

Lancashire Teaching Hospitals NHS Foundation Trust;

Chorley and South Ribble Hospital Urgent Care and Accident & Emergency Department.

## Patient Engagement Day:

**Contact details:**

Chorley and South Ribble District Hospital  
Preston Road  
Chorley  
PR7 1PP

**Date and times of visits:**

Thursday 16<sup>th</sup> February 2017 – 9am to 12pm  
Friday 3<sup>rd</sup> March 2017 – 4pm to 8pm

**Healthwatch Lancashire representatives:**

Beth Tildesley (Lead Project Officer)  
Amanda Higgins (Project Officer)  
Linda Broomhead (Volunteer)

**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.

# Healthwatch Lancashire Patient Engagement Day Report

## 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 Thursday 16<sup>th</sup> February 2017 and Friday 3<sup>rd</sup> March 2017, three Healthwatch Lancashire representatives gathered survey responses from patients at Chorley and South Ribble Hospital Urgent Care and A&E departments, 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](http://healthwatchlancashire.co.uk/reports)

This report reflects the views of 31 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 department appeared to be relatively quiet during the morning session. Although no wait times were displayed, Healthwatch Lancashire representatives observed most patients spending less than two hours in the department. The evening session was busier, with a steady flow of patients (between 8-12) from 6pm onwards, however no wait times were on display. Despite the waiting area being much busier during the evening session the department did not feel chaotic or noisy. During both sessions, all patients were seen quickly by reception and no queues were observed.

#### Internal environment

The department comprised of both 'accident and emergency' and 'urgent care'. The seating appeared to be adequate during both sessions and the department was clean, modern and in good condition. There was a separate waiting area for children and hot drinks and snacks vending machines were available. The department overall felt very calm and organised.

#### Reception and staff

During both sessions, reception and clinical staff were observed to be very friendly and professional with patients. Staff were welcoming of Healthwatch Lancashire representatives, appropriately checking ID badges on arrival.

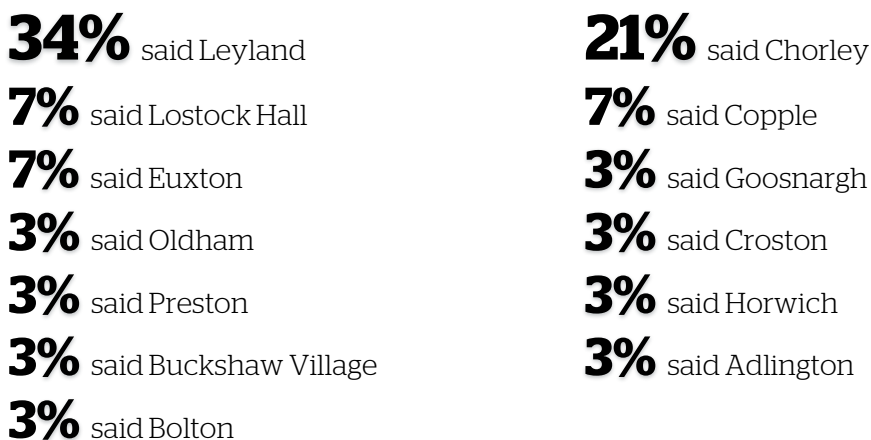
#### Other

Staff advised Healthwatch Lancashire representatives of the process for directing patients through both urgent care and accident and emergency services within the department. We were told that all patients were checked-in with 'Go To Doctors' (GTD) Healthcare on arrival and are then triaged by GTD Healthcare to ascertain whether the patient requires the urgent care service or the accident and emergency service. If it is decided the patient requires urgent care they will be treated by GTD Healthcare in due course. If it is decided the patient requires accident and emergency care they will then be triaged again by Lancashire Teaching Hospitals A&E and treated as such. The staff on duty said that this process had caused some confusion with patients, and that they were aware that this process was not convenient for patients.

## Healthwatch Lancashire Patient Engagement Day Report

The Patient Engagement Days at Chorley and South Ribble Hospital took place on Thursday 16<sup>th</sup> February 2017 and Friday 3<sup>rd</sup> March 2017. 31 patients and relatives shared their views.

