

# **Report from the Waiting Rooms**

**Enter & View Observation  
Patient Survey**

**Manchester Royal Infirmary  
Adult Accident & Emergency and  
Walk-In Centre**

**August 2014**

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## 1. “Executive Summary”

1.1 Healthwatch Manchester conducted an Enter & View (E&V) observation of the Manchester Royal Infirmary (MRI) Adult Accident & Emergency (A&E) and Walk-in Centres in March and April 2014.

1.2 Healthwatch Manchester used this opportunity to interview people in the waiting areas to investigate the perceived inappropriate use of A&E services.

1.3 Recommendations are made in this report to improve the standard of the environment in the waiting areas, notably:

- Signage
- Sensory disabled access
- Cleanliness
- Lighting

1.4 Recommendations are also made in this report to address:

- The lack of clarity for local people regarding the two services
- The inappropriate use of A&E services by local people
- The lack of awareness of alternative services by local people
- The over-representation of specific minority groups in A&E

## 2. “Introduction”

2.1 This report provides key findings and recommendations from our Enter & View observation of the MRI Adult A&E and Walk-In Centre waiting areas.

2.2 This report also aims to provide some initial indication for the reasons local people are perceived to be inappropriately accessing A&E services at MRI and also makes recommendations to address this.

## 3. “Background & Rational”

3.1 In 2013 Healthwatch Manchester received a significant number of complaints and queries from people regarding their inability to register with a General Practitioner (GP) or regarding the lengthy waiting times for a GP appointment.

3.2 There was also a strong indication that local people were mostly unaware of other services they could access. In early 2014 a television report, precipitated by the South Manchester by-election, highlighted the overcrowding of the A&E Department in Wythenshawe Hospital where local people were seen to be problematic in presenting with minor ailments which should ordinarily have been treated through other non-emergency services.

3.3 As part of its Year 1 delivery plan Healthwatch Manchester was obliged to conduct one Enter & View exercise. In light of this and the rest of the aforementioned it was decided by the Chief Officer, Healthwatch Manchester Board and with the backing of our volunteers to investigate a local Accident & Emergency and Walk-in Centre and for convenience, the services at Manchester Royal Infirmary were chosen.



## 4. “Methodology”

4.1 Between March and April 2014 three visits were made by Healthwatch Manchester E&V representatives to the MRI A&E and Walk-In Centre waiting areas. Each visit took place on a Monday at 1pm. This day and time was chosen due to prior recommendations from the Director - Division of Medicine & Community Services there as the busiest time and therefore optimising data capture.

4.2 Two of the E&V representatives made independent observations of the waiting area environment for each waiting area. Four other representatives interviewed the people waiting in either area using questionnaire surveys. The results from the surveys were collated at the Healthwatch Manchester office over the following weeks.

## 5. “Observation of the A&E & Walk-in Waiting Areas”

**5.1 Two representatives made separate observations of the surroundings. The following observations were made:**

5.1.1 Some of the walls and shelves had sharp edges.

5.1.2 There was no evidence of braille support or fluorescent pathways for visually impaired people although wheelchair access was very good.

5.1.3 The edges of the floors and walls required cleaning.

5.1.4 Although mostly clean, there was chewing gum on some of the seats.

5.1.5 The waiting areas were warm but there was no clear signage to water or food.

5.1.6 The noise level in A&E was greater than in the Walk-In centre and this made the receptionists difficult to hear.

5.1.7 There appeared to be no designated reception space for hearing impaired people.

5.1.8 Both waiting areas were quite poorly lit.

5.1.9 The air was rather stale especially with the smell of coffee spills.

5.1.10 Signage outside was an issue with a lack of clarity regarding entrances to the two services.

5.1.11 Inside signage was clearer but with signs in English only.

5.1.12 There were no baby change facilities and the toilets were in poor condition and dimly lit.

5.1.13 Staff were clearly identified and the security should be praised for their questioning of our validity and insistence on seeing confirmation of our Enter & View exercise from the Director - Division of Medicine & Community Services.

5.1.14 Staff were very friendly and efficient and information was readily available from them following enquiry.

5.1.15 There was little stimulation in the waiting areas for people throughout their potentially long wait. This may be evidenced by the high uptake of people willing to do our in-depth survey to pass the time.

5.1.16 The hand cleanser needed to be more clearly labelled for people.

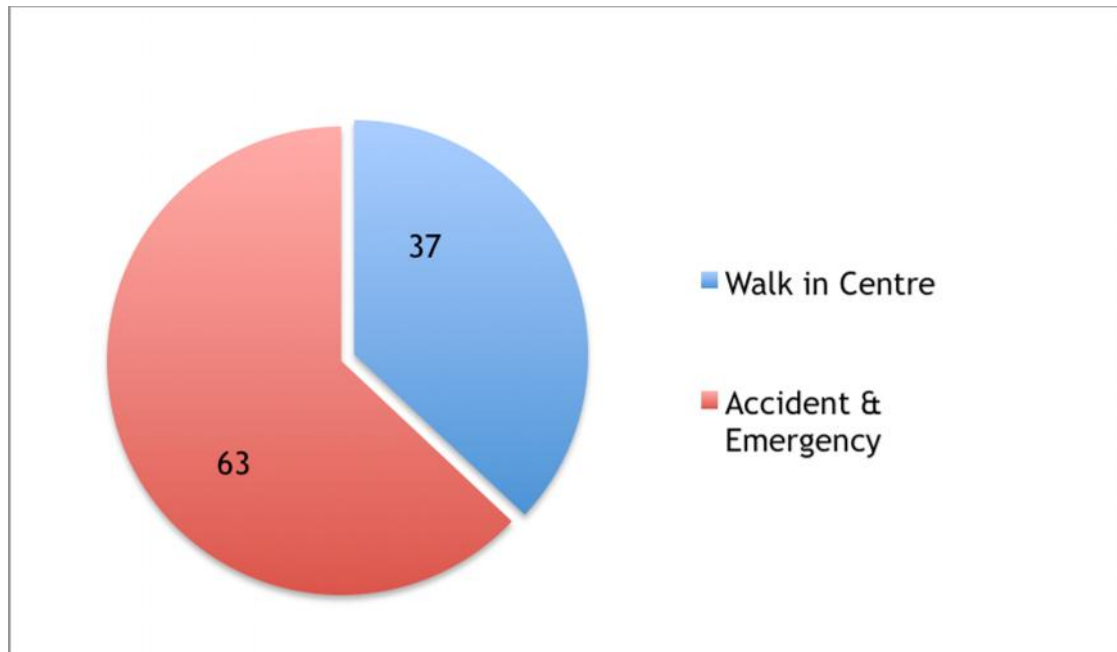
## 6. “Recommendations from the Observation”

- 6.1 Provide padding over the sharp edged walls and shelves.
- 6.2 Carry out a disability access assessment of the areas which includes sensory impairment and make adjustment.
- 6.3 Increase the regularity for cleaning the areas and ensure this includes the edges of floors and walls.
- 6.4 Significantly improve signage outside ensuring people are aware of which door to enter through depending on their condition. Improve signage inside to water and food and ensure signage is also in other required languages.
- 6.5 Improve the quality of lighting by increasing the level of lighting.
- 6.6 Improve the quality of the toilets and introduce a baby change facility.
- 6.7 Provide stimulation for people waiting such as radio or television.

