



Same Day Emergency Care Leighton Hospital

Enter & View and A&E Watch Report

Thursday 9 November and Monday 11
November 2023

healthwatch
Cheshire West

healthwatch
Cheshire East

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Enter & View and A&E Watch Report

Address	Same Day Emergency Care Leighton Hospital Middlewich Road CREWE CWI 4QJ
Service Provider	Mid Cheshire Hospitals NHS Foundation Trust
Date of Visit	Thursday 9 November 2023 4.30pm – 8pm Monday 13 November 2023 9am – 12pm
Type of Visit	Announced (See methodology)
Representatives	Thursday 9 November 2023 4.30pm – 8pm Mark Groves, Jem Davies, Jenny Lloyd Annette Shepherd Monday 13 November 2023 9am – 12pm Tricia Cooper, Jodie Hamilton, Annette Shepherd, Carys Mackintosh (volunteer shadowing the visit)
Date and detail of previous visits by Healthwatch Cheshire East	No previous report has been completed for the Same Day Emergency Care Department

Acknowledgements

Healthwatch Cheshire East would like to thank the service provider, patients, visitors and staff for their contribution to the Enter & View Programme.

Disclaimer

This report relates to findings gathered on specific dates of visiting the service as set out above. Consequently, the report is not suggested to be a fully representative portrayal of the experiences of all the patients and family members or staff, but does provide an account of what was observed and presented to Healthwatch Cheshire Authorised Representatives (ARs) at the time of the visit.

This report is written for Healthwatch Cheshire East using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Cheshire East.

What is Enter and View?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England.

Under the Local Government and Public Involvement in Health Act 2007, local Healthwatch have the power to carry out Enter and View visits as part of their scrutiny function. This legislation places a duty on health and social care providers to allow Authorised Representatives of Healthwatch to carry out an Enter and View visit on premises where health and social care is publicly funded and delivered. This includes:

- Health or care services which are contracted by local authorities or the NHS, such as adult social care homes and day-care centres
- NHS Trusts
- NHS Foundation Trusts
- Local authorities
- Primary medical services, such as GPs
- Primary dental services, such as dentists

- Primary Ophthalmic services, such as opticians
- Pharmaceutical services, such as community pharmacists.

The list of service providers who have a duty to allow entry is set out in section 225 of the Local Government and Public Involvement in Health Act 2007 and supplemented by Regulation 14 of the 2013 Local Authorities regulations.

At Healthwatch Cheshire, the Enter and View programme is conducted by a small team of trained staff and volunteers, who are prepared as Authorised Representatives to carry out visits to health and social care premises to find out how they are being run and, where there are areas for improvement, to make recommendations.

Following an Enter and View visit, a formal report is published where findings of good practice and recommendations to improve the service are made. These reports, which include feedback from the service provider, are circulated to the service provider, commissioner and the CQC and are made publicly available on the Healthwatch Cheshire websites:

- www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view
- www.healthwatchcwac.org.uk/what-we-do/enter-and-view.

Purpose of the Visit

- To engage with patients of the named service and understand their experiences
- To observe patients and relatives interacting with the staff and their surroundings
- To capture the experience of patients and relatives and any ideas they may have for change
- To consider the effects of current building work on the patient experience

Methodology

This Enter & View visit was carried out with 'Prior Notice'.

A visit with 'Prior Notice' is when the setting is aware that we will be conducting an Enter & View visit. On this occasion an exact time and date were given as the visits were linked with the Healthwatch Accident and Emergency Watch.

This Enter and View visit was carried out at the same time as the Accident & Emergency 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 attend and how they think 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.

The Enter and View visit took place over two days and there was input from all the Healthwatch Enter and View representatives attending at the Same Day Emergency Care Department (SDEC). This report is based on their observations and conversations at the time of the visits.

A preliminary familiarisation walk round of the Accident and Emergency Department (A&E) took place at the start of the first visit on Thursday 9th November. This involved the Deputy Head of Nursing for Mid Cheshire Trust and members of Healthwatch, to better understand the layout of the revised department and to confirm the remit of the Healthwatch team.

Details of Visits

Observations from the visits

Please note that comments from patients are included at the end of this report. Healthwatch also took advice from the Deputy Head of Nursing for Mid Cheshire Trust in relation to any patients who may have mental health issues.

Service and Organisation

Patients are referred to the Same Day Emergency Care unit (SDEC) via GPs or other healthcare professionals, including the Emergency Department staff.

