

# healthwatch

Cheshire East

**Enter and View Report**

**Macclesfield Hospital**



**Accident and Emergency Department**

**Thursday 28<sup>th</sup> November 2024**

**Saturday 30<sup>th</sup> November 2024**

**Monday 2<sup>nd</sup> December 2024**

## Contents

Report Details	Page 3
What is Enter and View	Page 4
Methodology	Page 6
Details of visit	Page 6
Recommendations and what's working well	Page 14
Service Provider Response	Page 15

## Report Details

<b>Address</b>	Macclesfield Hospital Victoria Road Macclesfield SK10 3BL
<b>Service Provider</b>	East Cheshire Hospitals NHS Foundation Trust
<b>Date of Visit</b>	Thursday 28th November 17.00 until 20.00 Saturday 30th November 12.00 until 15.00 Monday 2nd December 09.00 until 12.00
<b>Type of Visit</b>	Announced ( <b>See methodology on page 5</b> )
<b>Representatives</b>	Thursday 28th November 17.00 until 20.00 - Mark Groves, Jenny Morrell, Louise Barry, Jenny Lloyd Saturday 30th November 12.00 until 15.00 - Esraa Jaser, Dhruv Wadhwa, Mark Groves Monday 2nd December 09.00 until 12.00 - Mark Groves, Jenny Lloyd, Jem Davies, Liz Lawson, Jenny Morrell
<b>Date and detail of previous visits by Healthwatch Cheshire East</b>	Thursday 29 June 2023 - 5pm until 8pm Saturday 1 July 2023 - 12pm until 3pm Monday 3 July 2023 - 9am until 12pm

## 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](http://www.healthwatchcheshireeast.org.uk/what-we-do/enter-and-view)
- [www.healthwatchcwac.org.uk/what-we-do/enter-and-view](http://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 undertaken alongside an A&E Watch survey carried out by Healthwatch team members on Thursday 28 November 2024, Saturday 30 November 2024 and Monday 2 December 2024. The Enter and View visit took place over several days with input from all Healthwatch Enter and View representatives. This report is based on their observations and conversations at the time of the visits.

A preliminary visit of the Accident and Emergency department (A&E) took place three weeks before. This was between senior members of the A&E department and senior members of Healthwatch and was 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 in a separate Macclesfield Hospital A&E Watch report.

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

It had previously been agreed that the Healthwatch team would not visit the resuscitation areas. Healthwatch also took advice during each visit from the nurse in charge in relation to any patients who may have mental health issues.

## Daily observations

On each of the three visits we observed we were told the department was not receiving excessive numbers of patients.

### **Thursday 28th November 17.00 until 20.00**

There were no patients being treated in the corridor. When we arrived, there were three ambulances at the main entrance.

Waiting time was written on board; it was three hours when arrived remained the same during our visit.

Drinks trolley was full of refreshments.

### **Saturday 30th November 12.00 until 15.00**

The television was on in the main reception waiting room and showed subtitles.

Drinks trolley was full of refreshments.

Waiting time was written on board; it was six hours when we arrived and was updated to five hours in the afternoon.

There were no patients being treated in the corridor. Two ambulances were at the main entrance when we arrived. When we left there was one ambulance.

### **Monday 2nd December 09.00 until 12.00**

There were three patients in the corridor when we arrived but they moved on during our visit.

Drinks trolley was full of refreshments.

Waiting time was written on board; it was four hours when we arrived and remained the same during our visit.

## Service and Organisation

Car parking for the Accident and Emergency department is very small. There is opportunity to park in the other car parks; however, if you are not aware of how to get to them parking is difficult and it can be a long walk from the A&E department. A number of patients we spoke to complained about issues with parking.

Patients book in with the receptionist and may be required to queue during busy periods. During the visits we noted that at no time were there excessive queues and waiting times to see the receptionist were kept to a minimum. The close proximity of others did mean that personal information could be overheard by other patients. Even those sitting in the reception waiting room could hear what was being said at the reception desk. During our visits there was always a receptionist on duty.

