

## Update on Ideas to take forward following visits to the Emergency department, ACU and CDU on 4<sup>th</sup> and 6<sup>th</sup> December 2016

Helen Balsdon - Chief Nursing Information Officer and Patient Liaison

CUH has made some great progress on the actions we took following the Healthwatch visit and these are given below:

1. Look at how waiting times are displayed. Where possible, update display systems regularly and ensure patients are kept informed whilst waiting in the department.

We have secured funding from our Hospital charity ACT to install another waiting time screen in the main waiting area. The equipment has been ordered and we are awaiting delivery for installation. This will be the 3<sup>rd</sup> screen in the department with live waiting times which are updated hourly. Alongside this, we keep a board outside the main entrance that displays waiting times and have done some training with our nurses carrying out triage, to always inform patients of the current waiting time when they arrive to see a doctor.

2. Ensure patients' dignity and care is maintained when they are left on trolley beds outside the x-ray department.

There has been an awareness campaign within the department about we can improve patient's dignity and care. Within this we have highlighted X-ray as a vulnerable area. We are currently reviewing hospital gowns to see if there is an alternative that may help improve this further.

3. Review the cleaning rotation of toilets and public areas within the different areas of the Emergency Department, ensuring waste/nappy bins are checked and emptied on a regular basis.

We now have in place a system of additional checks and cleaning at key points of the day, including weekends.

4. Review the signage for hand washing and ensure that it is clearly visible to patients and visitors to the Emergency Department, Clinical Decision Unit and the Ambulatory Care Unit.

We have re-allocated some of our hand gels so they are in the most appropriate locations around the department. Trust wide, there has been a big promotion on hand hygiene and we are about to install a new sign in the front foyer of the Emergency Department main entrance.

5. Check and, where possible, replace the waste/recycle bins that are not hands free.

We have removed all bins in ED and CDU, that are not hands free and replaced these with hands free bins.

6. Ensure patients and visitors know where to go when arriving on the site; review the signage for car parking and services making sure it is clear and easy to understand.

Trust wide there is a focus on refreshing the signage. As part of this the emergency department has completely replaced all its directional signage around the department. There is work underway to look at the external signage.

All the actions and progress have been reviewed by the Trusts Patient Experience Committee.