



Mid Cheshire Hospitals
NHS Foundation Trust

An Associate Teaching Hospital

Welcome to

**Leighton
Hospital**

Entrance 2

**Emergency
Department**

Drop Off Only →

healthwatch
Cheshire West

healthwatch
Cheshire East

A&E Watch

Leighton Hospital

September 2022

Introduction

What is Healthwatch?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England. As part of our core activity we seek the views and experiences of residents of Cheshire East and Cheshire West and Chester, to help inform how health, care and wellbeing services are planned and delivered. The information we gather is then analysed so we can identify and act upon trends, presenting our findings to decision makers to improve the services people use. We also share people's views locally with Healthwatch England who strive to ensure that the government put people at the heart of care nationally.

What is A&E Watch?

A&E Watch is designed to gain a snapshot view of the Accident and Emergency (A&E) departments at specific hospitals. Healthwatch Cheshire undertake A&E Watch periodically to gain experiences of patients, understand why they attended and how they thought services could be improved. The purpose of A&E Watch is to explore themes emerging from comments made and feed back to help improve services in the future.

A&E Watch Leighton – September 2022

In Summer 2022, Healthwatch were approached by the then Cheshire A&E Delivery Board to undertake an A&E Watch at Leighton Hospital. This was in the context of unprecedented levels of attendance in the department and to understand reasons why people were attending, specifically whether they had attempted to access any other services prior to going to A&E.

A&E Watch allows Healthwatch Cheshire to gather the experiences of individuals, which provides additional rich and detailed information, enhancing the statistics regarding A&E attendance.



When was A&E Watch?

The A&E Watch was conducted on a number of different days and sessions to capture the experiences of people visiting the department during a range of times - some that would be anticipated as busy times and others potentially quieter periods.

- Tuesday 20 September 11:30 – 13:00 and 18:00 – 20:00
- Wednesday 21 September 11:30 – 13:00 and 18:00 – 20:00
- Saturday 24 September 11:00 – 14:00
- Sunday 25 September 17:00 – 20:00
- Monday 26 September 11:30 – 13:00 and 18:00 – 20:00

Our approach

Building on our established relationships with health partners, Healthwatch Cheshire made contact with the key individuals who manage the A&E department. We made the necessary arrangements to conduct our A&E Watch, taking into consideration the busy workload of staff. Throughout our visits, Healthwatch team members felt welcomed, and staff were friendly and helpful.

Eight members of the Healthwatch Cheshire team held conversations and completed surveys with individuals whilst they were waiting to be seen. Survey results were then inputted into software to allow analysis to aid this report.

Who will this report be shared with?

The following report has been produced based on the responses from the 197 people who completed our survey.

A copy of the final report will be published on our websites, and sent to the below with the recommendation that the information is used to provide intelligence for the planning of A&E services at Leighton Hospital.

- Mid Cheshire Hospitals NHS Foundation Trust
- Cheshire East Health and Care Partnership Board
- Cheshire West Health and Care Partnership Committee
- North West Ambulance Service (NWAS)
- NHS 111
- Cheshire East Council
- Cheshire West and Chester Council.



Summary of findings

The findings are based on observations from Healthwatch Cheshire staff and analysis of the results of the **197 survey responses**.

Why people told us they attended A&E

- **Three quarters of all respondents had spoken to someone else before attending A&E.** The majority had been advised to attend from their GP Practice, 111 or 999.
- **81% had spoken** to someone for advice or treatment **the same day** as attending A&E and 12% the day before. Other respondents had spoken to someone 2-7 days previously or had accessed numerous services before attending.
- **The majority (72%) had been advised to go to A&E.** Of these half had been told A&E would be expecting them.
- Of respondents who had chosen not to speak to anyone prior to attending A&E, **over half** felt the matter was too urgent to access another service.
- **Awareness of GP services, 111 and 99 were high** – Walk in centres and Minor Injuries Clinics scored lower.
- **Over half** of the respondents had **others drive them** to A&E with the most popular other modes of transport being ambulance and driving themselves. Taxis and public transport scored low.

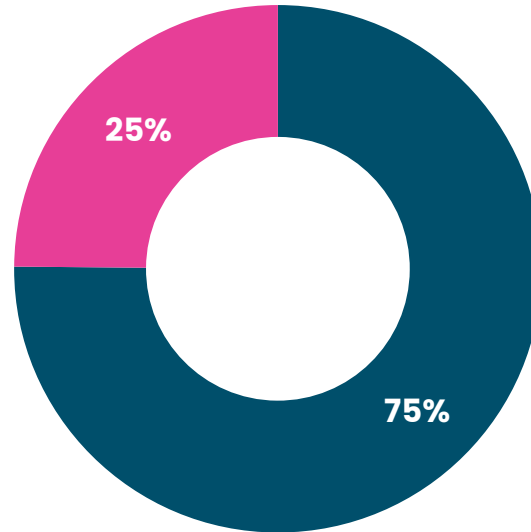
People's experiences of attending A&E

- Of those that arrived by ambulance **55% said the ambulance arrived within one hour** and in total **80%** said under two hours.
- Of those who came by **ambulance 88% rated it 5 out of 5 for service** (5 being excellent) . Nobody rated it less than 3.
- **The vast majority (81%)** said they **hadn't been kept informed** of their wait time whilst in A&E.
- **70% rated the service** they'd received in A&E **a 4 or 5 out of 5.**
- **57% hadn't used** A&E before in the past 12 months. Of the ones who had, 50% had used it once previously.
- Attendees were predominantly **White British (92%) and Heterosexual (83%)** with slightly **more male than female** (54% versus 45%). Age demographics varied across the range with most being in the **25-49** category.

Survey results

1) Before coming to A&E today, did you try speaking to anyone else, or try to go somewhere else for advice or treatment?

Answered: 197 Skipped: 0

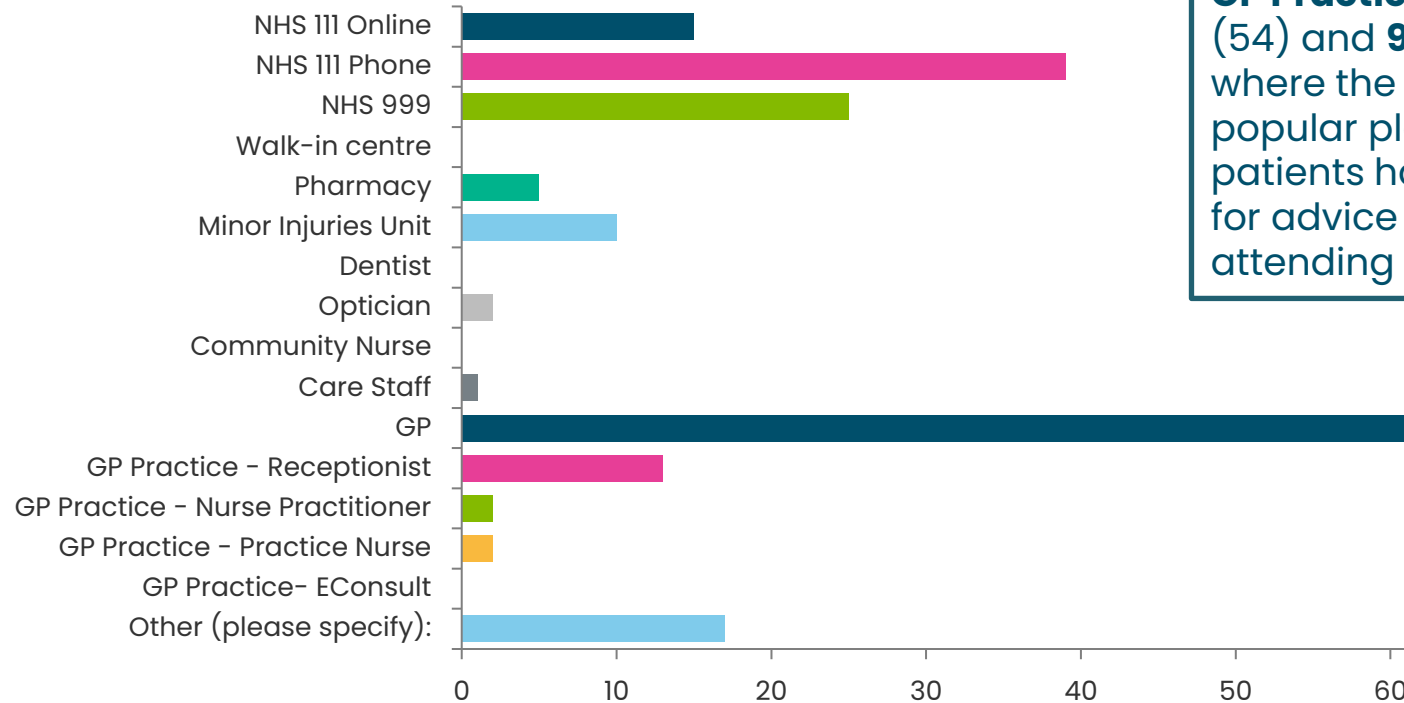


Three quarters of respondents had spoken to someone else before attending A&E.

■ Yes (please go to question 2) ■ No (please go to question 6)

2) If yes, who/where? (Please tick all that apply)

Answered: 148 Skipped: 49



GP Practice (78), 111 (54) and 999 (25) where the most popular places patients had gone for advice before attending A&E.

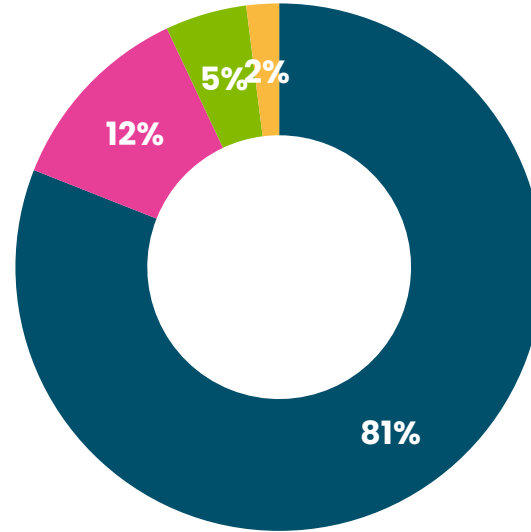
Other (please specify)

Answered: 17

- Police
- Northwich Infirmary
- Urology Department
- Cardiac Team
- Warrington Hospitals maternity departments/midwives
- Physio
- Care Line
- Mum who is a nurse
- First aid at school
- Mental health crisis team
- Community midwife x 2
- Neurologist x 2

3) When?

Answered: 147 Skipped: 50

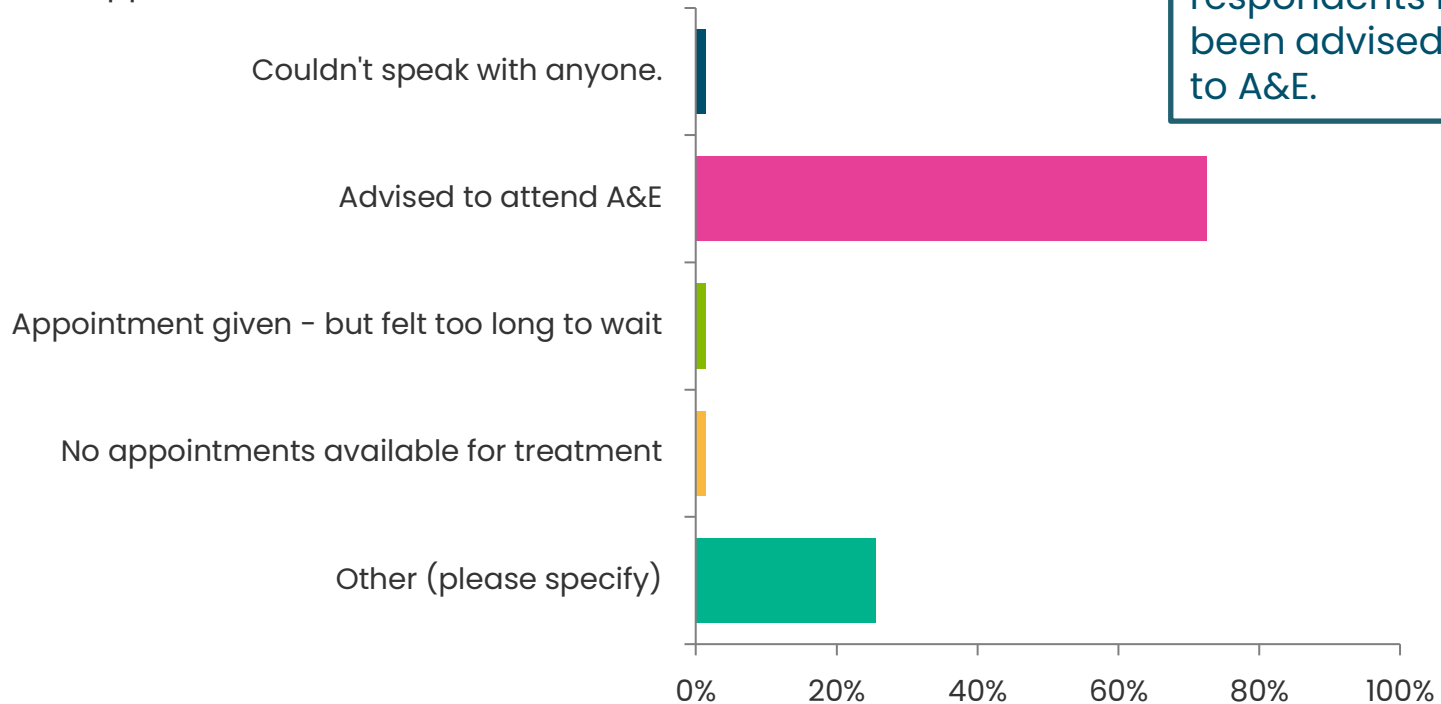


81% of respondents spoke to someone the **same day** they attended A&E.

