

| Recommendation | Comment | Action | Due date | Update Feb 2019 |
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| Look at ways to improve communication with patients about waiting times. Potentially research other ED patient information systems concerning waiting. | There have been issues with the ED patient information display TV. This can be used for communicating waiting times to patients. This is due for repair shortly. | Chase repair of TV screen Implement a temporary solution using a whiteboard which should be manually updated every hour The ED reconfiguration, scheduled October 2018, is to include a PA system speaker to the waiting room so announcements about unexpected changes in waiting times can be easily made. | 30/09/2018 COMPLETE 31/10/2018 | Outstanding due to IT issue with connectivity n/a COMPLETE |
| Investigate reasons behind perceived unfair order of seeing patients. If some situations are unavoidable, look to improve information to patients to explain prioritisation of patients. | Verbal feedback given to staff suggests that the perceived unfairness is due to the different work streams in ED (eg majors vs Urgent Care Centre) and varying triage processes of these, which causes patients to be seen out of order of arrival. | Add a clarifying comment on waiting time whiteboard regarding triage and waiting times Add a similar comment to TV display when repaired. Displayed posters and laminated handouts to explain the process graphically and in plain English. | COMPLETE 30/09/2018 30/09/2018 | n/a Outstanding as above Relevant template obtained from local trusts being modified for our sites. Supplier engaged |
| Review processes in place to address pain relief on arrival at the ED to identify potential ways to improve access to | Patient group directives (PGDs) have been established to enable basic pain relief to be dispensed without the need for prescription. | Ensure that PGD covered drug stock is stored in a lockable cupboard in triage rooms, ready to be dispensed as required. | 30/09/2018 | Cupboards ordered, PGDs review as part of EQuIP for consistency cross-site |

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| <p>pain relief and ensure that those who have identified a need are able to receive medication where appropriate.</p> | <p>This makes it easier to give pain relief in triage, earlier in a patient's ED journey.</p> | <p>Practice Educator to complete training for all nursing staff on pain relief in the ED setting.</p> | <p>30/11/2018</p> | <p>PE left post, so being worked up as part of EQuIP</p> |
| <p>Sutton CCG to work with Epsom and St Helier hospital to review this feedback to see if actions can be identified to ensure that patients use the most appropriate services.</p> | <p>Focus on assist some patients who require secondary care to bypass ED and get straight to acute medical services.</p> | <p>Presentation of new ambulatory care and acute medicine hub pathways to GP groups to promote use of non-ED pathways for appropriate patients.</p> <p>Report back the Healthwatch recommendation to the local A&E delivery board and Sutton CCG colleagues to ensure we can work together on a robust plan for managing patients out of hospital as appropriate.</p> | <p>30/09/2018 30/09/2018</p> | <p>COMPLETE COMPLETE</p> |
| <p>Investigate the possibility to further research to identify the causes of patients receiving conflicting information and any potential solutions.</p> | <p>Improve the written information provided within ED so that it is consistent with that provided in other EDs and different healthcare settings.</p> | <p>Add a link on the Trust's ED internet page to the patient.co.uk website which is a database of advice on a range of health conditions, which is well maintained and up-to-date with changes in healthcare practice/research.</p> <p>Display signage in the department also directing patients to patient.co.uk if they want to read more about their condition/symptoms.</p> <p>Update the information leaflet stock to the ones provided on patient.co.uk so that the information given out by the department is the same as that accessed by other providers.</p> | <p>14/09/2018 14/09/2018 14/09/2018</p> | <p>COMPLETE COMPLETE All staff have been instructed to give link or print from patient.co.uk for relevant patients</p> |

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