## 7. “Results from the Patient Survey”

Total responses: 100

### 7.1 “Location of the patient”



- 63 out of 100 - 63% respondents were in Accident & Emergency
- 37 out of 100 - 37% were in the Walk-in Centre

### 7.2 “Questions to patients in the A&E waiting area”

#### 7.2.1 Do you consider your situation an emergency?

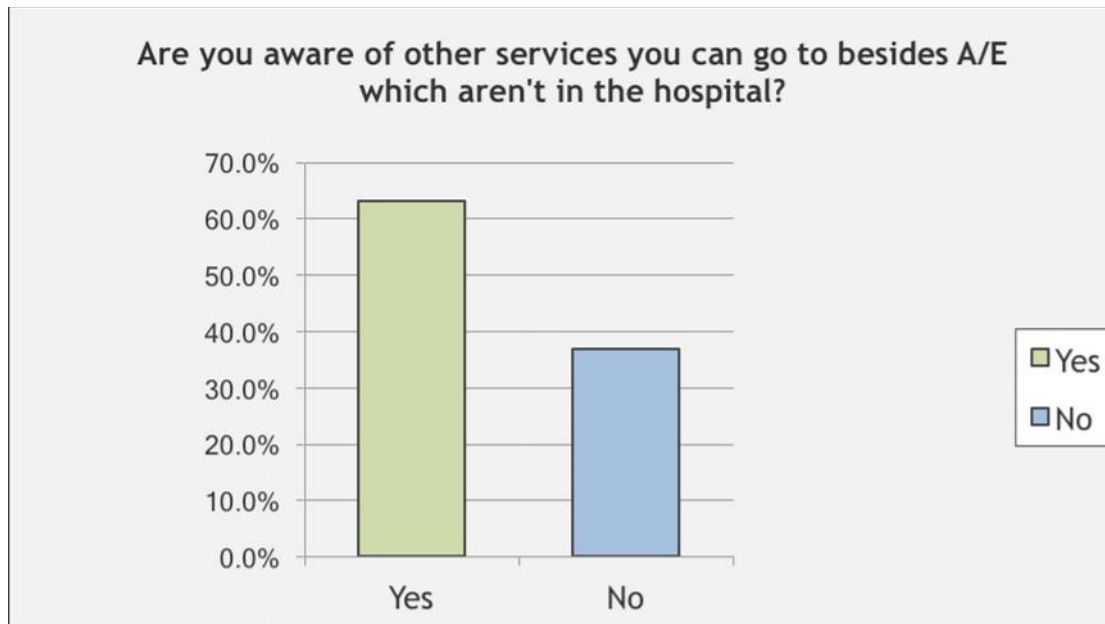
- 40 (55.6%) respondents considered their situation was an emergency

*However...*

- 29 (40.3%) respondents did not consider their situation an emergency.
- 3 (4.2%) respondents did not know whether they had an emergency situation or not.

**7.2.2 Are you aware of other services you could use besides A&E, which aren't in the hospital? (people in both areas were asked this question so the responses have been combined)**





- 36.8% respondents said that they were not aware of other services they could go to besides A&E which weren't in the hospital.

*Those people who were not aware of alternative services were then asked:*

### **7.2.3 What would have helped you know more about alternative services before you came to hospital?**

|  | Response % | Response Count |
|--|------------|----------------|
| Somebody telling me face to face like my GP or practice nurse                | 66.7%      | 14             |
| Understanding what the services are and when they're the right ones to go to | 23.8%      | 5              |
| A leaflet or poster in a local venue such as a library or GP surgery         | 19.0%      | 4              |
| Local radio announcement   | 9.5%       | 2              |
| Local TV announcement  | 28.6%      | 6              |
| Signposting to a website   | 23.8%      | 5              |
| An email   | 23.8%      | 5              |
| Other (please specify) - see quotes below                                    | 9.5%       | 2              |

- The most common choice among the respondents who were not aware of alternative services was 'Somebody telling them face to face like their GP or practice nurse' from the list of options.
- 'Local TV and media announcement' 'Understanding what the services are and when they're the right ones to go to' and 'Signposting to a website' and 'An email' were the next most popular choices.

*‘It would have helped me if staff in GP practices were better informed about alternative services.’*

*‘Staff need to be more aware of these and other services.’*

Those people who were aware of other services besides A&E were asked:

#### 7.2.4 Which of these services were you aware of?

|   | Response Percent | Response Count |
|---|------------------|----------------|
| GP Practice                               | 97.2%            | 35             |
| 111 service                               | 27.8%            | 10             |
| NHS Choices website                       | 47.2%            | 17             |
| NHS walk-in centre (City Centre)          | 75.0%            | 27             |
| NHS walk-in centre (Levenshulme)          | 33.3%            | 12             |
| Other (please specify) - see quotes below | 5.6%             | 2              |

- The most common response to this question was that it was easier to come to the MRI than going to other services as it’s closer to where they live or are working.
- The second most common response was that they were referred to the service.

*‘I’m an out-patient at North Manchester and go to Ward Attenders.’*

*‘I sometimes go to A&E at Wythenshawe as well.’*

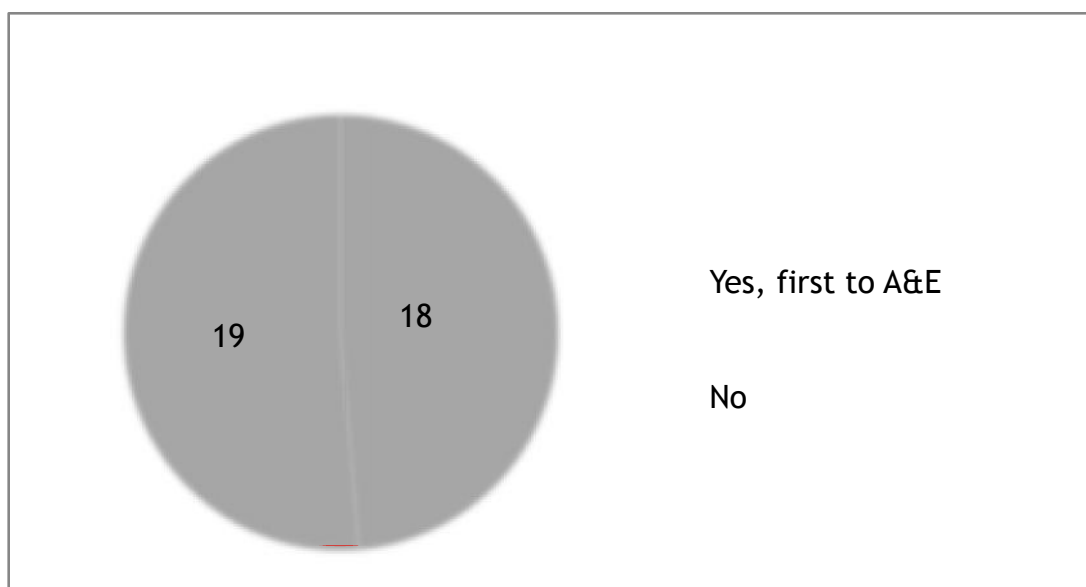
#### 7.2.5 Can you tell me why you haven’t been to one of these other services instead or would you rather not say?