■ Same day ■ Yesterday ■ 2-7 days ago ■ Multiple occasions

4) What was the outcome?

Answered: 149 Skipped: 48



72% of respondents had been advised to go to A&E.

Other (please specify)

Answered: 149 Skipped: 48

Trouble getting appointments

- *Tried to walk in to the Victoria Infirmary on Sunday.
This morning GP receptionist told me they had no appointments. This afternoon 111 told me to go to A&E*
- *Couldn't get through to Warrington Hospitals maternity departments/midwives, 111 advised GP, GP receptionist spoke to a GP who advised A&E*
- *The receptionist at the GP practice told me they had no appointments so I called 111 who got me an appointment at the GP practice, when the GP saw me they sent me to A&E*
- *Nurse practitioner said they needed to see the GP. No appointments available to see the GP. Contacted BUPA doctor through insurance by video call who advised to go to A&E*

Advised to come to A&E/ referred for treatment

- *Advised to go to A&E today or wait until tomorrow as would end up there anyway*
- *Advised to go to local treatment centre in Manchester*
- *Booked an appointment for minor injuries*

66% of those who selected 'other' had been advised to **call for an ambulance** or someone had one called on their behalf.

Other (please specify)

Answered: 149 Skipped: 48

Advised to come to A&E/ referred for treatment

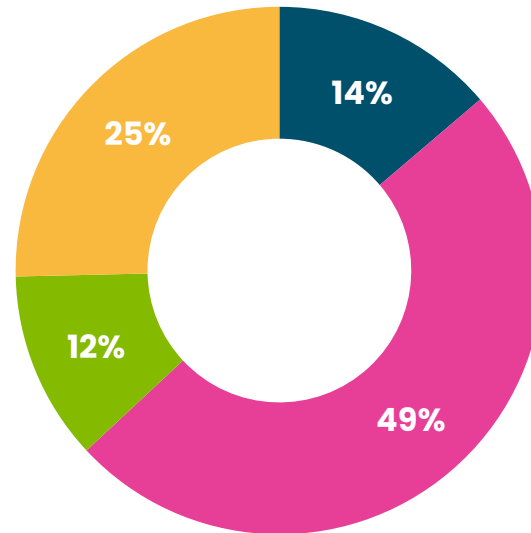
- *After seeing GP told that they were being referred for a scan at the Victoria tomorrow. At 16:00 received a phone call to come to Leighton A&E for tests*
- *The GP passed details on to the mental health crisis team who then told me to come to A&E*
- *Given a number by the GP for the x ray department which they said to call when I got home to be seen tonight. When I called they were closed and the GP said if I get worse go to A&E*
- *Daughter in law is a first aider and advised to attend A&E*
- *GP came out to care home and said to take her into A&E*

Additional comments

- *The lady couldn't speak to anyone herself as she had fallen and couldn't reach her phone, but she pressed her care line alert who contacted a relative , who came around to see her and initiated the ambulance call*
- *Ill said symptoms were normal for a 3 week old baby. Community Midwife felt something wasn't quite right so advised to see GP. GP said there was nothing wrong with the baby. Mum wanted reassurance at A&E*
- *Didn't find the GP care or advice very helpful*

5) If you were told to attend A&E, were you advised that A&E would know you were coming?

Answered: 138 Skipped: 59



39% of those who were told to attend A&E were advised that **A&E would know they were coming** – for **14%** this **wasn't the case**.

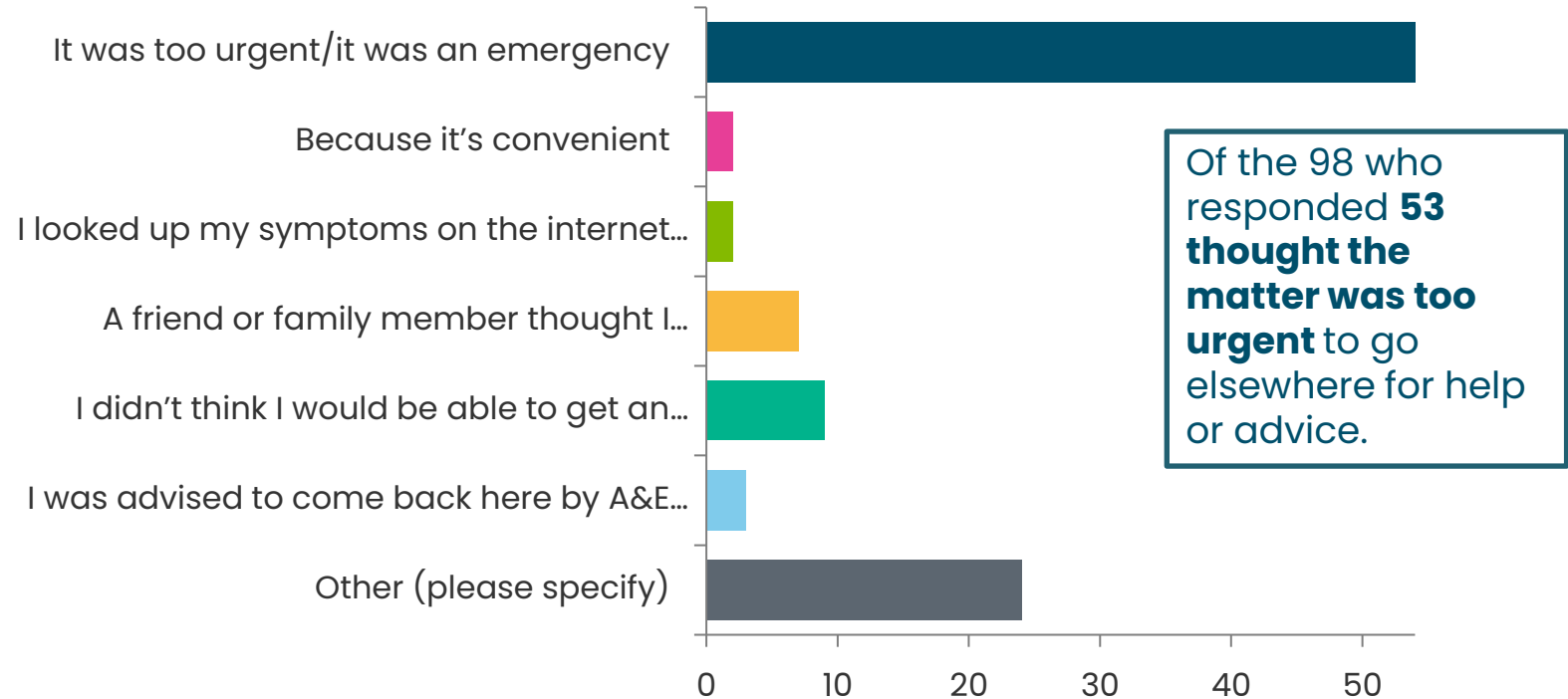
"No one knew he was coming at the entrance reception. Staff in majors reception did and had been calling for him. Luckily someone from major went to the entrance waiting room and found him."

Feedback gathered from patient in A&E

■ Yes ■ No ■ Don't know ■ If yes, was this the case when you arrived?

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

Answered: 98 Skipped: 99



Other (please specify)

Answered: 25 completed comments out of 40 entries

- *Treatment centre which patient was advised to go to was in Manchester – too far away from home*
- *I was travelling from London on the motorway and had severe abdominal pain so came to the nearest hospital*
- *The College called an ambulance*
- *Knew I would end up here*
- *Did think of going to the Victoria Infirmary at Northwich but didn't think it would be open*
- *Moved to the area not registered with a GP*
- *Already spoken to 3 places and didn't trust advice. Wanted expert advice*
- *Came upon previous advice from GP Out of Hours Service*
- *I have cancer and have been advised by Macmillan to come straight to A&E in certain circumstances and this was one of those episodes.*

Of the 25 who selected 'other' **7** decided to come straight to A&E as they thought they would **need an x-ray.**

Other (please specify)

Answered: 25 completed comments out of 40 entries

- *Extremely painful knee*
- *I knew they couldn't do anything at the GP practice*
- *I'm a staff member and was struggling to work with foot pain*
- *Tried for a least a week to get through to my GP but can't get through so went to A&E*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Needed treatment patient felt only A&E/hospital could provide

- *My baby is three weeks old and struggling to breathe and low heart rate. I am a nurse myself so I know he needs treatment*
- *Have a blood condition and due to the time of day only A&E is appropriate - I need a cannula fitted and some specific medication*
- *Blood tests shown infection, and need intravenous antibiotic to be given in A&E*
- *Every 3 months I come to A&E, for blood transfusion and test as I am a leukaemia patient*
- *Fell down and need X-ray, no other services can provide*
- *Knew I would need an x-ray*
- *He fell down on his hand and started crying from the pain. I noticed that his two little fingers were twisted. And then I brought him to A&E because I knew he will need X-ray*
- *I knew I would need hospital treatment for a suspected break*
- *Patient felt their condition was urgent and needed to call 999 for assistance*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Needed treatment patient felt only A&E/hospital could provide

- *Large hole in leg requiring stitches*
- *I had another episode of ill health similar to one I had had before which required me to come to A&E so just came straight here*
- *Had severe abdominal pain so sought the help of the nearest hospital as was out of area*
- *Knew I would need an x-ray*
- *Lady had obvious injury to hand and felt it would need an X ray so came straight to A&E*
- *Knew I would need hospital care*
- *Suspected break that would need x-ray*
- *Gashed leg it was an open wound that obviously needed stitches*
- *Hurt his wrist at school - possible fracture*
- *Suspected broken arm*
- *Suspected broken hip*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Needed treatment patient felt only A&E/hospital could provide

- *I had an accident and felt that A&E was the best place to come. Also thought I would need an x-ray*
- *I knew I would need an x-ray*
- *I knew the GP would want to send me to A&E anyway*
- *I need stitches*
- *We live round the corner and think it is broken so will need an x-ray so came straight here*
- *Very ill, felt it was an emergency*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Following on from advice to attend A&E

- *I had car accident this morning, the police and ambulance staff advised me to attend A&E if I feel I need to*
- *Phoned NHS 111, gave me appointment to Walk-in Centre, the GP there referred me to A&E*
- *I had chest pain, went to pharmacy they measured my blood pressure, and was high, advised me to go to A&E*
- *GP referred him because he has loss of consciousness*
- *She used a drug (smoked), police and social care advised mother to go to A&E*
- *I fell down at 5:30 am. I called NHS 111 and told me not to move and wait for ambulance*
- *I've lost consciousness for 45 minutes. My partner phoned NHS 999, they sent ambulance to pick me up and take me to A&E*
- *I was told that if my catheter fails to immediately attend A&E*
- *My GP referred me to A&E, because there was elevated liver function test. I need further blood test and ultrasound*
- *I was told that in this situation I should immediately attend A&E*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Following on from advice to attend A&E

- *I had shortness of breath this morning. I phoned NHS 111 and they advised me to come to A&E and sent me an ambulance*
- *Patient was shopping in the Trafford Centre when she fell and hurt her arm. She was with a friend and called 111 for advice. She didn't want to go to the fracture clinic in Manchester as it was far away from home and her friend needed to get back to work. 111 advised her to go to local A&E in this case.*
- *The patient was already on antibiotics but had got worse over the weekend. They were worried so called 111 who called an ambulance for them*
- *I was told last time to just come straight in if I ever have the same problem*
- *Not satisfied with care of GP so contacted GP Out of Hours and was seen there and told I could return if problems persist*
- *First aider advised to attend*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Difficult to get appointment elsewhere