The triage nurse assesses the patient to collect more information needed to be able to effectively stream the patient into either A&E (Majors), Minors, Urgent Care (GP), or to offer advice.

The Same Day Emergency Care Department (SDEC) is to the right of the reception area as you walk into the department. The majority of referrals to SDEC come directly from GPs.

## Environment

Over the three days that Healthwatch visited, the Thursday evening was busy, however on Saturday lunchtime and Monday morning there was a steady but manageable flow of patients. Healthwatch only saw people on trolleys in the corridor on Monday morning. At one stage there were three patients on the corridor but by the time we left they had moved.



During periods when the department was busier at no time did it appear chaotic or disorganised; there was always a calm air of professionalism which was observed in the staff and in their attitude.

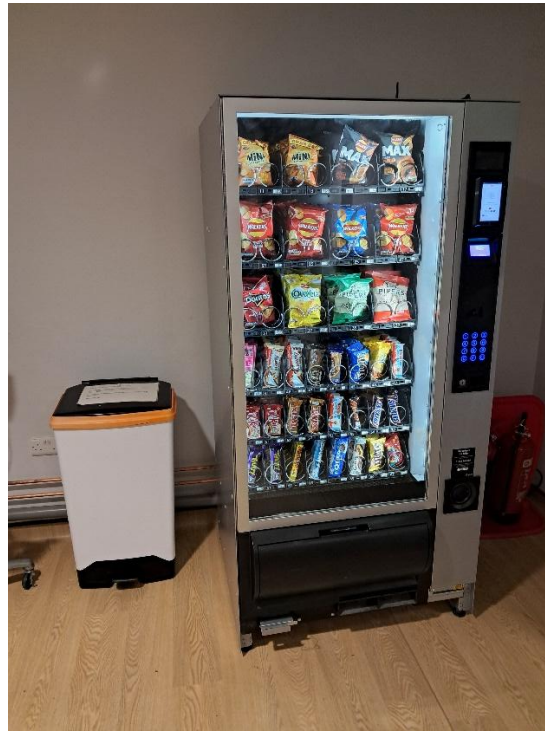
Healthwatch noted that the signagery as you approached the A&E Department from the car parks had improved since our last visit. This was pleasing to note as it had been one of our previous recommendations.



The department had recently been refurbished and looked clean and tidy. There was clear signage inside the department and in the waiting areas. There was an obvious flow to the A&E process from reception to triage and then Majors or Minors.

There were displays promoting health messages and services.

During our visits we noted that the vending machines were well stocked. There was a jug of water and bottles of squash for patients in the main waiting room. It should be noted that patients should be told to help themselves as most were unaware.



The waiting rooms appeared to have sufficient chairs. There were TVs in waiting rooms. All were in use with the volume turned down and sub-titles on. Unfortunately, the TVs were not in use during our visit on Thursday evening.

There are ten cubicles in the Majors unit, one specifically for children and three cubicles in the Minors area, all with a curtain.

A separate room with five bays is used for ambulance admission triage. At no time during our three visits were there any ambulance patients waiting either in the corridors or in ambulances outside. Healthwatch were informed that if this situation does arise, patients are held in the corridor and not in ambulances until a bay becomes available.

There is also a GP Out of Hours service in the department; during our visits Healthwatch did not see anyone in the GP Out of Hours waiting area.

There appear to be adequate toilets. They were unisex, clean, and a number were accessible for those with additional needs. There were baby changing facilities in the accessible toilets.



It was disappointing to note that even though the department had recently been refurbished there were already dents in the toilet walls, caused by the handles hitting the walls. Some form of stopper on the floor could prevent further cosmetic damage.



There was still some building work being carried out, but this was not in the department itself and had no effect on the staff or patients.

## Paediatric Department

The Paediatric waiting room was an excellent area for children, with televisions, interactive games and resources to keep them occupied. Healthwatch were very impressed with the thought and effort that had gone into making this area child-friendly and interesting.



Friends and relatives are able to be with loved ones in the Paediatric waiting area whilst waiting for their treatment.

