

**Accident and  
Emergency Survey  
Report – Addendum 1**

January 2025

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## Background

Channel 4 aired a documentary programme called Dispatches on 24 June at 9pm titled 'Undercover A&E: NHS in Crisis'.

The programme said at the time in its promotion of the episode:

“Over two months, a Dispatches reporter has filmed secretly while working in a major NHS A&E department. The undercover footage exposes the suffering and dangers patients face on a daily basis.”

The programme says it has filmed poor care, long waits, people in pain for long periods of time, lack of dignity and internal messaging warning of shortcomings. This comes on the back of a Care Quality Commission report published on 15 May highlighting concerns regarding Accident and Emergency (A&E) services in Telford and Shrewsbury hospitals.

Healthwatch Telford and Wrekin are people's health and social care champion. We make sure NHS leaders and other decision makers hear people's voice and use their feedback to seek improvements to services.

We needed people to let us know about their experiences of care in the Accident and Emergency Departments at the Princess Royal Hospital in Telford or the Royal Shrewsbury Hospital in Shrewsbury.

We asked people to tell us their experiences of being treated in either accident and emergency department, whether the experience was poor or negative or if people found their experience to be positive and felt well cared for. We are here not just to capture the not so good but to also highlight when things are working well.

We wanted to get to the bottom of what services are like on a day to day basis not just on a few occasions. We asked people to help in sharing their experiences and created a short survey for people to share their experiences on.

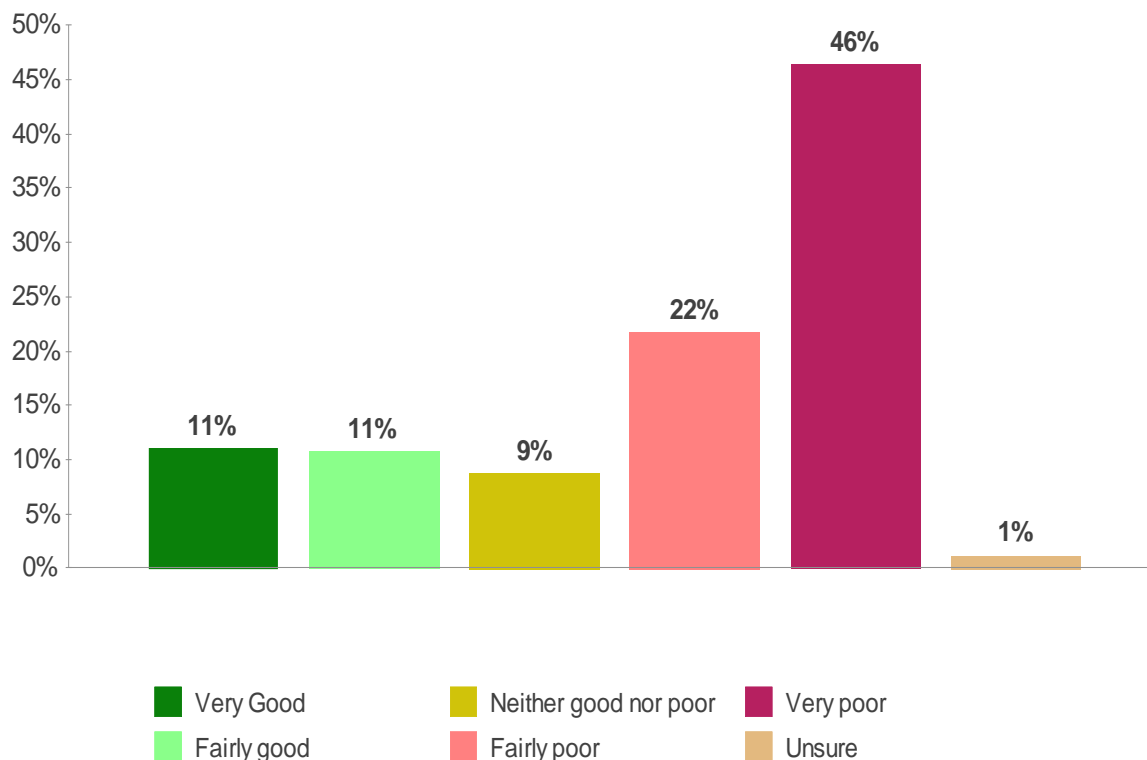
Healthwatch Telford and Wrekin are hearing so many worrying stories and accounts in the press about the state of care in Telford and Shrewsbury Hospitals from people, the Care Quality Commission and now Channel 4 Dispatches. This report sets out peoples experiences up until the beginning of August 2024. We are planning a follow on survey to ask people to share their experiences post August to see how the changes made in A&E services have impacted on peoples experiences.

These are the words of people in response to three questions, their words, their truths for the system to take note of and use to improve the services provided.

## The whole truth - Describe your experience of care in A&E

We asked people to rate their experience of care while in the A&E Department.

### Overall, how would you describe your experience of care while in the A&E Department?



11% of people described it as ‘very good’ with a further 11% saying it was ‘good’. 9% said it ‘neither good nor poor’ and 1% were unsure of their rating. 22% rated their experience as ‘fairly poor’ and 46% as ‘very poor’.

We then asked people to tell us why they had chosen their answer. Most people actually provided a comment, some short and some much more detailed. They are presented under the themes that the comments were about. The full responses are detailed in an addendum to this report, part 1.

### Positive experiences

☺ The level of care I received was phenomenal. I arrived at around 9am and left at around 3pm with a full diagnosis and medication. I felt safe and the checks done were thorough. Staff were kind, patient and I felt listened to. Despite multiple tests coming back as “normal”, staff could see the pain I was in and a

kidney stone was then found on a CT scan. Staff from different departments collaborated together to ensure I had the best care possible.

- ☺ I was dealt with the up most care
- ☺ I had obs taken within 15 minutes, ECG done, cannula in place and 5 lots of bloods taken within an hour. We had to wait for phlebotomy, but it was fine. Every staff member was kind and the doctor was great. I really was surprised at how good it was.
- ☺ All staff there treated my three year old daughter with utmost care and compassion.
- ☺ The staff were friendly and did their best
- ☺ Correctly diagnosed with uncommon cardiac condition. Rapid and safe transfer to specialist centre.
- ☺ I was first told by 111 to attend my local A&E and wait for an ambulance. I was then told I had been booked an apt at the Urgent Care Centre (UCC) and if possible to make my own way to hospital. I was seen quite quickly by a doctor in the UCC but was told I needed to be seen by A&E because I had collapsed. There wasn't much of a wait to be assessed by triage. I eventually saw an emergency doctor after a 4 hour wait who went through my blood results and arranged a scan. I was in the A&E for approx. 6 hours. At this point I wasn't feeling unwell so the wait was fine and the doctor in A&E was very good.
- ☺ I went to A&E with my son, he was seen as soon as the nurses could, we waited but it was absolutely rammed in A&E. The nurses were apologetic even though it was out of their control. The staff were calm, non judgmental and simply amazing. They were patient and dealt with my son absolutely amazing! I couldn't be more grateful for them.
- ☺ My son was seen straight away
- ☺ The staff were amazing and treated my daughter quickly and appropriately
- ☺ They literally saved my life.
- ☺ Staff were very fast at seeing us and getting a doctor to see us.
- ☺ I was rushed into resus after having 6 cluster seizures and was looked after brilliantly by everyone I dislocated my shoulder spent 10 days in hospital after the seizures and dislocated shoulder I had my shoulder put back in place within 12 hours
- ☺ I was treated quickly and efficiently, friendly staff, couldn't do enough for me
- ☺ People are being the A&E department for the wrong things that's why they are struggling and that's why the people who need it are not receiving the best care, because if someone gets a slight cold, or hurts their toe, their straight up to A&E!! We only have ourselves to blame, use the correct resources instead of shaming the A&E!!
- ☺ The staff ensured that I was hydrated, took vitals regularly and kept me informed of what was going on.
- ☺ I have never been to A&E within my 24 years of life, I went recently at the start of June 2024 and was seen and discharged within 2 hours. I had obs done 20 minutes after waiting and was sent straight for bloods and X-ray then straight for oral surgery. I couldn't thank the team enough and praise the hard work. I

am so pleased with the care I received and the outcome. Would recommend 100%.

- ☺ From what I remember was good. Transferred from prh to rsh
- ☺ Was triaged within half hour. Took straight though into fit to sit area. Within 5 minutes I had bloods and ECG completed. Waited a few hours before seeing the doctor who arranged CT scan which was completed within 10 minutes of seeing him. Shortly after spoke to dr again who discharged with a referral.
- ☺ Checked in by polite lady waited approximately 20 minutes to see triage then another 20/30 minutes and saw nurse whom sorted my issue
- ☺ I was given Excellent care in the circumstances of how busy it was
- ☺ Seen quickly
- ☺ The wait wasn't as long as I was told to expect. This was for my 14 year old.
- ☺ Excellent
- ☺ I took my grandson a week ago, was seen through A&E into pediatric and seen by a dr in 30 mins after having a fall landing on his back.
- ☺ It was my partner who was ill and his care was very good. Seen instantly.
- ☺ It was very overcrowded with people having to sit on the floor however our experience was good
- ☺ In with severe pain, triaged, seen by doctor, had tests and scan, result in 5 hours. Brilliant.
- ☺ The nurses were kind and performed regular checks
- ☺ When seen by sfatt it was very professional and varying
- ☺ Very good under circumstances
- ☺ It was clear I was very sick (I was triaged by ShropDoc) so everyone was very focused on getting me treatment

## Mixed experiences

- ☹ Can't complain about the actual care just simply the amount of waiting time !!!
- ☹ Mixed experiences
- ☹ It was about 10.30pm on a Sunday night. Went through to see the doctor who was treating myself and another patient in the same room
- ☹ They were so very busy
- ☹ Busy staff but did what they could and fairly quickly once we got in.
- ☹ Waited approximately 6 hours total but was given pain medication, had bloods taken and X-ray within this time. Was placed in Fit to Sit.
- ☹ Out of everytime we have had to go to A&E there has only been one time where we felt we were listened to and the doctor we spoke to gave the impression they wanted to help.
- ☹ I received a fairly prompt triage assessment, and a not unreasonable waiting time for further examination
- ☹ The staff were attentive and efficient but the system is broken.
- ☹ When arriving at A&E by ambulance it was very busy so we were wheeled into the sit and wait area

- ☹ Staff were brilliant but the system is broken, long waits in crowded A&E waiting rooms. Staff unable to clinically manage all those in A&E and see deteriorations in their physical health. They rely on the person/family alerting staff to changes
- ☹ i was seen fairly quickly, however the advice I was given wasn't expectable and they wasn't very helpful to me.
- ☹ Because they can only provide service for so many people and they work their best
- ☹ Seemed to be good but wrongly prescribed medication which caused a later issue
- ☹ I went to princess royal A&E as I was in a lot of pain as I'm waiting on an operation to remove my gallbladder. I was there 5 and a half hours. Was waiting 3 hours to be seen by a doctor. He said he was going to admit me into hospital and give me anti sickness and pain killers. I waited for an hour. By that time I was hungry as I'm type 2 diabetic and needed to take my meds. At 5 and half hours he told me I am UTI and that I was able to go home even though he told me that he was going to admit me.
- ☹ I went 4 times in the space of 1.5 months because of the same issue. In all instances we called 999 and we're told there were no ambulances for at least an hour so my husband drove me in. Once there in all instances I wasn't waiting for over an hour, because I was presenting with severe pain when breathing around one side of my lungs. Each time I was given pain relief enough to let me go home and when I asked what it was they weren't helpful. I mentioned my recent baby, and how I had been told I may have a gallbladder issue and the first three times was told it wouldn't be that. But we were left with no answers or real help (in one instance he made me feel a little silly for asking if it could be that). HOWEVER, the final time I went in, again driven by my husband the morning after a previous trip to the same A&E, they saw me in 10 minutes again, the triage nurse took one look at me and asked about gallbladder issues. It was decided pretty quickly that's what it was, they did tests, I waited in the waiting room during and they confirmed an inflamed gallbladder that needed surgery asap. They were very kind to me, after a couple of hours of waiting for test results they put me on pain relief and discussed with me the quickest way to get me admitted to the Shrewsbury hospital for surgery as it couldn't be done at PRH. That trip to A&E went very well, everyone was really helpful and not at all dismissive, and I had surgery very quickly after that.
- ☹ I would have liked more contact with the nurses
- ☹ It was very busy and i could see staff working hard
- ☹ The care when it was eventually given was very good, just took too long

## Negative experiences

- ☹ I sat with my nan for 16 hours on a corridor before she was seen. She died later that week.

- ⊗ We were given the option about feeling well enough to sit in the fit to sit which we were not, to then be spoken to very rudely by the nurse in charge who said we don't have a choice
- ⊗ Once out of ambulance I was put into a ward that looked like workmen were working on it. The ward was full of people who had been brought in by ambulance. There was one ambulance driver looking after all of the patients whilst the other ambulance drivers went back out.
- ⊗ Left to sit in pain, paramedics sent me queried stroke. Not seen by triage for 3 hours
- ⊗ Waited over 16 hours with ring stuck on finger going blue
- ⊗ Receptionist did not communicate the urgency of our sons case
- ⊗ I was having a suspected heart attack, my GP phoned ahead and told A&E to expect me. The GP advised it would be quicker to be driven by family. When I arrived I was put to sit in a full waiting room with everyone else and I wasn't spoken to by any health professional for 4 hours
- ⊗ My father arrived on a Thursday evening into A&E, there followed an 8 hour wait in the waiting area to be seen, followed by another 12 hour wait in a bed awaiting triage and a further 15 hours before being admitted to a ward, by which time it was Saturday evening. In the early hours of Sunday morning my father then suffered a fatal heart attack which went unnoticed by ward staff before attempts to resuscitate were made and we his family contacted. Despite three attempts at resuscitation, my father sadly passed away, due in part I believe to the atrocious wait to be seen, assessed, made comfortable and to receive any treatment at all. The hospital effectively killed him.
- ⊗ My partner had a suspected stroke and sent by GP and despite telling them this he was left waiting for 4 hours. He was only rushed through as I called a nurse to show how bad he was. The initial doctor said it was prob a tension headache and left us in side room for another 40 mins and when finally scanned it was a stroke and rushed down to Resus as was so poorly.
- ⊗ Waited 5 hours in an ambulance then left 6 hours in "fit to sit" with no fluids, pain relief or observations.
- ⊗ Long waiting times, no seats, rushed care
- ⊗ I have visited twice into separate occasions and five days in between they failed to diagnose the problem in both occasions first visit six hour wait on tests then failed to diagnose second visit five hours weights on tests and failed to diagnose again
- ⊗ Overall was in there for 9 hours and it was only realised when discharging that i hadn't had a blood test that i should have had hours before
- ⊗ I was left in the chairs in A&E for 10 hours before it was apparent that I wasn't going to be seen that night at all.
- ⊗ Lots of waiting before triage and little communication
- ⊗ They didn't run proper tests
- ⊗ Was too busy
- ⊗ I was parked in the waiting room and left by the ambulance at approx 8am. A nurse called me after a while and told me I was probably suffering indigestion. I said the pain was unbearable and was told to wait in a seat. A Dr saw me a few



hours later and diagnosed a chronically inflamed gallbladder. I was put on morphine and spent over 12 hours in the chair. In the early hours I was moved to a trolley in a bay upstairs where I stayed for nearly 48 hours until I was moved into a bed at 2am,

