



Listening Event Feedback Report

January 2020

Accident & Emergency
Department

Southport & Ormskirk
Hospital NHS Hospital Trust

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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 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 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 Cheshire & Merseyside and a regional North West Healthwatch network.

Introduction

On Monday 13th January 2020, Healthwatch Sefton worked in partnership with other local Healthwatch organisations to hold listening events at Accident & Emergency (A & E) departments across Cheshire and Merseyside. This report details the findings from the visit we undertook at Southport & Formby District General Hospital (Southport & Ormskirk Hospital NHS Trust).

This report provides the feedback we gathered about Southport and Ormskirk Hospital NHS Trust A & E department during the listening event. We visited the department to find out why people were attending and provide the provider and the local commissioner (NHS Southport & Formby Clinical Commissioning Group) with some local independent data.

Southport & Ormskirk Hospital NHS Foundation Trust.

Southport and Ormskirk Hospital NHS Trust provides healthcare in hospital and the community to 258,000 people 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.

(<https://www.southportandormskirk.nhs.uk/about-us/> accessed 30.01.2020)

How we planned the listening event.

Two surveys were used. The survey which can be found in Appendix one, was used to capture feedback from patients whilst waiting/ receiving treatment. Patients were given a second survey to take away and fill in after their visit so that we could gather further information about their patient journey (this survey can be found in Appendix two). A freepost envelope was provided with the 'After your visit to A & E survey'.

Two separate visits were planned to take place on the 13th January 2020. The first visit was scheduled to take place 8:00 – 11:00, with the second taking place 16:00 – 19:00.

People who took part in the visit.

Visit One.

Wendy Andersen. Healthwatch Sefton Engagement & Participation Manager.
Anne Major. Enter and View Authorised Representative.

Visit Two.

Diane Blair. Healthwatch Sefton Manager
Brian Clark OBE. Enter and View Authorised Representative

All members of the team are DBS checked (Disclosure & Barring Service) and have completed Adult & Children Safeguarding training and are authorised to undertake visits on behalf of Healthwatch Sefton.

Summary and Themes.

- **29** surveys were completed with patients during the listening event, **13** during the visit which took place between 8:00 – 11:00 and **16** during the afternoon/ early evening visit (16:00 – 18:30).
- **48% (14 patients)** who completed the survey identified as **female**, with **28% (8 patients)** identifying as **male**. **7** patients didn't answer the question.
- The main reasons for patients attending the A & E department (AM) were injuries relating to **falls** and **issues with pain**. During the afternoon/ early evening, **eye conditions** and **cardiac/ chest pain** were the main reasons for patients attending.
- **Eight** patients (am) and **13** patients (pm) had attempted to access other services prior to attending the A & E department. Patients had mainly tried to access services at their **GP practice** or had been in contact with **NHS 111**.
- **Seven** patients told us that they had attended A & E as they could not get an appointment with their GP. **Three** of the seven patients were registered at **St Marks Medical Centre**.
- The main reason why patients didn't try going anywhere else prior to attending A & E, was ***"it was too urgent, it was an emergency"***.
- **Eight** patients shared that they had difficulties in accessing health and care services at other places, **Six** of the eight patients told us that this was at their GP practice, **five** having difficulties with booking appointments, **one** sharing that waiting times were an issue.

- When asked, 'How did you get to the A & E department, the majority of patients **(12)** shared that they had been '**driven there by someone else**'.
- **20** patients **(74%)** had been seen **within one hour of arriving** at the department.
- **58%** of patients **(11 patients)** felt that they had **been kept informed** at each stage of their treatment.
- **Staff updated patients** on how busy the department was.
- Staff **introduced themselves**. This shows that the 'My Name is.....' campaign is working.
- Overall, **staff attitude** was the main reason why patients had a **positive experience**.
- In looking at what could be improved, **six** patients who visited the department in the afternoon/ early evening shared that '**waiting times**' could be improved.
- **68%** of patients **(17 patients)** had **not** previously used the Accident & Emergency department in the **past 12 months**.
- We observed patients being **triaged quickly** on arrival.

Survey results.

A total of **29** surveys were completed during the Listening Event. Surveys were completed by people who had 'walked in'/ been referred into the department.

13 patients were spoken with during the morning visit. The department was extremely quiet from 8am with the majority of patients walking into the department between 10am and 11am.

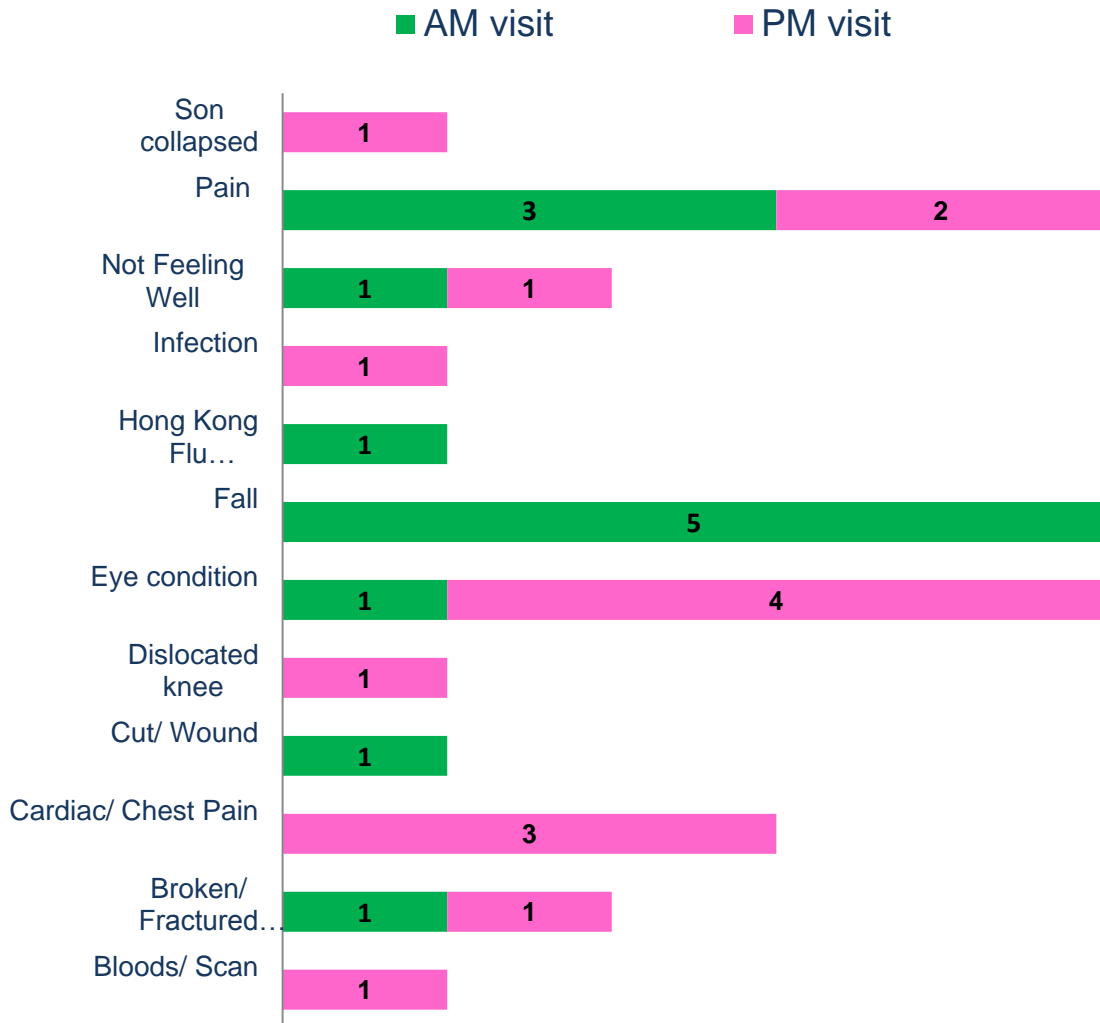
16 patients were spoken with during the early evening visit. On arrival the reception area was observed to be busy, the seating area within the main waiting area full. Between 16:00 and 16:45 we spoke with **13** patients in the main waiting area and the minor's area, with **three** patients filling in the survey between 16:45 and 18:15.

Patients travelled to access treatment from.....



From the information shared, the majority of patients (**14**) who were waiting for treatment were Sefton residents and from the Southport area.

Why people attended the Accident & Emergency Department on Monday 13th January 2020



In looking at the main reasons for attending, for those who attended on Monday morning, the main reasons were **falls** and conditions relating to **pain**. When looking at those attending in the afternoon/early evening, **eye conditions** and **cardiac/chest pain** were the main reasons for attending.



In looking at the reasons why people decided to attend, the following comments were shared.

Advice from NHS 111 and no GP appointments.

Bad fall on Friday evening.

Blurred vision and have had a headache since Friday.

Compound fracture of little finger on right hand.

GP sent me as have just come back from travelling back from the far east and have symptoms of Hong Kong Flu. Have had Pneumonia in the past.

Had a fall and think I have concussion so want to have a CT scan.

Heart problems.

Husband fell down the stairs.

I am a type 2 Diabetic.

Just cut hand open.

Last night felt ill, my head went peculiar.

Moving sand rock in garden and heard 2 bones crack.

Mum fell and injured her wrist.

My wife has an infection.

Need bloods taken and a scan, referred by a hospital nurse.

Pain in upper stomach, spoke to 111 and they suggested I came.

Pain started on Saturday. Back gone can hardly move my legs.

Referred to A & E by the Ophthalmology clinic at Burscough Health Centre.

Shoulder pain.

Scratch to eye.

