

**UNITED HOSPITALS TRUST  
MID ULSTER HOSPITAL – CASUALTY WATCH  
ACTION PLAN**

RECOMMENDATION	TRUST RESPONSE	ADDITIONAL COMMENTS
<p><b>1. Charter Standards</b> – The Trust should monitor and take action where appropriate if charter standards are not maintained for waiting times to be seen and waiting time for admission (page 8).</p>	<p>Waiting times in A&amp;E are continually monitored and under review. The Trust have appointed an Admission/Discharge Co-ordinator in Mid Ulster Hospital to improve the flow and throughput of patients requiring admission or discharge.</p>	<p>During the visit 93% of patients i.e. 63 out of 68 attendees were seen by Dr or Nurse Practitioner within the Charter Standard.</p> <p>Of those who were admitted to a hospital bed 100% were admitted within 2 hours of the decision to admit.</p>
<p><b>2. Signage</b> – Route signs with clear directions to the hospital should be displayed throughout the catchment area (page 9).</p>	<p>The Trust has written to the DOE Roads Division requesting that consideration be given to improving the route signage to Mid Ulster Hospital. A copy of the NHSSC report has also been forwarded.</p>	
<p><b>3. Car Parking</b> – The Trust should monitor that public car parking for A&amp;E is used appropriately (page 10).</p>	<p>The use of the A&amp;E public car park will be monitored by portering staff. Ward Managers and Heads of Departments have been asked to advise their staff to refrain from parking in this area.</p>	
<p><b>4. Smoking Policy</b> – The Trust’s Smoking Policy should be examined and whether the placing of chairs in a fire escape area constitutes a danger (page 10).</p>	<p>The chairs have been removed from this area. Minor capital works request submitted to Estate Services regarding the fitting of an easy opening device on the fire exit door.</p>	<p>The No Smoking Policy currently applies to the inside of the Trust buildings only. This policy is under review.</p>
<p><b>5. A&amp;E Entrance</b> – The policy and procedures on the provision of wheelchairs at the A&amp;E entrance over 24 hours should be examined (page 11).</p>	<p>Procedure now in place to ensure at least one wheelchair is available at the A&amp;E entrance at all times.</p>	

<p>The purpose and storage of shopping trolleys in the corridor at night time outside medical records department should be considered (page 11).</p>	<p>The medical records trolleys are stored within the department at night from 8pm. The patient admin officer will monitor compliance.</p>	
<p><b>6. A&amp;E Registration</b> – The Trust is asked to review arrangements for registering patients over 24 hours (page 12).</p>	<p>The Trust acknowledges lack of 24 hour cover in reception. This additional staffing was costed and could not be justified due to the activity and the financial pressures being experienced by the Trust at this time.</p>	
<p><b>7. Waiting Area</b> – Staff should have a remote control for the television rather than standing on a chair (page 13).</p>	<p>Remote control device ordered for use by Nursing Staff only.</p>	<p>Remote control device had been replaced previously and had been removed (query stolen).</p>
<p>Reading material should be appropriate for different ages and sexes and be up to date (page 13).</p>	<p>More appropriate reading material now available.</p>	<p>As above – reading material continually removed from Department. Replacement is costly within a financially pressured service. Many staff bring in books/toys/magazines for this area on a regular basis.</p>
<p>Information leaflets should be current, appropriate and in languages appropriate to the catchment area. This display should be kept tidy and be accessible to those waiting (page 13).</p>	<p>A&amp;E Manager addressing issues with Equality Officer.</p>	
<p>The waiting time displayed should be updated regularly and accurately and delays explained to those waiting (page 14).</p>	<p>Arrangements in place to have Plasma Screen TV installed with continuous waiting time and other information displayed for the benefit of waiting patients.</p>	

<p>The temperature and ventilation within the waiting area should be monitored and improved where possible (page 15).</p>	<p>Estate Services have monitored temperatures in this area. Air conditioning recommended. Minor capital works request submitted for ceiling or wall fitted air conditioning unit. Cost approximately £2,800</p>	
<p>Water should be available to those waiting and information about other refreshments and their location displayed (page 16).</p>	<p>Support Services addressing information details regarding refreshments and location of same. Water available on request from Nursing staff and poster displaying same. Water tower dispenser not desirable in this area due to the needs for patients to fast for a number of presenting conditions. Details of how to access a microwave are displayed in the waiting area. Microwaves may not be placed in this area due to fire regulations.</p>	
<p>The provision of toilets in the vicinity of A&amp;E should be reviewed immediately (page 16).</p>	<p>Estate Services to consider suitability of any available space for conversion to additional toilet provision. A wall mounted cabinet is on order for patients to place urine samples in prior to testing.</p>	
<p>Arrangements for changing babies need to be considered (page 16).</p>	<p>A drop down baby changing bench has been ordered for fitting into large disabled WC. Nappies will be available from Nursing Staff and information posters regarding this will be displayed once this service is in place.</p>	
<p>The Notice Board should be managed and only display appropriate and relevant material (page 17).</p>	<p>The Ward Manager will organise and manage this notice-board appropriately to include the removal of unnecessary, irrelevant and out of date material.</p>	

<p>The provision of toys or activities for children should be reviewed (page 17).</p>	<p>Additional toys and children's activity materials will be provided.</p>	<p>Toys and materials are continually replaced but are removed from the Department.</p>
<p>Clarification is required on the up to date position with mobile phone use and this communicated to those attending A&amp;E (page 17).</p>	<p>Trust Policy now permits the use of mobile phones in all but very high technology areas. Mobile phone use is permitted in A&amp;E waiting area and a sign denoting this information will be displayed.</p>	
<p><b>8. Triage System</b> – The triage system operation should be reviewed (page 18).</p>	<p>Triage system under continual audit and review. The Triage Room is not used when there are only 1 or 2 patients waiting for treatment as these patients can be assessed and prioritised within the department. This reduces waiting times and delays for patients.</p>	<p>The Triage Room does not require separate staffing from the A&amp;E Department.</p>
<p><b>9. Treatment Area</b> – The broken window in the treatment room door should be repaired (page 18).</p>	<p>Now replaced</p>	
<p>Staff compliance with control of infection procedures should be regularly reviewed (page 18).</p>	<p>Infection Control Audits carried out on 2 monthly basis with resultant action plan.</p>	<p>Infection Control Department advise of no difficulties with staff and patients using the same entrance doors. The main infection control defence is strict hand-washing policy.</p>
<p><b>10. Staff Identification</b> – Identification badges should be provided and worn appropriately by staff (page 19).</p>	<p>Name badges provided to all staff. Trust Policy is that all staff should wear name badges at all times. The Ward Manager will re-enforce Trust Policy on the wearing of name badges with staff.</p>	

<p><b>11. Privacy and Dignity</b> – Staff should be ever mindful of the privacy and dignity of patients and should review procedures which impact upon this (page 20).</p>	<p>This issue has been addressed with Northern Ireland Ambulance Services. Ambulance patients will enter the Department via the hospital corridor and avoid the waiting room. The Trust accepts that consultations between staff and patients in the cubicles may be overheard and are mindful of this issue which is common to all A&amp;E Departments and ward areas where curtains are in use.</p>	<p>Conservatory area is not accessed by the public and is in use as a glazed garden only.</p>
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