

## Enter and View Report - Hospital

Macclesfield Hospital  
Victoria Road  
Macclesfield  
Cheshire SK10 3BL

Tel: 01625 421000

Ward Visited: Accident & Emergency  
Department

Date of visit: 15/01/2016

Time of Visit: 3.00pm - 8.00pm

Trust: East Cheshire NHS Trust

This is a report from Healthwatch Cheshire East. The report describes our observations of the quality of what we found at the date and time of the visit, by the Authorised Representatives from Healthwatch Cheshire East.

### Overall observations:

Arrival/Waiting Areas/waiting times	
Security and Facilities	
Cleanliness	

### Summary:

We spoke to 30 patients/carers during our visit

The Department at the time of our visit-3pm-8pm was well organised and calm.

Patients were waiting for various periods of time from 12 minutes to 1 hr 35 minutes

The Trust staff members were very pleasant and helpful especially the receptionist at the main A&E Reception area and the nurse in charge in the treatment area

There were high standards of cleanliness throughout the department and hand sanitisers were all full.

**Enter and View Report -  
Macclesfield Hospital A&E Dept - January 2016**

Notice Boards in all community areas were tidy and full of up to date relevant patient information.

A clear sign to taxi services was available

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<b>Enter and View Visit to</b>	Macclesfield Hospital Accident & Emergency Department  Public areas, including clinics, treatment areas, waiting areas, toilets, Reception, Security and Access
<b>Date</b>	Friday 15 <sup>th</sup> January 2016 Time of Visit: 3:00pm-8:00pm
<b>Background</b>	<p>East Cheshire NHS Trust was established in 2002, and operates three hospitals - in Macclesfield, Knutsford and Congleton. Macclesfield District General Hospital was purpose-built in the early 1980s to replace a much older infirmary.</p> <p>East Cheshire NHS Trust is an integrated community and acute trust, providing healthcare across central and eastern Cheshire and surrounding areas. The trust provides health services in its hospitals, in people's homes and in community locations - and with over 3,500 dedicated staff, it serves a local population of around 470,000 people. Together community and hospital services deliver safe, effective health care to patients at the right time and in the right place, wherever they are located.</p> <p>Quality is at the core of the trust's mission and vision statements, and underpins the organisational values, strategic objectives and transformation plan.</p> <p>Community health services include district nursing, health visiting, intermediate care, occupational therapy and physiotherapy, community dental services, speech and language therapy and palliative care. Hospital services include Accident and Emergency care and emergency surgery; elective surgery in many specialties; maternity and cancer services.</p> <p>These services are delivered through a service line structure. The service lines are:</p> <ol style="list-style-type: none"><li>1. Surgical Specialties</li><li>2. Clinical support &amp; Diagnostics</li><li>3. Women's and Children's</li></ol>

Enter and View Report -  
Macclesfield Hospital A&E Dept - January 2016

	<ol style="list-style-type: none"><li>4. Urgent Care</li><li>5. Medical specialties</li><li>6. Allied Health Services</li><li>7. Integrated Care</li></ol>
<b>Observations</b>	<p><b>We reported in on our arrival, to Chris Gillespie , Urgent Care Service Manager and were advised about no go areas, fire procedures and security procedures.</b></p> <p><b>Arrival/Waiting areas and Waiting times</b></p> <p>The waiting area of Accident and Emergency is shared by those who are also accessing the Out of Hours Care Service.</p> <p>On entering Accident and Emergency via an ambulance entrance patients are immediately led to a triage desk to be greeted by triage nurses. Staff at the triage desk determine the nature of the treatment required and then direct the patient to the appropriate service - Primary Care, A&amp;E or own GP. There is a GP on site but the patient can be referred to their own GP if appropriate. This single point of access ensures speedy direction of patients to the most appropriate service.</p> <p>Patients arriving at the walk in desk are seen by reception in the first instance, and then the triage nurse. Transfer wheelchairs are available and stacked inside the hospital main entrance <b>(We would recommend a sign in the reception area to advise people where to get a wheelchair if needed )</b></p> <p>There was available car parking once people had dropped off at the entrance and all parking instructions were clearly displayed, however a couple of blue badge holders were not aware that they had to book their car reg into main reception</p> <p>The A&amp;E department was quiet during the time we were there most patients seen appeared to be dealt with promptly, however, 2 feedback returns (from forms left with patients) appeared to indicate that some patients did have a longer wait for treatment following initial assessment. There appeared to be appropriate support for all patients on arrival. Representatives observed that patients were being spoken to in a courteous considerate manner at all times.</p> <p>Waiting times : A notice on the reception desk stated:</p> <p style="text-align: center;"><b>“wait one hour”</b></p> <p>In terms of updates on waiting times this notice was updated to half an hour at 5pm during the time Representatives were</p>

on site. The triage nurse also verbally advised patients as to how long the wait was and how many patients in front of them.