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



(30 patients answered)

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

Car	Got a lift	Ambulance	Patient transport	Taxi	Walk	Bus
40%	33%	0%	0%	0%	10%	3%

(30 patients answered)

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



Comments from patients or relatives grouped by who they spoke to prior to attending A&E;

**GP:**

"I rang my GP and asked if I should come here and he said yes."

The GP had written a letter for one patient stating they should attend A&E.

"My physiotherapist recommended it."

## Healthwatch Lancashire Patient Engagement Day Report

### Did not speak to anyone:

*"My mum fell two days ago, so I wanted to get it checked out."*

*"There were no GP appointments available so I spoke to my mum who is a midwife and she suggested attending Chorley."*

*"We have previously attended as our child has cracked a bone in their foot, this has since healed but they've injured it again today and we wanted to get it checked out."*

*"I've just come straight off the motorway as I was having chest pains."*

*"I fractured my wrist and had the cast removed yesterday, but since then I've been having problems with my wrist so I've returned to hospital. However, I can't see anyone from the fracture clinic today as there is no one in the department."*

*"I rang my GP yesterday for an appointment as I scalded my hand last week, the only appointment they had was for 10:30 this morning. My son had a scan here anyway and as the appointment the GP offered clashed with that I thought I would just come here while he's having that done."*

*"I spoke to my friend who is a radiographer, he told me they do x-rays here."*

*"I've come with a friend, he had lots of symptoms so I've brought him straight to A&E, he was seen straight away. We got a taxi because we only came from round the corner. Triage asked why we hadn't rang an ambulance, we didn't want to waste the resource because we had such little distance to come."*

*"I had to come back because my problem got worse."*

*"We were advised by first aiders at work, but probably would have come anyway."*

*"My daughter fell last night."*

### NHS 111:

*"I was advised to attend Urgent Care rather than A&E."*

### NHS website:

*"The advice on the website was to get my injury checked out."*

### Attending follow-up appointment:

*"We came in yesterday."*

*"It's a follow up appointment from last week."*

(30 patients answered)

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

**100%** said Yes

**0%** said No

(11 patients answered)

## Healthwatch Lancashire Patient Engagement Day Report

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

**97%** said Yes

**3%** said No

(29 patients answered)

### Negative comments received about the service received:

*"I've been triaged twice and am unhappy with this process." The patient explained that they had been triaged by GTD Healthcare and again by A&E, and had been waiting for an hour and a half since the second triage. The patient was concerned about what would happen if it was decided they needed a cast on their wrist, due to no one being in the fracture clinic at Chorley. The patient had walked to Chorley hospital and had no means of transport to get to Royal Preston Hospital, and stated if they were told to go to RPH then they would just go home instead.*

*"It's just the waiting that's the issue."*

*"It was a bit confusing to go into Urgent Care and then A&E. A&E said to come back if my daughter's arm was still limp, I asked if we would have to go through two triages again if we came back and they said no." HWL representative went back to speak to this patient after some time of waiting, the patient said reception had not listened to them and had sent her back to Urgent Care, and so they were now waiting to see A&E again as their daughter needed an x-ray. One patient mentioned that the department isn't wheelchair friendly.*

### Positive comments received about the service received:

*"The staff are very friendly, much better than Royal Preston Hospital, I had a bad experience with the staff there last time I went. The staff here are just fabulous, I've had an asthma attack before now and driven myself here and they were great."*

*"I've attended here because it's quieter and easier to get to than Royal Preston Hospital."*

*"It's a prompt service, I've attended previously and am happy with the service received."*

*"I was here three months ago, I'm happy with the staff and the environment. I'm waiting to see the doctor to see if I need an x-ray or if I'm okay to go home. I prefer this sort of system to GP services."*

*"Always been happy here."*

*"Absolutely fine."*

*"Very happy."*

*"I didn't realise it was two separate services running here at first."*

*"I'm from Bury originally and if I was there now there would be about 50 people in the waiting room - it's nice and quiet here."*

*"We've come here because Bolton is horrendous with a four hour wait, it's usually really long there."*

*"I've been triaged and seen, now I'm waiting to see the nurse again. I've not been waiting long, it's a bit confusing but it'll get there eventually."*

