

Healthwatch Greenwich June 2022 Feedback with responses

Note: feedback in black, responses in blue

A&E

“My dad in law had to wait 10 hours (all night - since ambulance took him to hospital) for them to come back with his blood test. After 10 hours they said he's fine and can go home. No common sense or interest for the patient especially if you're foreign”

We apologise for the long waits within the ED department we do our best to ensure all patients are triaged (assessed) and relevant treatment and medical reviews completed. Unfortunately, there has been a high demand within the department for which we keep patients informed of delays.

If the patient would like a formal investigation and response, this can be done by contacting our PALS team as the Head of Nursing is unable to undertake an investigation without the patient's full details.

PALS contact

pals.geht@nhs.net

Head of Nursing

Communication

Booking an ECG

“At QE you have to book an ECG on the day? It is a literal lottery. I phoned in the morning to do so. I was told there were no appointments. I was then told to phone at 12.00. The receptionist had a non-committal rude 13

and dismissive attitude when I explained this was the second time I had attempted an appointment and that as a patient, this was a heart issue and people could die. Her response was ‘I can't do much about that if we are short staffed'... Her advice should have been that I should go to A and E if I was concerned. My point being, that a less enlightened member of the public suffering a heart condition may hang on for the appointment and ultimately die”

This feedback also came in as a PALS concern, the patient was called back and has since had their ECG. The department does remain appointment only and demand fluctuates throughout the week. It was unfortunate that this patient's need for an ECG coincided with a time of reduced staffing due to sickness.

General Manager Specialist Medicine

Booking other appointments

“...no one answers the phone. We've been calling for over 30 min as we're running late and cannot get through to the imaging department or operator”

As a service we have had a significant increase in call volumes and staff shortages following Covid, which has led to periods when calls waiting to be answered have been longer than we would have anticipated. We understand that this is far from ideal for our patients, and we are continuously monitoring the number of calls waiting, and review staffing levels to help to improve the service for our patients. We have recently undertaken a full review of our call centre and are in the process of redesigning the service to ensure an improved service is offered to our patients, work is underway and already reduced answer rates are being seen.

Interim Head of outpatients and Phlebotomy

Return of hospital equipment

“I used some crutches a few weeks ago as I had in injury but I'm okay now. I don't even know where I return them to in the hospital? Reception?”

Equipment such as walking aids can be dropped off at the outpatient physiotherapy department. The physiotherapy team are working with the Trust sustainability group to streamline the process to make the issuing and reissuing of aids much more sustainable and to ensure items are recycled effectively. Once this is finalised, information will be shared with patients when the equipment is issued and on the Trust website.

Head of Adult Physiotherapy