The SDEC department forms part of the Accident and Emergency department. It has its own coded entrance and reception area. There are six acute medical bays and nine assessment cubicles. During both our visits these areas were not full.

Car parking for the SDEC is part of the general hospital car parking. It can be a long walk to the SDEC department. In general, people found parking difficult. Healthwatch noted that there was no signage as you approached the SDEC Department from the car parks. Unless you knew that the SDEC formed part of the A&E Department the signage could be confusing as Healthwatch only noted A&E signage - we could not find signage directing you to the SDEC department only.

Upon entering the SDEC department, patients book in with the receptionist. During the visits we noted that at no time were there queues and waiting times to see the receptionist were kept to a minimum.

A member of the nursing staff then completes an initial assessment. Depending upon the initial assessment other tests may be taken, including blood tests. Once the results of all the tests are known, appropriate action is taken and a treatment plan prepared before being discharged.

Environment

The department was never busy each time Healthwatch visited; it appeared calm and well organised. The staff were professional and helpful. On Thursday evening there were never more than three patients in the department at any time.

On Monday morning there were a few patients at 9am. This increased as the morning went on.

The department has only recently been opened and it was light and bright, clean and well presented.





The SDEC waiting area was cool and at a comfortable temperature. There were well stocked vending machines available for patients.

Toilet areas that we observed were clean and well maintained and situated at the entrance to the building. There were televisions in the waiting rooms.

Staffing

There appeared to be ample staff throughout our visits.

All staff we encountered were friendly, enthusiastic, pleasant and took the time to answer our questions. They all wore name badges. We observed them being helpful, courteous, respectful and caring to patients, friends and family. Without exception, all the patients we spoke to had nothing but praise for the staff.

Waiting Times

Several patients complained that they had no idea how long their wait would be. Due to the small numbers of patients in the waiting rooms it was easy for the staff to locate patients when they wanted to examine them.

Other hospitals have some system for the patients to have an idea of their wait; either a numbering system or a screen with waiting times for the various departments. Patients explained that they understood there would be a wait but could not make any arrangements to be collected when they had been seen or what to do about meals as they had no idea of the length of their wait.

Same Day Emergency Care Patient Survey

As part of our Enter and View Visit to the Same Day Emergency Care Centre Healthwatch asked patients to complete a survey about their experiences of the department.

Summary

- **Most patients** were **driven** to the hospital by someone or came by **taxi**.
- **Over half** of those surveyed felt that they had **not been kept informed of waiting times**.
- **The majority** of those surveyed felt that they had been **kept up to date with their treatment and care**.
- **Everyone** surveyed felt that they had been treated with **dignity and respect**.
- **Everyone** surveyed felt that their **privacy had been respected** as much as possible.
- **Everyone** surveyed felt the service they received was **excellent or good**.
- **Positive themes** were **staff** and **general standard of care**.
- **Negative themes** were **waiting times** and **communication**.

Who will this report be shared with?