- *I have blood disorder and my symptoms (shortness of breath) were getting worst and I thought I would not be able to get GP appointment, so I came here*
- *At 4pm, I felt my son had a temperature, I measured it and was high. I preferred to come here because I knew I cannot get a GP appointment for today*
- *Patient's mum said every time she calls the practice she can't get through so prefers to come to the Out of Hours GP service at Leighton*
- *Patient said they called 111 for advice as knew if they called GP it would be difficult to get an appointment and wanted to speak to someone*
- *Its always difficult to get an appointment at my GP so I didn't bother trying and went straight to minor injuries*
- *Because it is so hard to get through to my GP*
- *I work full time and find it very difficult to get a GP appointment and to get through to the surgery, so tried online and pharmacy advice, but when things were getting worse rather than better I decided to come to A&E.*

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Came by ambulance/ambulance called

- The lady fell in her sheltered accommodation and was stuck overnight as she couldn't reach a phone. The next day carers heard her banging on the wall and came in and contacted relatives who rang for an ambulance
- The girl had passed out so the College called an ambulance for her
- 111 initially said a clinician would call her back shortly. She received a call back from the initial person she spoke to who said the clinician was too busy and she would call an ambulance for her. The patient decided to cancel the ambulance as she asked her friend to take her instead.
- The lady had extreme sudden chest pain so called 111 who sent for an ambulance for her
- Man had come home from work with severe stomach pain. He is rarely ill so very out of character. He was screaming in pain and collapsed. His wife was very concerned so called 111 then 999. She couldn't lift him on her own so called relatives who managed to get him into the car so she could drive him to A&E
- Collapsed so someone rang NHS 999

7) Why was this the case? Could you explain to us a bit more?

Answered: 93 Skipped 104

Additional comments

- *Has high body temperature to 39.5 degree*
- *I am elderly and my children brought me in*
- *I had a seizure attack twice today around 10 & 11 am. My partner insisted to pick me up to A&E*
- *Had the same issue since Friday - patient doesn't live locally (was staying with her dad) who said she should come.*
- *Patient felt they needed attention quickly but it felt too extreme to call 999 so called 111. They felt 999 was only for life and death emergency*
- *They thought that it could not wait until the morning*
- *Thought that it could not wait for the GP practice to open*
- *Thought the GP was closed and 999 seemed too drastic so chose to call 111*
- *Moved to the area not registered with a GP*
- *Felt panicked after reading the internet*
- *Chest pain and history of cardiac problems*

7) Why was this the case? Could you explain to us a bit more?

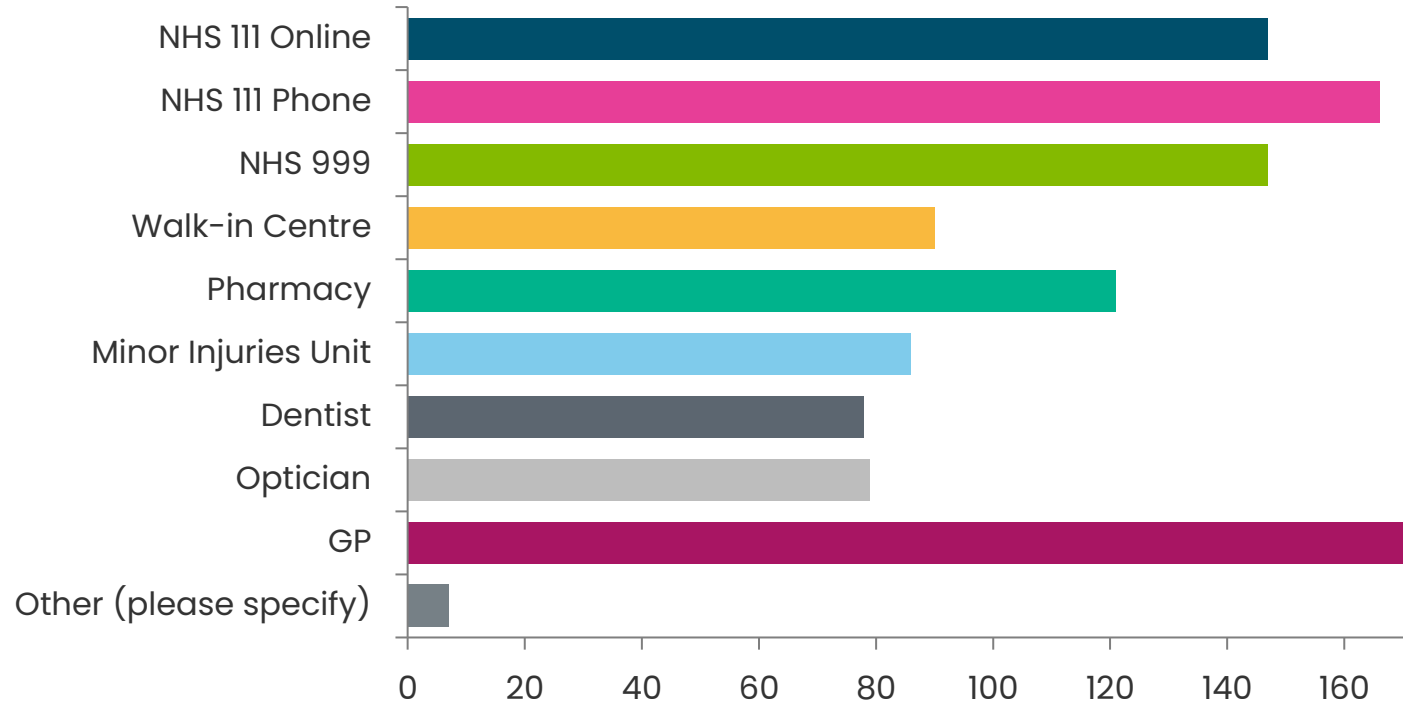
Answered: 93 Skipped 104

Additional comments

- *The mother of the three week old child had previously had a still birth at full term. She felt she wanted advice from Paediatricians to be certain there was nothing wrong*
- *Could have phoned the GP but they were unsure they would have been open as they close for lunch*
- *Suffers with slipped discs and a cyst. Collapsed to the ground in pain while at College*
- *Daughter was passed out*
- *Only used III, as ongoing medical condition*
- *Patient in severe pain*
- *As a member of staff I visited A&E with foot pain as I was on duty but struggling to walk*

8) Do you know what other services and support are available to you other than A&E? (Please tick all that apply)

Answered: 179 Skipped: 18



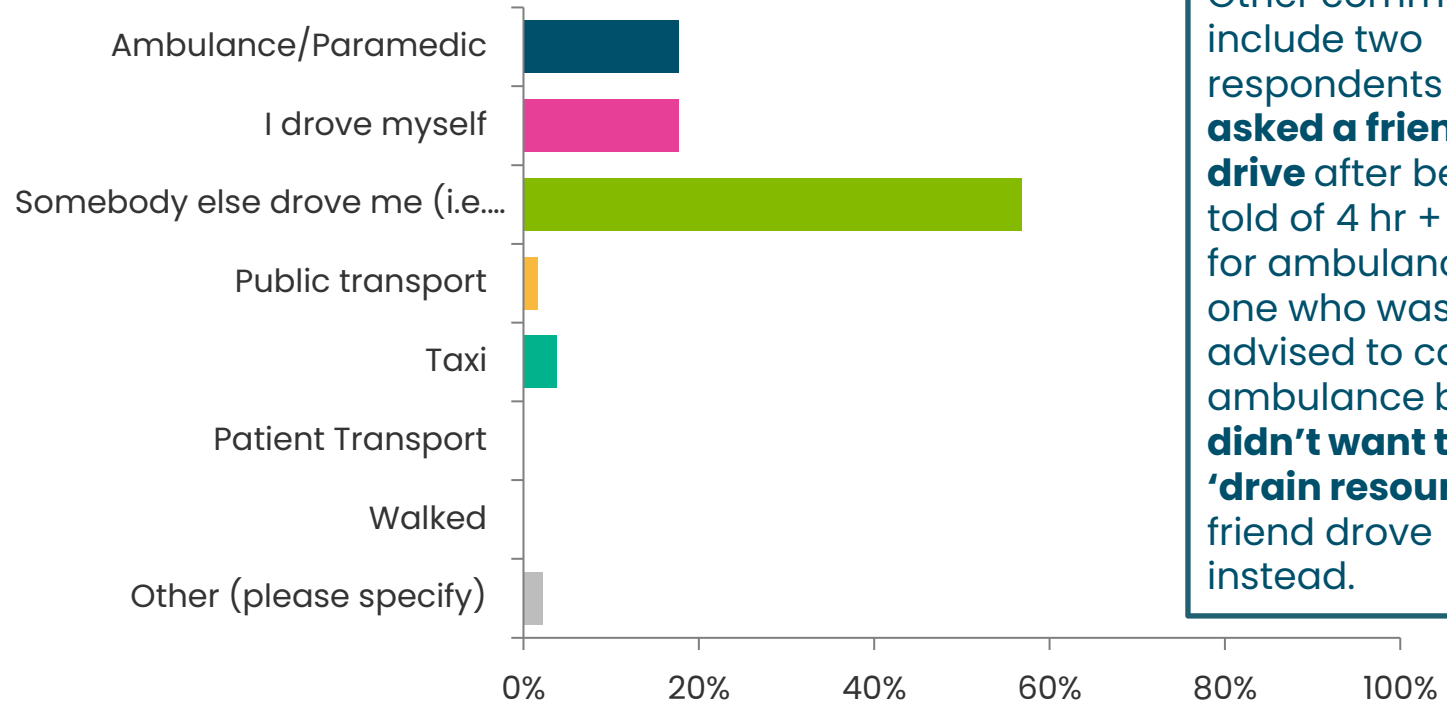
Other (please specify)

Answered: 7

- *Urologist*
- *Parkinson's nurse*
- *Maternity and pregnancy hospital helplines*
- *Out of hours GP*
- *Gentleman in the care of the care home so they chose the service most appropriate*
- *Health Service App*
- *Mental health crisis team*

9) How did you travel here today?

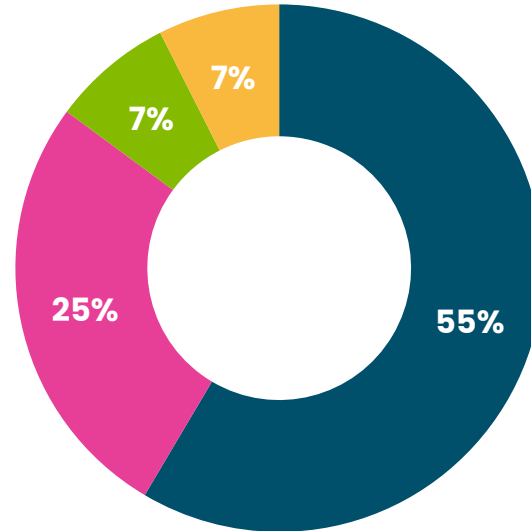
Answered: 181 Skipped: 16



Other comments include two respondents who **asked a friend to drive** after being told of 4 hr + wait for ambulance and one who was advised to call an ambulance but **didn't want to 'drain resources'** so friend drove instead.

10) If you came to A&E after ringing NHS 999, how long did you wait for an ambulance?