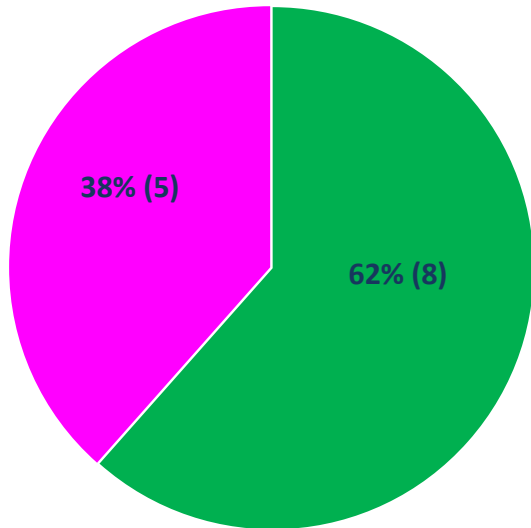
Sudden blurring of sight in left eye.

The optician referred me immediately. I think the optician should have seen to me.

DRAFT

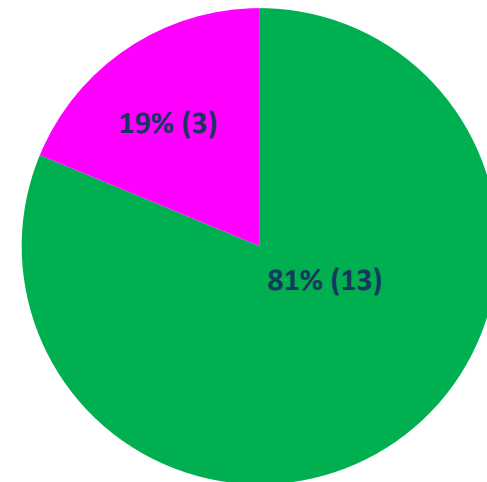
Have you tried going anywhere else instead of A & E? (8:00 - 11:00)

■ Yes ■ No

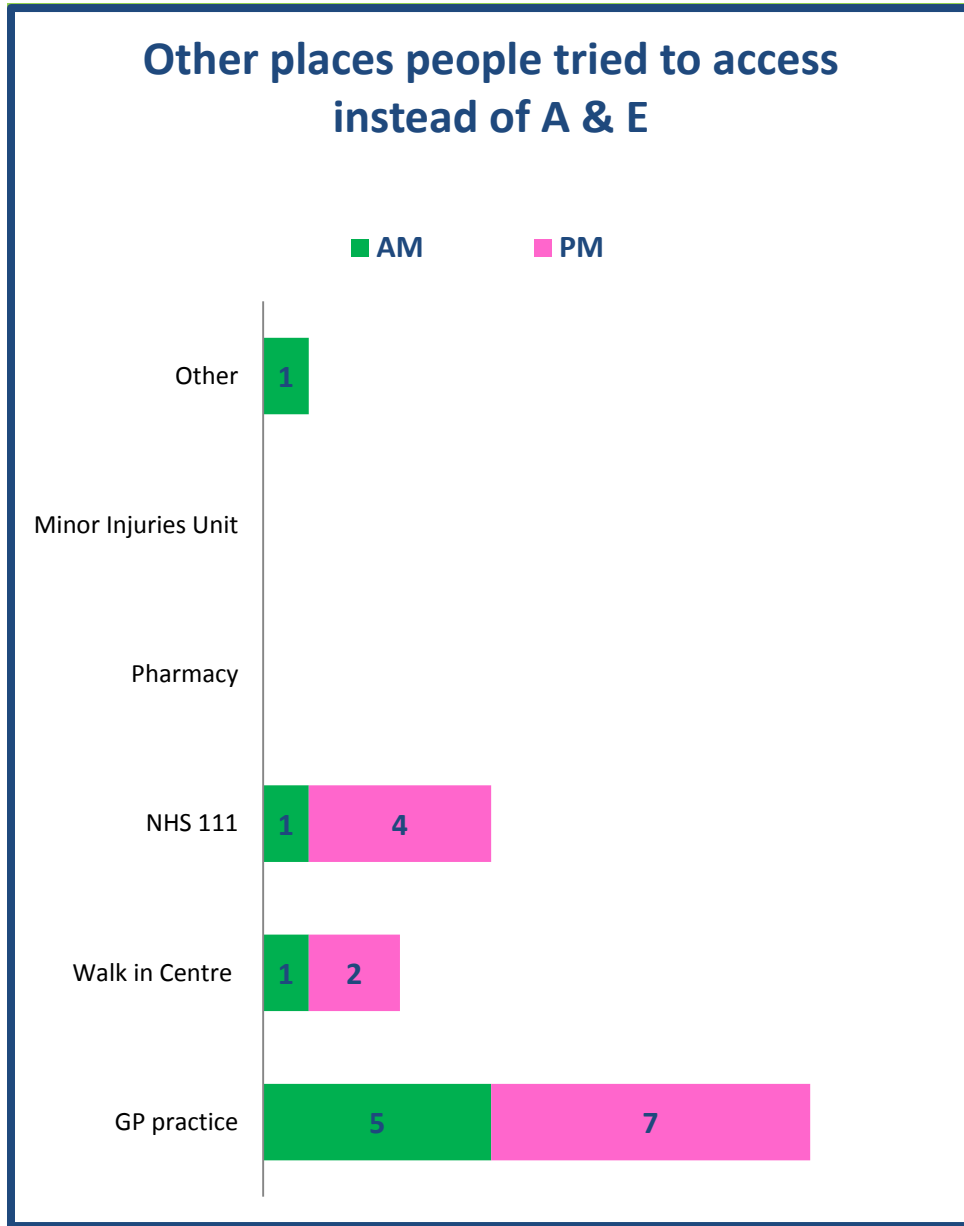


Have you tried going anywhere else instead of A & E? (16:00 - 17:30)

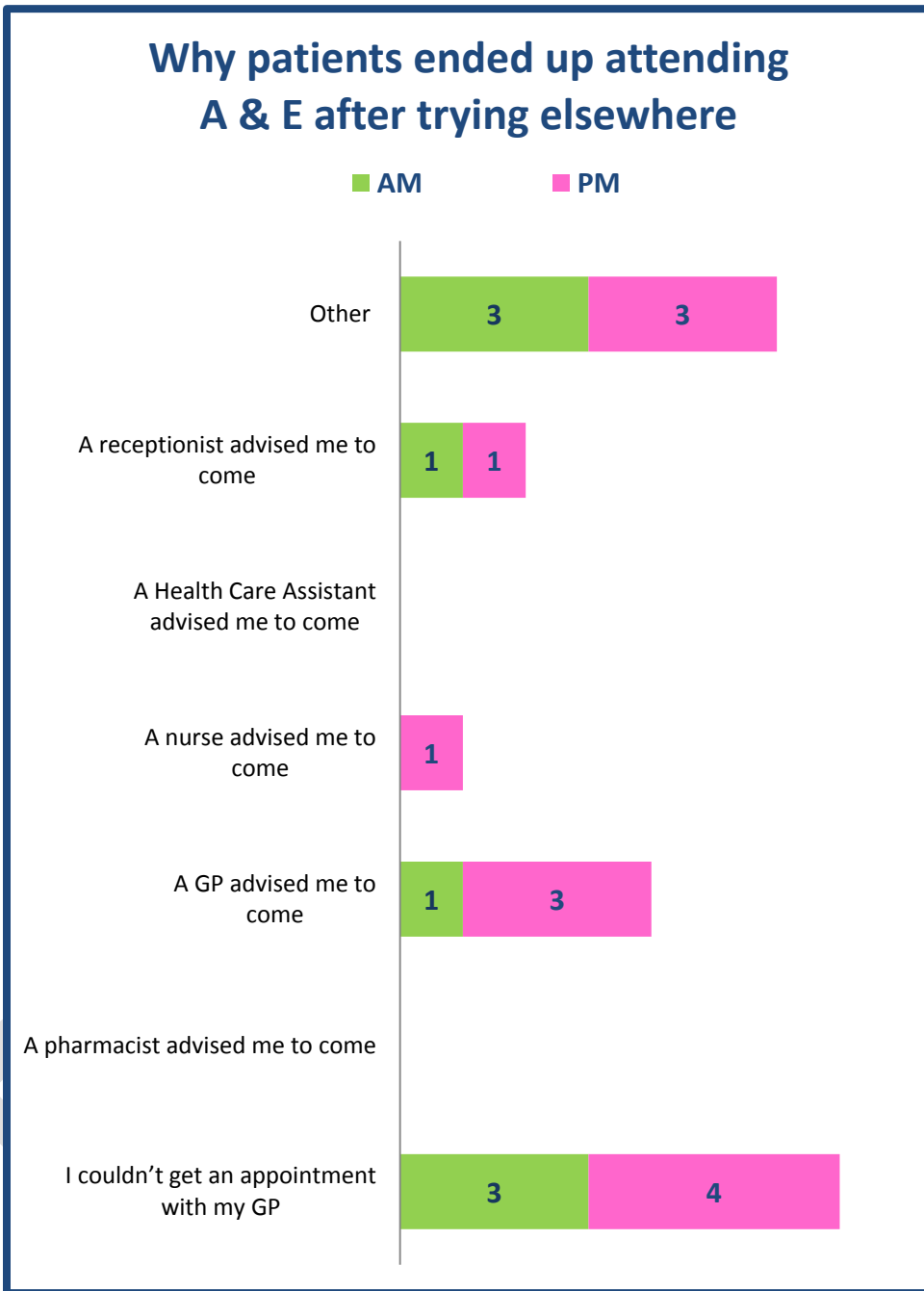
■ Yes ■ No



Eight patients during the morning visit, and **13** patients in the afternoon/early evening visit, had attempted to access other services prior to deciding or being sent to the A & E department. The places which people had accessed prior to attending are shared on the next page.



The majority of patients (both am and pm) had accessed their individual **GP practices**, with **NHS 111** also being accessed. The service which comes under 'Other' was an **Optician** who then referred the patient to A & E.



The above was shared with us about why patients had attended A & E after contacting other services. **Seven** patients had attempted to book an appointment with their GP and couldn't get an appointment. **Four** patients had been advised to attend by their GP. In looking at the 'other' category, NHS 111 had advised **five** patients to attend, with **one** patient (am) being advised to attend following a visit to their optician. Patients shared the following information;



For those contacting NHS 111

“Asked if we needed an ambulance and were told to come here”.

