



## **NEWS RELEASE**

**9<sup>th</sup> January 2018**

### **Waits in Accident and Emergency Departments – Health Watchdog seeks feedback from patients**

The Board of Community Health Councils in Wales and the 7 local Community Health Councils (CHCs) are undertaking a review of patient experiences with waiting times and ambulance hand over times at Accident and Emergency (A&E) departments. CHCs regularly receive reports from patients stating that waiting times in A&E can be lengthy and uncomfortable; some reports also indicate that patients can experience delays in admission to A&E whilst waiting outside in Ambulance vehicles.

CHCs acknowledge there are national challenges within A&E departments with regards to staff availability and high patient demand during peak times. CHCs also acknowledge that the NHS is actively seeking to improve the experiences of patients attending A&E and continuously undertake public engagement programmes such as the “Choose Well” campaign to educate the public on health care services that could be best utilised to deal with their healthcare needs. In order to inform future improvements, we will be speaking directly to patients attending A&E departments during planned visits in January 2018.

If you have an experience that you would like to share with us about an A&E department around any of the following topics, then please feel free to get in touch with us.

- Waiting times
- Comfort levels
- Communication from staff
- Treatment, privacy and dignity
- Staffing levels
- Ambulance hand over times to the A&E department

Your feedback will be treated in complete confidence and will enable us to identify themes or trends that are a cause for concern or highlight areas of good practice. Anonymized responses to the national review will be analysed and used to compile a formal written report, that will be shared with the local Health Boards for learning and will be published for public review.

Your local CHC is the North Wales Community Health Council and you can contact us via telephone on: 01248 679284, or by email to: [admin@waleschc.org.uk](mailto:admin@waleschc.org.uk) Alternatively, you can complete the short questionnaire on our website: [www.wales.nhs.uk/sitesplus/900/home](http://www.wales.nhs.uk/sitesplus/900/home)

### **Note for editors**

1 North Wales Community Health Council (CHC) is an independent statutory organisation which represents the interests of patients and the public in the National Health Service in North Wales. It came into being on 1 April 2010 as part of the reorganization of health services in Wales and covers the counties of Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn. The six counties have a combined population of around 675,500.

2 The Community Health Council has six local committees, one covering each of the six counties. Each local committee comprises members drawn from three sources: councillors nominated by the relevant local authority, people nominated by the local voluntary sector organizations and local people appointed by Welsh Assembly Government.