

P-05-732 Unacceptable Waiting Times for NHS patients in A & E WreccsamWrexham Maelor Hospital - Correspondence from North Wales Community Health Council to the Committee, 11.07.18

From 1 April 2017 to date 4 July 2018

11 complaints

Date of first contact	Sub-Specialty/Service Area (Subjects)	Subjects	Sub-subject	Professional Group (Subjects)	Site (Subjects)	Description
14/08/2017	Accident and Emergency	Waiting Times	A&E	Doctor Secondary	Glan Clwyd Hospital 01745 583910	<p>1. Patient admitted to ED with a nose bleed she could not stem. After triage she waited 2 hours to be seen. Then after doctor took bloods she was sent back to the waiting area for several more hours.</p> <p>2. Man arrived at ED reception asking for patient. He was a hospital driver instructed to take her to another hospital to be seen by ENT Consultant. No one had made patient aware of this arrangement.</p> <p>3. On arrival at hospital no staff informed her of expected transfer. Sent to ENT dept some distance and patient had to walk feeling unwell and husband with limited mobility due to heart failure.</p>

13/09/2017	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Multi-faceted complaint regarding care of patient with metastatic prostate cancer. Patient had surgery to remove prostate, bladder and lymph nodes but later scans suggested the bladder wasn't actually removed-contrary to surgeon's operation notes. Following surgery the patient lost the ability to swallow but the cause was never identified. Nursing care on ward was poor at times-buzzers not answered, lack of support with nutrition. After discharge patient was brought back to A&E by ambulance with cold sepsis but had to wait 5 hours to be seen by a doctor.
01/11/2017	Accident and Emergency	Waiting Times	A&E	Doctor Secondary	Ysbyty Gwynedd 01248 384384	<ol style="list-style-type: none"> 1. Attended A&E with locked left knee. Waited 6 hours before seen by doctor to be admitted to ward. Further 3 hours before bed allocated. 2. Seen by a consultant who was abrupt and rude and made patient feel he was a nuisance, as told he had taken bed of another patient whose surgery would be cancelled. Told only needed physiotherapy. 3. No treatment provided and patient discharged home with knee still locked. Contacted patient's consultant who drained knee and gave steroid injection. Lack of follow up appointment provided by ward and blamed, when treatment could have been delivered in A&E.
24/01/2018	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Patient was unable to be admitted to A&E as it was full

31/01/2018	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Patient admitted via A&E following cardiac arrest at home. Patient had been resuscitated twice by ambulance crew and was unconscious on arrival at ED. Had to wait several hours before a decision was made/communicated about how to care for patient. Taken to ICU. Was on life support for 3 days then decided to switch off. Patient's daughter had a very distressing experience while patient was dying. No one has explained what caused the strange phenomena she witnessed in her mother.
05/02/2018	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Multi-faceted complaint regarding care provided to bladder cancer patient. 9 hour wait in A&E before being admitted to ward. Concerns about cleanliness of ward. Staff seemed to want to rush to discharge. There was a lack of communication with family re. patient's diagnosis and treatment. Patient developed sepsis and died on the ward. Family were told patient had died but he was still breathing and making faces for 5 hours afterwards-at one point sat up foaming at the mouth.
06/03/2018	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Complaint regarding long wait in A&E when patient presented with severe abdo pain. Concerned about attitude of staff. Patient was almost given a medication to which he has a severe allergy. Only prevented because patient questioned what he was being given.
24/04/2018	Accident and Emergency	Waiting Times	A&E	Doctor Secondary	Wrexham Maelor Hospital 01978 291100	Patient was left waiting in an ambulance for 4 hours before being taken into the A&E department and then was left for a further 10 hours before receiving a CT scan which showed a fractured C1 vertebrae

16/05/2018	Accident and Emergency	Waiting Times	A&E	Doctor Secondary	Wrexham Maelor Hospital 01978 291100	Waiting times in A&E
24/05/2018	Accident and Emergency	Waiting Times	A&E	Managerial Staff	Glan Clwyd Hospital 01745 583910	Multi-faceted complaint regarding various aspects of care provided to cancer patient admitted via A&E with pneumonia. Patient had to wait all night in relative's room before being given a bed on a ward. Patient was then discharged prematurely and had to be readmitted a few days later. On second admission there were concerns about cleanliness, infection control and fundamentals of care.
13/06/2018	Accident and Emergency	Waiting Times	A&E	Information Not Provided	Wrexham Maelor Hospital 01978 291100	Complaint about waiting time at A&E Department. Patient waited so long she eventually left without being treated (she had suffered a head injury) and went to see her GP.