

Engagement activity	Patient Engagement Final Report
Location	Emergency Department, Salford Royal
Date	16th October 2018
Staff lead	Mark Lupton

Summary

The Emergency Department (ED) and GP Streaming Service together have carried out a series of tests to trial the principles of an Urgent Treatment Centre. Even though all the tests were carried out between 8.00 a.m. and 6.00 p.m. they have taken place on different weekdays to fully test the fluctuating demand, acuity and occupancy levels for patients within the department. Different staffing models have also been used including representation from primary, community and social services. The success of the model hinges on working differently and developing new ways of managing our emergency ambulatory patients. Although the tests are ongoing there are some key roles and processes that have proved essential to optimising flow through the UTC.

- Leaner triage process undertaken by a senior triage nurse
- Joint senior emergency nurse and GP coordination
- Introduction of a sub waiting area
- Varied skill mix of staff including GP, ED Doctors, Emergency Nurse Practitioners (ENPs), Advanced Physio Practitioners and Advanced Nurse Practitioners (ANPs).

Co-location of the UTC with the Majors High Dependency and Resus areas to allow for flexing of staff, seamless movement of patients between areas and robust communication between teams.

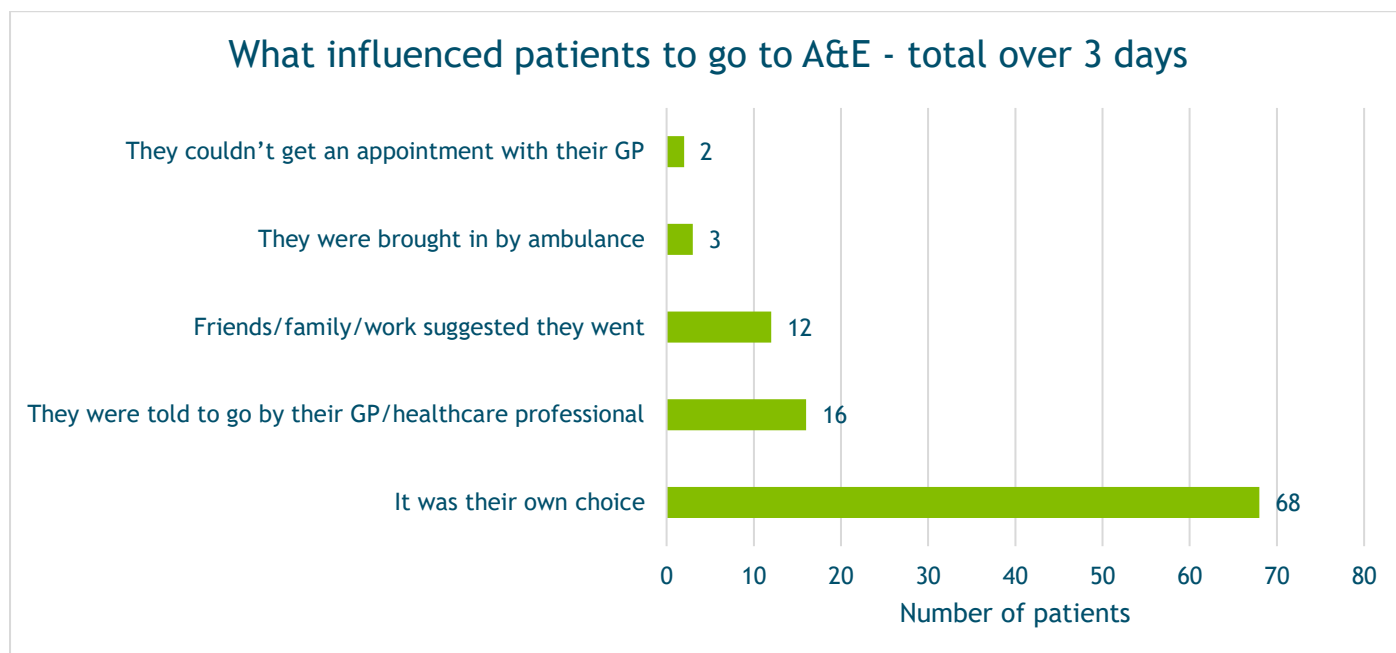
We were invited along to be part of the evaluating process which enabled us access to patients to gather their experience following treatment within the test. Through collaborative working between ourselves and SRFT a short questionnaire was decided upon with Healthwatch staff given the opportunity to have face to face conversations with patients as they left the department. The questions explored the non-medical reasons why patients had presented themselves to the emergency department in the first place and whether they made this decision because they were unable to get access to their own GP. This fitted in timely with our latest project, which is gathering data on the availability of patient appointments across the GP sector.