- ⊗ I found the triage staff unfriendly. When it was found I had an issue with my blood I was sent home and told not to bump my head. There was no explanation. I was terrified.
- ⊗ I'm speaking on behalf of my daughter now deceased. I waited with her for 9 hours after she had taken an overdose
- ⊗ Observations done once in 12hrs. I was there with chest pain. My wife was told to let the triage nurse if I got worse
- ⊗ My dad was very ill, confused, wanted to urinate asked two people for bottle they said they hadn't any, I left and found one in different dept, when I got back it was too late the people I had asked were talking I had to change my dad, he was mortified, also not given his meds till I made a nuisance of myself, no food, I sent home for food to be sent, decided to stay with dad for 12 hours until he was seen and next step was sorted x I know they are under pressure, but there is no discipline silly small talk, slovenly staff, no organisation at all, have experienced lots of problems over last two years, being told my dad didn't have long to live only to discover they were talking about other patient, wrong tablet list that I picked up on, still sent to community hospital with wrong meds, I felt I had to fight for every bit of help
- ⊗ Too busy to cope, with number of patients attending
- ⊗ We were sent home with ? sepsis and told to come back in the morning to urgent care that was after being sent to sit in the car for 7 hours as crowded A&E and my daughter has autism and couldn't cope they wouldn't allow us to sit anywhere quieter and sent us to the car to wait the. Forgot about us
- ⊗ I was told the staff were expecting me and I was 'on the system' after the ambulance was cancelled and family drove me to hospital. This was untrue. No one had any knowledge of me and it was suggested I was trying to jump the queue. I saw no one and after several hours of waiting on a hard chair feeling very unwell I simply left.
- ⊗ Treated terribly
- ⊗ 14 hours in fit to sit. No communication. Erratic obs. No offer of food. When I eventually was given food it was inedible. Taken to corridor after waiting all day for a scan. No pillow. No changing facilities. Told to use one working toilet in a and e to wash with no thought to infection control. No privacy and was in a corridor with a flashing exterior security light. Public walking in corridor. Shared with 4 men and inappropriate. Staff member held an IT training session at the end of my trolley at 4am. Staff member watching noisy family videos so no way I could sleep.
- ⊗ A 26 hour wait, no food or water for the first 8 hours. Staff busy laughing and joking whilst confused and very sick people sat around looking dazed and confused.
- ⊗ Waiting times long. Waited about 5 hours before someone attended to me

- ⊗ I was told to wait until I got called through to the children's department with a week old baby was no seats and I waited 20 minutes standing up holding a car seat because the floor was too dirty to put the car seat on
- ⊗ I was sent by GP with suspected sepsis. I was triaged quickly but was then sent to a waiting room in the back. I had to prompt to get urgent ECG done. When I did I was looked at quickly and then moved to a bed. 1 hour in cubicle and then 14 hours in corridor. In the room I was waiting in after triage a woman c70's had been there and sitting for 48 hours
- ⊗ Somethings are good but others are bad. I have a care plan and have to go often but things are still not brilliant. I never know how things will go when I arrive in agony and throwing up. Some staff are terribly cruel.
- ⊗ Treated like a nuisance, with no dignity. Left sitting holding a catheter bag for hours after beating sent from Telford. Staff were rude and you can hear them talking about you and other patients.
- ⊗ A very long wait
- ⊗ Disgrace
- ⊗ I was 5 days post c section with a suspected blood clot in my lung. I was left in a chair in a waiting area unable to move due to extreme stomach pain and post operative pain for 2 hours without any doctor coming to see me and a 5 day old baby at home who was being breastfed and unable to feed. Eventually I cried and another patient came over and asked what was wrong then got a doctor. When the doctor came he says "whats wrong with you?!" I explained and asked how long it would be before I was seen because of my baby i was told it could take another 12 hours! I said I couldn't wait that long apart from my baby and was told I could either wait or discharge myself. I discharged myself. The doctor went and got the discharge paper and without filling any other sections in other than my signature said "This is what you're risking if you go home" and scrawled the words "DEATH!!!!" across the whole A4 piece of paper. This experience has traumatised me and left me anxious of hospital environments.
- ⊗ I ended up waiting over 6 hours with appendicitis, only to be told to go to another A&E department as they could not treat me there. Even when I was eventually seen by a doctor, they barely spoke to me about my condition and just told me to go to Shrewsbury for treatment as they claimed to not have the facilities to treat me within the hospital and they had higher priority cases over me.
- ⊗ Staff were dismissive, no tests completed and sent me home unable to walk, loss of sensation in my left leg and bladder
- ⊗ Elderly male in corridor next to a staff room and being used as delivery route for two days. No Privacy at all. Dirty sheets not changed. Had no water. I had to buy food and fluids. No way to wash or brush teeth/basic hygiene.
- ⊗ Despite bleeding heavily from ulcers in the throat I was never seen by a doctor and after seven hours when the ulcers clotted we gave up and left.
- ⊗ I was treated appallingly by staff members, I needed a bariatric bed but they put me on a small bed I could not roll for the toilet and my sheet was soaking wet. I couldn't move so had no insulin couldn't eat as I was layed flat, and ended up with a bedsore and a cut across the back of my leg. The consultant

asked the nurse to get me a nebuliser as my sats were low, I never did see a nebuliser at all, the staff never helped me just left me on wet sheets. The rapid response team want me back in hospital but I'm terrified of being put through the same thing

- ⊗ They don't have time for treatment
- ⊗ Poor
- ⊗ I was in severe agony coughing up a huge volume of blood the ambulance gave me paracetamol and told me I had to wait. It was freezing outside and inside the van. They went to get me another blanket but none was available.
- ⊗ It felt unsafe, chaotic, overcrowded no timely assessment, felt real worry for safety of 6 month baby who was unresponsive and unwell. No baby changing due to broken equipment, people smoking and piles of cigarette ends on bins, dirty. There was no apparent management or senior staff taking control
- ⊗ How it's run
- ⊗ I had chest pains and couldn't breathe, no one seemed to care
- ⊗ Called 999, ambulance said they would take hours to get to me even though I had a suspected stroke so got someone to drive me, sat in A&E waiting room for 2 hours then it in fit to sit for 9 hours walked out after that
- ⊗ Went in there for reaction of medication had to wait 6 hours for antibiotics
- ⊗ Overcrowding, lack of Dr's, overworked nurses, lack of space, messy,
- ⊗ I was left in pain and bleeding from post abdominal surgery
- ⊗ Was left without pain relief or any observations for 15 hours! Not offered a drink, was almost locked in side room as security was dealing with a woman who was trying to leave! Door was shut I was forgot about. I couldn't move and didn't have anyway of asking for help. No button,
- ⊗ Awful! Sat in a chair for 2 days
- ⊗ I was stuck in an ambulance outside for 9 hours then in ante A&E for 6 hours. A consultant was brought to the ambulance because my blood pressure dropped dangerously. He said I needed IV anti biotics immediately, ambulance crew said they're not allowed to give them. Consultant went inside to get permission but came back saying he'd written them up so as soon as I got a bed in Andre A&E they could be started. That happened 2 hours later. My gall bladder was severely infected and I needed emergency surgery. Protocol over patient care.
- ⊗ Because my husband was left in waiting room for nearly 48 hours, whilst being full of fluid on his body, they couldn't even give him something so he could raise his feet, no food or drink was offered .
- ⊗ Left in fit to sit for hours on end in pain hungry and thirsty
- ⊗ Waited to be seen for a very long time
- ⊗ Suspected sepsis. Waited 1 hour for triage. Then 14 hours to see a consultant. Spent two days on a trolley b4 going to ITU. No food, no drink and no blanket whilst in A/E.
- ⊗ Lack of interest by staff in patients.
- ⊗ Phoned 999 with a suspected heart attack. Was told there were no ambulances to take me so was taken by a friend. Booked in and was told to sit in the waiting area. Wanted 1 hour with a suspended heart attack. Finally seen by triage and taken to fit to sit. Waited 2 hours to see a doctor. Had bloods taken

- in the staff room as there was nowhere else to go. Had to stand in the corridors to see the doctor as there was nowhere else to go. No urgency, no province, loss of dignity. Was finally discharged after 6 hours.
- ⊗ After hours of waiting for my child to be seen by someone they haven't even checked them properly and have completely misdiagnosed them they said it's just swollen lymphoids and sent them home. They deteriorated over night so when we took them to the GP the doctor there wasn't happy and referred us back to hospital no one could tell us what was wrong with our son we waited days for them to do an ultrasound and a MRI on them where it then turned out they had a big abscess and a blood clot in one of their arteries that is connected to their brain.
  - ⊗ I was told I would have to wait hours to see a doctor, I was struggling to breathe properly but had to get a bus to the hospital. When I was getting assessed I had blood taken but my information was not looked at after I had a chest x ray they had to take another set of bloods due to the medication I was on regularly to see if it was that. I was there from 3 in the afternoon till 2 in the morning. No communication no nothing. To then be told at the end just to go to my GP who I had already been to multiple times about this situation.
  - ⊗ SHOCKING. DISGUSTING. ABSOLUTELY APPALLING
  - ⊗ Wait times
  - ⊗ Told to sit and wait whilst having an asthma attack
  - ⊗ My family member was directed to A&E by the gp due to a seriously low blood count and needed a blood transfusion asap. We were left waiting for 4 hours in A&E, he was seriously poorly and has 24 hour carers due to his significant health and learning needs. We finally went through to a bed where we were told for 12 hours he would be put on to the blood transfusion. This never happened, we later found out no one had passed on his information to the correct doctor and he basically had been missed. He was finally put on it, where he had to stay for 4 hours. The nursing staff tried to overdose him on medication he had already received and no one took any responsibility for it. He then had to have an iron infusion and basically the waiting continued. This carried on for 1 week with back and forth to different wards and being passed pillar to post.
  - ⊗ Weren't bothered in actually finding a problem. Just wanted to rush me through.
  - ⊗ Very poor, I was there with my 1 year old who was suffering from gastroenteritis, his blood sugar etc was meant to be monitored hourly, it was checked once in the entire 9 hours we were there.
  - ⊗ I find the staff lack care, compassion and empathy. Did not feel listened to in the time I was there, felt belittled by triage nurse, no blood test taken as told me amount of blood I coughed up would not be a large amount as nothing is a large amount to him. Left on a chair for hours in the waiting room and then fit to sit with no food or drink offered despite a suspected blood clot on lung. Told I had to be admitted as they had left seeing me too late day and couldn't have a CT scan until the next day despite an incredibly high D dimer. Escalations of pain were not listened to, asked to go home as more comfortable was told I

- couldn't. Eventually put on a trolley about 24 hours after arrival but right next to nurses station.
- ⊗ Receptionist went home, no nurses and a room full of patients some been there 12 hours of more!
  - ⊗ Communication, compassion poor
  - ⊗ 2 hrs before anyone saw me for chest pains, that was the triage nurse, then admitted to fit2sit for 14 hrs
  - ⊗ Extremely long waiting time of 9 hours, from arrival at reception desk, to triage and then seeing a doctor.
  - ⊗ Because shropdoc sent me with a mastoid and a burst ear drum with facial palsy to be seen as an emergency and then to be told that wasn't true, I was crying from the pain and I wasn't offered pain relief the nurses in A&E cancelled my referral and I didn't get antibiotics or treatment for my mastoid (bone infection) for three days when I was then admitted to ward via the GP who pushed ENT. I was treated with no dignity and members of the public had to help me when I passed out and threw up no one cared I felt so alone
  - ⊗ Had been to A&E 2 days previous for the same reason (infection), arrived at 5am unable to walk or sit after waking up at 2am in excruciating pain, called 111 sent to A&E, asked for pain relief which was not given before I left. Also, was given an ECG I wasn't told I was having and the nurse doing it didn't explain what she was doing, just starting lifting my shirt up.
  - ⊗ Left in fit to sit with a ovarian torsion, no pain relief and then forgot about, it was only when my 15yr old son was questioned for being in an adult setting they realised they had forgotten to book transport for emergency surgery in telford
  - ⊗ I was in extreme pain left on a plastic chair and freezing cold. I was given morphine which was almost administered 2 further times in the space of 40 mins luckily my partner was there and stopped them
  - ⊗ Was suspected stroke but was left waiting for 4hours to be seen by a doctor
  - ⊗ I had a fall which resulted in my head opening, I was in and out of consciousness and my nose was also broken, I am a type 1 diabetic, I was given insulin without food which resulted in my blood sugars dropping massively which was life threatening for me I wasn't fed until 10 minutes before I left which was just a slice of toast and I arrived at the hospital at 7am and left at 8pm
  - ⊗ No communication, didn't refill water station, daughter had come in after a seizure and it took 6 hours to be seen but an older girl who had a throat infection was seen much sooner. Makes no sense.
  - ⊗ Hygiene in sit to fit, cleaners didn't clean seats. Wait time as I was extremely poorly. I got left in a corridor
  - ⊗ Children crying to go home as had to wait so long, no water, very sick babies in their Mother's arms sat on the floor as no chairs in triage waiting area
  - ⊗ Poor
  - ⊗ I took my 5 year old son after ringing 111 and they recommended he go straight in with suspected concussion due to a nasty fall at school and banging his head quite hard. He was screaming with head pain he was sleepy and disoriented. We

were waiting for around 5 hours and hadn't spoken to a single person apart from the person we checked in with. The waiting room was heaving there was nowhere to sit with him, people were throwing up on the floor the whole experience was terrifying.

