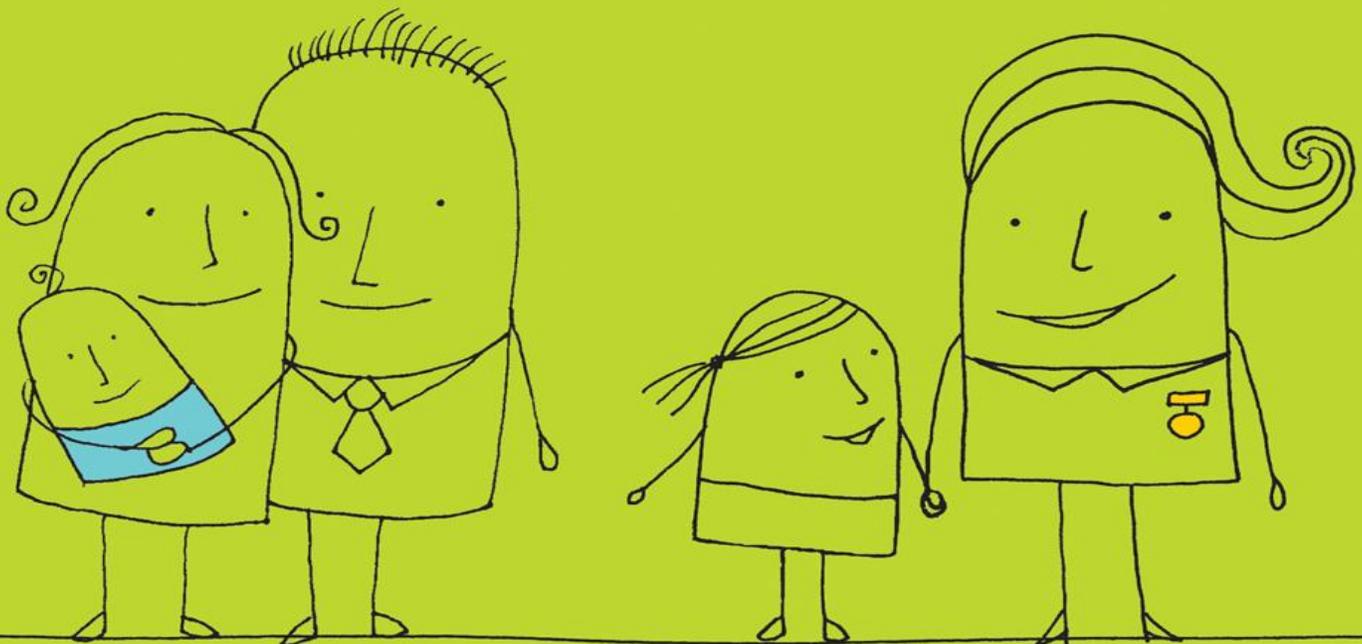


Patient and Client Council

Survey of the patient experience in the Emergency Department of Antrim Area Hospital

February 2011



Executive Summary

This survey of Antrim Area Hospital Emergency Department took place over two 24-hour periods from 8th-9th November and 20th-21st November 2010. We have two differing sets of questionnaires that have been evaluated separately as the Emergency Department is divided into two sections – one which deals with major injury or illness and another which treats minor injuries.

Over the two days, 375 patients were registered for treatment. 100 people completed questionnaires given to them as they arrived at the Emergency Department – this represented more than one in four (or 26.6%) of all those who came to the Emergency Department on those two days.

Of those who responded, 67 people went through the Main Emergency Department while 33 people went directly to the Minor Injuries Unit.

Key issues for patients were: waiting times, lack of information, uncomfortable seating, lack of facilities and location of waiting areas once they had been triaged.

Levels of satisfaction with the Minor Injuries Unit were high with 89% of patients rating their experience as Excellent or Good.

When asked to rate their experience of the Emergency Department overall, 70.6% of respondents (48 out of 68 people which includes both the Main Emergency Department and Minor Injuries Unit) rated their experience as Excellent or Good, while 29.4% (or 20 out of 68 people) rated their experience as Fair or Poor.

