



healthwatch
Cheshire West

healthwatch
Cheshire East

A&E Watch

Leighton Hospital

November 2023

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 – November 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 statistics regarding A&E attendance.

This report can be read in conjunction with our Leighton Hospital A&E Enter and View Report and our Same Day Emergency Centre Report, which can be found at:

<https://healthwatchcheshireeast.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.

- Thursday 9 November 17:00 – 20:00
- Saturday 11 November 12:00 – 15:00
- Monday 13 November 09:00 – 12:00

Our approach

Building on our established relationships with health partners, Healthwatch Cheshire had a preliminary familiarisation walk round of the Accident and Emergency Department (A&E) at the start of the first visit on Thursday 9th November. This was between The Deputy Head of Nursing for Mid Cheshire Trust and members of Healthwatch and was to better understand the layout of the revised department and to confirm the remit of the Healthwatch team.

Throughout our visits, Healthwatch team members felt welcomed, and staff were friendly and helpful.

Seven members of the Healthwatch Cheshire team held conversations and completed surveys with individuals whilst they were waiting to be seen or awaiting further treatment. 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 **105 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.
- Cheshire and Merseyside Integrated Care Board



Summary of findings

The findings are based on observations from Healthwatch Cheshire staff and analysis of the results of the **105 survey responses**.

Results are compared throughout the report to our **last Leighton A&E Watch**, which took place on Tuesday 20, Wednesday 21, Saturday 24, Sunday 25 and Monday 26 **September 2023**.

Saturday was considerably busier than Thursday or Monday, with 11 people waiting on beds in the corridor and an additional 8 waiting with ambulance crew members in the corridor, having arrived by ambulance.

Why people told us they attended A&E

- **Over half (60%) of all respondents had spoken to someone else before attending A&E – 15% less than last year**. The majority had been advised to attend from 111, their GP Practice or 999. Last year GP Practice was the primary referrer compared to 111 on this occasion.
- **61% had spoken to someone for advice** or treatment the **same day** as attending A&E and **29%** the day before. **This compares to 81% and 12% respectively last year**. Other respondents had spoken to someone 2-7 days previously or had accessed numerous services before attending.
- **66% of those who had spoken to someone, had been advised to go to A&E**. Of these 33% had been told A&E would be expecting them. **This compares to 72% and 17% respectively last year**.

- **Of respondents who had chosen not to speak** to anyone prior to attending A&E, **over half (61%)** felt the matter was too urgent to access another service and **18%** had previously been told to attend A&E by a medical professional. **This compares to 54% and 3% respectively last year.**
- **Over half (52%)** of the respondents had **others drive them** to A&E with the most popular other modes of transport being ambulance (28%). **This compares to 57% and 18% respectively last year.**

People's experiences of attending A&E

- Of those that arrived by ambulance **95% said the ambulance arrived within two hours compared to 80% last year.**
- Of those who came by **ambulance, 79% rated it 5 out of 5 for service** (5 being excellent) **compared to 88% last year.** Nobody rated it less than 3 out of 5. **'Staff'** was the main reason for the high scores.
- **The majority (70%)** said they **hadn't been kept informed** of their wait time whilst in A&E, **compared to 81% last year.**
- **72% rated the service** they'd received in A&E **a 4 or 5 out of 5 compared to 71% last year.** The busier the day the lower the satisfaction score.
- **91% agreed** that they had been **treated with dignity and respect** and **83% agreed** their **privacy had been maintained.**

- **52% hadn't used** A&E before in the past 12 months, **compared to 57% last year**. Of the ones who had, 49% had used it more than once previously.
- Attendees were predominantly **White British (94%) and Heterosexual (95%)** with slightly **more female than male** (52% versus 47%). Age demographics varied across the range with **62% being over 50**.

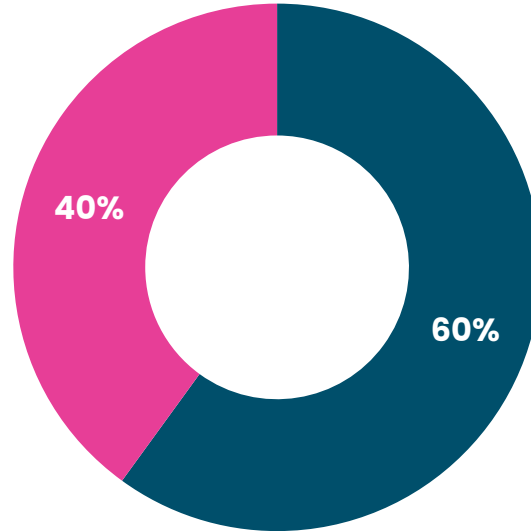
Additional trends and themes

- **Five people** had been **discharged days previously** and came back to A&E with additional problems. This was not a theme last year.
- **Fewer people** said they **had trouble getting an appointment with their GP** this year than last.
- **More people** had been **informed of the wait time** on Thursday and Monday than Saturday when it was busier.
- **Positive themes were:** Staff (majority of comments), being seen quickly (mainly from Thursday and Monday), good service and the environment. **These were the same themes as last year.**
- **Negative themes were:** Waiting times (particularly on Saturday), communication, system pressures and corridor care. **Last year's themes were similar** but with more **negative comments on the environment, facilities and signage.**

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: 105 Skipped: 0



Over half (60%) of respondents had spoken to someone else before attending A&E.

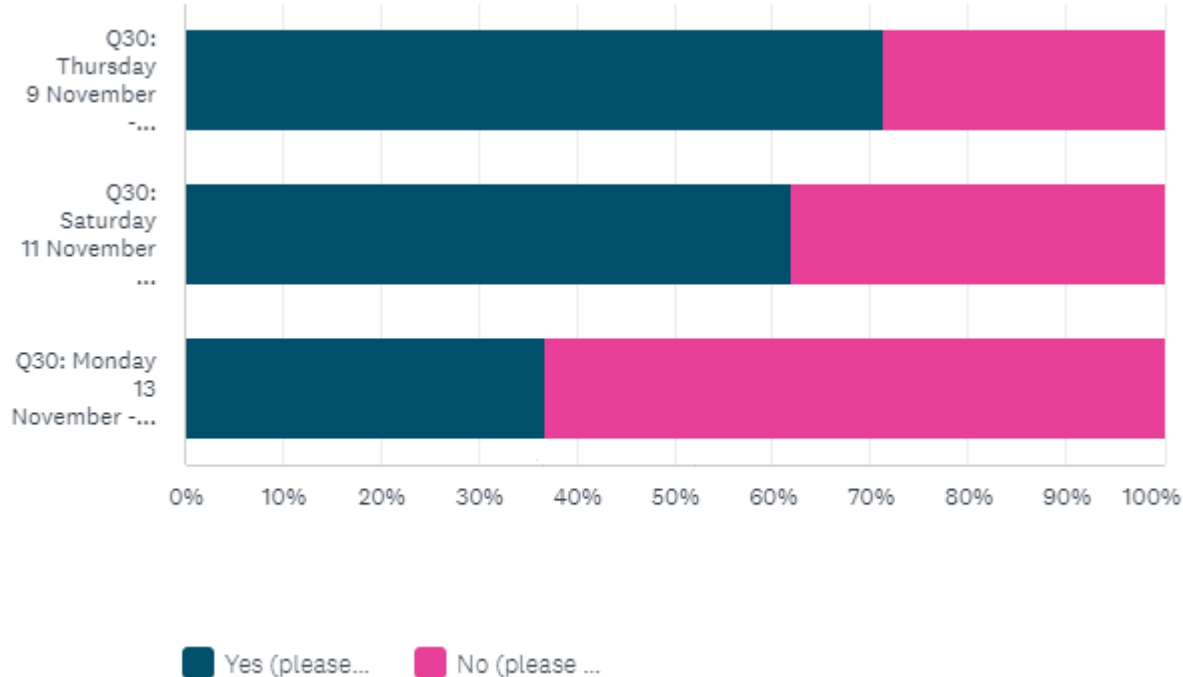
Compared to three quarters (75%) last year.

■ Yes (please go to question 2)

■ No (please go to question 6)

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

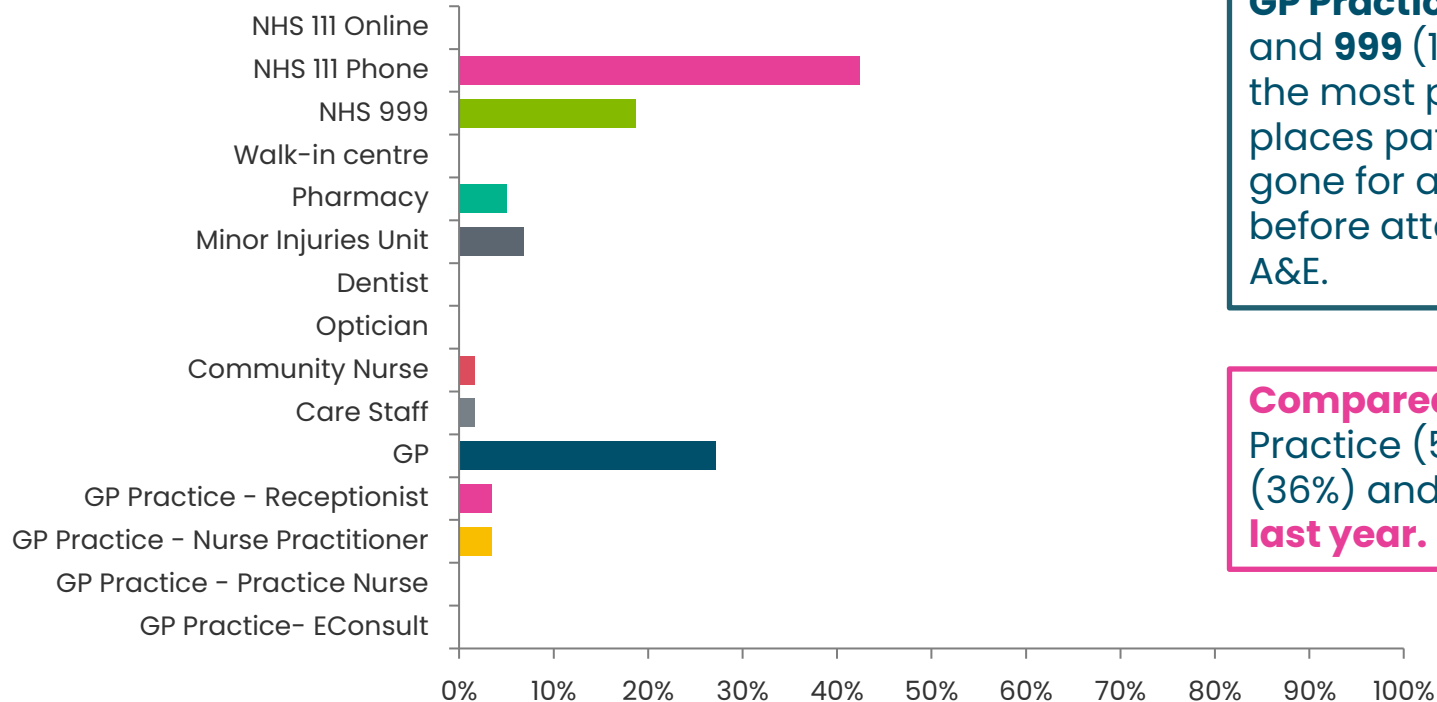
Answered: 105 Skipped: 0



More **Monday** attendees came straight to A&E and **didn't go elsewhere for advice.**

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

Answered: 59 Skipped: 46



111 (Phone) (42%), **GP Practice** (34%) and **999** (19%) were the most popular places patients had gone for advice before attending A&E.

Compared to GP Practice (52%), **111** (36%) and **999** (17%) last year.

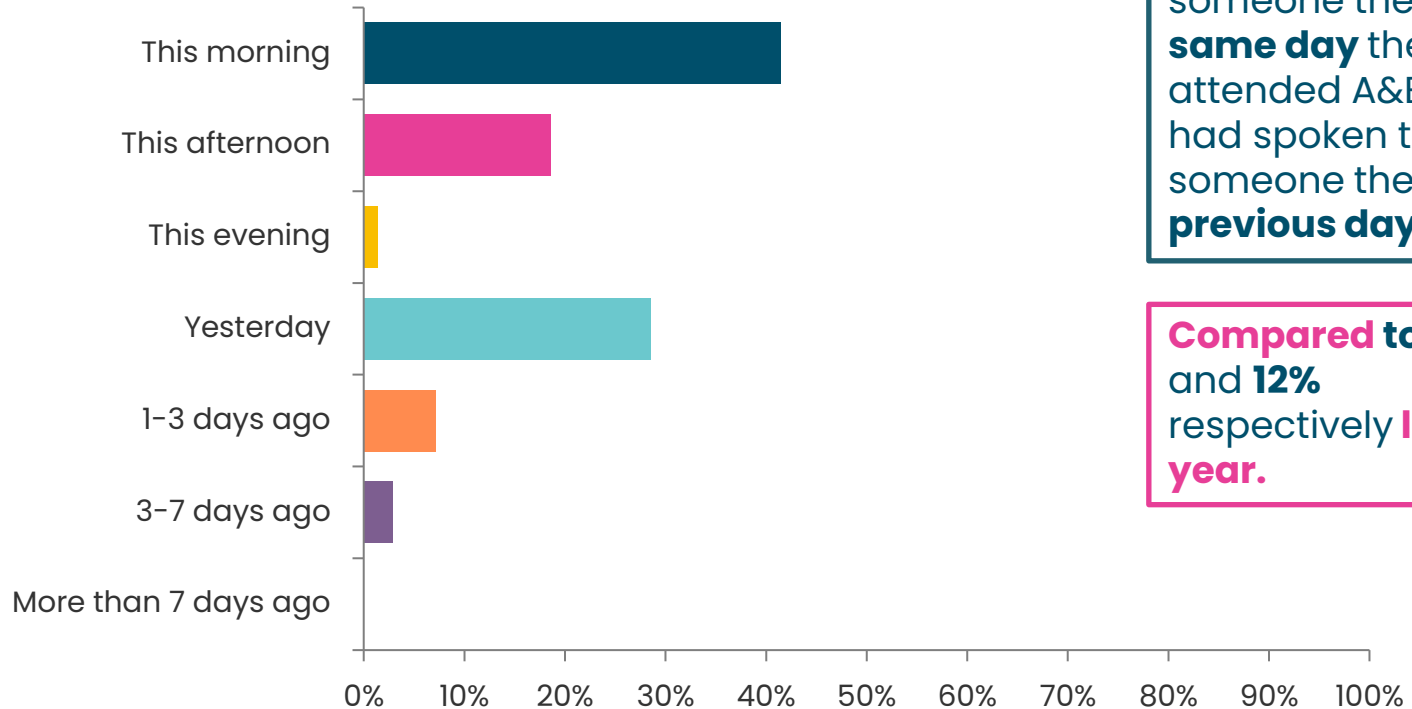
2) Other (please specify)

Answered: 17

- Haematology nurse
- Social worker at rehab
- Devon hospital (patient lives there but works in Crewe)
- District nurse
- Northwich Infirmary x 4
- Mental health unit on the Wirral (name not shared) Patient was home for the weekend – she called the ward and they told them to come to A&E
- Called the Paediatric ward as patient had been in the week before and they advised to come to A&E

3) When?