Proximity was given as the most common (24%) response. A full list of responses can be found in **Appendix 1**.

## 7.3 “Questions to Walk-in Centre patients”

### 7.3.1 We asked the Walk-in Centre patients, when you first came in did you go to A&E?

Total responses: 37



- Nearly half of all those questioned in the Walk-in Centre had been to A&E first.

*We then asked those who answered Yes:*

### 7.3.2 Were you referred to the Walk-in Centre?

| Answer Options | Response Percent         | Response Count |
|----------------|--------------------------|----------------|
| Yes            | 44.4%                    | 8              |
| No             | 55.6%                    | 10             |
|                | <i>answered question</i> | <b>18</b>      |
|                | <i>skipped question</i>  | <b>82</b>      |

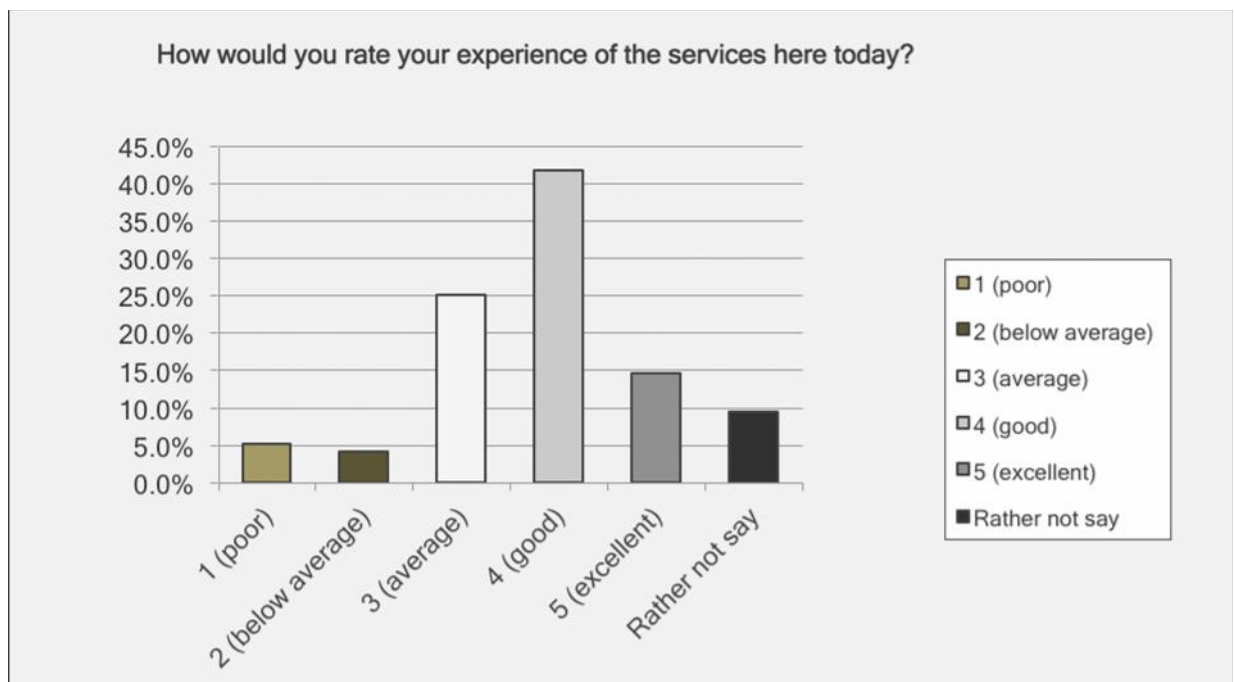
*Of the people who said ‘Yes’ to this question we then asked:*

### 7.3.3 Were you aware of the Walk in Centre before you came to hospital?



- 7 of the 8 people who 'Yes' said they were referred to the Walk-in Centre also said they were aware of the Walk-in Centre.

**7.4 We asked people in both areas how they would rate their experience of the services they received today.**



- The majority of the respondents (41.7%) said the services they received were good.
- 25% said the services were of average quality.
- 14.6% thought the services were excellent.
- 4.2% and 5.2% of the respondents thought the services were of below average and poor quality.

## **8. “Key findings from the Survey”**

**8.1 A significant proportion of local people we interviewed are accessing the A&E service when they would be better placed using the Walk-in Centre.**

8.1.1 The majority of people (63%) who took part in this survey were attending Accident and Emergency. Furthermore, almost half of the 37 respondents who were at the Walk-in Centre had presented at A&E when they first arrived, of whom 44.4% were referred to the Walk-in Centre.

8.1.2 Apart from one, the rest of the respondents who were referred were also aware of the Centre before they came there. The one person who was not aware would have preferred somebody telling him/her face to face like their GP or practice nurse about the service. Nearly all (94.4%) of those respondents who hadn't come to A&E first came straight to the Walk-in Centre.

8.1.3 Although more than half (55.6%) of the 72 respondents in A&E thought their situation was an emergency. A substantial percentage of them (40.3%) thought their situation was not an emergency.

**8.2 A significant proportion of respondents were using A&E for inappropriate reasons such as proximity.**

8.2.1 The majority (63.2%) said they were aware of other services besides A&E which aren't in the hospital, however when asked why they haven't been to one of these alternative services, the most common answer was that it was closer to come to A&E rather than to go to the other services.

**8.3 A significant proportion of respondents were unaware of alternative services**

8.3.1 A significant percentage (36.8%) of respondents were unaware of alternative services. The most common choice (14 respondents) to help raise awareness of alternative services was 'Somebody telling them face to face like their GP or practice nurse', whereas 'Local TV announcement' was the next most common with 6 respondents. 'Understanding what the services are and when they're the right one to go to', 'Signposting to a website' and 'An email' received 5 responses each.

8.3.2 Among those who were aware of alternative services, 'GP Practice' was the most common response (35%). 'NHS walk-in centre (City Centre)' received the second most responses (27%), and 'NHS Choices website' received 17% responses.