As patients we able to exit the department through various mean (back through the Emergency Department entrance, through to the main hospital etc) we were unable to capture the experience of everyone.

Over the 4 days, we had conversations with 101 people. This is a summary of what they told us.

What influenced the patient to present themselves at A&E in the first place?

	Fri 31 st Aug	Tue 11 th Sep	Thu 20 th Sep	Mon 8 th Oct
It was their own choice	18	11	28	11
Friends/family/work suggested they went	4	2	2	5
They were told to go by their GP/healthcare professional	4	4	3	4
They were brought in by ambulance	2			1
They couldn't get an appointment with their GP	1			1



How long did patients have to wait until they were first seen?

The average length of time that patient had to wait from arrival to first being seen by a clinical person was:

Fri 31 st Aug	Tue 11 th Sep	Thu 20 th Sep	Mon 8 th Oct
14 mins	18 mins	18 mins	11 mins

Had patients visited the Emergency Department before?

55 (54%) of the patients that we spoke to had been visited the emergency department before.

Out of these patients 20 (36%) of them had only visited the once in the last 12 months; 6 (11%) had visited twice before; 4 (7%) had visited 3 times before and 11 (20%) of them had visited more than 3 times. The remaining 14 (25%) of these patients have visited over a year ago but couldn't remember when.

We then went onto ask these patients how their recent experience differed from previous visits.

27 (49%) of them told us that it was about the same as before with the other 28 (51%) saying that it 'was better' or 'much better' than before.

Friends and Family test

We asked patients how likely following their experience they would be to recommend the emergency department to friends or family if they needed similar care or treatment. 100 (99%) patients told us that they would be likely or extremely likely to recommend the department.

1 patient told us that they were unlikely to recommend the department as they felt the service was too slow and it was the second time in 2 consecutive days that they had been kept waiting to be seen.

Could the patients have gone elsewhere?

It was decided that for the final day (Monday 8th October) we would add in an additional question to ask patients if following their treatment, they felt they could have got the same treatment from a different source (e.g. their GP, pharmacist etc). 13 patients out of 22 didn't think they could have gone anywhere else with the remaining patients suggesting alternatives such as: their GP, (3 of which commented that they did contact their GP but either there were no appointments or there would have been a long wait). Another patient commented that they would have gone to the walk-in centre if that service hadn't been closed down in this area.

What did the patients say about their experience?

Overall the comments received from patients were positive, mentioning the speed and organisation of staff, along with praise to the staff team for being friendly, approachable and understandable. In their own words they told us:

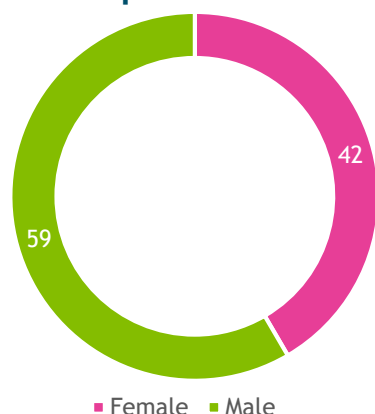
Friday 31 st August
"It's been nice. Dr was very informative"
"I thought that I was going to have to wait forever before I came here. I got seen very quick. Everyone is so welcoming. Nurse was very good. I would recommend this service to anyone" <i>(patient had been to see GP twice before but wasn't happy with what they prescribed as treatment so decided to come here)</i>
"Today was the first time that I felt I had it clearly explained what was causing my problems. Easy to understand and the explanation answered a lot of questions"
"Quickest ever been through A&E. Thought it was going to be all day waiting here but it wasn't"
"A really good trust to come to. This one is much better than the others around Manchester. Cleanliness is much better here as well"
"Everybody was really helpful. Very efficient. I came here as it's closer to home"
"Very quick compared to usual. I was working around the corner so decided to come here"
"Very quick today. I thought I would be waiting for a long time as usual. Staff were very helpful and explained everything to me"
"Waiting times weren't too bad. Got the impression I was prioritised quite well. Thought I got seen very quickly"
"Lovely staff"
"Staff are great. You get looked after and treated like a person not a number"
"Staff treated me ok"
"A lot better, faster than when I've been before. Seen in 20mins, straight in, straight out. Staff looked after me well and escorted us to stay. Very happy"

