

Experiences of the Accident and Emergency (A&E) Department - Summary on a Page

Background

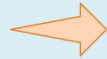
Feedback about the A&E Department has been less positive from some communities.

Aim

To learn more about the experiences of patients attending the A&E Department.

Results

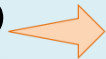
53 Questionnaires



4 Engagement Network conversations
19 individuals



Roma engagement
29 Individuals



Common Themes

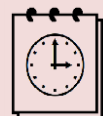


Kind Staff
Good Care
Access to Interpreters

Long waiting times
Uncomfortable waiting area
Hard to get food and drink
Need better communication

To Consider

Inform people of the waiting time



Improve the waiting area



Give food and drink options



Ensure good access to interpreters



Improve communication