Answered: 70 Skipped: 35

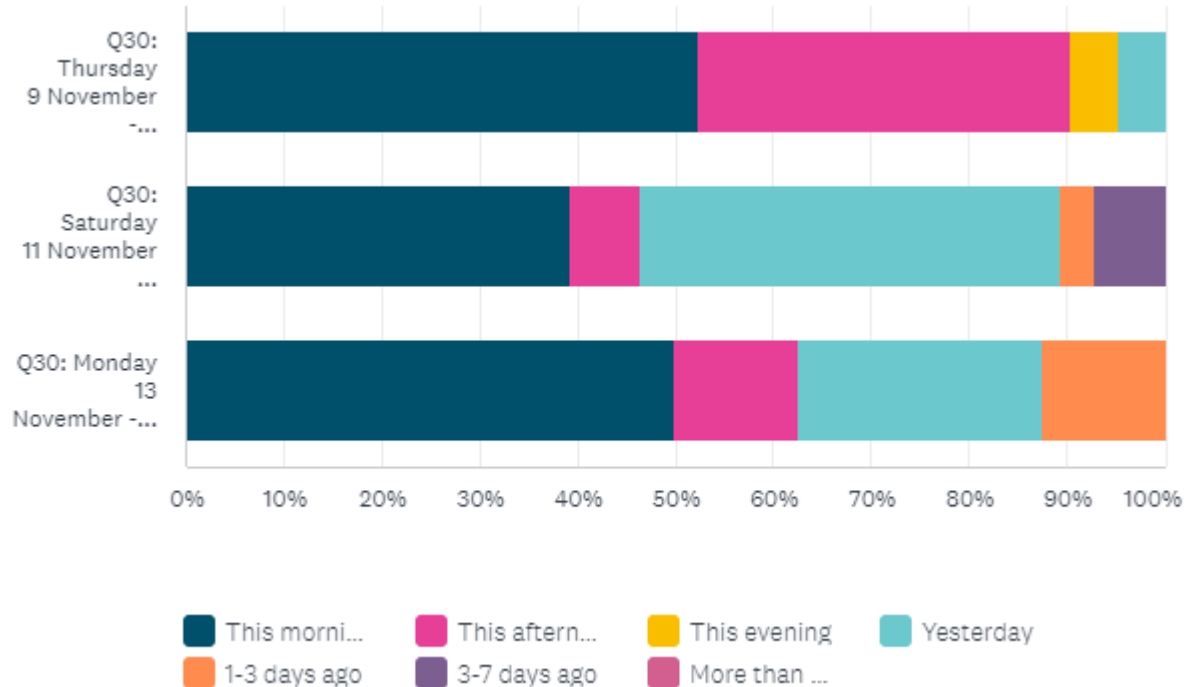


61% spoke to someone the **same day** they attended A&E. **29%** had spoken to someone the **previous day**.

Compared to 81% and **12%** respectively **last year**.

3) When?

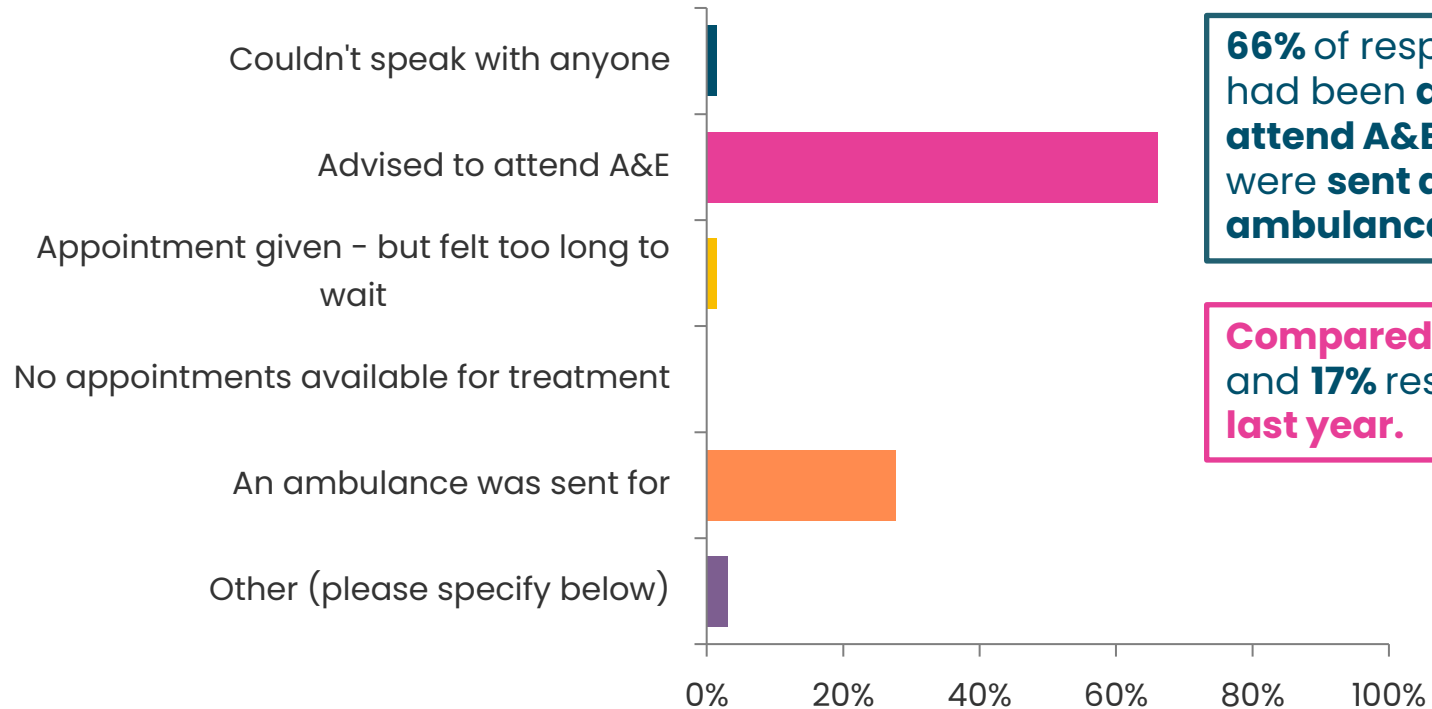
Answered: 70 Skipped: 35



More people on Thursday contacted other services for help and **advice on the same day** as coming to A&E, compared to Saturday and Monday.

4) What was the outcome?

Answered: 65 Skipped: 40



66% of respondents had been **advised to attend A&E** and **28%** were **sent an ambulance.**

Compared to 72% and **17%** respectively **last year.**

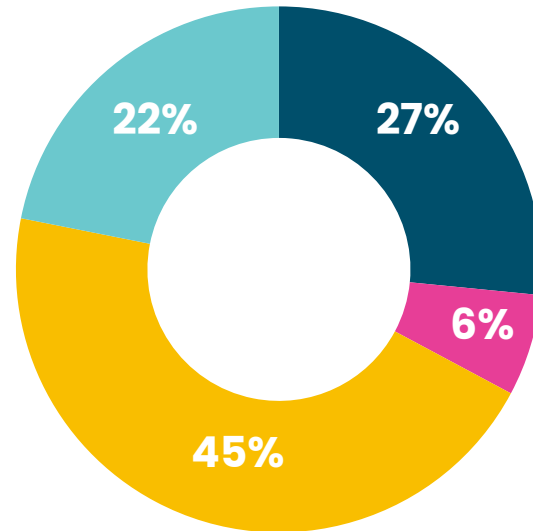
4) Other (please specify)

Answered: 8

- *111 referred us to Northwich Infirmary but they couldn't treat us as she needed a specific X ray so we came here.*
- *I rang the physio as after doing exercises for 2 weeks my hip's got worse. They suggested minor injuries at the Victoria Infirmary in Northwich for an X ray of the back of my hip but they don't do them there.*
- *By the time 111 called back my son had fallen asleep and hadn't been sick for a couple of hours. They advised me to attend A&E if needed. I thought I'd wait until the morning to see how he was. On waking he'd been sick 3 times before 10am so came into A&E.*
- *Came for my 8 week blood check at the Haematology department and the nurse advised me to come to A&E.*
- *Told by 999 to come to A&E myself rather than by ambulance as was able to do so.*
- *A non emergency ambulance attended, and I was driven to A&E.*
- *I was told by 999 there was a two hour wait for an ambulance. They rang me back to say they were sending a free taxi, then rang me back again to say the taxi was stuck at Chester and was there anyone who could bring her. Luckily my nephew was available.*
- *The GP prescribed antibiotics but my child has got worse during the day and the GP advised me to come this afternoon.*

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

Answered: 64 Skipped: 41



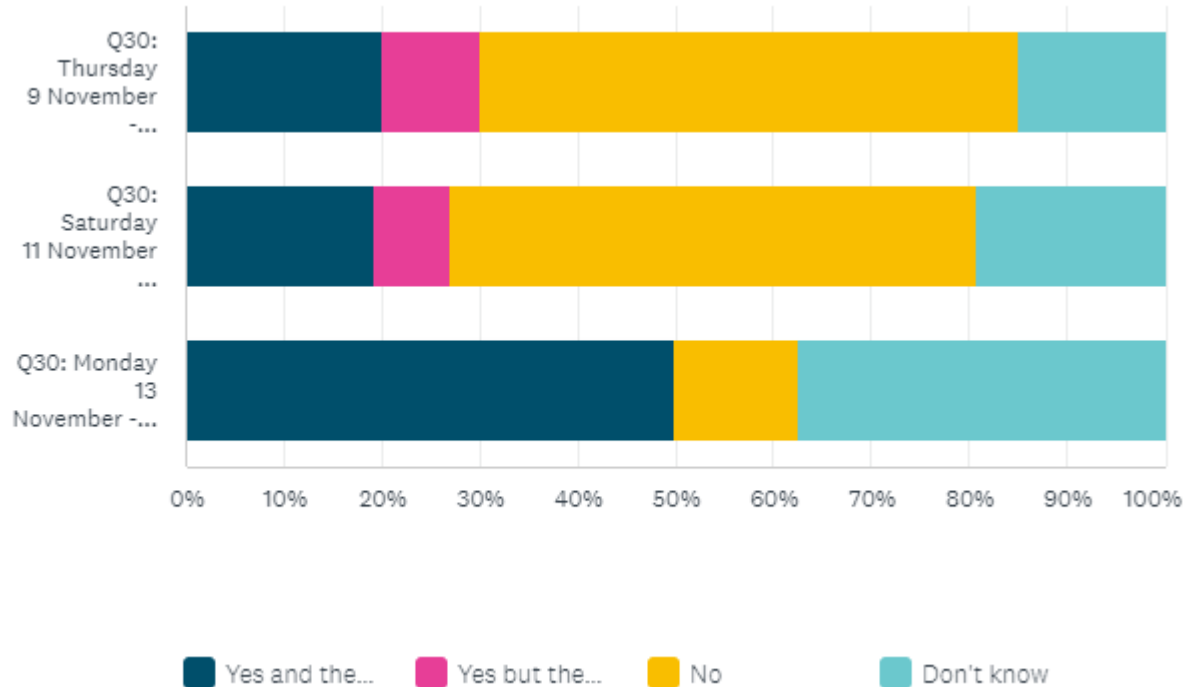
- Yes and they were expecting me when I arrived
- Yes but they were not expecting me when I arrived
- No
- Don't know

33% (21) of those who were told to attend A&E were advised that **A&E would know they were coming** – for **6% (4)** this wasn't the case.

Compared to 39% and **14%** retrospectively **last year**.

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

Answered: 64 Skipped: 41



More people on Monday had been advised **A&E would know they were coming**, and this was the case.