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

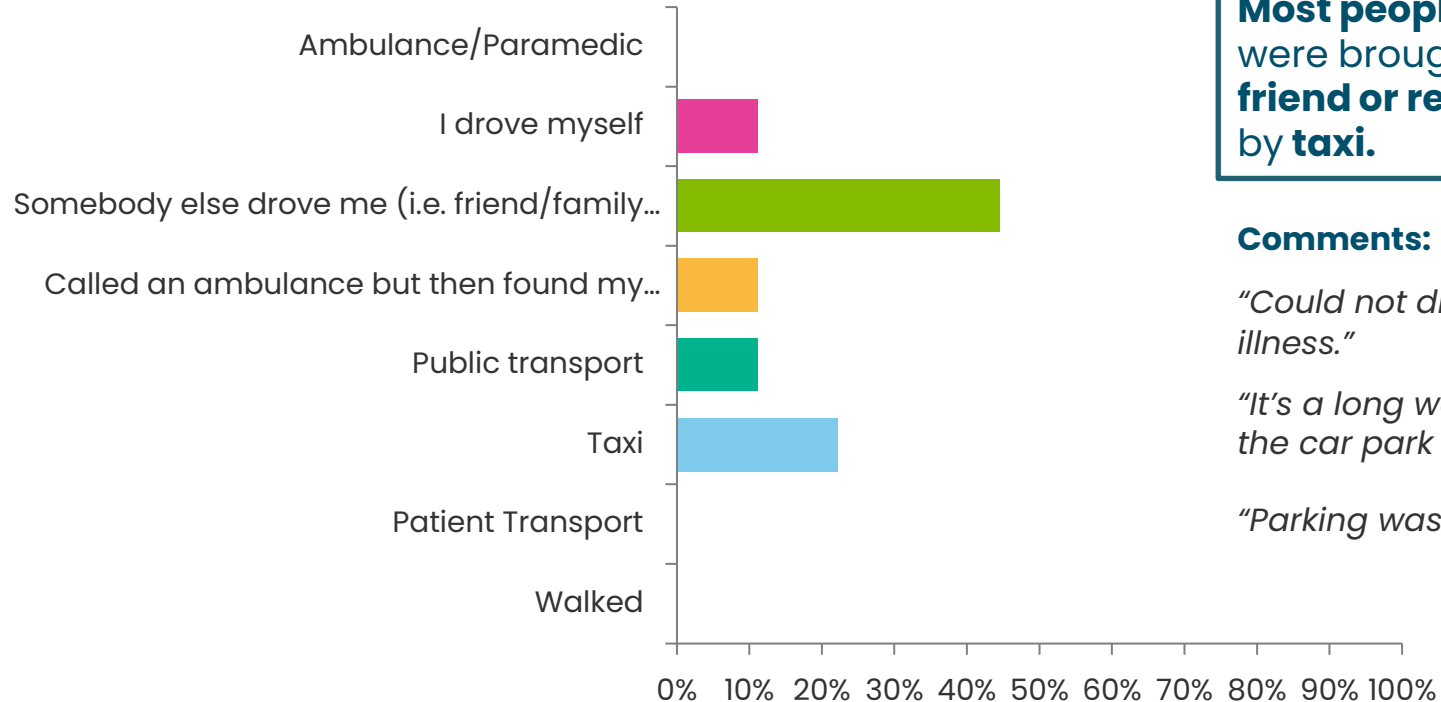
A copy of the final report will be published on our Healthwatch Cheshire East website, and sent to those below with the recommendation that the information is used to provide intelligence for the planning of Accident and Emergency services at Leighton Hospital and across the Cheshire Health and Care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

- Mid Cheshire NHS Foundation Trust
- Cheshire East Health and Care Partnership Board
- Cheshire East Health Scrutiny Committee
- Cheshire East Health and Wellbeing Board
- North West Ambulance Service (NWAS)

SDEC A&E Watch Results

1) How did you travel here today?

Answered: 9 Skipped: 0



Most people (6) were brought by a **friend or relative** or by **taxi**.

Comments:

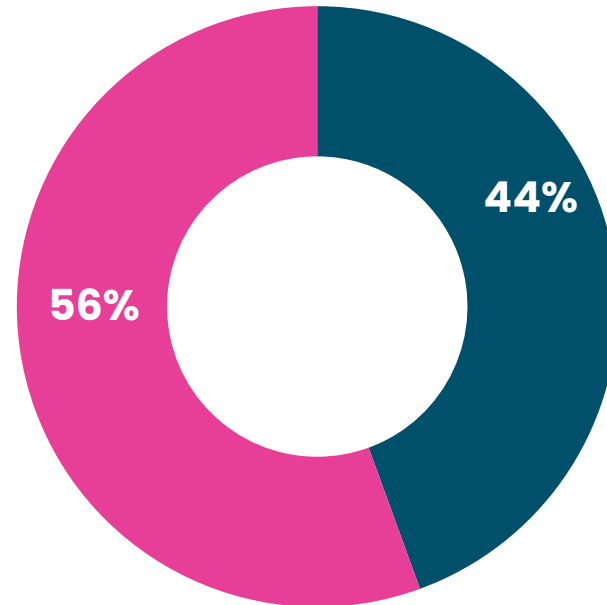
"Could not drive due to illness."

"It's a long walk from the car park to A&E."

"Parking was difficult."

2) Whilst in SDEC, are you being/have you been kept regularly informed about waiting times or delays?

Answered: 9 Skipped: 0



■ Yes ■ No

Over half (5) of those waiting at SDEC **had not** been kept regularly up to date on **waiting times**.

