoon the following day. Waiting in an uncomfortable waiting room for hours.”

“Went to A&E after having a severe reaction after being prescribed a new medication at an urgent care centre. It was very busy and I waited as long as I had expected (around 2,5 hours). All of the staff I met were fine, but only one of them introduced themselves, - this was the radiographer, and he went on to explain how important he feels it is for staff to introduce themselves. The actual hospital itself isn't very nice with decor and cleanliness. I was a wheelchair user at the time, and the disabled toilet was utterly disgusting, covered in faeces and litter.”

Who we spoke with.

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



31 patients we spoke with identified their gender as female, with **19** patients identifying their gender as male. **5** patients did not answer this question.

Patients we spoke with identified their age as the following;



15 – 19 years = 2



20 – 24 years = 5



25 – 29 years = 2



30 – 34 years = 3



35 – 39 years = 2



40 – 44 years = 1



45 – 49 years = 2



50 – 54 years = 3



55 – 59 years = 2



60 – 64 years = 6



65 – 69 years = 3



70 – 74 years = 3



75 – 79 years = 5



80 and over = 10



Not stated = 6

Observations by Healthwatch Sefton during the listening event.

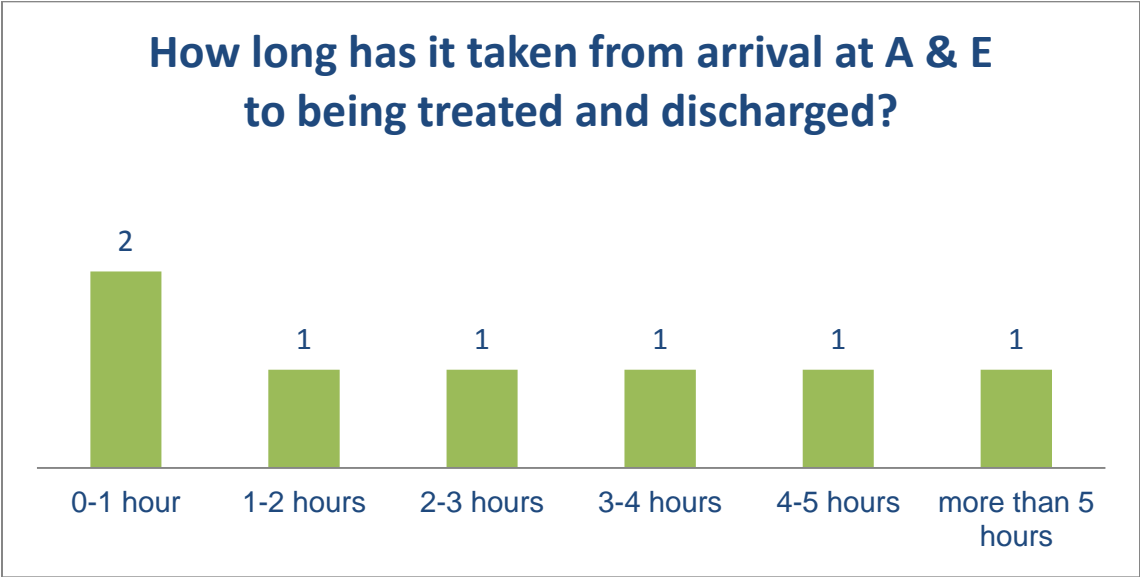
A number of observations were made by the team undertaking the visit and they were as follows:

- The water cooler was out of order during the time of the visit.
- The screen within the department stated that there was a four hour wait with a note underneath (typed) stating the same. However the notice located next to the reception desk stated 1 – 3 hours.
- There was a used book sale within the department, with patients being able to buy books for £1 each.
- We observed 7 stretchers in the corridor near to A & E. We observed North West Ambulance staff showing a caring nature towards patients.
- During the visit we picked up a leaflet 'welcome to Accident and Emergency'. The leaflet provided information which informed the patient what would happen now they had booked into the department and provided a number of other numbers for walk in centres, emergency dental care and sexual health services. There was an advert on the back page of the leaflet, advertising hrc Legal support, a company which help with accident claims.