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Introduction

The Patient and Client Council worked with the Northern Health and Social Care Trust to develop a project which would assist in obtaining a picture of Antrim Area Hospital Emergency Department as experienced by patients. This hospital serves a large population. Emergency services were reconfigured on 24 May 2010 and since that time Mid Ulster and Whiteabbey Hospitals provide Nurse-Led Minor Injuries only. It is timely, therefore, to look at people's experience when they come to the hospital for emergency treatment. The purpose of this survey was to hear people's views with the aim of making recommendations regarding any issues which had an impact on patients attending this department.

In partnership with the Northern Health and Social Care Trust, a questionnaire was developed. Dates on which the survey would take place were determined and were selected to reflect times when there would be a high number of patients attending the Emergency Department. The survey took place on Monday 8th November – Tuesday 9th November 2010 and Saturday 20th – Sunday 21st November 2010. Both days were staffed by the Patient and Client Council for 24 hours starting from 8.00am through to 8.00am the next day.

A total of 100 questionnaires were returned. In the first period, 205 people went through the Emergency Department while during the second period, 170 people went through the department. The return rate was therefore 26.6%.

1.0 Background and Purpose

1.1 Patient and Client Council

The Patient and Client Council was established to provide a powerful, independent voice for people.

The Patient and Client Council has four main duties. They are to:

- listen and act on people's views;
- encourage people to get involved;
- help people make a complaint; and
- promote advice and information

1.2 Purpose of Report

This report describes the experience of patients as they go through the various sections of Antrim Area Hospital Emergency Department. People were asked to comment on all aspects of their experience in the hospital including their thoughts on the reception and waiting areas, their medical treatment and the care they received from staff. The Patient and Client Council and the Northern Health and Social Care Trust would like to take this opportunity to thank all those who gave their time and their opinions so generously, particularly in circumstances which may have been very difficult for them.

2.0 Methodology

A partnership approach with the Northern Health and Social Care Trust was adopted for this work as it seemed to offer the best way to capture the patient experience. Discussions with the Northern Health and Social Care Trust took place as to how to undertake this work. It was decided that questionnaires would be handed to patients or relatives as they arrived. In delivering the questionnaire in this way, it was intended that a reflection of a real time experience of people's progress through the department would be obtained. As the Emergency Department has two sections a questionnaire needed to be developed for each one. As a result questionnaires for the Main Emergency Department and the Minor Injuries Unit were drafted in conjunction with the Northern Health and Social Care Trust. Sessions to describe the purpose of the project were facilitated by the Patient and Client Council for NHSCT staff. Patient and Client Council staff were then briefed by NHSCT staff as to the work and protocols of the Emergency Department. A small pilot study was completed to see if any issues were raised about understanding and completing the questionnaire. This exercise, albeit time-limited, revealed that patients had no problems in understanding the questions asked.

The results of the survey are divided into two sections – Main Emergency Department and Minor Injuries Unit. 33 of the people who responded went directly to Minor Injuries. Of the 67 who responded to the Main questionnaire a number of them, once triaged, were directed to Minor Injuries. These patients are included in the results of the Minor Injuries Unit.

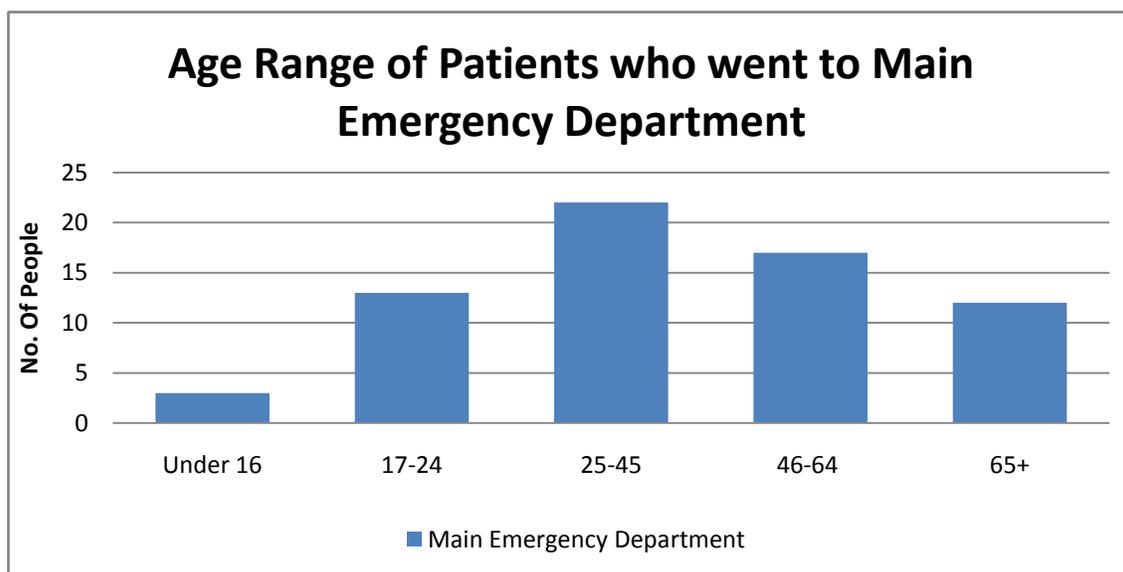
3.0 Main Emergency Department - Findings