“Suspected detached retina.”

For those contacting their GP practice

“I could not get through on the phone, was in a long queue (43 in the queue) just after 8am. I was going to keep on waiting but I am on my own so I was frightened”

“GP practice referred me to come to to A & E”

“Length of wait for appointment.”

“GP not sure about how to treat me.”

“Unable to get in touch with my GP.”

“Said it sounded like an emergency so go straight to A & E ”

“They said I needed an ECG.”

“To see an eye specialist.”

"No other professionals were available to see me"

"Because GP had no appointments and 111 nurse advised me to come."

For those who attended a walk in centre

"They had x-rayed my finger but they said it needed to be reviewed."

"Needed further tests."

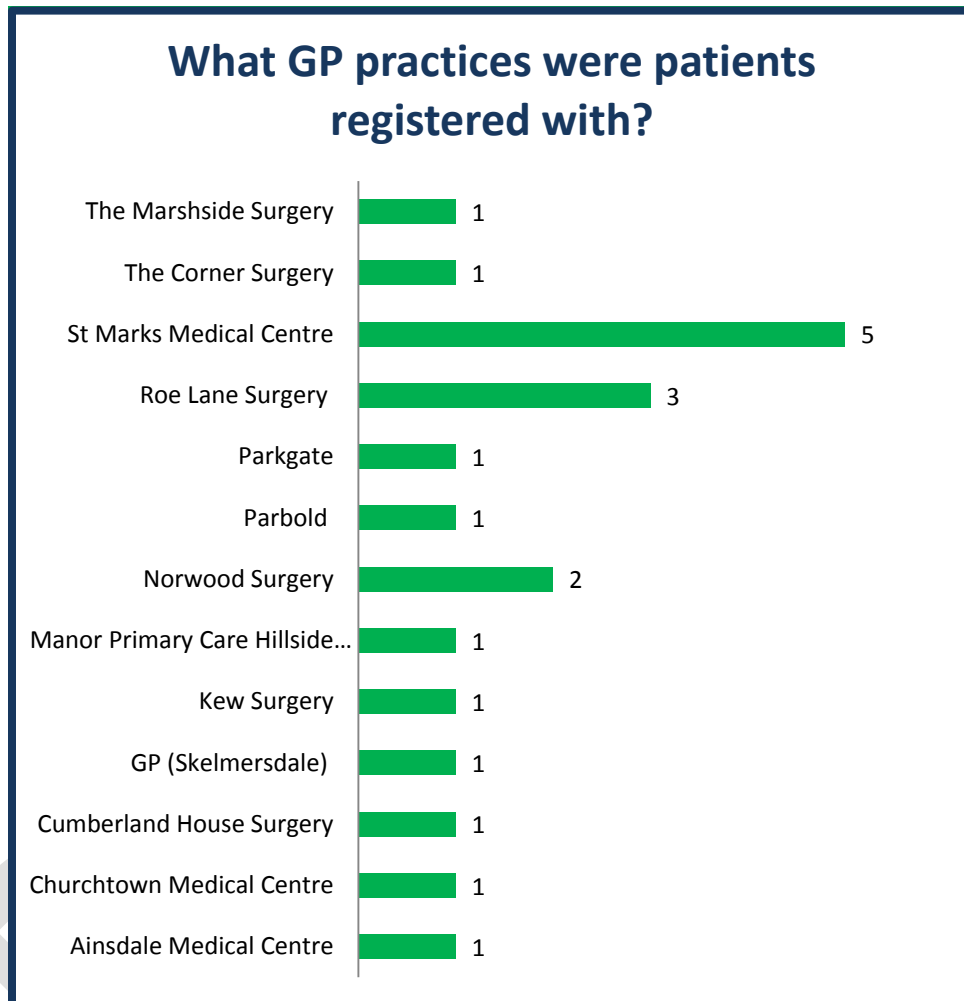


Seven patients told us that they had attended A & E as they **could not get an appointment with their GP**. Patients were registered at the following practices;

Name of practice	Number of patients
Cumberland House	1
"Manor Primary Care Hillside. (Skelmersdale)"	1
St Marks Medical Centre	3
The Marshside Surgery	1
Not specified	1

Three patients had attended the department as they had contacted **St Marks Medical Centre**, based in Southport and were unable to get an appointment.

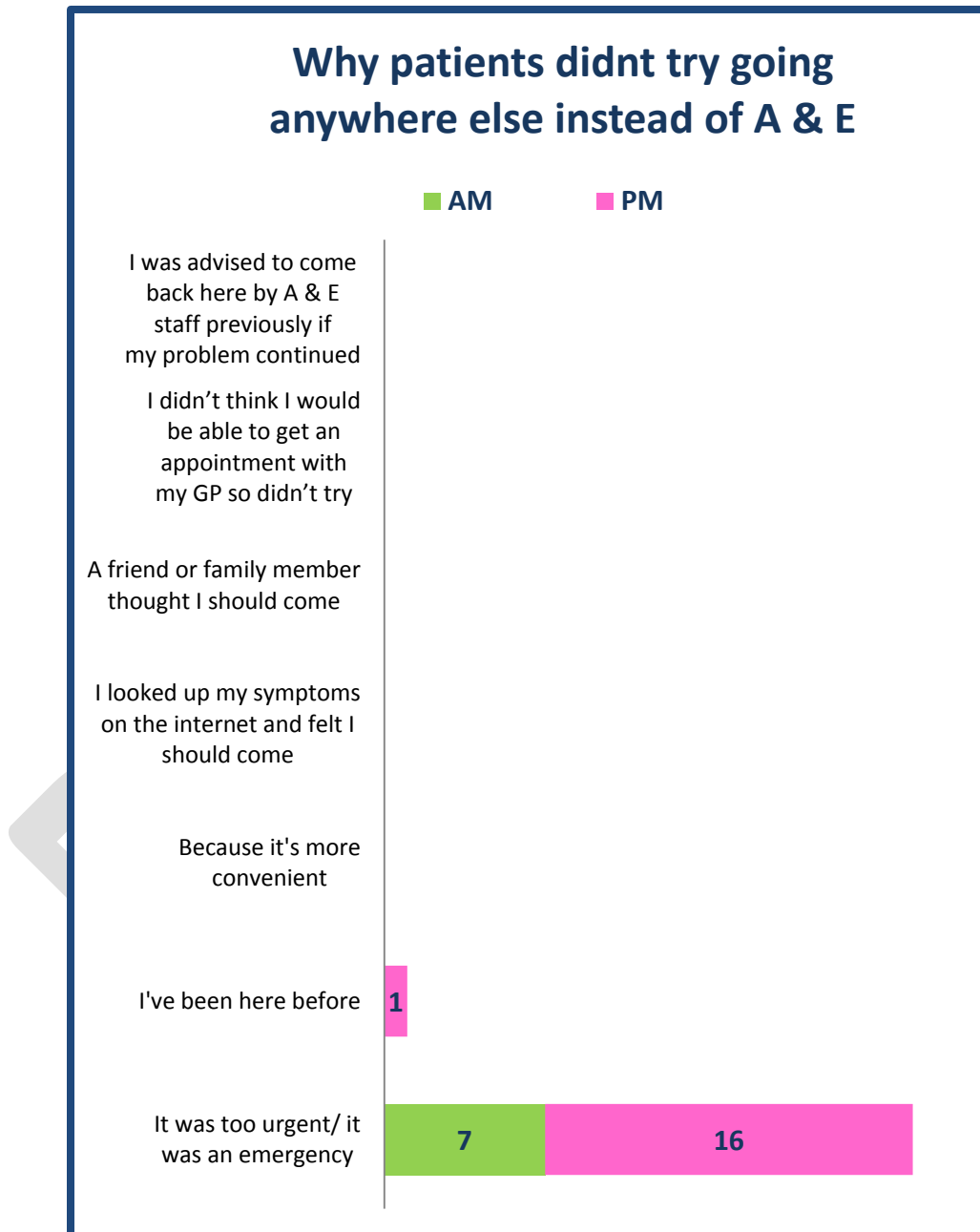
We asked all patients filling in the survey, to tell us which GP practices they were registered with and they shared the following;



From those answering this question and looking at the top responses, **five** patients were registered with St Marks Medical Centre, with **three** patients registered with Roe Lane and **two** with Norwood surgery.

In reviewing the location of the **13** practices, **nine** practices were based in Sefton, with **four** practices based in Lancashire.

When we asked why patients had not tried to access any other service prior to attending A & E, the main reason was **'because of an emergency situation/ the health condition was too urgent'**.



