Welcome to the fourth briefing Getting prepared for our new Emergency Department at the Leicester Royal Infirmary. Via this newsletter we will share information with you about how the final building work is going and how you can help us prepare for the opening of the new Emergency Department which is on Wednesday 26 April 2017 at 4am.

John Adler, Chief Executive

What have we been doing since the last newsletter?

Since the last newsletter we have continued with staff training and orientation. This has included running patient journey simulation training with our staff and colleagues from EMAS to see how they will handle particular issues in the new department.

We have been installing the new IT equipment which will allow us to run a paper-light department with a plan in the long term to become paperless.

We have been installing new signage on walls and doors, and installing large monitors in the waiting areas which will be used to alert patients to the queue in the department and their place in it.

Last week we invited some of our stakeholders and local MPs to visit the department, and they were all really impressed and gave us really positive feedback.

This is the final newsletter before we open our new department at 4am on Wednesday 26 April. We will keep our current department open until 8am on the morning of the 26th and any patients in the department will be treated and discharged or admitted – we will not transfer the care of patients between the old department and the new department. The current Emergency Department will then close its doors for good!

There are a lot of people across the Trust working really hard to get our department ready for opening on Wednesday and I would like to thank them all for their hard work and dedication.
Installing signage for a better emergency department

A big visual difference in our new department is the signage we have chosen to install which is the result of some work commissioned by the Department of Health and the Design Council which was carried out by Whybrow Wayfinding and design agency PearsonLloyd just over two years ago. The project was to redesign accident and emergency departments to help reduce violence and aggression. The project, A Better A&E, has helped reduce patient aggression and violence by 50 per cent in the Trusts that were involved in the trial.

The National Audit Office suggests that violence and aggression towards hospital staff costs the NHS at least £69 million a year in staff absence, loss of productivity and additional security. The problem is particularly difficult to manage in the high-pressure environments of Emergency Departments, where pain and worry can alter the behaviour of patients and visitors, reducing their tolerance levels and making them more likely to behave aggressively.

The Better A&E project developed a set of solutions aimed at improving the patient experience by reducing tension and hostility, and preventing more serious incidents caused by accumulated aggression. The solutions were piloted in two hospitals: Southampton General Hospital and St George’s Hospital, London, and focused on creating a calmer and more relaxing environment through a combination of clear signage, process maps and live information about waiting times.

We have implemented the Guidance Solution, which helps ensure patients have basic information about the department, where they are, what happens next, and why they are waiting. The easily identifiable vertical information panels are scattered throughout the department to explain the activities that take place in each space and how long these activities might take. The panels illustrate the patient journey as a series of stages, from check in to assessment, treatment and next steps so visitors can very quickly learn the process for receiving treatment. In the pilot hospitals 75 per cent of patients said the improved signage reduced their frustration during waiting time.

To support this large screens in the waiting areas provide updates to waiting patients so they can clearly see where they are in the queue based on their injury/illness after they have been triaged by our medical team.

We know a visit to an emergency department can be stressful and frightening and we have designed our new department to reduce that stress as much as possible.

Creating innovative life-saving equipment for our new Emergency Department

In building a new Emergency Department for Leicester we not only thought about how we could design a building that would allow us to best treat local people in an emergency, we also looked at the equipment we would need in the department to allow us to do this in the most efficient way.

Ben Teasdale, one of our Emergency Department consultants and Clinical Lead for the build had seen a Patient Equipment Transfer Trolley (PETT) at Addenbrooke’s Hospital and had an idea to adapt it for our use as a new equipment trolley in our Emergency Room (resus).

So working with local Leicester company Starkstrom, the company behind Addenbrooke’s PETT, the Odyssey Resus Trolley was born.
Odyssey is a trolley that has all of the necessary equipment needed in one place to treat and monitor a patient in an emergency/life-threatening situation and is on wheels so it can be easily moved around the patient. Each Odyssey Resus Trolley has a monitor, IV poles and Medi-Rails to fix medical devices such as anaesthetic machines, IV pumps and suction jars to. There is shelving and drawers for storing smaller medical accessories and they can easily connect to the medical gas and electrical points in each bay.