Answered: 40 Skipped: 117

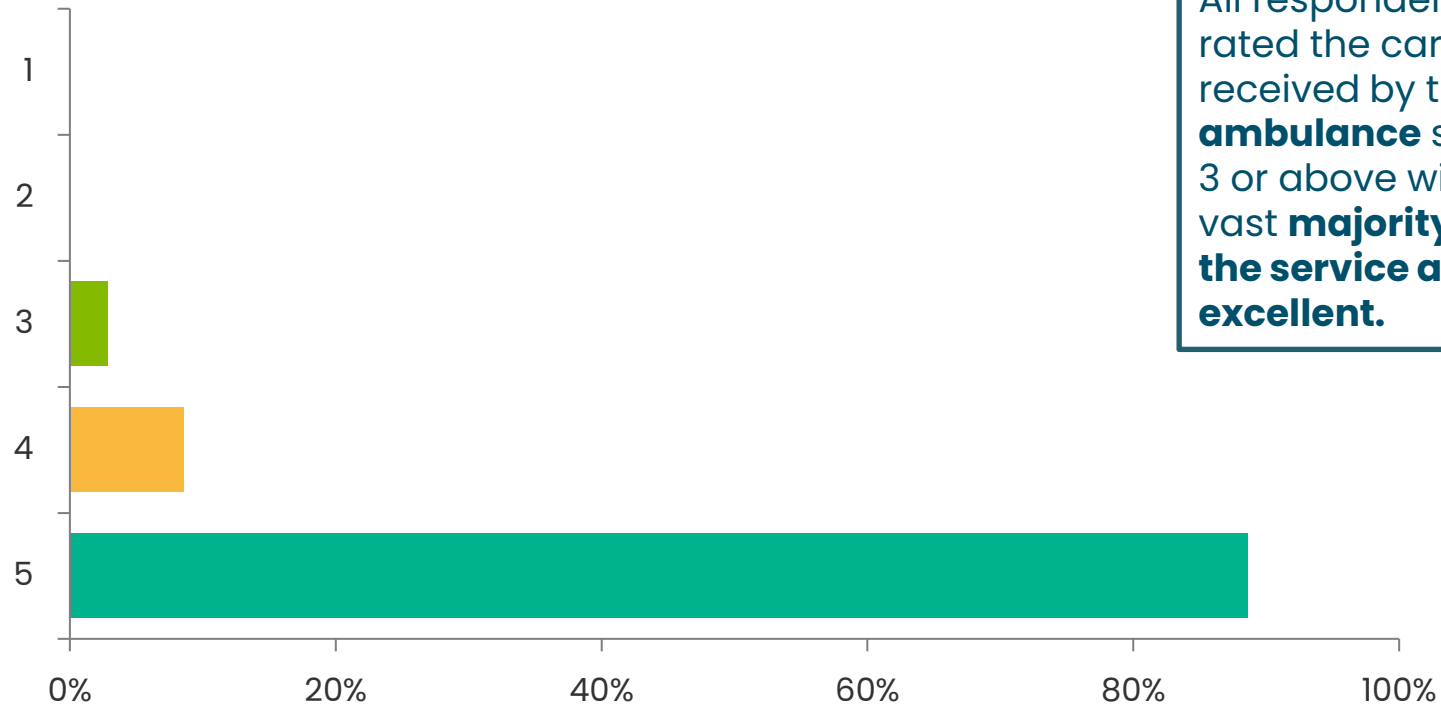


80% waited **less than 2 hours** for an ambulance. Those selecting **9 hours +** arranged for **family to take them** to A&E instead.

■ Within 1 hour ■ 1-2 hours ■ 4 hours + ■ 9 hours +

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

Answered: 35 Skipped: 162



All respondents rated the care they received by the **ambulance** service 3 or above with the vast **majority rating the service as excellent.**

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

Answered: 55 Skipped: 142

- *They were great, talked to me and explained why I needed treatment and why I should come to hospital. I was worried about leaving my son, who has LD.*
- *Excellent health care I have received*
- *Quick and good health care provided*
- *They were quick once they had arrived*
- *They were kind and considerate*
- *Very kind and patient staff*
- *Arrived quickly, and the health care I've received was excellent*
- *Staff were brilliant - helpful, kind, professional*
- *Understanding and kind staff*
- *Tried to help the patient as in severe pain - gave pain relief*

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

Answered: 55 Skipped: 142

- *Paramedics were calm and friendly*
- *Patient didn't travel by ambulance but were treated by paramedics initially*
- *Thorough, efficient, calm, friendly and reassuring*
- *They were great and everything the patient would expect them to do.*
- *Speed of arrival of ambulance Quick travel to hospital Care received in ambulance*
- *Staff were superb. Friendly, helpful and put you at your ease.*
- *Just great duty of care good*
- *Lovely staff - couldn't be nicer.*
- *Kind and friendly staff*
- *Staff were really friendly and helpful.*

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

Answered: 55 Skipped: 142

- *The staff were friendly and kind but the paramedic started talking to the driver after initial conversation and the patient felt ignored.*
- *They did a great job*
- *Staff were really nice*
- *The ambulance staff were amazing, thorough, reassuring, helpful. Liked the fact they gave us the option how to get to A&E. As it wasn't an emergency felt better that I wasn't taking up resources and was driving instead.*
- *Very quick to attend and the paramedics were lovely*
- *He said the staff had been fabulous.*
- *The staff were very kind and considerate.*
- *They were really good and took her additional needs into consideration while treating her.*
- *Efficient and professional. Explained everything.*

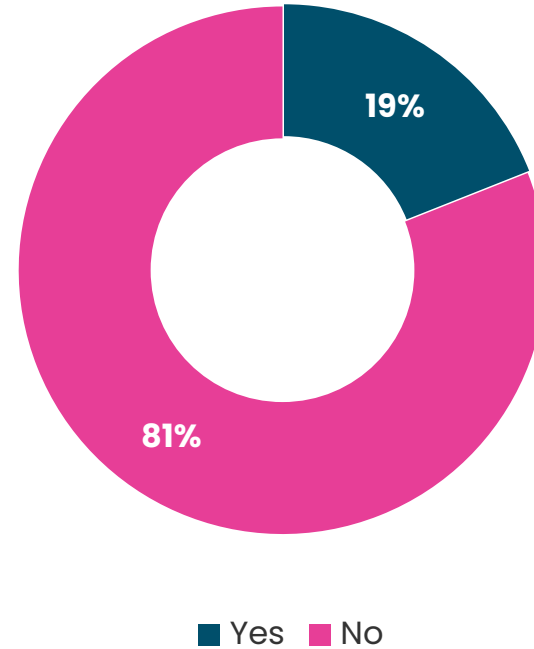
12) Why would you rate your ambulance experience as you have above?

Answered: 55 Skipped: 142

- *They were wonderful, reassuring, compassionate and empathetic. They kept me up to date on when they would arrive. At 10am they phoned to check how I was and told me it would be another hour but it was actually another half hour.*
- *They arrived quickly and how they attended to my wife, they were brilliant.*
- *They were very thorough and did lots of tests*
- *They were fast in giving me pain relief on site*
- *Excellent and professional*
- *Efficient, caring and professional*
- *Because the staff were kind*
- *Because the 2 members of staff were really nice.*

13) Whilst in A&E, are you being/have you been kept regularly informed about waiting times or delays?

Answered: 179 Skipped: 18

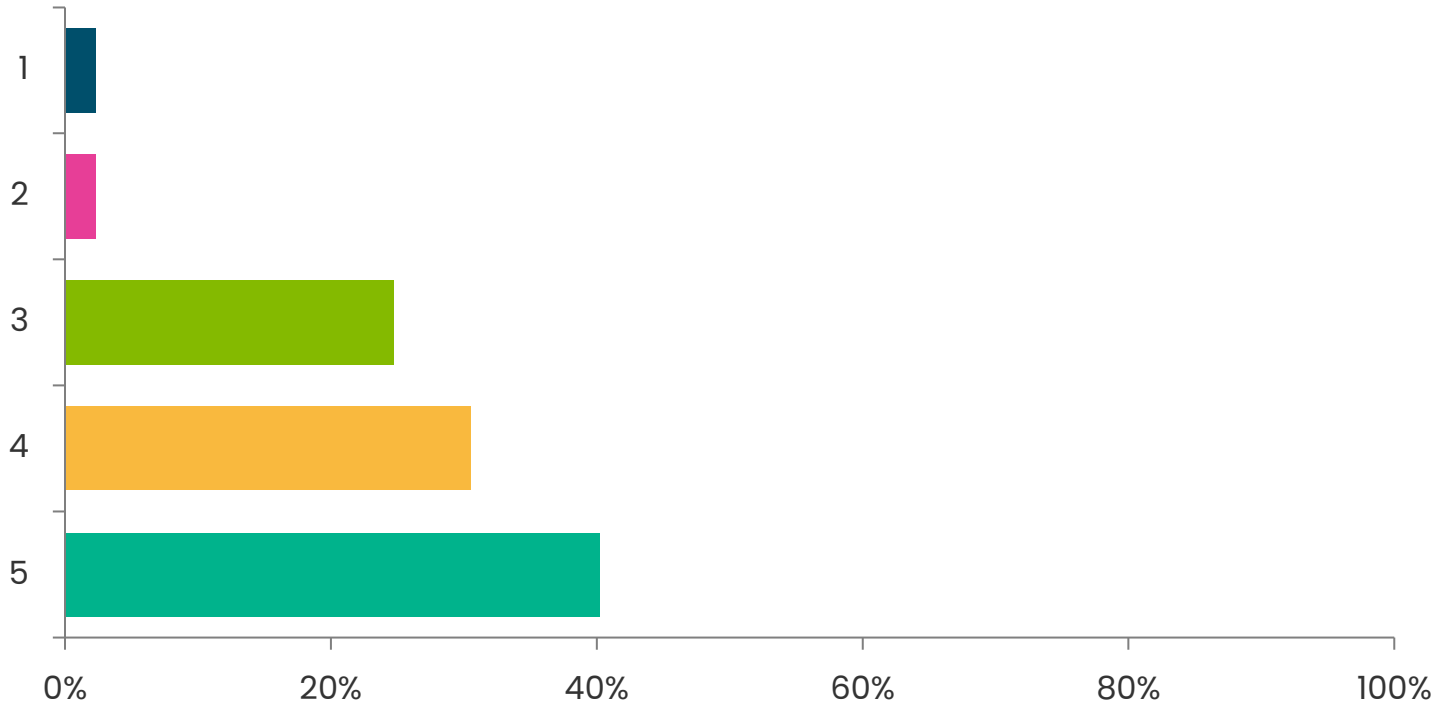


Those who responded 'yes' mentioned **triage nurses, reception staff** and **doctors** as those who kept them informed.

Comments from those who responded 'no' included *"not at all, very frustrating"* and *"no comms, been here since 13:30 and now 17.20."*

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

Answered: 174 Skipped: 23



15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

A word cloud of positive feedback for A&E experience. The word 'staff' is the largest and most prominent. Other significant words include 'clean environment', 'friendly helpful', 'triaged quickly', 'seen quickly', 'arrival', 'long', 'space', 'really', 'waiting', 'E', 'friendly staff', 'clean', 'None', 'Staff kind', 'care', 'triage', 'good', 'long wait', 'doctor', 'waiting time', 'arrived', 'quick', 'great', 'Lovely', 'nice', 'far', 'Staff friendly', 'helpful', 'give', 'polite', 'patient', 'bloods', 'quickly', 'straight away', 'excellent', 'Seen quickly initially', and 'Bloods taken'.