The following information was shared with us about why patients had not tried to go anywhere else before deciding to attend the A & E department;



“Back has gone”

“It’s a fall”

“Cut hand open”

“I have type 2 Diabeties”

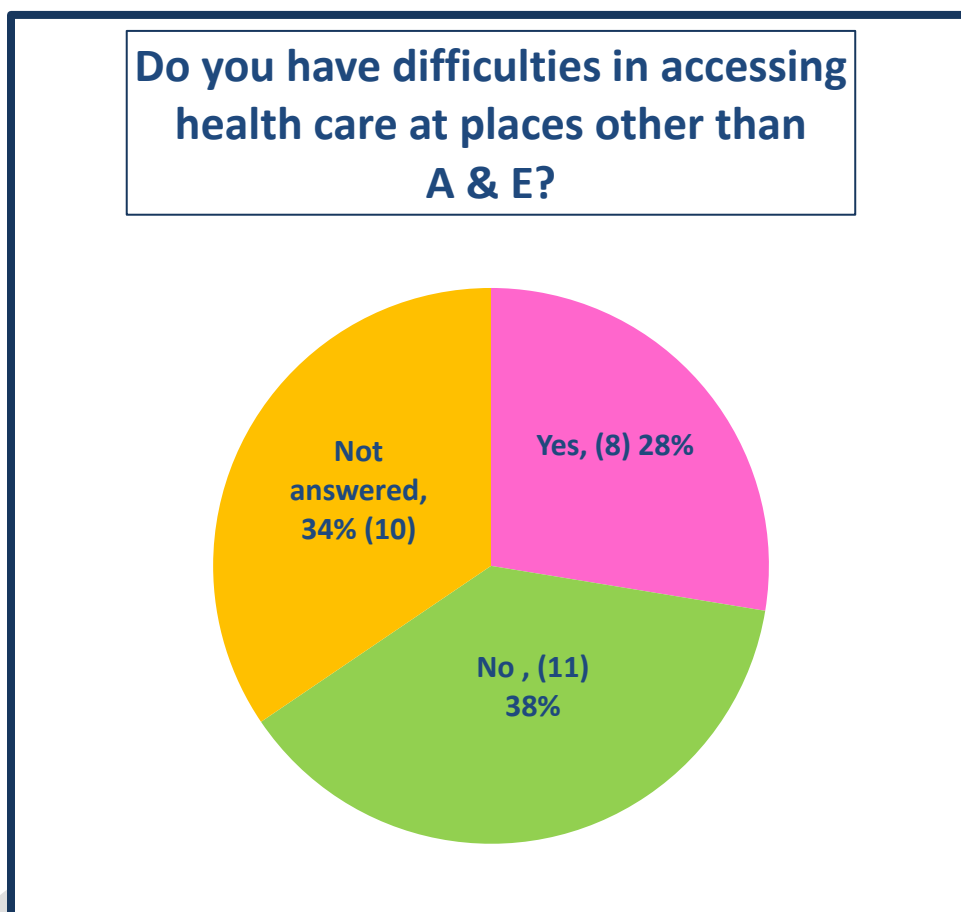
“I was told that the care and facilities I need are here and not available at the clinic”

“It is the nearest A & E to my house”

“Need to know what my blood levels are”

“Possible low platelates and urgent help needed”

We asked patients what difficulties they have in accessing health and care in general.



In looking at the **eight** patients who told us that **they did** have difficulties accessing health care in other places, **six** patients shared that this was at their **GP practice**, **five** expressing their concerns with **booking appointments** and **one** sharing that there were problems with **waiting times**.



"We did consider going to the GP but knew there would be a long wait and it was becoming quite urgent".

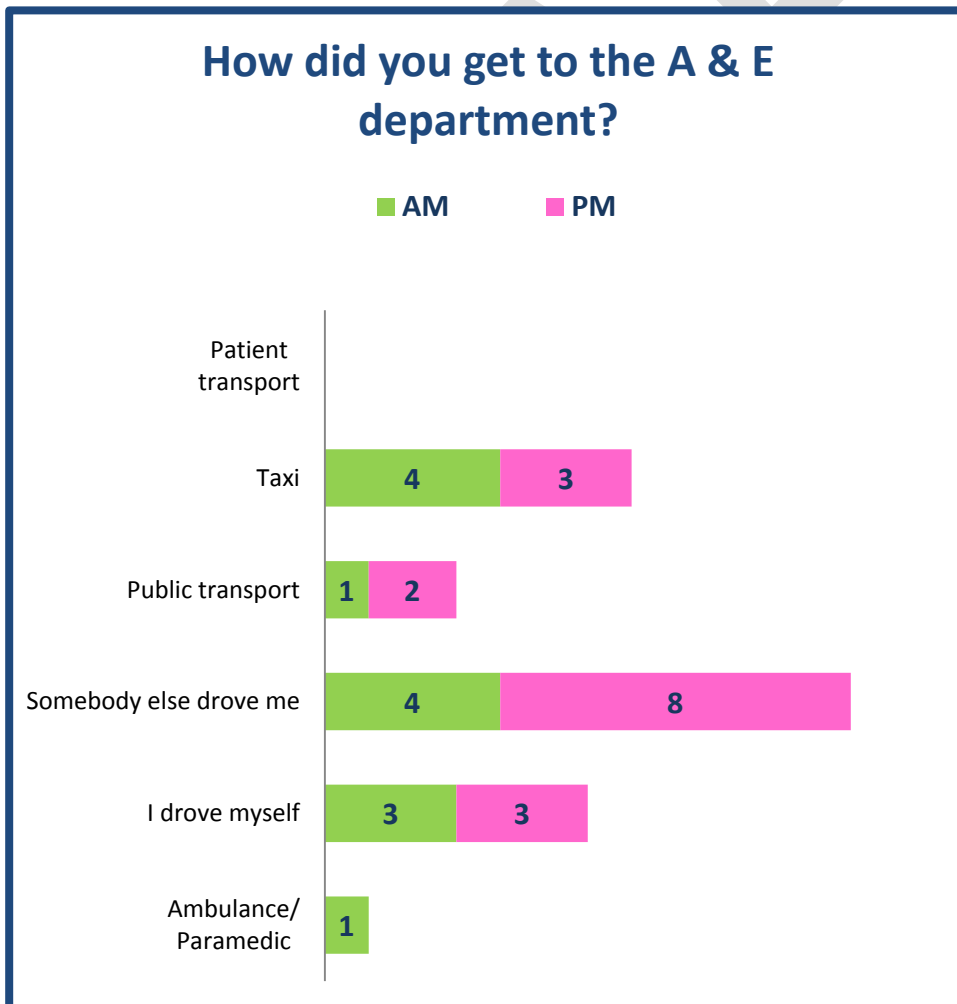
"Takes ages to get an appointment anywhere including GP"

"Cannot phone until 8:30 but I have to leave for work at 8:30"

"Difficult to get through on the doctors phone"

"No. All OK".

We asked patients how they had travelled to the department and the following was shared.



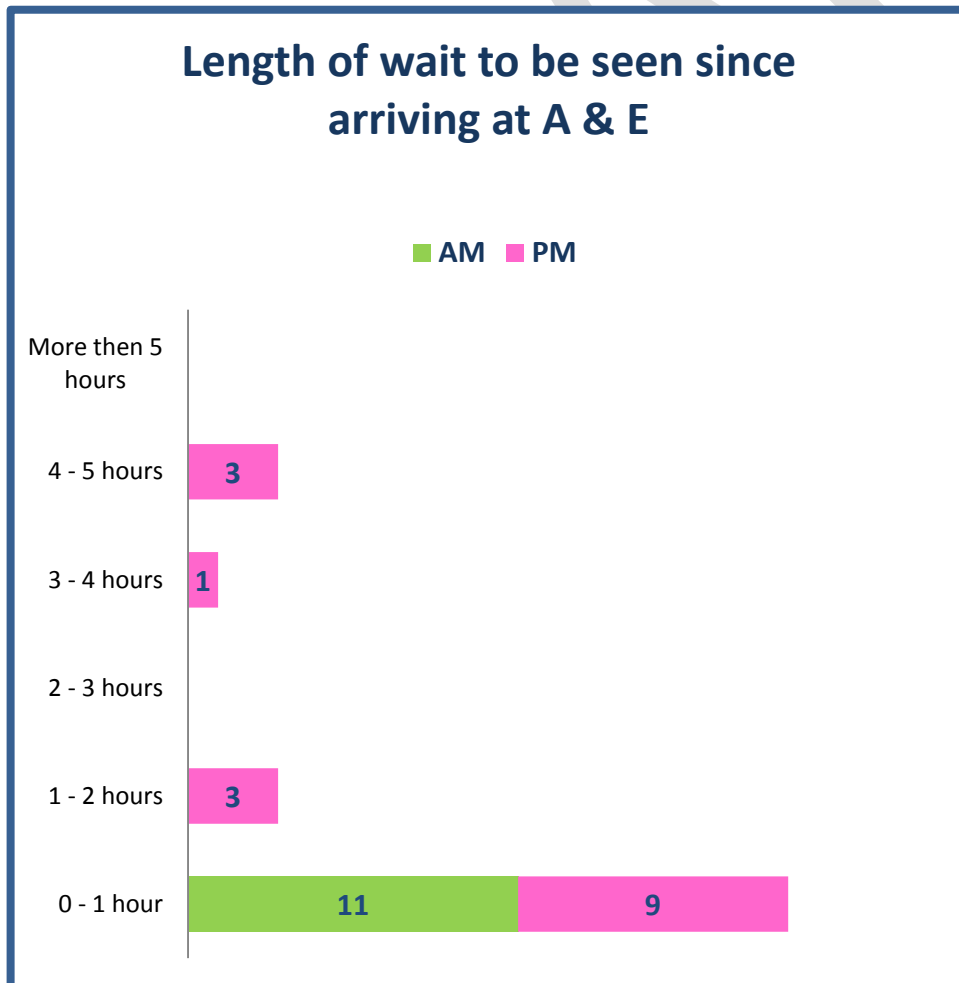
Overall, the majority of patients had been **'driven by someone else'** (12 patients), this being more so for those patients who had attended in the afternoon/ early evening. Using a **taxi service** was also popular as was **patients driving themselves**.

