

Date: 19th March 2026

ED Staff Survey: You Said, We Did

Thank you to everyone in the Emergency Department who took the time to complete the ED staff survey in November last year. Your feedback is incredibly valuable and is helping shape real improvements across the department.

The survey highlighted several key areas where staff felt changes could support both the team and patient care. In response, a number of actions are already underway or have been implemented as part of the department's ongoing improvement work.

Some of the changes include using additional cubicles during periods of high demand, including access to UTC rooms, and piloting GP streaming at the front door to help direct patients to the most appropriate care pathway. Work is also taking place to optimise the staffing skill mix and overnight leadership cover, including the introduction of an additional Band 7 shift lead twilight shift.

Staff also highlighted the need for greater access to IT equipment. Following an assessment, additional Computers on Wheels (COWs) have been ordered and faulty units sent for repair to improve access across the department.

Other improvements include standardising stock room organisation, reviewing referral pathways with specialties, strengthening staff wellbeing initiatives and increasing senior leadership presence in the department.

Your voice matters. Please continue to share your ideas through [Improvement for All](#) and the [Idea Submission Form](#) on the intranet so we can keep improving together.



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