

Accident & Emergency Departments

A Healthwatch Kent Impact Report



healthwatch
Kent

Making your voice count

January 2018

A&E departments in Kent

The story so far

We visited every Kent A&E over the past 3 years talking to patients and staff about their experiences.

In total we spoke to 138 patients and family members about their experiences. Based on that we made recommendations for each Kent hospital.

Many people we spoke to were very happy with their experience of A&E. Our recommendations included improving the information and facilities for patients especially disabled patients.

We've been working to make your voice heard
We took your feedback to the decision makers



Our reports detailing everything we heard from patients was published on our website and shared with the public as well as Councillors, commissioners and stakeholders.

Reaching decision makers

In East Kent

We met with the chief nurse and the Head of A&E at East Kent Hospitals face to face where we discussed the findings of our report.

We discussed what could be done to act upon our recommendations.

West Kent

Similarly, in West Kent we met with the Chief Nurse for Maidstone and Tunbridge Wells Hospital Trust. The Lead Matrons for A&E at both Maidstone and Tunbridge Wells Hospital were involved in discussions about our recommendations and how to improve services.

North Kent

We worked with the Lead Nurse for A&E at Darent Valley Hospital following our visit. They were very keen to act upon our recommendations swiftly.

What happened?

All three Hospital Trusts responded positively to our report.

Here are just some of the progress made since our report

East Kent Hospitals

- 20 additional nurses have been funded
- The GP service within A&E has been restarted and is now in place in all Kent A&E departments
- The staff culture has continued to improve and was noted as part of the latest CQC report which removed the hospital from Special Measures.
- The Discharge lounge at QEQM is now utilised much more and is working better for staff & patients.
- Discharges at night continue to be an area the Trust is monitoring
- 40 new beds have been identified at QEQM for patients who are fit to be discharged but are awaiting care packages. This means that patients don't have to wait in an A&E bed.
- Disabled access to the A&E reception at William Harvey Hospital has been addressed
- Waiting time information is now clearly displayed for all patients at William Harvey Hospital
- Baby change facilities have been provided in William Harvey Hospital near A&E.
- The Trust told us that the Surgical Assessment Unit helped improve surgical demand issues and meant only patients that needed to be in hospital were admitted. There was also lots of positive feedback from patients. This service now also exists on the QEQM site.
- Information is regularly provided to patients about alternative places for non-emergency treatment. This includes the hospitals website homepages and social media