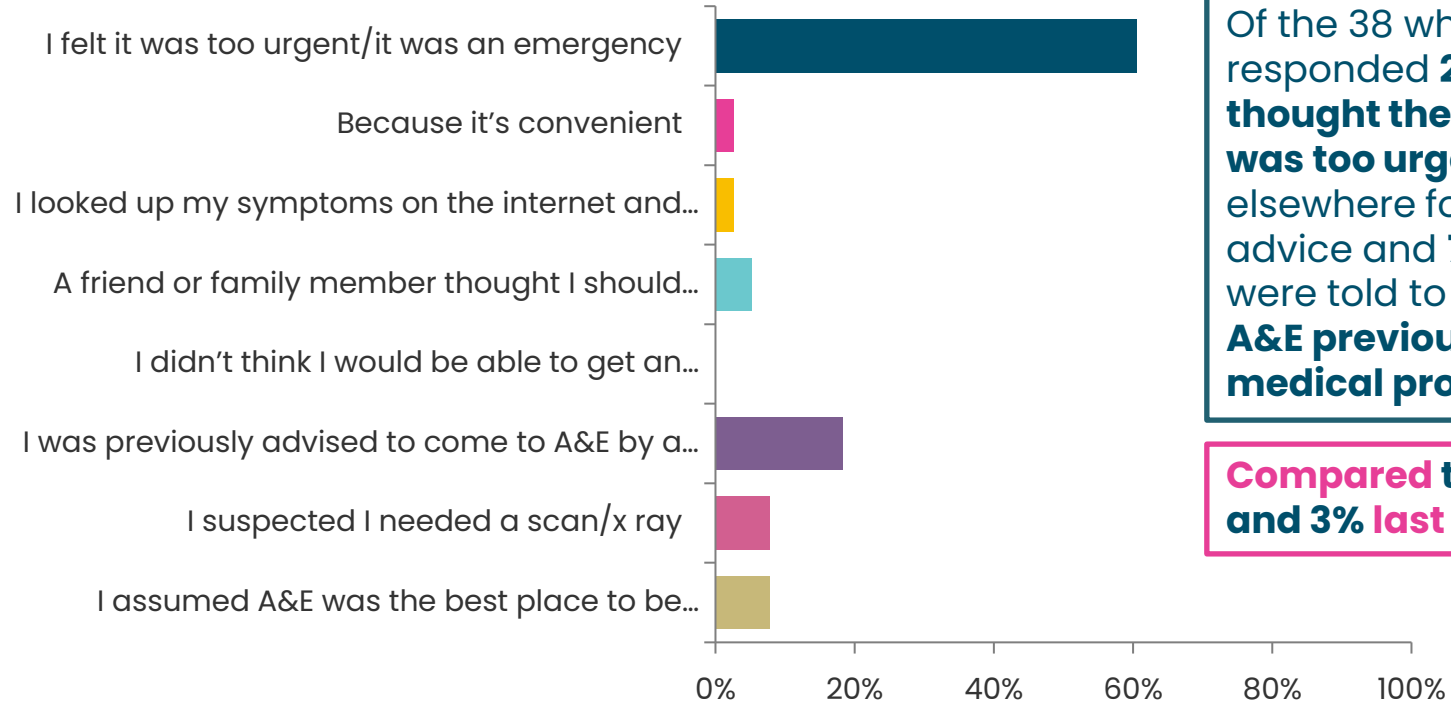
5) Additional comments

Answered: 9

- *The GP said I would be on the system but I wasn't on arrival.*
- *Northwich Infirmary said they'd call ahead and they knew who we were when we arrived at A&E.*
- *I asked at Northwich Infirmary if they would be letting Leighton know and was told they don't do that*
- *They had me on the system.*
- *My GP gave me a letter to hand in.*
- *III said they would inform Leighton but they were not aware I was coming when I arrived..*
- *The GP sent a text to A&E staff.*
- *The pharmacist called ahead.*
- *The GP gave me a letter for entry into the Critical Decision Unit.*

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

Answered: 38 Skipped: 67



Of the 38 who responded **23 (61%)** thought the matter was too urgent to go elsewhere for help or advice and **7 (18%)** were told to **come to A&E previously by a medical professional.**

Compared to 54% and 3% last year.

6) Other (please specify) and additional comments

Answered: 24

Had an appointment at A&E

- Already had an appointment at A&E.
- Booked in for a blood test today (follow up from a previous blood test 2 weeks ago).
- I had an appointment at A&E

Had been to A&E/Leighton/Northwich previously

- I had been at A&E 10 days ago.
- I'd been here 3 weeks ago. I arrived 24 hours ago - the pain was pressing.
- I needed to come to be seen, I had been here yesterday too
- I was in the Treatment Centre this morning for a procedure, then discharged home. An hour later I was not feeling well. So on the way out to return to the hospital I collapsed on the path in the rain.
- Been to Northwich Infirmary. Wanted an X-ray but they sent me to Leighton.

Known medical issue

- I know the problem (I've had an infection).
- I have a long term condition and I understand what I need now. I knew the only place I could be treated was A&E.
- Husband who is elderly has multiple health problems and I felt he needed seeing urgently.

6) Other (please specify) and additional comments

Answered: 24

Care home

- I live in a care home and was having chest problems and staff decided I needed to come to A&E.
- I live in a care home and it was the nurses who decided I needed to come to A&E and rang an ambulance on my behalf.

Additional comments:

- My boss said I needed to be seen as I had hit my head.
- Friend advised me as I am currently visiting them so they said I should call 111.
- I made the decision to come to A&E on my symptoms getting worse.
- I collapsed whilst visiting my wife upstairs and was brought straight down.
- The doctors was closed and I was in a lot of pain so thought I should come straight here.
- Concerned about my health and couldn't get through to NHS 111.
- I had a car crash and an ambulance was called by a passer by.
- I collapsed and an ambulance was called. However, I asked them to cancel it when I came round as I didn't want to waste the ambulance staff's time, but was advised by people around me to come to A&E so I came.

6) Other (please specify) and additional comments

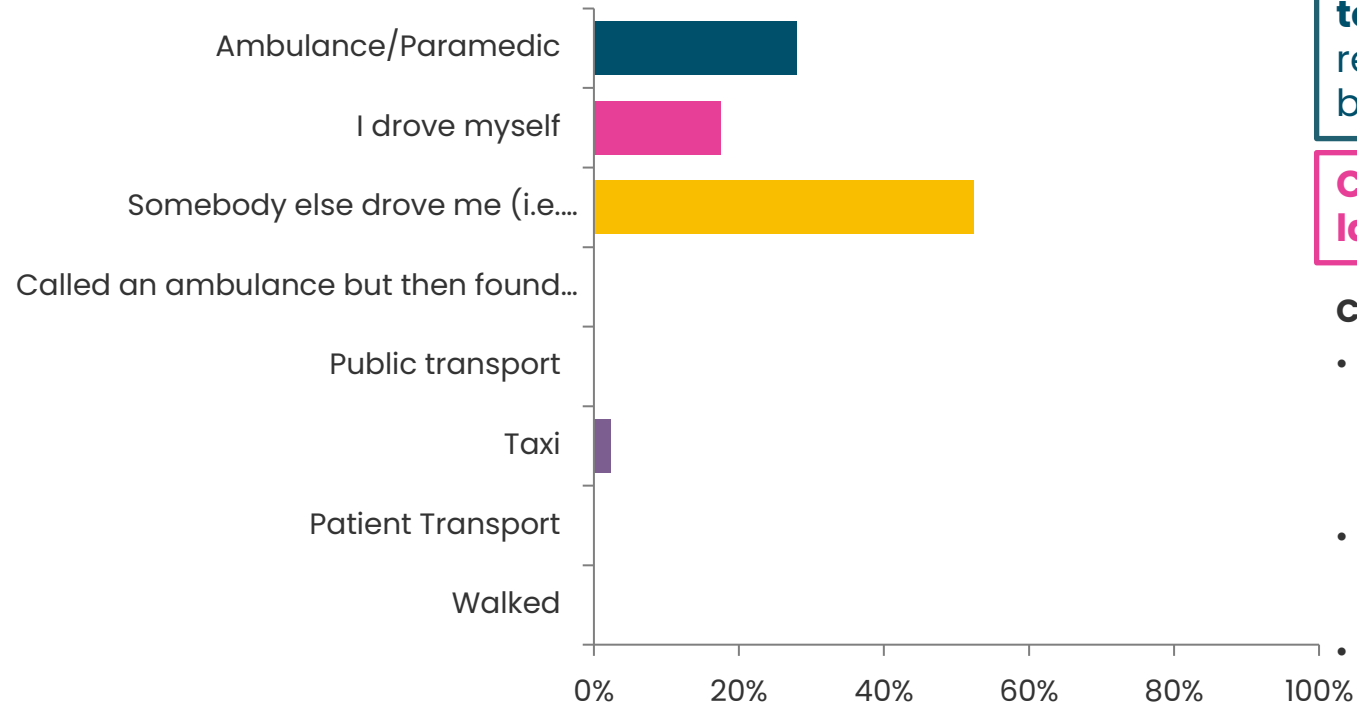
Answered: 24

Additional comments:

- 89 years old fell over in Waitrose thought had fractured hip.
- Minor car accident and suffering whiplash in neck and back. Struggling to walk
- I know my GP won't see us if it's chest pain and breathing problems as it says on the message when you ring up

7) How did you travel here today?

Answered: 86 Skipped: 19



Half (52%) were brought to A&E by a friend or relative with 28% coming by ambulance.

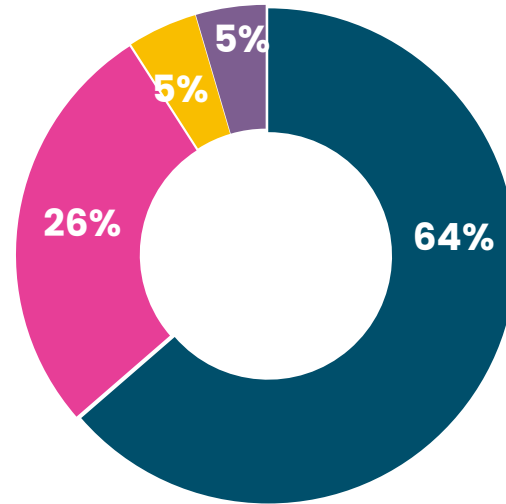
Compared to 57% and 18% last year.

Comments included:

- *"My friend drove me as I didn't want to take up the ambulance's time"*
- *"I was told the ambulance would be 6 hours"*
- *"I was already visiting my wife upstairs when I collapsed".*

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

Answered: 22 Skipped: 83



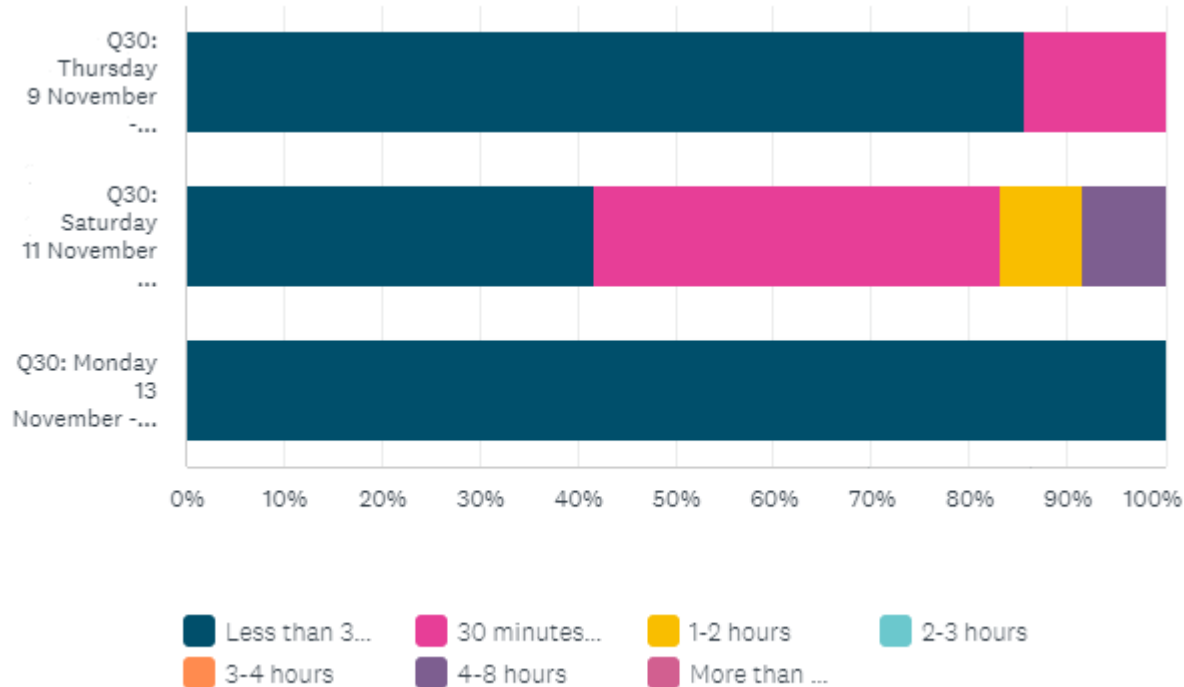
95% of those who came by ambulance **waited less than two hours.**

Compared to 80% last year.

- Less than 30 minutes
- 30 minutes - 1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- 4-8 hours
- More than 8 hours

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

Answered: 22 Skipped: 83



All those who came by ambulance on **Monday morning** waited less than 30 minutes.