*"I just prefer coming here. The staff are lovely and it is accessible, the parking's easier and it's just a positive experience."*

# Healthwatch Lancashire Summary of Findings

**Here is a summary of findings from the visits to Chorley and South Ribble Urgent Care and Accident & Emergency Departments:**

- The majority of patients were from the Chorley and South Ribble district with 34% attending from Leyland and a further 21% attending from Chorley.
- The majority of patients arrived by car (40%) or by lift (33%). 10% of patients walked to the hospital and 3% of patients arrived by bus.
- The majority of patients (57%) of patients said that they did not speak to anyone prior to attending the department. 17% spoke to NHS 111 and 13% spoke to the GP.
- Of those that spoke to a health professional, all were advised to attend Urgent Care or A&E.
- 97% of the patients we spoke to said they were happy with the service they had received so far. Negative comments received tended to be concerned with confusion around being triaged by two separate services, whilst positive comments tended to relate to friendly staff and shorter waiting times.

## Case study

### Patient journey/case study

Name or type of service	Chorley Urgent Care
Time frame or date of experience	30/03/2017

I hurt my eye at work. I am self-employed so I didn't have to worry about coming out of work to go to the hospital. I knew where Chorley hospital was so that wasn't a problem.

Once at the hospital, I was triaged quickly but then nothing and I wasn't told what was going on. It seems we are relying on receptionists to make a medical decision on whether we should be seen in the A&E part or urgent care.

I was sent through to the appointment and they used a telescope to look into my eye. But they couldn't turn the machine on so I had to help him. Once I'd got it working, they looked in my eye and said it was scratched, so he put antiseptic drops in my eye. He said it would sting but it didn't so he took me elsewhere because he thought it must not be working and gave me a prescription for antibiotics and asked again how my eye was. I told him it felt the same and he said it must not be working, so that was when I went home. He didn't do anything else with it other than saying that that the drops had not worked. My nose had been streaming throughout this.

I went home and put a patch on, wore the patch for bed and thought it would be better in the morning. My eye was still sore and red in the morning so I went to Specsavers because I still thought there was something wrong. I told them my symptoms, they had a look and told me to go to Preston A&E.

I went to Preston A&E and was told to sit and wait. I waited around 45 minutes to one hour. I found it confusing that A&E and Urgent Care had merged; I think the signposting needs to be better inside the building. I could see that urgent care is the first reception area that I came to so I went to the A&E part. After waiting the 45 minutes I was taken to a treatment room where I was seen by a nurse. She was also unsure how to turn the machine on. It is probably that the machines turn off automatically after not being used for a while but they won't understand these things. The nurse swabbed and put drops in my eye which did sting this time, because it was working. She put the iodine in it, turned off the lights and confirmed it was scratched. Because it was working she swabbed it again. She thought it was stuck under my eyelid. She explained everything and by then the pain in my eye had gone down.

When I was at Preston A&E they were saying that the staff in the first triage part are not really medically trained.

I wouldn't go to urgent care again. My eye is fine now after going to Preston A&E.



### Response from Provider

#### Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	Waiting times are not routinely displayed in the department	A television monitor was provided for the display of waiting times by Go2Doc who provide the urgent care service. However, this service does not appear to have commenced. This will be rectified	30 <sup>th</sup> June	K Maddison (Matron)

#### Additional questions:

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

The report appears accurate in that it is reflecting the views and experiences of service users at the time of the visit. However, some of the issues identified have already been addressed

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

It is worth clarifying that the urgent care service is commissioned separately by the CCG and is not a service of the Trust.

It is interesting to note the concerns of a small number about the triage system as this is giving some patients an impression of repetition. I can assure you that there is now a single triage process that is undertaken by clinically trained members of staff. Banner signs are visible providing explanation of processes for triage and treatment

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

As usual HealthWatch have undertaken their engagement activities in a professional and balanced way

#### Note

In respect of the patient story that was provided, we can confirm that triage is now carried out by appropriate clinical staff. A comment was also noted that the environment was not wheelchair friendly. My understanding is that this is not the case. Indeed a wheelchair shower has been introduced in the department.

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