#### ***8.4 The most significant demographic variations<sup>1</sup> of respondents were around ethnicity and gender identity***

8.4.1 70 (72.9%) respondents agreed to complete the equal opportunities section. There wasn't a significant difference in the composition of respondents' gender although there were slightly more females (56.4%) than males. The majority of the respondents (42.9%) were single, whereas 30% said they were married and 18.6% were in a long-term relationship. 65% of the respondents were in the 18-34 age range, whereas 24.3% constituted the 34-54 age groups. Almost 90% said they don't consider themselves disabled.

8.4.2 33(52.4%) were white British. The next most common ethnic group (14.3%) was Pakistani. 23(33.3%) and 17(24.6%) respondents said they were Christians and Muslims respectively, whereas 28(40.6%) said they were non-religious. 66(95.7%) of respondents were heterosexual/straight. 2.9% reported their current gender was not assigned at birth.

#### ***8.5 The majority of respondents found the services to be at least above average quality***

8.5.1 14 (14.6%) thought the services they received were excellent. While the majority (41.7%) said the services were of good quality. 24 (25%) said the services were of average quality, whereas 4 and 5 respondents thought the services were of below average and poor quality respectively.

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<sup>1</sup> Manchester area. Sources, ethnicity: Office for National Statistics, Gender Identity: Lesbian & Gay Foundation

## 9. “Conclusions from the Survey”

9.1 Where respondents were aware of the Walk-in Centre at the MRI they were readily using it.

9.2 Where respondents were aware of more appropriate alternative services for their situation they were not necessarily using them.

9.3 Where people were unaware of alternative services they reported they need more information on how to access them.

9.4 By national comparison people who identify as black or minority ethnic (BME) or transgender appear to be over-represented in these services through this survey.

## 10. “Recommendations from the Survey”

10.1 Raise awareness of and bring clarity to the two distinct functions of A&E and the Walk-in Centre at MRI for the local population.

10.2 Further investigate the reasons for inappropriate use of these services by local people.

10.3 Raise awareness of and bring clarity to the alternative services to A&E and the Walk-in Centre for the local population.

10.4 Further investigate the over-representation of BME and transgender people in these services.

10.5 Healthwatch Manchester recommends that innovation is not discounted in satisfying these recommendations.

## *“Appendices”*

### *Appendix 1*

*Respondents using the A&E service who did not consider their condition an emergency and were aware of alternative services.*

*Can you tell me why you haven't been to one of these other services instead or would you rather not say?*

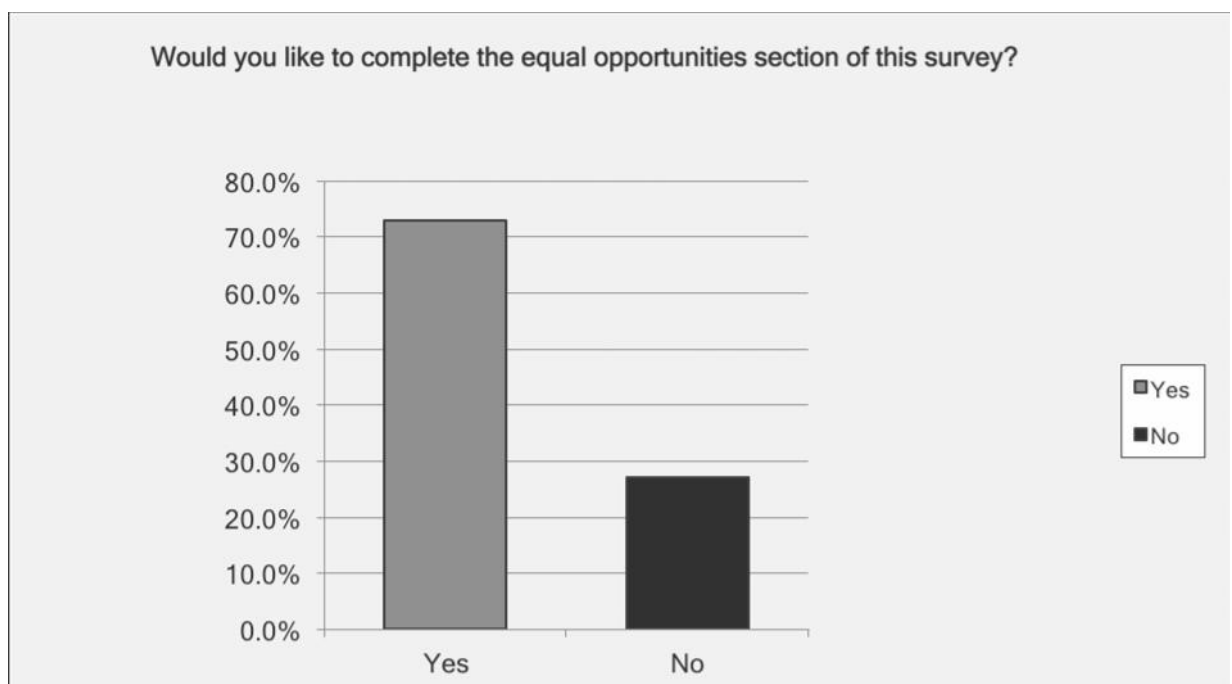
- Already been to the walk-in centre last week
- At family's house so too far from my GP
- Because I was asked to come here
- Been to a GP but was not satisfied
- Closer to come to walk-in
- Closer to University, and needed the facilities before study
- Difficulty getting GP appointments
- Doctors in Everton. Work is close to here.
- Website couldn't help-thinks it's an allergy
- GP couldn't help to improve the situation
- Have been asked to come into the A and E section
- Have been sent here
- It was quick and was not an emergency to see a GP
- It's an appointment
- Looked on internet, and it referred me here
- Most appropriate
- Nature of illness
- Need an x-ray done
- NHS asked me to come to the A and E
- Not sure as I'm new to the area
- Quicker to be seen here
- Quicker to get here
- Rather not say
- Rather not say
- Referred
- Referred
- Sent by pharmacist
- This is the closest
- Thought here would be best
- Thought I might need an X-ray
- Work in here so had to come here
- Working in the sector
- Working round here