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *Good, was quickly seen, staff great*
- *Streamed straight away and quickly through to Paediatrics due to his heart rate. Once he was stabilised they have made the decision that he can go through to GP services so we are awaiting a GP so they can prescribe some antibiotics.*
- *Staff are good. You can understand their frustration - they are waiting for someone to come and administer my treatment. I was in Majors but they asked me to move through to the waiting room as they needed the space. The environment is nice, although the coffee machines are hard to use. Thankfully they have put some water and juice for people to help themselves to.*
- *The staff have been amazing, GP, Consultant, CT Scanners, Nurses. I cannot fault them at all, they have been great to both my daughter and myself.*
- *Quick triage and registration. Friendly staff. Clean.*
- *Staff are very friendly and polite.*
- *Staff responded quickly*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *The staff are very pleasant and have been explaining why there are such long waits*
- *Staff deserve 5 stars*
- *Staff are very polite. The environment is clean and tidy*
- *Staff were lovely*
- *Triage nurse was so quick and Dr was excellent providing me a full explanation about my condition*
- *All the test I would like to do like ECG and blood test available here*
- *It has helped the process to have a letter from the GP*
- *Been informed about waiting time, child friendly, triage and care were excellent*
- *Very nice staff*
- *The decorations are beautiful in Paediatric area. Friendly staff, clean.*
- *Staff have been fine*
- *Been really efficient*
- *Lovely staff, quick*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *The receptionist was friendly*
- *The layout, set up and building is better*
- *Lovely and friendly staff*
- *Staff have been kind and checked on the patient*
- *The ambulance journey and staff*
- *Seen quickly initially. Bloods taken and drip put up quickly*
- *Staff are doing their best.*
- *Staff have been brilliant. Had CT scan and was in and out*
- *Rated 5 for staff. Patient said they were brilliant.*
- *Staff have been friendly and initial triage was very quick.*
- *Staff have been lovely*
- *Staff are very friendly and helpful. Happy with service received so far.*
- *The staff have been OK*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *The space is much better since the refurbishment. Its more comfortable and there's more space*
- *Friendly staff. Triage very quick*
- *Patient's mum said she always feels her child is cared for here - more so than at the GP practice. She said the doctors are good and doesn't mind waiting*
- *Friendly staff, Assessed immediately for primary concerns*
- *Friendly staff. Had obs taken straight away. A&E were expecting him*
- *Staff have been proactive and efficient*
- *Kept informed. Had food and water provided. Supported by staff*
- *Staff kind and helpful. Not too long to wait after arrival to be seen.*
- *Being seen quickly. 40 minutes wait at first but good waiting times to be seen since triage.*
- *Care is good when given but long waits in between. Staff friendly and helpful.*
- *Staff helpful*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *Been here since Friday - I have an infection somewhere but they can't find where so keeping me in A/E until they decide if I can go home. All care is positive. Hot tea and toast has been welcomed.*
- *Triage good - quick and efficient.*
- *Staff polite and helpful.*
- *Staff kind. Facilities ok.*
- *Seen quickly - just waiting for results.*
- *Triaged quickly. Clean environment.*
- *Staff very friendly, helpful and informative.*
- *Seen quickly*
- *Good care. I have always found Leighton Hospital really great.*
- *Staff are lovely and amazing. When you are in pain a smiling, welcoming face makes all the difference. It is a lot different from the London Hospitals where I live- much quieter and a really good experience.*
- *Seen quickly initially Staff have been friendly and nice. Seen quicker than in Telford where the patient has been before*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *Seen quickly initially and moved to majors. Staff have been polite and friendly.*
- *Staff were friendly and polite*
- *The triage nurse on arrival was friendly and helpful.*
- *Nice environment to wait in*
- *Quick service on arrival, pleasant staff.*
- *Triaged quickly Really helpful staff who are kind and calming and great at their job.*
- *Staff were friendly and appreciate how busy they are*
- *5 Stars for the staff*
- *Staff very helpful but not been here long so no much else to report on.*
- *Staff are lovely, you don't get dismissed.*
- *Seen quickly at triage*
- *The TV being on has really helped Got me a wheelchair which is more comfortable to sit on*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *Lovely new facility. Staff are all very good*
- *Very clean compared to Manchester hospitals. Polite and helpful staff. Staff could relate to my issues.*
- *Receptionist very helpful and sympathetic*
- *Staff are kind and professional*
- *Very sympathetic very caring good communication*
- *All has been good so far, everybody very nice and professional*
- *Friendly and helpful staff*
- *The nurse who took bloods was great - the patient said he usually faints but didn't this time. He said he was treated very well.*
- *Clean environment. Friendly staff*
- *The building is an improvement on the old one. The staff have been lovely.*
- *Clean environment*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *He said he couldn't give many positives as he was yet to be seen and had not had much experience so far. He said he was assessed quickly, had been given a cup of coffee and the staff had been friendly.*
- *Had bloods taken and pain relief quickly on arrival*
- *Seen quickly initially and taken to the Paediatric unit. Triage and initial assessment was quick. Staff were understanding, helpful and patient.*
- *Bloods were done within 25 minutes of arrival. Sent to majors within an hour.*
- *Only Just arrived but been called for streaming immediately*
- *I was seen quickly and now waiting for an x ray. Staff have been great*
- *Triage and bloods done quickly within half hour of arrival.*
- *The lady who did the bloods and cannula was really good. She did a lot of running around to find out where he needed to go.*
- *Had initial x-ray done within an hour of arrival.*
- *Given water*
- *Everything is OK. Everywhere looks clean. Triaged straight away.*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *Hospitality - offered tea and toast. Staff helpful and friendly.*
- *Seen straight away on admission to A/E.*
- *Professionalism of staff.*
- *Everything has been fine.*
- *Friendly Staff. Fairly efficient.*
- *Polite. Can't fault the staff.*
- *Triage on admission was quick. A staff member was helpful directing me to an area in A/E.*
- *Check in very quick. See straight away for triage. Bloods taken straight away.*
- *Attending gave me peace of mind.*
- *I have been seen quite quickly and informed of what is going to happen next. By 9.30 I had had a scan and bloods done, just waiting to see a consultant/doctor.*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *I haven't been here long so cannot comment on the rate I would give them. So far my bloods were done within 10 minutes of arriving. The phlebotomist was lovely, very gentle.*
- *We have only just arrived but think the layout and staff are excellent.*
- *Staff have been helpful. Mum's hearing is not the best and the staff have been good to her.*
- *Checking in at reception was quick and easy*
- *When I arrived I was taken through to the ED waiting room within 5 minutes.*
- *Well lit and heated The seating is good Staff are prompt*
- *Triaged very quickly*
- *Staff are lovely*
- *I was seen quickly*
- *Friendly and polite staff, quick*
- *Friendly staff high level of health care*
- *Good services*

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- They were quick to give me painkillers
- The staff are friendly
- Staff are friendly
- So far staff very good, but need to know wait time as patient has small child with them, time 7.30pm
- Everything ok very sympathetic
- Good service, however very long wait
- Long wait and very tiring
- Staff have been fantastic very long waiting times
- Poor parking facilities outside A&E
- Good went straight through to Paediatrics just waiting for a doctor called through straight away for treatment into A&E paediatrics. Felt listened to and understood my concerns for my little boy.

15) How have you found your experience in A&E? Positives

Answered: 135 Skipped: 62

- *At first booking in and streaming , felt looked after*
- *Been pretty quick Excellent in majors Been listened too seriously Staff been good*
- *Quickly triaged.*
- *Staff are always very good. They are busy but are doing their best. I appreciate them. I would be in trouble if we didn't have A&E.*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79



16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *Drinks machines not working*
- *Wait for the GP is long. Given his age and his recession in breathing I would have expected to see a GP sooner. We only have a couple of bottles so he will soon be needing another .*
- *No one keeps you informed of what's happening or the time delays. I had the foresight to bring my medication with me and to take it, otherwise I would have missed it.*
- *Long waiting time*
- *I am sitting on a chair in the busy corridor holding a catheter in a robe. Staff can't find or get hold of certain equipment*
- *No refreshments*
- *It has been an eye opening experience to see what its really like in A&E with the corridors full of patients*
- *My mother shouldn't be on the corridor with such severe dementia*
- *Long waiting time. Boring*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *It would be nice to have somewhere to go and eat while we wait. No phone service in paediatrics to contact other relatives to update them*
- *Had a long wait on the corridor*
- *Long waiting time, and no up-date. No waiting screen in waiting room to let you know your turn*
- *Long wait with no communication*
- *It is very busy and difficult with having a patient with dementia on the corridor*
- *Long wait with no information*
- *Long waiting time*
- *No phone service in paediatrics to call relatives*
- *I have had a long wait. Parking is a nightmare*
- *Long waiting time, no privacy.*
- *Not notifying us of the expected waiting time. Delay in treatment*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *2 parents should be allowed to stay with a baby*
- *Waiting times*
- *Waiting times Waiting in the corridor - can see the staff and very busy Been here 4 hours and not offered any food or drink*
- *Waiting times. They didn't have any beds/chairs left so sat on standard plastic chair which was very uncomfortable There were no chairs left for partner to sit on*
- *Too much workload for staff. NHS are on their knees*
- *Waiting times Staff too busy. Need staff to be available in the waiting room.*
- *Waiting times*
- *Waiting to be seen by the doctor. Chairs are very uncomfortable.*
- *Very busy. Waiting for 2.5 hours already. Nurse who was taking blood looked so tired the patient was concerned about her,*
- *Waiting time. Very uncomfortable seating given waiting time.*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *Not knowing what's happening and how long it will take to be seen.*
- *Very busy and expecting long wait time.*
- *Waiting time can be a problem but she understands the workload of staff.*
- *Sat in corridor. Offered nothing to eat or drink*
- *Had no water or food offered since arrival*
- *Patient had had a suspected mini-stroke. When they checked her in on arrival they told her where to go but didn't assist her so she was confused and got lost on the way. She said she thought they would have considered her condition and offered to help her. She said she felt A&E was chaotic and poorly organised.*
- *Nothing currently as not been in long or received treatment as yet. Person accompanying patient complained the vending machine wasn't well stocked.*
- *Feedback from a patient in a chair on the corridor. I heard that they are short staffed with staff off sick today and it all seems poorly organised and short staffed, with staff going back and to. There seems to be a lack of equipment, and they are looking for chairs, drip stands, etc. Lots of waiting, being in a corridor, not enough staff. Care seems disjointed.*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *Know I am going to have to wait, yet the place seems empty*
- *Just having to wait - but trolley quite comfy.*
- *Poor customer service - took blood and didn't explain why or what for or how long results would take. Staff need a more informative approach.*
- *Difficult to stand in the reception queue due to a health condition, but didn't dare sit down and rest in case lost place to book in.*
- *Everything takes a long time. There is a lot of waiting.*
- *Having a long wait for results.*
- *Signage could be better.*
- *The car parking should be subsidised. It's too expensive.*
- *Long waiting times. Been waiting 2 hours in initial waiting room with no update.*
- *Waiting times*
- *Poor signage for entrance and parking*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *No advice as to what's happening next and how long the wait is. Been in the first waiting room for 3 hours - its the not knowing that's so frustrating. Feels like I've been forgotten.*
- *1 Star for the system*
- *Long wait times with no updates*
- *The seats are very uncomfortable*
- *There is a lack of privacy on reception and triage. I wasn't asked how much pain I was in or if I had taken medication already, or if I wanted some now.*
- *Wait time and does not seem to be very busy either*
- *Long wait times are frustrating, but kept well informed*
- *Waiting time and no signage to give indication*
- *Long wait is frustrating, signage with approx wait time would be helpful*
- *Long wait times*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *Waiting in a corridor on a chair. Chilly corridor when you don't feel well and chair not comfy*
- *Lack of refreshments - none of the machines are working*
- *The wait time. Not being told anything. No privacy - the person on the trolley next to them had been vomiting on and off all the time they had been waiting there.*
- *Triage said they needed an urgent brain scan, that was 2 hours ago.*
- *No communication between the different A&E areas, so was triaged sent for bloods and temperature taken before someone from majors came for him. He was supposed to have been sent to majors on arrival. The triage team were not helpful and made no reasonable adjustment to their manner or language in response to being told that he has learning disabilities.*
- *The waiting. Knowing they need another x-ray but not knowing when that is going to happen. Not being given any pain relief for first four hours. Tired and hungry. Not knowing who to ask to help them go to the toilet.*
- *The waiting without knowing. At point of filling in this survey they had been waiting for 4 hours.*
- *Unorganised - have to keep repeating myself to everyone I see. Waiting - not being informed of how much longer there is to wait.*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *Snacks and hot drink machine out of order and I could do with a drink.*
- *WiFi not good. No car park for A&E.*
- *Waiting- would like a display board in the waiting area so that you know how long you might have to wait. Hard chairs- previous spinal injury and the chairs are not comfortable.*
- *A member of staff was rude in the X-ray department*
- *Previous visits I've waited over eight hours. The drinks are expensive. Would love a cup of tea but the machines are out of order.*
- *Uncomfortable chairs. No coffee machine in the ED waiting room and coffee machines at entrance not working. I think an announcement system needs to happen for when they call people to be seen and speakers in the toilet. I say this as I went to the toilet and have not idea if they called me while I was in there. No one has approached me since I came into here, it has been 3 hours.*
- *Lack of upfront information such as waiting times.*
- *No communication on how long we could be waiting. No where to get a hot drink. No bottled water available it is only flavoured water or fizzy pop in the drinks machines. Poor signage around the hospital.*

16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- *He felt the parking was too far away for people who are ill to walk to. (I explained they could be dropped off at the main entrance then the person taking them could park up).*
- *Not enough staff to look after patients properly Lack of communication - not keeping patients updated Staff under stress - not fair on them as under staffed Waiting times Waited 12 hours once then was sent elsewhere for treatment (patient didn't get into detail and was wanting to go to the toilet so couldn't find out more)*
- *The wait has been too long.*
- *He didn't like waiting in the corridor and the time it was taking to be seen.*
- *The daughter of the patient said she kept getting lost and found it tricky to get around. She said there were no cups in the machine to get a cup of coffee.*
- *On arrival at the doors of A&E the family were trying to get the man out of the car and he collapsed. He was in severe pain. There were two staff members in grey uniforms having a cigarette break close by who ignored the man. Members of the public came to assist him including an off duty paramedic.*
- *Frustratingly very long wait. No privacy. Ambulance drivers having private conversations over pay. Ambulance drivers laughing and joking. Very unprofessional behaviour.*

