



A&E Watch Countess of Chester Hospital

September 2023

healthwatch
Cheshire West

healthwatch
Cheshire East

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 Countess of Chester – September 2023

A&E watch is part of our annual programme of work, visiting A&E services across Cheshire West and East. The visit took place 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. This report can be read in conjunction with our Countess of Chester A&E Enter and View Report and our Same Day Emergency Centre Report, which can be found at:

<https://healthwatchcwac.org.uk/what-we-do/our-reports/>



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. An Enter and View visit was carried out along side the A&E watch and the report is available to read in conjunction with this.

- Thursday 7 September 17:00 – 20:00
- Saturday 9 September 12:00 – 15:00
- Monday 11 September 09:00 – 12:00

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.

Five members of the Healthwatch Cheshire team, accompanied by one volunteer held conversations and completed surveys with individuals whilst they were waiting to be seen. Survey results were then input 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 125 people who completed our survey.

A copy of the final report will be published on our Healthwatch Cheshire West website, and sent to the below with the recommendation that the information is used to provide intelligence for the planning of Accident and Emergency services at the Countess of Chester Hospital and across the Health and Care System.

- Countess of Chester Hospital NHS Foundation Trust
- Cheshire West and Chester Health and Care Partnership Board
- Cheshire West and Chester Council Scrutiny Committee
- Cheshire West and Chester Health and Wellbeing Board
- North West Ambulance Service (NWAS)



Summary of findings

The findings are based on analysis of the results of **125 survey responses** Healthwatch representatives gathered during their time at the Countess of Chester A&E.

Why people told us they attended A&E rather than other services

- **Over half (61%) of all respondents had spoken to someone else before attending A&E.** The majority had been advised to attend by their GP Practice, 111 or 999.
- **62% had spoken** to someone for advice or treatment **the same day** as attending A&E and 21% the day before. Other respondents had spoken to someone 2-7 days previously and some had accessed numerous services before attending.
- **The majority (76%) of those who had spoken to someone, been advised to go to A&E. Over half (62%)** of the people who were told to attend A&E weren't sure or didn't know if they would be expecting them.
- Of respondents who had chosen not to speak to anyone prior to attending A&E, **over half (55%) felt it was an emergency or too urgent to go elsewhere** and **28%** had been **previously advised to come to A&E** by another medical professional.
- **Over half (58%)** of the respondents had **been brought to A&E by a friend or relative and almost a quarter, (24%)** came by Ambulance or Paramedic.

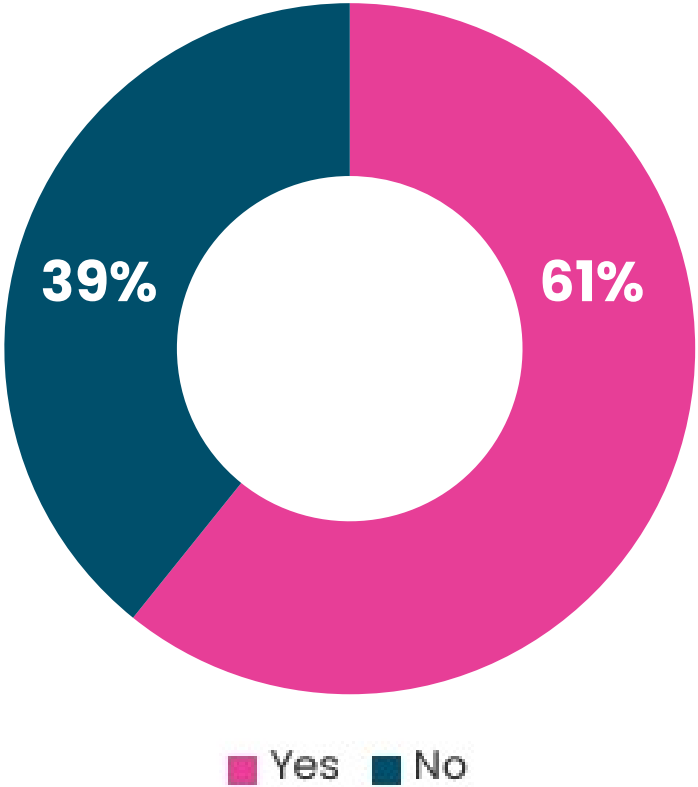
People's experiences of attending A&E

- Of those who arrived by ambulance, **70% were waiting less than 2 hours** for it to arrive. **Over three quarters (75%)** rated the care they received from paramedics as **'excellent'**.
- **Almost three quarters (74%)** of those waiting at A&E **had not** been kept regularly up to date on **waiting times** and **just over half (52%) had not been** kept up to date with their **treatment and care**.
- **86%** said they had been **treated with dignity and respect** during their time at A&E and **72%** said they felt their **privacy had been maintained** as much as possible.
- **Almost three quarters of respondents (71%)** thought the service they received in A&E was **good or excellent**. **Positive** themes included the service they received from the **staff** and the **speed of being seen by triage**. **Negative** themes included **long wait times, general facilities** and **staff communication**.
- **Almost half** of respondents (48%) had been to **A&E before in the last 12 months**. **Over half** of those had been once or twice (53%) and **a quarter (27%) had been 4 times or more**.
- Attendees were predominantly **White British (92%) and Heterosexual (93%)** with slightly **more female than male** (58% versus 42%). Age demographics varied across the range with **most being over 50 (61%)**.
- **9%** considered themselves to be a **carer** and **over half (53%)** said they had a **disability or long term health condition**.

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?

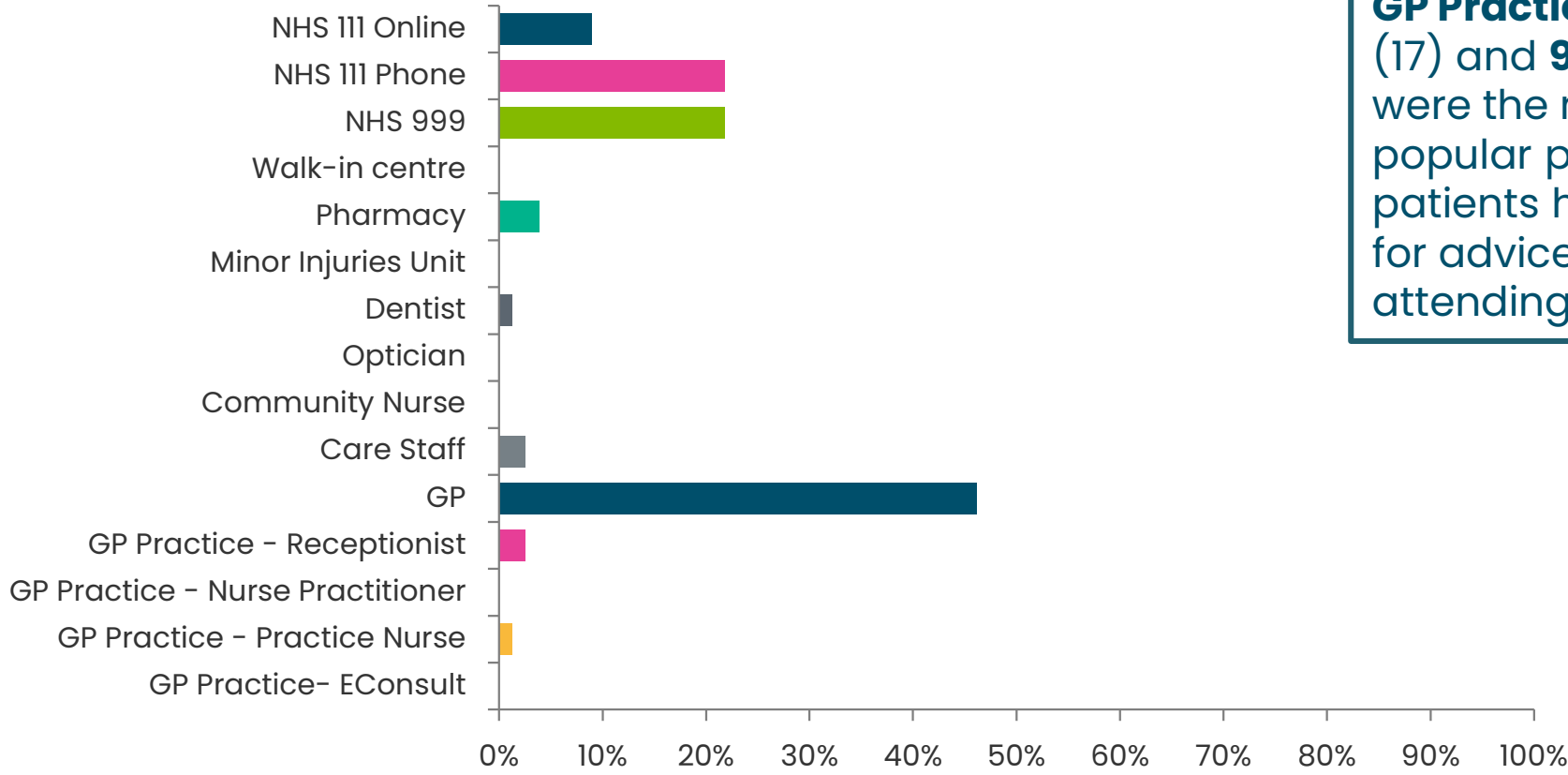
Answered: 125 Skipped: 0



61% of respondents had **spoken to someone else** before attending A&E.

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

Answered: 72 Skipped: 52



GP Practice (39), 111 (17) and 999 (17) were the most popular places patients had gone for advice before attending A&E.

Other – please specify and add any additional information

Answered: 37

Contacted the GP Practice

"The GP was really good. I went to see him in the week and he said to come back to see him if symptoms got worse. I saw him again this afternoon and he told me to come to A&E."

"The GP prescribed antibiotics which haven't worked."

"GP spoke to the medical registrar and said I should come in."

"Saw GP on Wednesday, who prescribed pain killers."

"GP Out of Hours."

"GP advised me due to my condition I needed to attend A&E."

"The GP gave me a letter to take to A&E."

"It took over an hour to get through to the GP."

"They spoke to GP Out of Hours and said I needed to come in."

"Tried to speak to the GP but couldn't get through after a long time. Saw the Pharmacist and they said I should go to A&E."

Other – please specify and add any additional information

Answered: 37

Contacted 111

"I live in sheltered accommodation so called the carers, who called 111."

"NHS 111 was very helpful. Same day care have been very efficient in the past and you are in and out quickly but can be overwhelming having everything done so quickly e.g. bloods, investigations, etc."

"I used the online 111 service. It was very straight forward and easier than ringing. Didn't have to wait long for a call back."

"Took a long time to get through to NHS 111, gave up after trying for 3.5 hrs and came to A&E."

Advised by consultant/hospital

"Hospital doctor/ consultant advised me to come to A&E if symptoms got worse. I have a terminal diagnosis so I'm under the hospital not the GP."

"I called in some time ago and was told after admission if it happened again to come straight back."

Other – please specify and add any additional information

Answered: 37

Contacted the ambulance service

“The nursing home called an ambulance.”

“The warden at my flat called an ambulance for me.”

“The care home called for an ambulance.”

“111 contacted the ambulance service who said they would be five hours initially. They then called me back to say it would be an hour.”

“The crisis team called 999.”

He wouldn't come in with the paramedics so his daughter brought him. (Comment recorded by Healthwatch representative)

Contacted multiple services

“We called 111 on Sunday and then went to the out of hours. They prescribed antibiotics. The nurse came to see my mum today and prescribed antibiotic cream as the problem wasn't getting any better. She said if it gets more angry to get it checked out so we've come to A&E. We're still waiting for the chemist to deliver the cream as it was only ordered this afternoon.”

“I had a pre-booked dietician's phone call. They referred me to the GP who strongly advised to go to A&E.”

Other – please specify and add any additional information

Answered: 37

Contacted multiple services

"I had been to see my GP who had prescribed antibiotics for an infection. I was told to call back if it got worse. I spoke to the receptionist and there were no appointments today so she recommended I call 111. I waited for approx. 30 mins to get through so gave up and got a lift to A&E."

"Went to the GP yesterday. I used the Patches online service then called the doctor for more advice. I was advised to take painkillers. I called 111 this morning and was advised to go to A&E asap."

"Called the GP but couldn't get an appointment so I telephoned 111. They said it was a six hour wait for an ambulance and we live seven minutes away so I got a lift."

"My mum spoke to GP a week ago who referred her to a specialist in Rheumatology to double check some medication he wanted to put her on. Two different specialists told her two different things. They made decisions based on a photograph of the area. Because she was advised not to take some of the medication alongside the antibiotics, she's had a flare up. We're now in A&E having tests on her heart as they think she has a serious infection. We'd been to see the Rheumatologist today who sent her to A&E."

"The GP advised me to call the Cottage Hospital in Mold but they told me to go to A&E once I explained my issue."

Other – please specify and add any additional information

Answered: 37

Additional comments

"My girlfriend is a nurse."

"I injured my mouth – the dentist referred me here."

"My neighbour advised me to come – she's a nurse."

"The musculoskeletal team."

"Spoke to friend who is a paramedic."

