

Knowledge and Library Services Case Study

Walsall Healthcare NHS Trust, Library and Knowledge Services: Observation of the patient waiting area in the emergency department for improvement pathways

Date 01/09/2022

Reason for enquiry

Amirjit Mahil, Care Group Manager was undertaking an observation of the patient waiting area in the Trust emergency department to identify improvement pathways. A volunteer was also engaged to observe the area at the same time. The concept was that Amirjit observed from an operational/Trust basis, whereas the volunteer observed from a patient's view. The aim was for Amirjit and the volunteer to capture as much information as possible during their observations. Amirjit was undertaking this work-based project as part of her Senior Leadership Course. She required as much evidence as possible to support her findings.

What the knowledge and library specialist did

Amirjit requested an evidence search by completing the online form on the library website. The Knowledge Specialist carried out an initial scope search about patient flow and factors impacting patient waiting times in emergency departments using PubMed database. Amirjit requested a follow-up search focusing on observation studies which was undertaken by the Knowledge Specialist using CINAHL, MEDLINE, EMBASE and Google Scholar. The results for both searches were imported into a template to assist Amirjit review the evidence-base.

Impact of input from the library and knowledge service

Using the combined notes from Amirjit and the Volunteer observer, Amirjit used the research provided by the library to support or reject the findings from the observation. Findings were similar to what the research states; however some were not.

Immediate Impact

“... the findings by the observers, especially for Amirjit as being a member of staff, sometimes the obvious is not visible. Like the saying, can't see the wood from the trees.”

Probable future Impact

“The observation highlighted uniform. Most medics were in navy coloured scrubs which meant it was difficult to distinguish the role. There was also a concern with communication, not only between patient and staff but also staff with staff. Better facilities for carers or relatives also needs to be addressed.”

Name and Job Title:

Mrs Amirjit (Ami) Mahil, Care Group Manager-Place Based Localities, Community

For further information on how you can get similar support contact your local NHS library and knowledge service.

Submission Details

[To be completed by Knowledge and Library Service at the point of submission]

Name of Organisation

Walsall Healthcare NHS Trust

Knowledge and Library Service Contact Email:

wht.library.service@nhs.net

Title of Case Study

Observation of the patient waiting area in the emergency department for improvement pathways.

NHS Region *[Make bold the option which applies:]*

East of England

London

Midlands

North East and Yorkshire

North West

South East

South West

Sector *[Make bold the option which applies:]*

Acute

Acute and community

Care Trust

Clinical Commissioning Group

Commissioning Support

Community Trust

Cross-sector

Local Education and Training Board

Mental Health

Mental Health / Learning Disability

Mental Health / Social Care

Primary Care

Public Health

Shared Service / Informatics

Special HA

Other. If other, please specify

Group Impacted *[Make bold the option which applies:]*

Additional Clinical Services

Administrative and Clerical

Allied Health Professionals

Estates and Ancillary

Healthcare Scientists

Medicine and Dental

Multiprofessional

Patients, Carers and the Public

Nursing and Midwifery

Scientific and Technical

Students

Impact Types *[Make bold any of the impact types below which apply]*

Contributed to personal or professional development

Contributed to service development or delivery

Facilitated collaborative working

Health Information for Patients, Carers and the Public

Improved the quality of patient care

Mobilising evidence and organisational knowledge

More informed decision making

Productivity and efficiency

Reduced risk or improved safety

Saved money or contributed to financial effectiveness

Improved health and wellbeing of staff and learners

Consent

I have consent from individuals referred to in this case study to share details nationally for advocacy and promotion. *[Make bold the option which applies:]*

Yes

No