**Observations:**

A child emergency was dealt with very quickly (within 10 minutes) as the child was very distressed and his mother was anxious. Staff at all stages were supportive to their immediate needs

Staff were all dressed in appropriate uniforms, with named badges and free below the elbow policy was adhered to. Staff were reassuring patients and providing excellent person centred care

**Facilities and Security**

Seating is good in this department with plenty of space. All seats are however, 'corporate' - fixed together, some with arms and some with no arms. There was no chair for use by someone with a mobility issue; who may not be able to lower themselves into a fixed chair.

Representatives were aware that a transfer wheelchair chair available in the corridor could be used for this but these are in a separate area.

There is a separate waiting room for mental health patients and this again had pleasant surroundings. However representatives did not note any signage/information informing patients/carers of this facility. There was also a separate children's area, light and airy with toys and books for the children. Toilet and baby changing facilities in this area were very clean and the toys were in clean and excellent condition.

A number of information displays were visible in the waiting area, signposting patients to services and facilities, including sexual health, Dementia (Dementia information was available in A&E, corridors and the GP out of hours area, supporting the Trust's policy to become dementia friendly) and domestic violence. Signs about conduct and behaviour to staff were clearly visible. Information was available in different languages and some in large print.

The A&E reception desk was secure without being intimidating. Security is important at particular times of the day-evenings and early mornings and at weekends. We observed cameras in some locations which link to a central security office. Security staff regularly patrol all areas of the

**Enter and View Report -  
Macclesfield Hospital A&E Dept - January 2016**

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	<p>hospital .Security staff were discreet and not at all intimidating, thus making patients feel safe</p> <p><b>Cleanliness</b></p> <p><b>Toilets-</b> At the time of our visit the toilets in A&amp;E were out of order and staff were directing patients to toilets on the main corridor. It would have been useful to have this information about locality of other toilets, alongside the out of order notice to save busy reception staff also dealing with “where are the toilets” queries.</p> <p>There were no unpleasant odours in any of the areas</p> <p>Toilets on the main corridor were serviced twice during our visit.</p> <p>All seating and waiting areas were very clean and floors free from litter</p>
<b>Conclusions/Recommendations</b>	<p>The seating arrangements for a person who is unable to access lower level fixed seating or who may need a seat with two arms to support their needs would benefit from a review.</p> <p>All staff members spoken to were pleasant , very cooperative and helpful. A calm atmosphere throughout the department, was observed during our visit, conducive to good patient care.</p> <p>We left the proforma (copy of our initial findings) at the end of our visit ;with the senior nurse in the treatment area</p> <p><b>Recommendations:</b></p> <ul style="list-style-type: none"><li>• Notice on toilet doors to advise of alternative toilet locality</li><li>• Notice to advise people where to get a wheelchair</li><li>• Review an alternative single seat for patients with mobility issues</li></ul>

The following table outlines summary results of Patient comment forms that were returned.

Question 1	Were you spoken to in a polite manner?	Yes 100%	No			
Question 2	At reception - Where you asked what name you preferred to be called by?	Yes 80%	No 20%			
Question 3	Were you kept informed about timings or delays at each stage?	Yes 90%	No 10%			
Question 4	Time spent in A and E department	Average 60minutes	Shortest 25minutes	Longest 100 minutes		
Question 5	Roughly how long did you have to wait -					
	a) Before being seen at reception?	Average Time = 2 minutes				
	b) Before being seen by medical professional?	Average Time = 20 minutes				
Question 6	At the start of your treatment did the medical professional introduce themselves at each stage with "My name is"	Yes-88% No12%				
Question 7	Did the nurse / doctor explain your condition or treatment in a way you or your carer / representative could understand?	Yes 100%	No			
Question 8	Do you feel that you were treated in a dignified manner by staff?	Yes 100%	No			
Question 9	Was a private room offered to discuss any sensitive or confidential information?	Yes 10%	No 10%	N/A 80%		
Question 10	How safe did you feel during your visit?	Very Safe  80%	Safe  15%	Neither safe or unsafe 5%	Unsafe  0%	Very Unsafe  0%

Question 11	Discharge from hospital .how will you get back home or to where you are staying?	8-Drive myself 20-Relative/friend 1-Ambulance transport 1-Walk
Question 12	Were you generally happy with the service you received in Accident and Emergency department?	Yes 99% No 1% (patient was admitted didn't like leaving his wife)

Other comments received from patients	Children's waiting area very pleasant for mums to look after child in peace	Magazines and books needed	We are very fortunate to have this facility in Macclesfield and don't want to lose it
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Ambulance observations at set times:	Time	Ambulances on site
	On arrival at A+E	2
	+ 1 Hour	2
	+ 2 Hours	none
	+ 3 Hours	none
	End Time	1