



## HEALTH AND WELLBEING BOARD: 20 JULY 2017

### REPORT OF HEALTHWATCH LEICESTERSHIRE

#### CHECK- IN @ THE NEW ED (EMERGENCY DEPARTMENT)

##### Purpose of report

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's (HWL) survey, that saw HWL listen to patients at the new Adults Emergency Department (ED) at the Leicester Royal Infirmary (LRI). The full report is attached as **Appendix 1**

##### Policy Framework and Previous Decisions

2. Our decision to visit the new Adults ED building was also informed by the Care Quality Commission (CQC) inspection in January 2017 that rated Urgent and Emergency Care as 'requires improvement'.
3. On April 26 2017, Leicester Hospitals officially opened the £48 million purpose built Emergency Department (ED) to the public. The University Hospitals of Leicester NHS Trust has stated that the new ED has been designed with patients in mind, helping to make it easier to understand where patients need to go and what they can expect.

##### Background

4. In June 2014, HWL spent 12 hours in the A&E Department at LRI and found that 58% of patients had tried to get help elsewhere before presenting at A&E. In 2015, HWL spent a further 12 hours in A&E and found that 44% of patients had visited A&E previously in the last 12 months.
5. Healthwatch Leicestershire led the observational visit supported by Healthwatch Leicester City and Healthwatch Rutland spending 12 hours in the new Adults ED at the LRI on Friday 19 May 2017.
6. Our overall aim was to collect feedback and insights by directly asking patients about their experiences of the new ED. We also wanted to understand if the design and patient flow has improved patient experience.
7. On the 14 June 2017, the emerging findings were presented at the Healthwatch quarterly meeting with UHL and attendance included Mark Wightman, UHL Director of Marketing & Communications, Martin Traynor UHL NHS Trust Deputy Chairman, Lisa Gowan, UHL Head of Operations LRI, Chris Baybrook, UHL General Manager Emergency Care and Ballu Patel, Non-executive Director.

8. They welcomed the observations and insights from the report commenting that some of the recommendations were already in hand and that further action will be reviewed once the final report has been received.

### **Emerging findings**

#### **Access to the building**

9. We found that almost two thirds (67%) of patients tried to seek help elsewhere before arriving at ED. A third of patients (33%) that we spoke to in the ED were advised to attend by their GP.

#### **Signage**

10. A third of respondents told us that the signage directing them to the ED was poor. When we asked if the signs were clear and easy to follow, over a third said No. Although UHL had displayed further signage, for example on the main road and near bus stops, patients travelling from various directions across the City said that they were not sufficiently directed to the new building.

#### **Patient Information**

11. An overwhelming 85% of patients rated the check in process as 'good', with only 5% rating it as 'poor'. Although, when we asked patients if they think that they were given enough information about what will happen next, over a third (37%) said no or not sure.

#### **Safety and the Environment**

12. The new department is bright, light and spacious with the high ceilings, floor to ceiling windows and it was noticeable that this has reduced 'stress levels. These improvements and the overall design considerably lends itself to a more calming experience for patients and the public visiting the department.

#### **Time and Treatment**

13. We asked patients to answer three questions after they had received their treatment based around how satisfied they were. Although waiting times continues to be an issue locally and nationally, we asked patients how satisfied they were with their waiting times. Based on the responses we received, 54% rated this as 'good', 38% rated it as 'fair' and 8% rated them as 'poor'.
14. Overall patient satisfaction was positive with nearly two-thirds of patients rated their experience as 'good', with a third rating it as 'fair'.

### **Report recommendations**

15. This report highlights a number of experiences and insights into how patients, carers feel about hospital services as set out in the full report as follows:-

1. Although signage has been vastly improved in the current ED with striking dynamic design, various pieces of information and a patient journey map.
  - **We recommend that improvements to the signage around the hospital directing people to the ED is reviewed. We also recommend that internal signs are improved.**
2. When we asked patient's, what could be done to improve their experience of the ED, a reoccurring theme was the lack of beverages and snacks available.
  - **We recommend that UHL consider how to provide suitable hot and cold drinks and snacks for patients visiting the ED.**
3. The new technology in the ED is a welcome inclusion, with 67% of patients rating the new TV monitor system as good.
  - **We recommend that UHL review the colour and text size of the information on the screens especially the room numbers, with an intention to improve visibility.**
  - **We would also recommend that UHL investigates how staff relay to patients, the instructions regarding Personnel Identification Numbers and the TV screens/ monitors.**
4. A number of patients arrived saying they had been sent to Urgent Care by their GP, however the Urgent Care Centre no longer exists.
  - **We recommend better communications with NHS partners regarding the changes at LRI.**
5. **We recommend that UHL review arrangements and facilities for the Drop zone off and check in especially for those with a disability.**

### **Recommendations to the Health and Wellbeing Board**

16. The Health and Wellbeing Board is asked to:
  - I. Note the findings and to urge health and social care partners to consider actions to improve services, systems and processes outlined in the findings report.
  - II. Suggest stakeholders that would welcome the presentation of this report.

### **Officer to Contact**

Name and Job Title: Vandna Gohil, Director  
 Telephone: 0116 257 5040  
 Email: Vandna.g@healthwatchleics.co.uk

## Relevant Impact Assessments

### Equality and Human Rights Implications

1. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
2. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.