Comments:

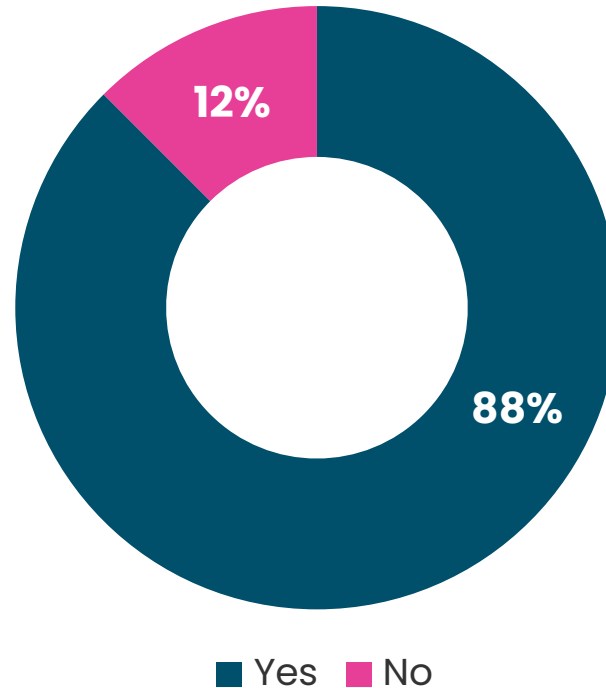
"I wish someone would tell me."

"Staff told me if I asked." x 2

"Staff told me. I have been waiting six hours for blood tests."

3) Whilst in SDEC, are you being/have you been kept up to date regarding your treatment and care?

Answered: 8 Skipped: 1



The majority (7) said they had been **kept up to date** regarding their treatment and care.

Comments:

"Had blood pressure and bloods taken."

"By various health care professionals."

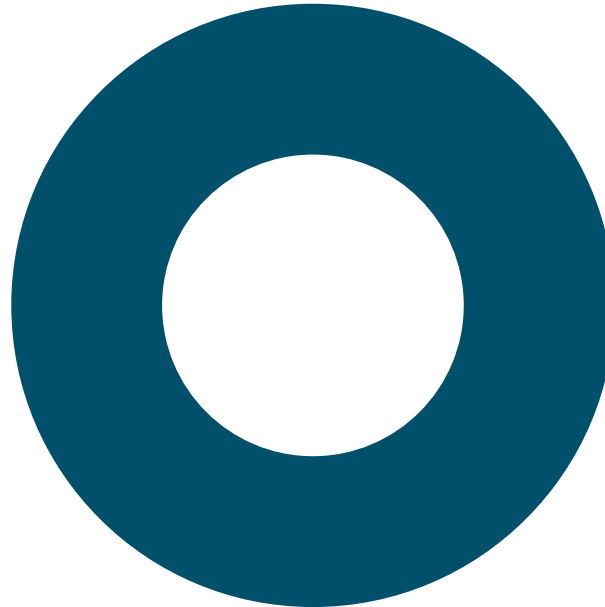
"Not been seen yet."

"Waiting for test results."

"Feel I've been well cared for."

4) Do you feel you have been treated with dignity and respect during your time at SDEC?

Answered: 8 Skipped: 1



■ Yes ■ No ■ Sometimes ■ Don't know

All (8) of those who responded said they felt they had been **treated with dignity and respect.**

Comments:

"Polite staff."

"I've been waiting 8 hours."

"Staff are very attentive."

5) Do you feel your privacy has been maintained as much as possible during your time at SDEC?