## Appendix 2

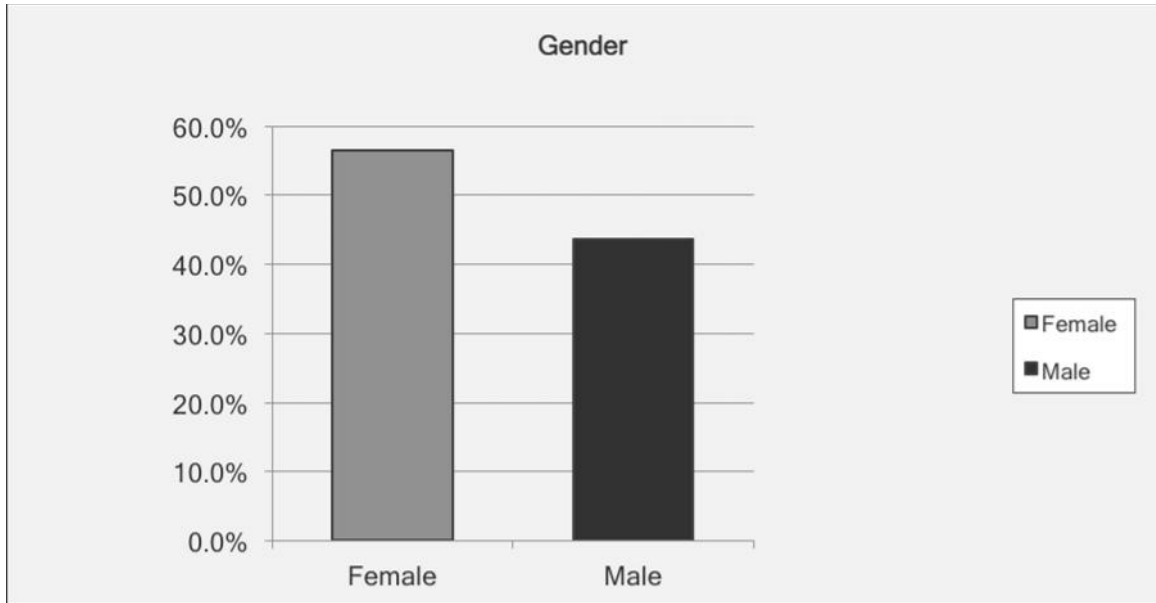
### “Equal Opportunities Monitoring & Demographics”

| Would you like to complete the equal opportunities section of this survey? |                  |                |
|--|------------------|----------------|
| Answer Options   | Response Percent | Response Count |
| Yes  | 72.9%            | 70             |
| No   | 27.1%            | 26             |
| <i>answered question</i>   |                  | <b>96</b>      |
| <i>skipped question</i>  |                  | <b>4</b>       |



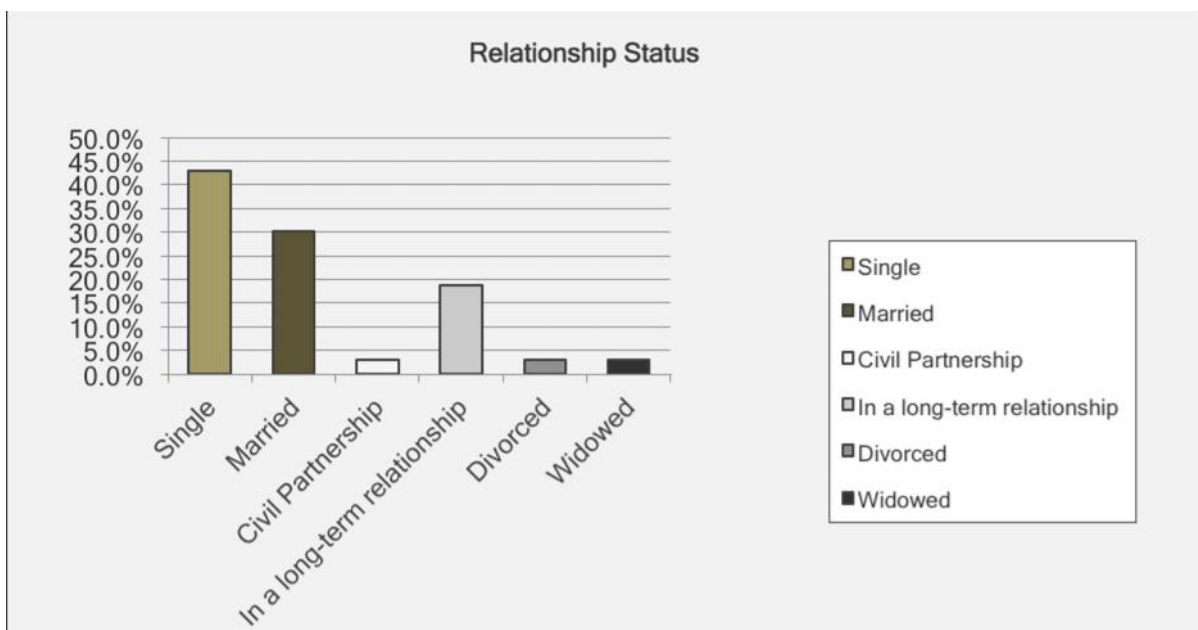
- The majority of the respondents (72.9%) agreed to participate in this section of the survey.

| Gender                   |                  |                |
|--------------------------|------------------|----------------|
| Answer Options           | Response Percent | Response Count |
| Female                   | 56.5%            | 39             |
| Male                     | 43.5%            | 30             |
| <i>answered question</i> |                  | <b>69</b>      |
| <i>skipped question</i>  |                  | <b>31</b>      |



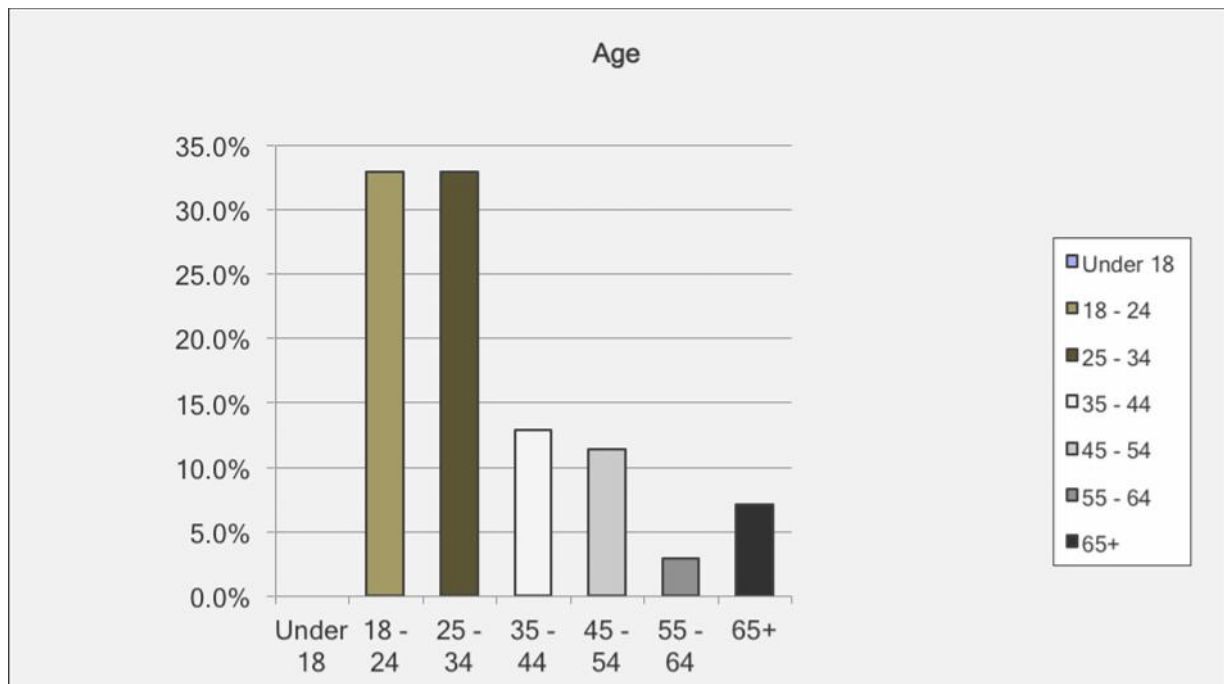
- 39 (56.5%) were female and 30 (43.5%) were male.

