

Enter and View – Visit Report



Enter & View

Newham University Hospital

January 2024

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Name of Establishment	Newham University Hospital A&E and Urgent Care, Glen Rd, London E13 8SL
Dates of Visit	12 th January 2024
Staff Met During Visit	Katie Carrington (Matron)
Healthwatch Authorised Representative	Nicole Bello
Healthwatch Staff	Vaishali Singh Safiya Uthman

<p>What is Healthwatch?</p>	<p>What is Healthwatch?</p> <p>Healthwatch England¹ is the national consumer champion in health and social care. It was set up by the government to ensure that people’s views about health and social care services are listened to and fed back to service providers, commissioners and to local and national government with a view to improving services. Each Local Authority in England has its own Local Healthwatch.</p> <p>Healthwatch Newham aims to help shape and:</p> <ul style="list-style-type: none"> • Improve health and social care services. • Provide information, about the options available should there be issues with the quality-of-care services. • Engage with local people. <p>We achieve this by:</p> <ul style="list-style-type: none"> • Listening to people in the community, especially the most vulnerable, to help us understand their experiences/views and what matters most to them. • Influencing those who have the power to change services so that they better meet community’s needs now and into the future. • Empowering and informing the community to get the most from their health and social care services and encouraging other organisations to do the same.
<p>What is Enter & View?</p>	<p>What is Enter & View?</p> <p>Under Healthwatch regulations there is a statutory duty on the providers of public funded health and social care services to allow Healthwatch authorised representatives to enter their premises. The role of the Healthwatch authorised representatives is to conduct visits to such services to capture the patient/customer/service users experience and make</p>

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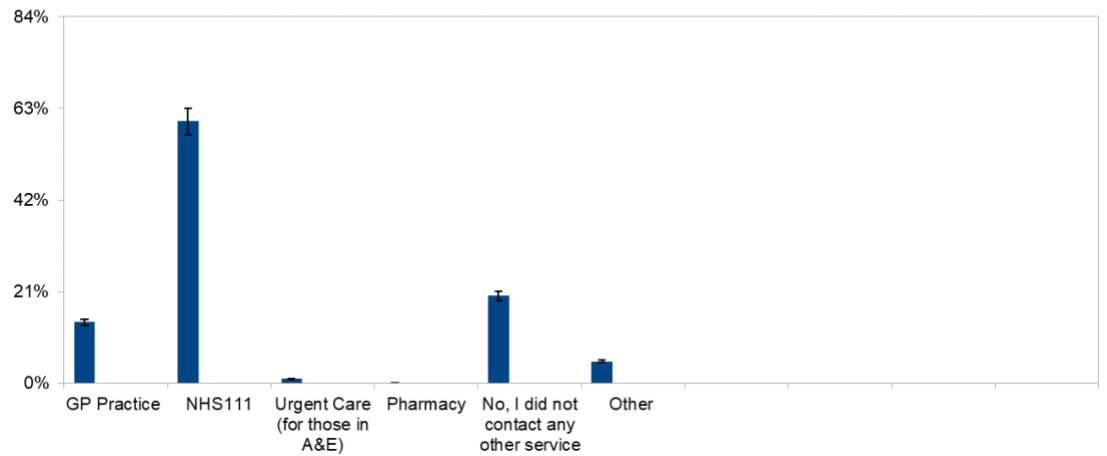
	<p>recommendations where there are areas for improvement or to capture best practice which can then be shared.</p> <p>Enter & View is the opportunity for Healthwatch Newham to:</p> <ul style="list-style-type: none"> • To have access to public funded health and social care premises to see and hear first-hand experiences about the service. • Observe how the service is delivered, often by using a themed approach. • Collect the views of service users/patients at the point of service delivery. • Collect the views of carers and relatives and those of staff members working in the service. • Observe the nature and quality of services. • Report to providers, the Care Quality Commission (CQC), the Local Authority, Commissioners, Healthwatch England and other relevant agencies. <p>Enter & View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation, so we can learn about the services on what is working and share examples of what they do well from the perspective of people who experience the service first hand. It should be noted that Enter & View is not the only way in which information can be obtained. The use of questionnaires, surveys and subject-based focus groups are other examples of ways in which Healthwatch Newham can gather relevant information.</p> <p>Why was this an unannounced visit?</p> <p>Aim</p> <ul style="list-style-type: none"> • To carry out an Enter and View to gather patient and staff feedback about their experiences of receiving services Newham University Hospital in the A&E and Urgent Care department <p>Objectives</p> <ul style="list-style-type: none"> • Arrange a convenient date with the hospital to carry out the Enter and View we will carry this out unannounced if date is not agreed. • Analyse results to determine any issues arising and to identify common themes. • Feedback information gathered to the Newham University Hospital with suggested recommendations (if required) to help improve patient experience.
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<p>Methodology</p>	<p>Healthwatch Newham carried out an unannounced Enter and View visits to the A&E and Urgent Care departments at the Newham University Hospital on Friday 12th January 2024.</p> <p>How were the questions developed? From whom did we get support – have we done this piece of work before and if so, can we compare the results?</p> <p>This report is sent to the Care Quality Commission, Newham Council and a summary the full report will be available on our website: www.healthwatchnewham.co.uk</p> <p>DISCLAIMER: This report relates only to the service viewed on the date of the visit, and is representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.</p>
<p>Results</p>	<p>Patients Questionnaire – can some of this be shown graphically?</p> <p>Healthwatch gathered feedback from 25 patients, 95% of whom were in A&E and 5% were in Urgent Care (Plaster Room).</p> <p>Healthwatch Newham team asked patients ‘Why are you attending A&E / Urgent Care today?’</p> <p>The following questions were identified.</p> <p>Q1: Why are you attending A&E today?</p> <ul style="list-style-type: none"> • Pain or injury in back / chest / knee • Stomach-ache • Pregnancy • Vomiting and Diarrhoea • Injury after a fall • Broken bone / Dislocation • Tonsillitis / Sinusitis • Overdose • High temperature • Dizziness • Infection <p>Patients were asked if they had contacted another service prior to attending A&E / Urgent Care. The feedback is shown in the table below:</p>