Answered: 8 Skipped: 1

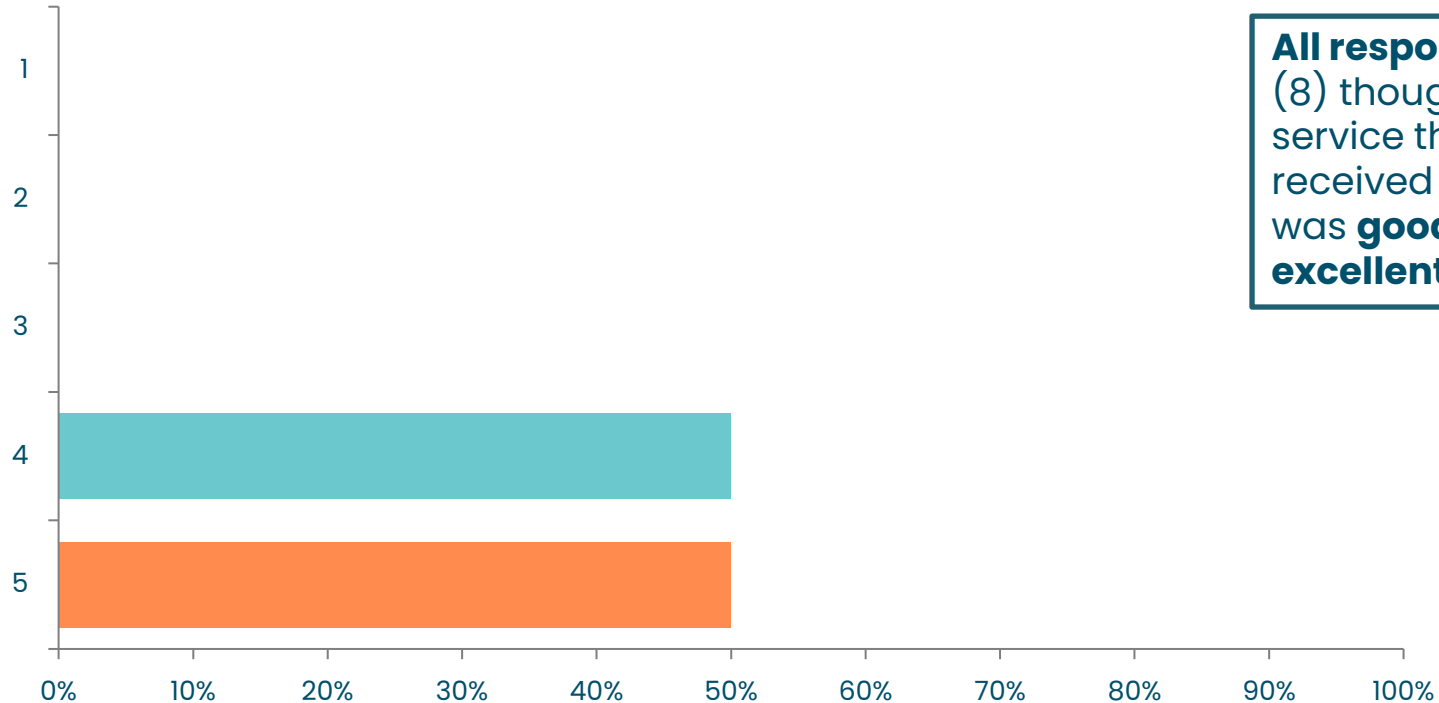


■ Yes ■ No ■ Somewhat ■ Don't know

All (8) respondents said **their privacy had been maintained** as much as possible.

6) How would you rate the service you have received so far in SDEC (1 being poor and 5 being excellent)?

Answered: 8 Skipped: 1



All respondents (8) thought the service they received in SDEC was **good or excellent.**

7) How have you found your experience in SDEC? Positives

Answered: 7

"Polite staff."

"Oxygen."

"Everything has been to a high standard. Investigations have been thorough. Staff are great."

"The staff have given me 2 cups of tea and a sandwich. I have been here six hours."

"Short wait so far."

"Made me better."

"Friendly staff."

8) How have you found your experience in SDEC? Negatives

Answered: 6

"Waiting for a bed - only had one drink in eight hours."

"Six hour wait."

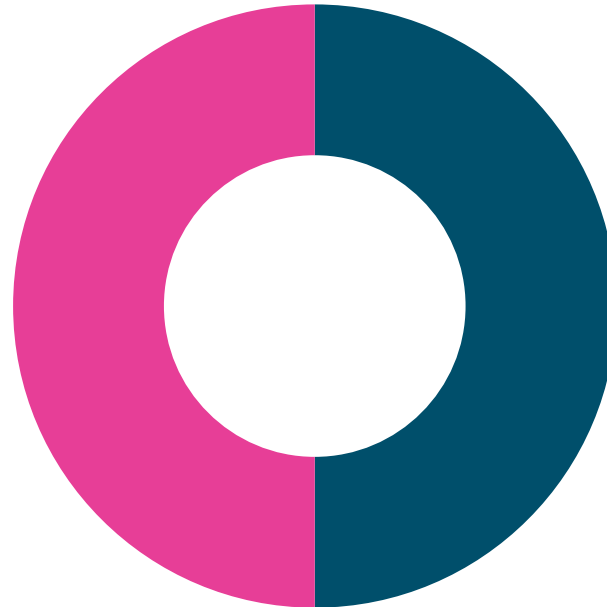
"I have been waiting seven hours."