| Relationship Status         |                  |                |
|-----------------------------|------------------|----------------|
| Answer Options              | Response Percent | Response Count |
| Single                      | 42.9%            | 30             |
| Married                     | 30.0%            | 21             |
| Civil Partnership           | 2.9%             | 2              |
| In a long-term relationship | 18.6%            | 13             |
| Divorced                    | 2.9%             | 2              |
| Widowed                     | 2.9%             | 2              |
| <b>answered question</b>    |                  | <b>70</b>      |
| <b>skipped question</b>     |                  | <b>30</b>      |



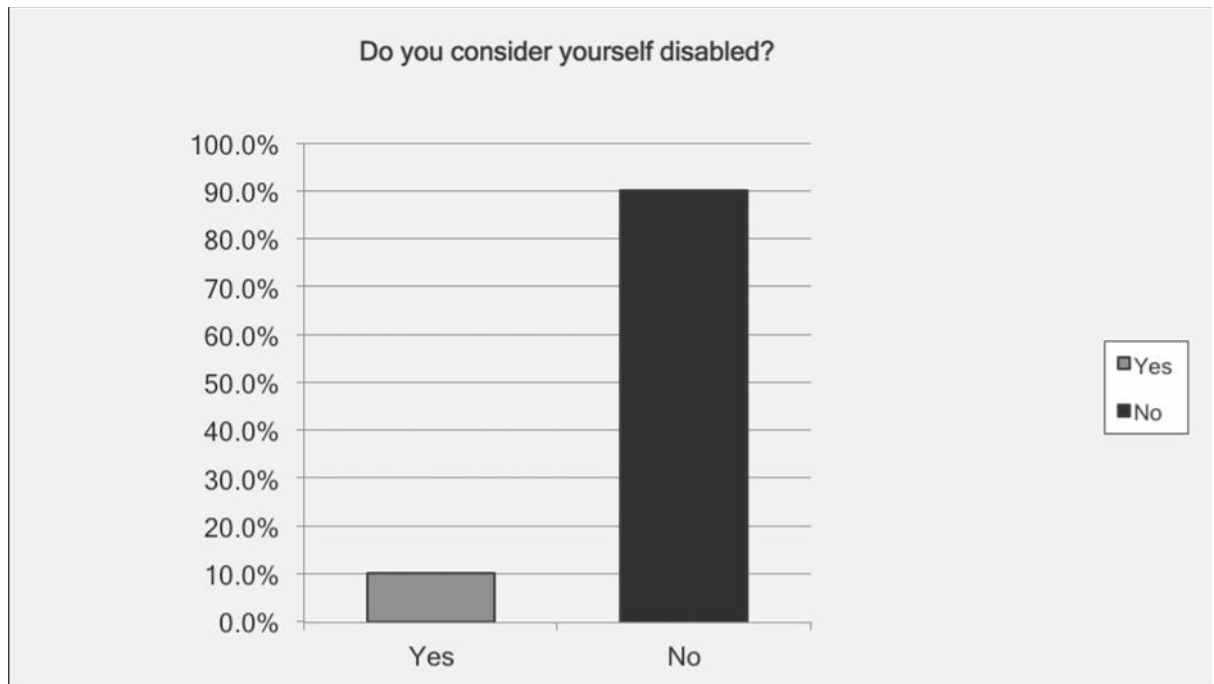
- The majority of the respondents (42.9%) were single, whereas 30% said they were married and 18.6% were in a long-term relationship.

| Age                      |                  |                |
|--------------------------|------------------|----------------|
| Answer Options           | Response Percent | Response Count |
| Under 18                 | 0.0%             | 0              |
| 18 - 24                  | 32.9%            | 23             |
| 25 - 34                  | 32.9%            | 23             |
| 35 - 44                  | 12.9%            | 9              |
| 45 - 54                  | 11.4%            | 8              |
| 55 - 64                  | 2.9%             | 2              |
| 65+                      | 7.1%             | 5              |
| <i>answered question</i> |                  | <b>70</b>      |
| <i>skipped question</i>  |                  | <b>30</b>      |



- 65% of the respondents were in the 18-34 age range, whereas 24.3% constituted the 34-54 age groups.

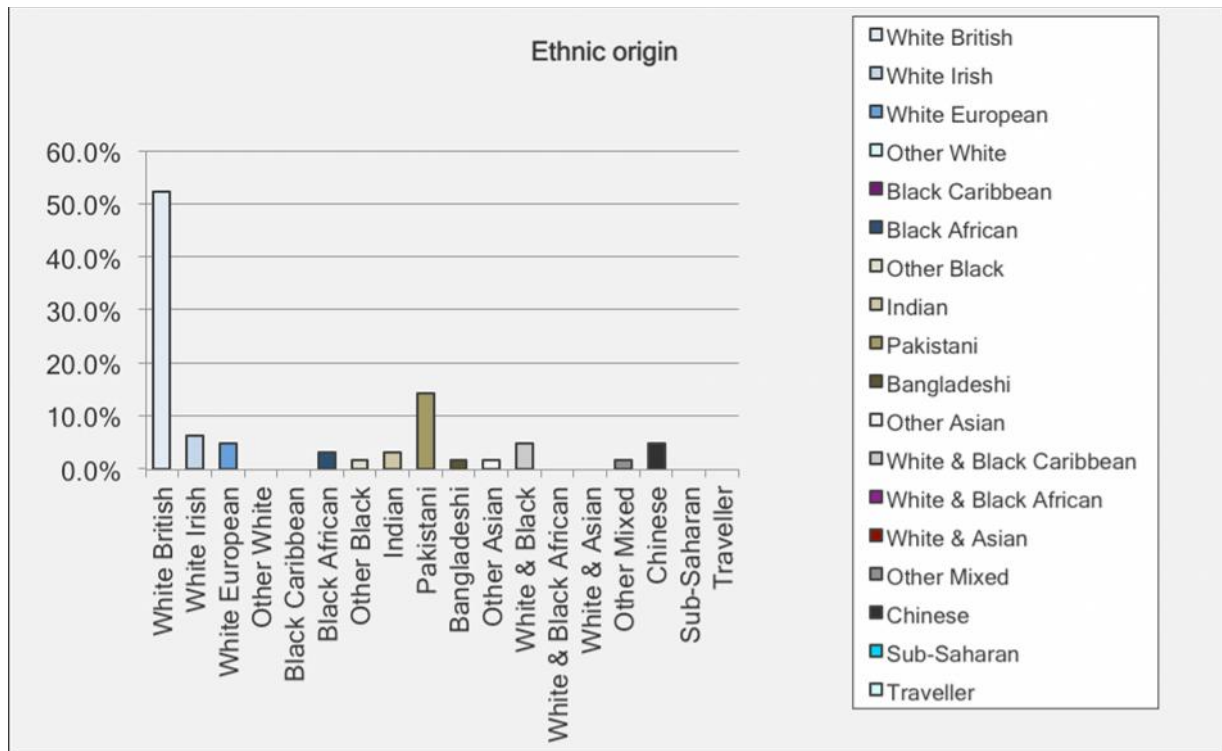
| Do you consider yourself disabled? |                  |                |
|------------------------------------|------------------|----------------|
| Answer Options                     | Response Percent | Response Count |
| Yes                                | 10.1%            | 7              |
| No                                 | 89.9%            | 62             |
| <i>answered question</i>           |                  | <b>69</b>      |
| <i>skipped question</i>            |                  | <b>31</b>      |



