

**Wexham Park Hospital A&E Visit Saturday 5<sup>th</sup> April 2014 10pm -1am**

Firstly may we take the time to thanks Nick Jenkins and his staff for allowing us to visit on a busy Saturday night. Like most of these visits there appears to be more issues than positive points however, that is usually the outcome of these visits when focussing on the patient experience. No one complained about the actual care / medical intervention received.

Average day Wexham A&E see 270. Most 355.

There are 7 whole time equivalent Consultants

**Summary of Activity**

Dr Nick Jenkins showed us around and we sat in on 10pm handover. Asked Nick some questions as we did the tour and some more work required as below.

Questionnaire to patients in waiting room and in some “Blue” beds

Observation of staff and patient interaction

**General observations from Patients:-**

- General praise when streaming nurse seen within 15 minutes max
- Inconsistency with Streaming Nurse. Some people told what happens next and timescales and some not
- When patient asked time for CT scan (to advise his wife at home) was told “When it’s free”
- Names not clear when being called out and doctors disappearing around corners after calling name once
- Uniforms: No idea who was who. Dark Blue scrubs, light blue scrubs, green scrubs, red tops, some red with blue piping, civilian clothes. (If Mark and Andrea had a stethoscope we could have pretended)
- ID badges. Some worn on hip, some round neck and some not at all.

- General talking and making things clear what will happen next , when and why
- Looks cleaner and brighter than before
- More organised than before

### **Observations From Healthwatch and Staff**

- Average age of people interviewed was between 41 and 55.
- Not full of drunk teenagers as depicted in press
- Calm atmosphere throughout department
- Access: Allowed straight into bed space area via corridor (Nurse opened secure door for us) we did have a badge and file but.....
- Doors in general to medical areas. People were tailgating all night. How do we know they have a relative in the bed space?
- Water machine not present anywhere and cold drinks machine didn't work. Blue jug by reception but no one knew it was there and weren't told
- Approx 2 hour wait to see doctor but it said 4 on board in reception
- Streaming nurse by reception. Door lock broken and door not closed properly so we could overhear what was being said when stood by reception
- Nurses on duty board in main reception was 3 days out of date. Why no numbers for doctors in?
- Friends and family board should have leaflets somehow on it not a few on a table
- Receptionist chewing gum. Looked really bad when talking to patients
- Lights cannot be turned down in individual bed spaces. When queried the whole ward is either on or off. Lights if lying down are very bright.
- Air con cannot be turned up even when ward is cold
- 1 patient knew about Bracknell UCC opening
- 4 said they would use it from now on rather than A&E
- Most patients are from Slough area (1 from Stoke Poges uses it instead of their GP as "it is easier as only 5 minutes away")
- Most patients drove or got a lift

- Some would use Maidenhead walk in centre but never open when they need it
- Nurses not told of our visit after handover , we were only challenged once on the ward

### **Other follow up items**

- Childrens A&E. What is the cleaning schedule as it was being cleaned at 11pm but was very dirty
- Ambulance numbers are up according to Nick. Is there a correlation between this and 111? Can we have numbers please? 3 people we spoke to had been transported in by ambulance after calling 111.