" Been waiting two and a half hours but don't understand why."

"The wait."

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

Answered: 8 Skipped: 1



■ Yes ■ No

Half (4) had used A&E in the **past 12 months.**

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

Answered: 4 Skipped: 5



■ 1 ■ 2 ■ 3 ■ 4 ■ 5+

Half (2) had used A&E once in the **past 12 months**. The other **two respondents** had used it **3 or 4 times** in the same **period**.

11) Which GP Practice are you registered with?

Answered: 8 Skipped: 1

ANSWER CHOICES	RESPONSES
▼ Ashfields Primary Care Centre	37.50% 3
▼ Hungerford Medical Centre	25.00% 2
▼ Swanlow Medical Centre	25.00% 2
▼ Firdale Medical Centre	12.50% 1

12) What is your postcode?

Answered: 8 Skipped: 1

All respondents were from Crewe.

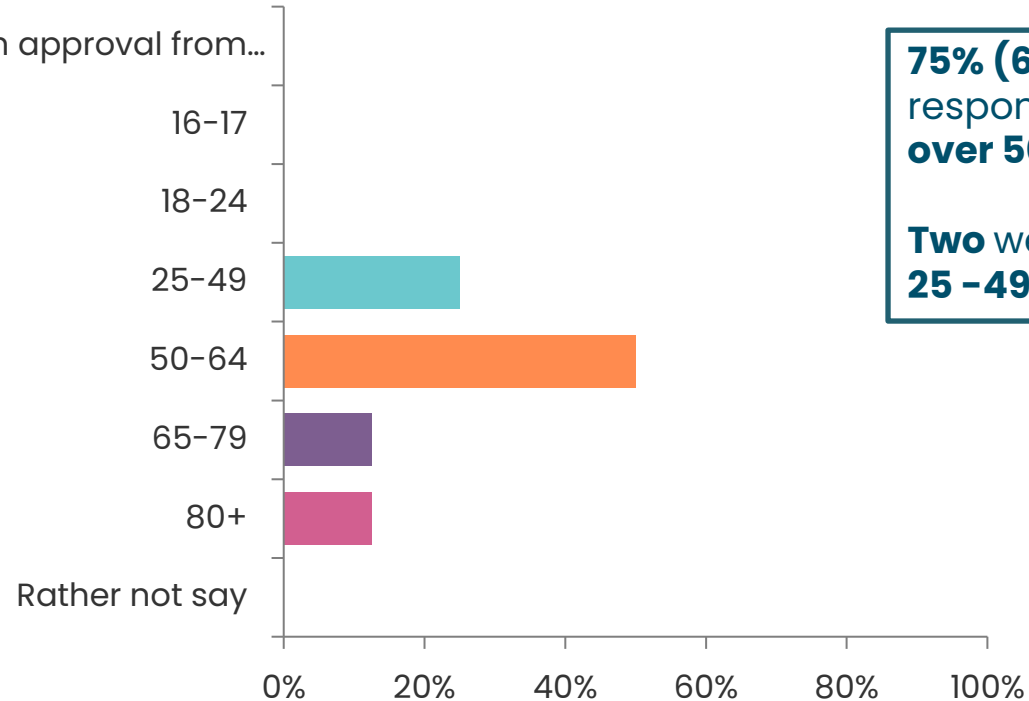
- CW1 x 4
- CW7 x 2
- CW8
- CW11

Appendix - Demographics of survey respondents

13) Age

Answered: 8 Skipped: 1

Under 16 (completed with approval from...

