

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

Patient Concern:	Action:	Outcome	Completion by date:	Lead:	Update including completion and evidence:
Look at ways to reduce the delay in obtaining records/test results	The department is looking to invest in point of care testing equipment which will ensure more timely analysis of some results	Results will be obtained in a timely manner and the patients will be updated with their results in a timely manner	January 17	ECC Matron	A Business case is in the process of being completed with a view to either buying or renting the equipment.
Consider making the entrance 'Dementia Friendly'.	Admiral nurse to review the entrance environment to see if improvements can be made regarding dementia friendly notices etc.	The environment at the entrance to ED will be suitable for patients with dementia.	February 17	ECC Matron	Dementia friendly assessment report and evidence of change in accordance with the report.

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

Patient Concern:	Action:	Outcome	Completion by date:	Lead:	Update including completion and evidence:
<p>Display information and leaflets in languages other than English and Polish.</p>	<p>The Emergency Department will work with the equality and diversity lead to ensure that appropriate levels of patient information is 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.</p>	<p>Information is available to patients in a language that they understand.</p>	<p>November 16</p>	<p>Senior Sister</p>	<p>Evidence of posters/patient information.</p>

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

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

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