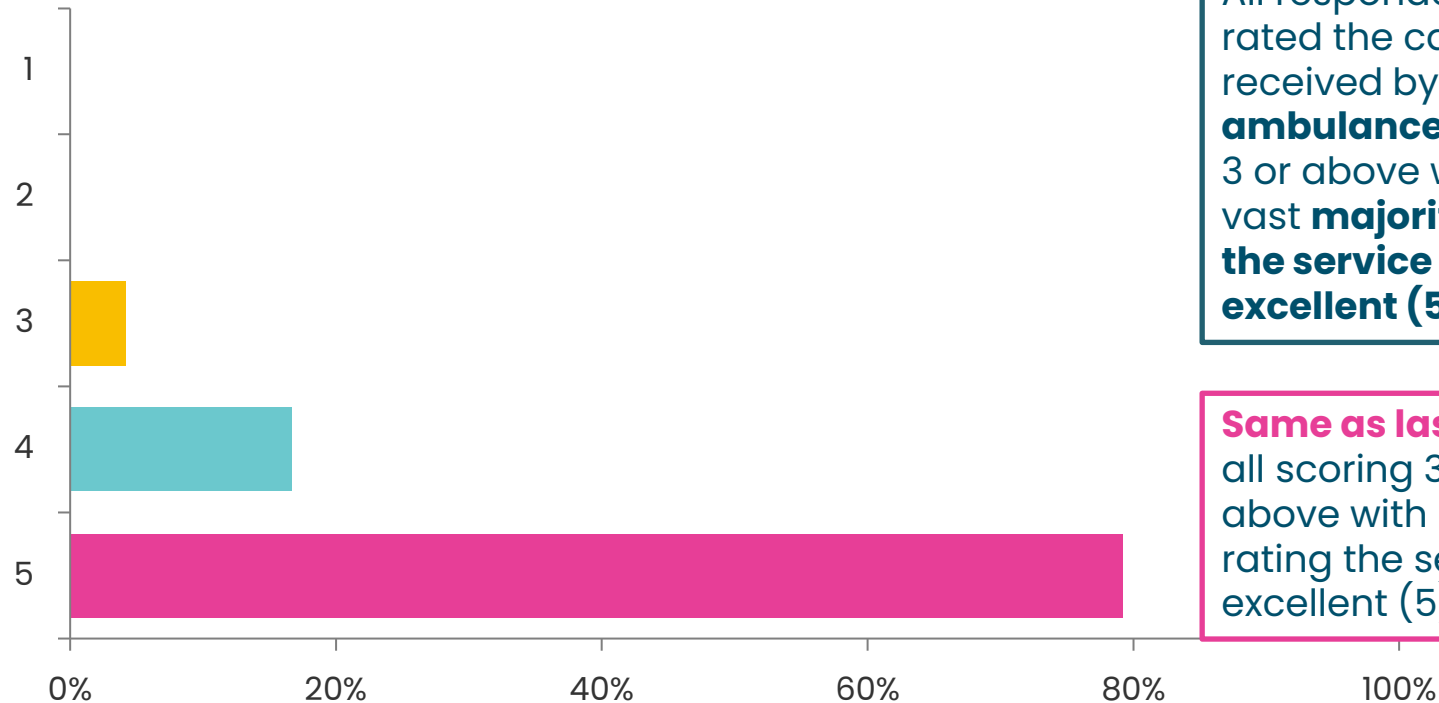
8) Additional comments

Answered: 7

- *They said it would be 4 hours but it was much quicker. They kept in touch with me and kept ringing in between to make sure I was OK.*
- *It was very quick - 5 minutes.*
- *I was told it would be 3 hours but it took 10 minutes.*
- *The ambulance was very quick - less than 10 minutes.*
- *There wasn't a long wait at all. The ambulance staff came quickly.*
- *Very quick - arrived in less than 10 minutes.*
- *Rang 999. I spent a long time on the phone. They were reading a script rather than listening to me. They offered a clinician to triage.*

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

Answered: 24 Skipped: 81

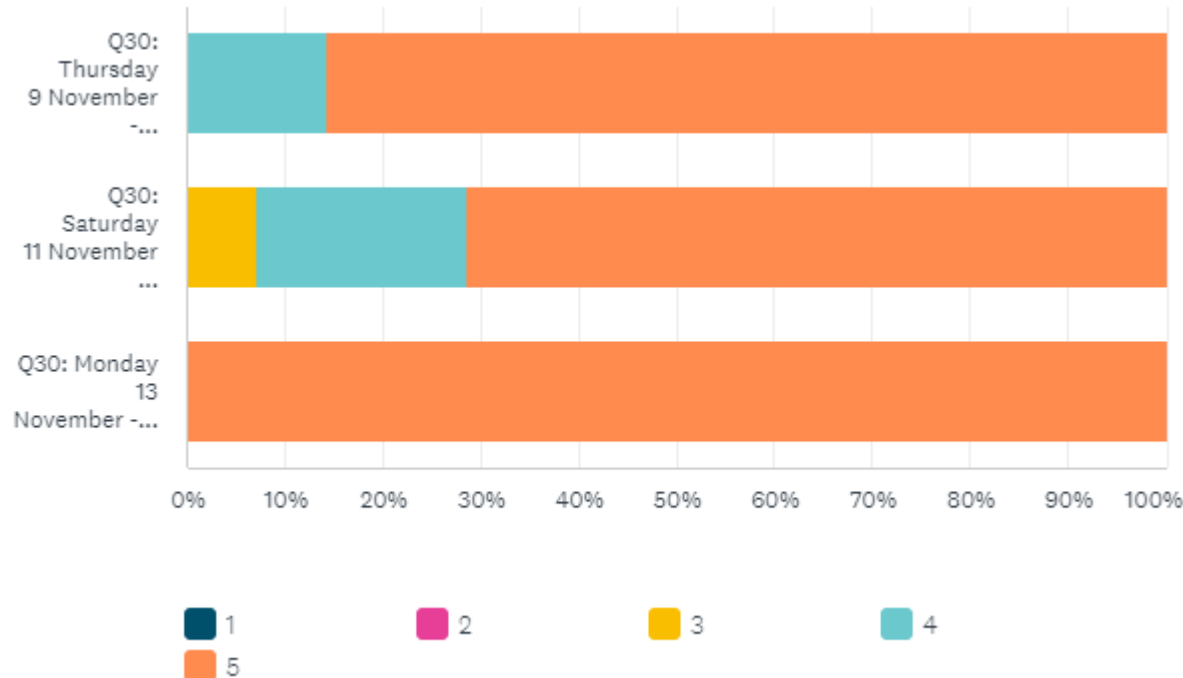


All respondents rated the care they received by the **ambulance** service 3 or above with the vast **majority rating the service as excellent (5)**.

Same as last year – all scoring 3 or above with majority rating the service as excellent (5).

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

Answered: 24 Skipped: 81



The score given appeared to correlate with the **time taken to arrive** (see response to question 8).

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

Answered: 18

- *They were very reassuring. They put me at ease and were very down to earth. They relaxed me and were amazing.*
- *The staff knew what they were doing.*
- *I couldn't fault them.*
- *They were gentle lovely people with a great sense of humour too.*
- *They did the relevant checks and were very efficient.*
- *They were very quick and helpful.*
- *They were reassuring, thorough and had a nice manner. Very quick to treat me.*
- *They were helpful and really knew what they were doing and what I needed.*
- *Staff were ever so nice.*
- *Caring, lovely chat with them. It was a bumpy ride but not their fault, there were lots of pot holes in the road.*

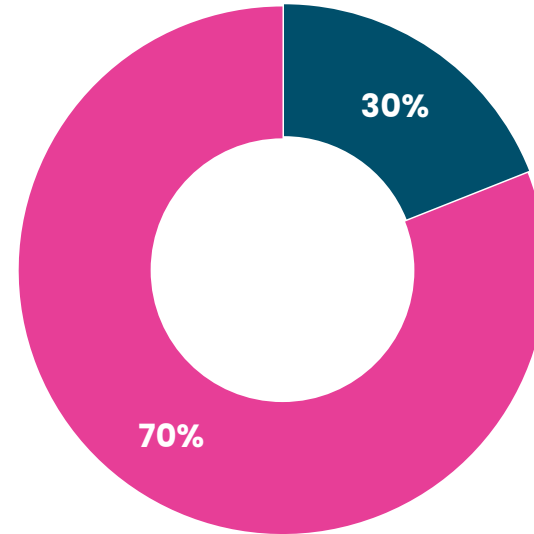
9) Why would you rate your ambulance experience as you have above?

Answered: 18

- *Two lady paramedics came and were lovely.*
- *They could not have done anything more.*
- *The ambulance staff were brilliant they gave me a full check over and treated me very well.*
- *Very good care so far.*
- *Staff were helpful, nice and considerate.*
- *The ambulance staff that I saw were very kind.*
- *Staff were excellent. They didn't rush my husband who has dementia and has had a previous stroke. They were careful with him and asked before they did anything.*
- *Amazing - on point, quick, confident banter.*

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

Answered: 87 Skipped: 18



■ Yes ■ No

Almost three quarters (70%) of those who attended A&E had not been kept informed of waiting times.

Compared to 81% last year.

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

Answered: 44

Comments from those who answered 'Yes'

- *They said it would be a 13 hour wait.*
- *They've been quick. They took samples within 10 minutes of our arrival.*
- *Yes on Friday, but not today.*
- *Reception informed me how long it would be.*
- *The nurses told me how long.*
- *As much as they can do - they are very busy.*
- *It's been splendid, I can't fault them.*
- *Brilliant communication.*
- *Staff have informed me x 5*
- *I've been told it will be a 13 hour wait.*
- *Kind of, they said it could be a long wait.*
- *Staff are very good, they chat to me*
- *Staff in the unit are very helpful and explain what's happening*
- *Been told waiting for blood and ECG results*
- *I've been here a few hours, but I've been kept informed.*

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

Answered: 44

Comments from those who answered 'No'

Heard updates from other people waiting in A&E

- *Other people have said it's a 13 hour wait but I've not heard anything officially.*
- *I hear different things second hand from overhearing conversations. I haven't been told directly of wait times.*

Had to ask

- *I've had to ask - they said it would be a while but not sure how long. They said it was a back up of beds.*
- *I asked how long it would be but the person I asked didn't come back and I don't like to pester as I know they're so busy.*
- *They told me a 3 hour wait but I had to ask.*
- *Not proactively, when I ask they give me generic answers like it will be a while.*

Expecting a long wait

- *Experienced a 2 hour wait previously so expecting the same today.*
- *It's expected really, staff are good but very busy.*

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

Answered: 44

Comments from those who answered 'No'

Just arrived/not been here long

- *Just arrived x 5.*
- *I was taken straight to resus initially – not sure how long I'll be waiting.*
- *I hope to find out more after I've been seen in triage.*
- *It's because I have come straight through – there hasn't been a delay.*

Lengthy waits

- *My step dad has been here 20 hours so far.*
- *Been waiting since early morning.*
- *I was put in a side cubicle for 3 hours and was forgotten about. I've been waiting 18 hours so far.*
- *Been here 2 hours so far.*
- *I was 7 hours waiting for initial consultation with no information given at all. Once I was seen I feel I have been told more about waiting times.*
- *I've had to wait 7 hours for admission and not been updated on how long it may take.*

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

Answered: 44

Comments from those who answered 'No'

Not told

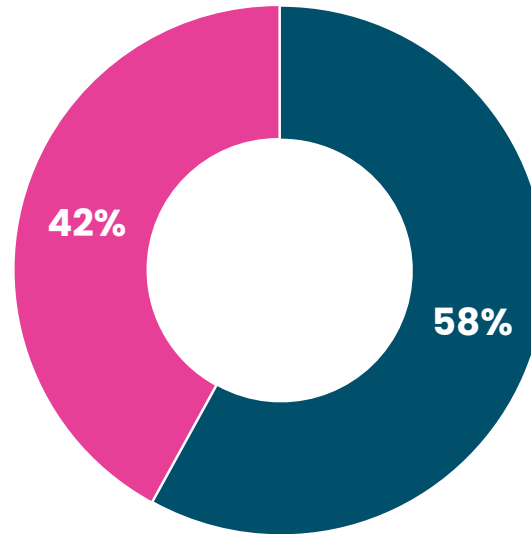
- *Nobody has said how long I'll be waiting.*
- *I've been waiting 2 hours but no idea how long I'll be here.*
- *I just assume I'll be seen when I'm seen.*
- *Not been kept up to date but its been quicker than I thought.*
- *No clue.*
- *It's difficult to say really, I'm not sure what is happening next.*
- *I've heard absolutely nothing.*
- *Staff just said it would take a while to be seen.*
- *No time limit has been given. This makes it difficult because he needs to get back to school.*

Other comments

- *I understand why. Staff look very busy and do their best.*
- *Could do with displaying the waiting times on a TV screen.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 88 Skipped: 17



■ Yes ■ No

Over half (58%) felt they had been kept **informed of their treatment and care.**

Question not asked in last year's survey.

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 44

Just arrived and waiting to be seen

- *I've been waiting 3 hours and not been seen.*
- *We haven't been told anything. We came in with a letter from our GP, and assume I am going to have scan as I only had surgery for a bleed on the brain two weeks ago.*
- *I've not seen anyone yet.*
- *Just arrived x 3.*

Waiting for a bed/discharge

- *They've told me I'll be going into a nursing home. My sister in law is dealing with it for me.*
- *Staff have been in regularly to see me. They're trying to get my son's oxygen levels up. There's no space on the ward at the moment - he'll be admitted.*
- *The A&E doctor was great and the supporting medical teams. I knew I was wanting to be admitted but not informed of timings.*
- *Yes I am being admitted.*
- *I have been told I will be going on the ward tonight and then to Stoke tomorrow for an operation.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 44

Post triage - waiting for initial treatment

- *Just had triage so far.*
- *Not seen by doctor in 18 hours.*
- *They're going to check his blood sugars as they are low. I have no idea when.*
- *Once I had been seen they have kept me up to date with my treatment plan.*
- *I have had my obs done but there has been no discussion of what comes next.*
- *Triage haven't said anything really. Done observations and sent back to wait but don't know what for.*
- *I know I'm waiting to see the Doctor but nothing else yet.*
- *I'm still waiting to be seen by the doctor so unsure of my care plan.*
- *I've not been seen by a Doctor yet so unsure of next steps.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 44

Had initial treatment and waiting for doctor or additional treatment

- *Had a CT scan and am waiting for results. The nurse is trying to find out how long it will be.*
- *We're just waiting for the doctor to review the X ray now.*
- *I've been to X ray and am waiting to see a doctor.*
- *I've been seen in triage and had an ECG and am about to go in for bloods.*
- *I'm just waiting for results and to see the doctor.*
- *Yes I've been to have my bloods done and waiting to see a doctor*
- *I have been here for 2 hours. Obs, bloods, blood pressure, sugar and ECG all been done, just waiting to see a triage doctor now.*
- *I've seen one doctor, now waiting for another.*
- *I was seen in the GP Out of Hours and was sent across to A&E for an ECG and bloods, so feel I know what's happening.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 44

Had initial treatment and waiting for doctor or additional treatment

- *I'm not sure what's happening next but I've had an ECG and bloods taken.*
- *I've had bloods taken but don't know what's happening next.*
- *Awaiting blood results.*
- *X ray on arrival within half an hour. Saw 1 doctor. Sent to wait in Majors waiting room.*
- *My child has been examined and had their Obs done and we are now going through to GP Out Of Hours as someone will see us there straight away.*
- *Yes, we don't know how long things will take but my husband has had a scan and bloods and we are waiting to see a doctor.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

Answered: 44

Other comments

- *I know the drill now – it's happened so many times – but they have kept me informed.*
- *The staff are friendly and explain what they are doing when they treat me.*
- *Yes, given the circumstances – they're very busy dealing with other patients.*
- *Each person has explained everything to me.*
- *As much as they can whilst they are so busy.*
- *I am amazed that they are all wonderful. They have all kept checking on me to make sure that I am safe and comfortable.*
- *Waiting to find out.*
- *Not really. I don't know how long I'm waiting and what is happening next but staff are all lovely when you see them, just very busy.*
- *Just want to know what's happening.*

11) Whilst in A&E, are you being/have you been kept regularly informed about your treatment and care?

