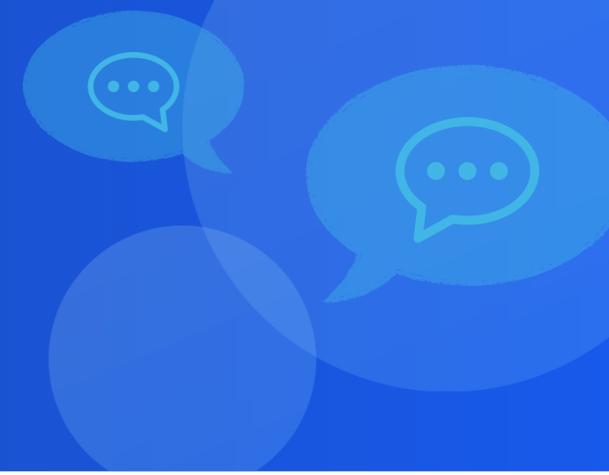


EMERGENCY DEPARTMENT



# We Heard You

## Here's What We're Improving

Thank you to everyone who completed the recent **ED staff survey**. Your insight and honesty are invaluable - here's how your feedback is shaping our priorities.

What You Told Us	What We're Improving	When
Enhancing patient flow and department capacity	Use of additional cubicles, including access to UTC rooms during increased demand; acute doctors able to use space in the ENP area. Pilot of GP streaming at front door to better direct patients to the most appropriate care pathway.	Jan 2026
Optimising staffing skill mix and overnight cover	Review of CSW numbers and overnight nursing cover; review of Band 7 shift-leader provision overnight. Additional Band 7 Shift Lead twilight shift introduced to enhance overnight leadership cover.	Mar 2026
Access to more IT equipment	Assessment completed to identify the need for additional computers. Additional COWs ordered and faulty units sent for repair.	Feb 2026
Inconsistent stock levels in rooms and on trolleys	Standardisation of stock room and trolley organisation, with a restocking rota introduced.	Mar 2026
Streamlining specialty referral pathways	Meetings with specialties to review and streamline referral pathways, starting with Orthopaedics and ENT.	Jan–Apr 2026
Investing in staff wellbeing and recognition	Development of staff wellbeing initiatives. ED Employee of the Month award to start in March. Enhancement of debrief processes and 2 Consultants attending debrief training.	Feb 2026
Requests for increased senior presence within the department	Regular senior leadership walkarounds and EPIC huddles in place every two hours. Nursing leadership team supporting clinical care in escalation and corridor areas every morning.	✓ Now in Place
Requests for greater clarity around job roles	Review of job descriptions and responsibilities for Domestic staff.	Mar 2026

### Your Voice Matters

Keep sharing your feedback, together we're making real improvements for our team and patients.

If you have any more ideas for improvement, search on the intranet ["Idea Submission Form - Improvement for all"](#)