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Attending A&E / Urgent Care or other service



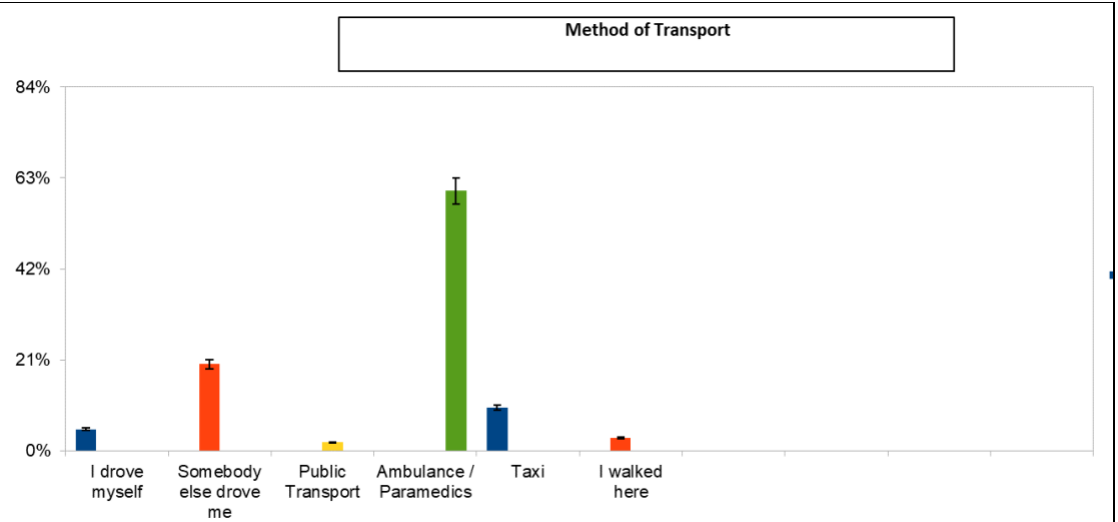
Patients/Carers were asked 'If they didn't contact another service prior to coming to A&E, what are the reasons for this?' The feedback is shown in the table below:

Patients/Carers were asked 'If they didn't contact another service prior to coming to A&E, what are the reasons for this



Patients/Carers were asked how they had travelled to A&E, the results can be found in the table below.