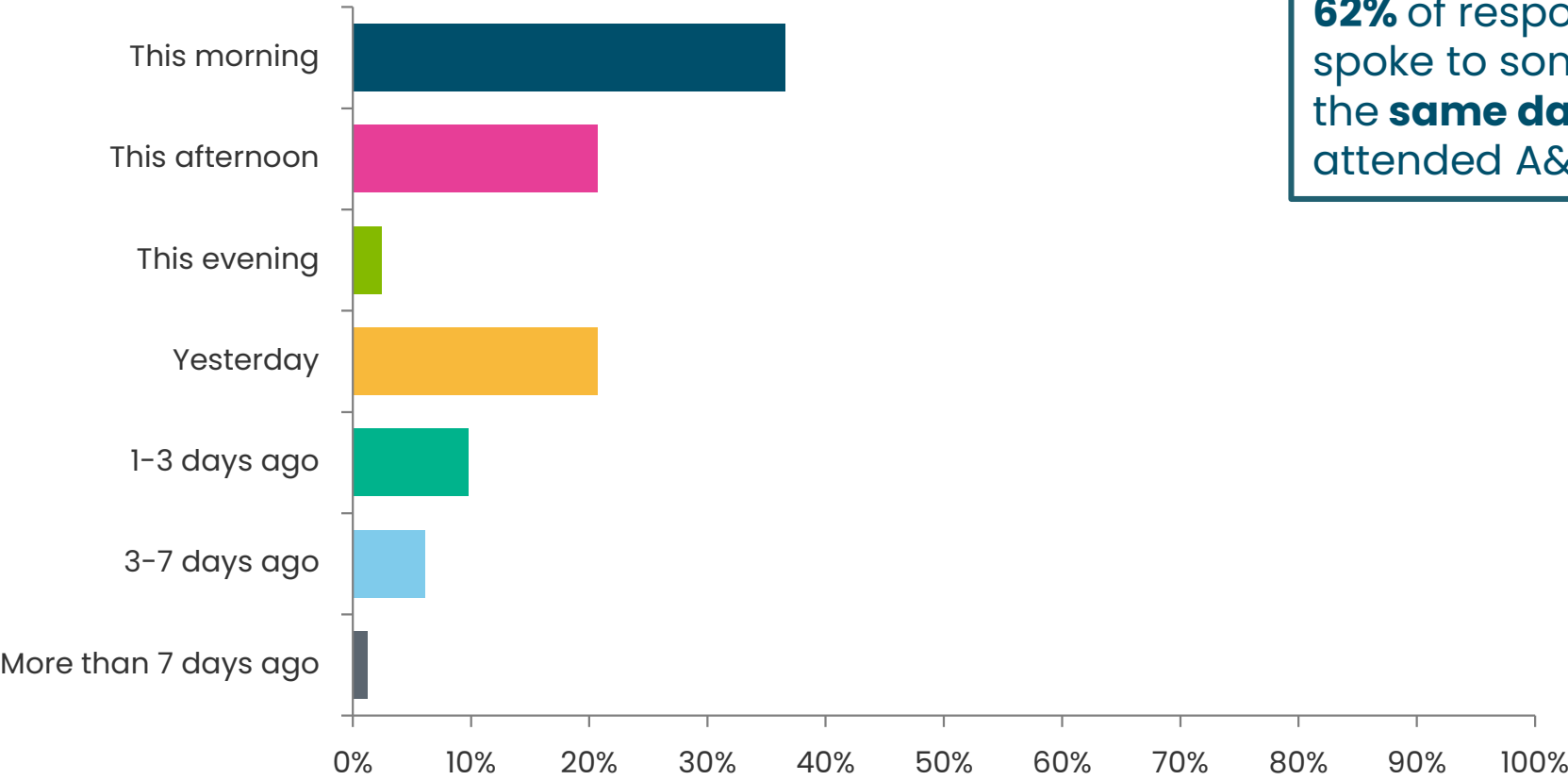
"GP on board a cruise told me to come to A&E."

"Wife has been ill on and off since last summer. We have found the pharmacy particularly helpful to help manage medication and pain control."

"Eye clinic."

3) When did you try speaking to anyone else, or try to go somewhere else for advice or treatment?

Answered: 80 Skipped: 45



62% of respondents spoke to someone the **same day** they attended A&E.

Additional comments

Answered: 12

"I saw the doctor last week and had bloods taken. I had a call from the GPs today telling me I needed to go to A&E"

"I spoke to the GP on Tuesday but my symptoms got worse so my granddaughter called the ambulance today."

"Called 111 5 days ago then saw nurse this morning."

"I've been in hospital previously but was released and had to come in again. I've now been here for six days."

"I've been here for 36 hours and sat for hours in the waiting room. I think they've forgot about me. The seats are uncomfortable."

"I came yesterday but it was just too busy so we went home and came back today."

"I spoke to my GP late on Friday who said I would need to come to A&E but said I could choose when to come, so I chose Monday morning as I thought this would be quieter than over the weekend."

"I came in at 7am yesterday."

"I came in on Friday and am still here." (Comment recorded on Monday)

Additional comments

Answered: 12

"I spoke to reception who told me to call back on Monday. I explained I had low platelets & low haemoglobin (I have MDS). I called Ward 43 for advice on Thursday but they weren't overly concerned at that stage but I have deteriorated since."

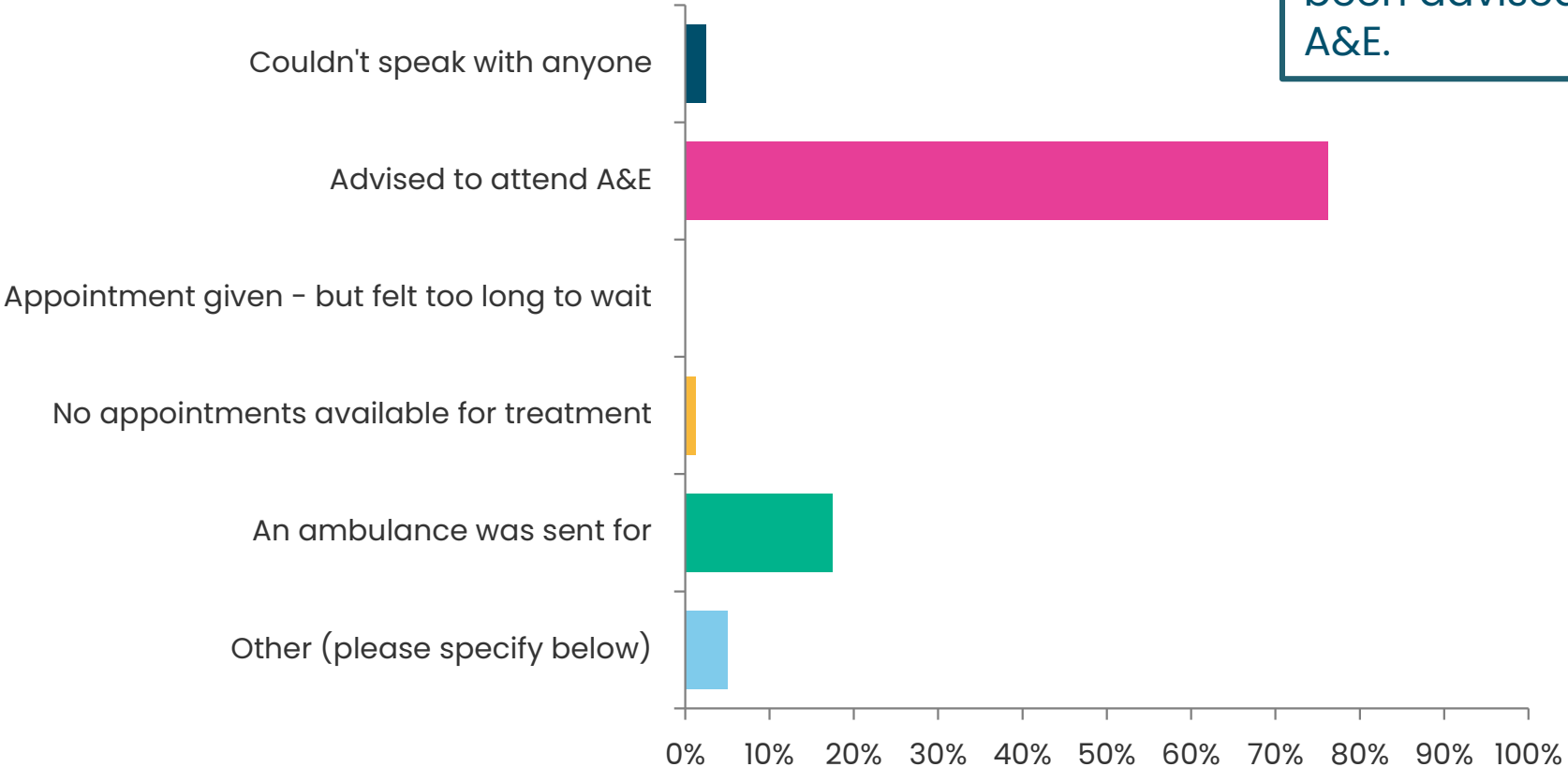
"I had a procedure on Monday and was bleeding so I came to A&E on Wednesday and was here 7 hours. They've taken some bloods this morning."

"I've been waiting on a trolley, waiting for someone to make up a bed for me. Staff found one so that I will be more comfortable on but they haven't had time to make it up yet."

4) What was the outcome?

Answered: 80 Skipped: 45

Three quarters (76%)
of respondents had
been advised to go to
A&E.



Other (please specify) and any additional comments

Answered: 5

"The Rheumatologist said it was a priority case and told me to come here. He's been down to see me in A&E."

"I was advised to get checked out if it got worse but not specifically where to get it checked out."

"My daughter decided I should come."

"I have a long term condition so I know what to do."

"I went to hospital in Spain and they wanted to keep me in to give me IV antibiotics. I decided to fly home and come to my local hospital if I needed to stay in hospital."

"I went to the GP out of hour's then was sent to A&E."

"I had a letter from the surgical team."

"They said to go to COCH's GP out of hours who advised to come to A&E."

"I was put on the wait list for an ambulance but advised it would be 10.5 hours because I was not a priority."

"I was told I could have an ambulance but the wait was long so got here myself."

"I'd had a stroke."

Other (please specify) and any additional comments

Answered: 5

"I spoke to the Musculoskeletal team last night and they were concerned as they didn't want the damage to get worse. Their waiting list is very long so they advised me to go to A&E."

"We don't tend to use NHS 111 - found them useless in the past for advice."

"I was offered an ambulance but I said I was happy to take a taxi and did this instead."

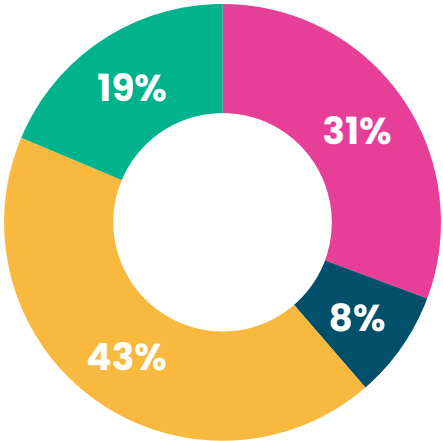
"The GP gave me a letter to take to A&E."

"The GP told me to go straight to A&E."

"The GP insisted I went straight to A&E."

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

Answered: 75 Skipped: 50



Over half (62%) of the people who were told to attend A&E weren't sure or didn't know if they would be expecting them.

Of the 39% (29) who were told A&E would be expecting them, for the majority this was the case (23).

- Yes and they were expecting me when I arrived
- Yes but they were not expecting me when I arrived
- No
- Don't know

Additional comments

Answered: 8

"I was told they would know but I'm not sure whether or not they were aware. I waited for 30 mins in the waiting room on arrival."

"I had a letter from the GP but they weren't aware I was coming."

"The doctor gave me a letter to hand in on arrival. The GP said I wouldn't need to wait as I had the letter but I've been here 5 hours."

"111 said they didn't do that."

"They sent over a copy of the paramedic's assessment."

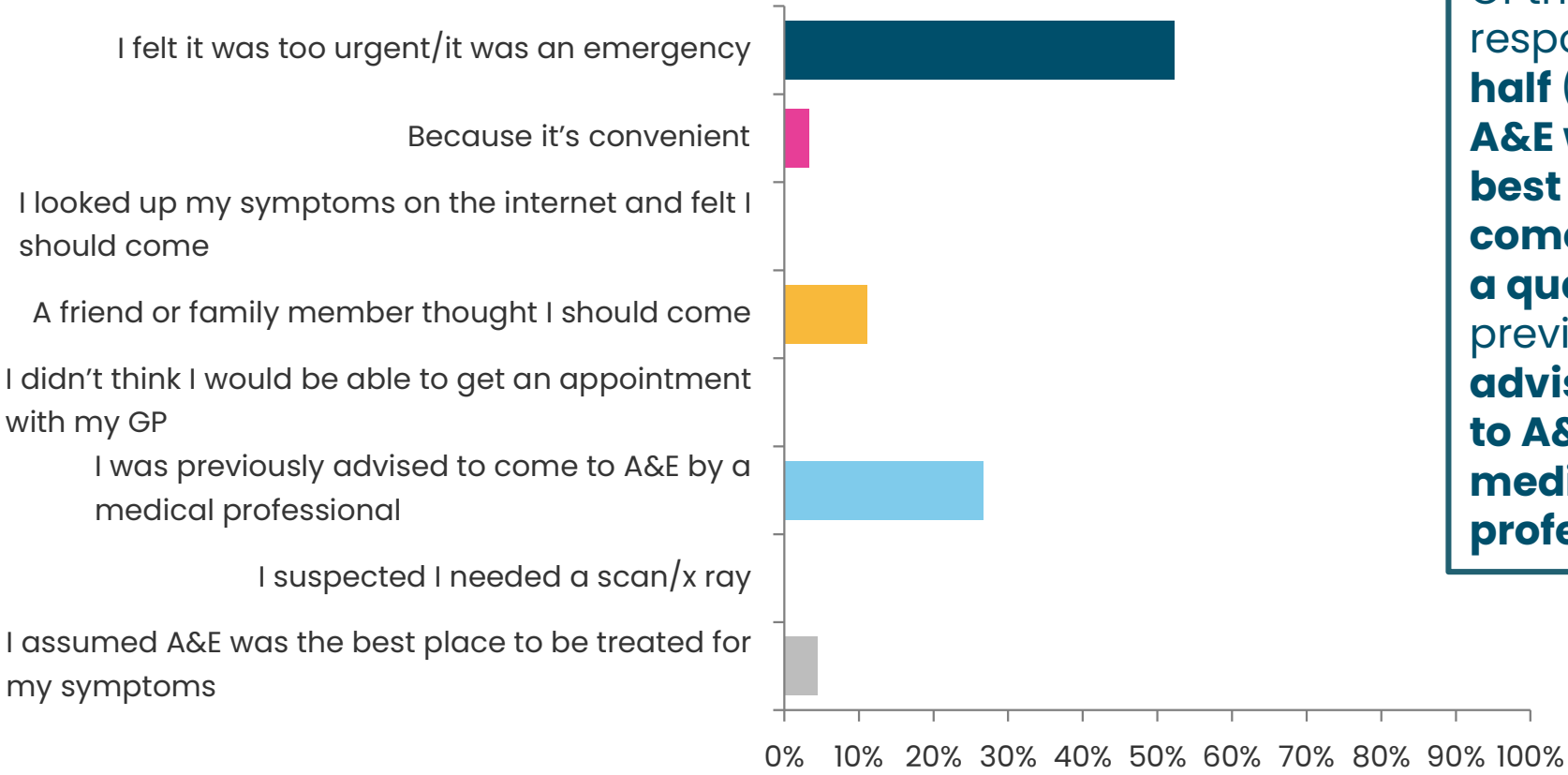
"The GP sent a letter, and said I was booked in and there would be no waiting. I had to wait an hour before I was triaged and they didn't know I was coming."

