## **Appendix 5 - Hinchingbrooke Health Care Trust Action Plan**

Action Plan for system improvement in the Emergency Care Centre following findings of Healthwatch Cambridgeshire report. December 2016

## Supporting Information:

Following an unannounced visit by Healthwatch Cambridgeshire in October 2016 of the Emergency Department and Ambulatory Care Centre, a report has been published regarding the findings of the visit and our patients' perceptions of the services that we deliver. HHCT invited Healthwatch Cambridgeshire in to undertake the audit, but we were unaware of the exact dates that it would take place.

The action plan detailed below, which addresses the areas for improvement, will commence with immediate effect and will be owned by the Department's Senior Sister and the Departments Matron.

## Review and monitoring of the Action Plan:

The action plan will be reviewed monthly by the Department's Senior Sister and Matron. An update on the action plan will be provided to the Associate Director of Nursing for Medicine during the monthly 2:1 meeting and at the department's monthly clinical governance meeting. Any actions for escalation that cannot be solved locally within the Division will be raised at Quality and Safety Committee.

Rag Rating key	
	Action not complete
	Action partially complete
	Action complete

Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Look at ways in	Ensure that the staff rota	The reception	December	ECC	The Rota is in place with a
which the reception	provides 24 hours a day,	desk will be	16	Matron	receptionist covering 24 hours a day,
desk could be	7 day's week coverage.	manned at all			seven days a week. The receptionist
staffed at all times.		times so that			on duty must ensure that if they had
		patients			to leave the desk at any time that
		arriving in the			another member of staff replaces
		department are			them.
		attended to and			
		supported			
		effectively.			
Consider	To look at options for	Patients will be	January 17	ECC	There is a room that can be utilised
confidentiality and	partitioning off the	assessed in a		Matron	for a confidential triage assessment
patients' privacy,	assessment area from	confidential			and patients will be reminded that
particularly during	the waiting room or to	area on arrival			this is an option if they wish.
triage.	look at relocating the	in the			Solutions for screening off the current
	receptionist from current	department.			area are being investigated.
	position.				
Accurate waiting	Current waiting times	Patients will	November	ECC	The current electronic screen that has
times need to be	need to be displayed on	have up to date	16	Matron	rolling information regarding waiting
displayed.	the electronic screen	information			times is out of operation - currently
	behind reception.	regarding			escalated to IT. There is a whiteboard
		waiting times.			located behind reception where
					waiting times are written.

Action:	Outcome	Completion	Lead:	Update including completion and
		by date:		evidence:
The department is	Results will be	January 17	ECC	A Business case is in the process of
looking to invest in point	obtained in a		Matron	being completed with a view to either
of care testing	timely manner			buying or renting the equipment.
equipment which will	and the			
ensure more timely	patients will be			
analysis of some results	updated with			
	their results in			
	a timely			
	manner			
Admiral nurse to review	The	February 17	ECC	Dementia friendly assessment report
the entrance	environment at		Matron	and evidence of change in accordance
environment to see if	the entrance to			with the report.
improvements can be	ED will be			
made regarding	suitable for			
dementia friendly	patients with			
notices etc.	dementia.			
	The department is looking to invest in point of care testing equipment which will ensure more timely analysis of some results analysis of some results demiral nurse to review the entrance environment to see if improvements can be made regarding dementia friendly	Image: Note of the second se	Image: Note of the entranceImage: Note of the entranceAdmiral nurse to reviewTheAdmiral nurse to reviewTheAdmiral nurse to reviewThethe entranceED will beenvironment to see ifED will beimprovements can beED will bemade regardingSuitable forenviron timelyED will beand theED will bea timelyED will beimprovements can beED will bemade regardingSuitable fordementia friendlypatients with	Image: Note of the sector of

Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Ensure that all	Regular drinks rounds are	All patients will	December	House -	Patient feedback will demonstrate an
patients are offered	offered in ED cubicles	report that they	16	keeper	improvement in being offered
refreshment when	and ambulatory to those	have been			refreshments.
in the treatment	patients that are not Nil	offered			
cubicles and	by Mouth. Department	refreshments at			
ambulatory care.	to look at purchasing hot	regular			
	water jugs for patients	intervals in			
	to help themselves to	accordance			
	facilities.	with their			
		clinical needs.			
Display information	Parking information	Patients will be	November	ECC	Patient feedback will demonstrate an
on parking.	leaflet will be displayed	aware of the	16	Matron	improvement in the knowledge of
	in the department in a	parking			parking information.
	way that the patients are	information.			
	able to see the				
	information.				

Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Display information	The Emergency	Information is	November	Senior	Evidence of posters/patient
and leaflets in	Department will work	available to	16	Sister	information.
languages other	with the equality and	patients in a			
than English and	diversity lead to ensure	language that			
Polish.	that appropriate levels	they			
	of patient information is	understand.			
	displayed/ available in				
	the most common				
	languages for this health				
	district and that there is				
	information in multiple				
	languages which directs				
	patients on how to get				
	information in a language				
	of their needs.				

Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Reduce delays for	Trust is currently looking	Prompt	December	Ops	Patient feedback demonstrates no
patient awaiting	at developing Physician	response once	16	Manager	concerns with length of time waiting
discharge in	assistant roles to support	patients are			for discharge.
Ambulatory care.	medical staff in	declared fit for			
	Ambulatory care to	discharge.			
	ensure that processes are				
	delivered and results are				
	followed up in a timely				
	manner.				
Give patients	Explanation to be given	Patients will be	November	Ops	Patients are advised appropriately if
alternatives to ED	to patients regarding	streamed to see	16	Manager	their needs could be met by another
for urgent and	other avenues to seek	other providers			health care provider.
emergency care	assistance.	or to stay in ED.			
treatment.					

Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Some patients were	All of the initial	All patients will	November	Senior	Audit results demonstrating that
found to be in pain	assessment staff are able	receive	16	Sister	patients received appropriate
after triage.	to administer basic	analgesia			analgesia.
	analgesia to patients.	following triage			
	Need to ensure that this	if this is what is			
	is offered to patients in	required.			
	the waiting room if there				
	are no contradictions to				
	them being				
	administered. This will				
	be tested by an audit of				
	patients.				
A nurse to be on	Patients have access to a	Patients have	January 17	Senior	Patients' feedback demonstrates that
call for people	nurse/support at all	access to a		Sister /	they feel they have been supported by
waiting.	times whilst in the	nurse/support		Volunte	staff whilst in the waiting areas.
	waiting room.	at all times.		ers	
	Volunteer support to be			manage	
	provided for the			r	
	Emergency Department				
	waiting room during				
	routine hours.				
	Nurse/Health Care				
	Assistant support to be				

	provided out of hours when patients are in the waiting room.				
Patient Concern:	Action:	Outcome	Completion	Lead:	Update including completion and
			by date:		evidence:
Unclear for patients	Ensure that signage	Clear direction	November	ECC	Signage now separates the triage area
when arriving in the	directs patients	for patients so	16	Matron	and the booking in area making it
department as to	effectively.	that they know			clearer for patients to establish where
where they should		where to book			to go.
book in.		in once in the			
		department.			
No toilet facilities	Ensure signage directs	Patients'	November	ECC	Signage now displayed demonstrating
for patients'	visitors to the nearest	visitors are	16	Matron	where the nearest toilets are.
visitors in	toilet facilities.	aware of the			
Ambulatory Care.		location of the			
		nearest toilet.			