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We spoke with 13 patients who had arrived by ambulance, all of whom, rated the service as ‘Good’. Did we have a scale for this then? We need to capture this detail.

The following comments were received:”

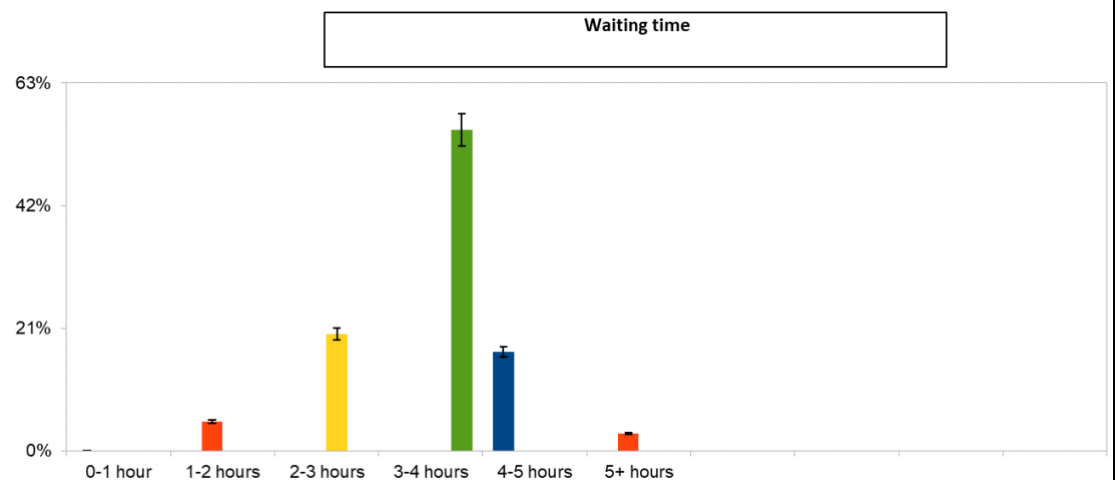
‘Ambulance service was on time’.

‘Within 30 minutes they had arrived’.

‘Both staff were polite and excellent and respected my privacy’.

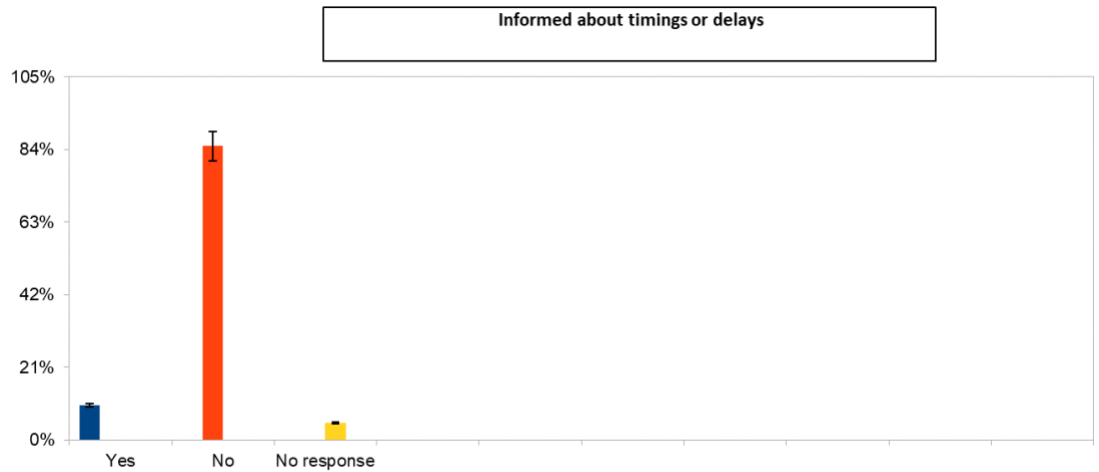
‘Could not ask for better service’.