- ⊗ Long waits, absolutely packed with weeping, coughing, vomiting people, dirty. Spent around 6hrs waiting, despite being sent by 999, then further 24hrs on a trolley, first 10 of which were in a corridor
- ⊗ Staff were extremely dismissive and unprofessional
- ⊗ My parent was dying after their first round of chemotherapy. We took them to A&E as they were barely conscious and extremely poorly. We were treated like an inconvenience and had to physically hold my parent upright in their chair as they couldn't support themselves. We explained this to the staff several times who told us they couldn't do anything for them. The Doctor asked us why we had come to A&E as if we were an inconvenience and didn't seem to recognise the severity of my parents condition, which proved fatal.
- ⊗ Waited for 9 hours before actually seeing a Dr considering I was sent query stroke
- ⊗ I was sent over from shrop doc, sat in agonising pain for 7 hours and when asked if i could have pain meds was rudely asked why i can't take my own. I said i wasn't meant to be here i was sent by shrop doc
- ⊗ There was not any care, I was waiting in a corridor for 2-3 days until my daughter (who is an A C P at another hospital) came and took up my case
- ⊗ Over 36 hours before a bed became available. Not able to take medications and lack of food & drink caused hallucinations.
- ⊗ I was sent to the hospital by my GP due to severe dehydration in my pregnancy, my GP contacted EPAS directly who accepted me as a patient but told me I had to go into the A&E entrance but tell the receptionist that I just needed to be sent directly to EPAS as i had already been accepted as a patient due to my GP referral. They refused to listen to me, refused to contact EPAS to speak to them and refused to read the letter my Dr had provided to explain the situation in order to be able to bypass A&E and go directly to EPAS. The receptionist refused, made me go through triage and be assessed, poked and prodded by the nurses there for them to tell me exactly what my GP had already told me, they then took a further 3 hours to contact EPAS who as soon as they were aware I was in A&E came and collected me immediately. Due to this, it went from a one night stay in EPAS and turned into a 3 night stay because it took over 8 hours for them to get me to the correct department causing further damage. I was referred by my GP at 5pm and accepted as a patient at this time, I got through to EPAS at 3am due to a receptionist refusing to listen to me
- ⊗ i was suffering a possible miscarriage at the time, no care given and waited 18 hours overall.
- ⊗ After having major surgery week before I could not sit and had to be lying down! No beds were available so spent 4hours lying in my partners car in agony and covered in blood.

- ⊖ I was left without pain management for multiple hours even after asking. I was left without access to food as a Type 1 diabetic who was falling into hypoglycaemic and hyperglycaemic episodes.
- ⊖ Long wait in fit to sit room and felt forgotten about but staff were friendly and helpful when approached and when i finally saw a dr.
- ⊖ I have no issues as such with staff. They were doing their best they could with available staff space etc. I believe there to be two triage nurses till about 11.30pm or around this time. Everyone so busy. No beds etc. No one to do drinks and food. Most people had been in for to sit or in ambulances since 8am onwards. I had to transfer to another ambulance as shifts changed. Then to fit to sit so the ambulance could get back out. When we arrived there were at least 9 vehicles Infront of ours. No one checked if needed to take meds or if needed food to take them. I'm a diabetic and hadn't eaten since mid morning when the vomiting etc started. I could go on!
- ⊖ Just unclear as to the issue. Told spinal fracture & put on a chair with morphine & diazepam in screaming agony whilst people onlooked to be told after it's not fractured & goodbye (even though in agony 🙄)
- ⊖ Lack of pain relief, dislocated ankle attempted to be put back in twice while i had a broken leg and when i screamed just told me to breath better on gas and air. Was excruciating. No real pain relief given (maybe some paracetamol) but i had a broken leg and dislocated ankle.
- ⊖ My 2 year old was having an allergic reaction with his mouth and face swelling. We were forgotten about for 2 hours before I queried the wait time for triage due to the serious nature of our visit. We were called through straight away afterwards.
- ⊖ There was no respect for a person who was clearly in a lot of pain and dieing
- ⊖ Non existent, left in back of ambulance with suspected stroke for over 8 hours wasn't even seen i discharged myself
- ⊖ I was having a heart attack. Not monitored in A&E. Then into a holding ward, no heart monitor. For 40 hours - all sorts going on. 50 plus hours to get to the heart and lung team. So many traumatising events seen, nurses being assaulted, patients falling. Awful.
- ⊖ Was given a time slot via text for urgent care appointment for my special education needs child and we waited more than 5 hours still not seen to which i then heard nurse's discussing how measles was quite high in the hospital at the time, due to myself being high risk i asked again if this was the case when would my child be seen as we was given a specific texted time but was still waiting to be told a doctor should of seen us before he clocked off so we got nowhere for more than 8 hours
- ⊖ I had suspected sepsis and the triage nurse failed to call through to the sepsis drs, i was left in the waiting room feeling like i was passing out constantly, unable to sit up for hours
- ⊖ My daughter had broken her clavicle but the ambulance and hospital had already decided that we were wasting their time and she was told to take paracetamol and codeine for pain which they assumed was a sprain and sent home without an x-Ray, despite numbness, pins and needles, nausea, severe

pain and a massive lump protruding from the area. We had to return to A&E after a subsequent visit to our GP a couple of days later whereby he was also convinced it was a break and sent us back with a letter referral for an urgent x-Ray via the A&E dept so we could have immediate attention

- ⊗ I was kept waiting on multiple occasions for over 12 hours when i have brain tumors and i was sent up there for an mri scan to check if they had grown due to my symptoms. I had been up there mulitple times for different reasons over many months. I also have autism and wasnt provided with a quite area to sit in instead i sat outside in the cold on a bench.
- ⊗ Nurses stood round talking
- ⊗ There was very little care in the waiting room. Once triaged you never left. There were people everywhere, sat on floors with cannulas in etc. once triaged no one checked you were ok or bought any meds. You were seen by a dr then returned to waiting room, which was complete chaos, to sit & wait. Not kept informed. Almost unsure if you'd been forgotten about.
- ⊗ Took too long to be seen
- ⊗ IN A&E FOR 9 AND HALF HOURS - WITHOUT ANY COMMUNICATION FROM STAFF
- ⊗ I have had multiple bad experiences of both hospitals and a catalogue of poor care
- ⊗ I could not breathe, oxygen levels critically low and was told to “take a deep breath”, I was in worst pain of my life. My partner was trying to get someone to help but no one came even when she went up to nurses because I was collapsing on the floor. Once past triage I was told I'd be seen next by doctor due to my oxygen levels but was put in fit to sit. Paperwork was lost and doctors lost me as a patient when I stayed exactly where they put me.
- ⊗ I waited in Fit to Sit for nine hours after suffering a bleed causing a huge haematoma. Nobody checked the site or was I x rayed until 10 hours later to see if the bleed has affected my lungs. I was in extreme pain and was not given pain relief.
- ⊗ I am 94 years old 18 hours on a trolley in a corridor. No hot food. No doctor!
- ⊗ I went in with chest pains, my friend dropped me off as was told I could wait 4 + hours for an ambulance, I didn't get to see a triage nurse for 5 hours, even though i was worried it may have been a heart attack, it was then another 4hrs till they took a heart trace
- ⊗ Very disappointing, nurses make inappropriate comments. I have been asked how much I would rate my pain out of 10 and got criticised. She said I would be crawling not walking if my pain was 10. I got sent home with bleeding from my rectum. I had stage 4 endometriosis growing on my bowels that I didn't know about by then
- ⊗ It took far too long for my elderly brother to even be triaged despite having had a stroke
- ⊗ I was left over night in a chair and not offered a drink even though dehydration was part of my problem.
- ⊗ Sent home with broken rib, pneumonia and then recalled nearly a week later when a consultant viewed the scan



- ⊗ I arrived with a suspected fractured foot. Foot was xrayed and I was told, no fracture. The next day I was called back and told I did have a fracture in my foot, it had been missed.
- ⊗ Whilst I was in and out of consciousness and experiencing waves of horrendous pain and vomiting episodes, I had 4/5 episodes of incontinence. If it wasn't for my family members, one of which is a HCA and had asked multiple times for help and extra clothes etc., I would have been left to sit in my own faeces for in excess of 8 hours.
- ⊗ My 14 year old daughter was taken in for mental health issues at approx 5pm. At midnight we discovered the paperwork hadn't been passed on to mental health team and they wouldn't see her until the start of the day that morning. I was told I was not allowed to take her home, threatening me with the police if I did and was left in the waiting room until 2pm the following day without food or drink.
- ⊗ Doctor was very dismissive and rude
- ⊗ I was one of 10 admitted by a consultant looking into the ambulance and deciding who went in (I have RA/Lupus and have the butterfly effect across my nose cheeks so look healthy) she looked at me and said oh you look ok you can wait...
- ⊗ Moved from rooms to corridors to small pockets of space 5/6 times, one of which was unlit and made me feel extremely uneasy.
- ⊗ I wasn't triaged straight away therefore immediate problems weren't addressed. It was assumed I was a capable adult when in fact I am not. The form was filled in without asking me the questions. They just assumed the answers.
- ⊗ The waiting times for triage are dangerous. I waited for over 4 hours before my baby son was seen by the triage nurse. He was presenting with breathing difficulties!
- ⊗ Vomiting blood, emergency condition, queued to register..waited fainting and vomiting in waiting room ..5 hours
- ⊗ left to sit in a wheelchair from 10pm until 6 am - no water available - had a cup of tea around 5.30 am
- ⊗ I waited over 15 hours, overnight, on a hard metal chair, in bright lights, with music stuck on a short loop. I have Parkinson's disease as well as the problem I went to urgent care with, I was so tired I ended up trying to sleep/rest in the boot of my car in the car park but was then so cold I had to go back in, that was at 4:30 am.
- ⊗ 96 yrs old patient, told by ShropDoc to attend PRH as a matter of some urgency, having been discharged from RSH A&E the previous day. Having spent 4 days in A&E in RSH, then had to wait 5 hours to be given a bed on a corridor in PRH A&E. Not a clinical space, a corridor by a repurposed surgical theatre. Apparently it was not possible to turn off the A/C in the theatre, so the corridor was very cold. Most of the staff were pleasant, but the whole system was a farce! So much of what was in the programme resonated with what we experienced.
- ⊗ I took my son to hospital because he swallowed a balloon, struggled to get a seat, no one to book us in then very rude, men's toilets door broken, very

- unclean rubbish on floor, women's toilets out of order flooded. One old lady in a wheel chair crying because she wanted the toilet and no one would take, I asked 3 members of staff to take her and then a nice male nurse took her, another oldish lady in her 80 said she had been in the ambulance for 4 hours and then had been waiting to be seen for 3 hours, she was so distressed, she was worried about how she looked because family was picking her up.
- ⊗ Suspected stroke in the previous 48h affected balance. Sitting in waiting room was difficult at times I had the only free chair and wife stood.
  - ⊗ After getting into A&E I was left in a cubical unattended for over 3 hours in a back brace, I couldn't move, no one came to see if I was ok, I eventually left without X-ray by choice as I couldn't get out of there quick enough, nurses standing around talking, lots of staff appeared to be doing nothing, it was extremely bad
  - ⊗ There was an expectation I would be taken to surgical ward but I was sent home. Not the right urgent!
  - ⊗ Stayed in the corridor for 2 nights, unable to use toilet facilities and had to use bedpan. Often no one to ask to use this and was then too late. Several times had to use bed pan with no screen around me - very undignified!
  - ⊗ I gave up after 8 hours and went home.
  - ⊗ I was sent by NHS 111 and told to check-in with a potential blood clot on the lung. Despite the severity, I wasn't triaged for over 2hrs. Overall I spent 13hrs in A&E and the 'Fit to Sit' area before admission.
  - ⊗ Once off the ambulance into the ambulance waiting area everything went downhill graduating after 12 hours to a corridor for the next 30 plus hours without drink or food.
  - ⊗ Waiting too long
  - ⊗ Longish waiting times and poor communication which meant time was wasted
  - ⊗ A nearly 12 hour wait to have something removed that was KILLING ME? stupid
  - ⊗ ambulance was not available. My friend Cracked his skull and eventually had a titanium transplant. before hand we waited 7 hours in que while he was in critical condition, he was vomiting, he passed out when he fell and hit his head off the side of the road. but yet we saw children in front of us with sprained ankles and grazed skin going through before him.
  - ⊗ It took over 3 hours to be seen by triage. I was sat for a good part of the 10 hours in A&E waiting room. The seats were hard and uncomfortable.
  - ⊗ Waiting time for treatment was appalling and my step-father experienced hypoglycaemia and was seriously ill. I kept advising the staff that his condition was worsening (and that he was experiencing hallucinations) but no-one would help us. At the point of collapse, several staff did not have the "code" to use the blood glucose monitoring machine. Ten hours after arriving, we were told that he would be admitted to AMU and I left him for the evening. When arriving the next morning, he was in the Fit to Sit area and had been told that he was being discharged. About 5 hours later, I took him home even though, he had started hallucinating again. He was discharged with a revised insulin dosage but no paperwork and he could not remember what he had been told.
  - ⊗ I stayed in for a week for something that could of been done in a day

- ☹️ 33 hours in A&E suspected stroke! Which led to 3 weeks on ITU!
  - ☹️ I was offloaded into a port a cabin; insufficient space between beds; no sheets on beds; privacy curtains not closed/used; no booking in process;
  - ☹️ My mom was unwell we went to A&E we got told to wait 12 hours later my mom. Was in an induced coma
- 

We asked people to describe their experience of care and treatment whilst in the Accident and Emergency department. There as a 100% response rate to this question with 252 people providing a description, ranging from one word through to multiple sentences. They are presented under the themes that the comments were about.

