

Walkabout Review Sheet

Name	Eddie Bloomfield NED Joanna Kirchner Public Governor for Colchester David Miller Public Governor for Rest of Suffolk Luke Mussett Engagement Officer
Date	13 May 2019
Visited	Medical Daycare Unit
General appearance of the area	The Medical Daycare Unit is a standalone unit within the Emergency Assessment Unit. It comprises a long corridor which starts with waiting and assessment areas and then leads to treatment rooms and finally a bed area for up to 14 patients. It is used for overnight bedding even though the unit officially closes at 10.00pm. We met the Sister in charge Lindsay Lacanlale. She has been in post for 18 months having previously been the Deputy. Typical daytime staffing of the unit is 5 RNs and 3 HCAs. Another HCA has been requested. Bank staff are employed overnight. The area was busy but tidy and uncluttered. It was clean in appearance.
Feedback from Patients/Visitors	<p>We spoke to four patients in the Returners Unit ie patients previously treated in the Unit and asked to return for various reasons. Praise for the staff and the care provided was unanimous. Outstanding and brilliant were terms used by the patients in this context. One patient previously treated at a London hospital was particularly vocal about how much better everything was at Colchester. One patient mentioned having been irritated by others talking when she stayed overnight in the unit. The same patient had also stayed in Nayland ward and found the bathrooms to be in a poor state. There were mixed views about food ranging from no problem and fine through to disgusting. One patient mentioned communication could be better in terms of waiting time etc but acknowledged this was because tests were being done and results awaited. A family member (NHS employee) reported that patients notes were potentially visible on a table in the returners area and we mentioned this to Lindsay.</p> <p>We also spoke to an 83 yr old patient who had been admitted with severe stomach pains on Sunday. She had received prompt and ongoing attention and care (even though it was a weekend admission) and had been admitted to the unit to await further test results. She and her family had nothing but praise for the care she had received.</p>
Feedback from staff	Team spirit and morale was reported to be good amongst the staff we met. There were no particular complaints or criticism about the wider Trust. Questions about the poor staff engagement results didn't elicit any particular points. Indeed Linsey had discussed the results with her team who said they didn't feel the negative scores applied to them or their area. We discussed the difficulties of the Pharmacy service closing at 5pm on weekdays and only being available 10-2pm at weekends. This sometimes creates difficulties as the ward is still open to treat patients until 10pm and although the team do have access to the A and E Emergency drugs cabinet, certain more specific and essential medications are not always available from this source and the process of phoning around to other outlets is time-consuming.
General feel of the area	Busy. Purposeful and caring. Well organised, efficient and calm.
Any additional information	We wondered if the terminology might confuse patients with regards to the unit being referred to as an "Emergency" treatment department? Most of the patients did not seem to fit into the "emergency" category.