Patients were asked how long they had been waiting to be seen. The results were as follows:



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Patients were asked if they had been kept informed about timings or delays.



The following comments were received:

‘On the information screen display shows waiting time between 4-6 hours but no staff member came to talk to us.

“Patients complain about lack of communication, while waiting to be seen by the doctors”.

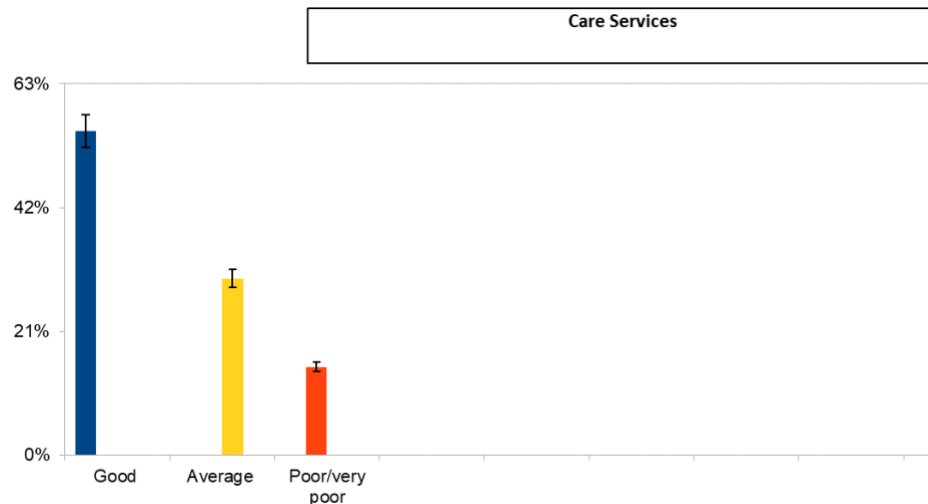
‘Only by TV screen, not by staff’

‘Asked on arrival and they said up to 3 hours to see the doctors”.

‘They don’t inform you how long it will be due to priorities”.

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Patients were then asked how they rated their experience of using A&E/Urgent Care Services.



Some of the comments we received reflected both positive and disappointed experiences including:

‘I was as seen by a Nurse. She fully explained the procedures and treatment and was very attentive. I could not have asked for more.’

‘The receptionist was welcoming, she told me about the waiting time by, I was a bit disappointed while waiting to be seen by the doctor, I was in pain, but I was not given a pain relief’

‘Occasionally there are issues with my service users (I am a support worker) and it is a struggle to explain this to the doctors/nurses because they service user doesn’t like the crowd’.

‘We have to wait outside because my client was agitated, no one come to explain to us how long we need to wait before we see the doctor’.

‘Staff really friendly and kind’

‘Very friendly and informative staff at reception’

‘I wish it to be quicker to save time’.

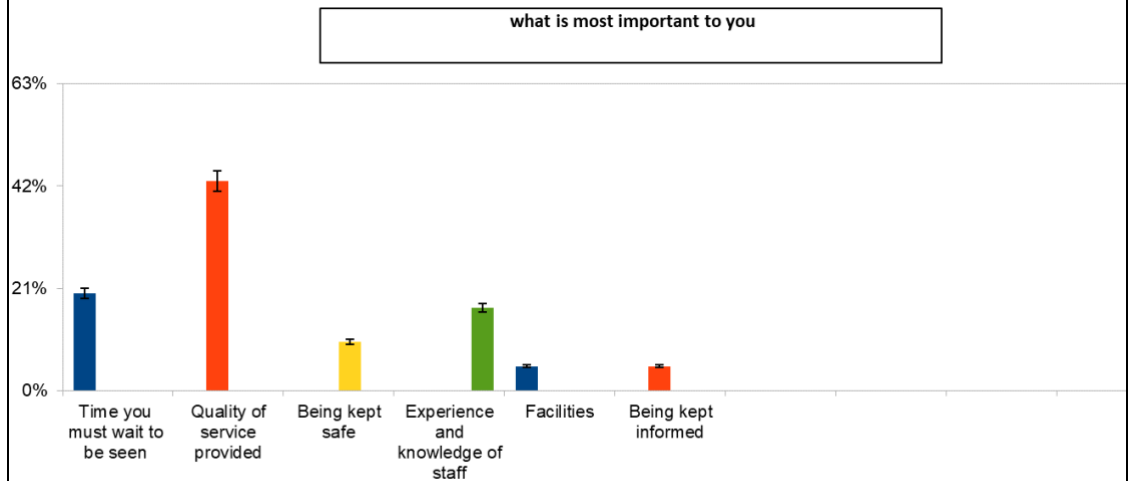
‘You are never aware of how long the wait is. People come in and get seen before you.’