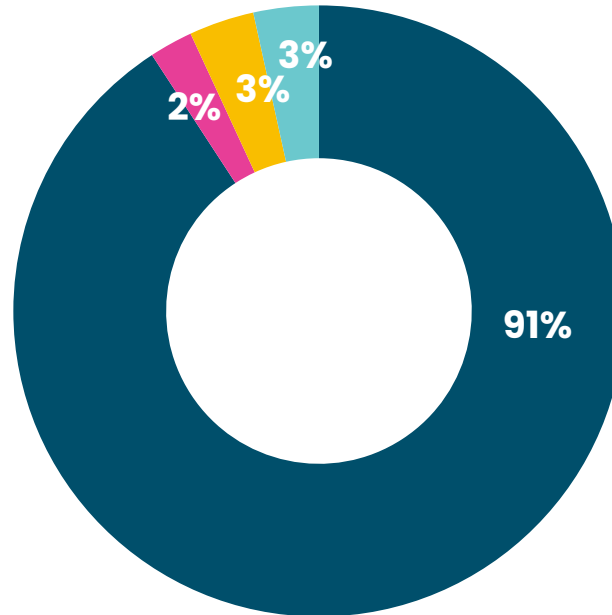
Answered: 44

Other comments

- *Some info from paramedic.*
- *Heard nothing after 20 hours.*
- *I've noticed, as I've been here over night and since yesterday, is that if you come in drunk and disrupt the department that you seem to get seen quicker because you are a nuisance. It seems like it depends how inconvenient you are as to when you are seen.*
- *Doctors have informed me of treatment.*
- *Kind of, I think I know what I'm waiting for next.*
- *Saw the consultant this afternoon.*
- *Had 3 tests so far.*

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

Answered: 87 Skipped: 18



■ Yes ■ No ■ Sometimes ■ Don't know

91% (79) of those who responded said they felt they had been **treated with dignity and respect.**

Question not asked in last year's survey.

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

Answered: 19

- *Very much so*
- *No criticism*
- *Staff are nice and how they talk to you*
- *Very much so by the staff*
- *Staff have been lovely*
- *Lovely staff*
- *I have been well looked after*
- *The way staff treat you*
- *Staff are very nice*
- *Staff are approachable, friendly and spoke to me at my level*
- *Staff are good*
- *Staff talk to you very respectfully*
- *Staff are very respectful and do their best though as you can see it is very busy and there are long waits and packed waiting rooms.*
- *Staff are all very pleasant and the way they speak to you is respectful*
- *Staff are very considerate*
- *They have really looked after me, had lots of food and care*
- *I have been given food, and everything I need*
- *I feel I've been listened to*

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

Answered: 5

- *They've emptied my catheter bag in front of everyone, twice*
- *I haven't seen anyone yet.*

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

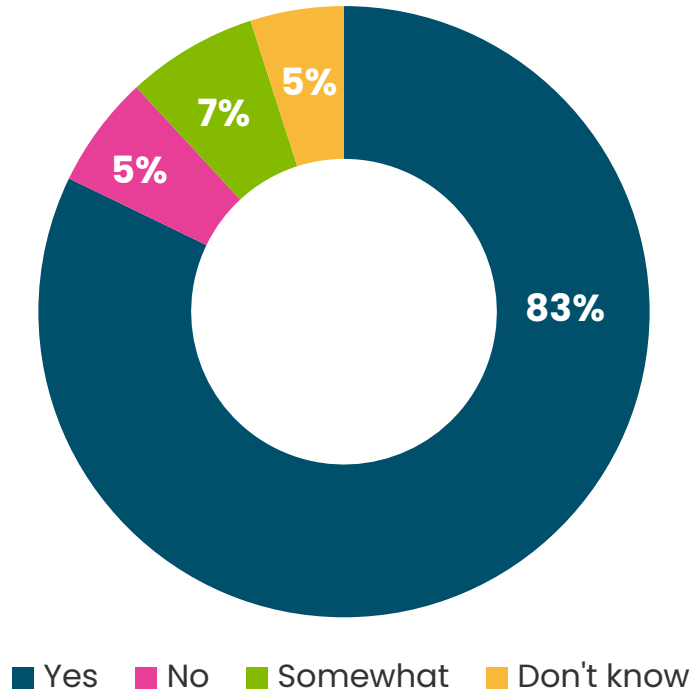
- *It depends on which staff are on duty*
- *Not been seen yet - just waiting so can't really comment.*

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

- *I've not been seen yet. I'm just waiting, so can't really comment.*

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

Answered: 87 Skipped: 18



The majority (83%) of people said their privacy had been maintained as much as possible.

Question not asked in last year's survey.

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

Answered: 20

- *They soon got us out of the corridor - I would have answered differently I think if I was still there*
- *Had my bloods taken in a private room*
- *They've closed the curtains*
- *The curtain has been closed whilst I was sleeping*
- *The curtains have been closed*
- *Curtains have been closed when needed, and they have assisted me to the toilet*
- *Definitely*
- *100%*
- *The doctor ensured the door was locked when I had an examination*
- *Yes , but not had much interaction with the staff so far*
- *No treatment given yet so that might change. It is what it is*
- *The waiting room is heaving and busy, but it is what it is, lots of people need to be seen.*

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

Answered: 20

- *No – I'm waiting on a corridor*
- *Because I'm in a shared area, everyone knows your business when they are asking you questions.*

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

- *As best as can be on a corridor*
- *They tried their best, I had to go into a room with no light. When my daughter (3 years old) was examined I had to ask for the door to be closed*
- *I'm being kept on a corridor so that's not very private, but I can see they are busy and it does not matter too much*
- *I'm waiting on a corridor so there is not a lot of privacy but staff do their best and I've been given a blanket*
- *It's not great that my husband is on a trolley on a corridor which does not afford much privacy, but I can see how busy it is and it's not staff's fault. They gave my husband a blanket to keep him covered.*

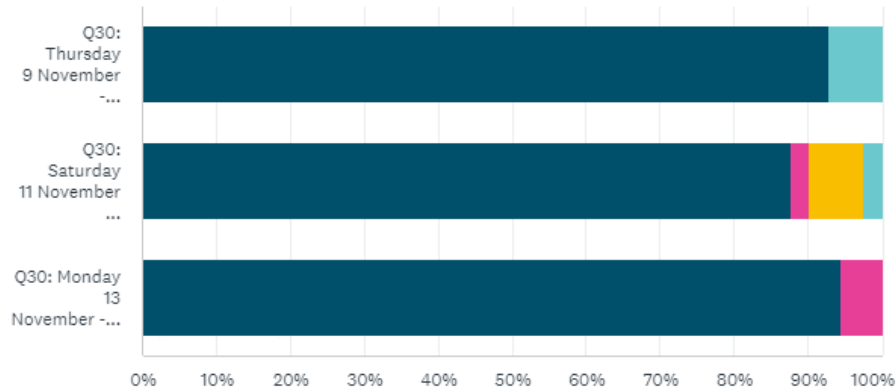
Additional comments from those who responded 'don't know' to previous question:

- *I've not been seen yet -just waiting so can't really comment.*

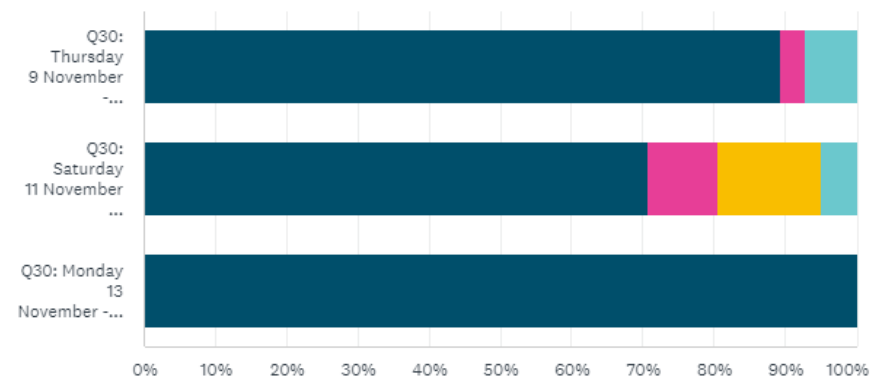
12/ 13) Do you feel your dignity and respect/privacy has been maintained as much as possible during your time at A&E?

Answered: 87 Skipped: 18

Dignity and respect



Privacy



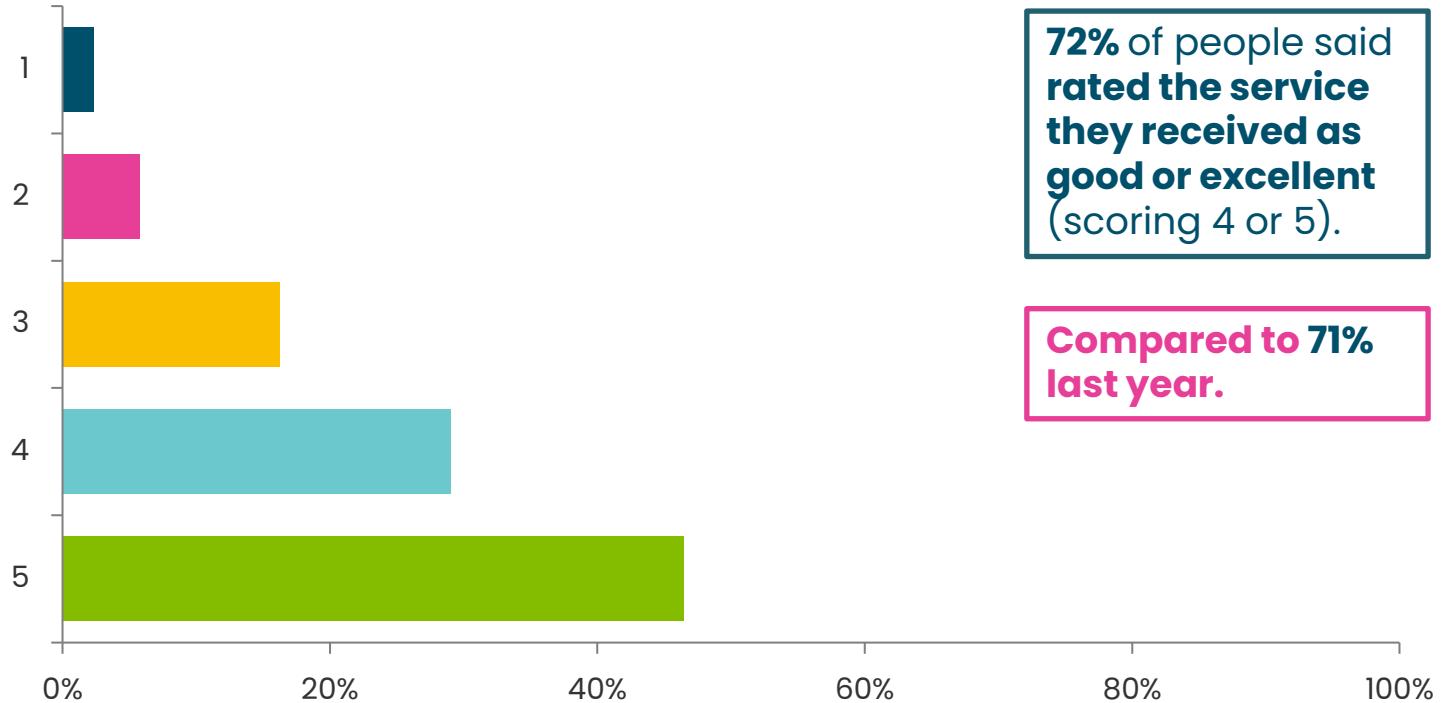
■ Yes
 ■ No
 ■ Sometimes
 ■ Don't know

■ Yes
 ■ No
 ■ Somewhat
 ■ Don't know

Privacy and dignity and respect **scored lower on busier days.**

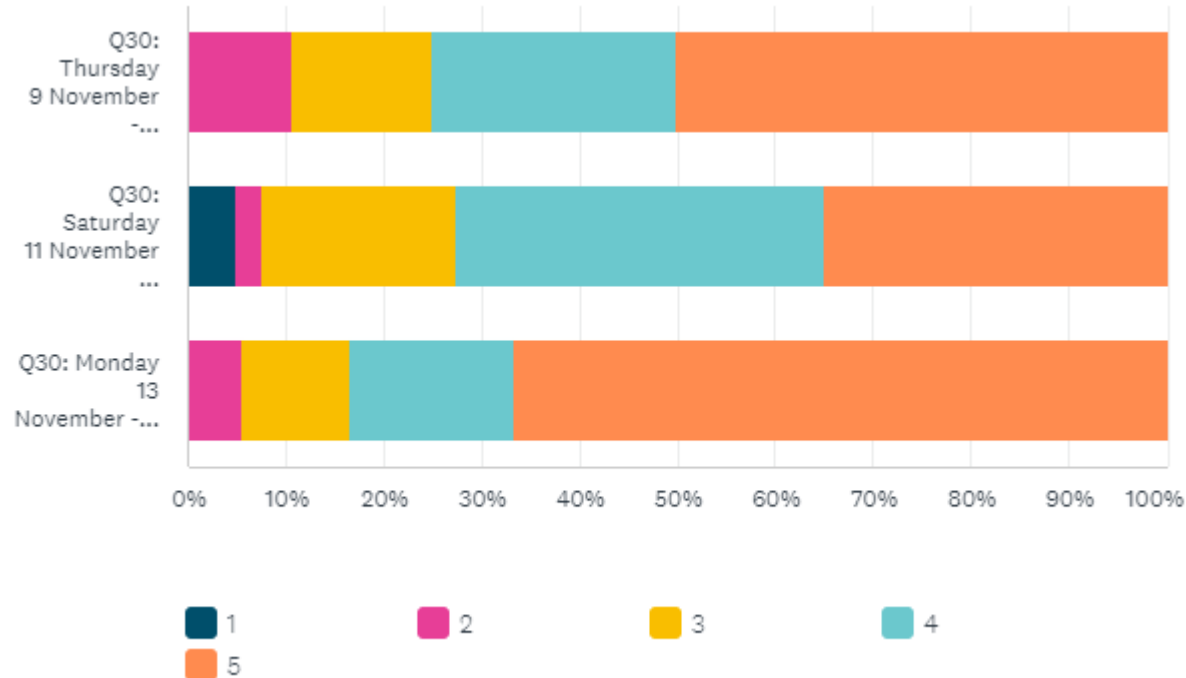
14) How would you rate the service you have received so far in A&E (1 being poor and 5 being excellent)?

