

# Easy Read Summary

## NHS Greater Glasgow and Clyde Emergency Departments Review



## Who is Healthcare Improvement Scotland



Healthcare Improvement Scotland is part of the NHS Scotland.

We work to make health care services better for everyone.

## What is this review about

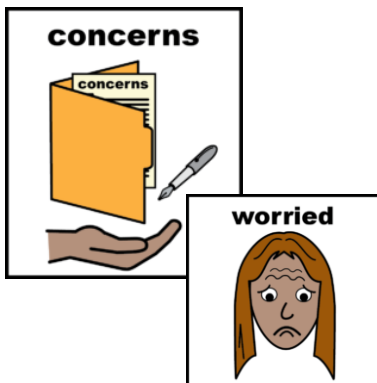


This review is about emergency care in hospitals in NHS Greater Glasgow and Clyde.



**Emergency care** is when a person has an unexpected and dangerous injury or illness that must be dealt with quickly.

Most people get this type of care in emergency departments in NHS hospitals.



We started the review after doctors told us they had some concerns.

A **concern** is when someone is not happy or is worried about something.

## What we looked at in the review



We looked at the three main emergency departments in NHS Greater Glasgow and Clyde:

1. Queen Elizabeth University Hospital
2. Glasgow Royal Infirmary
3. Royal Alexandra Hospital, Paisley



We looked at the things that are working well and what does not work well.



And we checked these against how things **should** work.



Staff who work in the emergency department told us what they think.

Patients who received care in the emergency department told us what they think too.

## What we found



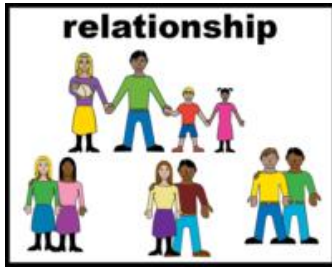
The teams in the emergency departments are not always working well together.

The teams in the emergency departments are not always working well with other teams across the hospitals.



The relationships between the teams in the emergency department at Queen Elizabeth University Hospital are not good.

The relationships between the staff who work in the emergency department and senior managers and other parts of the hospital are not good.



A **relationship** with someone is how they are connected. This can be a family or work relationship.



A healthy or good relationship means you can talk about problems.

- You feel safe.
- You trust each other.

You work together to find a way for both of you to be happy when you don't agree.



An unhealthy or poor relationship can make a person feel scared or unsafe.



We found that staff are not always polite to each other.



Some doctors and nurses feel some senior managers think results and money are most important. They

sometimes think this is more important than best treatment and care for patients.



Doctors, nurses and other health staff told us that they feel they could give better care if:



- emergency departments were not so busy.



- there was better communication between all the different people and teams.



- patients are not cared for in corridors. This can be unsafe for people. It means patients do not always feel respected. An example might be not having privacy when it is needed or not being treated fairly.



What patients told us



Most patients told us they are happy with the care they got.



They feel staff treated them with respect and dignity.



Some patients do not feel safe around other patients and visitors in the emergency department.

## What we think NHS Greater Glasgow and Clyde should do



**Look at better ways to work together to:**

- improve leadership. **Leadership** is about bringing people together, using their skills and making decisions to make things better for everyone.
- improve relationships between all staff.
- fix the problems found in the emergency department.



**Look at ways to make care and safety better for patients by:**

- improving the health and wellbeing of staff





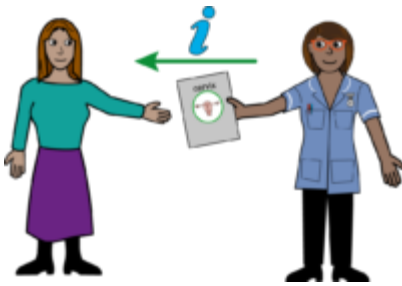
- making the processes better for recording worries about safety and risks.
- answering staff worries quickly.
- sharing any lessons with other staff and departments.
- caring for patients in hospital beds, not in corridors or when waiting in ambulances.



## Improve how patients feel when they are in the emergency department by



- making patients wait less time in the emergency department.



- giving patients information about how long they may need to wait.



- putting things in place to help patients feel safe in the emergency department.

## What next



We think there are 41 things that could be done to make things better.



Most are for NHS Greater Glasgow and Clyde to look at. Some are for other parts of the NHS Scotland.



The Scottish Government needs to help NHS Greater Glasgow and Clyde with some of these things.



If these things are done, we think this will help with the concerns that some staff raised. We also think it will make care better for patients.