Only **one** patient we spoke to had come into the department by Ambulance/ Paramedic. The patient's family rated the care received as **'5'** (Excellent). The patient was being treated in 'Majors'. When asked why they had rated care as a **'5'** they shared;



"The ambulance was prompt, staff were courteous, considerate and knowledgeable"

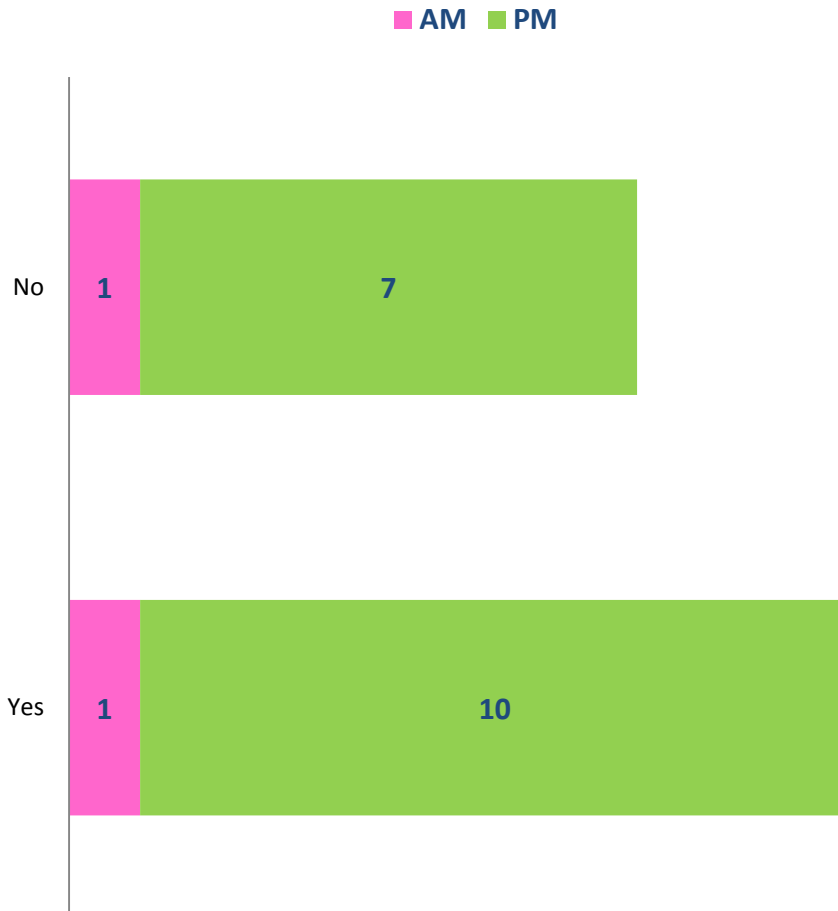
We asked patients how long they had waited to be seen since arriving at the department;



The majority of patients (**20 patients**) told us that they were **seen within one hour** of arriving.

Three patients attending in the afternoon/ early evening told us that they had been waiting between **four – five hours**.

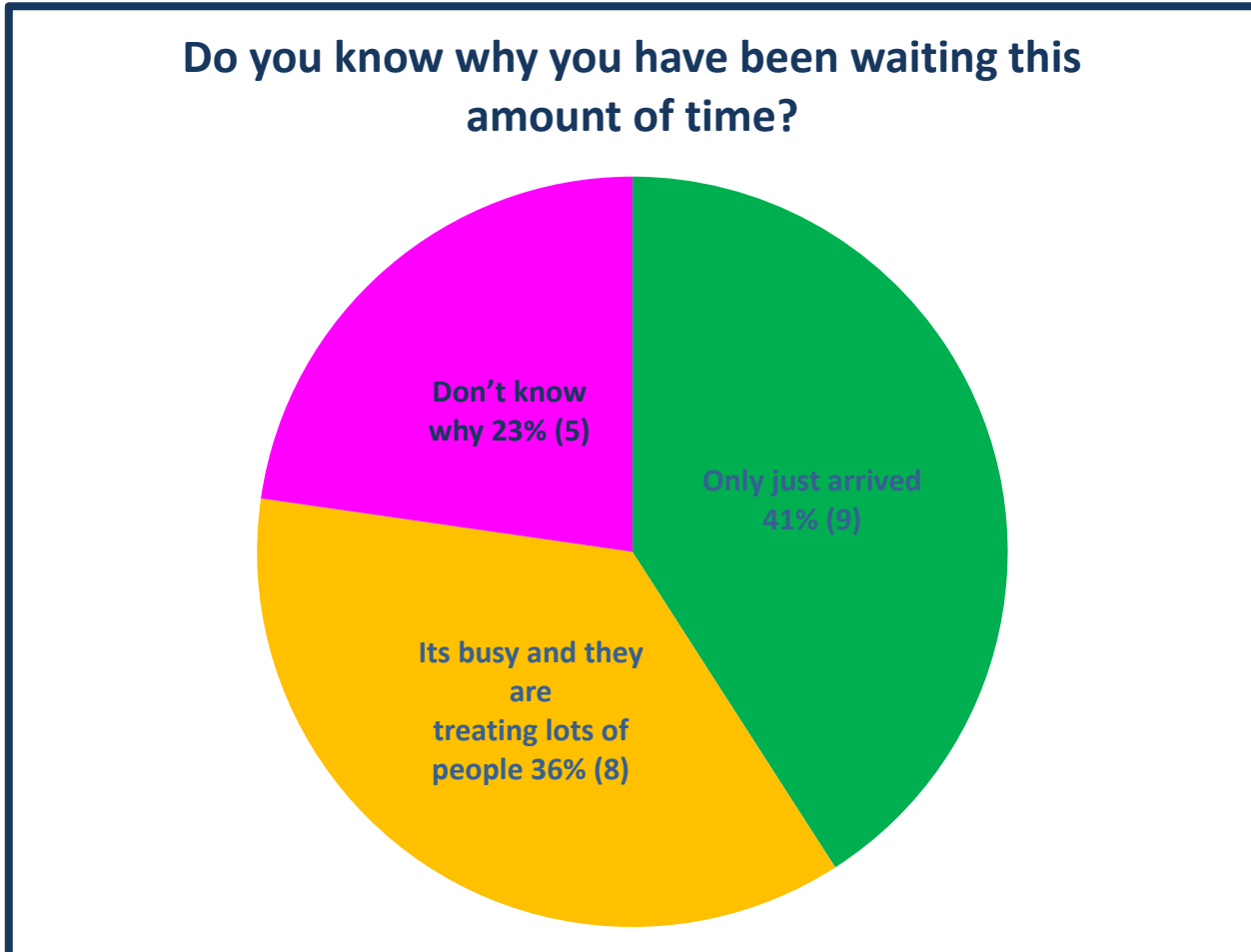
Have you been kept informed about timings or delays at each stage?



11 out of 19 patients (58%) felt that they had been kept informed at each stage of their treatment.

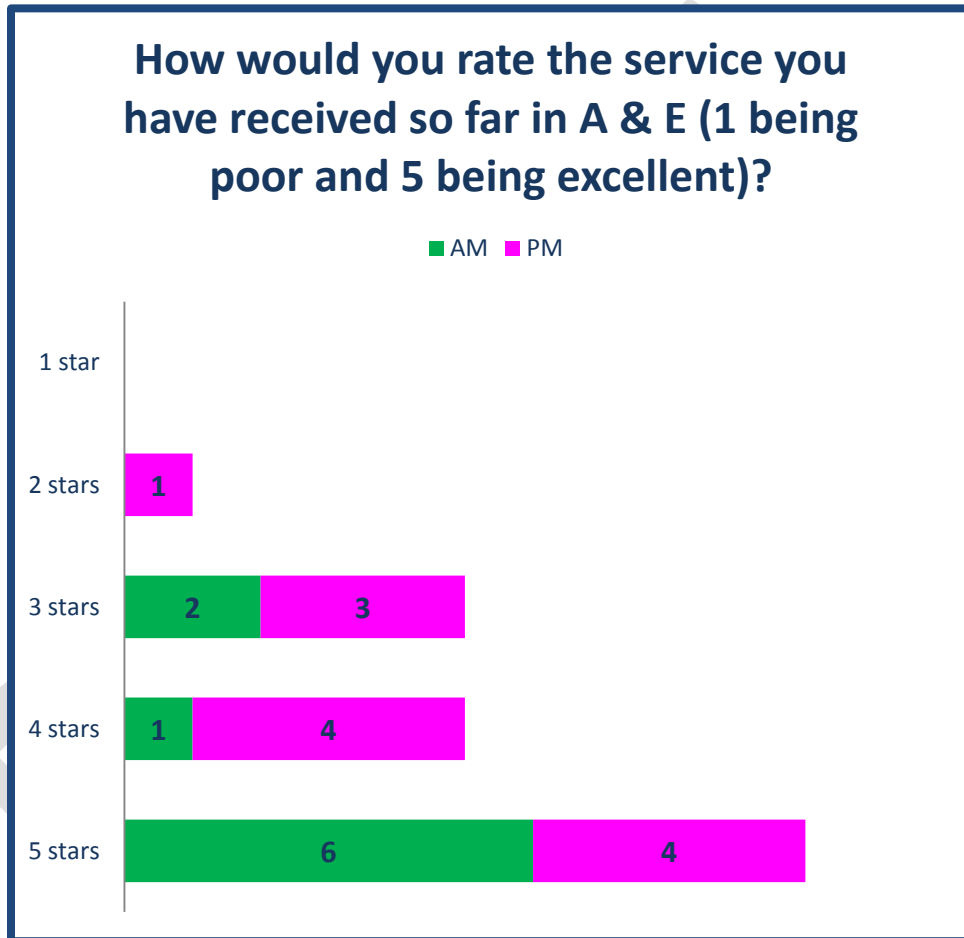
Eight patients told us that the **Triage nurse** had kept them up to date, with **two** patients sharing that a whiteboard had been kept updated, and **one** patient sharing that information had been displayed on the TV in the waiting area.

We asked patients if they had known **why** they had been waiting.