### Positive experiences

- 😊 Excellent
- 😊 As said staff were caring and professional keeping us your date with what was going on, even though I waited a long time for doctor, I was given regular pain relief by the nurses
- 😊 The level of care I received was phenomenal. I arrived at around 9am and left at around 3pm with a full diagnosis and medication. I felt safe and the checks done were thorough. Staff were kind, patient and I felt listened to. Despite multiple tests coming back as “normal”, staff could see the pain I was in and a kidney stone was then found on a CT scan. Staff from different departments collaborated together to ensure I had the best care possible.
- 😊 With the up most professional nurses and doctors
- 😊 I had obs taken within 15 minutes, ECG done, cannula in place and 5 lots of bloods taken within an hour. We had to wait for phlebotomy but it was fine. Every staff member was kind and the doctor was great. I really was surprised at how good it was.
- 😊 Staff were attentive and kind. They took us straight to the children’s waiting area which has more support for fidgety and impatient children. We saw a nurse who was very thorough and took all my daughters vitals. She explained everything she was doing so as not to worry her. She also gave her a cute little teddy bear which she absolutely adores to this day. It was a little wait but that is always to be expected as we went in on a busy time. When we saw the doctor, he was kind and compassionate and completely reassured me as a first time mum.
- 😊 My main concern wasn’t the treatment or the staff which both were excellent. The concern was that the department was so short staffed the doctor was trying to go between the patients in the room and I overheard them saying they should have gone home several hours earlier
- 😊 Absolutely incredible, couldn’t of asked for more
- 😊 Very good. We were sent to Telford Children’s Assessment Unit and them admitted and couldn’t fault any of it

- ☺ My daughter was assessed within 5 minutes of arrival, not liking how ill my daughter appeared she had bloods taken and rushed through and antibiotics started via IV within a hour, she was treated for sepsis and underlying abdominal infection and admitted to the appropriate ward within 3 hours
- ☺ Excellent
- ☺ Fair
- ☺ Very good. Staff were quick to help and reassure
- ☺ Ambulance crew were excellent and once I'd been moved from ante A&E I received very good care. For the 6 hours in ante A&E I was monitored regularly blood pressure temperature etc and also given IV anti biotics. Once moved to A&E proper, I was well looked after, xrayed and sent on to AMU. Once in AMU the care and treatment was excellent but I was told I'd been a couple of hours from death. It had taken 27 hours from calling 111 to getting on the ward.
- ☺ Second to none they are brilliant at PRH and it shouldn't be closed!!
- ☺ All good
- ☺ Maybe I was lucky - it was mid-morning and the A&E department wasn't packed. There seemed to be system in play following triage. I had damaged my shoulder in a fall. The doctor I saw did a thorough examination and sent me through for an X-ray - which took about 5 minutes. The results came back within 10 minutes, and my shoulder was put into a sling. The doctor explained that he was booking me in to the outpatients clinic for a follow up appointment.
- ☺ With dignity and respect, friendly staff
- ☺ I think they did really well considering the amount of people waiting.
- ☺ Very prompt and efficient assessment and treatment before being transferred to the ward to await surgery
- ☺ The staff ensured that my pain was under control.
- ☺ fairly okay.
- ☺ Absolutely amazing, from the triage nurse to the nurse taking bloods, the lady performing x-ray and then the maxillofacial surgeon. I was so pleased and happy with the process and I did not wait long at all, in and out within 1 hour 45 mins/2 hours
- ☺ Care was good in a very busy department
- ☺ Had complications from Covid. Was seen promptly & assessed & treated in short space of time despite busy A&E
- ☺ Great
- ☺ Good and knowledgeable
- ☺ Over 4 instances, all nice staff with one exception. It was clear they were very very busy, underfunded and trying their best. There was a bit of a rush out feeling once they helped with the symptoms without real investigation as to why in the first 3 trips. But again, they likely had more pressing cases. I am very thankful to the triage nurse on my final trip who spotted the issue immediately and requested a doctor to come in to confirm and do tests etc.
- ☺ Prompt, efficient, thorough and caring. The clinical staff listened and answered questions.
- ☺ The staff are generally great but working under intolerable conditions

- ☺ Good
- ☺ Excellent
- ☺ The care we received was very good, the staff although busy were happy and helpful.
- ☺ Paramedics attended to my care needs they were excellent
- ☺ Staff helpful and caring
- ☺ The care was good, fast and reassuring at a very frightening time.
- ☺ Excellent! staff was very good caring and understanding - very knowledgeable too
- ☺ Excellent, professional, thorough & effective.
- ☺ No complains. They work so hard and its a very busy A&E. I was seen within 2 to 3 hours assessed and had x-ray. The doctor then saw me and explained my injury and what the treatment would be moving forward. Professional meat and well cared for
- ☺ Very impressed

### Mixed experiences

- ☺ My 80+ year old parent waited in a chair for 20 hours, 7 and a half in a wheelchair I had to keep complaining to make them more comfortable and they moved them to the fit to sit area but they were by no means fit to sit. It took 12 hours for them to see someone that referred them for an X-ray, within the first 12 hours they saw one doctor who took bloods then didn't see a doctor for 12 hours who then said you need an X-ray (which was obvious so why the first doctor hadn't sent them for one is ridiculous) they ended up with a pressure sore after their visit to A&E was sent home after 20 hours via the virtual ward. The staff nurse 'J respiratory CNS' was fantastic however! And checked up on us several times after we left and making sure the virtual ward had made contact, otherwise I can only describe the experience as debilitating and unfit for purpose, and for fit to sit areas only work when people are genuinely fit to sit not for poorly 80+ year olds struggling to breath and waiting a hip replacement. Also, the first doctor said they didn't need oxygen and so was given none for about 16/17 hours in A&E and they did need oxygen and was sent home with oxygen
- ☺ When I finally arrived there was still a long wait. I can't complain about the staff.
- ☺ Triage in my bleeding daughter post tonsillectomy took an hour filled a bowl with blood A&E staff seemed disinterested ENT staff excellent in A&E and ward
- ☺ Care and treatment was thorough and compassionate on the whole. However, the wait was crazy and I came across other people in terrible conditions. Every member of staff I saw was pleasant, but I did just get handed a prescription at the end and sent home with no one coming back to explain my test results or what I was being given antibiotics for.
- ☺ Everyone did their best but too little staff
- ☺ Staff were lovely, just didn't have time to treat people. Over worked!

- ☹️ 8 ambulance crews in a corridor with patients waiting to hand over but no one to hand over to which also means they're not on the road
- ☹️ Caring but clearly busy
- ☹️ Once assessed treatment was good but in a corridor next to a door with people walking through. On assessment it was changed to query flu or Covid and I was still in an open corridor
- ☹️ Some staff are superb but others just don't seem to care at all
- ☹️ Once conscious you could see the pressure on staff and lack of equipment
- ☹️ The doctor I had was caring and compassionate, lovely bloke, however he did not send off my referral to have the gallstone removed like he said he would.
- ☹️ Treatment overall was ok, staff very kind and provided explanations for all procedures, blood tests, ECG etc however a 6 hour wait to be seen by a doctor for treatment for DVT is unacceptable, not to mention an extremely busy waiting area resulting in no clinical observations or monitoring for deterioration in physical health, DVT tracked significantly up left leg in the time waiting in reception, this could of had a very different outcome if the clot had moved and nobody would of realised until it was too late!
- ☹️ The initial care was fine, the doctor diagnosed an A F whilst I was having angina. Because of the AF I was admitted in order to see the cardiologist who was supposedly going to prescribe a blood thinner. I was put on a trolley in the corridor
- ☹️ Once in fit to sit I was put on a drip straight away. Health care worker worked very hard to look after me and about six men.
- ☹️ There was a long wait but once procedures started late evening the staff was sufficient, I could see a lot of cross work/information to people around me as there was no time for staff to communicate. No checking procedures how doing etc food or drink checking meds required were taken. I wasn't doing great when left home. I'd not got clothes, money, charger, home keys, bag etc. On discharge nothing checked how getting home at 2am and getting back to Telford. Wasn't allowed to go to Telford that is two minutes from my house. Happy on how staff spoke to me explained etc considering how stressed the shift was for them and no let up. No privacy when results discussed or info passed on all done in fit to sit. Luckily a side room was found for my examination and info discussed with doctor. Everything was rushed, poor staff didn't know if coming or going most of he time
- ☹️ Missed ae straight from amb to triage and transferred
- ☹️ Everyone was very busy - I was on a bed and being treated quite quickly .. NB There was significant disagreement between staff regarding my treatment within my earshot...
- ☹️ Very good but waiting for a bed was exhausting not having slept for 24 hours
- ☹️ It felt like more care and checks could have been done
- ☹️ Care was good when it was received but no one updates you when you're just sat there for hours. Not good at all.
- ☹️ Long wait with no idea of how long this may be. Staff were pleasant and courteous but were impeded by the amount of patients vs cubicles/side rooms/chairs

- ☹️ My brother was left sitting in a hard wheelchair in the outer waiting room from Midnight to 7.30 when I arrived. He was in a very poor state, confused and very scared. My nephew had been told he would be seen as soon as possible. I arrived and INSISTED on him being seen immediately. He was taken through, his Obs were taken then he was put in the "Fit to sit" area. We were told we couldn't stay with him. I refused to leave him alone. He was eventually seen by a nurse, then a doctor then a stroke nurse. WHEN he received care it was acceptable
- ☹️ The staff were very kind but obviously over worked and stressed. It would have been helpful to have been told where I could obtain a drink.
- ☹️ Like a scene from a disaster film! I was happy to wait as my issue was not serious. It made me sad to see small children in distress and old people slumped in chairs.
- ☹️ Excellent aside from the first doctor we saw who was dismissive of what had happened. Thankfully she referred on
- ☹️ Not thrilled, it was overcrowded and whilst the nurses were professional, it took us 12 hours, after the first blood test they sent my partner for another, we then had another long wait.
- ☹️ As good as it could be under the conditions staff had to work with
- ☹️ Staff were polite however unaware that if a patient is not from the medical profession they may not know procedures or how to deliver the medication themselves e.g. injecting the stomach. Better communication would also save time further along the line - unnecessary phone calls would be avoided.
- ☹️ I was in absolute agony with fractured ribs. The wait on uncomfortable seating was awful. Having to wait over 3 hours to see a triage nurse is unexceptionable. The care I received by the doctor and x-ray operators was good. It was the fact that getting to this stage was not acceptable.

## Negative experiences

- ☹️ Shambles we wait between 6/8 and was not seen at all my mom was in absolute agony and was totally ignored my the nursing staff and at 1 point my mom was told you keep pressing the buzzer you will have to wait longer
- ☹️ We were ignored for over 6 hours, asked for pain medication and help as so unwell to be ignored and forgotten for over 8 hours. My mother who was the patient managed to get to the bus stop whilst I was attending my animals and begged me to come and get her, she still had her cannula in. I called the department on my way back to inform them they lost a patient and they were uninterested and rude. No compassion what so ever. When I arrived back I managed to get her back in and a poor doctor was horrified as he had asked another doctor to see her 7 hours ago but they'd forgotten. We were there as she was so poorly and they didn't give a care in the world. Not offered a drink , didn't get one even when we asked for one. My poor mother said next time she would rather take her chances at home alone

- ⊗ When booking in I was in severe pain, the lady at reception did not acknowledge me for around five minutes, she was chatting about tv programmes with a colleague. When she finally asked why I was there, I explained that I believed I had a kidney infection. She huffed and reluctantly asked me for my details. I explained that I felt very faint and needed to sit to which she replied, “can’t your partner just hold you up while I get the rest of your details”. Whilst waiting in the waiting room, all that could be heard was the staff in the reception area laughing and joking. I waited an hour to see triage who asked for a urine sample & for me to do this straight away. I waited 4 hours to see a doctor. When I saw him he shared that my sample could not be used and I had to do another.
- ⊗ Considering I went in with an emergency there was no urgency to be triaged or then to be seen by a doctor or then to receive a scan
- ⊗ Took 2 hours to be triaged when it was clear that an X-ray was required then waited another 2 hours to be x- rayed and 2 more to see a doctor fit him to say not broken and sent away with crutches no strapping and no follow up appointment or offer of physio
- ⊗ A lack of care was left on a seat with swollen finger
- ⊗ Awful sat on floor / drinks machine out of order
- ⊗ I was ignored for 4 hours before I was assessed by a nurse, it was 6 hours and midnight before I saw a Dr. I was not offered any water or food even when I was moved out of the main A&E section into a triage room with about 10 other people.
- ⊗ I cannot say that any treatment was provided. My dad was left in a chair for over 8 hours before he was seen.
- ⊗ Awful care, left waiting 4 hours or more after suspected stroke was told to them and then eventually proven to be.
- ⊗ Long waiting and made it wait outside in cold and rain
- ⊗ I was kept in overnight to find what was wrong with me. A disabled lady in the bed opposite moaned and wailed most of the night obviously in pain. A male nurse joked about putting a pillow on her head to drown out the noise which I found disgusting behaviour from staff
- ⊗ Terrible. No care at all other than BP taken.
- ⊗ Could have been better / how on earth will this improve when Telford has no A&E....the people of Telford will suffer
- ⊗ Poor
- ⊗ I have visited twice with five days in between each time after six hours wait for tests they failed to diagnose then Got missed
- ⊗ Atrocious. People had already been waiting 12+ hours when I went in and were only being seen if they made a complaint at the direction of the nurses
- ⊗ As a family we would not of felt safe leaving mum there with out us
- ⊗ I had a seizure during a blood test, my first ever one and wet myself. They told me to wait five minutes and go. I had to wear my boyfriends boxers as shorts
- ⊗ See above. Morphine was given in the waiting room at regular intervals and i sat in my own vomit for nearly 12 hours



- ⊗ We were left in the waiting room throughout the whole process. I found the triage staff rude and a little rough in the way I was handled. I never use A/E (not a regular). My husband also picked up on the attitude of triage staff. My blood was taken and came back with a concern flagged. The wait for results ran into hours. I was sent home very scared with what I was told. No explanation. Ended up going private.
- ⊗ Totally inadequate
- ⊗ Poor, excessive waits, non caring staff. Rushed off their feet. No knowledge of how to manage dementia
- ⊗ Poor
- ⊗ Terrible
- ⊗ Arrived 3pm spent 1st night on hard plastic chair in A& E trying to sleep across chairs. took hours between tests and seeing doctor. No food or drink. Second day saw cardiologist at 11.30 am told will be admitted. Moved to fit to sit, no better care, or drinks, information etc. 11pm given bed in corridor. No plug for my CPAP machine now second night without treatment. Row of beds with men and women, man in next bed was obnoxious. Nurses came from away and didn't know the hospital or even where the toilets were! Admitted to ward 9 am discharged at lunchtime with 8 new medications and little explanation of problem. Had to see my GP for help.
- ⊗ Didn't see a doctor and was sent home re admitted later that day
- ⊗ The care was non existent. I was in huge pain, was left in the waiting room with no indication of how long the wait would be other than many hours. It was late at night and I was exhausted and ill. I never saw a doctor or had any observations.
- ⊗ Non existent
- ⊗ 14 hours in fit to sit. No communication. Erratic obs. No offer of food. When I eventually was given food it was inedible. Taken to corridor after waiting all day for a scan. No pillow. No changing facilities. Told to use one working toilet in a and e to wash with no thought to infection control. No privacy and was in a corridor with a flashing exterior security light. Public walking in corridor. Shared with 4 men and inappropriate. Staff member held an IT training session at the end of my trolley at 4am. Staff member watching noisy family videos so no way I could sleep.
- ⊗ Confusing, depressing and an experience I won't repeat unless I am at deaths door
- ⊗ Waiting times are ridiculous
- ⊗ Very poor
- ⊗ I was going into a and e because I was told an ambulance was 11 hours wait for a 9 day old baby who was sucking in at the chest I then arrived and checked in at A & E department and they told me to wait and I would be called through to triage to the children's assessment unit I waited 20 minutes stood up with being 1 week postpartum carrying a heavy car seat because the floor was too dirty to even put the car seat on I then finally got called to be triaged they did give me a side room with baby being so little they were a lot more caring than the adult side of a and e but I still waited 8 hours to see a dr with a newborn baby was

beyond ridiculous I needed to get home with being 1 week postpartum really poor when I finally got round to seeing the dr the children's dr the paediatrician wouldn't even come speak to me directly they was passing messages through to another dr which was not giving me hope my baby was ok and fit and well enough to leave I will never ever take my children here again I will go further a field if I can