"I was told if I deteriorated to go to A&E."

"I was told on Wednesday if things didn't improve to come back."

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

Answered: 85 Skipped: 40



Of the 85 who responded, **over half (47)** assumed **A&E would be the best place to come** and **almost a quarter (24)** had previously been **advised to come to A&E by a medical professional.**

Why was this the case? Could you tell us a bit more?

Answered: 52

Advised to come to A&E

A member of the mental health team called an ambulance from the respondents flat. He wasn't able to provide more details.

"My girlfriend is a nurse and said I should come."

"The paramedic advised."

"The care staff felt I needed to come in to hospital."

"The GP out of hours sent me after seeing them."

"Carers decided."

"I had a letter from the surgical team to attend A&E."

"My son said I needed to come and thought I was very ill."

"I was involved in an assault with my partner and the Police were called and said I should go to A&E."

"I was involved in a Police incident in Ellesmere Port town and the Police said to come to A&E".

Why was this the case? Could you tell us a bit more?

Answered: 52

Advised to come to A&E

"I was found by the Police and dropped off at A&E."

"I was advised by the police to come to A&E as I was involved in an assault. The Police rang an ambulance but I didn't want to waste their time so told them to cancel it and got a friend to bring me instead."

"I was advised by friends as I was getting worse. I wasn't going to waste anyone's time but with me getting worse I decided to take advice and come."

Symptoms

"My son had self-harmed."

"I have a large cut after a fall."

The respondent was 97 year old and feeling very unwell.

"I had a car accident and head injury has got worse."

"I have a possible broken bone."

"The bleeding didn't improve."

Why was this the case? Could you tell us a bit more?

Answered: 52

Symptoms

"My leg looked as though it might clot - I also had a very sore throat."

"I've had issues with my eyes previously."

"I have a long standing condition."

"I have a sore wrist and it was swollen after school."

"My breathing was a bit strange, and my legs gave in."

"I had pains in my legs whilst in Spain for 4 weeks."

"Bloods & kidney function deteriorated very suddenly, and can't be dealt with by the GP."

"I've had a fall."

"I felt very ill and thought I was having a stroke."

"I was attacked by a dog and my finger was hanging off."

"I'm in a lot of pain."

"I have an open cut and have lost a lot of blood."

Why was this the case? Could you tell us a bit more?

Answered: 52

Considered A&E the best place to come

"I had fall and cut my head open. It obviously required stitches."

"I think I've broken my wrist."

"I fell and can't remember getting to A&E. My wife rang an ambulance but I don't have any memory of getting here."

"I suspected I had broken my arm."

"I have used NHS 111 before and didn't find them helpful and the GP is closed today. I felt I needed to be seen and that it couldn't wait."

"I gave up after a long wait to get through to NHS 111 and felt I needed seeing by health professionals."

"I'm a student and my GP is in Manchester. I have no trust in my GP anyway so won't go there. I don't see the point of GPs. I felt my symptoms were severe so needed to come to A&E."

"I felt it was the best place to come given the time and my condition."

"I had a car crash yesterday. I've become dizzy and am worried. The GP is closed now and I felt A&E was the best place to come."

"I've broken my finger so knew I had to come in."

Why was this the case? Could you tell us a bit more?

Answered: 52

Returning following discharge or attended A&E before

"My husband was discharged at 17:30 today (now 20:30) after having treatment for kidney stones. The ward said not to hesitate to bring him back if there were any issues. He has been worse for the procedure. He didn't have a scan at the time and I think he should have."

"I have been a number of times previously - I have mental health problems."

"I've been to A&E 3 times in the last 6-8 weeks."

"Vomiting after a neck operation."

"I have had the same health problem several times this year and need to come into hospital to be treated so came straight here. In fact I've only been home from hospital for one week before I was ill again."

"My son thought I should come in. I am 91 and have been poorly recently and was only discharged on Tuesday, and my symptoms returned."

Why was this the case? Could you tell us a bit more?

Answered: 52

Additional comments

"It's closer than the Walk In Centre."

"My family brought me in."

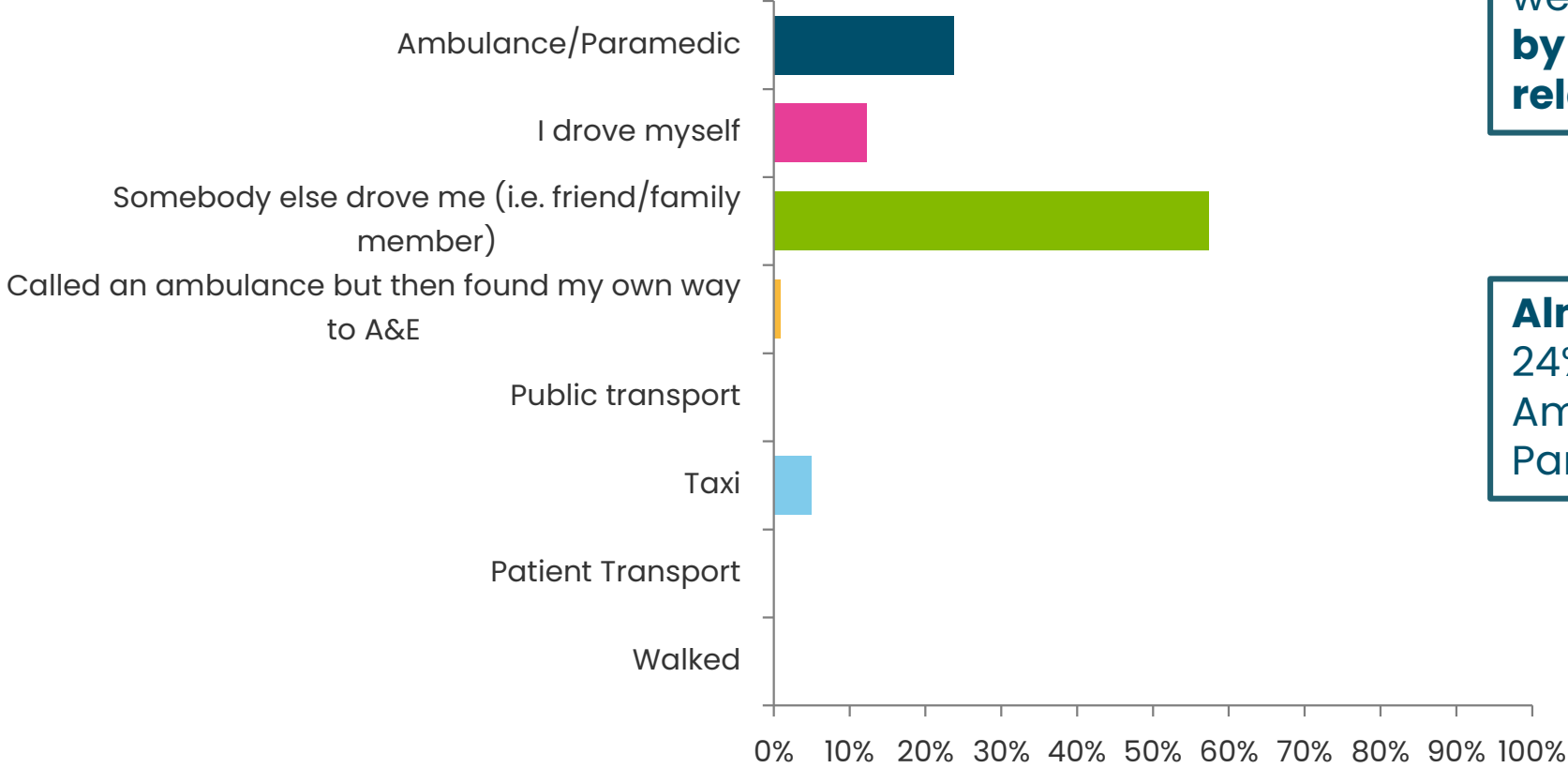
"With it being the weekend and the GP being closed, I thought it would be the best and most convenient option."

"I also felt that NHS 111 would tell me to come to A&E anyway."

"I would have gone to the walk in centre but I heard on the radio that there had been a serious accident on the route I would have taken so I brought my son to A&E."

7) How did you travel here today?

Answered: 121 Skipped: 4

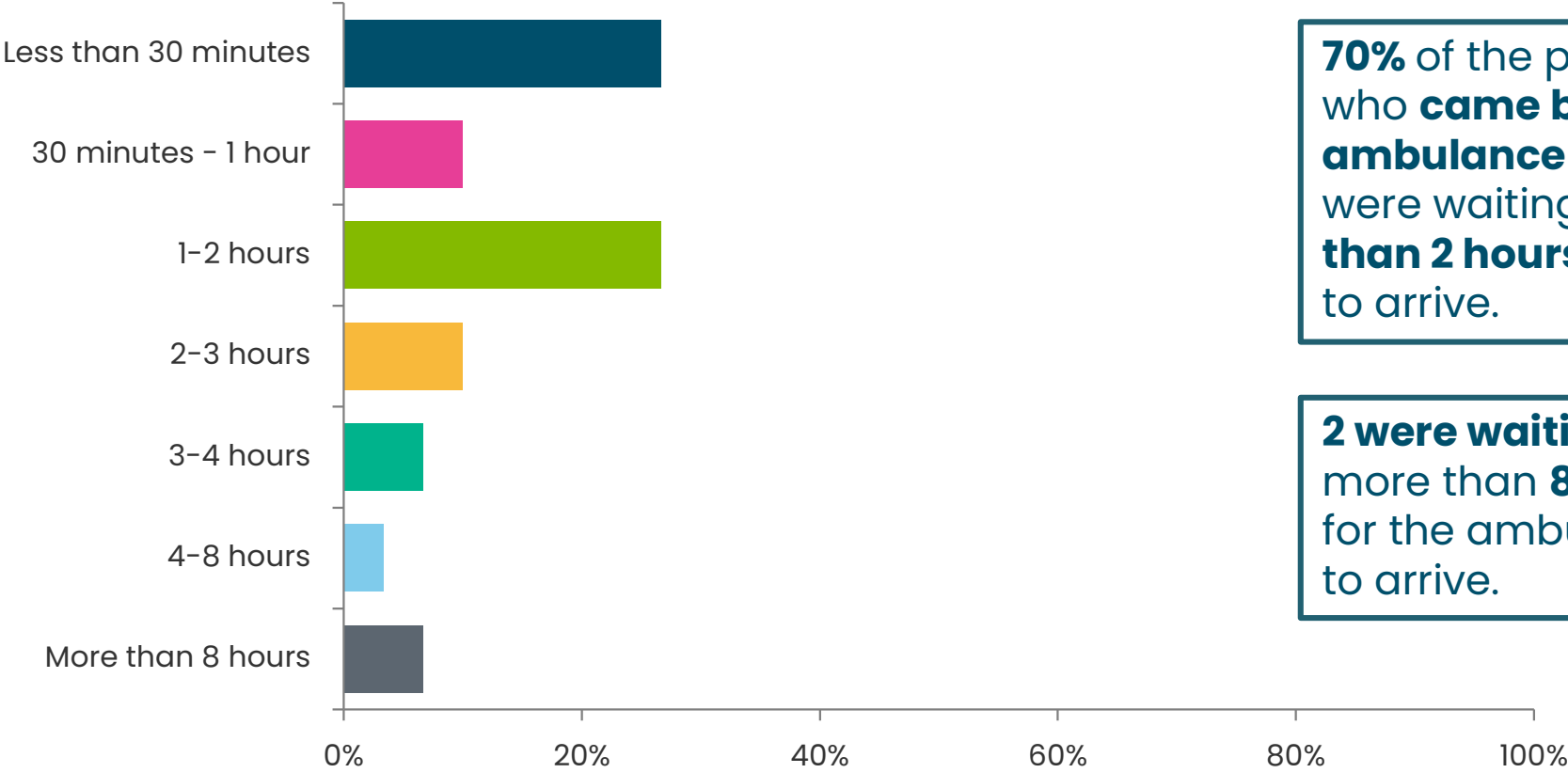


Over half, 58% (70) were brought to A&E by a friend or relative.

Almost a quarter, 24% (29) came by Ambulance or Paramedic.

8) If you came to A&E by ambulance, how long did you wait?

Answered: 27 Skipped: 98



70% of the people who **came by ambulance** (19) were waiting **less than 2 hours** for it to arrive.

2 were waiting more than **8 hours** for the ambulance to arrive.

Additional comments:

Answered: 8

"They said an hour but it was longer than expected."

"They were told it would be seven hours but it came quicker."

"I was high priority."

"Only took 20 minutes to arrive."

"I don't know anything about getting to A&E so don't know how long it took."