Sam Parry, Territory Manager for Starkstrom said: “This was a really exciting project to be involved in. We have essentially created a piece of life-saving equipment to be used in the country’s newest and biggest Emergency Department.”

“When Ben approached us we were keen to work with his clinical colleagues to create a trolley that would have everything they would need in one place to improve the speed, flexibility and accuracy in which they can treat their patients in an emergency. It moves easily around the patient.”

“We are proud of the work we have done with Ben and his team that will support clinical teams in the new Emergency Department.”

Emergency Consultant Ben Teasdale has been instrumental in the emergency department design and saw the PETT in Addenbrooke’s. “It has been a real privilege to be involved in the design of this new equipment and monitoring trolley. It works in harmony with the physical design of our Emergency Room bays to give our clinicians the space and equipment to deliver life-saving treatment to our patients in an emergency.”

New Eye Casualty

Eye Casualty will relocate into the new ED, where the patient pathway will change. Eye patients will be better differentiated into those with emergency problems who need to be seen immediately and whose assessment and treatment will be completed by the ophthalmic team working in the Blue Zone, or those who can be seen in the ophthalmology Rapid Access Clinic within 1-3 days. The current faxed and telephoned referrals from GPs and optometrists will be triaged and if appropriate, redirected to the Rapid Access Clinic or other ophthalmology services. Suitable patients will be contacted with an appointment time and long waits in ED will be avoided.

Urgent care integrated into the new department

With the opening of the new department the Urgent Care Centre will close and primary care will be integrated into the Blue Zone within the new ED - there will be no separately located Urgent Care Centre.

Patients walking into ED will go to the reception and will be triaged by a nurse and then streamed (sent to) the most appropriate area for the patient to be seen. Streaming detects the sick, quickly and those who can be easily dealt with and discharged, quickly.

Our streaming service exceeds current NHS England requirements providing a multidisciplinary team approach consisting of senior GPs, GPwSI (GP’s with special interests), ED Consultants, ANPs (Advanced Nurse Practitioners). This highly-skilled multi-disciplinary team will see all patients, whether self-presenting or arriving by ambulance.

For some patients their visit to the Emergency Department will end in the Assessment Zone. They might receive advice, or be treated or directed to another service. If a patient requires an urgent GP consultation then they will move to the blue zone for a primary care consultation. The Blue Zone consists of ED Primary Care, injuries and eye emergencies.

Out of hours booked appointments via NHS111 and the Clinical Navigation Hub will re-locate to our new ED. This service is currently operated by Derbyshire Healthcare United in Clinic 4 of the Balmoral Building. This
service will continue under Derbyshire Healthcare United but with reduced operating hours. In evenings and during the day on weekends patients will be booked to go to the Primary Care Hub at Westcotes.

**Fundraising for our new department**

On Sunday 16th April to celebrate their religious festival of Vaisakhi, Emergency Department Consultant Dr Ffion Davies and a team from the ED attended celebrations at the Guru Tagh Bahadur Gurudwara temple in Leicester, where in line with Sikh custom they raised money for charity. Ffion spoke to the congregation about two worthy causes, an AED defibrillator for their own temple, for which they would work with EMAS for instalment, and for furnishing of the relatives’ rooms for our new ED. These are used for breaking bad news or for privacy.

On the day, the community raised £1,000. £900 will supply their temple with an AED and £100 will go towards our relatives’ rooms, and added to the generous gift of £2,500, which has kindly been donated by Mr Parmjit Singh Reyat and Mr Gurdip Singh, of Northstar Windows. Thank you to them all for their fundraising.

We have already received £250,000 from Thomas Cook to enhance the Children’s Emergency Department, and £250,000 from RVS and our Silver Appeal to enhance the adults’ Emergency Department.

**Did you know...**

In July when our Children’s Assessment Unit (also called CAU) moves into the new Children’s Short Stay Unit (CSSU) in our Children’s Emergency Department it will create the second biggest Children’s Emergency Department in the country treating 52,000 children a year.

Don’t forget to keep up to date with our Blog: [http://newedleics.blogspot.co.uk/](http://newedleics.blogspot.co.uk/)