"Good. Excellent. Very efficient"
"Happy. Staff are always pleasant. Nice surroundings. Staff are approachable"
"Fantastic facility. Wonderful. All departments at the hospital very good. Standard of care surprisingly good. Staff seem well managed and motivated"
"Very clean and tidy. Staff very friendly. They work their hardest to get you seen quickly"
"I was expecting a long wait so very surprised when I got through to see someone"
"Very good doctor"
"Very good, nothing bad to say"
"Very professional, very helpful"
"System was ok, no complaints. Short and direct to the point"
"The treatment you get here is better than at the GP. GP doesn't seem to check you as thorough as hospital staff"
"Quite efficient very nice staff (very civil)"
"Very good. A lot better than when my friends were here last time"
"Staff were very patient. Drs very helpful. Best hospital I have been to and I have been sent to lots!"
Tuesday 11th September
"Very slow"
"It was better than the last time because it was quicker"
"I'm happy with the way they've been treated, they do a good job"
"I've been treated very well. I don't think the time I've been here has been very long (considering I've had an xray) Care was excellent."
"Staff have been really helpful and friendly"
"It was quick and easy"
"Always get good service when I come - well looked after. No issues"
"Everybody has been so kind and helpful"
"Lovely Dr & nurse. Done a marvellous job on sutures only the slightest amount of discomfort. I will survive! Fully professional as expected and very sweet. had problems trying to find a trolley"
"Everything been fine - no complaints"
"Absolutely brilliant - smoothly in and out, really good."
"Didn't wait a long time - it went well."
"It was better than what I expected - thought I'd be waiting a lot longer"
"Pleased with it"
Thursday 20th September
"What I don't agree with is having to have all the tests at the start (bloods etc) when you go in for a specific problem. 'if I take my car to the garage for a flat tyre, I don't need the engine looking at'"
"Fantastic - staff not praised enough"
"Excellent. Saw 4 or 5 people who explained everything to me which I was able to understand everything"
"It was really quick. I've never had a problem at this hospital"
"Really good. Very quick"
"Very quick"
"Really quick and efficient, staff very friendly"
"Just everything went smoothly. I was seen very quickly"
"Its a nice hospital, staff very friendly"
"Very quick! I was in and out in just over an hour"
"Brilliant. Staff really good"
"Brilliant - they just deal with your problem as quick as possible. Great!"
"People were really friendly and professional"