- Almost 90% of respondents said they didn't consider themselves disabled.

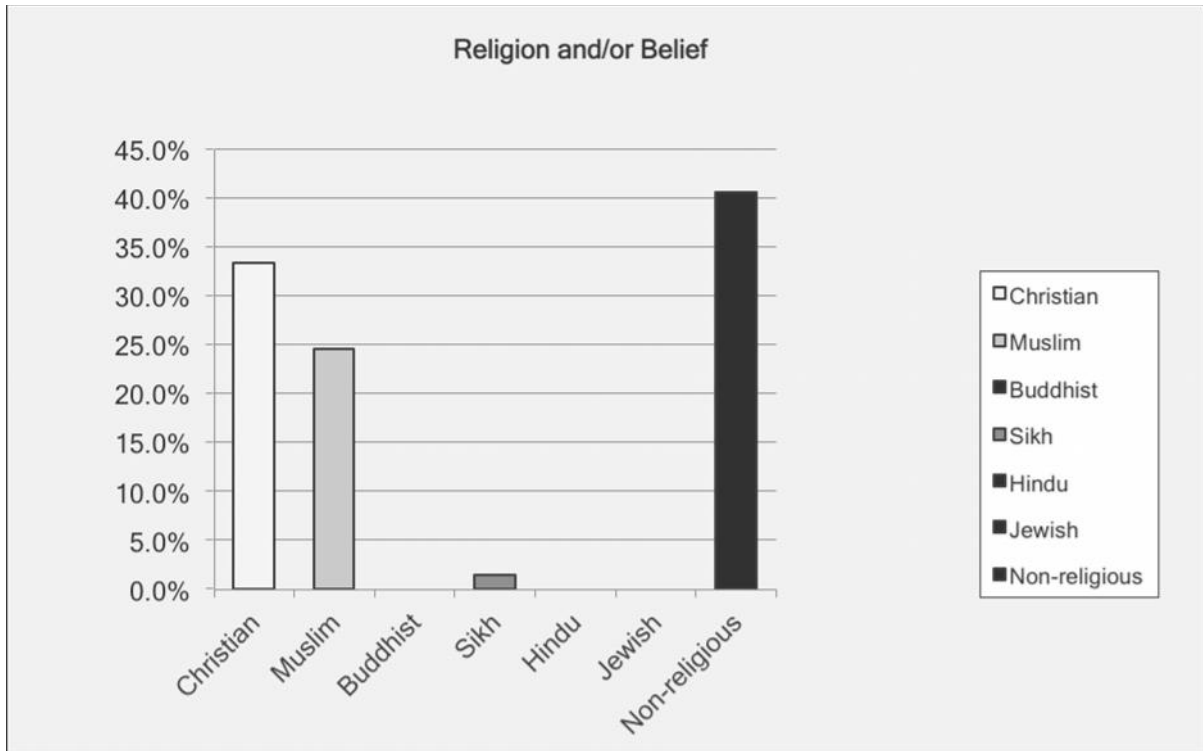
| <b>Ethnic origin</b>     |                         |                       |
|--------------------------|-------------------------|-----------------------|
| <b>Answer Options</b>    | <b>Response Percent</b> | <b>Response Count</b> |
| White British            | 52.4%                   | 33                    |
| White Irish              | 6.3%                    | 4                     |
| White European           | 4.8%                    | 3                     |
| Other White              | 0.0%                    | 0                     |
| Black Caribbean          | 0.0%                    | 0                     |
| Black African            | 3.2%                    | 2                     |
| Other Black              | 1.6%                    | 1                     |
| Indian                   | 3.2%                    | 2                     |
| Pakistani                | 14.3%                   | 9                     |
| Bangladeshi              | 1.6%                    | 1                     |
| Other Asian              | 1.6%                    | 1                     |
| White & Black Caribbean  | 4.8%                    | 3                     |
| White & Black African    | 0.0%                    | 0                     |
| White & Asian            | 0.0%                    | 0                     |
| Other Mixed              | 1.6%                    | 1                     |
| Chinese                  | 4.8%                    | 3                     |
| Sub-Saharan              | 0.0%                    | 0                     |
| Traveller                | 0.0%                    | 0                     |
| Other (please specify)   |                         | 7                     |
| <b>answered question</b> |                         | <b>63</b>             |
| <b>skipped question</b>  |                         | <b>37</b>             |

| Number | Response Date         | Other (please specify) | Categories |
|--------|-----------------------|------------------------|------------|
| 1      | Apr 14, 2014 11:47 AM | British Bangladeshi    |            |
| 2      | Apr 14, 2014 11:47 AM | Irish                  |            |
| 3      | Apr 7, 2014 12:24 PM  | Cypriot                |            |
| 4      | Apr 7, 2014 12:13 PM  | Kurdish                |            |
| 5      | Mar 25, 2014 2:29 PM  | Arab                   |            |
| 6      | Mar 25, 2014 2:10 PM  | British Asian          |            |
| 7      | Mar 25, 2014 1:57 PM  | Arab                   |            |