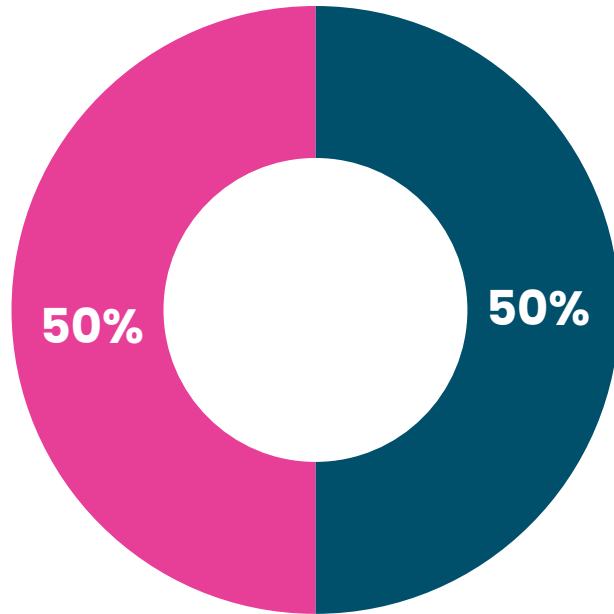


75% (6) of respondents **were over 50.**

Two were **between 25 - 49.**

14) Gender

Answered: 8 Skipped: 1

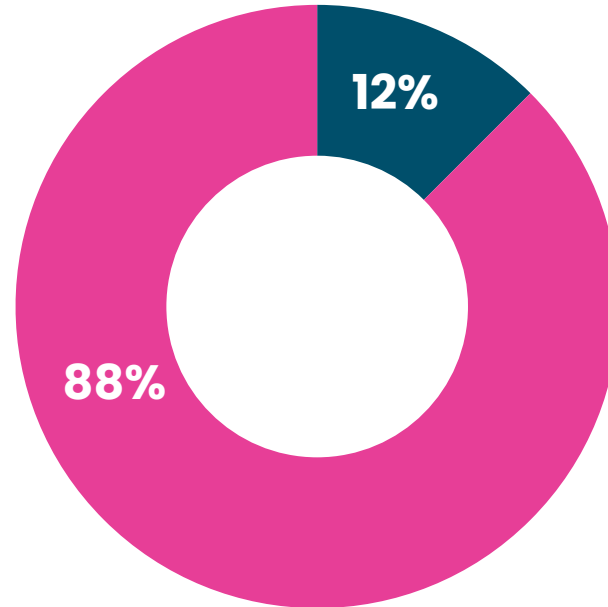


- Woman (including trans woman)
- Man (including trans man)
- Non-binary
- Transsexual
- Transgender

Respondents were split with **half women and half men.**

15) Do you consider yourself to be a carer?

