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Dear Pete

Thank you for sharing with us the Healthwatch Sutton A&E Report 2018. I know that this was a significant piece of work for Healthwatch to carry out, and I would like to give my thanks to you and the Healthwatch Sutton and Merton teams, particularly all of the volunteers who gave of their time so generously.

It is very pleasing that so many people engaged in this exercise, sharing feedback and experiences that will help us further improve the services we provide. It was of course great to see some commendations come out of the report – we know that, while we have room to improve, there also a great many things our teams do very well, and the recognition of these successes will be shared with them.

As you are aware, our Friends and Family Test (FFT) feedback had indicated that over time last year, people were less satisfied with their experience in the Emergency Department. Although the results of the FFT have improved (we are now consistently above 84% would recommend, and back below 10% would not recommend), the feedback gathered thanks to the work of Healthwatch and the subsequent recommendations now puts us in an even stronger position to continue the trend of improvement.

The report has been shared with the Emergency Department leadership team, who have developed an action plan in response to each of the recommendations made. I enclose the action plan with this letter. The learning from the project and report will be used across both Epsom and St Helier hospitals, and intelligence from the FFT, national Emergency and Urgent Care Survey 2018, and other feedback channels (eg PALS, complaints and compliments) will be used to monitor success against the action plan and inform further improvements.

We will of course keep you up-to-date on all of the actions outlined, either through the Improving Patients' Experience Committee or Adam in his role as Head of Patient Experience, whom I know you meet with regularly.

In closing, I would like to again thank you and the team at Healthwatch Sutton, and the additional helpers from Healthwatch Merton, for completing this project – we always welcome the opportunity to work in partnership with Healthwatch and our local communities.

Yours sincerely



**Daniel Elkeles**  
**Chief Executive**

Enc. Emergency Department leadership action plan in response to Healthwatch  
Recommendations

cc. Lisa Thomson, Director of Communications and Patient Experience  
Adam Watkins, Head of Patient Experience

Recommendation	Comment	Action	Due date
<p>Look at ways to improve communication with patients about waiting times. Potentially research other ED patient information systems concerning waiting.</p>	<p>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.</p>	<p>Chase repair of TV screen</p> <p>Implement a temporary solution using a whiteboard which should be manually updated every hour</p> <p>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.</p>	<p>30/09/2018</p> <p>COMPLETE</p> <p>31/10/2018</p>
<p>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.</p>	<p>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.</p>	<p>Add a clarifying comment on waiting time whiteboard regarding triage and waiting times</p> <p>Add a similar comment to TV display when repaired.</p> <p>Displayed posters and laminated handouts to explain the process graphically and in plain English.</p>	<p>COMPLETE</p> <p>30/09/2018</p> <p>30/09/2018</p>
<p>Review processes in place to address pain relief on arrival at the ED to identify potential ways to improve access to pain relief and ensure that those who have identified a need are able to receive medication where appropriate.</p>	<p>Patient group directives (PGDs) have been established to enable basic pain relief to be dispensed without the need for prescription. This makes it easier to give pain relief in triage, earlier in a patient's ED journey.</p>	<p>Ensure that PGD covered drug stock is stored in a lockable cupboard in triage rooms, ready to be dispensed as required.</p> <p>Practice Educator to complete training for all nursing staff on pain relief in the ED setting.</p>	<p>30/09/2018</p> <p>30/11/2018</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&amp;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</p> <p>30/09/2018</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</p> <p>14/09/2018</p> <p>14/09/2018</p>