

Three Sites Review

Walkthrough Report for Manchester's Accident & Emergency Mental Health Urgent Care Services



What is a Walkthrough?

A walkthrough is a one-off, guided observation & analysis of a health and/or care process or pathway. It does not involve interaction with service users. It takes place onsite and within specific boundaries. It is coordinated and facilitated by Healthwatch Manchester and involves people who have used the service before as well as on-site staff to supervise the process.

Neil Walbran, Chief Officer

Contents

Recommendations	1
1. Introduction	2
2. Background & Rationale.....	2
3. Methodology	3
4. Key Findings	3
5. Conclusions	4
6. Also of Note.....	4

Recommendations

1. Further investigation is required into the factors identified by the walkthrough.
2. User involvement in service and pathway design needs to involve local people familiar with the service and pathway.
3. Opportunity for shared learning between staff on each site needs to be made available.
4. This needs to occur within the timeframe of the Single Hospital Service.
5. Healthwatch Manchester, as the independent consumer champion for health and social care needs to either lead or be involved in the above.

1. Introduction

1.1 This report aims to present a comparison between the three Accident & Emergency Departments in Manchester specifically regarding the urgent care mental health pathway. It aims to do this using the walkthrough method.

1.2 The report seeks to inform its audience of commissioners, practitioners and the public of the differences between the three sites by producing key findings and also to make recommendations regarding any improvements identified as a result of the walkthrough.

1.3 As a walkthrough report it is not as comprehensive as a full Healthwatch Manchester report and is designed to highlight a specific number of issues for the reader to review and reflect upon.

2. Background & Rationale

2.1 In early 2017 Healthwatch Manchester was asked to be part of a City-wide Urgent Care Mental Health Partner Group, the aim of which was to align informatics around the urgent care mental health pathway between the North Central and South hospital sites.

2.2 This alignment between the three sites was thought to provide an early indicator of the issues which may arise for patients through anticipated changes brought about by the oncoming Single Hospital Service.

2.3 As the work of the Group progressed, issues around alignment were identified from a procedural perspective and measures taken to address this. Healthwatch Manchester offered to field-test the pathway for each site in order to assess where information may be affected in real time by unanticipated or unexpected factors.

2.4 The walkthrough method would be used involving people familiar with this pathway. As patients and carers their experience and perspective would inform the service development.

3. Methodology

3.1 Each site was contacted and dates and times established for the walkthroughs to take place in June 2017.

3.2 Participants in the walkthrough were recruited from the Manchester User & Carer Forum which is hosted by the Greater Manchester Mental Health Trust.

3.3 Walkthroughs of each site involving five members of the Forum and on-site staff took place at lunchtime on three consecutive Fridays in June.

3.4 Each walkthrough involved specific staged areas where the same specific questions were asked of staff and responses noted.

3.5 Each walkthrough was followed by a debriefing session which was recorded. The recordings were transcribed and the main issues from each were identified and reported.

4. Key Findings

4.1 Each site performed to the required standard for the pathway and there were no significant variations in service delivery.

4.2 However each site demonstrated its own particular characteristics which sometimes might affect how information is recorded and where patients' behaviour could affect this. Environmental factors such as level of surrounding activity, layout, setting (ambience) and surroundings. Figure 1 'Comparison Table' seeks to highlight these differences.

4.3 Absconding from A & E by patients on the pathway was reported by staff as varying in its likelihood between sites and also at each stage of the walkthrough (See Figure 1).

4.4 Some safety observations were made by walkthrough participants regarding access, ligature and security of medical supplies. These were taken back to the User & Carer Forum for discussion.

4.5 Waiting times varied between stages with all sites reporting the longest waiting time for patients as transfer to mental health services after assessment.

5. Conclusions

5.1 Each site delivers on the care pathway using different methods and this is influenced by its location and historic demands on the service. This can be both problematic and an advantage.

5.2 In some cases work needs to be done to standardise some of the environmental factors across the three sites and the patient voice would be useful in getting this right.

5.3 It may be neither feasible nor appropriate to 'normalise' the pathway service on each site. If not, information capture may still be affected by patient and environmental issues. There are, however, opportunities for shared learning around improvement between sites.

5.4 The way information is captured and the unexpected or unanticipated effects upon this has been highlighted by this report but requires further investigation.

6. Also of Note

6.1 At each site staff were asked what their wish-list for patients on this pathway would be. Each time, more staff (in a variety of roles) to support people on the pathway was mentioned.

6.2 Outdoor smoking and its effect on absconding by patients on this pathway was an issue common to each site.

6.3 All patients on the pathway were reported as being toileted by appropriately trained staff members.

Figure 1.

Comparison table featuring issues of note within staging areas for each hospital site

Hospital Site	Observation	Staging Point		
		Reception	Triage area	Assessment room
North	Level of surrounding activity	Low	Low	Low
	Layout	Linear & relatively uncomplicated to navigate		
	Setting (ambience)	Calm and quiet	Calm and quiet	Calm and quiet
	Surroundings	Bright, open	Small, contained	Small, colourless, featureless, basic
	Absconding	Possible	Unlikely	Highly unlikely
Central	Level of surrounding activity	High	High	High
	Layout	Non-linear and quite complex to navigate		
	Setting (ambience)	Busy, quite intimidating but ordered	Contained, some noise	Quieter, ordered
	Surroundings	Basic, modest furnishing	Small, rather disorderly	Small, basic, furnishing adequate
	Absconding	Possible	Possible	Possible
South	Level of surrounding activity	High	High	Medium
	Layout	Non-linear and complex to navigate		
	Setting (ambience)	Confined, quite intimidating	Open, busy, calm corner	Quiet, ordered
	Surroundings	Poor signage	Small, rather disorderly	Bright, well furnished, had character
	Absconding	Possible	Unlikely	Unlikely

Acknowledgements:

Healthwatch Manchester would like to thank the walkthrough participants for their contribution to this initiative.

Healthwatch Manchester would also like to thank the staff at each of the three sites for their cooperation and help.

Healthwatch Manchester would also like to thank the staff at the Greater Manchester Mental Health Trust for their help in recruiting participants for this initiative.



Peter House
Oxford Street
Manchester
M1 5AN

0161 228 1344

info@healthwatchmanchester.co.uk

www.healthwatchmanchester.co.uk

Company Limited by Guarantee registered in England No. 8465025