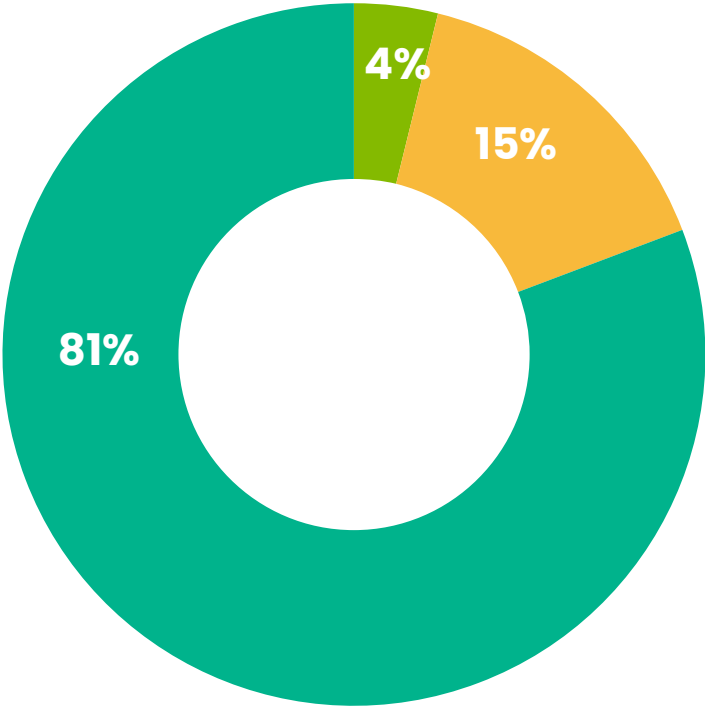
"They came within 20 minutes and were really quick."

"I called at 23.30 last night and was told I was low priority. They arrived at 08:00 today. I had no-one else to bring me in."

"It was a long wait."

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

Answered: 27 Skipped: 98



Over three quarters (81%) of the people who came by ambulance rated the care they received as excellent.

■ 1 ■ 2 ■ 3 ■ 4 ■ 5

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

Answered: 19

Additional comments:

"The listened to me and understood me."

"They were articulate and checked everything out. I found them very comforting."

"They were caring and gave thorough treatment."

"The two ladies who brought me here were lovely."

"The staff were brilliant. They kept asking if I was OK, do you want a pillow or a blanket."

"Such a long wait – and no one seems concerned."

"Very helpful and nice."

"Really wonderful. I was looked after while I was in the corridor as there wasn't any beds."

"They were very good. I had to go back into the ambulance when I arrived because the hospital didn't have any beds."

"The crew listened to me."

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

Answered: 19

Additional comments:

"Extremely professional."

"Staff are fabulous and really know what they are doing. My paramedic had been in the job for 42 years."

"The ambulance staff were fantastic! Very helpful, professional and kind."

"No memory of them unfortunately."

"The staff were just lovely."

"The care & support is very person centred."

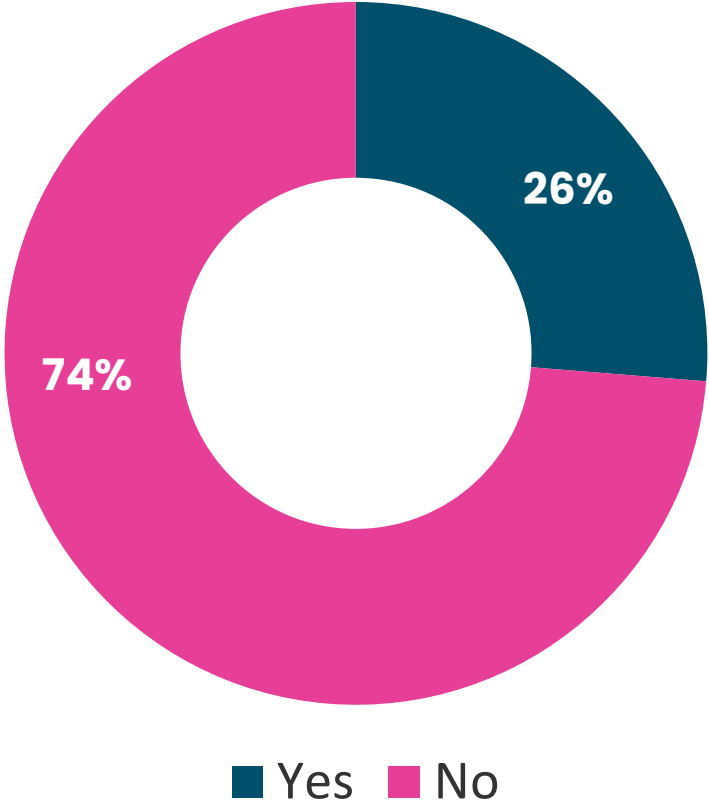
"Despite the long wait the staff were very good."

"The staff are professional and kind. Their care is good."

"The staff were lovely and reassuring."

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

Answered: 118 Skipped: 7



Almost three quarters (74%) of those waiting at A&E had not been kept regularly up to date on waiting times.

Additional comments:

Answered: 54

Not been at A&E long

"I've not been here long."

"I've not been here long - waiting for blood test results."

"I'm still waiting for triage but I haven't been here long."

"I've not been here long."

"Recently arrived and triaged immediately."

"I saw the triage nurse within 30 mins - it's been quick."

"I've only been here 30 mins."

"I have only been waiting one hour."

"I've only just arrived."

Additional comments:

Answered: 54

Staff informed them of waiting times

"The nurse said it will be a four hour wait and its been two hours."

"I was told one hour to triage but nothing more."

"I was told it will be approx. one hour for triage then four hours to be seen."

"They said it would be about an hour and that was five hours ago. I was triaged 40 minutes ago and have not been informed of wait times now."

"I've had to ask but the staff have been great"

"Staff let me know how long approximately."

"After bloods I was told it would take 45 minutes. It's now two hours."

"Three hours to see triage."

"Staff are keeping me informed."

"I was told it might be about four hours wait after triage."

"I asked the ambulance driver whilst waiting in the ambulance. Also two nurses have informed me."

Additional comments:

Answered: 54

Staff informed them of waiting times

"The staff update me at intervals."

"Staff are keeping me updated."

"I came in at midnight and I've not been seen for 9 hours after triage. I was told there would be a seven hour wait. I had a paracetamol on admission but nothing since for the pain."

"Staff have kept me informed."

Been in A&E for days

"I have been here three days."

"I have been in for six days and been unsure of my treatment. I have spent time nil by mouth."

"There have been long delays (six hours in an ambulance) then over night in a corridor."

Additional comments:

Answered: 54

Nobody informed them of waiting times

"Not really kept up to date regarding timing."

"Been admitted but currently sat on a chair and waiting for a trolley. No idea how long I'll be waiting."

"I'm not sure about delays or what is happening next."

"No one has said anything."

"There's no communication."

"I don't know how long I will be waiting."

"I don't know how long I will need to wait."

"I've been triaged but don't know how long I will wait or what's happening next."

"The staff are slow telling me anything. I am waiting for a CT scan but have no idea when this will be."

"I understand from other patients it's several hours but the staff haven't told me."

Additional comments:

Answered: 54

Waiting and unsure of what's happening

"I arrived at 9:45 and was seen 45 mins later by triage and I'm still waiting to be seen."

"I arrived at 10:30. I've seen the triage nurse but I'm still waiting to be seen."

"I've seen the nurse and was told to wait in reception. I've not been told about delays. I arrived at 10:30 its 15:00 currently."

"I have been waiting since Friday on the corridor to find out what is happening next. I think they might be trying to find me a hospital bed." (Comment recorded on Saturday between 12:00 – 15:00)

"I've been waiting along time."

"I'm still waiting since yesterday to find out what will happen to me."

"I have been here 2.5 hours and heard nothing."

"We were brought through quickly as I was having chest pain. I've had my bloods done and am on an IV antibiotic but not sure what next. Been here two hours so far."

Additional comments:

Answered: 54

Additional comments

"Being in the corridor for hours was the worst bit."

"Been given drinks a few times - that is it. Been here 5 hours so far."

"I was in a corridor then a bay."

"I just assume if I go to A&E there will be a delay."

"It's so busy. I appreciate that staff are rushed off their feet so I just wait."

"We keep having to ask."

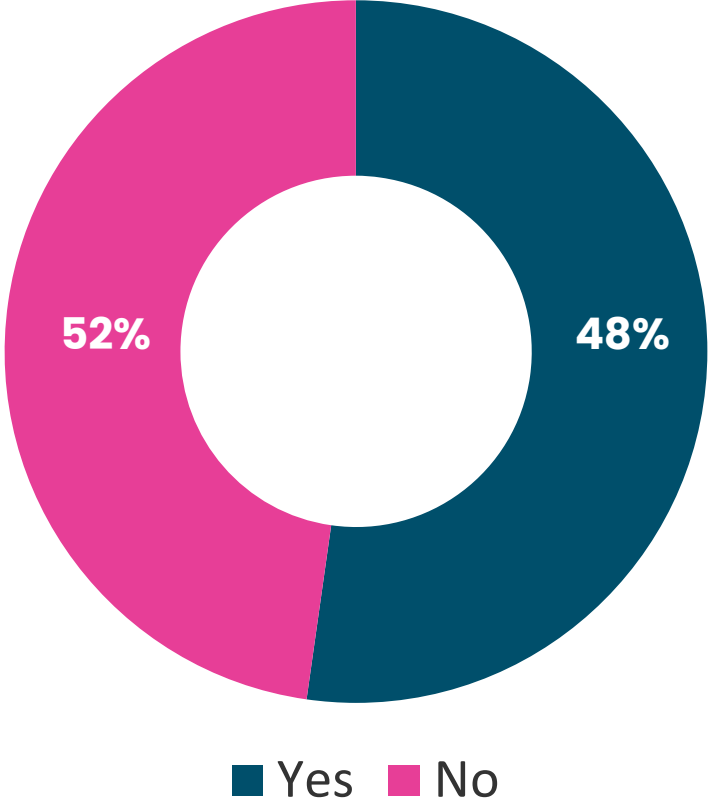
"The wait has been horrendous. The staff cope incredibly well considering what they have to deal with. It's the system that's the problem not the staff."

"I know from other patients but not the staff. Why is there no screen with waiting times like other hospitals? I need to tell my family how long I will be here."

"There needs to be a screen with waiting times. You don't mind waiting if you know how long. You can't plan anything if you don't know."

11) Whilst in A&E, are you being/have you been kept up to date regarding your treatment and care?

Answered: 111 Skipped: 14



Just under half (48%) of those waiting at A&E had been **kept up to date** regarding their treatment and care.

Additional comments:

Answered: 57

Not had any treatment yet

"I've not had any treatment yet."

"I don't feel I can answer as I've only just arrived."

"I've not been here long enough. I'm just waiting to be seen."

"I've only seen triage."

"No information yet, been here 15 mins."

"I've not been seen yet."

"I've only spoken to triage so far."

"I've only seen a triage nurse."

"I've only just arrived."

"Sort of – I don't feel well informed but know I'm waiting to see a doctor."

"I have only been triaged so far."

"I've not been seen by the doctor yet."

Additional comments:

Answered: 57

Having treatment and aware of next steps

"I've had a scan and the doctor is supposed to be coming tomorrow to see me. I'm still here waiting to go onto a ward at some point."

"I'm waiting for an echo. I've been admitted but I have no idea how long I'll be waiting. They've been honest and said there are no beds and I may be on a trolley all night."

"I've been given antibiotics and am now waiting for a bed as I'll be staying in overnight."

"I've been to triage and had an x ray. I'm just waiting for the x ray results. I've been here an hour so far."

"I've been seen by a doctor and been updated with a plan."

"I was initially triaged then had blood taken but waiting for results."

"I've been triaged and had an x ray so far. Staff have kept me informed."

"I saw a doctor who informed me."

"Had blood taken and they explained the scans so I've had the first part explained."

Additional comments:

Answered: 57

Having treatment but unaware of next steps

"I'm on an IV drip but I've no idea what next."

"I had an ECG but I'm unsure what's happening next. I have no idea how long I'll be here or what's happening with my treatment."

"I've seen the doctor but had no other information."

"I've not heard about the results of blood tests and CT scan - it's been hours and hours."

"Definitely, the staff have let me know what is happening next."

"The nurses let me know what is happening."

"I've seen so many doctors now. You have to go through the same story with each one. Each doctor appears more advanced than the last. It's very confusing, I have to wait until tomorrow now for the next instalment."

Been kept updated

"They've kept me updated as to what's happening with me."

"I've had to ask but they have been good at sharing information with me."

"I was told of a possible scan."

"I was triaged immediately and told I will receive treatment as soon as they can."

Additional comments:

Answered: 57

Unaware of what's happening with treatment and care

"I don't feel like I know what is happening."

"I don't know what is happening next."

"I'm not sure what's happening next."

"I've been waiting four hours and had no communication at all."

"It's hours until I can see a doctor."

"I know I'm waiting to see the doctor but don't feel updated about my care and treatment."

"I don't know what's happening next."

"I don't really feel like I've been kept updated. I've just been to triage and been told to wait to see a doctor but don't know how long this might take."

Additional comments:

Answered: 57

Additional comments

"Partially. I've been provided with the bare minimum, you have to ask."

"I've had a mild heart attack a few weeks ago."

"I've had bloods taken so far."

"You have to wait - it's expected."

"I've just been told to go to minors."

"It's difficult to understand things when you aren't well and you are by yourself. Some of the drugs have affected me."

"I have been triaged but have been here in the corridor for 3 days!"

"I have been given antibiotics for the infection."

"It was 13.5 hours before treatment in A&E and then hours waiting in a chair and 22 hours before I got a bed."

"I've been waiting 2.5 hours in total and 1.5 hours since bloods taken."

Additional comments:

Answered: 57

"I've been here 14 hours."

"Treatment when I got it has been great."

"They quickly put me on a drip."

"I saw a nurse who was originally going to send me home. Then I explained about Spain and how the hospital there wanted to give me IV antibiotics and they decided to keep me waiting. I've had a corn on my foot removed which has caused an infection. this is why I'm unwell."