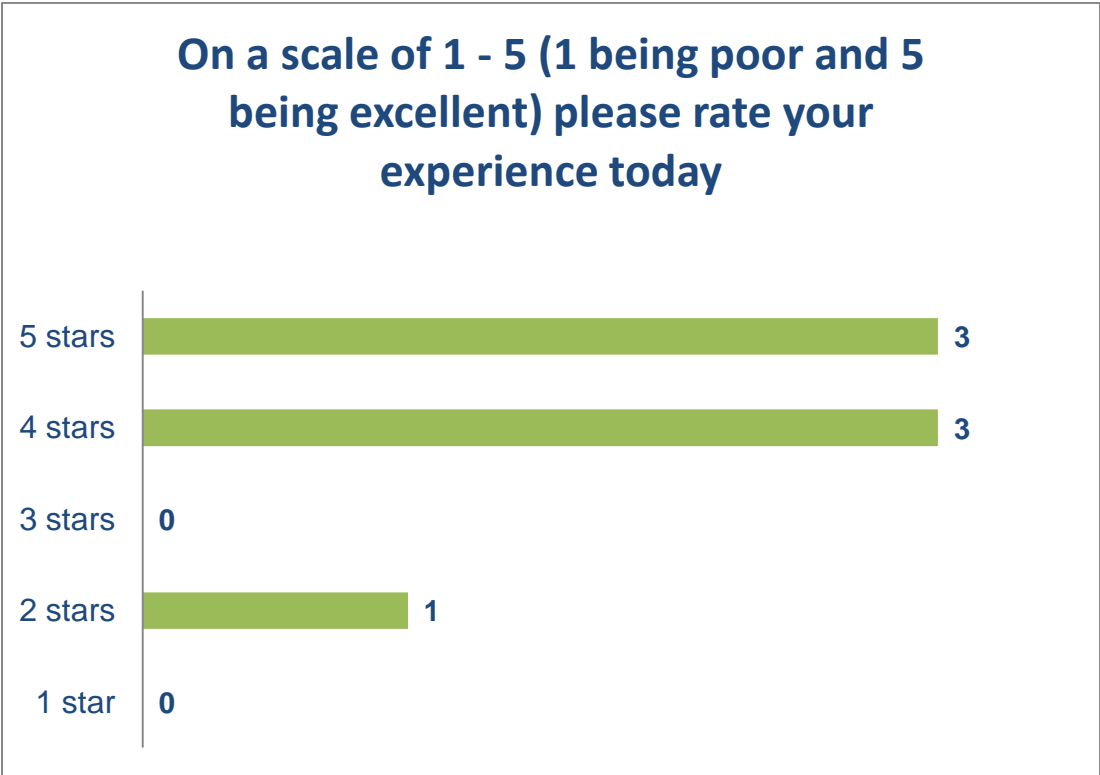
After your A & E visit Survey.

The **19** patients who we spoke to during the listening event were provided with a follow up survey and freepost envelope so that they could share their feedback on the journey through the department/Trust.

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



Only **one** patient told us that their wait had been more than five hours and when asked they told us that their wait was five hours and 15 minutes.



The majority of patients rated their experience as excellent or good with no patients finding their experience as poor.



Other Comments

Five patients shared further comments on their journey through A & E;

“More communication between staff and patients. A standard notice about a wait of 4 hours with an apology is a good starting point but not knowing if this could be longer is very frustrating. The time delay between triage and being seen by nurse practitioner/doctor was 2.5 hours on my visit today and then i was sent for an x-ray. Another 30 minute wait. Could it not be decided to x-ray by triage (if possibility this needed for diagnosis) instead of a quick triage and then having to wait to see a doctor, then x-ray, then back to the doctor. The process i experienced today was very frustrating, so much time seemed to be wasted.”

