

REASON WHY?

There are currently concerns around the safety of patients within the waiting room within the PRH Emergency Department (ED). Patients are routinely sent back to the waiting room prior to being seen by a doctor and as a result there are a number of patients within the waiting room requiring analgesia and observations as measured by adherence to the NICE guidelines. Additionally, patients leave the department prior to being seen by a clinician due to the long waits and lack of communication regarding their length of stay.

PLAN

The improvement idea suggested is to have a dedicated Nurse (RN) in the waiting room to act as a point of contact for all questions, carry out observations and improve the provision of analgesia within the required timescales.

This is likely to impact patient experience in a positive way, including the escalation of patients where required.

Additionally it is hoped that this will reduce interruptions to the nurse in the fit to sit area, allowing faster provision of care.

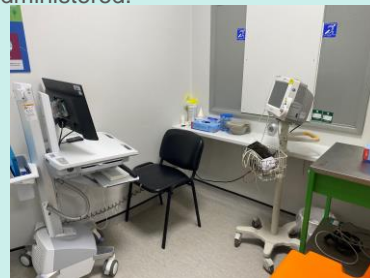
The plan was to review the staffing for the week to ensure that there was an additional nurse on night shift for the waiting room or twilight shift. The plan was to rotate the nurse in the waiting room every two hours.

DO

A nurse was allocated to the waiting room on each shift between the 02/07/2024 and 07/07/2024 as part of the test of change.

This allowed the nurse to carry out observations and provide analgesia as required to the patients within the area.

A shift log was completed every two hours to understand how many observations were carried out, which patients were offered analgesia and the number of times analgesia was administered.

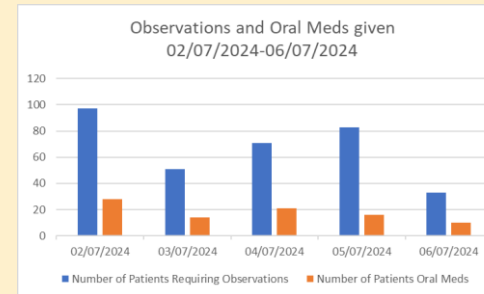


S M A R T AIM

Improve the quality of care provided to patients as measured by an increase in compliance to observations, analgesia provision, reduction in interruptions and improvement in patient feedback by 31/07/2024.

STUDY

Prior to the test of change the number of patients that had observations in the waiting room was 0. During the test of change week (02/07/2024-07/07/2024) this increased to 335 additional patients receiving observations within the waiting room. 4 of these patients required further escalation which would not have been flagged previously. Additionally, the number of patients that received analgesia whilst in the waiting room went from 0 to 89 patients. These patients would previously have not been given analgesia. 4 patients were able to receive intravenous pain relief within the waiting room area, therefore, improving the overall patient experience.



Colleague feedback during the week was extremely positive with colleagues reporting that they felt more in control and had a greater oversight of patients and the care required. The interruptions to the nurse in fit to sit also reduced as the patients were then supported by the waiting room nurse (a minimum of 431 requests) and patients are being kept up to date with plan and waiting times etc. The triage nurses are having less interruptions which has a positive effect on patient safety. Patients have been sent a text message after attending ED and the satisfaction from their experience in the waiting room has improved by 24% to 71% overall - which is fantastic.

ACT

The benefits of an additional nurse in the waiting room have resulted in the desire to ADOPT these changes where possible and where staffing allows.

This has been consistently followed across a number of shifts, resulting in improved patient experience and greater oversight of the department.