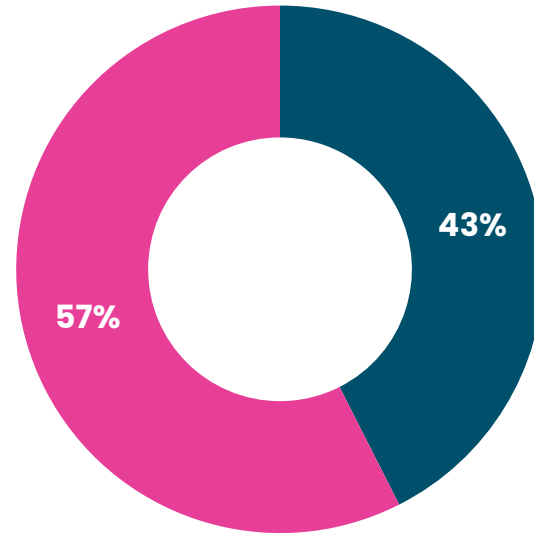
16) How have you found your experience in A&E? Negatives

Answered: 118 Skipped: 79

- The wife of the man was upset by the incident and felt they should have been smoking elsewhere and also should have come to his assistance. The lady was also unhappy with the wait (particularly in a corridor). They had been there 2 hours. She was about to give him a drink of water, then decided to ask to see if that was OK and was advised not to. She felt she should have been told this when his bloods were taken as she would have gone ahead if she hadn't asked.*
- Nothing has happened since moving to the majors waiting room at 5.30. Not seen anyone since.*
- There is no parking just outside which makes it difficult with little ones. There is no kids area in the main waiting room so it is difficult to keep them entertained.*
- The seats are quite hard in the majors waiting room*
- Very long wait*
- Waited 7 hours so far for a bed*
- Kept waiting for hours*
- Busy- I have been told not to go to the toilet myself and the staff are busy and its hard to get help to go to the toilet.*

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

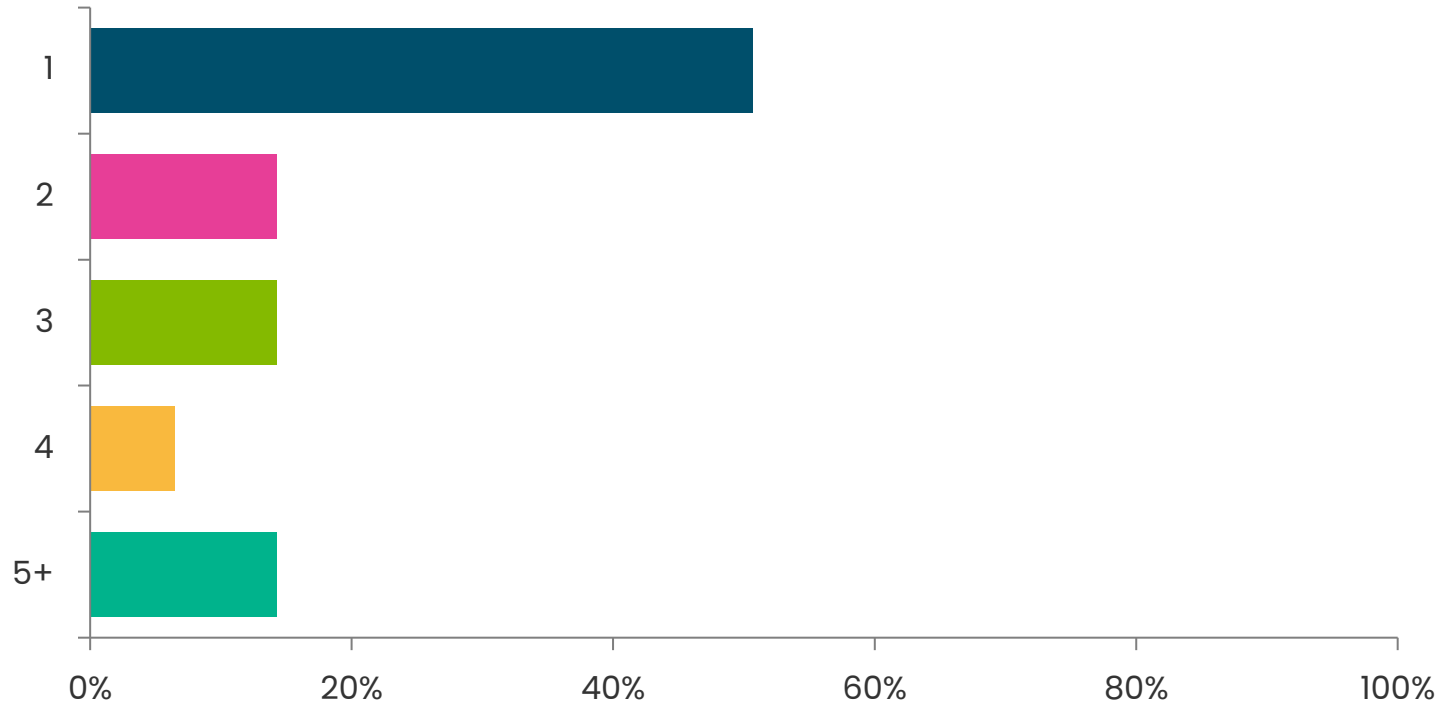
Answered: 181 Skipped: 16



■ Yes ■ No

18) If yes to visited A&E in past 12 months, how many times?

Answered: 77 Skipped: 120



19) Which GP Practice are you registered with?

Tuesday 20 September: 11:30 – 13:00

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	17.65% 3
▼ Earnswood Medical Practice	17.65% 3
▼ Grosvenor Medical Centre	5.88% 1
▼ Hungerford Medical Centre	5.88% 1
▼ Launceston Close Surgery	5.88% 1
▼ Merepark Medical Centre	5.88% 1
▼ Millcroft Medical Centre	5.88% 1
▼ Rope Green Medical Centre	17.65% 3
▼ South Park Surgery	5.88% 1
▼ Weaver Vale Surgery	5.88% 1
▼ Willow Wood Surgery	5.88% 1
TOTAL	17

19) Which GP Practice are you registered with?

Tuesday 20 September: 18:00 – 20:00

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	9.52% 2
▼ Bunbury Medical Practice	4.76% 1
▼ Danebridge Medical Centre	9.52% 2
▼ Grosvenor Medical Centre	4.76% 1
▼ Holmes Chapel Health Centre	4.76% 1
▼ Kiltearn Medical Centre	4.76% 1
▼ Millicroft Medical Centre	14.29% 3
▼ Nantwich Health Centre	9.52% 2
▼ Oakwood Medical Centre	4.76% 1
▼ Rope Green Medical Centre	4.76% 1
▼ The Ceders Medical Centre	4.76% 1
▼ Waters Edge Medical Centre	9.52% 2
▼ Watling Street Medical Centre	4.76% 1
▼ Weaverham Surgery	4.76% 1
▼ Other (please specify) Responses	4.76% 1
TOTAL	21

19) Which GP Practice are you registered with?

Wednesday 21 September: 11:30 – 13:00

ANSWER CHOICES		RESPONSES
▼ Earnswood Medical Practice		13.33% 2
▼ Hungerford Medical Centre		6.67% 1
▼ Kiltearn Medical Centre		6.67% 1
▼ Merepark Medical Centre		6.67% 1
▼ Middlewich Road Surgery		13.33% 2
▼ Millcroft Medical Centre		20.00% 3
▼ Nantwich Health Centre		6.67% 1
▼ Park Medical		6.67% 1
▼ Willow Wood Surgery		6.67% 1
▼ Wrenbury Medical Practice		6.67% 1
▼ Other (please specify)	Responses	6.67% 1
TOTAL		15

19) Which GP Practice are you registered with?

Wednesday 21 September: 18:00 – 20:00

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	3.13% 1
▼ Drs Adey and Dancy - The Health Centre	3.13% 1
▼ Earnswood Medical Practice	9.38% 3
▼ Firdale Medical Centre	3.13% 1
▼ Grosvenor Medical Centre	3.13% 1
▼ Haslington Surgery	6.25% 2
▼ Holmes Chapel Health Centre	3.13% 1
▼ Hungerford Medical Centre	3.13% 1
▼ Kelsall Medical Centre	3.13% 1
▼ Kiltearn Medical Centre	6.25% 2

continued overleaf

19) Which GP Practice are you registered with?

Wednesday 21 September: 18:00 – 20:00

▼ Lawton House Surgery		6.25%	2
▼ Millcroft Medical Centre		15.63%	5
▼ Nantwich Health Centre		3.13%	1
▼ Oaklands		3.13%	1
▼ Oakwood Medical Centre		6.25%	2
▼ Willow Wood Surgery		9.38%	3
▼ Other (please specify)	Responses	12.50%	4
TOTAL			32

19) Which GP Practice are you registered with?

Saturday 24 September: 11:00 – 14:00

ANSWER CHOICES		RESPONSES	
▼ Ashfields Primary Care Centre		5.88%	1
▼ Audlem Medical Practice		5.88%	1
▼ Bunbury Medical Practice		5.88%	1
▼ Danebridge Medical Centre		5.88%	1
▼ Earnswood Medical Practice		11.76%	2
▼ Hungerford Medical Centre		5.88%	1
▼ Kiltearn Medical Centre		5.88%	1
▼ Millcroft Medical Centre		11.76%	2
▼ Oakwood Medical Centre		5.88%	1
▼ Swanlow Medical Centre		11.76%	2
▼ I am not registered with a GP		11.76%	2
▼ Other (please specify)	Responses	11.76%	2
TOTAL			17

19) Which GP Practice are you registered with?

Sunday 25 September: 17:00 – 20:00

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	11.11% 2
▼ Audlem Medical Practice	5.56% 1
▼ Danebridge Medical Centre	5.56% 1
▼ Earnswood Medical Practice	11.11% 2
▼ Firdale Medical Centre	11.11% 2
▼ Grosvenor Medical Centre	11.11% 2
▼ Haslington Surgery	5.56% 1
▼ Hungerford Medical Centre	5.56% 1
▼ Launceston Close Surgery	11.11% 2
▼ Middlewich Road Surgery	5.56% 1
▼ Oaklands	5.56% 1
▼ Rope Green Medical Centre	5.56% 1
▼ Wrenbury Medical Practice	5.56% 1
TOTAL	18

19) Which GP Practice are you registered with?

Monday 26 September: 11:30 – 13:00

ANSWER CHOICES	RESPONSES
▼ Danebridge Medical Centre	3.45% 1
▼ Earnswood Medical Practice	3.45% 1
▼ Firdale Medical Centre	6.90% 2
▼ Haslington Surgery	3.45% 1
▼ Holmes Chapel Health Centre	3.45% 1
▼ Hungerford Medical Centre	3.45% 1
▼ Kelsall Medical Centre	3.45% 1
▼ Kiltearn Medical Centre	3.45% 1
▼ Launceston Close Surgery	3.45% 1
▼ Manchester Road Medical Centre	3.45% 1
▼ Middlewich Road Surgery	3.45% 1
▼ Millcroft Medical Centre	13.79% 4

continued overleaf

19) Which GP Practice are you registered with?

Monday 26 September: 11:30 – 13:00

▼ Nantwich Health Centre		3.45%	1
▼ Oaklands		10.34%	3
▼ Swanlow Medical Centre		6.90%	2
▼ The Ceders Medical Centre		10.34%	3
▼ Weaver Vale Surgery		3.45%	1
▼ I am not registered with a GP		3.45%	1
▼ Other (please specify)	Responses	6.90%	2
TOTAL			29

19) Which GP Practice are you registered with?

Monday 26 September: 18:00 – 20:00

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	9.68% 3
▼ Danebridge Medical Centre	16.13% 5
▼ Earnswood Medical Practice	3.23% 1
▼ Firdale Medical Centre	6.45% 2
▼ Grosvenor Medical Centre	6.45% 2
▼ Haslington Surgery	3.23% 1
▼ Hungerford Medical Centre	6.45% 2
▼ Launceston Close Surgery	3.23% 1
▼ Millcroft Medical Centre	6.45% 2

continued overleaf

19) Which GP Practice are you registered with?

