

University Hospitals of Morecambe Bay NHS
Foundation Trust;
Royal Lancaster Infirmary Accident & Emergency
Department.

Patient Engagement Day:

Contact details:

Royal Lancaster Infirmary
Ashton Road
Lancaster
LA1 4RP

Date and times of visits:

Tuesday 6th December 2016 – 9.30am to
12.30pm
Friday 16th December 2016 – 6pm to 9pm

Healthwatch Lancashire representatives:

Ilyas Patel (Lead Project Officer)
Aysha Desai (Project Officer)
Amanda Higgins (Project Officer)
Jess Wood (Project Officer)

V3.1

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DISCLAIMER

This report relates only to the service viewed at the times of the visits, and is only representative of the views of the patients who met members of the Patient Engagement Day team on those dates.

Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On Tuesday 6th and Friday 16th December 2016, four Healthwatch Lancashire representatives gathered survey responses from patients at Royal Lancaster Infirmary A&E, to obtain the views of people using the service and to observe the environment.

Methodology

These visits were arranged as part of Healthwatch Lancashire's schedule of Patient Engagement Days. This phase of engagement activities was to attend all hospital A&E departments within Lancashire and gain insight from the public about their experience of using the service during the winter period.

The aim was to gather patients' views on the accessibility of the hospital A&E and the quality of care provided whilst also attempting to pick up on appropriate use of A&E.

The team of project officers and volunteers spoke with patients and their relatives in the waiting room and recorded their feedback. The team also collated observations of the A&E department.

This report reflects these observations and the feedback gained. The report is sent to the Director of Nursing for validation of the facts. A formal response from the Director of Nursing or their representative is included with the final version of the report which is published on the Healthwatch Lancashire website at:

healthwatchlancashire.co.uk/reports

This report reflects the views of 27 patients and their relatives that we spoke with at the A&E department, however, not all surveys were completed in full. This is often due to the patient being called in to their appointment during the completion of the questionnaire. As such, the total number of people that answered each question will be detailed in brackets under the results of each question.

Acknowledgements

Healthwatch Lancashire would like to thank the patients and relatives for taking part in this survey. We would also like to thank the staff at the hospital for supporting our visits, in particular those working within the A&E department.

A&E Observations

First impressions

The A&E department seemed quiet during both the morning and evening sessions, although patients arriving by ambulance waited in a different area which we could not access. Within the A&E department there was also a minor injuries section which seemed busier than the A&E department.

Internal environment

The waiting area seemed clean, organised and in good condition with spacious areas. There was a separate children's section that was also clean and tidy. There was relevant information displayed on the notice boards including what to expect when attending A&E and how long you may have to wait. There were vending machines with hot and cold drinks and snacks.

Reception and staff

Patients checked in at the reception area of the A&E department and then were directed to sit and wait to be seen in the main waiting area. All staff and patient interactions appeared professional and friendly, particularly with children.

Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Royal Lancaster Infirmary took place on Tuesday 6th and Friday 16th December 2016. 27 patients and relatives shared their views.

1. We asked: 'Which town do you live in?'

44% said Lancaster

30% said Morecambe

11% said Heysham

7% said Kendal

4% said Garstang

4% said Cockerham

(27 patients answered)

2. We asked: 'How did you get here today?'

Car	Got a lift	Ambulance	Patient transport	Taxi	Walk	Bus
60%	28%	0%	0%	0%	8%	4%

(25 patients answered)

3. We asked: 'Did you speak to anyone before coming here?'

28% said GP **56%** said they didn't speak to anyone

8% said NHS 111 **4%** said they looked on an NHS website

4% said they are attending a follow up appointment

0% Said pharmacy **0%** said Walk in Centre **0%** said they phoned 999

Additional comments made by patients:

"I had an injury to my finger."

"I had a fall and I knew I had broken something so I had to come to A&E."

"I felt I needed to come in to get something checked out."

"I had a fall delivering Christmas cards and my neighbour advised me to come to A&E."

"My daughter had an accident with eye shadow and I thought It was best to come to A&E."

"I received my ECG results at the surgery and my GP advised me to go to A&E."

"I was told to ring rapid access (Children's ward)."

"My oncologist advised me to come here."

"I have a heart condition so if required I come straight to A&E."

"Work advised me to come to A&E."

"I thought it would be best to come."

"I came to this A&E on Sunday and was advised to return if there were any problems."

"The first aid person at work advised me to go to A&E."

"It was for my son. We felt he needed to come here and I am a health professional so I knew he did."

Healthwatch Lancashire Patient Engagement Day Report

"I don't think I need to be here. I hurt my leg playing football and I now have pins and needles in it and it's bruised. NHS 111 said I needed to come to A&E within four hours."

"I was told to come here by the sexual health clinic."

"I have spasms and I've cut my finger badly. NHS 111 said to come here." (patient with learning disability).

"The GP gave my son tablets but I was not convinced by the dosage so I wanted a second opinion."

"I rang them and told them I am coming in with my 14-week old baby."

(25 patients answered)

4. We asked those that spoke to someone prior to attending A&E: 'Did they advise you to come here?'

83% said Yes

17% said No

(12 patients answered)

5. We asked: 'Are you happy with the service you have received so far?'

100% said Yes

0% said No

(17 patients answered)

Additional comments made by patients:

"I had to wait a little while at reception as they were busy on the phone or computer."

"Spot on, I was seen straight away. It is an excellent service."

"I am still waiting to be seen, it has been around two hours."

"They have been really good with me and my daughter."

"They're really good and they see the kids really quickly."

"It has been nice. The people who are taking care of my arm have been nice so my arm doesn't hurt as much. (Name) is very friendly. He let me have my x-ray standing up and they gave me chocolates." (young person)

Healthwatch Lancashire Summary of Findings

Here is a summary of findings from the visits to Royal Lancaster Infirmary Accident & Emergency Department:

- The majority of patients were from Lancaster or Morecambe and either drove to A&E or received a lift.
- The majority of patients did not speak to a health professional before attending A&E although 28% spoke to their GP, 8% spoke to NHS 111, 4% looked on an NHS website and 4% were attending a follow up appointment.
- Of those that spoke to a health professional, the majority were advised to attend A&E, although 17% were not.
- All of the patients we spoke to were happy with the service they had received so far.

Response from University Hospitals of Morecambe Bay NHS Foundation Trust

1. Is the report factually accurate? If not, please state what needs to be changed and why

Yes, the report appears to be factually accurate

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

The report is really useful in that it identifies that a number of patients who were questioned did not need to be seen in an Emergency Department, this information could be the basis for an evidenced piece of research which could actually help avoid hospital attendance as it is apparent there is still a lot of education to be done with our patient population.

Thank you for the feedback regarding the good care our patients received and we will ensure that the staff working within the department has full access to this report.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

We are always pleased to welcome Healthwatch into our organisation; once again, this has been a positive experience and invaluable feedback in assuring us that our patients experience high quality care. The visit was undertaken in a professional way and no improvements can be suggested.