

Summary Report

Care in the Corridor at the Worcestershire Royal Hospital

June 2017

We don't think that anyone should be looked after in a corridor. It is not the right place for people who are sick. The NHS agrees with this but it is still happening. We talked to 119 patients being cared for in the Accident and Emergency (A&E) and Medical Assessment Unit corridors at the Worcestershire Royal Hospital. We have written a Report and set out 38 ways that things can be improved.



Half of the people that we spoke with had been in the corridor for more than 4 hours. Most people told us that they thought that there were enough staff to care for them, they had been well looked after by hospital staff and treated with dignity and respect in the corridor area. People aged 50+ thought this more than people aged under 50.

We found that most patients had not been given any information about being in the corridor. Many did not know the name of the person looking after them. Most people had not been told how long they might be waiting in the corridor. Some patients did not know why they were waiting. We think people should be told this.



When patients called for attention from staff, some waited more than 5 minutes for help or did not receive the help they needed. We also saw some patients in the corridor that we don't think should ever be there for example people who are confused or who have a disability that makes it hard to ask for help.

Whilst most patients had been given food and drink we have asked the hospital staff to check if people need help to eat or drink. We also think staff should check that people have pillows and blankets, are not in pain and are as comfortable as possible. Most patients told us there was nowhere to safely keep their personal belongings. We think a safe place should be provided.



People told us that it was difficult to sleep and rest in the corridor areas because of noise and bright lighting. We saw staff leaning across patients on trolleys so they could open doors to another part of the hospital. We also saw staff coming through these doors into A&E. We don't think this should happen.

Even though we moved away we still overheard personal information about patients being discussed in the corridor. On a few occasions people were being examined in the corridor and could be seen by passers-by. We think private areas should be used. If this can't happen then people should be given as much privacy as possible.



Visitors to A&E often had nowhere to sit or get a drink. We think facilities for visitors could be improved. We also asked the hospital to check that records are right and that all health and safety standards are met.

Even though patients did not like some things about being nursed in the corridor, they could see that staff were working hard and doing their best to care for them.



We have asked the hospital to tell people what their plans are to make sure that national standards for A&E are met and when this will happen.

We have also asked them to tell us what they will do about all of the improvements we set out, and if they are not going to do anything why this is the case.



The full Report is available on our website:
www.healthwatchworcestershireshire.co.uk

We always want to hear your views. You can email us on
info@healthwatch.co.uk or ring us on 01386 550264.