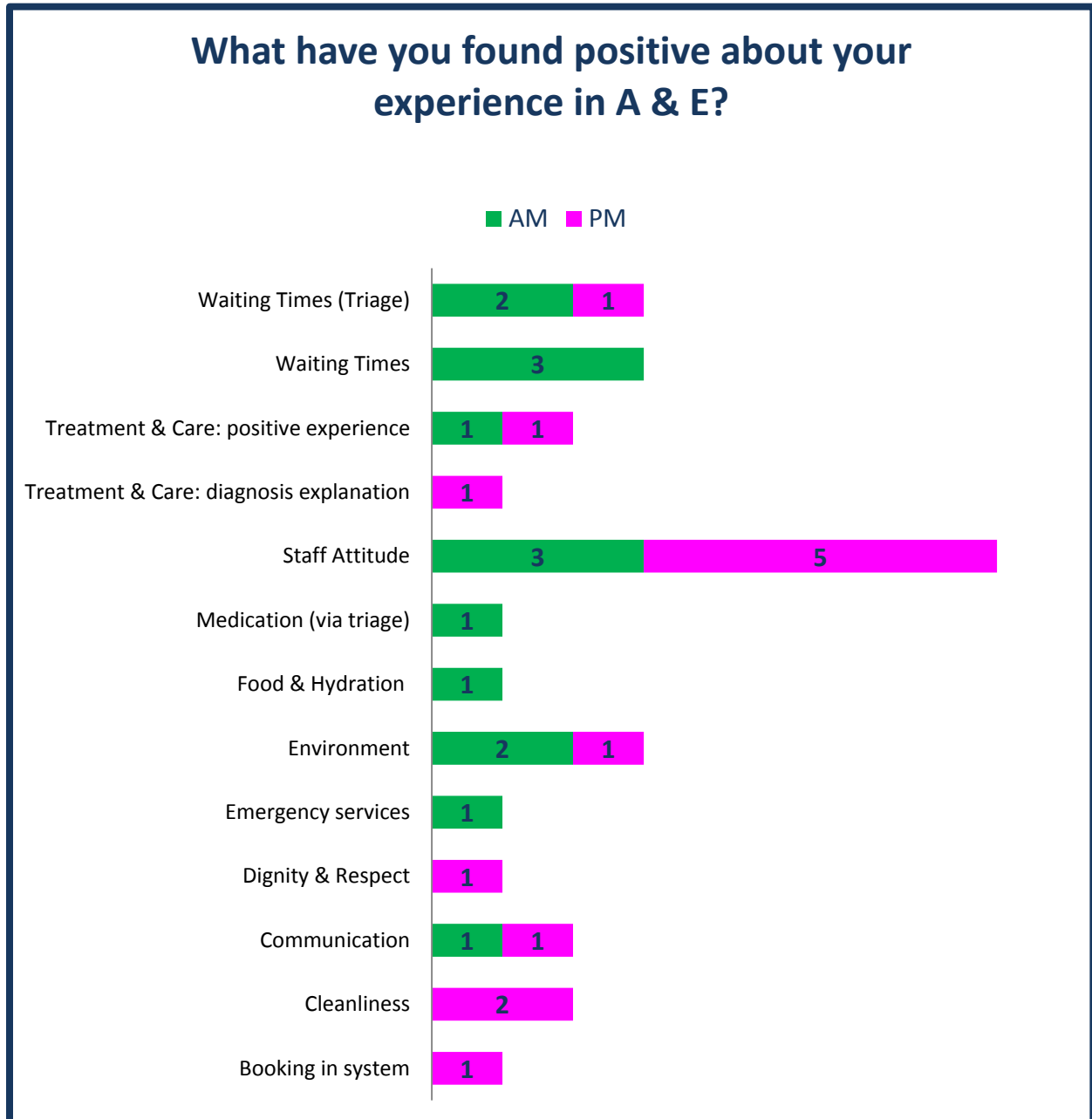


Patients told us that staff had updated them on delays, the main reason being that the department was busy as they were treating lots of patients. **Five** patients didn't know why they had been waiting. **Nine** patients hadn't been waiting as they had only just arrived.

We asked patients to rate the service they had received so far using a star rating. A star rating of '1' was 'poor' with '5' being excellent. **48% of patients (10 patients) gave the service they received '5' stars. Five patients gave the service a '4' star rating. No patient gave the service a '1' star rating.**



We asked patients what they found positive about their experience on the day. Overall **'Staff Attitude'** made the patient experience a positive one. **Waiting times** and the **environment** were also cited by those patients in the department during the morning, with **cleanliness** being also cited by those attending during the afternoon/ early evening.



The following comments were shared about **positive** experiences;



"Good Environment. Waiting time not too long. Dr was great, explained everything. Everyone said ""My name is....."""



"Pleasant staff. In past have waited a while but don't mind"



"Triage straight away. Not many people here"



"Only just arrived. Last visit, I wrote an email as they were very good"



"Triage gave her painkillers straight away and a cup of tea to mum and me"



"In the past, service has been superb and the speed seen, you cannot fault them"



"Have only just arrived so I can't comment"



"Everything, the ambulance, the reception and staff"



"All been good!"



"Staff nurses are very helpful. Its clean and the staff are friendly"



"It's the NHS, what do you expect?"



"Good, don't close our A & E!"



"Friendly staff. Tracy came out and apologised several times for the wait"



"Diagnosis explanation"



"Friendly reception staff, nice clean waiting room"

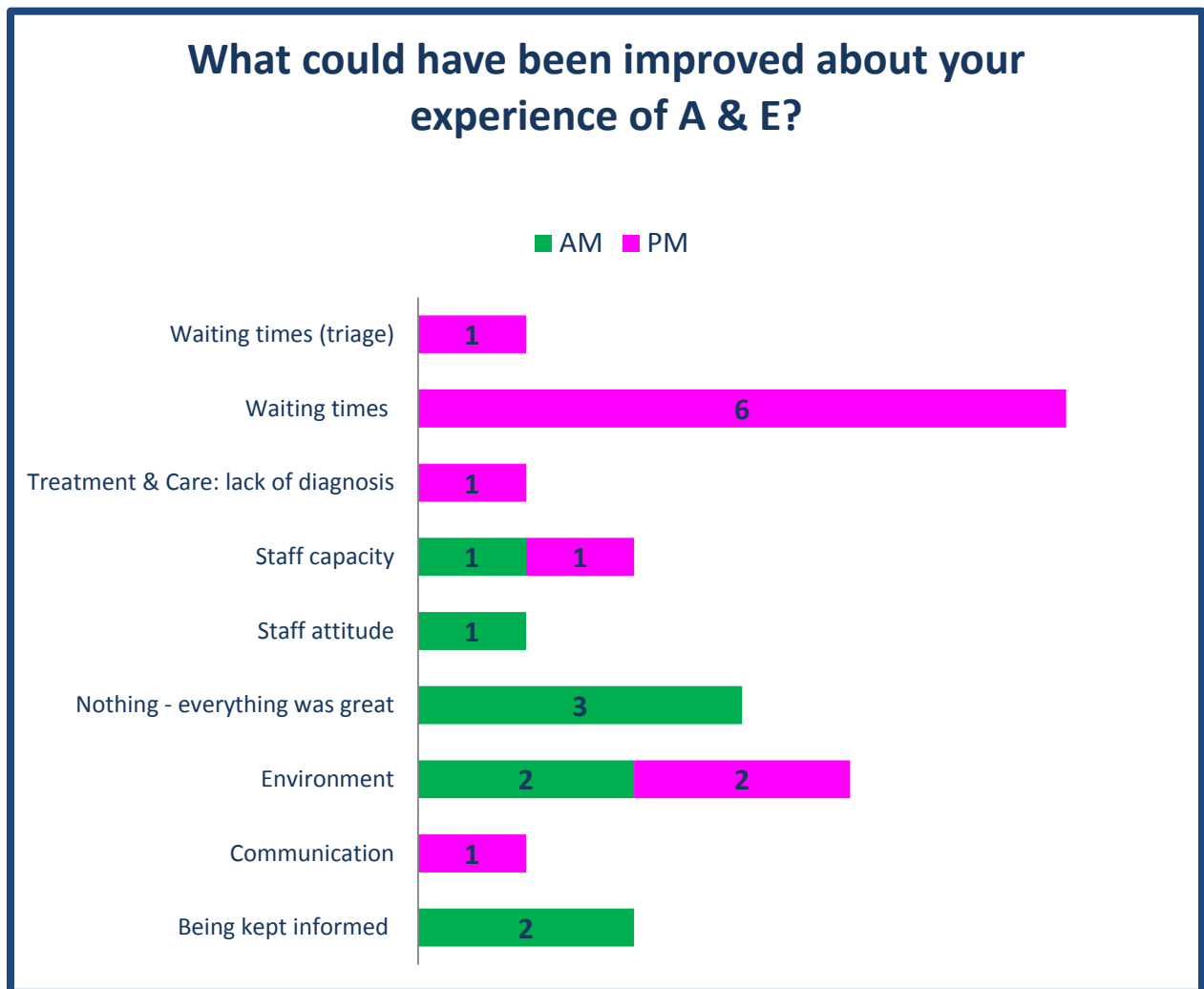


"Treated with respect and department was comfortable"



"Helpful staff."

We asked patients what could be improved about their experience. For those patients who were in the department in the afternoon/ early evening, the main area for improvement was cited as **waiting times**, six patients sharing this feedback. For those who we spoke to during the morning visit, the main feedback shared was **‘nothing, everything was great’**.



The following comments were shared;



"Keeping relatives informed"

"Temperature - very hot!"