- ⊗ Daughter treated in corridor following seizure then moved to fit to sit, except there were no chairs left to sit on
- ⊗ There was no care. We left after 4 hours after being told no doctor would come to see anyone, despite them agreeing with Telford A&E that we needed to be seen.
- ⊗ Doctor had only arrived in the UK the previous month and was a junior
- ⊗ I'm writing this because my mum is now dead due to what I believe is negligence of Royal Shrewsbury hospital and Station drive surgery Ludlow. This is just one event that took place I am writing about, she went for what the doctors said up in Shrewsbury "collective surgery" she had a very big hernia awaiting a date for operation. We were told this was for a CT scan not waiting for collective surgery (in amidst covid where I dropped mum off and couldn't be with her, luckily she had a mobile phone) she would phone me saying they have not attended to her, she didn't hear from the surgeons or doctors/ or anaesthetist. Long story short after me threading them with the police at midnight on Sunday (mum went in on a Friday afternoon that weekend) she had been given NO WATER OR FOOD NOT EVEN IN THE EVENING!!! The nurses kept saying she was awaiting surgery! I knew they wouldn't do surgery After 6pm when that is for emergencies and she could have easily been given water and food after 6 but no they refused without any clear instructions from surgeons. She was only in for a CT scan not surgery like they kept saying. When my mum left it had bugged up her kidney and her other one was not very good anyway. All they kept saying is mum was too heavy and over weight even though they agreed to doing surgery
- ⊗ I was appauled that at 5 days post op, I was left in a waiting room with no doctors checking in on me. I was unable to stand or walk unassisted and have hyoermobikity syndrome so struggle to sit in chairs at the best of times. My baby was at home with no food while I was at hospital and i had been waiting at home for an ambulance for over 2 hours. The staff were all overseas. Not one english speaking doctor. The staff walked past me as i cried and not one stopped to check on me. I was in so much pain thst i couldnt raise my voice as they walked past because the exertion of trying to tense my diaphragm hurt too much.
- ⊗ Slap dash. Extremely uncomfortable waiting areas with not enough chairs and people sitting on the floor instead.
- ⊗ I felt very dismissed, even when saying how much pain I was in, and it made me feel as if I was a burden for asking for help.
- ⊗ Absolutely shocking. I was left covered in urine, no care in regards to my pain. Staff simply couldn't be bothered to help me and said it's a GPs problem when

- actually four days later I had two emergency spinal surgeries. The hospital is appalling and needs closing down! I could of been left paralysed
- ⊖ Left in busy corridor for two days. No privacy. No food or even water. No hygiene. Dirty sheets not changed. Bright overhead lights 24/7. Nobody checking how patient is. Constant staff passing by as outside staff room and delivery route. No communication. Nurses heard gossiping around staff room area but not interacting with patients. No one overseeing patients, staff seemed to want to turn a 'blind eye' / not my problem attitude. Patients relying on their visitors to sort them out. No communication between staff when passing to next shift. When telephoned you have to explain situation from the beginning each time. Different staff mean no continuity. No one answering phones so you don't know what is happening.
  - ⊖ Appalling. Surrounded by dozens of patients who were rarely called out for attention. Despite feeling faint and coughing blood into a cardboard pee container we never had any attention after triage. One part that really annoyed was the constant trips by one nurse into their kitchen to make mugs of tea and taking trays of them into the back of A&E and from comments they weren't for patients.
  - ⊖ My treatment was absolutely disgusting while i was there, i was crying as i was so sore and could not move
  - ⊖ Rushed
  - ⊖ Poor
  - ⊖ It was horrendous I was placed in fit for sit whilst coughing up a huge amount of blood into a paper bowl in front of everyone .. had a cannula fitted in the waiting room in front of other people waiting. I suffer massively with anxiety and explained I wasn't comfortable with having it fine in front of everyone sat in the waiting room. Most staff was just stood in a room talking between themselves not really doing much. One man was lay on the floor in fit for sit in sheer agony and was just left there.
  - ⊖ When I came to a&e it was for my 11 year old son. Luckily because at that time there was a separate section for children he was seen and discharged with in a couple of hours. However a&e was absolutely heaving. All the chairs were taken and people were stood around. One elderly lady told me she had been there since 10am the previous day, just sat in the a&e waiting room. The vending machines were broken so people who had been waiting for so long ended up ordering food to be delivered to the hospital. My son is autistic with high anxiety. Staff members aren't always understating of this, he was terrified being there (his hand went through glass) he needed gluing and butterfly stitching and the staff were a bit snappy because he was so scared and hesitant to let them touch it. Another time we had a similar experience, we thought he had broken his hand. He was only 6 and terrified of the X-ray machine. The X-ray technician turned to a 6 year old, disabled and scared boy and said 'well if you're not going to let me do it why have you even come here'. Some staff attitudes are appalling although the majority of the issues are system/management/funding issues it seems.

- ⊗ • It was chaotic and unsafe, the environment was dirty with no facilities to change baby as changing table was broken, nowhere to breast feed a sick baby with any dignity nowhere to sit • Chose to sit outside as v hot, crowded and dirty, however many people smoking at entrance , bins overflowing with cigarette butts . ironic as posters declaring the hospital is a smoke free zone. • Arrived in ambulance after excellent service from the crew both at home when calling 999 and the assessment and care provided when they attended. We were concerned enough to call an ambulance as 6-month-old unresponsive baby following severe vomiting. We were able to get the defibrillator from village hall after the code was given by the ambulance service who stayed on the phone till ambulance arrived • We were taken to Telford hospital and the crew tried to get us admitted to the paediatric assessment ward this was not possible and they apologised to us and we were directed to general A&E. We sat there for over an hour with no contact from anyone and it was only when the baby started to deteriorate further that we stopped a member of staff and were taken into a room • The member of staff proceeded to work her way through a computer screen of paperwork a lot of information we had already given to ambulance. It was only when my daughter became so distraught and pleaded for them to examine my grandson without delay that basic obs were done and member of staff was obviously and visibly concerned and got a doctor to attend who administered anti sickness medication. • We were able to go into a side room to attempt to breast feed him and although the doctor said would return did not and we were eventually transferred to the paediatric ward after about 4 hours and had to again give the same information. • The contrast between the care, compassion and support of the ambulance crew and the hospital staff was stark, the staff were overwhelmed the doctor saying she should have been off her shift and the feeling of total desperation of my daughter to get any care/assessment for her baby, pleading to see a doctor • There seemed no system or management of the deteriorating situation or feedback or communication, the staff did not seem competent to deal with what was going on or able to prioritise effectively. It would appear they were not supported by any management or senior staff
- ⊗ Appalling
- ⊗ Staff didnt know who was meant to be seeing who or whether it would be via the area in A&E waiting area or through into the actual A&E
- ⊗ I was suffering to breathe and was just told to wait
- ⊗ Poor
- ⊗ Awful
- ⊗ Poorly managed, overcrowded, lack of Dr's. Appalling and life threatening wait times.
- ⊗ Was waiting in the waiting area on a very uncomfortable seat ,in pain and bleeding
- ⊗ Nursing staff eeee clearly run off their feet. Looked exhausted but when asking for anything would take so long for them to return and didn't check on me. Was forgetting about unless I shouted out for help.
- ⊗ Awful !!!!! 2 days in fit to sit????

- ⊗ Very poor treatment no doctor for nearly 48 hrs , just left sitting there .
- ⊗ None exsistant
- ⊗ Awful, waited 36 hours, told numerous time that my daughter had been rejected by a department (she was 16 at the time). Ended up going backwards and forwards with different doctors over the 36 hours, no offer of food or drinks, noone checked on us for the first how ever many hours, we were sat in hard plastic chairs with noone else at all in the department and still was not offered a bed until someone came from another department and told the a and e to give my daughter a bed in the triage room (it was a second room and was not being used) and
- ⊗ Appalling. In pain and distress . Left for hours , no food or water. Toilets out of order. Terrible attitude from staff once inside a/e. No beds. On a trolley. No blanket or pillow
- ⊗ Lazy staff.
- ⊗ The care was ok when I eventually saw someone. Staff were helpful but very busy. It was hard to keep their attention for long as they had a lot to do. The doctor that took my blood was very unskilled and it hurt a lot. I was sat in their staff hun while I had my blood taken and there were staff coming and going they a door that was knocking the arm which blood was being taken from. It was very unprofessional. But I was there because of lack of treatment rooms.
- ⊗ They failed to check over my 3year old son properly. We waited hours to be seen by someone and when we finally got to see someone it was for only 5mins. We felt we were being fobbed off.
- ⊗ Poor.
- ⊗ A S ABOVE. SHOCKING DISGUSTING AND APPLAUDING
- ⊗ Disgusting
- ⊗ See above. Disgusting and unacceptable
- ⊗ It's not been good. It doesn't help with what time of day you go, it's always the same. It is very dependant it seems on who is working.
- ⊗ Awful, completely dis-organised.
- ⊗ Care was non existent.
- ⊗ I find the staff lack care, compassion and empathy. Did not feel listened to in the time I was there, felt belittled by triage nurse, no blood test taken as told me amount of blood I coughed up would not be a large amount as nothing is a large amount to him. Left on a chair for hours in the waiting room and then fit to sit with no food or drink offered despite a suspected blood clot on lung. Told I had to be admitted as they had left seeing me too late day and couldn't have a CT scan until the next day despite an incredibly high D dimer. Escalations of pain were not listened to, asked to go home as more comfortable was told I couldn't. Eventually put on a trolley about 24 hours after arrival but right next to nurses station.
- ⊗ Awful Dr rude and when Mum in Law was examined he was a big rough with her.
- ⊗ Slow, unsettling, didn't know what was going on
- ⊗ Awful, treated like I was a nuisance, I just sat over night whilst feeling extremely anxious with palpitations and chest pain. No food or drink offered. In the morning when I asked about food and said I had an allergy I was asked why I

- hadn't brought food with me. I explained gp had told me to come and said it would be a 4 hour blood test so i hadn't expected to be there for 16 hours.
- ⊗ Wait for triage was two hours from signing in at reception. Staff were obviously under pressure and the department was short staffed. In the waiting area, the seats were full, people were having to stand or sit on the floor. The men's toilet was out of order, leaving one disabled toilet available for the whole waiting area. The toilet was filthy, the waiting area was dirty and the waiting areas bins were overflowing.
  - ⊗ Horrible I felt like I was bothering them and that I was an inconvenience
  - ⊗ I left untreated after 4 hours being unable to sit/stand and chose to suffer at home
  - ⊗ Attitudes of nurses could improve and be more caring and empathetic
  - ⊗ Poor
  - ⊗ Very slow
  - ⊗ It was terrible, I was left in a side room bleeding from my head and throwing up
  - ⊗ Slow and illogical
  - ⊗ Terrible. Daughter had stopped breathing earlier in the evening and wasn't even seen for several hours to check all okay. Staff very nice but completely stretched
  - ⊗ Poor
  - ⊗ Horrific. Wouldn't treat an animal in that way.
  - ⊗ Couldn't believe with a head injury we were just left in the waiting area my husband was very agitated and kept trying to leave we were both very upset having to wait so long
  - ⊗ Terrible
  - ⊗ Two examples: last year I had a thunderclap headache and was told to get to A&E by a 999 dispatcher. She said an ambulance would be a long wait so asked if I friend could get me there sooner. Despite being told they wanted to check me for a possible brain bleed, I still waited six hours before a CT scan, then was on a trolley for a further 24hrs, 10 of which were in a busy corridor with no screens. Doctors and nurses themselves were lovely but environment was awful. No pillow or blanket on trolley, I used my winter coat to cover me, asked for water but given no other food or drink (6pm-10am before move to ward). The A&E waiting room was heaving with very unwell people sobbing, coughing, vomiting and on the edge of collapse. At one point police came in to attend an aggressive patient. It was just a horrible environment to be unwell in. I ended up being admitted to a ward for four days and a lumbar puncture. Second experience was last September. A few days earlier, paramedics had taken me to Walsall Manor because they said Telford was utterly overrun and I was admitted there with covid exacerbated severe brittle asthma but discharged after a few days. I deteriorated so Covid at Home team sent me back to Telford via Shropdoc. Bearing in mind I was covid positive, Shropdoc transferred me to A&E and left me on a wheelchair in the main corridor beside the reception checkin desk until I could be taken through, which was around an hour (in addition to hours in Shropdoc already). I was then put into an isolation room, but at one point I was wheeled out of that room and put into a tiny children's room. An

elderly lady was wheeled straight into the bay I was being taken out of with no sanitising at all; Worried for her sake, I urgently said you know I'm covid positive right?! They dismissed my concerns (later they told me she also had covid so it didn't matter) I kept having to repeat my symptoms and recent admission and staff kept coming in with incorrect information over many hours. Eventually, I was kept in a third room in A&E for 24hrs before discharge but a few days later, still unwell, the Covid at Home team sent me back again. This time, Shropdoc sent me through the ward that determines if patients need full admission and I was left on the Fit to Sit chairs for hours, despite struggling to breath and being dizzy. I'd had my obs and bloods taken, but was given no asthma medication despite begging for it, I ended up using my own inhalers in full view of nurses. Eventually, they allowed me to lay on a bare trolley that they said I might have to vacate if someone sicker came in but when a consultant finally saw me and listened to my lungs, he was horrified at how ill I was and immediately admitted me where I stayed on wards for a week. I find it utterly staggering that when both A&Es are utterly strained at the seams and collapsing that the powers that be are determined to downgrade Telford. It's appalling. Because of my severe brittle asthma, I've had to access A&E numerous times over the years, and it's much much much worse than it ever used to be.

- ⊗ Very poor, staff lack compassion, knowledge, professionalism
- ⊗ Dangerous. Incompetent. Rude. Traumatic.
- ⊗ Triage nurse did not do any assessment is no B/P taken no temp
- ⊗ Came in while pregnant with extreme stomach ache (not in labour) jaundice, stools not normal, urine not normal was left being thrown left and right as no one sure who would deal with me (again not pregnancy related) told numerous time nothing A&E can do its maternity went to maternity and they advised it isn't them either who deal with me - left pillar to post turns out i had an infected gallbladder and was left for hours with no pain relief asked for something low fat to eat as hadn't eaten for 13 hours and was advised 'we can't cater for everyone' was given a jelly, apple and an orange
- ⊗ Awful. Was sent by shrop doc didn't get triaged for 3 hours and left in pain
- ⊗ Left waiting for an answer, was told my finger had been dislocated when was clearly broken and they were going to put it back into place it wasn't until I mentioned I also had a sore back from my fall they decided to X-ray and found my finger had severely broken misplaced and rotated and I had fractured my wrist I waited 9 hours for a bed to await surgery the following day
- ⊗ My partner (patient) has multiple health conditions (heart, kidney, diabetes, anaemia, cancer etc) and mobility problems. He was taken ill over a New Year, so I called 999 at approx 15:00 hours, at 23:00 they phoned back asking if I could take him into A&E as there would be no ambulances available for several hours. Arrived approx 23:45, was triaged fairly quickly. At 8:00 was seen by a Dr, and put in a cubicle. At approx 15:00 I went home as he was waiting to be admitted - during the 15 hours he was only offered 1 drink and a single sandwich, with no medication. At 22:00 Hospital security phoned me asking me to collect his bag which had been found in the waiting area at approx 18:00. I

alerted them to the fact he was virtually wheelchair bound & waiting for a bed. I got to the A&E whilst the nurses were on the phone to the police & organising a search party. Security found him collapsed on the grass near the Shrop Doc entrance at around 23:00 - in the JANUARY weather. He was hallucinating and fairly poorly by this stage, and I stayed with him until mid-day when he appeared to be stabilizing. It was late evening before a bed became available in AMU - well over 56 hours after I called 999. The care from the Nurses and Doctors when they had time to see him was overall good, especially after he was found outside and he was showing signs of hypothermia. The biggest issue was they allowed an obviously ill elderly gentleman walk out of a cubicle and A&E and no-one raised the alarm that he was missing. If Security had not found the bag and contacted me, he would have died on the grass in the rain and cold overnight.