‘A long queue standing in to be registered at reception’.

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‘They are very busy and doing the best they can’.

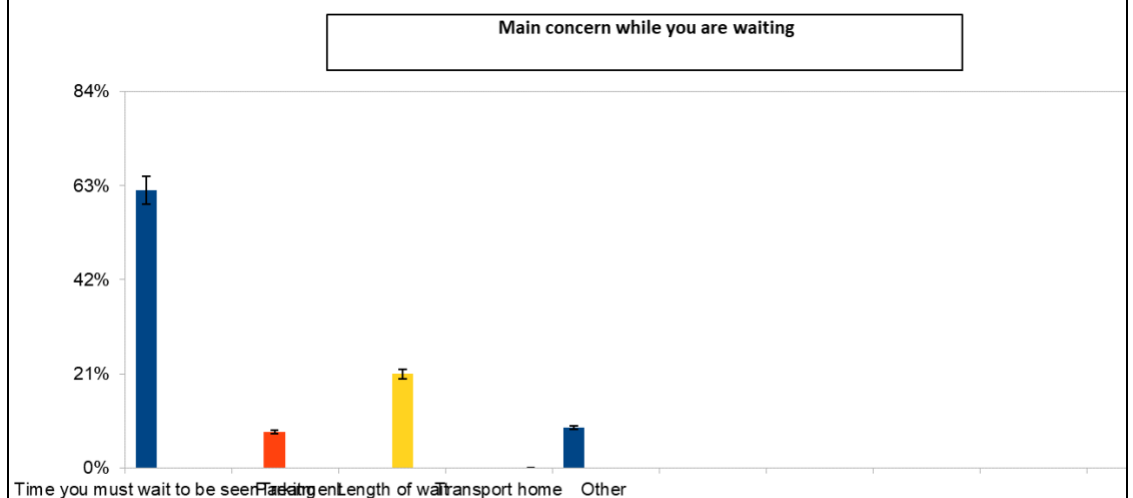
Patients were then asked, ‘what is most important to you?’:



The quality of the service provided was the most important factor to most patients, followed some way behind by the length of time they had to wait to be seen. It would be best to have staff who have more experience when dealing with challenging issue or difficult patients.

‘Staff informing you at point of booking in and staff informing you while you are waiting, help with stress and anxiety, when waiting.

Patients were also asked ‘What is your main concern while you are waiting?’ The following options were given:



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	<p>'A Healthcare worker stated their user with learning disability (LD) can become quite distressed if they have a long wait and become quite anxious'.</p> <p>'Main concern while waiting is parking AND length of wait'.</p> <p>'Length of wait and then not getting the treatment needed'.</p> <p>The final question asked, 'Do you have any feedback you would like to share about your experience of A&E/Urgent Care at the Newham University Hospital?' The following responses were received to this question:</p> <p>'The department need more nurses and doctors on duty.</p> <p>'Improve communication with patients/carers, instead of relay on the notice board'.</p> <p>'Satisfied with the courteous manner despite it being apparent that my GP receptionist should have advised me to make an appointment rather than suggesting a visit to A&E'</p> <p>'Polite, and welcoming'</p> <p>We handed the questionnaires to 8 staffs (Doctors, Matron, interim matron, nurses) who were very helpful in completing the questionnaires.</p>
<p>Staff views</p>	<p>What is it like to work here?</p> <ul style="list-style-type: none"> • 80% answered welcoming, good, satisfying. • 15% can be stressful. • 5% varies. <p>Did you receive a full induction and tour around the hospital and its facilities?</p> <ul style="list-style-type: none"> • 95% answer Yes. • 5% answer No. <p>Do you understand the core values of the hospital?</p> <ul style="list-style-type: none"> • 100% answer Yes, they have a good understanding of the values of the hospital, good training in place. <p>What takes up most of your working day?</p> <ul style="list-style-type: none"> • 82% mentioned patient care. • 8% Governance. • 10% Day to day running.

