

Questions

What is the current staffing level in A&E?

There a shift in staffing from April as the pan-London staffing review showed that Kingston A&E was the lowest staffed hospital per A&E attendance in London. More funding was required and £1/2m extra funding was secured. Patient attendance was profiled against the staff shift patterns. Triage is busiest between 4-8pm. There is now an extra senior nurse and a further 3 Healthcare Assistants on each shift dealing with the acutely unwell. At peak there are 16 nurses on the floor. There is 16 hours/day consultant coverage. GPs working alongside A&E work a 6 hour shift on Fridays and 11 hours Saturdays and Sundays. See the separate table for details of the staffing rota.

Is the level of staffing different at weekends and on bank holidays?

There is no longer much difference in the staffing levels mid-week, weekends and at bank holidays. An additional GP has been put in.

If the hospital does not currently meet the London Quality Standards, how does the hospital plan to achieve these and by when?

Kingston Hospital has been meeting the London Quality Standards since April 2014.

What is the latest data on performance in relation to the 4 hour wait time?

Please clarify when the clock starts and ends.

The clock starts when reception enters the patients' details on the CRS system called 'Aspect'. It continues until the patient is sent home or sent to a ward. The hospital has a target maximum time of 15 minutes from speaking to reception until time of triage. During July 96.3% met the four hour deadline.

How many people visited A&E weekly or monthly?

2200 patients passed through A&E during the course of one week in July 2014. The largest volume of A&E patients is between 4pm-8pm. The department was originally built to accommodate 60 patients but this figure has now doubled.

What are the percentage outcomes for people visiting A&E, i.e. admitted, treated and discharged, no treatment, directed elsewhere etc?

15.17% were admitted. Kingston Hospital is at the lower end of hospital admissions rates.

How many people are transferred to hospital beds after midnight?

Most go to the AAUnit which should be cleared by 8pm. There is a patient flow through the night. There are 40 beds and 10 trolleys.

What percentage of people visiting A&E did not, in the view of the hospital, need to visit A&E?

The hospital has worked with the Clinical Commissioning Group to look at footfall other than those coming under blue light but the data is not available.

If this is a significant number, is the hospital taking any action to re-direct such people?

The '111' system was having some impact on the numbers attending A&E but is not impacting negatively now.

What is the procedure for people referred by a GP who make their own way to the hospital?

They are put on a central list and their arrival is expected. Such patients must still go through triage.

What provision is there for patients and their carers to receive or obtain food and drink whilst they are in A&E?

Snack packs are available for purchase. The A&E department has established in-house training for all staff, in both new skills and in the revision of skills, with particular focus on care of the patients e.g. cups of tea, empathy. There has also been an improvement in the availability of pain relief in triage.

What actions have been implemented to address the questions which showed the trust not performing as well as other trusts from the CQC Patient Survey Jan-Mar 2012?

Perspex boards have been installed at reception to improve patient privacy and waiting times are being communicated orally to patients. Directives have been re-written to make it easier to prescribe medication.

What other plans, if any, does the hospital have to further develop/improve A&E?

There are continual training programmes for all staff working within the A&E department, which includes the non medical employees as well. The A&E department are aware that communication to patients around wait times needs to be improved and they are currently investigating the installation of Information Screens. There are also plans to extend the building to provide more space within A&E for the increasing number of patients.