- ⊖ Waiting times with no interpersonal contact was concerning
- ⊖ I was sent to the hospital by my GP due to severe dehydration in my pregnancy, my GP contacted EPAS directly who accepted me as a patient but told me I had to go into the A&E entrance but tell the receptionist that I just needed to be sent directly to EPAS as i had already been accepted as a patient due to my GP referral. They refused to listen to me, refused to contact EPAS to speak to them and refused to read the letter my Dr had provided to explain the situation in order to be able to bypass A&E and go directly to EPAS. The receptionist refused, made me go through triage and be assessed, poked and prodded by the nurses there for them to tell me exactly what my GP had already told me, they then took a further 3 hours to contact EPAS who as soon as they were aware I was in A&E came and collected me immediately. Due to this, it went from a one night stay in EPAS and turned into a 3 night stay because it took over 8 hours for them to get me to the correct department causing further damage. I was referred by my GP at 5pm and accepted as a patient at this time, I got through to EPAS at 3am due to a receptionist refusing to listen to me.
- ⊖ I was suffering what we thought was a miscarriage of an 11 week pregnancy, no one bothered to check in or see how I was doing, got triaged after 3/4 hours, then saw the doctors after 18 hours. I also gained an infection from here as well
- ⊖ Me and my partner were treated very badly! Was made to wait hours before being told to go Shrewsbury! Was left in the car for hours as I could not sit due to surgery on my bottom and major surgery to my stomach. Was covered in blood for hours.
- ⊖ No care at all, there was no checks on patients no updates and no safety for patients visiting.
- ⊖ Awful. I had to constantly ask for updates as I kept being put back in the waiting room after seeing multiple doctors. There was no continuity of care as I saw a different doctor or nurse each time I was seen. I was advised to sleep in the A&E waiting room as the consultant wouldn't be in until the morning, and they couldn't do anything until then - even though I was in for a suspected brain bleed or blood clot.
- ⊖ Dismissive - uncaring



- ⊗ Overall good. Was not offered any food or drink. Observations were completed once during my wait
- ⊗ I felt unheard. Dismissed like the pain wasn't as bad as i felt it was. I was in pain the entire time. No sleep and then a trainee doc came straight said my dislocation wasn't in properly. So said he was going to put it back in again. He didn't offer painkillers for this I had to ask and only got gas an air. I screamed so much nurses had to rush in and stop him.
- ⊗ Everything, including simple treatment (steroid medicine) took so long. Triage weren't very accommodating with my son who was scared of the equipment used for sats. We were left for hours before being triaged despite swelling to the mouth and face and once seen by a doctor, we were left in the dark for ages regards treatment so had no idea what would happen. Therefore, we were unable to prepare and explain to our son.
- ⊗ Taken straight to crash room. Sat in a chair and then left for 2 hours without seeing anyone but a student nurse.
- ⊗ I didn't even see a doctor, every time I have been there I have had to wait over 8 hours to be seen
- ⊗ Poor, department was very busy but look as though staff were just standing around talking
- ⊗ Once I saw the sepsis Dr the care was great, she was angry that the A&E staff hadn't contacted the sepsis team
- ⊗ After triage we were sent home as above. We returned 2 days later with a GP referral and were treated like we were wasting time again until they saw the x-Ray, after which they apologised
- ⊗ Absolute crap
- ⊗ Horrible and I could of died and the staff wouldn't have even known
- ⊗ Very slow
- ⊗ The initial triage process was ok. The wait wasn't too long - perhaps an hour. I then had to wait in the waiting room until I was seen by a Dr. I was there for a suspected stroke & was not seen within the 4 hour window. I did eventually see a Dr and had a scan and was then returned to the waiting room again. At the 12 hr point I was advised that although they wanted to keep me in there were no beds in the whole hospital and I would have to wait in the waiting room for an unknown period of time (possibly a day or more) until a bed became at available. It was only at the 12 hr point that I was given aspirin and I then agreed with the stroke nurse that I would go home & rest & return to TIA clinic a couple of days later. .
- ⊗ Just left in the queue, lack of updates, lack of any assistance, staff too busy or disinterested to help.
- ⊗ I FOUND THE A&E DEPARTMENT VERY DISORGANISED ADVISED TO GO STRAIGHT TO A&E BY 111. ON ARRIVAL THE WAITING ROOM WAS HEAVING. SAW TRIAGE WITHIN ABOUT 40 MINS, WHERE THEY SAID MY INJURY WAS MINOR AND THE 'MINOR INJURIES NUSRES' WERE NOT BUSY THAT DAY. STILL HAD TO WAIT FOR 9 AND A HALF HOURS BEFORE BEING CALLED TO CUBICLES - THEN THERE WASNT ANY SPACE AVAILABLE. ONCE A SMALL CORNER WAS FOUND I WAS ASSESSED BY A DOCTOR AND MY WOUND CLEANED AND GLUED WITHIN 20 MINUTES. ALL TOLD IF

THE DEPARTMENT WAS RUNNING MORE EFFICIENTLY I COULD HAVE BEEN OUT OF A&E WITHIN AN HOUR - PROBABLY LESS.

- ⊖ I was in a corridor initially, then put in a room; I was in immense pain and was sometime before I saw a doctor
- ⊖ Awful
- ⊖ Very poor. Fit to Sit was awful, crowded, lots of people in pain.
- ⊖ 18 hours on a trolley in a corridor. No proper meals. Not enough nurses. My wife was told I would be moving to a ward where they had Covid. I didnt have Covid. I had a fall!
- ⊖ I felt scared and very concerned for my health, felt I was just fobbed off
- ⊖ Staff don't care about patients. The wait to get seen takes 3-8 hours.
- ⊖ Left for extremely long periods of time with no updates at all. Lack of space. No pain relief. No support when needed or extra clothing etc as stated above. Once I got into A&E itself and out of the waiting area, the doctor I saw was good and helpful. Prior to this it was unacceptable, embarrassing and heartbreaking.
- ⊖ There was no care, no updates given in regards to what was happening with mental health team. I was made to feel like I was under suspicion as to why my daughter was self harming, especially by being threatened with the police if i was to take her home. Yet we was left to sit in the waiting room with them knowing that the mental health team wouldn't be there until after 9am the next morning as they didn't submit the paperwork until we had already been waiting for 8 hours.
- ⊖ I was crying in pain and was given nothing to help in the end the receptionist got the nurse to give me some pain medication
- ⊖ The wait in the department was appalling. I felt so so ill after having a heart attack (I was a 66 year old woman) and was just left as they didn't seem to think there was a problem. It wasn't until a fabulous young nurse asked me how I felt and I said "I just can feel impending doom) that she pulled out all stops and ordered a very technical blood test and yes that came back as I'd had a heart attack ... then they seemed to bother about me.
- ⊖ As above moved around a lot in a short space of time. Just a very uneasy experience leaving me with lack of confidence in the system.
- ⊖ I didn't appreciate the first nurse complaining that my daughter was infecting everyone in the waiting area, we were sent to wait there. The whole process of bringing down her fever was excruciating, so long and drawn out. Paracetamol and Ibuprofen are not always effective. Coming from a 3rd world country with private medical, we probably wouldn't have even needed to go to hospital, we would have the correct treatment at the GP office. We arrived around 3pm and got discharged after 8pm. Her fever was still not down by the way, but we had had enough.
- ⊖ Poor. Left on a paramedics trolley under glaring lights even though I'd said I was autistic with sensory overload
- ⊖ Massively inefficiency. No communication. No thinking outside the box. Triage must be improved!!
- ⊖ Needs more staff had to sit in a room for 18hrs

- ⊗ Poor at least. Staff chatting in corridors. No compassion no urgency
- ⊗ I was with my husband who was very poorly after collapsing at home. It was a good job I was there - no one came to see us in all that time or check on him. Facilities were dreadful - dirty toilets. Lots of staff coming and going and chatting - but not much care going on. By 4 am the waiting area was packed.
- ⊗ There was no care. It is a very harsh environment which you need to be fit and well to deal with so if you are there because you need help it is a particularly difficult environment. Once I got up to the ward I was sorted out quite quickly, I could have gone straight from 111 to the assessment ward and missed out urgent care altogether in reality looking backwards as nothing was achieved by getting stuck in the urgent care system for 15 hours
- ⊗ Please see comments above, the 2 hour wait for the triage was in terrible conditions, only one functioning toilet as the male toilet was not working. Patients sleeping on the floor, many had been there much longer than us. Despite having been told by ShropDoc that mum had been accepted by the Medical Team and were expecting her, it still took 5 hours to get a bed, on a freezing cold corridor. I informed the receptionist when we arrived that mum was expected by the medical team, but was told that we had to wait like everyone else to be triaged. This was third world care in terrible surroundings
- ⊗ Poor, degrading, upsetting.
- ⊗ GP had called ahead so I was expected. Assessed and CAT scan within 3h, in ward within about 6h. Didn't see a Dr until the following morning rounds. In the early hours chased nurse for blood thinner as was told not possible as didn't know what sort of stroke I had. Pointed out I had been told it was a clot over 6h ago and got the mini aspirin 2h later.
- ⊗ Dreadful, despite plenty of staff, I was just left, and a doctor attended after I shouted I needed toilet
- ⊗ Lack of privacy, respect, very long wait, no food, loss of dignity. Not nice at all!
- ⊗ Pretty poor. The staff were overworked and many patients weren't regularly attended to. Following my first interaction with a doctor, I was taken to a small, busy office for a blood test. This office was incredibly untidy with empty medical equipment packets on the floor, files lying around and it didn't look hygienically clean to me. Whilst about to insert the needle for my test, the nurse (a more senior nurse) suddenly remembered that she hadn't given another patient needed treatment. She swore, simply put the needle down on a trolley and ran away whilst waiting to see a second doctor, I asked for painkillers (about 16.30). I asked again several times without any action and eventually received some on admission the award at 0200.
- ⊗ A waste of time but eye opening as to how inefficiently the hospital is run,
- ⊗ I am writing this on behalf of my husband who has dementia and can't speak for himself. He was unable to walk or move well so was on a bed and left in a cubicle. I brought his medication and I was told he was waiting for a bed in AMU. I left him in the care of A and E and visited later. He had not had his medication. I could not speak to a doctor as they didn't know when he would be coming round. I only knew he was borderline sepsis and was being treated with intravenous antibiotics. The next day I visited and could not find him. My

husband a man with dementia was left on a trolley getting very little care and still had not been given his medication. This included his insulin. After making a fuss he was given his medication including insulin but it was Sunday and they wanted a letter from his GP confirming the doses of his medication especially insulin. Impossible on a Sunday. GP surgeries are closed. I complained about him being left on a trolley staring the wall but was told he just had to wait for a bed in AMU. He was very confused and agitated. I left him in the evening still on a trolley and as soon as I arrived back home I had phone calls from the dementia team and AMU asking me for medical history and about his dementia. AMU were great, no complaints. A and E terrible. I noticed that 2 nurses in pale green uniforms were working really hard and the rest of the staff were standing around a computer. They tell me all nurses are stretched and work very hard but other people have noticed the same. The nurses seemed not to care any more they were disillusioned and obviously fed up with complaints. My husband returned home from this experience and his dementia was worse which now costs the state more as I need more care for him.

- ⊗ Sat in wheelchair for 17 hours - far too long, before being found a corridor bed.
- ⊗ Appalling
- ⊗ basic analysis, once they realised he was vomiting a lot in the ward that's only when they started to take it seriously.
- ⊗ Please see above. The care and treatment was appalling with staff not appearing to know what was going on.
- ⊗ Poor! Left in a chair for 33 hours! Couldn't swallow no feeding tube!
- ⊗ In essence there was no care. I repeatedly asked for a drink of water but was not given any. I slipped down the plastic mattress on the bed so the lower part of my legs were in the corridor of the cabin and people using the corridor repeatedly banged into my legs and feet. When I asked for assistance to move further up the bed (I could not move my legs and had a broken arm so almost immobile) no one offered to help and one nursing assistant said, "Who do you think I am, Wonder Woman?" During the period when I could not get any help, there was a group of about three staff about four feet away who did not respond to my cries for help and continued to discuss the previous night's television programmes. My plight was a matter of complete indifference to the staff. After the morning shift change I began to receive some treatment but not for the cramps in my legs about which I had told the nurses. In order to move me up the bed, the staff lifted the foot of the bed, the bed hinged in the middle and I slipped to the head of the bed. However, I was not warned that this was going to happen and so was startled by this move which the staff found to be very funny and they laughed at me.
- ⊗ Not really good.
- ⊗ Minimal care, a minute with a professional e.g. doctor
- ⊗ I was not treated.
- ⊗ 17 hrs in a chair with a back problem wasn't great needed food and sleep they sent me to the ward that was so badly organised took a week for them after several failed attempts to decide I didn't need the procedure done each doctor

had a different view procedure cancelled by theatre twice and they didn't even let ward know that they cancelled.

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We then asked people to tell us if they have any suggestions to improve services in A&E.

'What suggestions do you have for improving services in A&E, if any?' Over 230 people responded to this with suggestions for improving services.

They are presented under the themes that the suggestions were primarily about. Some suggestions do cover multiple themes. We have used each suggestion only once so this does not represent a prevalence of a particular theme, this is detailed in the table from the main report following these 'themed' suggestions.

### **Positive appreciation of staff**

- Absolutely no suggestions for the staff that go to work day in, day out and help in any way they can. You are appreciated. We are all human beings and it is not the hospital staffs fault that wait times are long and beds are full. The suggestion I do have for improving is for members of the public to be more understanding for appreciation and money be given to the NHS - as a country, we are so proud to call you ours.
- Not applicable, staff do their best and work with what they have. Everyone shows care and compassion.
- A&E sadly is part of a broken system, the doctors and staff do an excellent job but they know they are fighting a losing battle.
- More staff, more parking, just funding the service because the staff are clearly doing the best they can. I felt really well taken care of by the nurses and the HCAs.

### **Better care of patients**

- Better care of patients, more understanding, the obvious answer of more beds, don't put people who aren't fit to sit in the fit to sit area. Doctors actually giving patients the help they need and send them for tests they need instead of doing a blood test for them to sit for another 12 hours before having chest X-ray, ECG, etc.
- Don't close Telford. We are already treated like cattle. Made to sit on hard metal seats while in pain and discomfort. For updates on where you are in the Que. This happened at a hospital in Wales with my Dad and that little thing made it a better experience.