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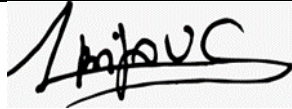
	<p>Do you get enough support to do your job?</p> <ul style="list-style-type: none"> • 55% Stated they do get enough support from colleague and matron. • 40% responded sometime. • 5% responded not enough, it will be better to get more support specially during the busy time. <p>Are there enough staff here?</p> <ul style="list-style-type: none"> • 98% sometimes, mostly short of staff, really struggling during busy time, e.g. weekend, night. • 2% We are working on staff retention. <p>Is there a big turnover of staff?</p> <ul style="list-style-type: none"> • 100% We always use bank staff, daily. <p>What would you say is the hardest part of your job is?</p> <ul style="list-style-type: none"> • 90% During handover, morning board round. • 5% Time management. • 5% Management and difficult conversation.
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Safeguarding	<p>Can you tell me what your understanding of safeguarding is?</p> <ul style="list-style-type: none"> • All ED staff undertake safeguarding training, and they have level of understanding of the safeguarding policy and procedure <p>Do you feel you need more training on safeguarding?</p> <ul style="list-style-type: none"> • No, we always update our training as required. <p>Is there anything that would make the hospital safer?</p> <ul style="list-style-type: none"> • More security in place.
Staff Training	<p>Do you have access to all the training material to do your job effectively?</p> <ul style="list-style-type: none"> • 100% Have access to the training materials through the Intranet. <p>How often do you have supervision? And appraisals?</p> <ul style="list-style-type: none"> • Appraisals yearly. <p>Are there any improvements, which you think could be made?</p> <ul style="list-style-type: none"> • 98% Maybe to add more staff and bed space.

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	<ul style="list-style-type: none"> • 2% the infrastructure of the hospital.
Observations	<p>Whilst we were in attendance we made the following observations:</p> <ul style="list-style-type: none"> • Staff from Healthwatch Newham visited the A&E/Urgent Care departments on the morning of Friday 12th January 2024 between the hours of 10:30 14:00. • The A&E and Urgent Care department was initially very busy and there were few spare seats available. The queue was long, this included one lady who was carrying a baby before seeing the reception staff no space chair available. • However the room was very warm and clean, there was no water fountain available, except from the vending machine, which was playing up during the visit. • Staff at urgent care department (plaster room), were constantly on their mobile phone, while a patient from the room was calling for assistance. • We observed that patients appeared quite happy to be redirected to urgent care when presenting themselves at the A&E reception. • The A&E waiting area is much more spacious than the waiting area in the Urgent care • There was a sign advising patients of the likely waiting time, but we did not observe there to be a clock in the A&E department. • Staff on reception commented that although some GP practices now offer a “walk-in” service patients often prefer to present themselves at A&E/Urgent Care. Staff also told us that patients often become annoyed when they see people who arrived. after them being attended to first. Many do not seem to be aware that appointments can be made using the NHS 111 service.
Conclusion	<p>Most people who we spoke to were happy with the service being provided and most were very complimentary about the staff on duty. However, there were exceptions to this. E.g. Some people were not happy about the attitude off the staff member. Overall, the department is well organised and clean.</p>
Recommendations	<p>Initial Communication at Reception:</p> <ul style="list-style-type: none"> • Reception staff should provide an estimated waiting time to patients when they register. This estimate should be based on the current caseload and any known delays. • Clear, consistent communication can help manage patient expectations and reduce frustration.

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	Updates During the Wait: <ul style="list-style-type: none">• Reception staff should provide regular updates to patients about any changes in waiting times, particularly if there are delays.
Provider Response:	
Signed by Healthwatch:	 Nicole Bello
Date	01/07/2024