Answered: 8 Skipped: 1

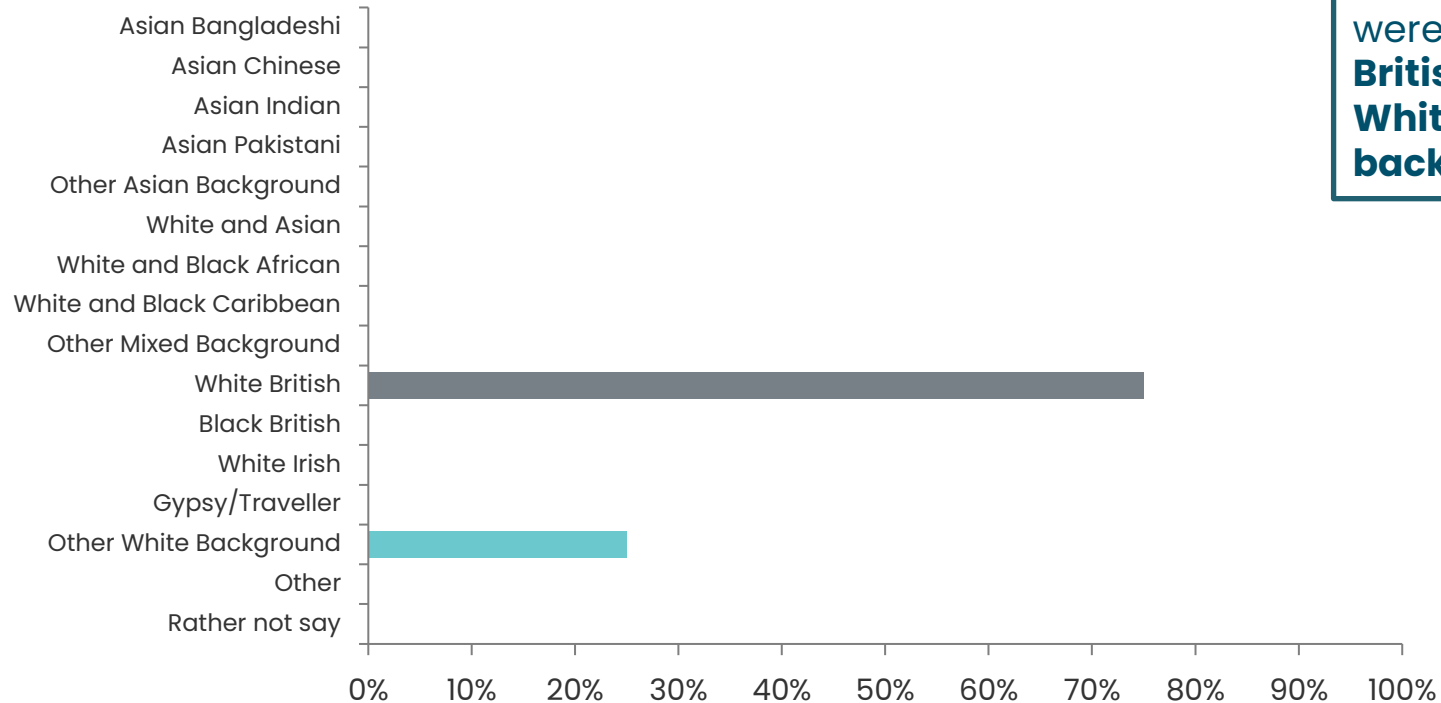


■ Yes ■ No

One respondent
considered
themselves to be a
carer.

16) Ethnicity

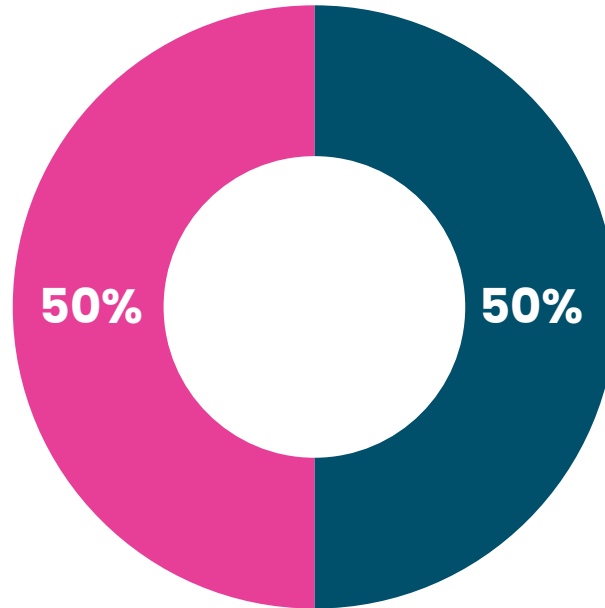
Answered: 18 Skipped: 1



All respondents were from a **White British or Other White background.**

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

Answered: 8 Skipped: 1



Half (4) considered themselves to have a **disability or long term health condition.**

■ Yes ■ No ■ Comment

18) What sexual orientation do you identify with?

Answered: 8 Skipped: 1

All respondents said they were heterosexual.



■ Bisexual

■ Heterosexual

■ Prefer not to say

■ Gay

■ Lesbian or gay woman

■ If prefer to self describe please specify

19) Additional comments:

Answered: 4 Skipped: 5

"Staff have been great."

"Something needs to be done about waiting times!"

"Staff are doing their best under the circumstances. Management have no idea."

"Environment is quite nice."

Recommendations

- Give consideration to opening SDEC on a Saturday to try to alleviate the long waiting times on a Saturday in the Emergency Department
- Better signposting outside the A&E department for alternative car parks. (This is a recommendation from the previous report of September 2022)
- Better signposting outside the hospital directing people from the car parks which are a distance away from the A&E department. (This is a recommendation from the previous report of September 2022)
- Consider placing notices with the local GP's opening hours and pharmacy opening hours, especially highlighting their additional opening hours at evenings and weekends to encourage patients to seek alternative advice for non-urgent treatment. (This is a recommendation from the previous report of September 2022)
- To consider the privacy of patients when discussing sensitive information at the reception. (*This was also noted in the July 2021 A&E Enter and View report and the September 2022 report*)
- A system for letting patients know how long the waiting times are. (*This is a recommendation that was on the previous report of September 2022*)

Recommendations continued

- All three acute trusts in Cheshire could consider working closer together to share their best practice in relation to their Emergency Departments.

What's working well?

- The new Xray department within the Emergency Department has improved waiting times and efficiency
- Staff are highly regarded by the patients
- The coordination between the Same Day Emergency Service, the Frail and Elderly Assessment Unit, Majors, Minors, Clinical Decision Unit and the Triage/streaming system appears to be quick and efficient
- The department is clean and tidy

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



@HealthwatchCW and @HealthwatchCE



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