

Service provider response

Service Name:	St Peter's hospital ED and SDEC
Service Manager:	Jennifer Francis Head of Nursing/AHP in UEC
Visit date:	4 visits in September 2024
Factual accuracy	
<p>If you have any concerns about the factual accuracy of the report, please clearly identify the sections, content and corrections that are required in the space below:</p>	
Organisation response to the report	
<p>Please provide your response to the report and our recommendations here. This will be included in the final report. (This response will be published in full)</p>	
<p>The findings in the report were not surprising, as they reflect the ongoing challenges faced by both the team and patients during their visits. The ED conducts a monthly Patient Experience Focus Group to review complaints, PALS feedback, and compliments, which consistently highlight similar themes across Urgent and Emergency Care. The 2022 patient survey has enabled the team to address key patient concerns and make improvements in certain areas, while also acknowledging the need for further financial support in others. The findings from this report align with the national survey results and will continue to guide discussions within the Patient Experience Focus Group moving forward.</p> <p>We have implemented a navigation process to ensure that patients receive an initial assessment quickly, directing them to the right care pathway from the outset. We understand that during times of high demand, waiting may be inevitable, and there can sometimes be a queue for the nursing team. To address this, we have introduced an</p>	

escalation procedure that allows both the nursing and reception teams to escalate cases when additional resources are needed.

To ensure a smooth experience, we have also worked on enhancing public understanding of the initial assessment process. Clear information on what patients can expect is provided, helping to manage expectations.

Additionally, the team has reviewed and updated internal signage to guide patients effectively. New screens now display real-time wait times and offer explanations of the processes patients will go through while waiting, contributing to a more transparent and supportive experience.

We are currently reviewing all relevant posters and leaflets to ensure that patients and their relatives receive clear and comprehensive information throughout their care and upon discharge. We acknowledge the ongoing efforts to provide appropriate information, but we recognize that communication with patients is not yet where we want it to be. This is an area we continually address, with monthly reviews conducted by our focus group, alongside feedback from complaints and PALS.

We regularly receive feedback about signage, and we've worked diligently to explore different options to minimize patient confusion. However, I hadn't previously considered the signage outside of the UEC, such as in the car park, which could be contributing to confusion.

In addition, we've reviewed the food and drink options within the UEC with the catering team, ensuring that there are accessible and varied choices for patients.

I continue to work with the clinical leads to support communication awareness and development, ensuring that patients and their relatives have a clear understanding of their care from start to finish. The UEC hosts a QUASH event that focuses on communication in various situations, providing examples for staff to recognize and address the challenges they may face.

I would like to extend my gratitude to the Healthwatch team for their involvement in gathering this valuable information and for recognising

the efforts of our team in improving the patient experience within the UEC. Our Patient Experience Focus Group continues to meet monthly, where we review complaints, PALS, compliments, and feedback from Healthwatch, as well as observations made during these sessions.

Respondent Name:	Jennifer Francis
Respondent Job Title:	Head of Nursing/ AHPS in UEC

Feedback on the visit

If you would like to provide some feedback to Healthwatch Surrey on the visit itself, please provide this in the space below:

I'd like to take a moment to sincerely thank Katharine and her team for their hard work and dedication during this time. They have been exceptionally approachable and genuinely committed to supporting the vision we are working to improve within UEC, particularly around patient experience. The Healthwatch report has been invaluable and complements the recent National Patient Survey. Both are being thoroughly reviewed and triangulated during our monthly patient experience focus group discussions. Their contributions are truly appreciated and play a vital role in enhancing the overall patient experience.

Responses must be provided within 20 working days of receipt of our report.

About Healthwatch Surrey

Healthwatch Surrey champions the voice of local people to shape, improve and get the best from NHS, health and social care services. As an independent statutory body, we have the power to make sure decision makers listen to the experiences of local people.

We passionately believe that listening and responding to local people's experiences is vital to create health and social care services that meet the needs of people in Surrey. We seek out people's experiences of health and care services, particularly from people whose voices are seldom heard, who might be at risk of health inequalities and whose needs are not met by current services. We share our findings publicly and with service providers and commissioners to influence and challenge current provision and future plans.

We also provide reliable and trustworthy information and signposting about local health and social care services to help people get the support they need.



We are proud to be commended in the National Healthwatch Impact Awards, recognising our work helping to improve local NHS and social care. You can view [our video](#) highlighting how feedback has enabled us to make positive changes to health and social care services.



We are committed to the quality of our information. Every 3 years we perform an audit so that we can be certain of this.

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