- I arrived before change over and the sister in charge decided to get a food takeaway menu out before dealing with patients then popped out for a cigarette
- Fit to sit needs to go. These people are not fit to sit as in my case. Left hours in a chair with pneumonia, failing liver and kidneys with measles infecting others.
- Removal of unnecessary people in the waiting area....there was 1 patient who had 6 people with them'. Another patient called her friend to come down and have a drink with her. Not enough seats for people who were there let alone hangers on. Better communication between staff especially at shift change. Staff wandering about looking for patients/ needs to be better organised. One care assistant was wandering around doing obs but instead of doing everyone together on one area was backwards and forwards-work harder not smarter. I was left for about 5 hours after a scan ... I enquired what was happening and was told they were looking for a bed- at no point did anyone tell me this. Within an hour I was seen and discharged with an appointment for the stroke clinic...,that could have happened much sooner and I should have been told about the need for a bed much sooner(which wasn't needed). The situation in the department deteriorated during the night shift - more agency staff I think (it's hard to tell who is who with the uniforms!). No teamwork. Back when I was a kid you knew who was a doctor and who was a nurse.
- The staff are wasting so much time on talking eating drinking pretending that they are busy, but they are not
- Treat people like humans. I am a polite, respectful person. My condition meant several visits to A/E and nothing has improved. I do not drink alcohol and was told by one Dr my condition could be caused by alcohol. I was deeply offended. My condition has now been identified as autoimmune. Not everyone drinks!
- More trained and caring staff, more spaces and resources, better leadership and systems. Funding. Better understanding of Dementia.
- Treat people with respect and how they would like their relatives to be treated.
- Reasonable adjustments for patients with autism not to be sent to wait in a car staff to do training on autism as nurses were rude and frankly neglectful.
- A and E is in total crisis. However it starts with ambulance care. I was told an ambulance was coming as an emergency. After waiting an hour I was phoned and told no ambulance was coming and to take myself to hospital. This is clearly wrong and the lack of enough local ambulance services in a rural area needs revisiting. A and E clearly needs more staff but also some humanity and basic respect for sick people. A complete rethinking of services is required across the trust along the lines of the Ockendon report in order to avoid the untenable conditions I experienced.
- Improve communication. Patients left just sitting for hours in agony with no idea of the plan for their care.

- Previously worked RSH A&E, this is a toxic environment with bullying culture deep set within A&E and SATH generally. I was horrified at the lack of care for patients in comparison to other hospitals I had worked in.
- Doctors should do more thorough tests when there are red flags and to not be so rude and dismissive.
- I feel A & E need to treat patients with care and dignity they deserve and treat them kindly instead of treating them like dirt & dignity they deserve.
- Having a phone call from a Dr regarding my child's broken arm resulted in him being sent home when he needed an operation, now he will forever have a bent arm.
- More doctors, more movement and stop leaving people for 24 hours sat waiting for help! Better system to move people through the hospital
- The place need to be much bigger. It's not acceptable to have blood taken in a busy staff working room. Neither is it acceptable to have a doctor/consultant chat in a corridor. There also need to be more staff. Myself and many patients were just left for hours without any explanation of what was going on. Better explanation of course of treatment would be good too.
- I don't know how they can improve to be honest, it's a total disaster in A&E and it is quite scary, after misdiagnosing my boy and not properly checking him over I feel my trust is completely gone. I'm glad I listened to my mother instinct and I'm glad I kept taking my boy back to the doctors I don't even want to imagine what would have been if I would have listened to the doctors and took their word...
- More communication between staff. Read people's notes over and over again to make sure they are not in a n e longer waiting for tests and listen to the patient.
- There needs to be better systems in place to ensure patients are receiving the correct care in an acceptable amount of time to ensure they don't deteriorate. Reception staff need to more compassionate and helpful and listen to patients. Communication needs to be greatly improved between all departments.
- Staff (nurses) need to stop gossiping & being on personal mobiles when they are clearly around people who have come to be helped. Doctors need to explain clearly & stop dismissing how patients feel if not clear on a scan. Sometimes things do not show on something as simple as an X-ray. They also need to clearly explain what they are considering & what they have confirmed it isn't.
- Staff with bedside manner would be a great start. I didn't take my son for a day out, it's a stressful unpleasant time, you want to see people care. I have had one doctor who saw my son and she was lovely but unfortunately we have had a very very bad experiences. I think if they were able to say who needs to be in A&E and who doesn't would be a great start. Someone being in A&E for a cough- not needed. Wait to see the GP.
- So many people working here, yet no continuation of care. Left feeling unsure of my care since no-one spent time explaining anything.

- Please check your referrals, i understand your busy but please check your patients if i got seen quicker i might have not of lost my hearing just because someone doesn't shout and is quiet doesn't mean they're not in pain
- Better training in empathy and caring for staff.
- Show more care, and prioritise people in need! My dad went in with a suspected stroke was left for 4hours then had to wait 3 days for a scan to tell us he had cancer and a tumour on the brain! He passed away 4weeks later!
- I think with head injuries you need to be seen within a certain time as the paramedic who brought us in was good and was told we would be triaged and seen soon but this did not happen.
- Improved staffing and funding to prevent significant delays in treatments for serious conditions to safeguard against poor outcomes.
- Staff seemed oblivious to the chaos around them stood talking often laughing while people were in desperate need of care.
- Listen to family members. We're not always there to cause a nuisance. We knew my father needed urgent treatment which he didn't receive. Instead, we got fobbed off and he died.
- When you have a person come in with a none related pregnancy issue don't palm them off because you don't know what to do with them, i took a valuable bed on the maternity side.
- The wait times are too long, listen to the patient when they are not happy with the decision you have made with their care.
- It would have hastened my discharge if I had seen the cardiologist. Because the nurses and doctors did not read my notes and act on the advice given by the doctor on admittance, I would have been discharged the next day.
- quicker, kinder staff who care about what you are going through.
- Receptionist should really be listening to the patients, he could have saved a whole person being triaged if he didn't just dismiss me and allowed another person to be seen faster.
- Treat patients with more respect. Don't make them feel like they should not be there.
- A sense of care for patients and communication.
- Listen to and hear a patient when they are in pain.
- Waiting areas could be more comfortable with cleaner facilities and easier access to food and drink. We don't mind waiting, but it's very uncomfortable and scary for children/elderly. Because the staff are so rushed, any time for empathy or taking into account people's individual needs gets neglected.
- I think that a new system needs to put in as I was back and forth between the waiting room and the assessment rooms not the best when you are feeling unwell.
- Staff to care more about patients, Don't lose booking forms, Triaged quicker.
- Sadly, there were just too many people and not enough staff. More updates are desperately needed and information for people just sat waiting. What made me really angry was people in A&E that really shouldn't be there, a cut finger, a nose bleed, these people should be prioritised last, or encouraged to seek



help elsewhere, not encouraged to sit waiting, it was a farce. My father had breathing problems, is 84 years old and was left to sit on a hard chair for hours with no updates. A girl came in after him with a nosebleed and went through and was seen before him, I was seething. I did get cross after hours of no updates and no one coming to see him. I went thru to the doctors in the end more than once and eventually stood there and insisted on seeing someone and didn't leave until I did, it was very poor. I don't agree with people being aggressive with staff but people do get angry through sheer frustration. I can't see how reducing Telford A&E and only having Shrewsbury is going to work. The seating area should be more comfortable too for people that are having to wait hours. The chairs are not adequate for someone feeling unwell. Very poor seating. Surely you can make seating more comfortable. Someone should be updating people too, desperately needed, even if its a screen to keep people updated regularly. There were times when the triage nurse sat chatting with the person that checks patients in, their time could have been better spent keeping patients updated with wait times etc. I am aware the NHS is underfunded, but prioritising patients and even discharging patients to see a pharmacist/own doctor/self treatment should be a priority. Half of the people in A&E shouldn't be there with trivial issues. I was with my dad and I kept him safe and updated and chased up what was happening but not everyone has someone like me to look after them, that isn't right. The older people in our society are the ones that have worked all their lives and paid their way so should receive the care they need.

- More specialists, more staff who are actually have some sort of empathy for ill people.
- More personnel, better seats, they are excruciatingly uncomfortable. To do all the necessary tests at one time so people dont have to go for the same blood test again and then wait to see the Dr again, doubling the time spent. It seems a very inefficient way of doing things. Again.
- There need to be big changes and I know this means more space and doctors are needed however, whilst waiting in A&E I expect at the very least some pain relief and some support for myself and my family so I am not left sitting in my own faeces for hours and hours on end. I expect staff to help when asked by my family members. I do not expect to be left alone in the state I was in feeling embarrassed and heartbroken whilst my family watch and beg for help. Basic human needs and human rights should be met. Animals in the zoo get better treatment than I had.
- This was my third visit to A&E in three weeks, this time by ambulance. My ambulance had to come from Wolverhampton, the paramedics were amazing. The wait time was once again shocking. Once I got into A&E itself I was moved no less than 6 times. I was left in 2 corridors, one unlit with no staff passing through. The stress, worry and uncertainty my family was put through was completely unacceptable. I did feel this time however that the care I had was better but only because I came in via an ambulance. This short comment does not in anyway fully reflect the experiences I had as it was a very long and very testing time.

- You need to drastically reduce wait times. Have a designated quieter, dimmer area for neurodivergent people and understand their needs better.
- The receptionist did not understand the pathway to get to see the medical team (not the ED team) as we were told by the Docs when we finally saw them that we should have been seen by them as soon as we arrived. Having waited to see the triage nurse there was then another long wait, it was only after my second intervention with the Flow Coordinator that I managed to get a bed for my mum, who has been released from RSH having spent 4 days in A&E following a fall and long lie. There were no beds available in either hospital on a ward. Facilities POOR Staff seemed ignorant of the patient flow as explained by the medics. I appreciate that the staff are under great stress and cannot offer the level of care that they have been trained to.
- People in corridors and cubicles in A and E are waiting for blood test/scan/x ray results for hours. If these were to be quicker it would free up space. People like my husband could have had their results back the same day and once the cannula had been removed he could have come home at least a day earlier. There should be some facility for people with dementia. No one should be in a corridor. People should be able to be discharged into the care of the community nurses more quickly. All nurses should be working instead of 2 seeming to doing the job of the rest while the other nurses were standing around a computer talking and then people would be getting medication, food and drinks regularly. Definitely more doctors needed. We regularly hear about people coming to A and E with earache and milder illnesses. This is not what A and E is for. They should be seen by triage and redirected quickly to a pharmacy, to ring 111 or their GP. They should not be "punished" by being forced to wait 12 hours to be seen and clog up the waiting room.
- Better communication. I attended on a Monday and was advised I needed a scan but the earliest would be on Thursday - I would be called with a time to attend. To me, and everyone I have spoken with since, that meant I would receive a call before Thursday advising when to attend - this would allow me to make necessary plans like travel. I called on Wednesday as I had not heard anything - firstly the PRH switchboard put me through to RSH in error where a condescending member of staff advised me I had rung the wrong hospital. I advised I had phoned PRH switchboard and it would be better if they gave me the direct line number I needed. I then spoke with someone at PRH - very rude and sarcastic - who advised they would call me on Thursday morning with a time. If the Doctor in A&E had advised they will contact you on Thursday morning rather than a general you'll get a phone call it would have saved my time and the staff at the hospitals time. This is only one small suggestion that doesn't cost any money or more time. Triage just took the same notes that the reception desk did but took my blood pressure as well - as I had originally rung 111 as couldn't get through to my GP - this was the 3rd person I told my story to. On a previous time when I had cut my finger and needed stitches the triage nurse didn't even look at the cut.
- assess real risks of patients. he almost died from a brain injury while waiting.

- Just perhaps you need, employed non medical staff to support patients that need a little more support & assist whilst waiting, reducing those additional pressures away from medical staff whilst supporting and guiding any waiting patients.
- If u have to wait 17 hours you need food and somewhere to sleep.
- There needs to be better systems in place to ensure patients are receiving the correct care in an acceptable amount of time to ensure they don't deteriorate. Reception staff need to more compassionate and helpful and listen to patients. Communication needs to be greatly improved between all departments.
- Provide better comfortable seating. This is needed due to the very long waiting times to be seen. Ensure people arriving in E&E are triaged quickly. A 3 hour wait for this is not acceptable especially when the patient is in a great deal of pain and discomfort.
- Get some soft chairs for the patients, chairs that can be reclined so patients waiting a long time can rest, turn the lights down over night, have a HCA tour round the waiting area every hour to see that no one has deteriorated. Water was provided which was good but otherwise it is an unnecessarily harsh environment for a sick person to be expected to wait for many, many hours.
- One toilet for all A&E...needs more.
- Sort out social care, and GPs. Get consultants to triage A&E. Get doctors to see patients even if in waiting areas if no access to cubicles or beds to assess/monitor their condition.
- Fit to sit room needs more appropriate furniture the chair I sat on did recline but the seat was very ripped and would fail an infection inspection and was very uncomfortable. My mum had to sit on a wheelchair next to me for a long period and the other chairs looked as if they would be very uncomfortable, heating was also either boiling or freezing. More ways to update you on what's happening.
- A digital waiting time system, I understand you can't necessarily reduce them, but have up to date and reliable information for all people so you're not worried about going to the toilet in case you get missed.
- Improved communication, more space in the waiting area, better seating.
- I think more is needed for the children in the waiting area. Including access to a vending machine. Particularly to support those with much younger babies. I have been before when my daughter was much younger and due to the time it was a long wait and she was exhausted and crying and I struggled to settle her. Also enabling more than one parent to attend to ease parent and child anxiety and stress.
- Stop wasting time. It's awful when all you see are three, four or five professionals standing about chatting for up to 20 mins. Sorry but in the working world outside of the NHS this very, very really happens. You have a job, get it done and you don't stand about chatting about boyfriends, how tired you are, what's for lunch etc etc, sorry to point out the obvious but it's not an occasional thing it seems to be the norm in the NHS

### Patients treated with respect and empathy

- Showing more respect and empathy towards patients and their loved ones. It may not speed up the process but will offer reassurance to patients and their families that they are in the right place which can be all that can be done in some circumstances.
- That if a patient is presenting with a life threatening condition they are seen straight away and not left hours. The A&E is covered in posters for stroke/sepsis telling you that urgent care is critical which is ironic. Doctors who deal with you in A&E were dismissive and then when the result came through to show a stroke, had left it to another doctor to see us. He was unaware we hadn't been told it was a bleed to the brain. His blood pressure wasn't even taken until a nurse pointed out and once it was he had to be rushed to Resus.
- Treating people with respect and dignity. An elderly lady was taken to the toilet by patients as the nurses were "too busy".
- Stop the bickering and in-fighting between the hospitals. Treat people with dignity and care.
- Listen properly, mum ended up staying 3 night , when if they listen to how and why she felt would not of need to.
- Keep patients informed and have a bit more compassionate towards others.
- More staff, more understanding.
- Waiting times , being listened to, horrible uncomfortable seats when I was post abdominal surgery, doctor said if the seats were comfortable people wouldn't leave.
- Its very difficult to speak through the glass to the reception glass, there's no privacy when you explain why you are there to reception staff.
- Explain what you are doing before touching a patient is usually followed but on this occasion was not.
- Listen to what the patient is trying to tell you and actually care.
- Larger capability, basic human rights training for staff. Organisation should be a priority.
- Complete abolishment of current practices must happen. New functional and dignified procedures required. Knock it down and start from scratch.
- Prioritise urgent care patients, staff that are competent, faster wait times, dignity for patients etc.
- A bigger department, more staff, more seats, COMORTABLE seats (which are deliberately not so to prevent people being to comfy), doctors with better communication skills and more importantly COMPASSION!!
- More hospital beds and more staff. Also more respect.
- Treat patients as you would expect to be treated. Make sure they are fed and watered. Treat with dignity and respect. Have equipment that works. If you

are going to discharge patients without treatment or explanation then don't keep them hanging around for 30 to 40 hours.