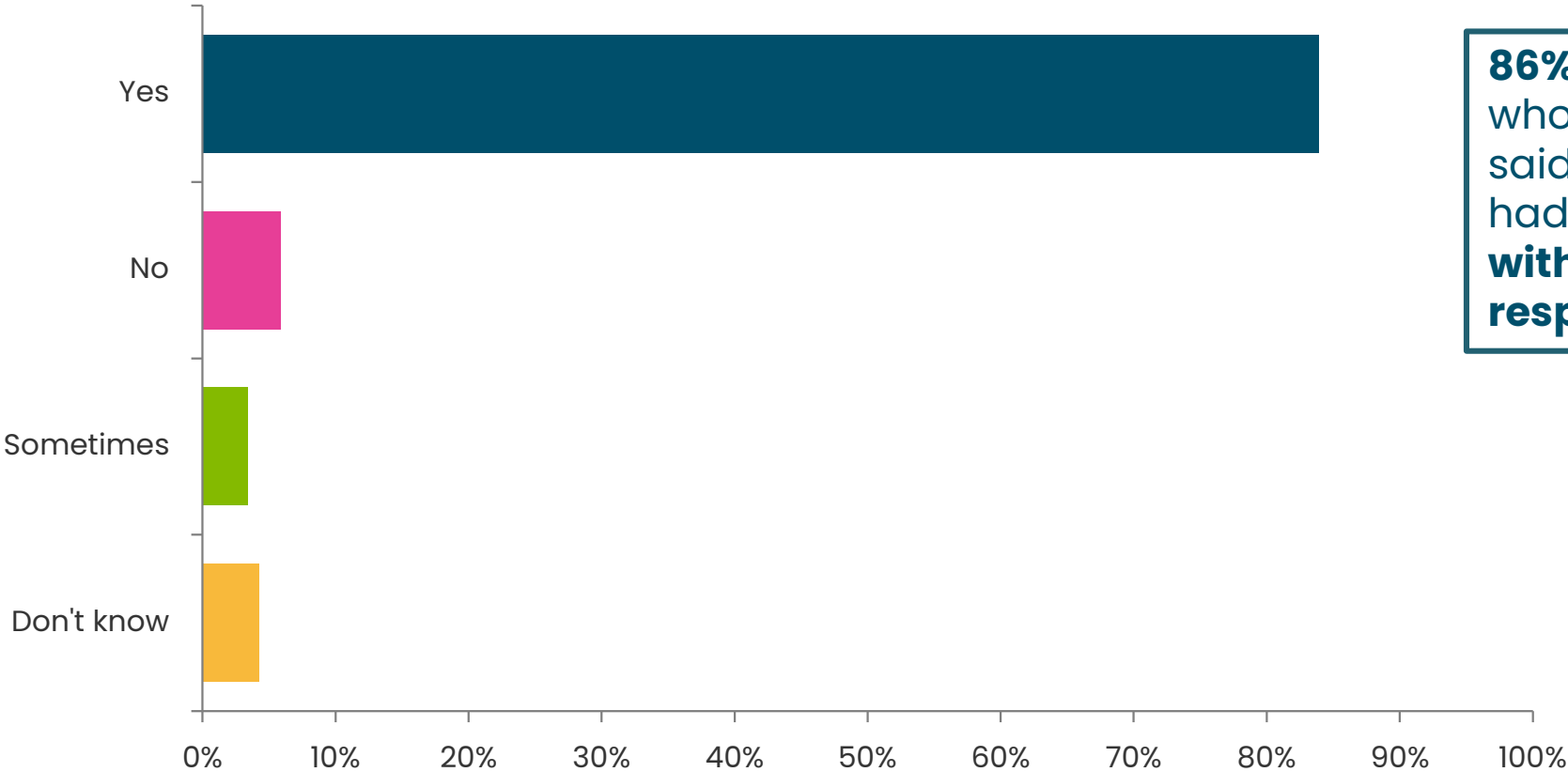
"I have been told it will be another 3 hours so to some degree we being kept up to date. We were quick to be triaged."

"Yes but not always. Staff are doing their best but are busy and don't know themselves how long patients will have to wait."

The patient and her daughter were waiting hours in the corridor. A doctor came and looked at the patient's stomach. He was not aware that she had x rays and bloods taken. He had to go away again to find the results. The daughter asked if she could take her mother home but they said they wanted to check her medication and look at physio. The patient was given two paracetamol for the night. Her daughter sat in her chair in the corridor. The patient was not offered breakfast." (Comments recorded by Healthwatch representative).

12) Do you feel you have been treated with dignity and respect during your time at A&E?

Answered: 115 Skipped: 10



86% (99) of those who responded said they felt they had been **treated with dignity and respect.**

Additional comments from those who responded 'yes' to previous question:

Answered: 19

"I did ask for painkillers but it took a few hours to get them to me."

"I feel treated with dignity and respect by the staff but not the situation. I'm sat in a busy area surrounded by other people. I'm on immunosuppressant medication and the man sat right next to me is coughing all the time. I'm concerned about getting another infection."

"The nurses are very nice."

"I couldn't wish for better treatment."

"I have been given hot chocolate - although the nurse spilt it on me! They brought me ice water to put on it. I was given some rice crispies for breakfast."

"The nurses are brilliant. They put batteries in a toy for my daughter."

"Staff are very nice and professional."

"I definitely think staff do this."

"Staff are attentive- we are so lucky in this country to have such a good NHS."

"Any time I have been in A&E the staff are always amazing and treat you well."

"Staff are very caring."

Additional comments from those who responded 'yes' to previous question:

Answered: 19

"Staff are respectful and ask how I am."

"The staff can't do enough for you."

"Staff have been very good."

"Staff are very helpful."

"Staff are very kind."

"Staff are very polite and helpful."

"The staff are polite."

"Staff are polite and helpful."

Additional comments from those who responded 'no' to previous question:

Answered: 5

"Corridor waits and lack of knowledge of the doctor about my case."

"Some nurses are not friendly. They do not talk at all when taking blood pressure or connecting you to a drip so I was unaware of what I was getting done."

"Not good. My wife had a pain killer at 06.15 but has had nothing since and she's in pain." (Comment recorded between 09:00 and 12:00 on Monday)

"I have had to wait on a trolley on a corridor with other people all around."

"Nobody has spoken to me since I've been to reception."

Additional comments from those who responded 'sometimes' to previous question:

Answered: 4

"My dad was desperate for the toilet but we couldn't find any staff to help. They were obviously very busy. He was very uncomfortable and started to panic as he didn't want to wet himself. They got it sorted in the end but it was not a good experience."

"It's difficult if you are with males around you. Very difficult to sleep, its noisy."

"Having to wait in the corridor is not dignified but it could be worse."

"Some staff friendlier than others."

Additional comments from those who responded 'don't know' to previous question:

Answered: 3

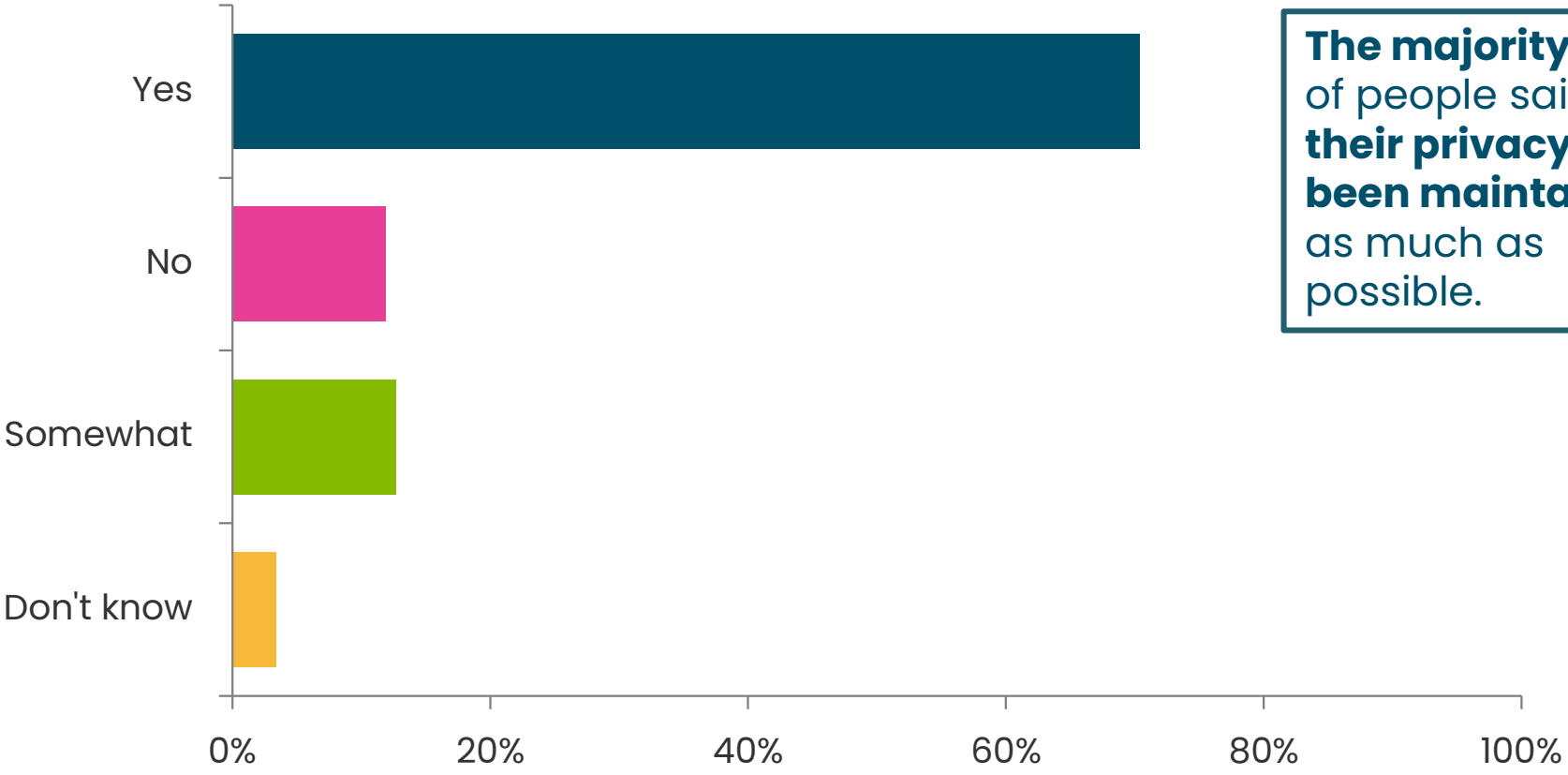
"Its too early to say."

"I've been left a long time with no pain relief and without knowing what is happening next."

"I've only just arrived."

13) Do you feel your privacy has been maintained as much as possible during your time at A&E?

Answered: 116 Skipped: 9



The majority (72%) of people said **their privacy had been maintained** as much as possible.

Additional comments from those who answered 'yes' to the previous question:

Answered: 12

"The curtains were closed when I was being examined and two people were in attendance."

"The door was closed when they did an ECG."

"They pulled the curtains across."

"To some extent. When you arrive at reception in A&E there is no privacy. Everyone can hear what you are saying. They have data protection behind the screen in reception but there is no data protection from everyone hearing you give your details in."

"As best they can in a corridor."

"Yes really well. Staff have put me in the children's waiting room instead to keep me apart from another couple who were involved in the same incident which is very good and helpful."

"Yes 100%."

"I'm in a cubicle with a curtain."

"As far as possible. I am cared for in a side cubicle with curtains."

"I do. I would give all staff 10/10 for what they do and how they look after you."

"They do their best but its so busy and overcrowded."

"It's not easy as it's so busy but they do their best."

Additional comments from those who answered 'no' to the previous question:

Answered: 12

"It's not the staff's fault it's the situation. Discussions are happening about my condition in front of a room of people and I'm squashed into a corner of the room with too many people around me."

"No privacy when questioned by reception - everyone can hear."

"Being in a mixed ward is difficult."

"97 year old lady was in a corridor for hours."

"Nothing is private. My treatment was started in full view. They didn't pull the curtains when I first went on the trolley. I woke up at 05:00 with two people watching me sleep."

"At reception there is no privacy. You have to speak loudly into speakers."

"I've been treated in a chair in a waiting room with no privacy."

"I've been waiting in an open cubicle with people walking past."

"I am being cared for on a corridor where there is no privacy."

"I am in a corridor with no privacy."

"I'm type 1 diabetic and my sugar levels are low and I've had to drink some coke."

"No privacy when booking in at the desk which is close to patients on chairs in the waiting room and everyone can hear what you are saying."

Additional comments from those who answered 'somewhat' to the previous question:

Answered: 12

"I was on the corridor all night and it's a thoroughfare so not much privacy. Under the circumstances they do a remarkable job. It's extremely difficult for privacy to be maintained in this situation."

"Everyone can hear what you're saying when you check in at reception so limited privacy."

"It's difficult with males around."

"I'm in a corridor."

"Reception desk has no privacy."

"Reception isn't private - everyone can hear your information. The reception talk loud."

"Reception isn't private and not been seen by anyone yet."

"Maintained privacy ourselves by coming outside."

"Lack of privacy in the waiting area and when booking in at reception."