3.1 Introduction

A total of 67 people returned the questionnaire. Their responses are given in detail in Appendix 1. In this section, the overall findings will be discussed and issues highlighted where appropriate. Not everyone completed every question so where results are cited they may not add up to 67. Additionally, in questions where people were asked to select words to describe the treatment area or reception area, the total may be more than the actual number of respondents as some respondents selected more than one option.

3.2 Information about respondents

Of the 67 returns made 37 were female (55.6%) and 30 (44.4%) were male. 44 were patients (68.8%) while 20 (31.2%) were relatives. The age range of respondents is shown in the following diagram.



Postcode information

Most people gave their postcodes (62 out of 67 or 92.5%) – the majority of people were from the Antrim area (17 or 27.5%), while the next biggest grouping was from the Ballymena area (16 or 25.8%). Of the remaining patients, 10 (16.1%) came from the Mid Ulster area, 7 (11.3%) from the Newtownabbey area, 6 (9.7%) from the Ballyclare area and 4 (6.5%) from the East Antrim area (Carrickfergus and Larne). The final 2 patients came from the Moyle and Belfast areas respectively.

Referral

People were asked about who had referred them to the Emergency Department. Most people referred themselves (34 out of 59 or 57.6%). However, 17 (28.8%) were referred by a GP and 8 (13.6%) by a carer or relative.

Transport

57 (85.1%) used their own car, 8 (11.9%) came by ambulance and 2 (3%) used public transport.

People were asked on the transport used. Some people also used this section to comment on parking. 3 people commented on transport by ambulance. While these people did not mention specifically that they came by ambulance, it may be reasonably assumed that they did so, as they took the time to comment on their experience. All the comments on transport were positive, and it was

described by one person as “good”, while another noted that that the service was “clean, tidy and friendly”.

Parking

When asked about parking 66 people responded - 44 (66.7%) were able to park easily while 17 experienced problems (25.8%). (5 people had answered this question by marking ‘Not Applicable’.)

Comments on parking

“During the day parking is a nightmare.”

One person stated that they only got parked because they held a blue badge while another said that they had to park illegally. Although other respondents did not comment explicitly it is worth noting that 17 people had trouble finding a place to park. This indicates the extent of the difficulties experienced by 30% of respondents. We do not have the information as to whether the problems experienced were in daytime or at night although it is likely to be easier to park in the evening especially after visiting time has ended.

3.3 Reception Area

In general, most people were satisfied with the reception area. While the majority of respondents (22 or 53.4%) thought reception was approachable, a further 18 (31%) thought it was small and a further 8 people (13.8%) thought it was dark or unfriendly.

Respondents thought that staff in this area were friendly and helpful – only one said that they were not. Most people (43 or 78.2%) had no

difficulties with the amount of time they had to spend in reception and 98.3% (59 people) were able to speak to the receptionist easily.

A few people required a wheelchair. Of the 9 who did so, 6 (66.6%) stated that a wheelchair was provided while 3 people (33.3%) said that a wheelchair was not provided.

The self-select procedure did not appear to be explained to people. The Trust has provided a poster which aims to outline the self-select process and give patients the information to decide whether they wish to go directly to Minor Injuries or opt to stay in the Main Emergency Department. As well as the poster, however, people are supposed to be made aware of this option at reception. Almost 84% of people (47 respondents) stated that the self-select option was not explained to them and the range of comments made indicated that people did not understand what it was: ***“Not sure what this means”*** was a typical remark by people who commented on this question.