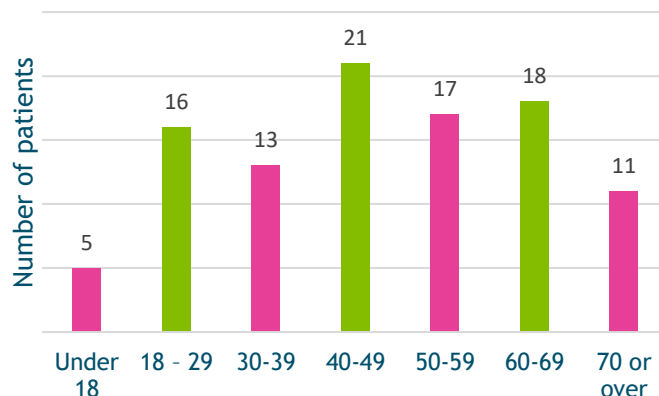
"Everybody is so nice as you expect them to be"
"Its a good department"
"Very fast. While thing seemed to be moving quite fast with people constantly being called to go through"
"Very nice and helpful, the staff do the best they can under the pressure"
"Its a good hospital and they do really help you. I'd recommend people to come here"
"Really good thanks"
"I would highly recommend the out of hours GP but not the rest of the hospital"
"Very organised. Got to see the right person straight away. Quick and efficient. Very impressive"
"The speed of the service was fantastic. Nurse explained everything really well and was fast and efficient"
"Staff are so friendly and helpful"
"Staff without a doubt are absolutely brilliant. They do a lot or running about and work very hard. Sometimes the staff get treated badly by patients and I don't think that's right"
"Quick"
"Very pleased with my treatment"
"Staff treated me well, very pleased"
"Didn't have to wait as long as I thought"
"Nothing bad to say, everything was ok"
"Was surprised to be seen so quickly. Everyone treated me very well"
Monday 8th October
"Nice service"
"Very good, I would recommend this hospital"
"It was a good experience"
" was efficient. Couldn't as better people to help me"
"Quick and friendly"
"Nurse was great"
"Good experience"
"Everyone is really friendly"
"Everything was quick. Staff were good"
"Very good. Didn't have to wait as long as I thought I would"
"Nothing else to say"
"GP was really nice"
"Can't complain, absolutely wonderful. Nurse (Paul) was great"
"Fantastic absolutely wonderful"
"They treated me well - were very nice"
"Very positive staff, wonderful, the place is clean"
"Lovely place, everyone's nice"
"Vending machines - only one that accepts notes but doesn't give change"

A bit more about the patients...

Gender of patients that we spoke to



Age ranges of patients that we spoke to



33 (33%) patients we spoke with said that they had a long-term medical condition/disability.

Where had the patients travelled from?

First part of postcode given and the area it covers	Fri 31 st Aug	Tue 11 th Sep	Thu 20 th Sep	Mon 8 th Oct	Total
M27 - Swinton, Clifton, Pendlebury, Wardley, Agecroft	6	2	11	4	23
M30 - Eccles, Monton, Peel Green, Winton, Patricroft, Barton, Ellesmere Park	4	3	4	4	15
M28 - Worsley, Walkden, Boothstown, Mosley Common, Wardley Industrial Estate	2	1	4	5	12
M5 - Ordsall, Seedley, Weaste, University	4		3		7
M44 - Irlam, Cadishead		1	3		4
M25 - Prestwich, Sedgeley Park, Simister		1	2		3
M22 - Wythenshawe, Northenden, Sharston Industrial Area	2				2
M50 - Salford Quays, MediaCityUK	2				2
WA3 - Lowton, Golborne, Birchwood, Rixton with Glazebrook, Culcheth	1	1			2
WN7 - Hope Carr, Landside, Leigh, Low Common, Bedford, Westleigh, Pennington, Higher Folds		1	1		2
M43 - Droylsden	1				1
M9 - Harpurhey, Blackley	1				1
BL5 - Bolton, Over Hulton, Westhoughton	1				1
WN2 - Abram, Aspull, Bamfurlong, Bickershaw, Haigh, Hindley, Hindley Green	1				1
LL14 - Wrexham, Rhosllanerchrugog, Cefn Mawr, Ponciau, Rhostyllen, Ruabon	1				1
M32 - Stretford, Barton Dock Road		1			1
M41 - Urmston, Davyhulme, Flixton, Barton Dock Road		1		1	2
M45 - Whitefield		1			1
M7 - Higher Broughton, Cheetwood, Lower Broughton, Kersal		1		1	2

M38 - Little Hulton			1		1
OL16 - Littleborough			1		1
SK14 - Hyde, Broadbottom, Gee Cross, Hollingworth, Mottram in Longdendale			1		1
WN7 - Hope Carr, Landside, Leigh, Low Common, Bedford, Pennington, Higher Folds				2	2
WA11 - Crank, Haydock, Moss Bank, Rainford				1	1
BL3 - Bolton, Little Lever, Great Lever, Darcy Lever, Deane				1	1
WF8 - Darrington, Kirk Smeaton, Pontefract (Monkhill), Thorpe Audlin				1	1

(2 patients didn't give their postcode)

What next?

This report will be shared with the Senior Manager Emergency Village and EPRR Lead at Salford Royal NHS Foundation Trust for use in evaluating the patients experience of this test of change.

This report supersedes the previous report dated 21st September 2018.