## Corridor Care and Red Lines Toolkit: Care and Comfort section

The Red Lines Toolkit has been developed by Cheshire and Merseyside Urgent & Emergency Care Team as a clinical assessment tool for supporting patient experience for those who are cared for in non-Emergency Department (ED) areas.

During our visit to Macclesfield Hospital, we observed only three patients in the corridor on one visit. Before the end of our visit, they had moved on. It was noted that one nurse was allocated to support these patients. The corridor was wide and would have enabled family members to sit with these patients. Healthwatch was told that there were no call bells in the corridor, but each patient would be given a pager to summon help if required.



## Staffing

There appeared to be adequate staffing levels throughout our visits.

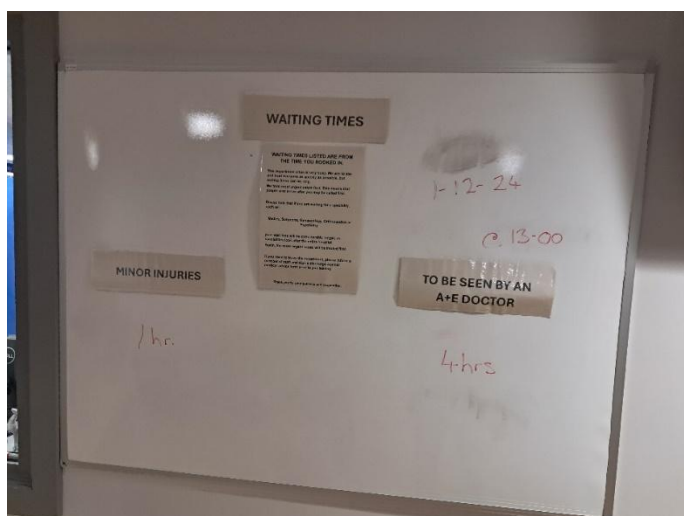
All staff we encountered were friendly, enthusiastic and took the time to answer our questions. They all wore name badges. We observed them being helpful, courteous, gentle, respectful and caring to patients, friends and family. Without exception, all the patients we spoke to had nothing but praise for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

## Waiting Times

Macclesfield Hospital does not put its live waiting times on the NHS A&E Live Waiting Times app. There was a whiteboard in the main reception area with the waiting times written on it. Healthwatch noted that during our visits this was updated. We also heard tannoy announcements advising patients of the current waiting times.

During our three visits, the maximum wait time we noted was over five hours.

Patients welcomed the waiting time tannoy announcements and also the boards displaying the approximate waiting times and when they had last been updated.



## Recommendations

- To put live waiting times on the NHS A&E Live Waiting Times app in line with other local hospitals in Cheshire and South Manchester
- Healthwatch have noted that following our recommendation, Leighton Hospital has introduced real time monitors throughout the Accident and Emergency Department that allow patients to see how long their wait is for Majors or Minors. Whilst Macclesfield does have a notice board system for showing waiting times, Healthwatch would recommend that a system such as that used by Leighton Hospital be adopted
- To consider the privacy of patients when discussing sensitive information at the reception and triage desk, particularly when a queue forms for reception
- Sharing what staff are proud of in the main department rather than in a rear corridor to enable patients to see and celebrate their successes
- A welcome sign in different languages with information about asking for interpretation services. Healthwatch only saw a sign in Polish.

## What's working well?

- Staff are highly regarded by the patients; they are friendly, welcoming and enthusiastic
- Triage/streaming system appears to be quick and efficient
- The department is clean and tidy
- Staff are proud of the hospital and take pride in the work they do
- Staff are enthusiastic

- At the times of our visits there was only one occasion when there were three patients on corridors waiting for beds or assessment. This was only for a short time
- The hospital actively seeks feedback from patients.

## Service Provider Response

'We would like to thank Healthwatch for undertaking their review and thank our patients and service users for feedback regarding their experience in our Emergency Department. This feedback enables us to celebrate good practice and to address things that we could do better. We look forward to sharing our improvement objectives with patients and the public in the coming weeks and commit to ensuring that our objectives are progressed through our Patient Experience Group'

Paul Devlin  
Deputy Chief Nurse  
East Cheshire NHS Trust.