People Accompanying a Patient

10 people answered the question about their experience of accompanying a patient to the Emergency Department – 5 (50%) said that no explanation was provided as to why they had to be separated. When asked a further question about when they saw the patient again, 7 (77.7%) out of 9 people said they were quickly reunited with the patient, but 5 people (55%) stated that they were not informed what was happening. 3 people (33%) commented that having someone to explain what was going on would be helpful.

“My husband waited for the 7 hrs and he got very little feedback. He sat there and at one stage he became worried and did not know what had happened to me.”

3.4 Waiting Area

Almost all people and those who accompanied them were able to get a seat (over 90%) in the waiting area. Most (56 people) described the waiting area as calm (57%) or clean (42%). Only a few (9 people) described the area as grubby (9%) or chaotic (8%).

Most respondents received information about waiting times from the screen (10 out of 18 who commented) although some said they had been told by a nurse or had been taken straight away without having to wait. It is worth noting that staff did make announcements about waiting times when the Department had to admit a number of patients who needed immediate treatment. The time on the screen did not change frequently, meaning that 2- or 3-hour waits were being presented on screen even when the Department had effectively no waiting time as the number of patients was manageable.

Among the 60 people who responded, opinion was mostly in favour of having a TV in this area – with 70% (42 people) saying ‘Yes’ and 30% (18 people) saying ‘No’.

Over 80% (45 out of 54) of respondents thought a poster would be useful to explain why toys could not be provided in the parent/child room for hygiene reasons.

When asked about what to change in the Waiting Area, it was clear that comfortable chairs were the main issue. 11 out of 30 people who commented mentioned that seats were not suitable for long waits, were not comfortable or that there was not enough space between them – there is a need for better access around them.

Comments were also made regarding working vending machines, machines dispensing small change, and the availability of someone to turn to when requiring more information. One person summed up the need for communication with patients:

“There was no one to ask if you needed anything.”

The provision of books and magazines was mentioned by 5 people, but 1 person qualified this by saying they recognised the problem in providing these as this raised hygiene issues. (This is due to the fact that a number of people would be handling the same book or magazine and this raises the possibility of infection being passed from one person to another.)

3.5 Pre-streaming/triage

Pre-streaming or triage is the process through which patients are assessed for the kind of treatment they need. Of the 52 people who responded, only 2 (fewer than 3.8%) waited over one and a half hours (one of them waited over two hours). 45 people (86.5%) were

seen within 30 minutes and 50 people (96.2%) were triaged within one hour of arrival.

People were asked if they needed to repeat at least some of their personal information in triage. Of the 47 who responded, only 13 (27.6%) did not have to repeat any details while others had to repeat some detail – name, or address or injury/illness.

Most people (94% or 47 out of 50) felt that the staff member they dealt with was helpful and felt able to ask questions.

Comments on Pre-streaming/Triage

14 people commented on their experience in this area. 2 thought that more staff were needed, while 2 others focused on communication, one claiming that the triage nurse did not “speak” to them at all to put them at their ease and another stating that no one told her how long she would be and that made her husband very concerned. One respondent felt that one family member at least should be able to accompany the patient through to the next area while another expressed concern that they would miss being called as they could not hear announcements in the toilet area. One person summed it up in this way:

“It would need someone there to inform the people as to what is taking place and approx. how long they will have to wait for their loved ones. There is no one to ask about anything.”

After being triaged, the amount of time people had to wait varied. 41 responded to this question: 23 (56%) were seen within one hour, another 9 (22%) were seen within two hours, 5 (12.2%) between 2 and 3 hours, 3 (7.3%) people waited over 3 hours, and 1 (2.4%) person waited over 4 hours.

3.6 Resus (Resuscitation) and triage stage/majors

This area of the Emergency Department is where the most serious illnesses are treated although its role is much wider than that. For example, depending on the time of day when the Minor Injuries Unit may not be open, all patients will go through this area. The results for this area are divided into a number of topics in order to make analysis easier.

Information

According to respondents, doctors had access to notes for 19 patients (70.4%) but not for 8 others (29.6%). This question may need some clarification as doctors will have notes about the illness or problem for which patients sought assistance, but not to hospital files relating to individual patients at least at this stage of the process.