"Automatic doors on the entrance"

"Friendliness of Senior Triage Nurses"

"Only just arrived, so no other comments"

"This is the first time I have been here"

"I know they are all busy but would be nice to know how long you will wait"

"More staff needed"

"Time waited just to get to triage"

"I was forgotten about and apologised to after this was realised"

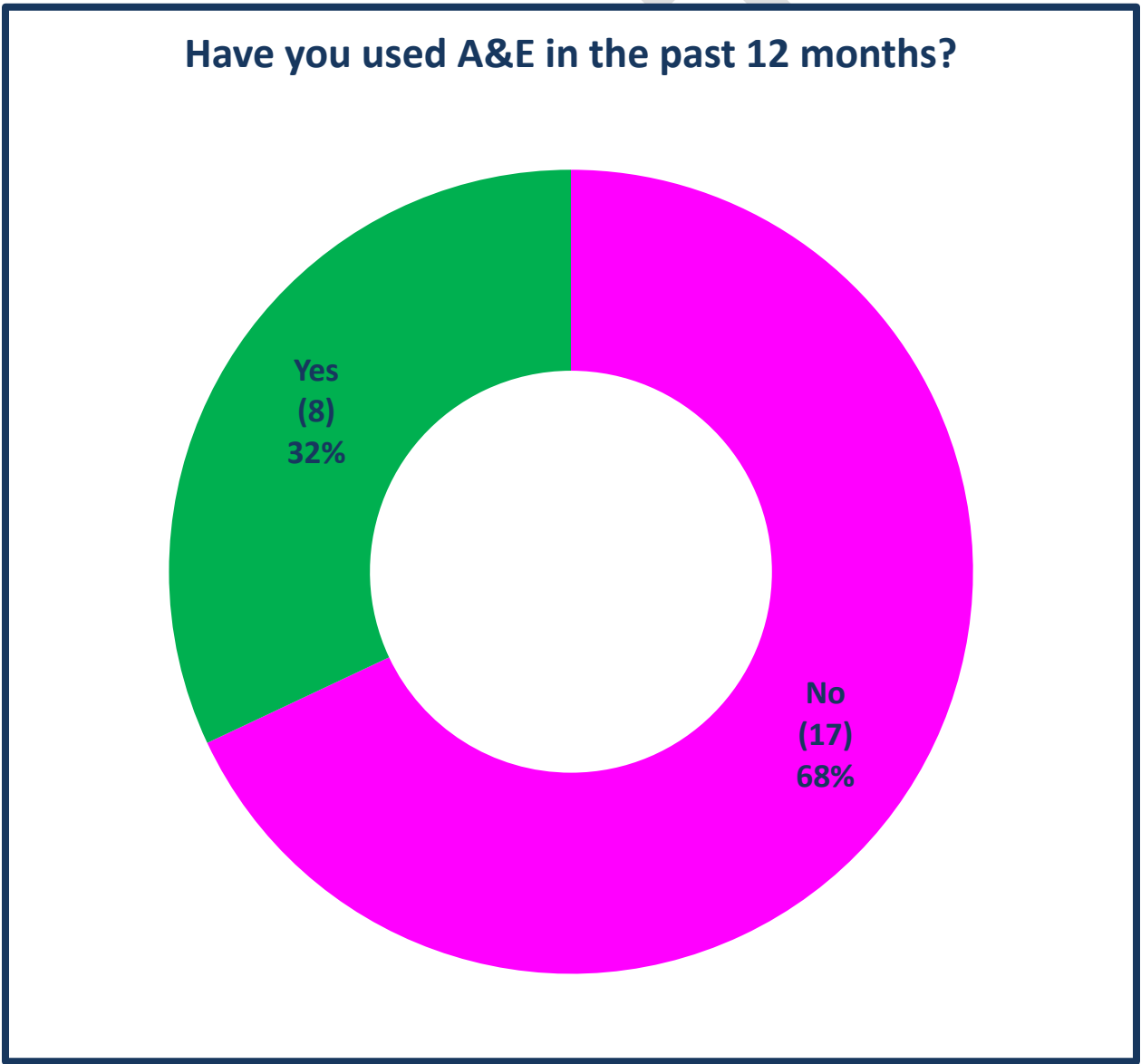
"More seats are needed in the department"

"Waiting times"

"A & E space"

"More information about waiting times and more staff would help"

We asked patients if they had used the Accident & Emergency department in the past 12 months.

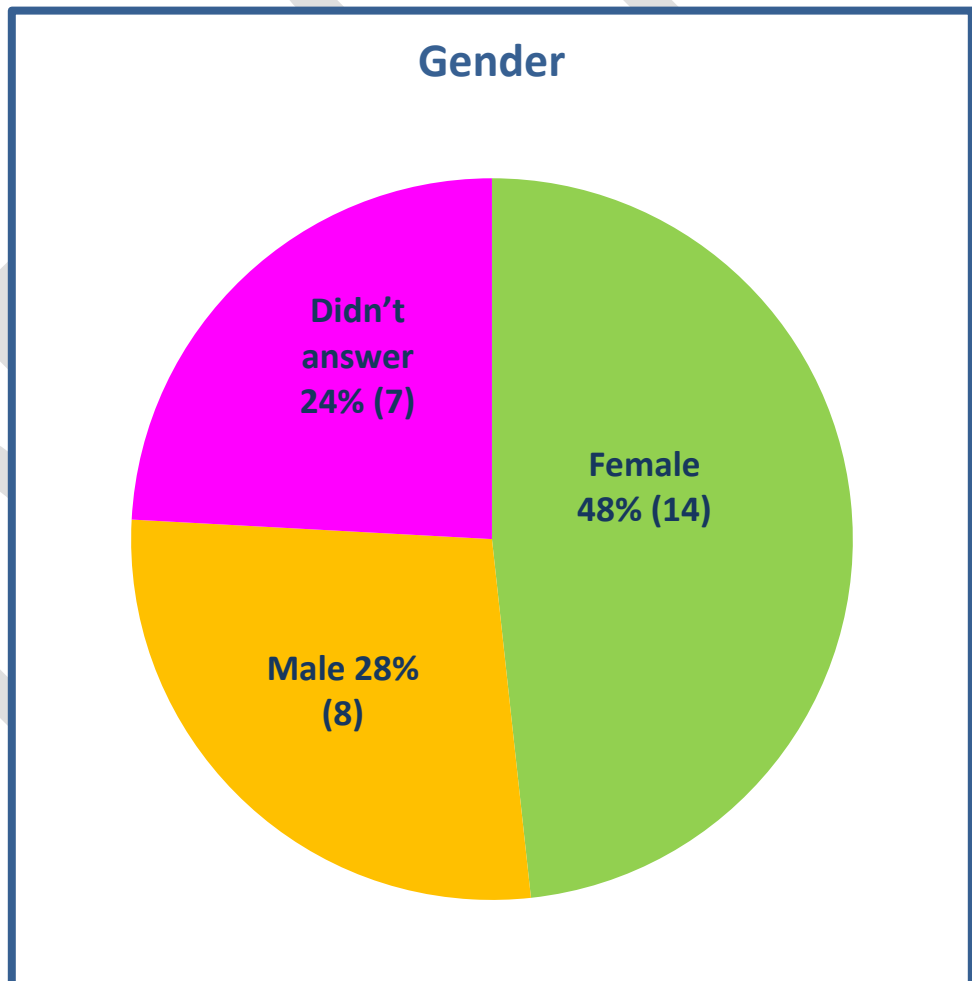


Of the **eight** patients who had previously used the A&E department in the past 12 months, **three** patients had used it **once** previously, with **four** patients using it **twice**. **One** patient had previously used the department **three** times in the past 12 months.

Who we spoke with.



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



Patients we spoke with identified their age as the following;



15 – 19 years = 0



20 – 24 years = 1



25 – 29 years = 2



30 – 34 years = 1



35 – 39 years = 3



40 – 44 years = 1



45 – 49 years = 0



50 – 54 years = 0



55 – 59 years = 4



60 – 64 years = 1



65 – 69 years = 2



70 – 74 years = 2



75 – 79 years = 2



80 and over = 1



Not stated = 9

Observations made by the Healthwatch Sefton team during the Listening Event.

Morning visit.

- The Healthwatch Sefton team were on site in the main waiting area of the department from 8am and the department was extremely quiet.
- They spoke with **two** patients between 8am – 9am, **two** patients between 9am and 10am, with **nine** patients being spoken with between 10am and 11am.
- The team observed a patient being called into triage within **two** minutes of walking into the department and then coming out of the triage room in less than **one** minute.
- The team observed that the television in the main waiting area was advertising specific care homes and 'Injury Claim' companies and questioned how appropriate this was?

Afternoon/ early evening visit.

- The Healthwatch Sefton team were on site in the main waiting area of the department from 16:00 – 18:30.
- They spoke with **11** patients between 16:00 – 17:00, **three** patients between 17:00 and 18:00 and **two** patients from 18:00. As the waiting area became quiet from 18:15 with few patients walking in, the team left at 18:30.
- The main waiting area was very busy on arrival.
- Patients waiting in the 'minors' area, were being seen to very quickly for their initial triage.
- The department displays comprehensive information on a wall about the triage process. For example, patients can see from the diagram that on admission, they check in and are assessed. We found this a good way of educating and supporting those using the department what process is being followed.

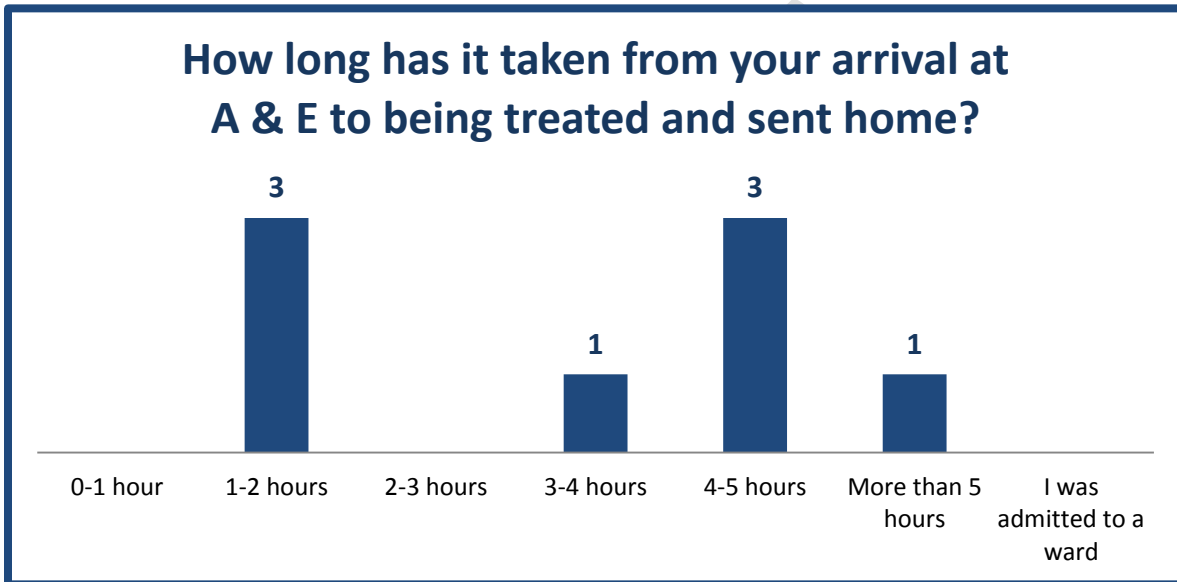
- The department was extremely warm and patients were telling us that they were too hot.
- There was a water cooler in the department and patients and people accompanying them were accessing it. There were also water jugs and access to juice in the 'minors' department. **It was great to see this in place and being used as this was one of our recommendations from a previous listening event.**
- There were a number of notices within the department which asked patients not to use their mobile phones in the reception area. This was being ignored by the majority of patients and by those accompanying them. We questioned if the notices continue to be relevant as we are aware that phones can be used in hospital settings?
- We observed a staff member called Tracy coming out of the triage area to introduce herself and explain to patients how long they would be waiting, explaining that the department was busy and apologising for the delays.
- The x-ray area of the department was quiet during the visit.
- The major injuries unit was very busy on arrival at 16:00 and continued to be busy at the end of the visit with many patients waiting in corridors on trolleys.