“Very happy today. Seen promptly and treated well.”

“I waited two hours for my results which was good for A & E.”

“Waiting times were long. All staff were good.”

“All staff were extremely helpful & courteous despite being rushed off their feet. We were kept well informed at each step of the treatment. Cannot fault the staff at the hospital.”

Acknowledgements, Recommendations & Questions

This report shares feedback we received from patients visiting the Accident & Emergency department on Monday 19th March 2018 at Southport & Formby District General Hospital.

Healthwatch Sefton would like to thank Southport & Ormskirk NHS Hospital Trust for working in partnership with Healthwatch Sefton in ensuring patient, family, visitor and staff voices are heard and listened to. In particular we would like to thank Jane Lawson, Matron for Urgent Care for supporting the visit.

We would like to thank all the staff that work at the Trust and the patients, family and visitors who took the time to complete the feedback questionnaire and speak to us.

Healthwatch Sefton would also like to thank colleagues from Healthwatch across Merseyside in supporting the planning and coordination of the events.

One of the issues we would like to inform the commissioner about (NHS Southport & Formby Clinical Commissioning Group) is that during this event and the event held (July 2017), St Marks Medical Centre is featured as a prominent practice from which patients access the department as they can not get an appointment with a GP.

We would like to share the following areas with the Trust for consideration in looking to improve services for future users of the service.

Issue/ area	Response from the Trust	Action	To be completed by...
<p>The Trust installed a water cooler following the last Healthwatch Sefton Listening event (July 2017) to the department. This wasn't working on the day we visited the department. We would like to see the Trust repair the water cooler and review the system in place for maintaining the cooler.</p>	<p>The A&E reception, triage and waiting room is being redesigned to both improve patient experience and support patient flow. This includes appropriate water and refreshments for patients and families attending A&E</p>	<p>Phase 3 of A&E redesign to commence 3rd September</p>	<p>24th November</p>
<p>Following the last event held (detailed above), we asked the trust to ensure that information boards are updated to ensure that patients are informed about waiting times within the department. Patients are still not being provided with consistent information and we observed this during the event. We would like to see waiting times displayed consistently across the department and updated on a regular basis.</p>	<p>The above redesign will allow better visibility of the waiting room and allow appropriate signage to keep patients and visitors informed as an additional screen is planned.</p>	<p>Phase 3 of A&E redesign to commence 3rd September</p>	<p>24th November</p>
<p>During the visit, a patient shared that the disabled toilet within the department was covered in faeces and litter. We are aware that the Trust has no control when patients</p>	<p>Since 1 May 2018 A&E have dedicated 24 hour facilities team who continually monitor all areas and are immediately available if</p>	<p>All completed</p>	

Issue/ area	Response from the Trust	Action	To be completed by...
<p>don't leave toilets in the state they found them but we would like to see assurances that there is a regular cleaning schedule for toilets within the department.</p>	<p>areas found to be unclean.</p>		
<p>We would like to see the trust review the 'Welcome to Accident and Emergency' leaflet as we do not think that the Trust should have an advertisement on the leaflet for an accident claim specialist.</p>	<p>This information is to signpost patients to appropriate insurance companies which if successful see the NHS reimbursed with costs related to the accident.</p>	<p>None</p>	
<p>We would like to see the Trust review the patient pathway for accessing x-rays within the department. This has been raised as an issue during this event and was also raised at the last event (July 2017). Patients have asked if requests for x-rays could be undertaken as part of triage. Not having this in place appears to delay treatments and consultations and could reduce the time spent by</p>	<p>The triage team do consider if and x-ray can be expedited at the point of triage. But in some cases the patient needs to be seen by a clinician before a decision to arrange an x-ray is made.</p>	<p>None</p>	

Issue/ area	Response from the Trust	Action	To be completed by...
patients within the department.			

Appendix One: A and E Listening Event Survey

A&E Listening Event 19th March 2018



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

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

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!