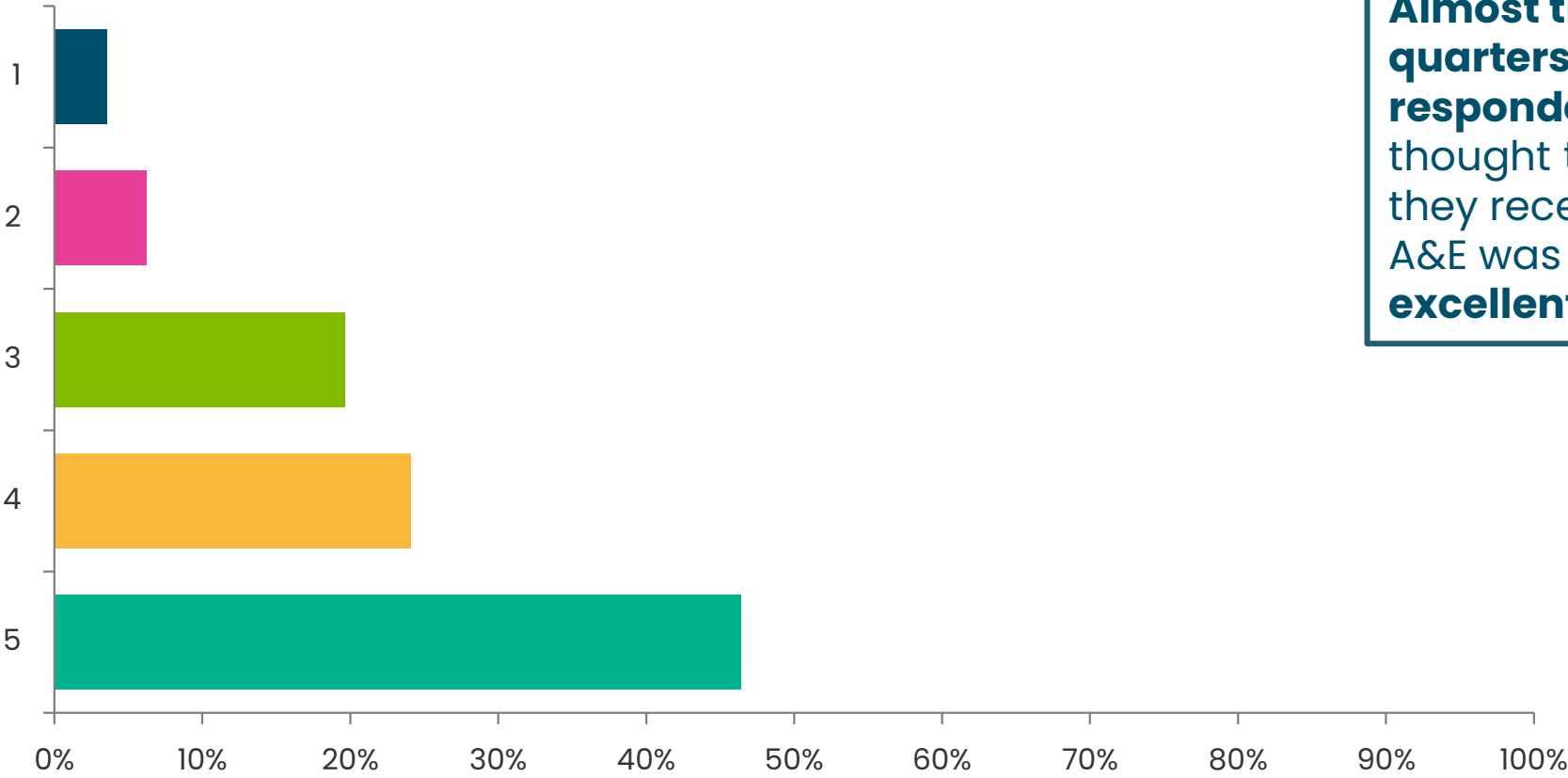
"The waiting area is somewhat open and lacks privacy."

"Lack of privacy in the waiting area when booking in."

"I've been stuck in a small waiting room for hours."

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

Answered: 112 Skipped: 13



Almost three quarters of respondents (71%) thought the service they received in A&E was good or excellent.

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

Answered: 82

Staff

"The staff are amazing. The health care assistants and nurses are so approachable and really listen to you."

"I've only got to ask and the staff help me straight away. They are amazing!"

"Staff have been brilliant. They have been quick under the circumstances and I feel we've been lucky given how busy it is. When we arrived it was like a war zone! Given the volume of people the staff couldn't have done any better. It's sad the conditions they have to work in."

"The staff are great and I've been given something to eat."

"The staff are all very nice."

"Staff have informed us of each step."

"Staff are approachable & friendly."

"Staff have been good - they've kept me informed medically and the x ray was done quickly."

"Staff are great."

"The staff are pleasant."

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

Answered: 82

Staff

"The doctors have been great."

"Staff keep you appraised as much as possible as per waiting times and next treatment. The staff have been brilliant."

"Treated well by the staff. The staff are very caring and have made sure we've had drinks too, not just my mum."

"Being treated well by staff."

"Staff have been good."

"Staff are brilliant. I have two nurses looking after me."

"Staff are helpful."

"The doctor was very good and thorough. They communicated a plan of action."

"People have been lovely."

"Nice friendly staff."

"I prefer the Countess of Chester to Wrexham. The nurses are very good."

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

Answered: 82

Staff

"The triage staff put my level of care before their scheduled break. I had an anxiety attack whilst bloods were taken and they were very understanding and tried to distract me."

"Doctors are good - some staff are good."

"Staff have been pleasant."

"Staff are working very hard and are up against it."

"They're really good at looking after me."

"Lovely friendly staff."

"Welcoming faces of staff. Pleasant staff manner."

"Professional staff. Enough seats in the waiting area. Seems quite clean."

"The staff are just brilliant."

"Friendly and informative staff. Given easy to follow instructions."

"Staff polite and respectful. Triage quite prompt."

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

Answered: 82

Staff

"Staff = 4 Service = 1. Staff are so polite. They introduce themselves and communicate well."

"The way staff speak to you. Very kind doctors & nurses, they put you at ease."

"The support is there, I felt listened to. The staff watch you and check you're OK."

"Staff are good and they do look after you."

"They have looked after me, introduced themselves, I've been made aware of the call bell. It's person centred care."

"They've helped keeping me separate from another couple involved in an incident."

"The staff have let me have visitors - I have been here since Friday." (Comment recorded between 12:00 - 17:00 on Saturday).

"Aside from the long wait, once I was seen the doctor was great and really helpful. I've been offered drinks and a sandwich."

"Staff are pleasant."

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

Answered: 82

Staff

"Staff have been supportive regarding the assault. I have heard the other people involved are also coming to A&E and staff said they would be sure to keep us apart and in different waiting areas, and will call security if there are any problems which is much appreciated."

"Kind and helpful staff."

"If I want anything, staff help straight away."

"All staff were helpful and I feel I've been kept informed."

"Staff are really good."

"Even when its busy the staff are kind and caring."

"All the staff are really good."

"Friendly staff."

"Staff are helpful."

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

Answered: 82

Facilities

"I enjoyed watching TV and liked the channel that was on." Comment recorded in the Children's waiting area on arrival.

"At least the TV is on so I have something to watch and the tea trolley has been around."

"The children's department is calm, cool and quieter compared to the main waiting area. I'm really pleased we're here and not there."

"Access to water."

"Juices are available to drink."

"I have a chair to sit on, some others haven't. I'm not too hot because I'm sitting under a fan."

"I was offered a hot drink and sandwich mid morning."

"The food trolley and drinks have been bought out but there's not enough seating."

"It's busy and at least I have a seat in the waiting room."

"Staff brought the tea trolley round. It was very welcome."

"I have been offered a coffee and sandwich which is welcomed."

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

Answered: 82

Getting seen quickly

"Getting seen straight away. Having my own area/ room and not being on a ward. I had a similar problem in January and was waiting 36 hours before I got a bed. Staff have been great."

"Quick triage - only 15 minutes wait."

"It's been a 30-45 minute wait then seen by triage, so quick."

"Triage was quick but blood results are longer than expected."

"I was triaged very quickly."

"I was seen immediately. I have had seven heart attacks and three TIAs."

"I was seen quite quickly."

"How quick we were seen."

"Triaged quickly."

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

Answered: 82

Treatment

"The treatment has been excellent and I have no complaints."

"They got me into a side room as soon as triaged."

"The actual care is brilliant."

"I've had blood tests and a CT scan."

Additional comments

"Privacy maintained with the letter from the GP so I didn't have to explain my symptoms."

"A positive experience."

"It's too early to say."

"Positive - blood tests have been done. I can't walk so I need physio."

"I've not been here long enough either way."

"Easy process."

"I've not been mistreated."

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

Answered: 82

Waiting times

"Waiting times and told one hour but been waiting for five."

"Long waits and little information given."

"It would be useful to know approx. how long you may be waiting. Maybe they should give you a number? It's the not knowing that's the worse bit."

"Looking at the busy waiting room I assume the time I'm going to have to wait is long so answering in advance!"

"Waiting time."

"The wait and no food provided."

"Waiting time."

"Not being informed about waiting times."

"The speed of being seen and waiting times are poor."

"Not being told of the waiting times."

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

Answered: 82

Waiting times

"Waiting times."

"Long waits Not offered to be taken to the toilet but understand the staff are rushed off their feet."

"We're located on the corridor and have been waiting a long time."

"The three hours waiting time."

"I'm still on the corridor waiting."

"I'm still waiting for a bed."

"It's very hot and long waiting times."

"Waiting times."

"Very busy and assume it will be a long waiting time."

"It's so busy! I assume I have a long wait ahead of me."

"Long waits to be seen. Not knowing what's happening next - but can see staff are very busy."

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

Answered: 82

Waiting times

"Waiting time - been here three hours before bloods were taken."

"Long waits. Don't know what's happening next."

"Long wait time but to be expected."

"Not knowing how long I'll have to wait. Don't always get pain medicine when you have asked for it."

"Waiting too long for everything."

"Not knowing how long I will have to wait."

"Waiting times are awful but staff can't help it, they are so busy."

"Waiting times and over crowding in the waiting area."

"Long waiting times and lack of information about the waiting time."

"Lack of staff and waiting times."

"Waiting time too long - nothing is ever done to solve it."

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

Answered: 82

Facilities

"It's hard to sit so long in a chair. I've been here for hours. It's no reflection on the staff at all."

"The lack of trolleys and beds. It's an infection risk with so many people together in close proximity."

"Heat - no proper air conditioning. Must be dreadful for the staff too."

"Nowhere to get food in the children's unit."

"No updates - the facilities are not there."

"It's very hot."

"There are not enough seats today."

*"It would be helpful to have a more convenient place to buy food and drinks from which is closer to A&E.
Waiting times. "*

"I've not received any treatment yet. There are a lack of chairs and they are uncomfortable with my bad back."

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

Answered: 82

Facilities

"There needs to be seating outside."

"The TV is annoying – it's for younger children."

"A mixed ward not hygienic, too hot and food awful."

"Coffee vending machine broke. Don't know waiting times."

"When your name is called they don't say it very loudly and the waiting room is very busy. It's hard to hear. Maybe they could have a screen where your name came up like the doctors or they could give you a number when you are at reception."

"Not enough seats in the waiting room. Waiting time too long."

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

Answered: 82

Staff - general

"It took them a while to acknowledge that I needed painkillers."

"My son was dripping with blood but no one seemed to care. The consultant asked a nurse to help with a saline drip but she replied 'I'm a nurse and I'm doing this' pointing to something else. It was as if the nurse didn't care."

"No one seems to know what they are doing. I've asked three times for my catheter to be changed and it's not been done."

"Staff never know how long things will take. On hearing what's been said, it seems that the hospital is used instead of social services in the community."

"Triage nurses not being able to take their scheduled breaks. They were a little distracted but there was a lot going on at the time."

"It takes a long time for staff to come and see you."

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

Answered: 82

Staff – communication

“They’ve not popped in to see if I’m OK but understand how busy they are. Just a head round the corner and a quick question to see if we’re OK would suffice. I asked for a water but they must have forgotten. When I went to get my husband a water there were no cups left.”

“Peter should tell Paul what's going on. I'm fed up of repeating myself.”

“Not always kept in the picture about treatment.”

“Waiting time and lack of communication.”

“I’ve not heard the results of my tests after several hours and I’m worried and scared.”

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

Answered: 82

Treatment and care

"I've been pushed from pillar to post. It's the third bay I've been into. I've not been able to eat due to the time I have to take my medication and when its meal times. I've been here since 11:45 on Sunday." Comment recorded between 09:00 – 12:00 on Monday.

"It's slow – the nurse never came when I reported feeling sweaty and faint and went pale."

"I'm still waiting for a paracetamol for pain. Asked for one at triage but staff said they didn't have any but would find some. I think they have forgotten as I still don't have one. Advised to ask at reception but the woman said her husband had gone out to get some."

"I don't know what's happening next about my care."

"I don't feel I've been looked after. I'm type one diabetic but not been offered any food over lunch. My daughter is having to bring in some food for me."

"I have had bloods taken at triage but no baseline observations and feel these should have been done."

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

Answered: 82

A&E management and system pressures

"The dreadful conditions that the staff have to work in. I was on the corridor all night which was very unpleasant but the staff did an excellent job. The system needs more funding - its shocking."

"Very poor - the nurses are OK but the management of A&E was very poor."

"More staff are needed."

"Everybody is far too busy - it appears that more staff are needed."

"They seem to need more staff as the waits are so long."

"They need more staff."

"The system is under strain."

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

Answered: 82

Corridor care

"Being cared for on a corridor. Waiting times - I have been here since Friday on the corridor which is not good spending two nights here."

"Being in a corridor. Long waits for help from staff to get to the toilet when you ring your bell. The bed is not comfy, its not a proper bed, it's like a cot and it is too small. I can't sleep properly. I'm thirsty and don't have a drink."

"Being on a corridor doesn't feel safe."

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

Answered: 82

Additional comments

"People are coughing and I've heard Covid is on the rise. I would appreciate being given a mask as an option on arrival."

"It appears very busy."

"A dreadful experience."

"Being in the waiting room wasn't a nice experience. Some individuals had been on either drugs or alcohol, or had mental health issues, and were being very loud. Not calm."

"No privacy - with treatment in a chair in the waiting room."

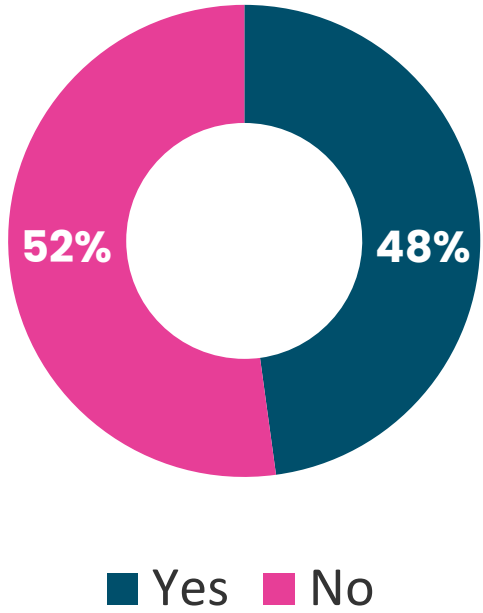
"It's what to be expected and not great."

"I'm feeling a bit paranoid and triggered."