Most people (29 or 87.9%) were able to state that they had been seen by a doctor or nurse practitioner; however, 4 (12.1%) were unsure.

11 (33.3%) out of 33 people said that they were not informed how long they would have to wait. When given information by staff,

however, most people stated that they understood it – only 2 (6.9%) out of 29 said that they did not.

One person commented:

“Got no information. In all I waited 4.5 hrs before I saw a Doctor. I was lying about all over the place, pushed into all sorts of places.”

While 30 out of 32 (93.8%) people felt that their privacy and dignity were respected, none of them made a comment about their experience. 2 people (6.2%), however, did not feel that their privacy and dignity were respected.

“They were very cheeky.”

Another highlighted an issue which can be difficult to address:

“Well I was lying out in the corridors along with druggies and drunks for some time.”

Obviously, when a patient visits an emergency department they may find themselves in circumstances which are outside their normal experience. The comment above highlights an important aspect of the health service: our hospitals have an obligation to treat everyone who comes to the Emergency Department and they do so based on clinical priority.

There appeared to be an issue over taking consent to do tests with 23 people (79.3%) out of 29 stating that they had been asked for their consent to do tests, but 6 (20.7%) said that they had not.

3 people said that they were given written information about their condition, 7 said 'No' (others said 'Not Applicable'). 4 people stated that they would have liked written information.

Of 7 people who felt it was applicable to them, 6 (85.7%) were given no explanation to why they could not have something to eat or drink while waiting to be seen by medical staff.

Waiting Times

The amount of time patients had to wait until they were seen by a doctor or nurse varied to a great extent. Of the 32 people who responded, 15 people (46.9%) waited for less than 30 minutes, 4 people (12.5%) between 30 minutes and 1 hour, 7 people (21.9%) for 1 to 2 hours while 6 people (18.7%) waited over 2 hours.

When asked about how long in total they had spent in this unit, 31 people responded - 7 people (22.6%) waited for under 30 minutes, 8 (25.8%) waited for 30 minutes to 1 hour, 7 people (22.6%) from 1 to 2 hours and 9 (29%) people over 2 hours.

14 people (46.7%) said that they had been kept comfortable, but 8 (26.7%) said that they had not. Others answered 'Not Applicable'.

3.7 Rating of unit

When asked to rate their experience in this unit 32 people responded: 9 (28.1%) said Excellent, 12 (37.5%) said Good, 7 (21.9%) said Fair and 4 (12.5%) said Poor.

Comments on the unit

Comments were made by 7 people in total and 4 of these responses detail a number of issues which have been categorized as follows:

Staffing

Generally comments about staff were good.

“Care provided, good staff, approachable.”

“The staff were very friendly and helpful.”

Concern was expressed about staffing levels:

“Get more staff the present work load is in overload.”

Location

It was an issue for people where they had to wait:

“I don't feel a corridor is appropriate for someone to be left sitting in, when you have been admitted. This is an exit/entrance for everyone.”

Another issue concerned the provision of waiting areas for relatives who accompany patients:

“There are not enough waiting areas for people who accompany patients to the Hospital, the Hospital staff are winding their way along corridors where the public are standing about - it is a complete nightmare.”

Communication about waiting times

When people commented about waiting times, a key issue was the provision of information:

“Waiting times very long and not kept informed.”

“When informed of when you would be attended to - a few minutes could mean an hour.”

Other comments

“Hand washing very poor.”

It is worth noting that hand-washing was mentioned only by two patients. It is highlighted here as it remains an important safeguard for patient safety regarding infection control.