Answered: 86 Skipped: 19



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

Answered: 86 Skipped: 19



The **busier the day**
the **lower the**
satisfaction score.

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

Answered: 82 Skipped: 23

A word cloud of positive feedback for an A&E experience. The word 'staff' is the largest and most prominent. Other words include 'brilliant', 'far environment', 'attitude', 'offered', 'care', 'us', 'staff nice', 'food', 'seen', 'triage', 'lovely', 'good', 'service', 'kind', 'nurses', 'None', 'Quick', 'helpful', 'kept', 'communication', 'quickly', 'given', and 'drinks'.

brilliant far environment attitude
offered care us staff nice food seen
triage lovely **staff** good service
kind nurses None Quick helpful kept
communication quickly given drinks

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

Answered: 82 Skipped: 23

Staff

- *Staff have been very helpful.*
- *Everyone has been very helpful. We've been offered food.*
- *The staff are doing their best but are overworked. They are very good and approachable.*
- *The staff got food and drinks for us. We were seen quite quickly and am just waiting for the doctor to review.*
- *3 for system and 5 for staff. The staff have been brilliant. They offered me lunch and drinks too not just my son. I was very impressed.*
- *The nurses have been great and I'm lucky to have my own area and a bed.*
- *Triage staff were lovely, on the ball and very helpful. They really calmed me down and were superb.*
- *The staff have been brilliant. The GP had referred me and they were expecting me so I didn't have to wait around which I'm grateful for. I felt like I had 5 star treatment compared to those in the waiting room and corridor.*
- *Staff have all been nice.*

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

Answered: 82 Skipped: 23

Staff

- *Staff are friendly and are treating me.*
- *I have the best of everything in here. The staff are all lovely.*
- *Quick waiting times and pleasant staff. Great having a separate waiting room for children. I like the way the staff speak directly to my daughter and not just via me. One of the nurses just popped her head in to check we were all OK too.*
- *The staff have been great and have done the best they can given the situation.*
- *They have been very reassuring and have kept us up to date with what's going on. They have been very thorough too.*
- *I feel there has been great communication with staff. I arrived very stressed and in a bad state but staff calmed me and have kept me informed of everything.*
- *Staff are helpful.*
- *Staff on the desk are very nice.*
- *They're looking after me and have offered me a drink.*

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

Answered: 82 Skipped: 23

Staff

- *The staff fetched me a yoghurt when I said I was hungry.*
- *Staff have been lovely.*
- *Some staff are helpful.*
- *Staff are 'people persons'. Attitude is good - sympathetic*
- *Staff have been pretty good with me. They will take me to the toilet.*
- *The nursed have been brilliant and have communicated brilliantly. We've felt safe and comfortable.*
- *Kind staff*
- *Treated well*
- *Staff lovely*
- *Staff good*
- *Treated well*
- *The staff are good.*

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

Answered: 82 Skipped: 23

Staff

- *The doctor has been lovely.*
- *Staff fabulous, can not fault them.*
- *Staff attitude and care.*
- *Staff are very nice.*
- *Quick being admitted so far. Staff are helpful.*
- *Lovely staff so far*
- *Efficient, friendly and professional.*
- *A volunteer brought us through the hospital to A&E which was good.*
- *Friendly, approachable staff.*
- *Staff*
- *The staff and how kind they are.*

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

Answered: 82 Skipped: 23

Staff

- *All staff are very nice and professional. But they seem under staffed and very busy. They need more staff in the department.*
- *Staff attitude and kindness.*
- *Staff are very caring. The food in the Frailty Unit is good.*
- *Staff are very kind.*
- *Good staff, good food.*
- *The staff are very nice.*
- *Nurses are good.*
- *Great staff and care.*
- *All staff polite friendly and approachable.*

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

Answered: 82 Skipped: 23

Seen quickly

- *I was seen quickly and have been given pain killers. They've explained what they are doing and why. The communication has been good.*
- *Initial consultation prompt but just the waiting time now that's frustrating.*
- *Initial triage was very quick.*
- *Was initially seen by triage quickly.*
- *Quick so far. Had an x-ray.*
- *Speedy process.*
- *Speed has been very good.*
- *It has been 20 minutes from triage to Majors Pod 1 - corridor.*
- *It's been very quick.*
- *I was treated very quickly.*
- *Soon as we arrived my child had their obs done and given oxygen.*

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

Answered: 82 Skipped: 23

Seen quickly

- *Have been seen very quickly.*
- *Been very good. X ray straight away.*

Environment

- *The environment is really good in Paediatrics. The staff are efficient, friendly and the area is clean and tidy.*
- *Very clean. Not a stressful environment.*
- *Very nice environment.*

Good service

- *Good facilities and service.*
- *I think the service has been good considering the amount of people who have passed through.*
- *The service from start to finish. Their sense of humour and professionalism.*

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

Answered: 82 Skipped: 23

Other comments

- *Happy to have been seen and had an X ray.*
- *I feel everyone is keeping an eye on me.*
- *It just works the system they have in place.*
- *Communication and care. The government should come down here for a full night and see how wonderful they are.*
- *Cared for and thoroughly checked.*
- *I've been cared for.*
- *Brilliant treatment.*

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

Answered: 77 Skipped: 28

need busy hours long understand busy
corridor waiting staff knowing
Waiting times
really going Long wait
Communication time Lack keep
knowing happening

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

Answered: 77 Skipped: 28

Waiting times

- *Waiting times x 22.*
- *Wait times. There are so many of us waiting.*
- *Waiting time is very poor.*
- *The long waiting time and not knowing what's happening next.*
- *The time it takes to get anything done. It's really gone downhill in the last 10 years.*
- *Waiting. We arrived at 6.30pm yesterday and left at 10pm (we were advised to go home and call 111 in the morning). We returned this morning after calling 111 who booked me an appointment for 1pm today.*
- *Delays, in pain (have had painkillers).*
- *Waiting times from a previous visit on Tuesday.*
- *Don't know wait times. Not even a rough guesstimate. Rock hard chairs, so uncomfortable.*
- *Waiting times. Now been waiting 2 hours.*

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

Answered: 77 Skipped: 28

Communication

- *Lacking information. Don't know what's happening. Long waiting times. No empathy. No interest in me as a person.*
- *Communication not great. They are so busy - there are not enough staff on.*
- *Being sent home, waiting for hours with no updates.*
- *The time it takes to get test results is poor. When you're back in the waiting room you don't see any staff and have no idea how long it's going to be. I was in last week but got very agitated with the waiting and they let me go early. I'm now back in and wondering if I should have left last week. I understand how busy they are and they have to prioritise but it's the not knowing that's the problem. They need to keep people better informed.*
- *The waiting time and not knowing. There is no way to get an update without speaking to a doctor. He's not been seen by a doctor yet. We have asked for him to go back to a familiar environment.*
- *Communication is lacking. Knowing what is happening would be useful.*
- *Triage needs more communication.*

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

Answered: 77 Skipped: 28

Communication

- *Lack of communication. Don't know what is going to happen- timescales. Not told what to expect..*
- *Not sure what's happening.*
- *Not really kept informed.*

Difficulty sleeping at night

- *It's really difficult to sleep here at night, Its really noisy and they don't seem to consider that. There's no attempt to keep the noise down a bit - I understand they are working but could consider it more.*
- *It's too noisy at night time. People were shouting.*

Temperature and Facilities

- *It's very hot in out of hours and I feel I'll leave with more bugs than when I came! The waiting time is long too.*
- *They seem to have taken away the hot drinks machine. It's not where I expected it to be.*

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

Answered: 77 Skipped: 28

System pressures

- *I feel for the staff as it must be difficult to do your job well under such conditions. They don't get paid enough and are overworked. I heard a member of staff say "I'm fed up of GPs referring people in when they should be dealing with it themselves".*
- *Lack of beds.*
- *A strained, busy service. Need more staff.*

Corridor care

- *Corridor location to wait, no bed.*
- *Waiting times are the negatives but I understand how busy they are, but it's not great being on a corridor.*
- *Being on a corridor - but it's ok overall.*
- *Being on a corridor.*
- *Waiting on a corridor and long waits.*

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

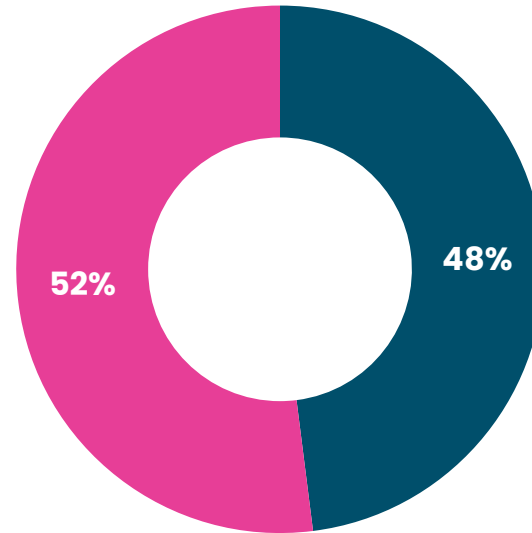
Answered: 77 Skipped: 28

Other comments

- *In pain but not been offered pain killers.*
- *I think they sometimes forget the basics such as checking if you need a drink or giving a reassuring smile. I understand it's because they are so busy but these small things help.*
- *Average wait times would be useful - they used to have a screen with them on.*
- *Parking can be difficult.*
- *Busy, staff not coping, too long a wait.*
- *I see a different doctor every time at the GPs & hospital. They just keep giving me antibiotics.*
- *Would have liked to have been kept with my friend who was also in the crash and they said they would try but I don't know where my friend is now.*
- *It's a holding pen where we are waiting in this waiting room.*
- *The waiting time, no privacy, not knowing what's going on. Not had my meds today.*
- *Lack of privacy when daughter had examination.*

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

Answered: 86 Skipped: 19



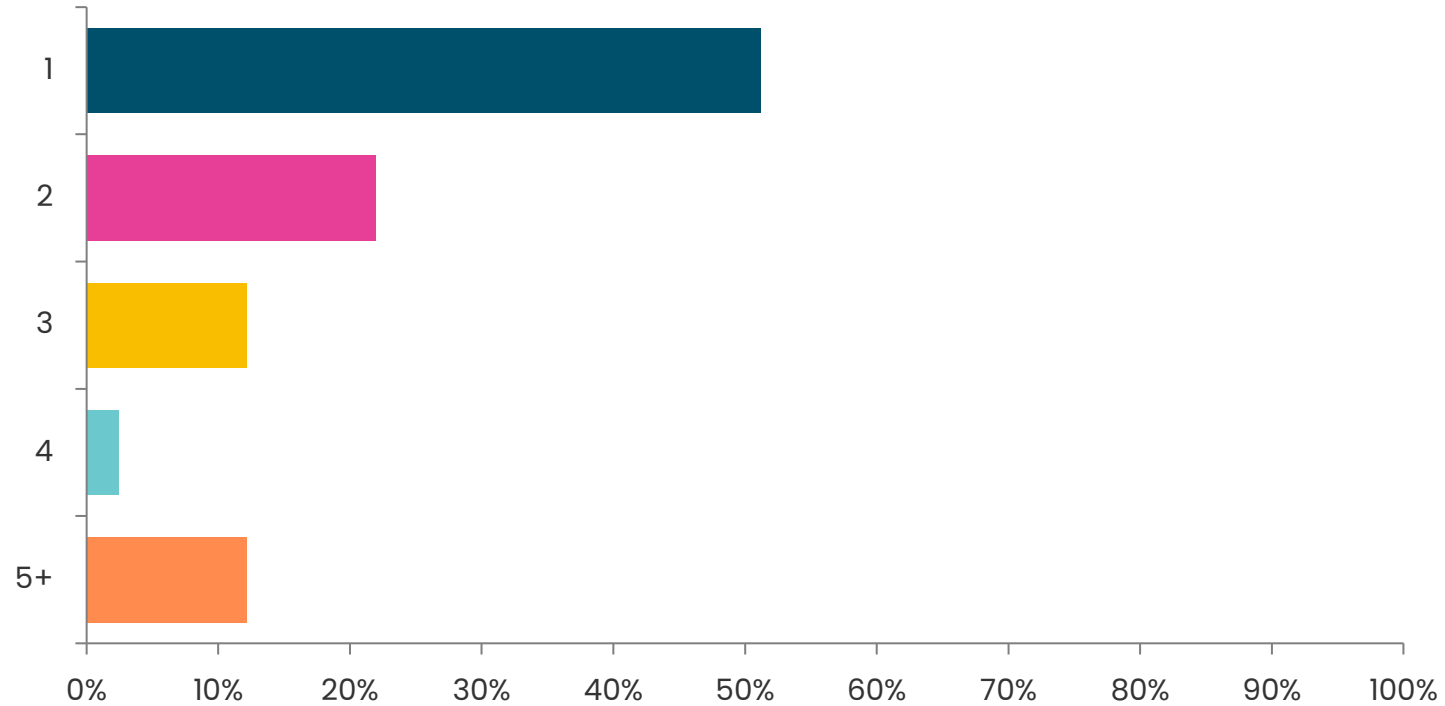
■ Yes ■ No

Almost half (48%)
had used A&E in
the **past 12**
months.

Compared to 43%
last year.