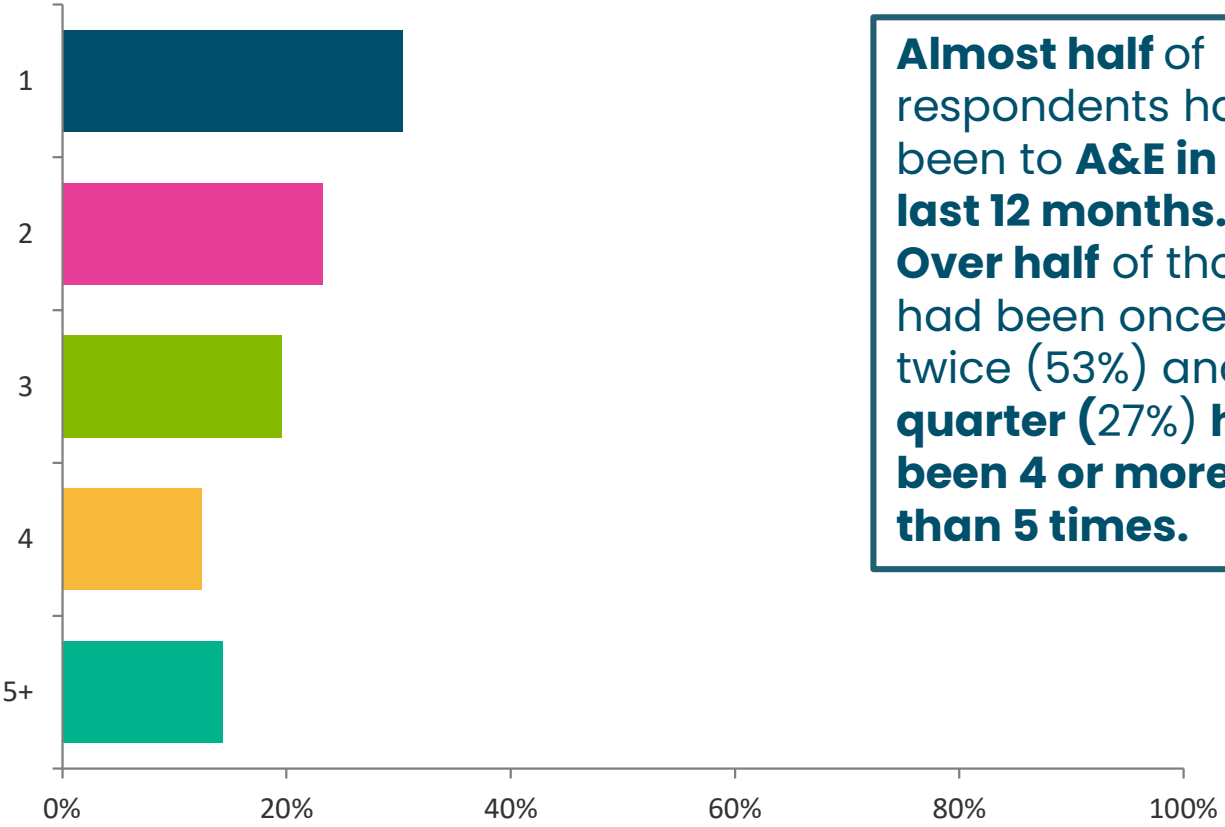
"Reception recorded the wrong injury."

17) Have you used A&E in the past 12 months and if so how many times?

Answered: 117 Skipped: 8



Answered: 56 Skipped: 69



Almost half of respondents had been to **A&E in the last 12 months**. **Over half** of those had been once or twice (53%) and **a quarter (27%) had been 4 or more than 5 times.**

18) Which GP Practice are you registered with?

Answered: 56 Skipped: 5

ANSWER CHOICES	RESPONSES
▼ City Walls Medical Centre	9.09% 10
▼ York Road Group Practice	9.09% 10
▼ Hope Farm Road	7.27% 8
▼ Garden Lane Medical Centre	4.55% 5
▼ Great Sutton Medical Centre	4.55% 5
▼ Park Medical	4.55% 5
▼ Whitby Group Practice	4.55% 5
▼ The Elms Medical Centre	3.64% 4
▼ Lache Health Centre	2.73% 3
▼ Upton Village Surgery	2.73% 3
▼ Boughton Health Centre	1.82% 2
▼ Fountains Medical Centre	1.82% 2
▼ Handbridge Medical	1.82% 2
▼ Heath Lane Medical	1.82% 2

18) Which GP Practice are you registered with?

Answered: 56 Skipped: 5

ANSWER CHOICES	RESPONSES
▼ Helsby & Elton Practice Helsby Health Centre	1.82% 2
▼ Kelsall Medical Centre	1.82% 2
▼ Northgate Street Medical Centre	1.82% 2
▼ The Knoll Surgery - Princeway Surgeries	1.82% 2
▼ Kenmore Medical Centre	0.91% 1
▼ Laurel Bank Surgery	0.91% 1
▼ Neston Medical	0.91% 1
▼ Northgate Village Surgery	0.91% 1
▼ Oakwood Medical Centre	0.91% 1
▼ Old Hall Surgery	0.91% 1
▼ Park Lane Medical Centre	0.91% 1
▼ Park Road - Tarporley Health Centre	0.91% 1
▼ Western Avenue	0.91% 1
▼ Willaston Surgery	0.91% 1
▼ Alderley Edge Medical Centre	0.00% 0

18) Which GP Practice are you registered with?

Other GP Practices were:

- One based in Manchester – he couldn't recall the name
- The Quay Health Practice, Connah's Quay
- St Mark's, Conners Quay
- Rose Heath Medical Centre, Buckley
- Marches Medical Practice, Buckley x 2
- Murdishaw Health Centre, Runcorn
- Tarporley & Tarvin Medical Centre – Dr Campbell x 2
- Deeside Medical Centre, Shotton x 7
- Queensferry Medical Practice, Deeside
- Park House Surgery, Prestatyn
- The Saltney Surgery, Saltney, Chester.
- Bradleys Medical Centre, Mold
- St Catherine's Health Centre, Birkenhead

Appendix - Demographics of survey respondents

19) What is your postcode?

Answered: 118 Skipped: 7

The blue markers show the postcode locations where the people we spoke to live.

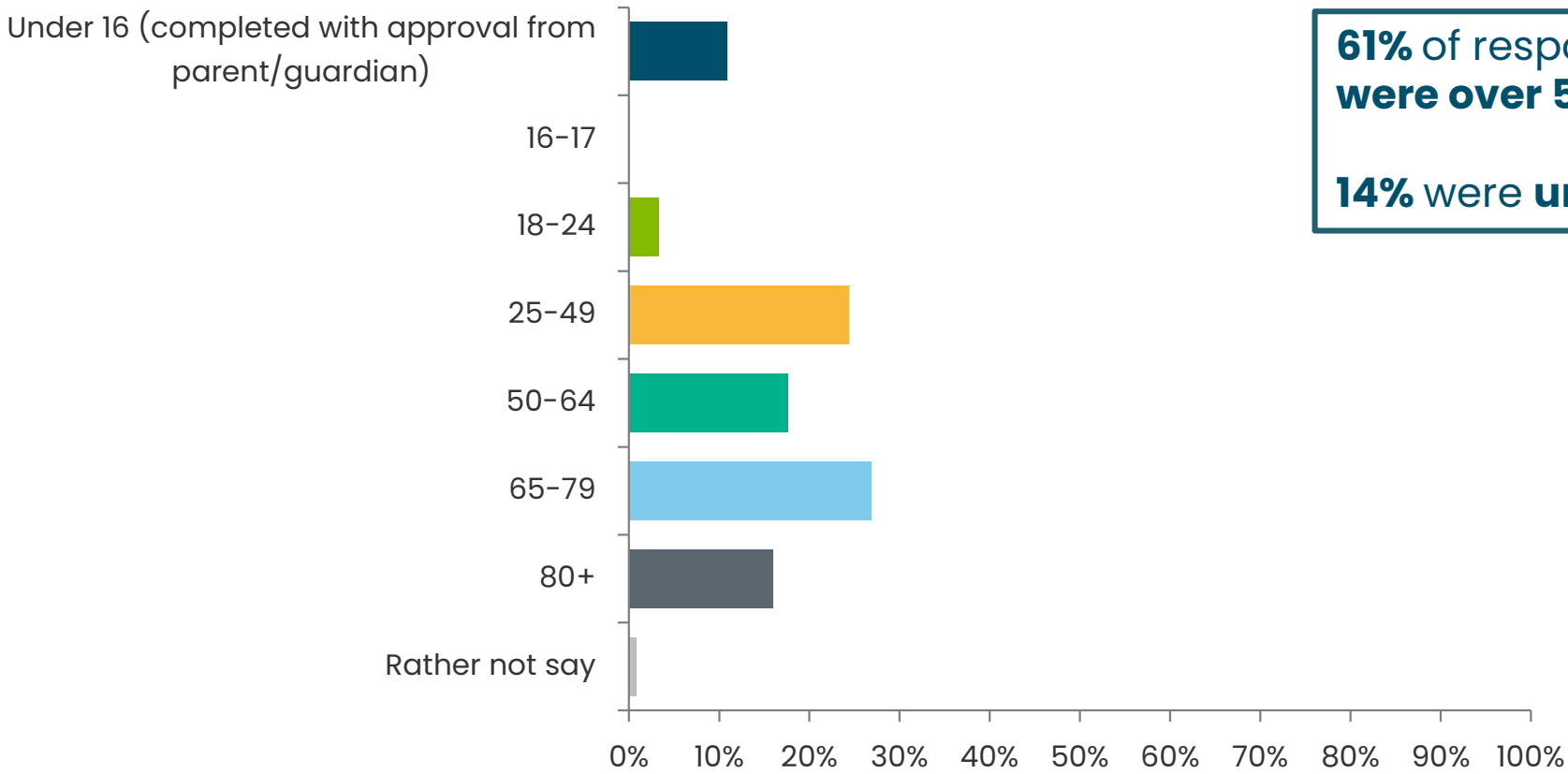
In addition which were unable to be plotted onto the map:

- CH1 – 5
- CH2 – 1
- CH3 – 8
- CH4 – 8
- CH5 – 8
- CH7 – 1
- CH9 – 1



20) Age

Answered: 119 Skipped: 6

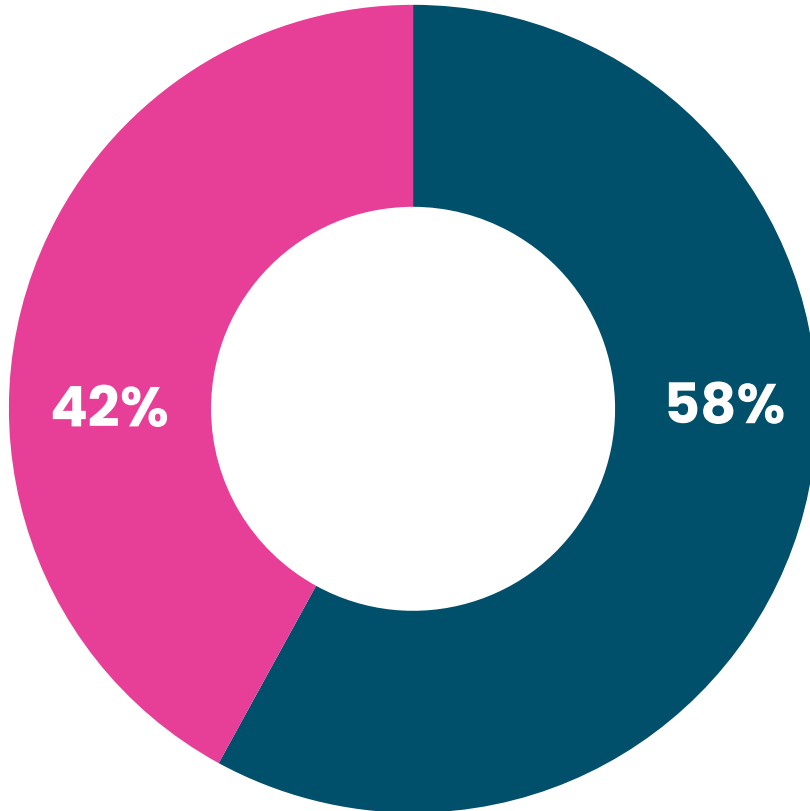


61% of respondents were over 50.

14% were under 25.

21) Gender

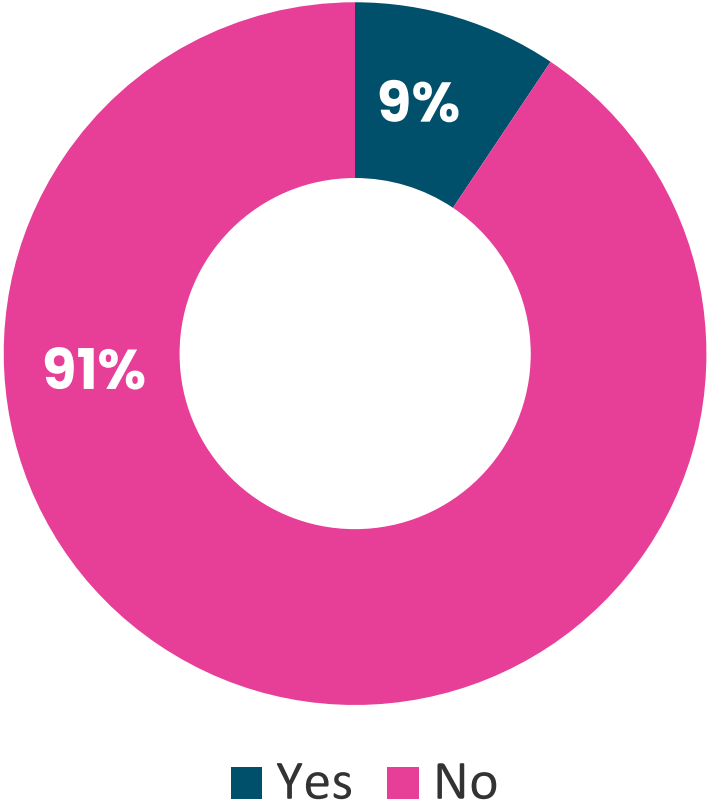
Answered: 119 Skipped: 6



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

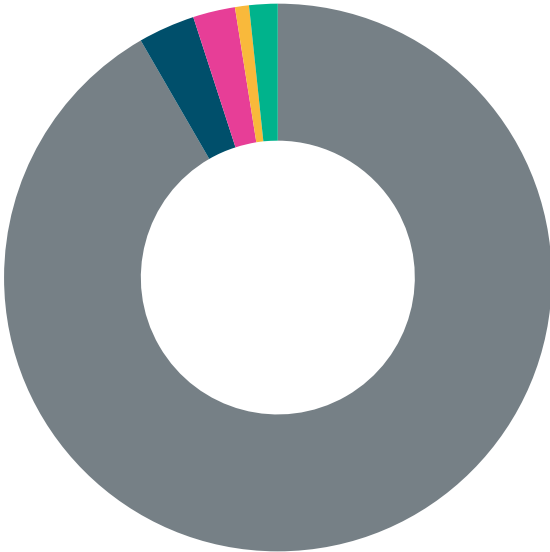
22) Do you consider yourself to be a carer?