4.0 Minor Injuries Unit

4.1 Introduction

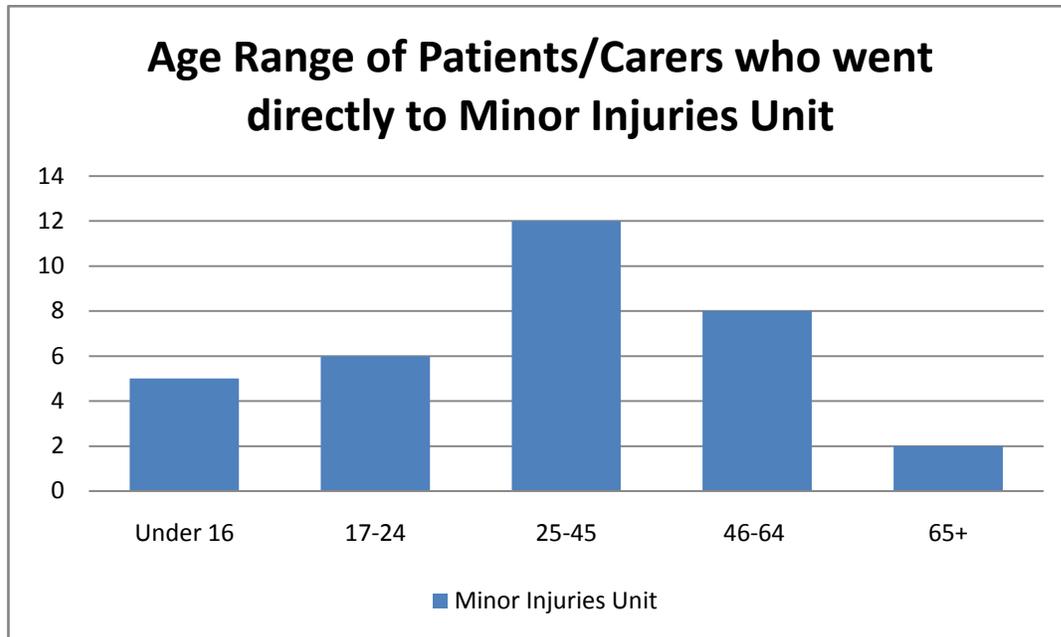
The information provided in the first part of this section refers to those patients who went directly to the Minor Injuries Unit once they had gone through the registration process in the reception area. The second part of this section includes patients who went through the triage process and were then sent to the Minor Injuries Unit. It should be noted here that Minor Injuries is generally available to patients from 8am to 10pm. At all other times patients go through the Main Emergency Department

4.2 Findings – Part 1

4.2.1 Information about respondents

A total of 33 questionnaires were returned from patients who had gone directly to the Minor Injuries Unit - 17 were female (51.5%) and 16 were male (48.5%).

The ages of patients ranged from 5 upwards. The numbers of patients in each age group is given in the chart below: 5 (15.1%) were under 16, 6 (18.2%) aged from 17-24, 12 (36.4%) aged 25-45, 8 (24.2%) aged 46- 64 and 2 (6.1%) aged over 65.



Postcode information

Most people gave their postcodes (32 out of 33 or 97%): the majority of people were from the Antrim area (10 or 31.3%), and the next biggest grouping was from the Ballymena area (7 or 22%). Of the remaining patients, 5 (15.6%) came from the East Antrim area (Carrickfergus and Larne, 3 (9%) came from the Mid Ulster area, 3 (9%) from the Newtownabbey area and 3 (9%) from the Ballyclare area. One other patient came from the North Belfast area (BT15).

Most respondents were patients (19 or 59.4 %) while 13 (40.6%) were accompanying a patient. The majority of people were self-referred or referred by a family member or carer (29 or 87.8%). Other patients were either referred by the school nurse (2 patients) or by a GP (2 patients).

Transport

Of 32 people who responded all had arrived by own transport – car or work van. The 91-year-old mother of one respondent arrived at the hospital by ambulance while her accompanying relative came with own transport.

Parking

While most people got parked easily (24 out of 33 or 62.5%), 9 (37.5%) did not. As stated above, this indicates a significant level of difficulty in finding a parking space.

4.2.2 Reception Area

People were asked to select words to describe the reception area. Most people described the area as 'approachable' (16 out of 28 or 57.1%), but a number of people (the next highest response) felt that the reception area was 'small' (8 people – 28.6%).

Most were able to speak to the receptionist easily (29 out of 32 or 90.6%) and all (31 respondents) who answered the question about assistance from staff, found staff at reception helpful.

A number of comments were made about the reception area itself - 2 said that it was unfriendly and not very welcoming, 1 commented on lack of privacy when giving personal information and 3 people said that staff were friendly and courteous. One person commented that Minor Injuries is too far away from A&E.

29 out of 30 people (96.7%) were happy with the amount of time they had to wait in reception.