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

Answered: 41 Skipped: 64



19) Which GP Practice are you registered with?

Thursday 9 November 17:00 – 20:00

ANSWER CHOICES	RESPONSES
▼ Willow Wood Surgery	10.71% 3
▼ Ashfields Primary Care Centre	7.14% 2
▼ Danebridge Medical Centre	7.14% 2
▼ Earnswood Medical Practice	7.14% 2
▼ Grosvenor Medical Centre	7.14% 2
▼ Hungerford Medical Centre	7.14% 2
▼ Middlewich Road Surgery	7.14% 2
▼ Rope Green Medical Centre	7.14% 2
▼ Haslington Surgery	3.57% 1
▼ High Street Medical Practice	3.57% 1
▼ Kelsall Medical Centre	3.57% 1
▼ Kenmore Medical Centre	3.57% 1
▼ Kiltearn Medical Centre	3.57% 1

19) Which GP Practice are you registered with?

Thursday 9 November 17:00 – 20:00

▼ Launceston Close Surgery	3.57%	1
▼ Millcroft Medical Centre	3.57%	1
▼ Oaklands	3.57%	1
▼ Swanlow Medical Centre	3.57%	1
▼ The Ceders Medical Centre	3.57%	1
Loomer Road Chesterton ST5 7JS	3.57%	1

19) Which GP Practice are you registered with?

Saturday 11 November 12:00 – 15:00

ANSWER CHOICES	RESPONSES
Other (please specify) Responses	17.07% 7
Millcroft Medical Centre	9.76% 4
Swanlow Medical Centre	9.76% 4
Firdale Medical Centre	7.32% 3
Rope Green Medical Centre	7.32% 3
Haslington Surgery	4.88% 2
High Street Medical Practice	4.88% 2
Kiltearn Medical Centre	4.88% 2
Tudor Surgery	4.88% 2
Weaver Vale Surgery	4.88% 2
Ashfields Primary Care Centre	2.44% 1
Audlem Medical Practice	2.44% 1
Bunbury Medical Practice	2.44% 1

19) Which GP Practice are you registered with?

Saturday 11 November 12:00 – 15:00

▼ Earnswood Medical Practice	2.44%	1
▼ Grosvenor Medical Centre	2.44%	1
▼ Holmes Chapel Health Centre	2.44%	1
▼ Launceston Close Surgery	2.44%	1
▼ Readesmoor Medical Group Practice	2.44%	1
▼ Watling Street Medical Centre	2.44%	1
▼ Weaverham Surgery	2.44%	1
Madley Practice, Moss Lane, Crewe	2.44%	1

Additional responses:

A practice in North Manchester

A practice in Winsford (I can't remember the name)

I'm in between practices at the moment

19) Which GP Practice are you registered with?

Monday 13 November – 9:00 – 12:00

ANSWER CHOICES	RESPONSES
▼ Firdale Medical Centre	16.67% 3
▼ Millcroft Medical Centre	11.11% 2
▼ Swanlow Medical Centre	11.11% 2
▼ Other (please specify) Responses	11.11% 2
▼ Danebridge Medical Centre	5.56% 1
▼ Grosvenor Medical Centre	5.56% 1
▼ High Street Medical Practice	5.56% 1
▼ Hungerford Medical Centre	5.56% 1
▼ Kiltearn Medical Centre	5.56% 1
▼ Nantwich Health Centre	5.56% 1
▼ Readesmoor Medical Group Practice	5.56% 1
▼ Weaverham Surgery	5.56% 1
▼ Witton Street Surgery	5.56% 1

19) Which GP Practice are you registered with?

Monday 13 November – 9:00 – 12:00

Additional responses:

Cedars, Alsager
South Hermitage, Crewe

20) Additional comments:

Repeated visits to A&E

- *We've been to A&E 3 times this week. We went to Northwich Infirmary initially on Saturday – then they sent us here. He stayed in here overnight and came home Sunday. We went to the GPs today to get him checked out as symptoms coming back – then GP sent us back here.*
- *There's a dysfunctional vending machine. I have been in A&E before with a nose bleed and high heart rate, I saw triage, had a clip put on my nose, waited for 7 hours and left. Discharged myself.*
- *Came in on Tuesday. Collapsed hitting my head. It was noted something was not right with my left eye but I was sent home.*
- *My husband was ill before his stroke and had a fit. We came into Leighton A&E and he had an MRI scan. The doctor told me there were 'two things' he could see on his brain but didn't explain this any further and after a while we went home. A few days later my husband was re-admitted with a stroke and I can't help thinking that had they kept him in or investigated what they saw more that he may not have had a stroke. When he was admitted for his stroke the staff were amazing and he was investigated and treated very quickly and sent to North Staffs hospital for specialist treatment so that was all very good. They couldn't have done any more but I can't stop thinking about what the doctor told me and if the stroke could have been averted.*
- *He had already been to A&E last Thursday with chest pain but was sent home after tests came back OK. He had a heart attack this morning.*
- *Man has blood cancer and regularly has to come to A&E with issues.*

20) Additional comments:

Answered: 23

Additional comments

- *Not enough trained pharmacists. Everything is very thorough you don't feel rushed.*
- *The staff have been great – always first class. The car park is an issue. It's too far away and not convenient for A&E.*
- *It's all great building new hospitals but not if they haven't got enough staff to run it properly. Also – the food arrived but I wasn't sure if I should be eating as there was the potential I could need an operation. Nobody seems to know who to ask. The nurse came and she's going to double check with the doctor. I'm diabetic so I need to eat.*
- *I'm from Slovakia. I prefer to come to A&E rather than to my GP as I can never get an appointment straight away and prefer to wait at A&E to be seen.*
- *I think a lot of these people in A&E could get treated elsewhere. This should be for emergencies. I heard a man who was in with mental health problems. He should be getting help elsewhere but there's nowhere for them, only charities like the Samaritans. The system is broken, especially the social care system. I work in social care and the reablement team are rushed off their feet. They are desperate for carers.*
- *I'm awaiting a decision to see if I need to be transferred to Stoke.*

20) Additional comments:

Answered: 64 Skipped: 133

- Due to long NHS waiting lists for ADHD diagnosis, that through work medical insurance, I spent 13 days in the Priory which cost £1,100 and I paid £95 for a private ADHD assessment and now have a diagnosis and medication. I'm concerned as I only have 7 days medication left and there is a national shortage of my medication. I have been to all pharmacies in my area and also been online to the big pharmacies like Boots to see if they have any but haven't managed to get any so far. I'm currently experiencing chest pain which is why I've come to A&E.*
- They could do with providing access to drinks and snacks in the department for relatives as well due to the length of time you need to wait. It's a long way to the nearest cafe to get food and my husband didn't want to leave me to get food and drink whilst we are waiting.*
- I'm here because I've been waiting 8 months for an appointment with cardiology. I was told it would be 8 weeks - they keep cancelling appointments. If I'd had the appointment this could have been avoided.*
- It would be good to have some sort of display screen in the waiting area so that you have some idea of when you might be called. You sit for a long time without daring go to the toilet, to get a drink or a breath of fresh air in case you miss your turn.*
- You can see that staff in A&E are clearly overworked. My experiences of local CAMHS services are very mixed both in community and inpatient care. Care seems very generic and not person centred and the service needs modernising.*

20) Additional comments:

Answered: 64 Skipped: 133

- I feel this hospital is better than Macclesfield and would choose to come here instead.*
- Redwall's Nursing Home in Sandiway provide very good care. They are brilliant and know my wife well.*

GP comments

- My dedicated GP has left and now I have to see whoever is available; locum, trainee registrar so there is no continuity of care. The place has gone down hill recently.*
- I was initially triaged on the phone then asked to come into the GP practice. When I got there I was the only one in. I don't understand why they say they are so busy. I feel there is no connection with your GP anymore. You see different ones each time and they don't understand your needs.*

Comments and observations from Healthwatch Representatives

- Patient appeared comfortable in the corridor, and seemed happy with the care she received. Staff had approached the patient while I was there to update her with what will happen next.
- A lady collapsed in the waiting area. She had collapsed earlier and was taken away on a trolley and brought back to the waiting area, then collapsed again.

Appendix - Demographics of survey respondents

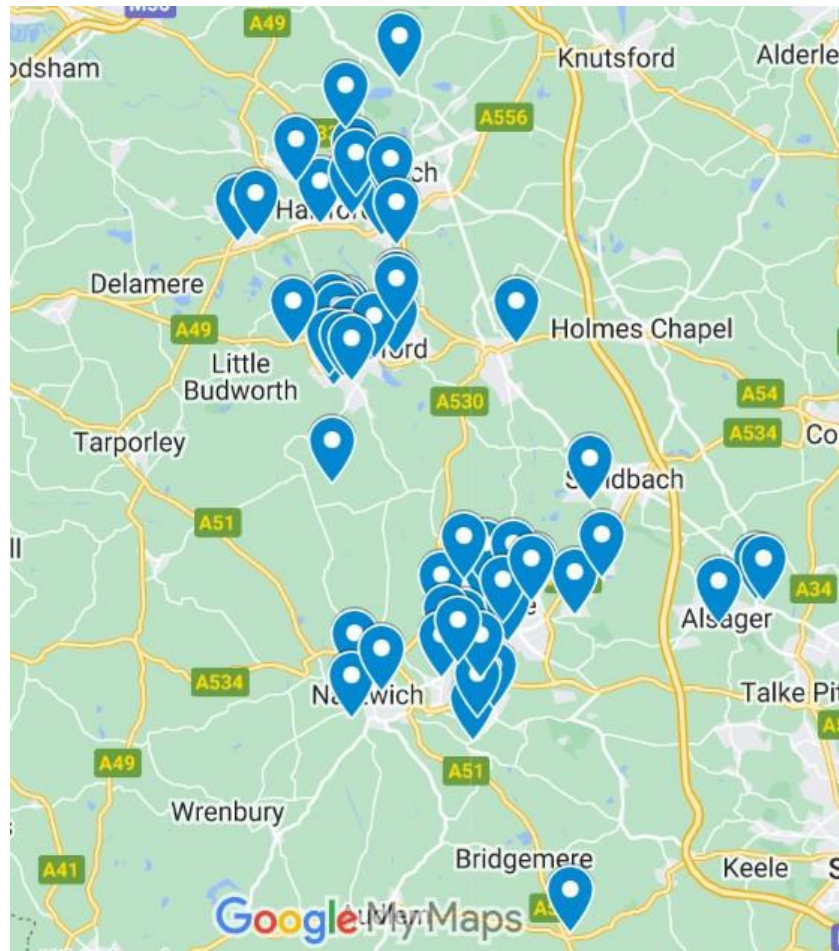
21) What is your postcode?

Answered: 88 Skipped: 17

Postcode information shows the spread of locations people were attending from during our visits.

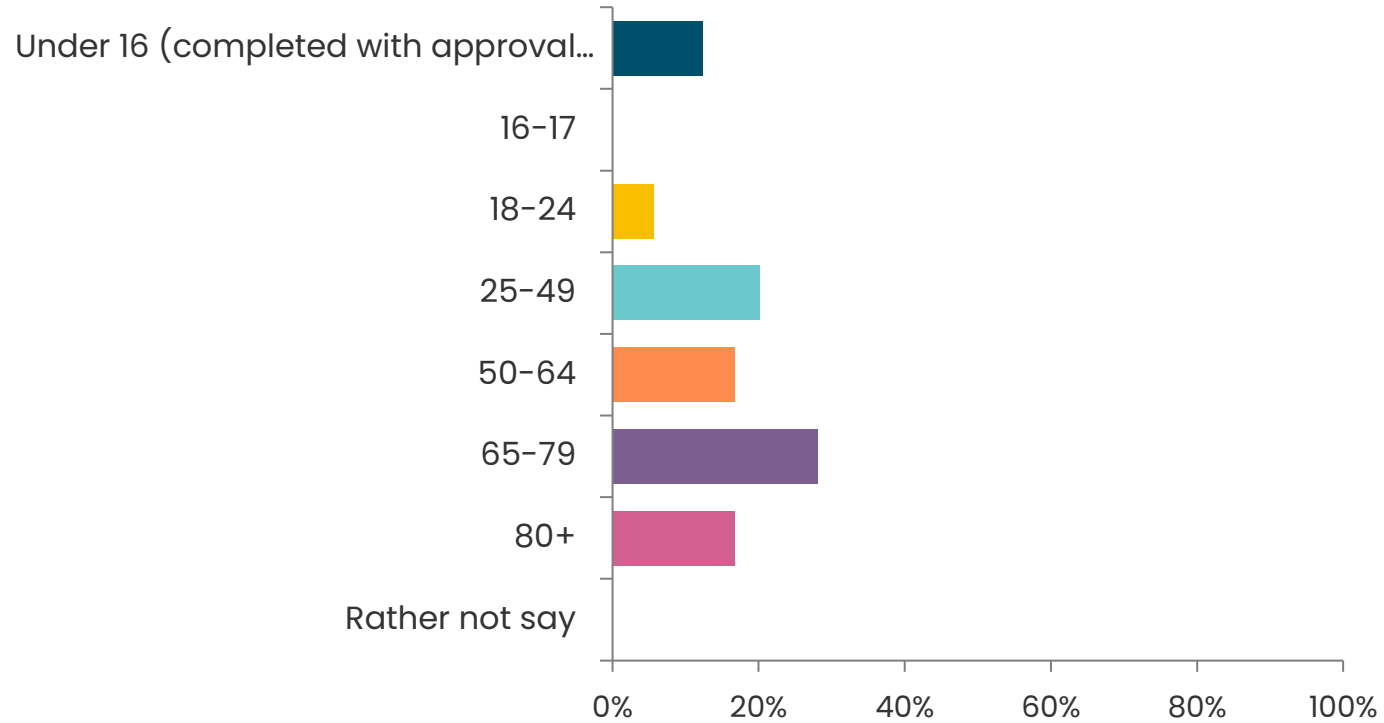
Additional locations:

Shrewsbury
CW1 x 4 - Crewe
CW2 x 3 - Crewe
CW5 - Crewe
CW7 x 2 - Crewe
CW8 - Crewe
CW9 - Northwich
CW11 - Sandbach



