



Slough People's Assembly

held on

Thursday 25 January 2017

Topic: Accident & Emergency - to go or not to go?



Guest speaker
Sir Andrew Morris.

The Chief Executive, of Frimley Health spoke about the new A&E at Wexham Park Hospital.



Audience members discussing A&E-related topics at cafe-style tables.

Facilitators rotated between tables and included Alan Sinclair (Slough Borough Council), Matron James Rolfe (Wexham Park Hospital) and Carol Trower (Pharmacy Thames Valley).



Healthwatch board member Halima Yusuf taking notes

A team of note-takers captured people's opinions and feedback.



Local health and care professionals listening to feedback

Key points were fed back to the whole group.

"It costs £300 a night to stay at the Wexham Park 'hotel'"

Staff at my pharmacy know everyone... and they listen to me.

"The **111** service provided me with good advice - I got to speak to a doctor"

"People get angry waiting"

"A computer can't give you a hug"

"Skype would be brilliant"

My experience of PALS was good

"People should say: What is an accident; what is an emergency?"

"There was litter in the waiting area"

Self-care is down to all of us

Snippets from the speaker

- "You cannot miss the new building at Wexham Park Hospital - it's as big as Tesco's [near Slough station]"
- "The new facility is a great opportunity to work slicker and faster."
- More onsite resources - e.g. CT scanning and radiology - so that more A&E patients can be turned around in one day
- "A&E patients don't come in with 'I'm for surgery' on their forehead". Surgeons and other staff have to work together to decide what should happen.
- Integrated care teams will try to keep people well in their own homes and "avoid them bouncing in and out of A&E"
- The new A&E facility will offer patients more privacy and a separate area for children.
- "We will be able to close some of the old wards which are past their sell-by date"
- Recruiting staff to Wexham Park Hospital is really tough - having this facility will help.
- "I've got great expectations for this building. I hope it will serve you very, very well for many years".

From patients & public

- Redirect people to more appropriate services? "Once someone is in A&E, it's too late."
- Changing behaviour: "There should be a national campaign: try somewhere else first [before going to A&E]" - to raise awareness of other options such as 111, NHS Choices, advice from pharmacist, GP.
- "People don't understand how much pharmacists do."
- "Do pharmacists have resources to offer all these services?"
- Phone triage/consultation "works really well. You can be told "All you need to do is....." and "Wait until tomorrow and then do...."
- "Not sure about Skype....struggling with the computer when you are not well."
- "My son was unwell. I dialled 111 - fantastic."
- 111/Out of hours: "I called 111 at 8pm - busy. Called back at 11pm - worse. Eventually someone in Reading called back at 1am."
- There was litter and rubbish in the A&E waiting area."
- "Wexham Park Hospital's service [during recent inpatient stay] was fantastic from beginning to end."

The next People's Assembly



Quality of care services for people with learning disabilities



- April 2018 (to be confirmed)
- Arbour Park Stadium



Final video presentation:

[Dee's A&E Fail Tale](#)

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