- Remove the Fit to Sit area which removes all dignity from patients. Notice telling patients how long they have to wait etc. Patients to be discharged with correct paperwork.
- Listen to patients. They often know if something isn't right. Ambulance staff aren't qualified to diagnose and triage should not have ignored the obvious symptoms and take the ambulance staff's word that she was just being dramatic over what they assumed to be a sprain.

### Prioritising very poorly people

- Honesty about waiting times, prioritising a suspected heart attack over someone with a minor injury, better seating for long waits, access to free water, vending machines that work.
- Triage for priority cases should include those in ambulances. Where a patient needs treatment in an ambulance it should be given under doctors supervision. Protocol and process should never trump patient care. I was eventually diagnosed with emphysematous cholecystitis and multiple large gall stones. My gall bladder was removed the day after admission in a "life saving operation". Earlier intervention with antibiotics would without doubt have reduced my risk.
- To prioritise babies & children not leave them waiting 8/9 hours for a week old newborn baby to be seen by a Doctor.
- Better triage, prioritise more!
- The need to streamline services in terms of patients who need x-ray, elderly people kept waiting for hours for a bed being told not allowed to go home and come back in the morning to see depts that only see patients during the day.
- When people use 111 offer a time window for people to arrive or do the same after triage so people have a choice to wait or come back. Give people a visual marker of urgency so nurses can see. If you leave people in a waiting room for 24-48 hours, change the chairs so people can relax a bit. Have a single person checking every patient in the department to check they are moving through the system.
- Employ more staff and put higher emergencies above other people.
- To see urgent patients more quickly instead of the lying on grass outside the unit and people sleeping on the floor in A&E.
- Better waiting area for children at Telford (if it stays open!), more staff on duty, poorly children being treated rapidly.
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### Better support from management

- I feel as if the staff need more support from heads of department or just seniors in general. They seem very stressed out in some instances and that

they don't know what to do with what they have available. I also feel they need more equipment or assistants to help them in patient care as it felt as if people are waiting ages for some form of equipment as they only have one piece to share in an entire department or through multiple departments.

- As a former senior Change Manager for a multinational organisation I know you won't effect change by just telling off front line staff. However, you must listen to their ideas and NHS middle managers must spend several days a month with front line staff to listen and learn. Most importantly the Senior Leadership Team must be people who believe in making positive change with short, medium and long term plans. SLT must have training and coaching in making organisational change stick.
- Visibility and presence of senior staff managing the situation no one taking control it was chaotic and frightening, still reliving the experience and trauma of the time pleading to see a Doctor. The dept was dirty, people smoking near to the entrance, no baby changing available, not enough seats, nowhere to breast feed. Staff seemed overwhelmed and hiding from patients, they were exhausted and demoralised, confusing messages on wait time or access to Doctors, couldn't seem to locate equipment, busy with admin which was having to be repeated many times. A number of patients obviously very poorly and in pain waiting with some apparently minor cuts and bumps following a day at school. Timely triage was not happening, arriving in an ambulance with an unresponsive baby it was shocking to be directed to an area with no seats available or basic facilities. If we had an alternative we would have left as felt safer with the ambulance crew who were monitoring the baby. Need to have a separate area for babies with breastfeeding/changing areas. Better communication and information so patients calmer and feeling confident.
- Senior administrators, senior doctors & nurses and politicians to work together for the same target rather than bickering and fighting each other.

### The need for two separate A&Es for Telford and Shrewsbury

- There's a clear need for 2 A&E's in Shropshire & Telford, Shrewsbury cannot cope as shown on C4Dispatches, how is adding more patients from Telford going to work?
- I'd like Telford to stay open!!! I don't drive, and couldn't afford a taxi. To get to Shrewsbury. It's very scary.
- Do not move the A&E to Shrewsbury, open a large GP connected to both A&E, that's after hours, so appropriate care can be given to all, hire more health care assistants, some for just patient moral and comfort, one on one care for vulnerable patients!
- More doctors, don't close Telford A&E as Shrewsbury couldn't cope at this time. North Shropshire covers Powis as well.
- We need a MUCH bigger and better A and E in Telford! Why on Earth should anyone think otherwise?

- We need two A&E departments as Telford is closing, the pressure will be too much. It was already bad before Telford was being closed.
- That A&E stay in Telford.
- Please don't close PRH, we desperately need it.
- DONT CLOSE PRH A&E. If it wasn't for it being open, I would have been dead!
- Needs to stay open and be improved massively, more staff, more funding and faster triage.

### Better triage

- This is difficult as you should not have to teach a supposed caring profession what caring or empathising with your patients is. People need to always revert back to what if it were your family member or yourself sat in the waiting room, how would you feel then... Earlier intervention e.g. when someone's told you they've coughed up blood, order a blood test from triage. A lot of people were only just having tests done after waiting 7-9 hours to see a doctor which could have been done identified and dealt with sooner if requested from triage.
- More triage nurses to filter out the people who do not really need to be there any are only there because they could not get a doctors appointment!
- There needs to be a system where patients with conditions which impair their mental awareness are identified and not allowed to leave A&E whilst waiting for admittance to a ward. All 'Fall Risk' patients are identified and given wrist bands, so there should be something similar for patients who are obviously confused.
- Utilise the triage system to pinpoint people to alternative care. There was a gentleman next to me who was in A&E for a suspected sprained ankle, as advised by his GP. This was during the day, when multiple minor injuries units were available. If this was flagged and signposted at triage, it would avoid the wait for a doctor.
- We have 4 minor injuries units in Shropshire. They are poorly advertised and under utilised and could help ease pressure on A and E.
- 1. stop people from using A&E if not urgent 2. More staff (nurses, doctors, porters, cleaners, etc) 3.expand all departments within the hospitals 4. stop closing A&E departments in large towns.
- Why don't they have a better triage system where they have doctors available just for triage who can determine whether A&E is the right place for the patient and redirect them if not. Order and check x-rays without interminable waits and other treatments in less serious cases. This surely would reduce the pressure.
- Reduce waiting times by triage nurses actually sending you for x-rays or doing blood tests whilst doing the triage - then when you are eventually called to the cubicles the Doctors / Nurses already have the basic information to be able to treat you rather than sending you back to the waiting room to then be called again, then once the tests / x-rays are done being sent back again to the

waiting room to wait on results. It just seems you are pushed around the department until you either get fed up of waiting and leave without being treated or you are eventually seen and treated. Request that only a maximum of 2 people are allowed to stay in A&E with the injured person, this will free up more space and will not be as daunting as thinking there are 30 patients to see and turns out there are 6 people with one patient. Communication between staff and people waiting to be seen - instead of just leaving people sitting wondering if they will be next! As you expect to be sitting around in the A&E Department for 8 hours plus, maybe install some decent seating, as when you are not well sitting on those hard plastic or metal chairs do not make you feel any better. Ensure the vending machines are well stocked and working.

- A&E were under pressure the Saturday I was admitted to hospital - I presented as an acute case mostly because of negligence within my local GP provision. I can see that A&E is the bottleneck, but poor and missing GP appointments and other clinics are part of the real problem.
- Staff in triage need to listen to patients more, the occasion I have described is only one terrible one, there have been others.
- Triage ASAP will reduce people in A&E that do not need immediate care.
- Spend money on staff. Train them better. Have someone medically trained at the door to ask why people are turning up.
- Have a bigger triage area so some can be seen quicker. Have more doctors/nurses on shift so they can be split between walk ins and ambulances.

### Smarter working

- My test results were back after 6 hours, the blood wasn't taken until 2 hrs into my wait, but there was no one qualified to give me the results. I had to wait 10 hrs for a doctor to be available. The flow of work isn't flowing there needed to be someone qualified to give test results and make decisions on care needed who isn't on the front line dealing with the resus cases. All departments seem to be in competition with each other instead of working to benefit the whole.
- In my opinion the carnage is not about staff levels it is the way in which the hospitals are actually operating. During every visit I have had to hospitals locally I have witnessed very poor operational situations. I would highly suggest that you bring in LEAN consultants.
- Still a firm believer in making people feel appreciated. Make sure there is enough staff. Support the staff when they are dealing with people not always feeling the best.
- Complete overall: bed blocking needs to be prevented through adequate provision for social care in the community. Prevents people in need of being admitted to be dealt with quickly. More staff. Keep patients informed. Improve doctor appointments so people don't use A and E for general care.
- The waiting room was very crowded and I kept being sent back to sit which wasn't easy - my balance was affected and very nauseous. Triage, back, blood



taken, back, CRT, back, told a bed would be found back. It was a Monday evening and I was often taking the only free seat.

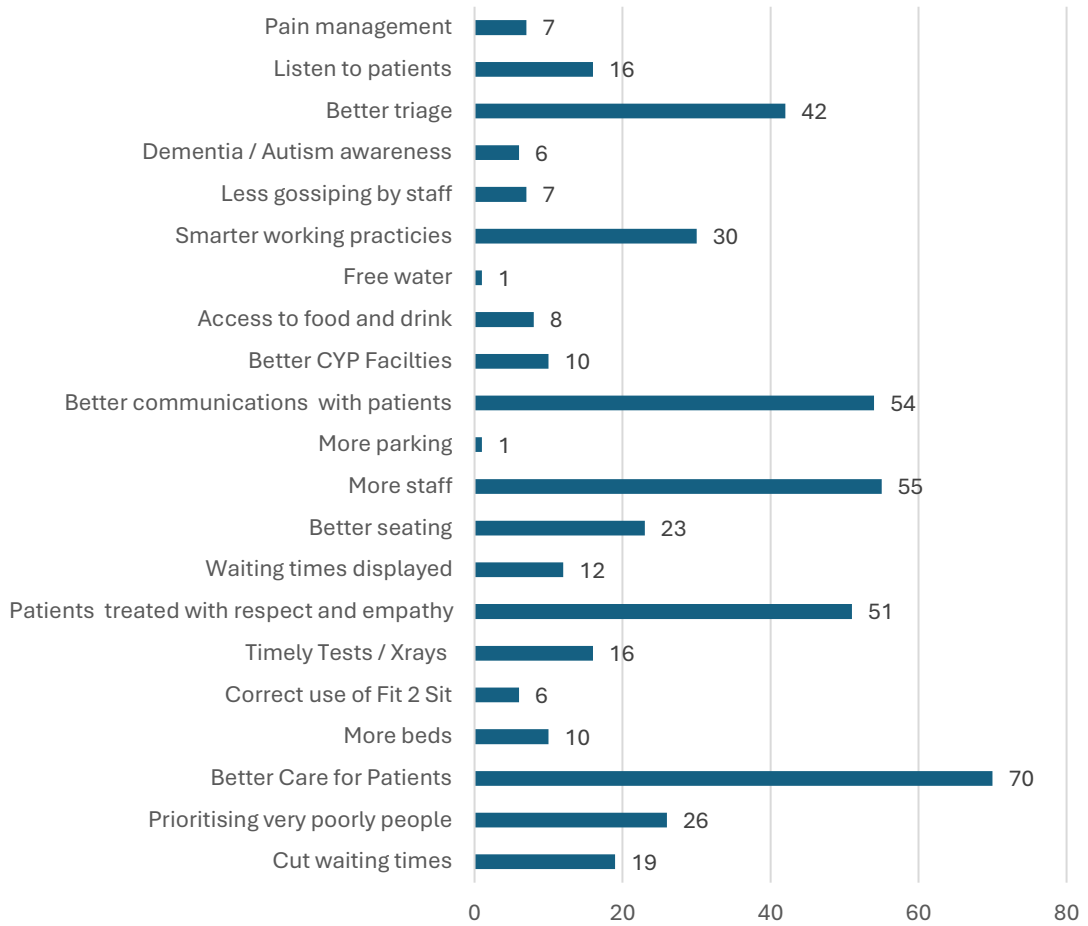
- Ask 111 to stop sending non emergencies to the department when they can't get in to see the doctor. More staff, doctors just for the A&E department so don't have to wait for them to come off their designated ward.
- Needs to be more organised somehow.
- Waiting times needs to improve drastically. Hospital needs to be resourced with adequate staff levels.
- The fit to sit is far too small, dark, you are on top of each other. Very easy to pass on contagious illnesses etc. I realise changes are started and a bigger A&E is coming. But I'm not really sure it'll still cope especially as over 5,000 houses are proposed on PRH's door step with another 4,000 around Telford. That's without the rest of Shropshire houses. Could someone not be in charge of the fit to sit area, like a care assistant and they can help with drinks etc. Keep senior staff aware of situations meds etc. Also they can make sure people understand what's going on etc. Also ensure safety without holding up senior staff. You need to ensure people can get home as such especially in the early hours as you can not get to Shrewsbury very well on public transport in the day let alone at night. There is no way I could afford a taxi back to Telford on a low income and visa versa for surrounding areas
- More beds, more room, more staff. Get rid of fit to sit. Awful concept.
- Think the nurses, pharmacists & doctors need to work together more.
- Needs to be organised, people are sat everywhere of they can even get a seat. I was told to wait in the urgent care section but didn't end up being seen by them so almost missed my triage as didn't hear my name being called.

### Need for a minor injuries unit

- There really needs to be an 24hour properly staffed minor injuries unit and a properly staffed separate children's unit. That would free up doctors and nurses in the majors unit.
- Waiting times need to be cut. There needs to be a 24hr walk in centre.
- Set up a minor injury unit like when the Mallens was open.

The following table captures the main themes in terms of the number of times they are mentioned from peoples suggestions for improvements.

## Suggestions for improvement



**Healthwatch Telford and Wrekin**

**Meeting Point House**

**Southwater Square**

**Southwater**

**TF3 4HS**

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 **HealthwatchT\_W**

 **HealthwatchTW**

 **HealthwatchTelfordandWrekin**

 **HealthwatchT&W**



The contract to provide the Healthwatch Telford and Wrekin service is held by Engaging Communities Solutions C.I.C.

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 **Engaging Communities Solutions (ECS)**