Monday 26 September: 18:00 – 20:00

▼ Oaklands	3.23%	1
▼ Oakwood Medical Centre	3.23%	1
▼ Rope Green Medical Centre	6.45%	2
▼ Swanlow Medical Centre	3.23%	1
▼ The Ceders Medical Centre	6.45%	2
▼ Waters Edge Medical Centre	3.23%	1
▼ Weaverham Surgery	6.45%	2
▼ Willow Wood Surgery	3.23%	
▼ Witton Street Surgery	3.23%	
TOTAL		31

Additional comments:

Answered: 64 Skipped: 133

- *Family up for the weekend taking part in a Polo competition. The child was thrown from the horse and has suffered a head injury. Mum could not praise the hospital enough.*
- *Patient in paediatrics. GP spoke on the phone and given symptoms was advised to go to A&E. Mum aware of other services .*
- *Patient had hurt his back and was worried it was serious. He was generally happy with the service but was unhappy being in the corridor – felt sorry for the staff.*
- *Didn't share why they've been to A&E before as patient was feeling unwell so completed the survey quickly.*
- *Patient was Romanian and spoke a little English. They were aware of other services and said they chose to come to A&E rather than trying other services.*
- *Northwich couldn't provide the treatment needed so sent patient to A&E.*
- *Patient said he would have gone to out of hours rather than A&E but GP advised to come.*
- *Patient had initially called up GP for advice and was surprised to be told to go to A&E. Due to work commitments she chose to come to A&E after work.*

Additional comments:

Answered: 64 Skipped: 133

- Patient said they sometimes are sent to A&E by their GP and sometimes come announced. They said although they wouldn't class their condition as a disability or a long term health condition they have an illness that can flare up on occasion, making a trip to A&E necessary, They said they were aware of other services but felt all visits to A&E had been needed. They didn't share their condition.*
- Paramedics gave the patient the option to travel into A&E themselves which they chose to do rather than take up ambulance time.*
- Patient had recently moved to Manchester and was staying at her dad's house over the weekend. She used to live there and has not yet changed her GP. Her dad felt the best course of action was to come straight to A&E as symptoms had quickly deteriorated and thought GP would be closed.*
- Patient had an internal issue which required regular ultrasounds which is why she has been to A&E twice before - but this occasion was for something else.*
- It appeared the mother simply preferred to use the GP out of hours service so chose to bring her son after school to this service.*

Additional comments:

Answered: 64 Skipped: 133

- *GP advised patient to call an ambulance if suspected stroke but patient chose to drive herself to the hospital instead. She had had a mini stroke before and was concerned the same thing was happening so wanted to get to A&E as quickly as possible. She felt able to drive as symptoms were just starting. She was able to speak clearly and appeared lucid, she just felt internally a stroke was coming on.*
- *Patient waiting for bed to be admitted,*
- *All staff very reassuring.*
- *Everything in A&E is perfect but the waiting is very difficult on family life. I need to be with my wife to help translate but am also worried about childcare responsibilities for picking up from school.*
- *I don't know how long I will need to wait for and how long it will take, but care otherwise good.*
- *Ashfields don't pick up the phone when you ring to make an appointment. But on the positive side you can go into the surgery and talk to the receptionist. Also starting Saturday morning surgeries.*
- *Patient wasn't feeling well so couldn't continue conversation long enough to find out why she's at a GPs in Shrewsbury whilst living in Stoke.*
- *Man only just moved to the area so hadn't yet registered with a GP.*
- *Positive experience all round.*

Additional comments:

Answered: 64 Skipped: 133

- 111 arranged for a call back from Leighton A&E who called the lady and advised her to come. The lady was just calling 111 for some advice as she felt it would be quicker than calling her GP. She was a little uncertain as to why she was there but felt as the professionals had told her to come. She was ready to go and arrange an appointment with her GP another day as she had been waiting 3 hours and wanted to rest at home. She had looked for an appointment online with her GP but there weren't any. She said there was no point calling as she never gets through.*
- The lady didn't want to discuss her long term condition but it appears to be why they return to A&E regularly. The mother of the patient said the family attend the hospital regularly due to other conditions.*
- The man had suspected appendicitis. His pain was bad but doctor said he could either go to A&E today and potentially have a long wait or wait until the pain got even worse and end up getting rushed through. The man didn't want to be in an emergency situation so choose to wait in A&E. He had been assessed and was waiting to see the surgeon for more information.*
- They need to recruit more staff - staff rushed and not getting time to take breaks. Could do with comfier chairs when waiting for so long TV not working and vending machine not got enough choice. Macclesfield hospital has a screen to tell patients how long the wait is. It would be useful here - or screens giving an idea of how long the wait is.*

Additional comments:

Answered: 64 Skipped: 133

- *Young girl was in the corridor and had been given morphine for pain relief. She didn't want to share what was wrong and why she'd come to A&E specifically.*
- *The free 20 minutes of parking is not long enough to drop off a patient and get them settled before leaving. It needs to be longer.*
- *Patient was lucid but slightly confused and had loss of memory. He was alone but seemed content and not distressed.*
- *The patient herself wasn't really sure why she was there and was slightly confused. She lived at home alone. Her daughter had gone to see her mother's GP and he had called and ambulance to take her to A&E. We didn't discuss what her symptoms were. Her daughter felt it was important her mother was seen. She had arrived by ambulance, seemed comfortable and was grateful of the staff treating her (although she was waiting in the corridor).*
- *Man was very rarely ill and completely out of character for him to be in so much pain and unable to walk. His wife was very concerned and just wanted to get him to A&E as quickly as possible as the symptoms appeared very serious to her.*

Additional comments:

Answered: 64 Skipped: 133

- *Was visiting her partner, who lives locally, when the incident happened.*
- *He lives semi independently and a carer had been asked to accompany him to the hospital as his ability to understand and retain information is compromised. The fact that the main reception had not been told he was coming and to direct him straight to majors had caused a great deal of stress for the patient. Waiting then for 3 hours not knowing why was also difficult for him. When I left just after 8pm he was still in the waiting room.*
- *The lady fell down while out shopping. An ambulance was called and they were told it would be a 9 hour wait. So the daughter managed to purchase a wheelchair from the charity shop. With help of passers by she got mum into the chair, then into the car and took her to A&E herself. She then managed to get mum back into the chair and into the hospital where she was placed onto a trolley. By the time I met them the daughter was starting to feel the strain of waiting (nearly in tears). She had been to work, then shopping with mum and then sat waiting in the hospital for 6+ hours with no food or drink.*
- *The gentleman had fallen outside his home and cut his head. Neighbours had called 999 as they couldn't get him up. Once told there was a 6 hour wait for the ambulance the son had been called and they had managed to get dad into the car and bring them in. The man was covered in blood from a cut on the head. A dressing had been applied but no attempt had been made to clean his face or hands.*

Additional comments:

Answered: 64 Skipped: 133

- The gentleman said he would have gone to see his GP but that it is just too hard to make an appointment and has tried but has given up as you just can't get through and have to ring at 8am every morning and can't book ahead, but have to keep trying again every morning. He said he has tried NHS111 online but struggles to get good information and finds the NHS111 phone service better. He said he had been up all night as he had called NHS111 at 6pm last night. They called him back at 10pm and again at 1.30am this morning and was told to come in to A&E then. He said his bloods and investigations were done quite quickly but its been quite a wait since to see a doctor for the results. He said he would have happily gone home and come back for the results if he had been given an idea of how long he had to wait.*
- This visit has been positive so far, but other visits have been horrendous and have waited hours to be seen. I have been given pain relief but feel very teary and anxious as I suffer with PTSD.*
- The family were in the Children's waiting area, had a little boy, approx. 1 year old. Just as we were beginning the survey they were called through by the nurse for treatment, had been waiting approx. 90 mins. Little boy has covid, GP knew this and told them to attend A&E*
- Mother of the child felt the GP was very unhelpful and dismissive. Symptoms of the child were being unsettled, stomach pains, crying which 111 and GP felt were natural 3 week old behaviours. She felt there was more to it and wanted her baby to be seen by a Paediatrician.*

Additional comments:

Answered: 64 Skipped: 133

- *GP practice in Stafford, aware that needs to change surgery and register locally*
- *This conversation was with a lady waiting on the corridor on a trolley and she wasn't sure how long she had been waiting but it was a long time. She said she had been waiting for someone to come and assess if she could stand and walk safely but no had been yet and she had been told she would have to wait in the hospital over night now which she wasn't very happy about.*
- *This lady was in the majors waiting room and hadn't been waiting long as yet, but said previous visits had incurred 12 hour plus waits.*
- *Comments from a gentleman on a trolley in the corridor. Had been waiting several hours for an x-ray and scan. X-ray done just waiting for a scan. Said he didn't know how he would get home as he didn't have a phone on him to ring his wife. Advised to ask a member of staff who could make a call for him.*

Appendix - Demographics of survey respondents

20) What is your postcode?

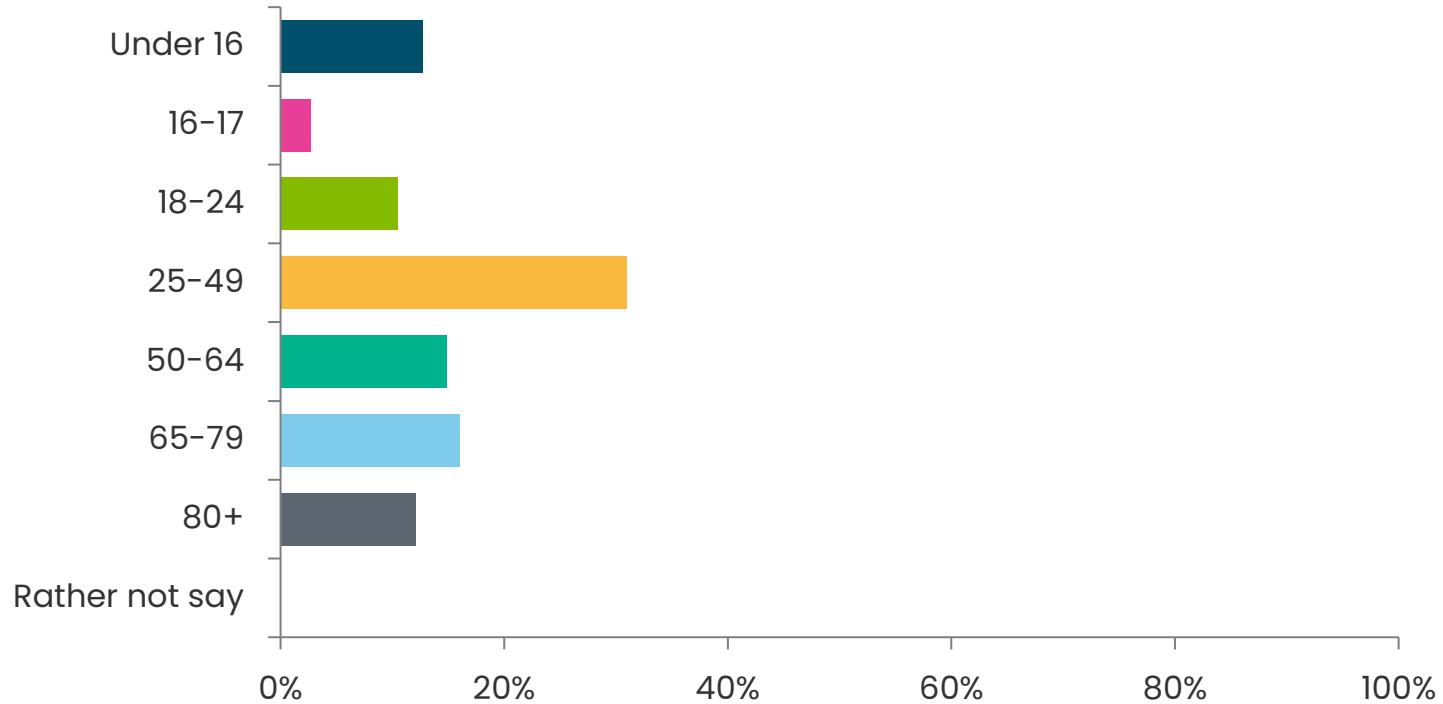
Answered: 181 Skipped: 16

Postcode information shows the spread of locations people were attending from during our visits. A small number of people attended for out of area locations whilst visiting locally.