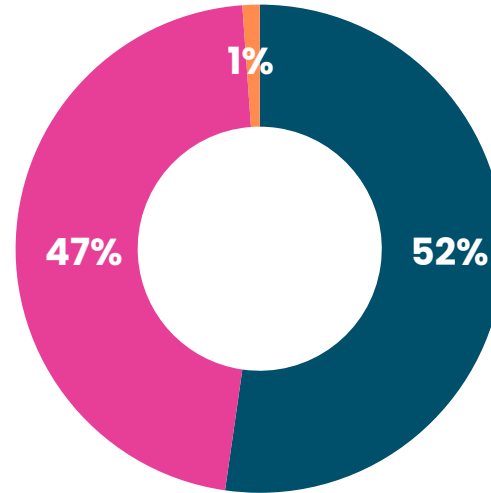
22) Age

Answered: 89 Skipped: 16



23) Gender

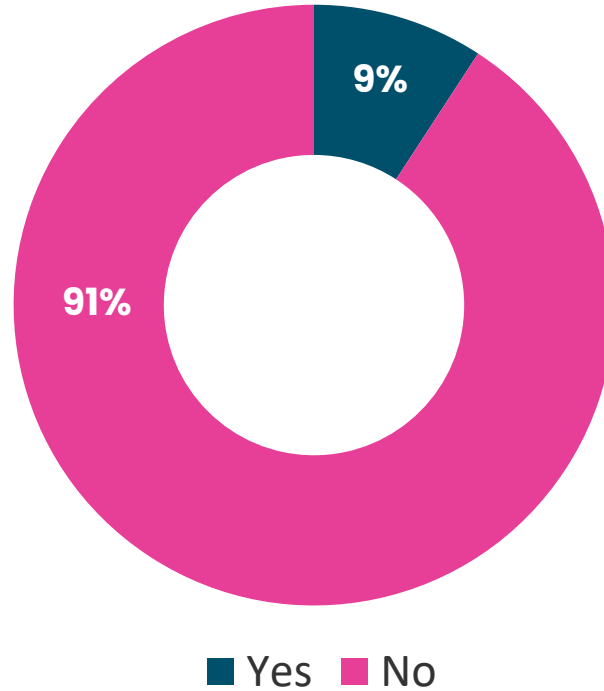
Answered: 88 Skipped: 17



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

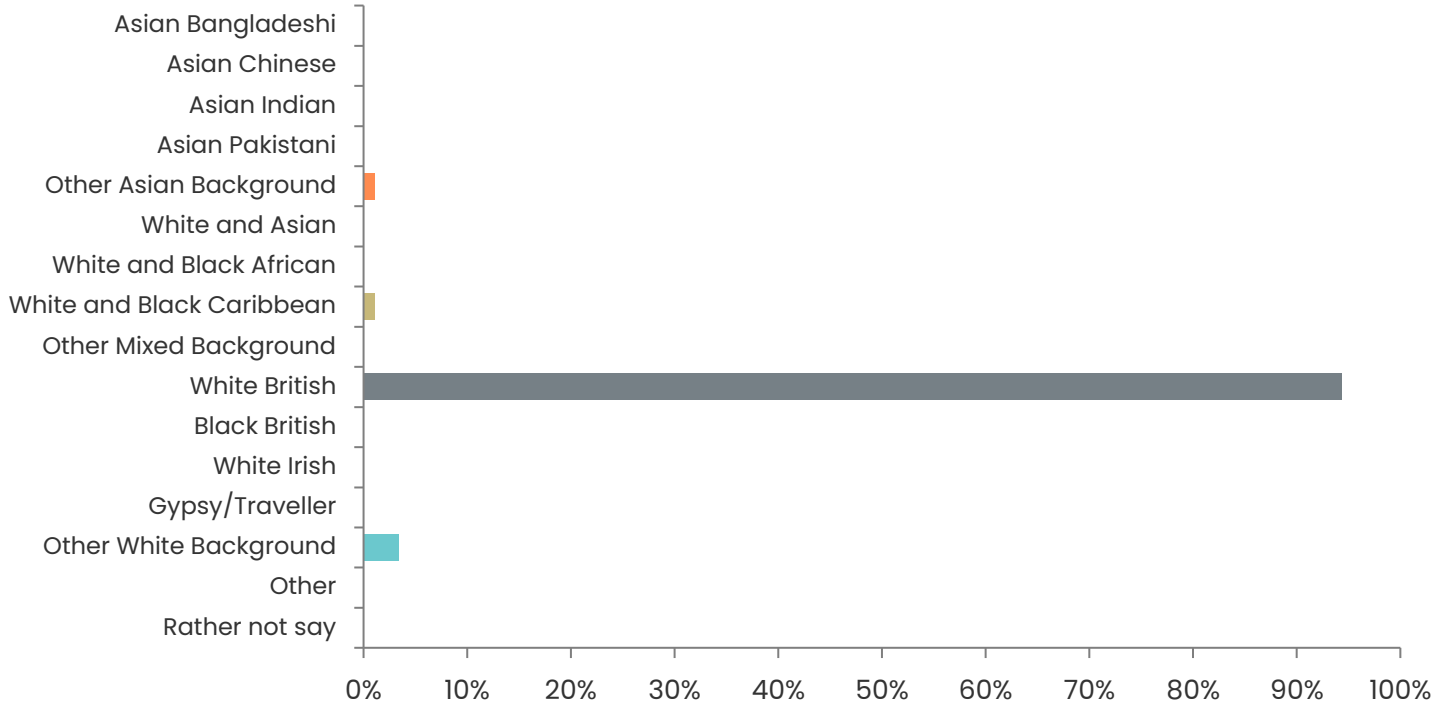
24) Do you consider yourself to be a carer?

Answered: 87 Skipped: 18



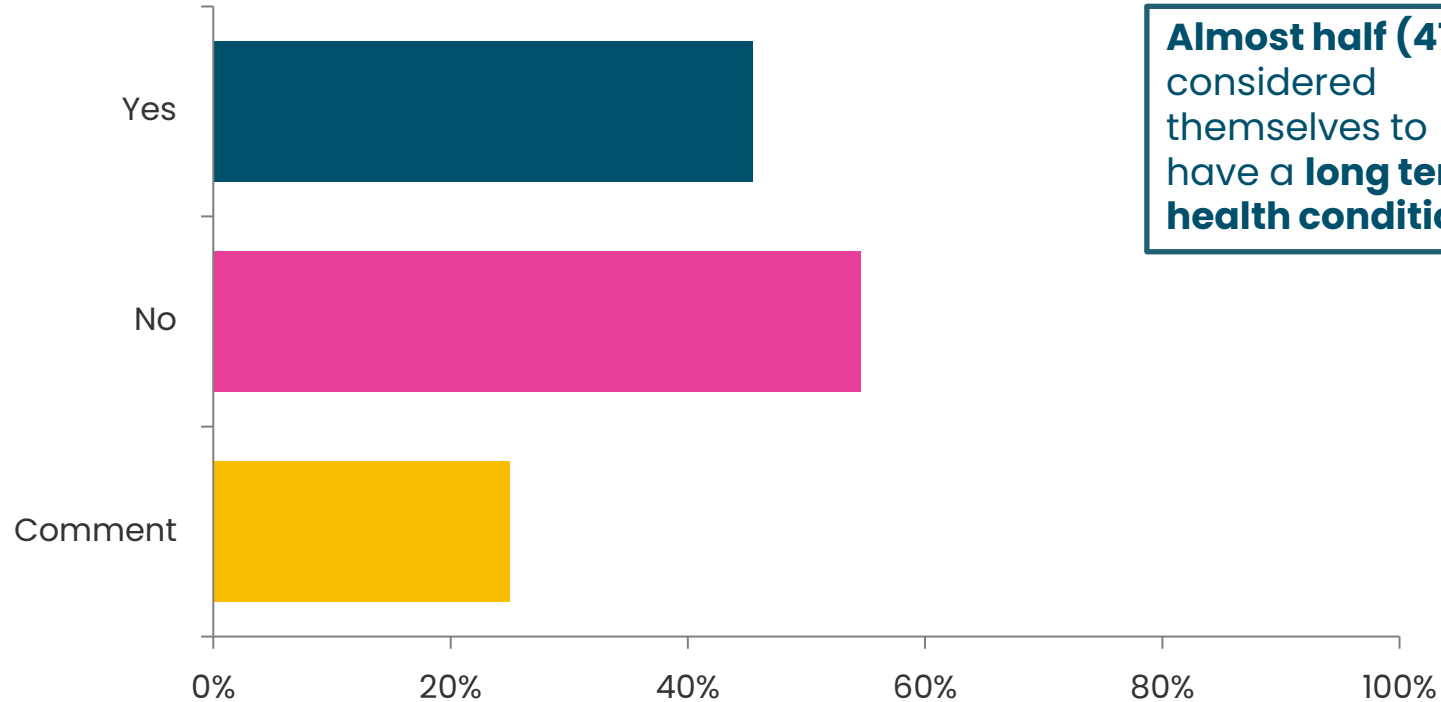
25) Ethnicity

Answered: 88 Skipped: 17



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

Answered: 88 Skipped: 17



Almost half (47%)
considered
themselves to
have a **long term**
health condition.

26) Comments:

Answered: 24

Wheelchair user

Cancer x 2

Breast cancer (in remission)

Heart condition

Type 2 diabetes and high blood pressure

COPD

Multiple Sclerosis

My spine, heart & renal failure

Kidney infection

Arthritis

Stroke

Diabetes and an amputee.

Dementia x 4

Dementia and diabetes

Dementia and Parkinson's

Mental health condition

OCD, ADHD, Adjustment Disorder

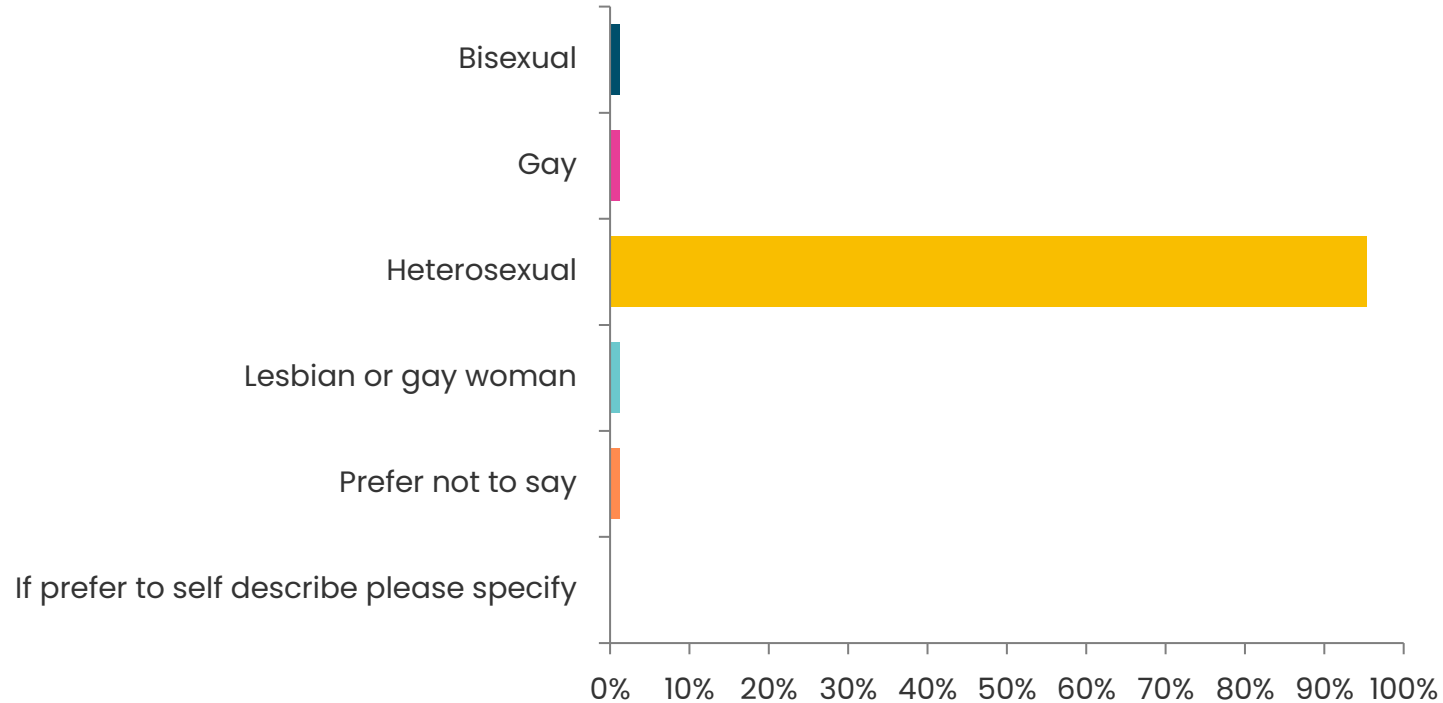
ASD and long term mental health problems.

Poor balance

OCD

27) What sexual orientation do you identify with?

Answered: 86 Skipped: 19



Service Provider Response

Once again, we would like to extend our thanks to the team for the time they spent with us, our staff and our patients. We value Healthwatch's understanding of the busy and challenging nature of our emergency department and appreciate their respect for the role of our staff and our patient's dignity.

The delivery of urgent and emergency care at Leighton Hospital, like other departments up and down the country is under immense pressure, and these challenges are reflected in some of the experiences that the Healthwatch representatives encountered, particularly with regards waiting times and the high volumes of people needing our care.

We are proud of the work we do, but, in our ambitions to be a listening organisation it essential that we use the feedback we hear to act and make positive changes for our staff and the communities we serve. This report, along with other insight and intelligence we receive about our services will be used to make changes and improve our care.

Actions that will be taken following this report will be aligned to the commitments we have made in our Quality Strategy in order to challenge us all to collectively focus on improving outcomes and experiences.

Through our long-standing record of effective system working with Healthwatch I am confident throughout the year we will be able to reflect how we're continuously improving in response to this feedback.

With our thanks to the Healthwatch 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

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