

Mr Simon Adams
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
Worcestershire
WR10 1PT

Charles Hastings Way
Worcester
WR5 1DD

Direct Line: 01905 733960

Dear Simon

Thank you for your report "Care in the Corridor at the Worcestershire Royal Hospital". The report is based on extensive audit undertaken by your team who interviewed 119 patients at the Worcester site. There were no patients being cared for in the corridors on any of the visits to the Alexandra Hospital, Redditch.

The report has been received and shared with ED staff. The Matrons and Interim Deputy Chief Nurse have reviewed the recommendations and developed an action plan to address these. Initially a report with the action plan was presented to our Quality Governance Committee which is a sub-group of the board, on 12th June 2017.

The action plan is being updated and monitored monthly through the Emergency Department Governance meetings with updates going to QGC quarterly.

I attach a copy of the action plan updated for August 2017. You will see that each recommendation is included. There are a number of recommendations which have now been completed and some have been designated as "dynamic" and therefore are on-going. One recommendation will not be undertaken as it is not supported within the department. This is the "Corridor" nurse having a name badge. This is not being accepted as both visitors from the Royal College of Emergency Medicine and the CQC have said that this is not good practice as it "normalises" having patients in the ED Corridor.

Thank you again for this very helpful report which has enabled us to improve the experience of patients whilst we continue to have issues with capacity and flow.

Yours sincerely



Michelle McKay
Chief Executive