After your A & E visit survey.

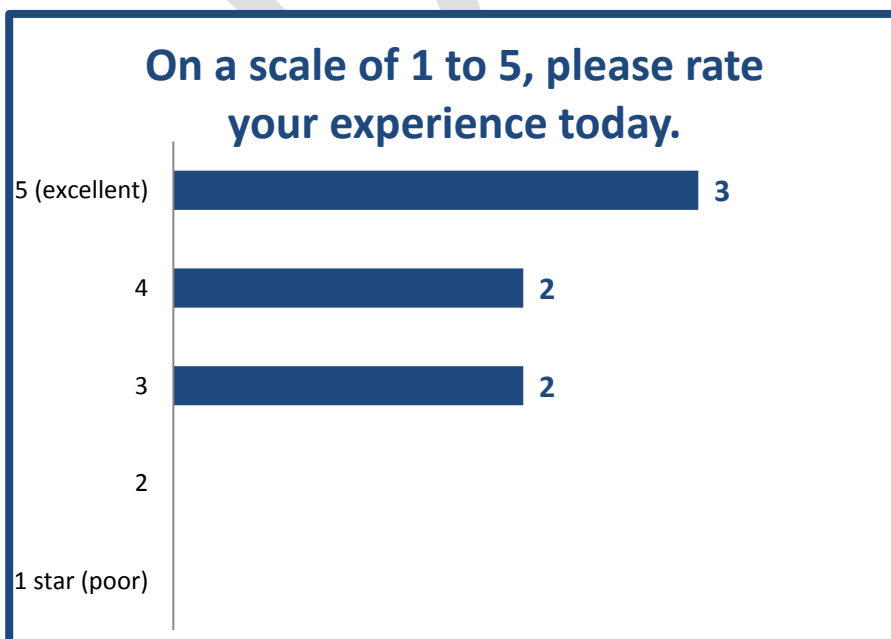
The **29** patients who we spoke to during the listening event were provided with a follow up survey and freepost envelope so that they could share their feedback on their journey through the department/hospital.

Eight surveys were returned to us following the visit.

We asked patients how long it had taken them from their arrival at the department to them being treated and discharged home. Looking at the responses, **three** patients had been told they could return home after **1-2 hours** with the same number being discharged after **4-5 hours** of arriving.



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**. **No patients had been admitted to a ward.**



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



A further question asked if the person completing the survey had any other comments about their experience and **seven** patients shared further comments on their journey through A & E. The following was shared.

“Better waiting times, better understanding”

“Everyone clinically was great. It was the not being kept informed as the relative. He just disappeared and I did not hear anymore. I was worried.”

“Staff were marvellous!! I had to wait the longest for the results of my scan. The nurses looked after all of us with a caring and sympathetic attitude.”

“To be honest - excellent!! Luckily A & E was quiet hence I didn’t wait long. Consultant very thorough and diagnosed the issue. Told to go back in 5 days if issue didn’t clear up.”

“I visited the A & E in Southport as a result of a fall the previous evening and could not get an appointment with a GP. I was seen immediately though I have to say it wasn’t very busy (9:30am) but was pleased with the treatment I received.”

“The staff worked extremely hard.”

"All the staff were so friendly, kind & helpful. All departments of the hospital I went in were immaculate and clear. The only disappointing aspect is seeing patients on beds in corridors"

Acknowledgements, Recommendations & Questions

This report shares feedback we received from patients visiting the Accident & Emergency department on **Monday 13th January 2020** 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 particular we would like to thank the following colleagues from the trust for supporting the visit;

Trish Armstrong-Child, Chief Executive.
Steve Christian, Chief Operating Officer.
Jane Lawson, Matron for Urgent Care.

We would like to thank all the staff working at the Trust and everyone who took the time to complete the feedback questionnaire and speak to us.

We would request that once this report has been authorised, it is shared with staff working within the department and wider and that staff be congratulated on the services being delivered, particularly the feedback relating to staff attitude.

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

Issue/ Question	Response from the Trust	Action / Next steps	To be completed by...
<p>Many patients and their families informally shared how warm/ hot they were whilst waiting within the department and how this made them feel worse. Could this be looked into?</p>	<p>Appreciate the waiting room can get warm particularly in the summer months, hopefully with the introduction of our additional waiting areas in Minors and ambulatory care areas (Oct 2020), this will minimise the number of patients in the main waiting room at any one time.</p> <p>Also as part of ongoing improvement works the Estates department will be looking into options for cooling the air, currently use of air conditioning is not allowed within the Trust due to covid 19.</p>	<p>Ongoing improvement works due for completion Dec 2020.</p>	<p>Estates</p>
<p>Could we ask why specific care homes are being advertised on the TV screen in the waiting area? The same question also relates to why an injury claims company is being advertised!</p>	<p>The content was determined by the Contractor, who was contracted by the Trust to provide waiting time info on the screens and as part of this contract they also sold advertising). This contract was terminated earlier on</p>	<p>No further action required</p>	<p>Procurement</p>

Issue/ Question	Response from the Trust	Action / Next steps	To be completed by...
	this year following a legal dispute.		
There are multiple signs in the department requesting that mobile phones are not to be used. Is there a reason for this? We would be keen to know if there is a reason and why patients are not being challenged about this!	Signs regarding use of mobile phones are displayed as it was originally thought the signal may interfere with monitoring equipment. We are now aware that this is not the case, so signs within the department will be removed	Posters to be removed from ED waiting room and corridor.	Sister ED
Estates – the doors to the department are not automatic. Automatic doors support independence. We would like the Trust to consider this issue and respond.	Thank you for highlighting this, as part of additional improvement works within the Emergency department this will be reviewed, to see if it is an option to have electric or slow release doors installed.	Estates	Estates team Phil Greenough

Appendix One: A and E Listening Event Survey



1. What made you come to A&E today?

2. Have you tried going anywhere else instead of A&E?

Yes (please go to Question 3) No (please go to Question 7 over the page)

3. If yes, where? (Please tick all that apply)

GP Practice Walk-in centre NHS 111 Pharmacy

Minor Injuries Unit Other (please specify):

4. Why did you end up coming to A&E after trying elsewhere? (Please tick all that apply)

I couldn't get an appointment with my GP A Pharmacist advised me to come

A GP advised me to come A Nurse advised me to come

A Health Care Assistant advised me to come A Receptionist advised me to come

Other (please specify):

5. Why was this the case?

6. Which GP Practice are you registered with?

I am not registered with a GP

7. If you didn't try going anywhere else instead of A&E, why not? (Please tick all that apply)

It was too urgent/it was an emergency I've been here before

Because it's more convenient

I looked up my symptoms on the internet and felt I should come

A friend or family member thought I should come

I didn't think I would be able to get an appointment with my GP so didn't try

I was advised to come back here by A&E staff previously if my problem continued

8. Why was this the case?

9. Do you have any difficulties in accessing health care at places other than A&E?

10. How did you get here?

Ambulance/Paramedic (please go to Question 10) I drove myself

Somebody else drove me (i.e. friend/family member)

Public transport Taxi Patient Transport

11. If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

<input type="checkbox"/>	★
<input type="checkbox"/>	★ ★
<input type="checkbox"/>	★ ★ ★
<input type="checkbox"/>	★ ★ ★ ★
<input type="checkbox"/>	★ ★ ★ ★ ★

12. Why would you rate your ambulance experience as you have above?

13. Roughly how long have you been waiting since arriving at A&E?

0-1 hour 1-2 hours 2-3 hours 3-4 hours

4-5 hours More than 5 hours

14. Are you being/have you been kept informed about timings or delays at each stage?

Yes No

If yes, how?

15. Do you know why you have been waiting this amount of time? (Please specify)

16. How would you rate the service you have received so far in A&E (1 being poor and 5 being excellent)?

<input type="checkbox"/>	★
<input type="checkbox"/>	★ ★
<input type="checkbox"/>	★ ★ ★
<input type="checkbox"/>	★ ★ ★ ★
<input type="checkbox"/>	★ ★ ★ ★ ★

17. What have you found positive about your experience in A&E?

18. What could be improved about your experience in A&E?

19. Have you used A&E in the past 12 months? Yes No

If yes, how many times? 1 2 3 4 5+

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: Age: Gender:

For Healthwatch Use:

Hospital: Completed by:

Time survey completed:

8-9 am 9-10am 10am-11am

4 -5pm 5 -6pm 6 -7pm

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 sent home?

- 0-1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- 4-5 hours
- More than 5 hours
- I was admitted to a ward

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? (e.g. What was good? What could be improved?)

First part of your postcode (e.g. L37, PR8 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!



Healthwatch Sefton
3rd Floor, Suite 3B,
North Wing,
Burlington House,
Crosby Road North,
Waterloo, L22 0LG

w: www.healthwatchsefton.co.uk
t: 0800 206 1304
e: info@healthwatchsefton.co.uk
tw: @HWatchSefton
fb: facebook.com/HealthwatchSefton