

Healthwatch Peterborough
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Healthwatch Peterborough Enter & View

Location: Peterborough City Hospital - Emergency Centre

The Emergency Centre comprises of: the Emergency Department (ED/A&E), the Emergency Short Stay Unit (ESS), Emergency Assessment Unit and the Ambulatory Care Unit (ACU).

Date: Wednesday 14th January 2015

Time: 5:00-8:30pm

Authorised representatives (Directors of HWP): Mary Bryce, David Whiles

HWP Staff: Angela Burrows; Jennifer Hodges

General Observations

Attendance from walk-in patients was unusually low. Therefore, results are limited and can only be taken as anecdotal.

Minor Illness and Injury Unit (Thorpe Road)

There was very low awareness of the MIU, its opening times and when it would be appropriate to access the service.

The MIU was open at the time of the Enter and View being conducted and there were obvious patients who could have accessed the MIU for their treatment.

There was awareness of a 'walk in centre' at the MIU site (previous name and on some signage at the site). However, opening times and what it can treat was still low.

Only one person spoke to said that the recent media coverage had made them think twice about coming to A&E.

The majority (70%) of those who completed the survey had not tried to access another service before coming to A&E. This may reflect lack of knowledge of alternative services.

One couple spoke to said that they "would always just come straight to A&E if anything happened because that was the only service, other than their GP, they knew about".

Of other services accessed, the GP was the most commonly used before coming to A&E. For those that did not access other services they gave the following reasons:

- Head injury
- To be seen that night
- Only service that could treat injury (injured digit)
- Needed to be seen by a specialist

Reasons for accessing ED are reasonable - - however, there may have been others that would have been more appropriately treated by another service.

Staff feedback

A member of staff on the GP Expected Unit highlighted the issue of patients arriving to the hospital after being sent by their GP with the expectation that they would be seen straight away.

Reminder to GPs to manage the expectations of their patients to reduce frustration when arriving at the hospital and then having to wait to be seen, assessed and treated.

Staff member in the GP Expected Unit stated that it is a wonderful unit to work in due to the other members of staff, including management, being so supportive.

Other comments

GPs should be open longer and at least one open at the weekend for each area.

PCH need clearer road markers to show the “main road” round the hospital and the entrances to car parks as it is currently difficult to see at night.

Can sometimes be hard to look for elevated signs while driving through such a complicated route with many junctions and busy pedestrian crossings.

A&E sign ‘accidents and emergency - not anything and everything...’ to raise awareness of other services - looked just like a sign showing the way to A&E - the message is completely lost in the dark.

Patient admitted to ESS was unable to work the TV handset - very complicated (was elderly patient)

In previous visit to ESS (Dec 2014) patient’s daughter had tried to visit and provide mother with breakfast on ESS and was told it was not visiting times. Mother was frail elderly and had Dementia. Daughter surprised at attitude of a carer supporting a frail patient.

Some concerns raised over how easy it is for patients to “wander” and leave, particularly when considering the risks of patients living with Dementia.

Lack of contact with Dementia nurses. HWP have put in a Request for Information to the hospital regarding this matter to identify how soon a patient living with Dementia should be visited by a Dementia nurse.

Recommendations

Cambridgeshire and Peterborough Clinical Commissioning Group:

- Review of all communications of urgent/OOH care services in Peterborough.
- Reminder to GPs referring their patients to the hospital to highlight possible delays at busy times.

Peterborough and Stamford Hospitals Foundation NHS Trust

- Reminder to all staff at PSHFT that visitors who are supporting/providing continuity of care to vulnerable patients can visit and support their loved ones outside visiting hours. Staff need to use their discretion and common sense.

Survey Responses

PCH ED (A&E) Tuesday 14th January 2015 5:30-8:30pm

Time survey done:

1. Are you alone? Yes 4 No 6

2. Has national/local coverage of A&E crisis made you think twice about coming to A&E today?

Yes 1 No 9

3. Did you try to access another health service before coming to A&E?

Yes 3 No 7

4. If yes, what? (please note that some had accessed more than one)

111	1
MIIU	0
online(NHS Choices)	0
GP	3
999	1
OOH GP	1

5. If not tried accessing another service, why not?

Please state: Head injury. Felt it was only option to be seen that night. Needed to be seen by a specialist. Had a fit. Felt it was the only place that could deal with the injury (cut thumb).

6. Since arriving at A&E, How long has the patient been waiting?

<1 hours	4
1-3 hours	3
3-4 hours	0
>4 Hours	2 (please state): a day (in GP expected unit)

7. When did you last access the A&E department?

Within last week 1 month 1 3-mths 2 6 mths 0 yr 1 over yr 1

8. Protected characteristics data:

English first language Yes 8 No 2 (including Lithuanian)

Disability Yes 2 No 8

Male 3 Female 7

Age of patient:

<16	1
16-25	0
26-39	3
40-55	2
56-70	2
71+	2