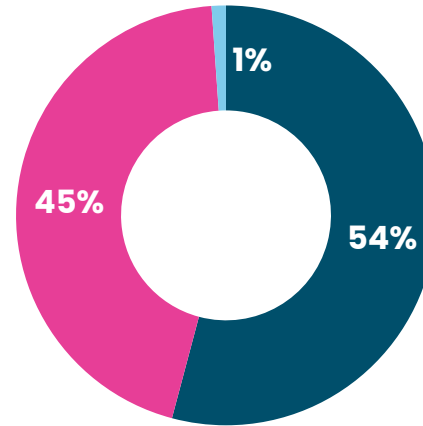
21) Age

Answered: 181 Skipped: 16



22) Gender

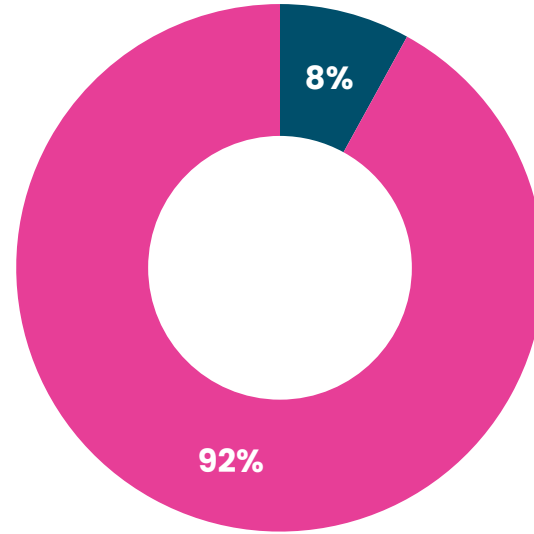
Answered: 181 Skipped: 16



- Woman (including trans woman)
- Man (including trans man)
- Non-binary
- Trans sexual
- Transgender
- Rather not say

23) Do you consider yourself to be a carer?

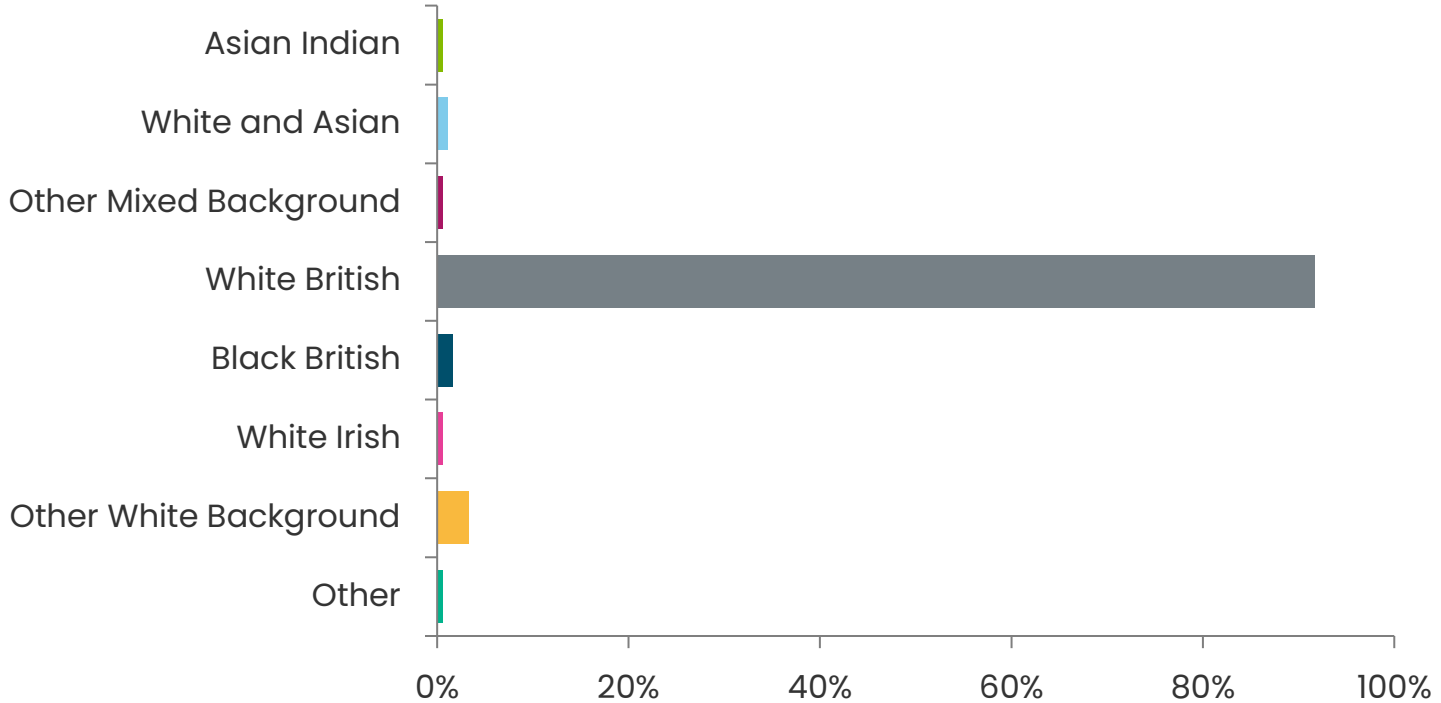
Answered: 181 Skipped: 16



■ Yes ■ No

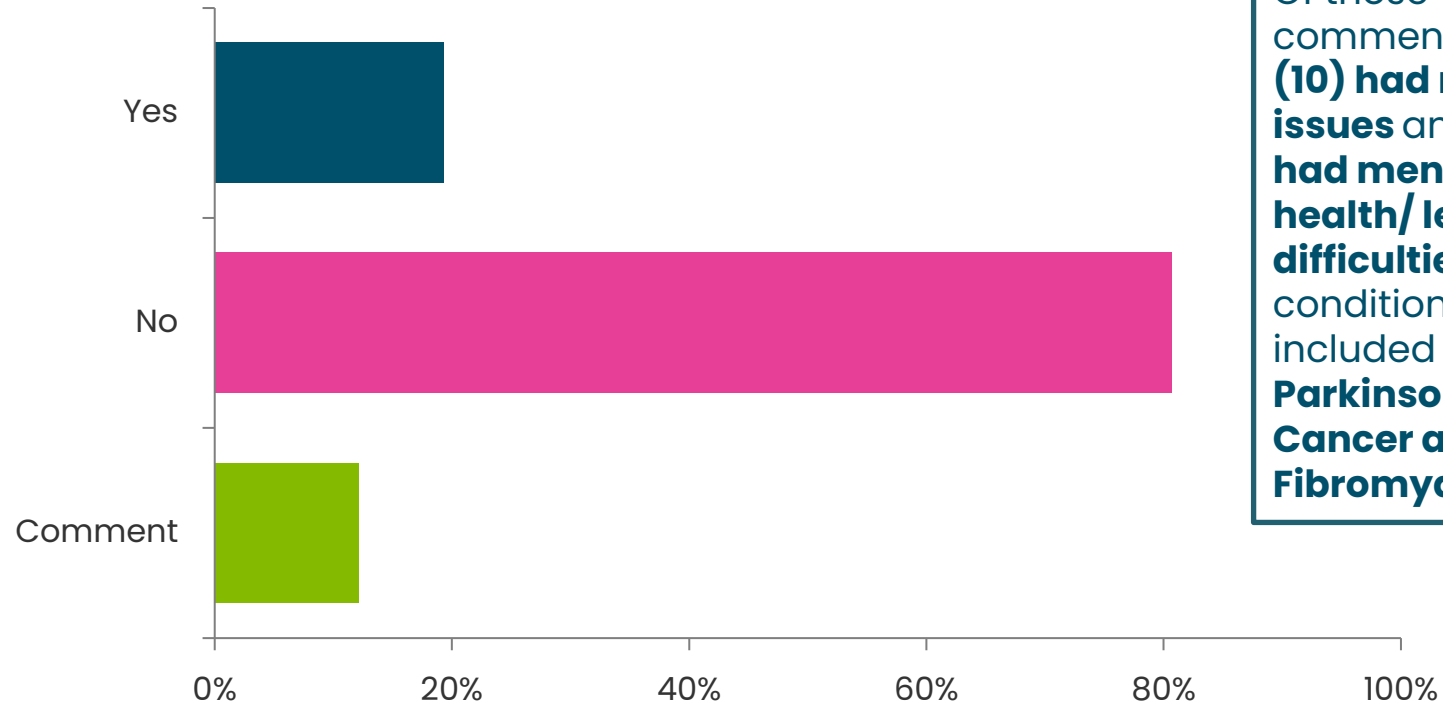
24) Ethnicity

Answered: 181 Skipped: 16



25) Do you consider yourself to have a disability/long term health condition?

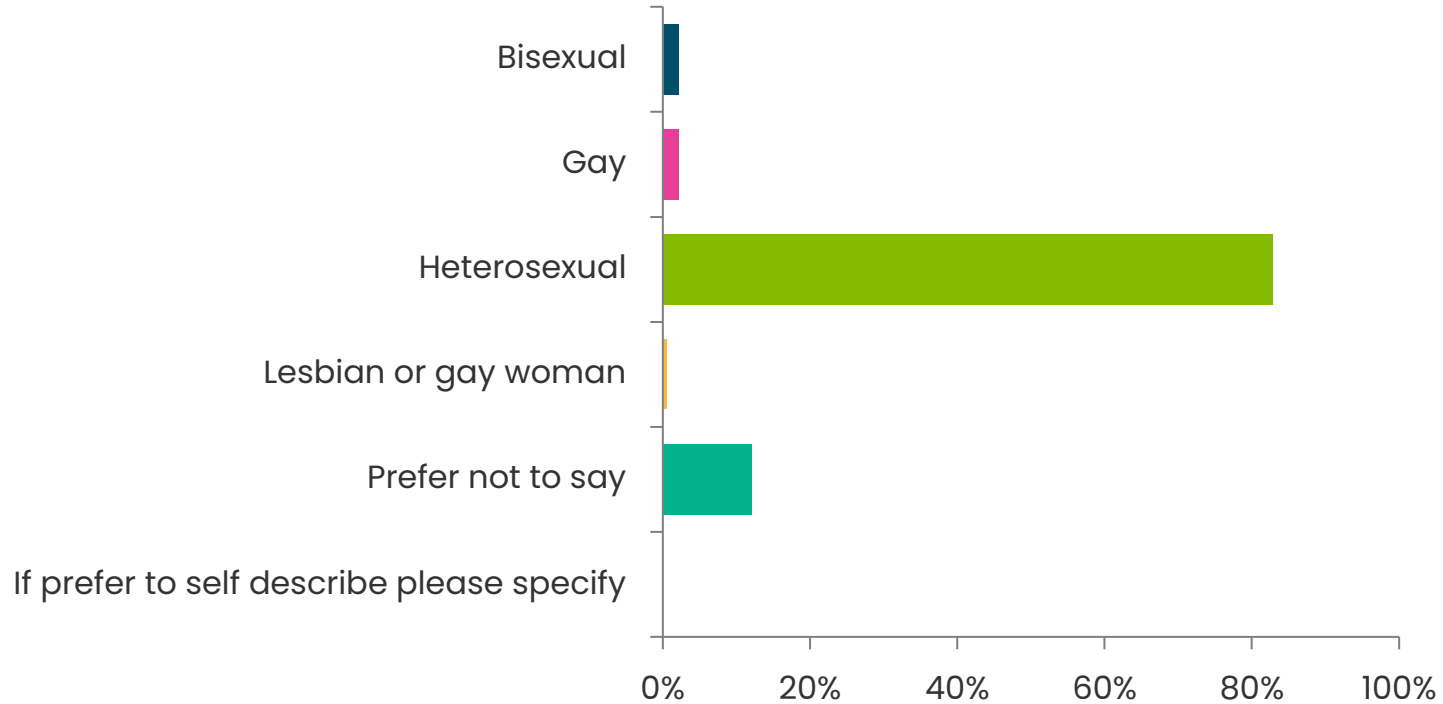
Answered: 181 Skipped: 16



Of those who commented **45% (10) had mobility issues** and **23% (5) had mental health/ learning difficulties**. Other conditions included **Parkinsons, Cancer and Fibromyalgia**.

26) What sexual orientation do you identify with?

Answered: 181 Skipped: 16



Feedback from Mid Cheshire Hospital Foundation Trust:

Please can I thank you and the team for the time you spent with us, as you know Accident and Emergency departments nationally are extremely busy and we are no different.

We have discussed the draft report at our Executive Team meeting and agreed to accept the report without correction. As discussed before the visit we would also like to invite you and the team, as well as people from our Urgent Care team, to one of our Executive Team meetings so we might have the chance to hear the wider views of the assessor team as part of our approach to continuous learning.

The team did an incredible job of listening to the views of those attending whilst allowing the department to function in the best possible way. Please can you pass on my personal thanks to every one of the team.

Ian Moston
Chief Executive Officer
Mid Cheshire Hospitals NHS Foundation Trust

Healthwatch Cheshire Feedback Centre can be
found at:

 www.healthwatchcheshire.org.uk

Or contact us on :

 0300 323 0006

 Email: info@healthwatchcheshire.org.uk

  @HealthwatchCW and @HealthwatchCE



Healthwatch Cheshire CIC, Sension House, Denton Drive, Northwich,
Cheshire, CW9 7LU