

Victoria Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Blackpool for visiting our Emergency Department. We are very pleased to receive the encouraging feedback we have been given, and value the constructive feedback that has been raised.

The report has been shared with the respective teams at The Blackpool Victoria Hospital and the actions that have been taken are detailed below.

It is always great to hear when things have gone well and our staff or services have been praised. These positive comments will be shared with the individual teams involved.

Thank you Healthwatch Blackpool for the information you have provided to us.

| Area | Issue | Response |
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| A&E | <p><i>“We came in last night but there was a 5 hour wait and she wouldn’t have got any pain relief until she was seen. We came back today [the following morning] for an x-ray.”</i></p> <p><i>“I’ve been sat in the corridor in a wheel chair for 4hr 45mins. [I’ve had] no pressure relief. I’ve got my carer with me who’s having to stay late. I’ve not been given information why I’m here I was told my blood results would be back in an hour it’s now been over 2.”</i></p> <p><i>“I was sent from cardiac centre; been here since 12:45 [it’s now 18:35], I’m here alone, I’ve no money or food and I’ve not been offered any [food or drink].”</i></p> | <p>The A&E Staff Triage all patients and if it is identified that pain relief is required this would prescribed and administered on initial assessment and prior to Senior Review.</p> <p><i>We apologies for not providing adequate information. This has been discussed with the team and they are aware of the need to administered regular pressure area relief.</i></p> <p>All patients that attend the Emergency Department should be offered regular drinks and food. If this was not the case on this occasion we would like to apologise. This has been shared and discussed with the ED team</p> |

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| | <p><i>“I’ve been waiting for 3 hours just to get an x-ray referral, why have I waited so long?”</i></p> <p><i>“I’m satisfied but it’s a long wait, I saw the nurse on arrival. I think we’re now waiting to see the doctor but not had further information.”</i></p> <p><i>“Parking is a nightmare. However the staff are lovely they even brought me a chair.”</i></p> <p><i>“I came in last night but [A&E] didn’t give me a bed so they asked me to go home. Then [A&E] asked me to come back at 2pm but they have just given me a scan and I’m waiting for them to find out what my issue is. I went for a chest x-ray earlier but there were no bays so I had to get changed in the toilets. My GP said to come for a scan but I’ve no idea what I’m supposed to do now.”</i></p> | <p>The X-ray facility in the A+E department is for Emergency Radiological examinations as such demand can be very high at times and unplanned. Therefore at times of high activity it may be that our patients have to wait longer than we would want. We would apologise if this was not communicated effectively to you.</p> <p>We are pleased that you were satisfied with the attention you received, however would like to apologise for the length of time you had to wait and how you were kept informed.</p> <p>I am sorry that you found parking difficult. The trust has invested in car parking in recent years this has seen an improvement in parking across the whole site. Thank you for your positive comments regarding our staff.</p> <p>Thank you for your comments. It is not unusual for patients to attend and be asked to return the following day for non-urgent investigation. We would like to apologise for changing facilities not being available at this time and information not being provided.</p> |
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