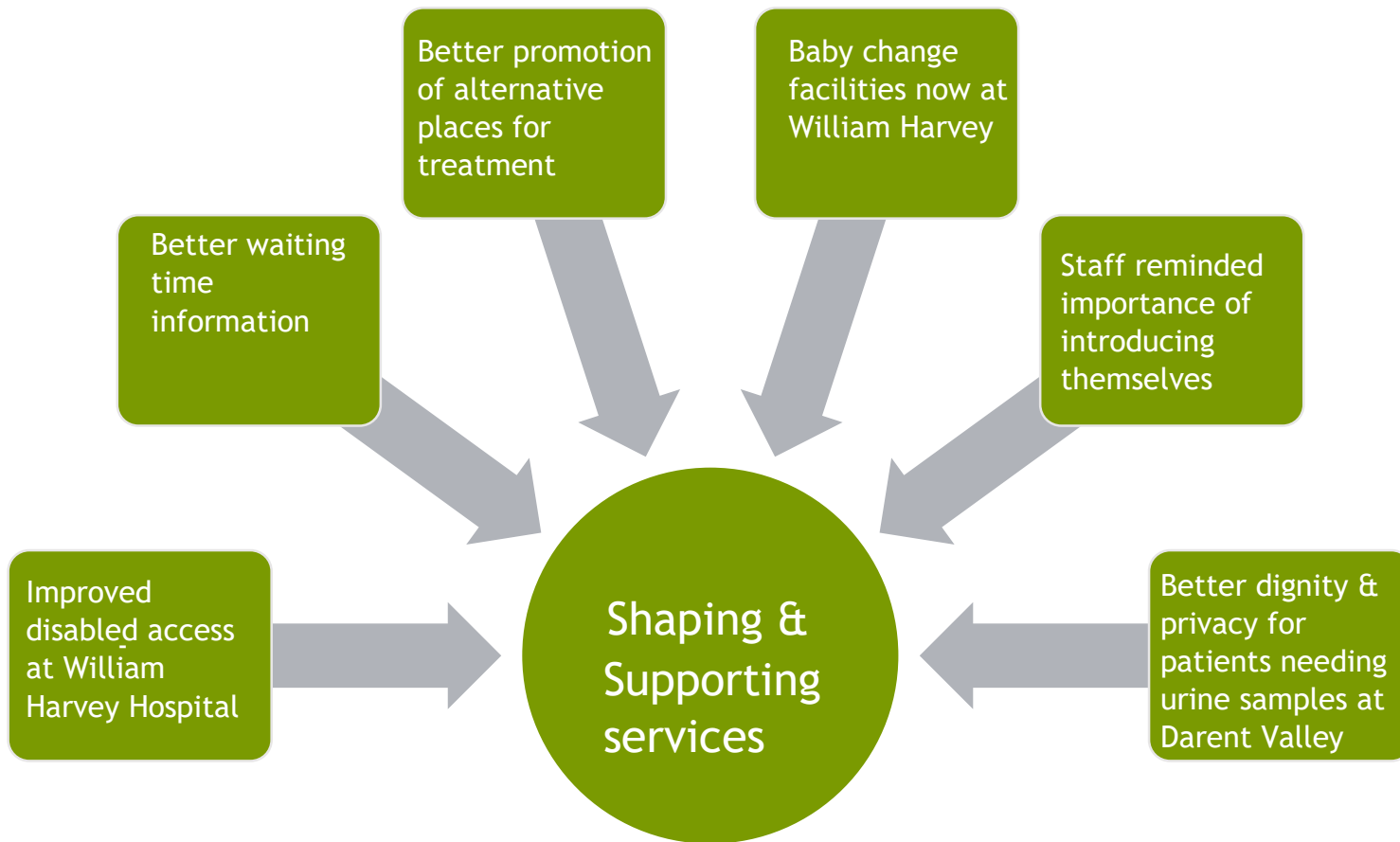
Maidstone & Tunbridge Wells Hospitals

- All A&E staff have been reminded about the importance of introducing themselves to all patients and their families. The 'Hello my name' is campaign has been rolled out across the Trust
- The un-used prescription machine at Maidstone has been removed so that patients don't get confused
- A new electronic display screen has been purchased and is now used to share waiting time information to patients at Maidstone Hospital
- Waiting times are on display at Tunbridge Wells Hospital
- GPs are now based at both hospital A&Es to treat patients who don't require Emergency treatment. This is to relieve pressure on A&E staff.
- Information is regularly provided to patients through posters, social media and websites about alternative places to receive non-emergency treatment in a bid to reduce the number of patients who arrive at A&E but don't need emergency treatment.

Darent Valley Hospital

- All staff have been reminded of the importance of introducing themselves to patients and their families.
- Patients who have to deliver a urine sample can now do this with much more privacy and dignity than before
- Waiting time information is now clearly displayed
- Ambulance handovers have significantly improved since our visit
- Information on alternative places for treatment is regularly provided for those patients who do not need emergency treatment.

Our highlights



Your voice has made a difference

It starts with you.....tell us your story

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A&E: What next?

What else needs to be done

Your views: We will continue to share your experiences of the new service and to raise your voice

Listening to you: We will have a presence in every A&E in Kent to ensure people have a face to face opportunity to share their experiences with us

Feedback: We'll continue to feedback everything we hear from you to the people who make decisions

Making your voice count

Sign up for our newsletter to receive regular updates

Make your voice heard ; share your experience

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