

# The Patient Perspective

A Week at Leicester Royal Infirmary (LRI)

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## What we did

- 24 HWL staff & volunteers
- Listened to 262 patients
- Access to staff
- Visited 4 departments
- Over 4 days - 27 to 30 Jan 2015

Department	No of Patients
Ears, Nose & Throat	66
Ophthalmology	83
Discharge	8
A&E	105



## Overall Patient Experience at A&E



Patient satisfaction **5.92**

1 meaning poor, 7 meaning excellent

**84%** of patients said that their expectations of the service were met 'very much' or 'extremely'

*From the minute I came into Children's A&E I was greeted with a caring and kind receptionist. I was then reassured and helped by a fantastic nurse and doctor. The care my daughter received was fantastic.*



## Who advised you to come to A&E?

28% GP 33% Own decision 13% Called 999 6% NHS 111  
7% Health professional 1% Urgent care 12% Other



### Accessing GPs

35% of patients tried to get a GP appointment before presenting at A&E.  
1 in 3 were unsuccessful.



Of the 24 patients that were successful,  
100% were signposted to A&E by their GP Practice.



44% of patients had visited A&E more than once in the last 12 months.  
70% of those patients did not try to book a GP appointment

1 in 7 patients were unsure or did not think that they should have  
attended A&E. They would have preferred see their GP.



## Patient stories

*“I didn't even bother with the GP as you need to ring before 8am or you can't get in”.*

*I needed an X-ray and there are no facilities provided at my GP Practice*



## Our Observations



### Ambulance

An extremely busy period of ambulance arrivals resulting in delayed handovers and a build up of ambulances.



### Collaboration and good practice

LPT, UHL and GPs working together in A&E to facilitate discharge



### Pain relief

Patients spoke about the frustration of waiting for pain relief before being treated, as this can often be a few hours.



### X-ray

It was noticeable over our two visits to A&E, how frequently x-ray department was being utilised.



### Car parking

Patients spoke about the distance from the car park to A&E department.



## A&E Recommendations

### UHL

- Patient information should be better utilised and better designed
  - promote Choose Better & alternatives to A&E
- EMAS front-line staff involved in design of the ambulance bays/handover for new Emergency Department.

### Clinical Commissioning Groups

- Include the patient experience as a decision-making factor when commissioning Urgent Care Centre at LRI
- Continue campaigns - Choose Better and Feeling Under the Weather. Promote opening hours and services at UCCs
- All GP practices adopt a system that allows flexible pre-bookable appointments & on the day appointments/ a drop-in session.

### Healthwatch Leicestershire

- Provide detailed feedback to UHL staff on findings and recommendations.
- Conduct an Enter & View visit on the ambulance handover station.

### All Stakeholders

- Continued collaboration with LPT, UHL and CCG's