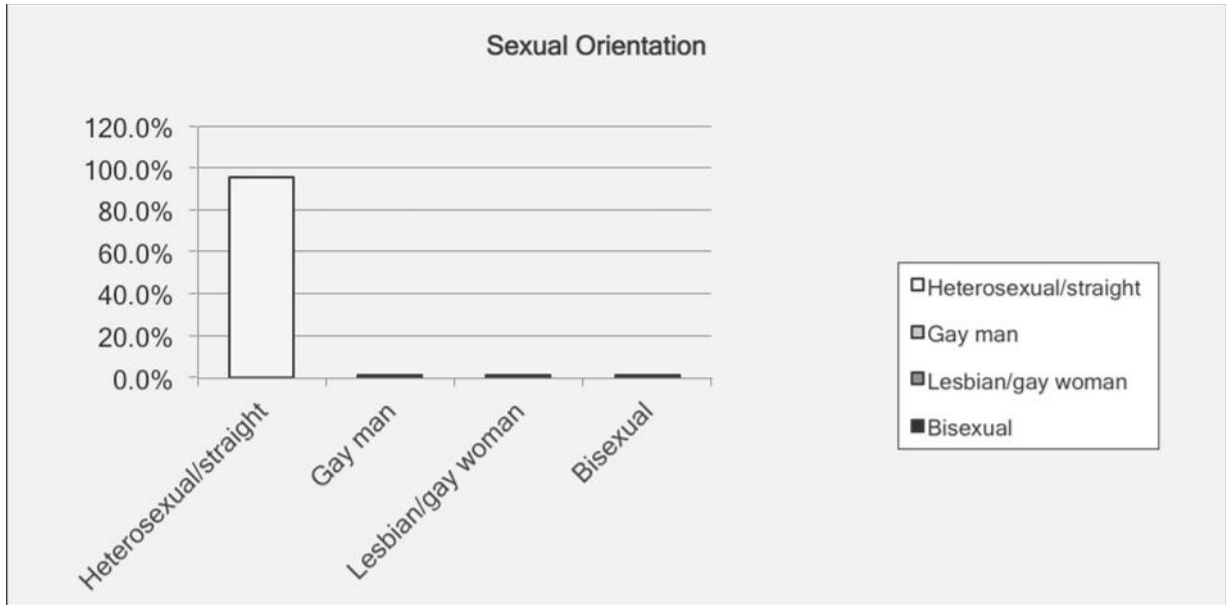
- 52.4% were white British. The next most common ethnic group (14.3%) was Pakistani.

| Religion and/or Belief   |                     |                   |
|--------------------------|---------------------|-------------------|
| Answer Options           | Response Percent    | Response Count    |
| Christian                | 33.3%               | 23                |
| Muslim                   | 24.6%               | 17                |
| Buddhist                 | 0.0%                | 0                 |
| Sikh                     | 1.4%                | 1                 |
| Hindu                    | 0.0%                | 0                 |
| Jewish                   | 0.0%                | 0                 |
| Non-religious            | 40.6%               | 28                |
| Other (please specify)   |                     | 1                 |
| <i>answered question</i> |                     | <b>69</b>         |
| <i>skipped question</i>  |                     | <b>31</b>         |
| Number                   | Response Date       | Other Categories  |
| 1                        | Apr 7, 2014 1:13 PM | Jehovah's Witness |



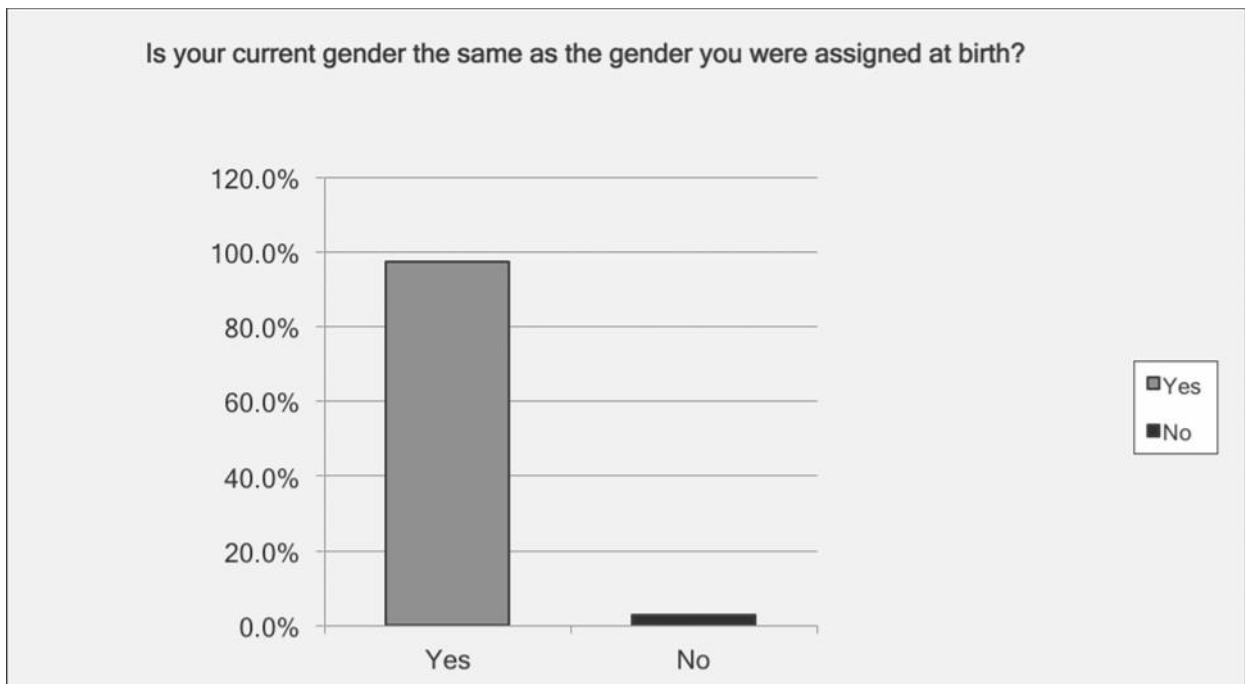
- 23(33.3%) and 17(24.6%) respondents said they were Christians and Muslims respectively.
- 28(40.6%) said they were non-religious.

| Sexual Orientation       |                  |                |
|--------------------------|------------------|----------------|
| Answer Options           | Response Percent | Response Count |
| Heterosexual/straight    | 95.7%            | 66             |
| Gay man                  | 1.4%             | 1              |
| Lesbian/gay woman        | 1.4%             | 1              |
| Bisexual                 | 1.4%             | 1              |
| Other (please specify)   |                  | 0              |
| <b>answered question</b> |                  | <b>69</b>      |
| <b>skipped question</b>  |                  | <b>31</b>      |



**Is your current gender the same as the gender you were assigned at birth?**

| Answer Options           | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes                      | 97.1%            | 67             |
| No                       | 2.9%             | 2              |
| <i>answered question</i> |                  | <b>69</b>      |
| <i>skipped question</i>  |                  | <b>31</b>      |



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