Answered: 117 Skipped: 8



23) Ethnicity

Answered: 120 Skipped: 5

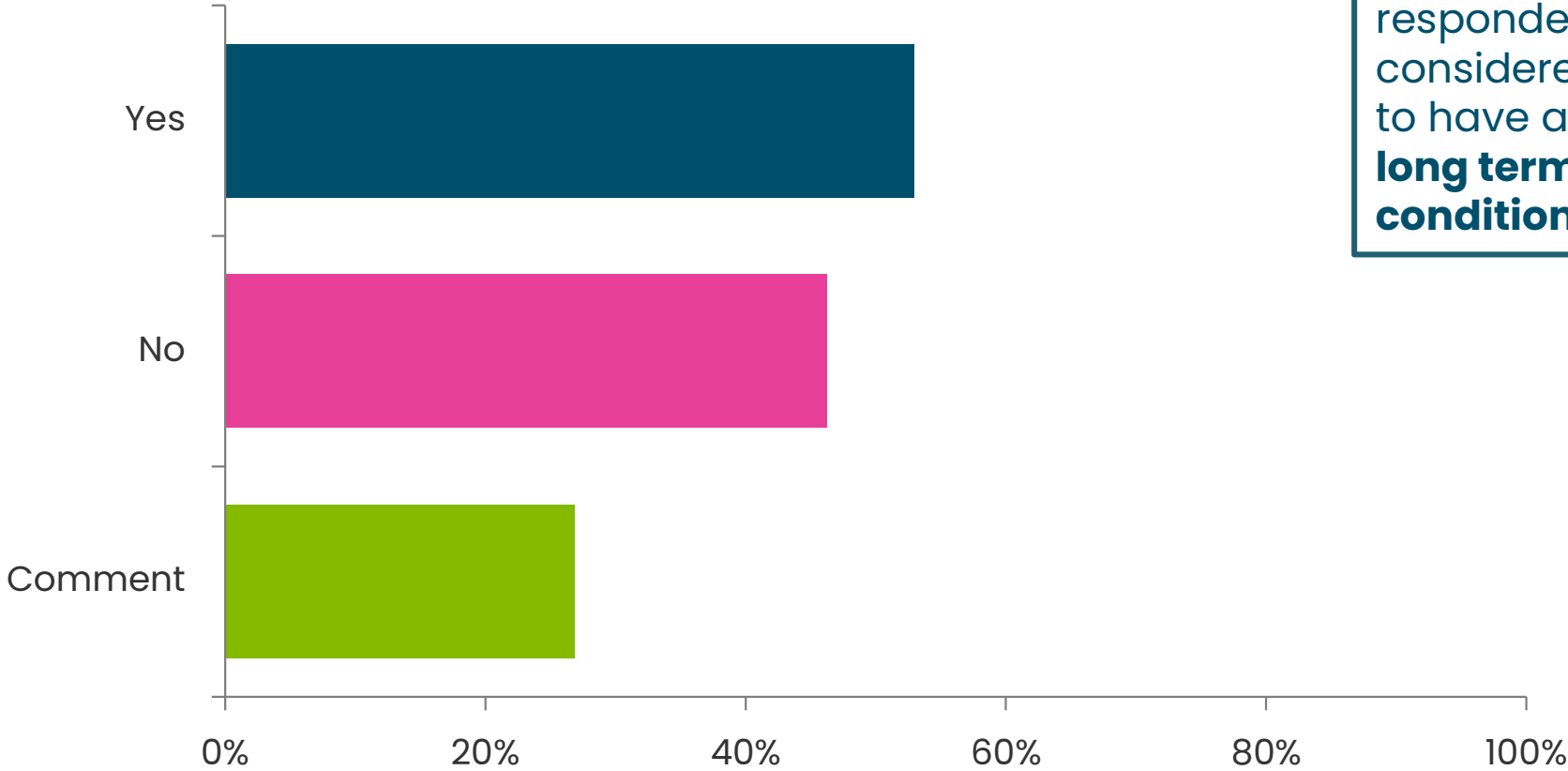


- White British
- Black British
- White Irish
- Other White Background
- Other

The vast majority of those spoken to were **White British (92%)**.

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

Answered: 119 Skipped: 6



Over half (53%) of respondents said they considered themselves to have a **disability or long term health condition.**

24) Do you consider yourself to have a disability/long term health condition – additional comments?

Answered: 33

Mental health/Dementia

- ADHD x 3 people
- Mental health problems
- I have poor mental health, depression, anxiety & ADHD
- Bi Polar and other mental health issues
- Anxiety and depression
- Anxiety and depression
- Mental health problems
- I'm an alcoholic
- Paralyzed in one arm and a mental health disorder
- Dementia

Mobility issues

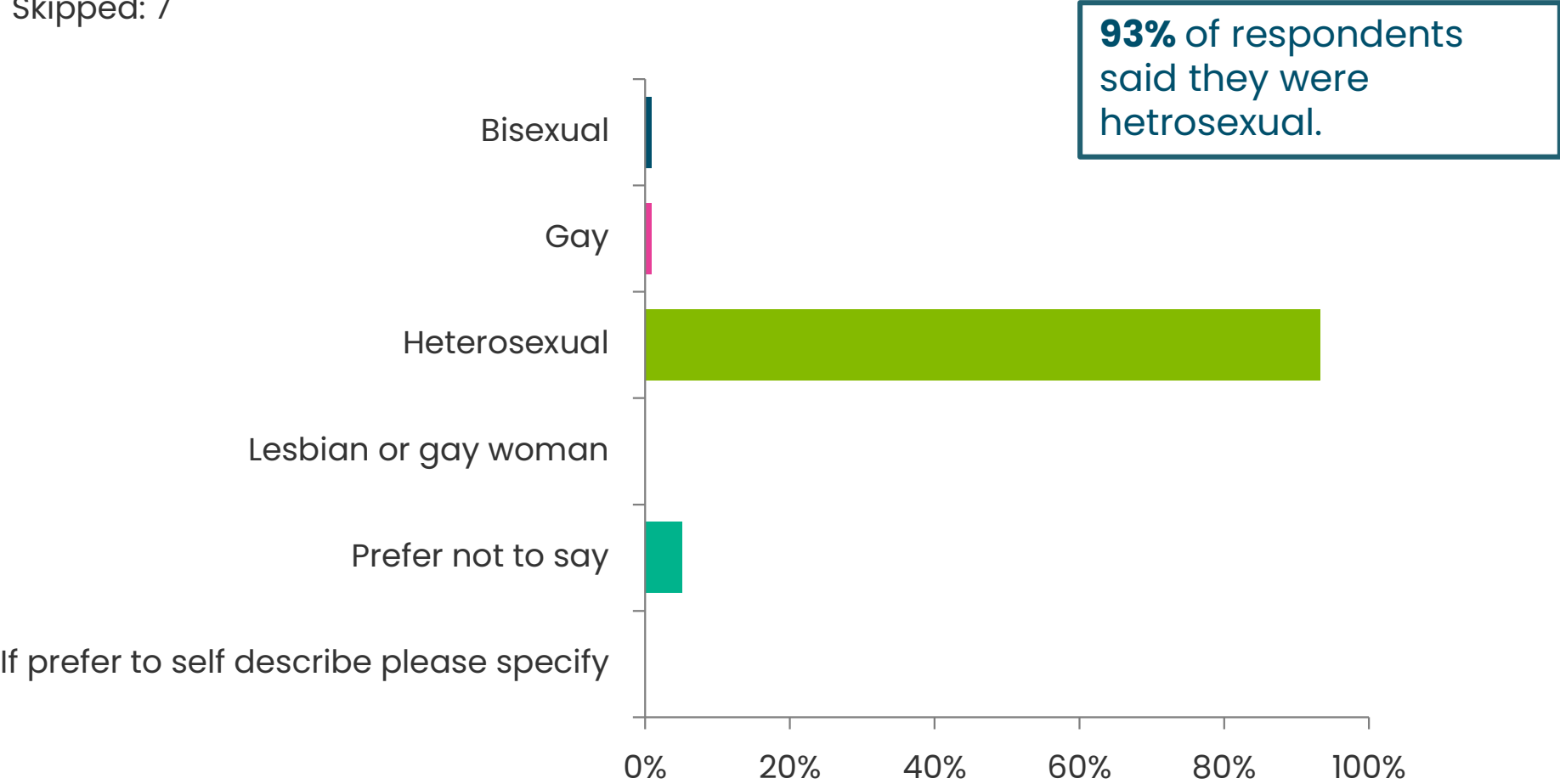
- Mobility issues after a broken neck.
- Arthritis
- Arthritis in left knee and I can't walk
- Some mobility issues

Other conditions

- Asthma, COPD and high blood pressure
- Blood clotting disorder
- Stroke
- Heart problems
- Terminal Cancer
- High blood pressure
- MDS
- Diabetes x 5
- Kidney Problems
- Asthma x 3

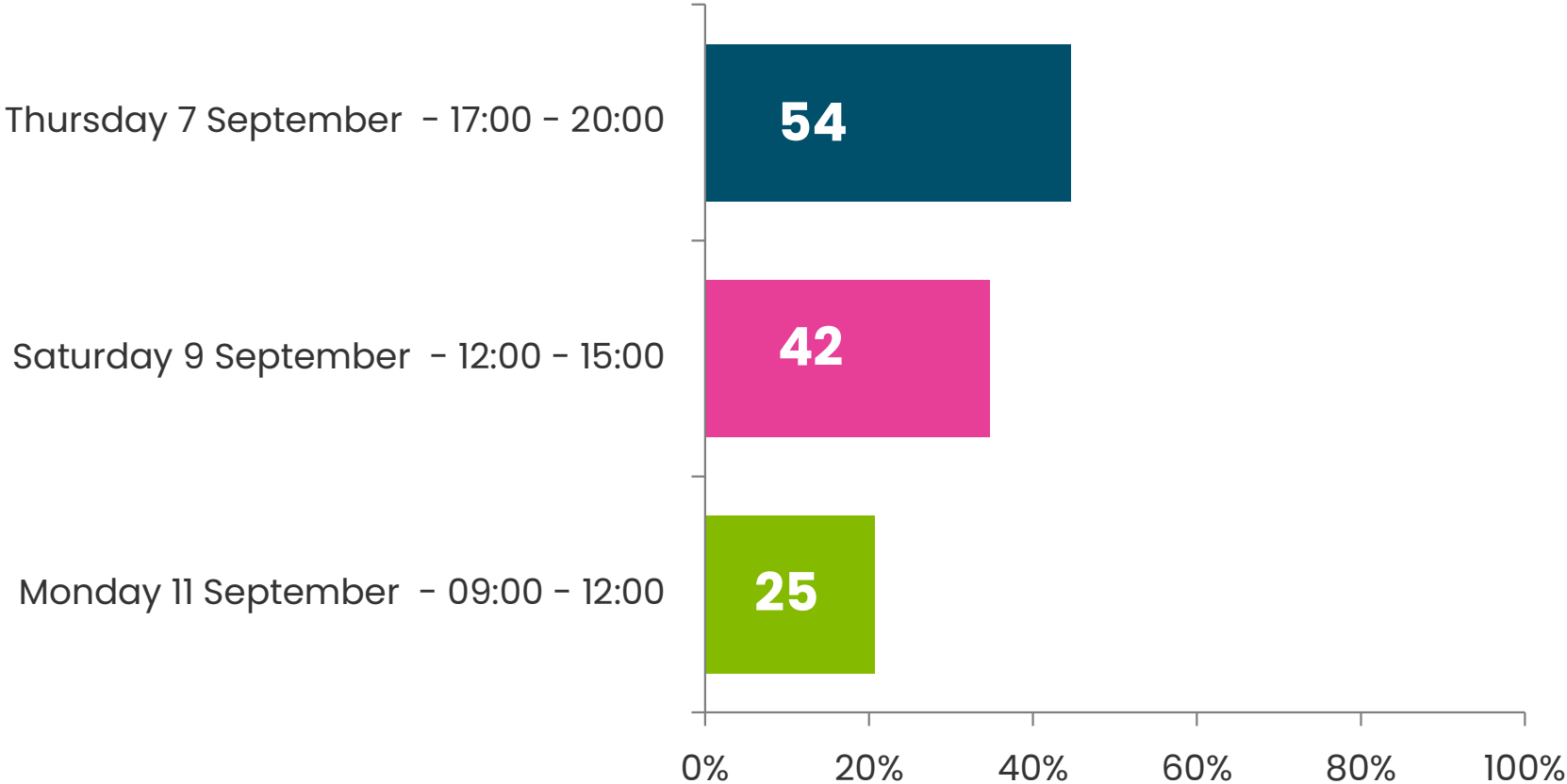
25) What sexual orientation do you identify with?

Answered: 118 Skipped: 7



26) Time and date completed


Answered: 56 Skipped: 5



Healthwatch Cheshire Feedback Centre can be found at:

 www.healthwatchcheshire.org.uk

Or contact us on :

 0300 323 0006

Email: info@healthwatchcheshire.org.uk

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