Of 4 people who said that they needed a wheelchair, 3 (75%) were able to obtain one, but 1 person stated that this service was not available to them.

Some patients who had gone directly to Minor Injuries were aware of the self-select procedure and had had it explained to them (8 people 29.6%) but 19 people (70.4%) said it was not. Of the 6 people who commented, 4 stated that they did not know what this meant.

Comments on reception area

There is a contrast between patients' rating of the helpfulness of staff at reception which was 100% positive (31 people responded), as stated above, and their views about the reception area itself. Their comments about the reception area ranged from:

“Totally inadequate - would be very cold except in good weather.”

“Hard to hear receptionist.”

“No privacy other people can hear your discussion with receptionist.”

(Two comments made may refer to the waiting area rather than reception as one referred to waiting a long time while another spoke about seating which is not provided in the reception area.)

4.3 Findings – Part 2

The following section brings together the responses from both questionnaires as they relate to the Waiting Area, Treatment Area and rating of the Minor Injuries Unit. This section will therefore include patients who went directly to Minor Injuries on arrival at the hospital as well as those who went through the Main Emergency Department and then, after triage, were sent to the Minor Injuries Unit. Numbers of patients cited in this section will therefore be higher than the number (33 patients) referred to in Section 4.2

4.3.1 Waiting Area

Most people seemed to find their way to Minor Injuries easily; only 4 (7.8%) out of 51 who responded did not. However, getting a seat proved problematic for a few people as 8 (15.7%) out of 51 stated that they did not get a seat. The majority of people (43 out of 51 or 84.3%) who responded were able to find a seat.

Out of 46 people who responded 23 (50%) found the area calm; the next highest answer was clean (22 people or 43.1%). (Please note that some people ticked more than one answer and thus percentages will add up to more than 100%.)

The majority of people (34 out of 44 or 77.3%) were seen within one hour, 7 people (16%) were seen between 1 and 2 hours, 2 (4.5%) between 2 and 3 hours and 1 (2.2%) between 3 and 4 hours.

Patients were asked if a TV would be useful in this area: 33 (70.2%) out of 47 respondents felt that it would be.

When asked about play items for children, 18 people (72%) said that they would welcome a poster explaining that these items are not provided due to hygiene reasons. (Please note that these responses refer only to patients sent directly to Minor Injuries; patients who came through the Main Emergency department would have already answered this question in regards to the main waiting area.)

4.3.2 Treatment area

51 out of 54 people (94.4%) felt that staff had treated them with respect.

For those who were referred to the X-ray department, 33 out of 49 people (67.3%) who responded easily found their way there, 5 (10.2%) said that they experienced problems while 11 (22.5%) responded 'Not Applicable'.

25 patients (54.3%) spent under 30 minutes in the treatment area, 13 people (28.3%) over 30 minutes but under 1 hour, 3 people (6.5%) from 1 to 2 hours and 5 (10.9%) over 2 hours.

One third of patients (33% or 11 out of 33 people) received written information about their condition. However, when asked a further question about whether they would like written information or not, 10 out of 36 people (27.7%) who had not received written information about their condition stated that they would have liked to receive it.

Most patients (41 out of 45 or 91.1%) stated that their condition was explained to them in an understandable manner.

While most people stated that they were kept comfortable, (17 out of 45 or 37.7%), 5 (11.1%) stated that they had not been kept comfortable. An additional 20 people (44.4%) said that this question was not applicable to them.

When asked whether they had received food and drink over mealtimes and if they had been given an explanation regarding food, 1 person (2.8%) said that they had received an explanation, but 7 people (15.9%) said that they had not. Most people (36 or 81.8%), however, felt that this question was not applicable to them. It should be noted that in the Minor Injuries Unit, as indicated above, 38 people were seen in under one hour and only 7 people were there for more than 2 hours. This means that offering food/drink for most was not appropriate as they were not in the Emergency Department for a long period of time.

4.3.3 Rating of unit

In general, people were pleased with the treatment they received. Of the 45 people who responded, 19 (42.2%) graded their treatment as Excellent, 18 (40%) said Good, 4 (8.9%) said Fair and 4 (8.9%) said Poor.

People generally described their experience in the treatment area in a positive way:

“My mother received excellent treatment.”
“Very quick, did not have to wait.”

“The staff were caring and helpful.”

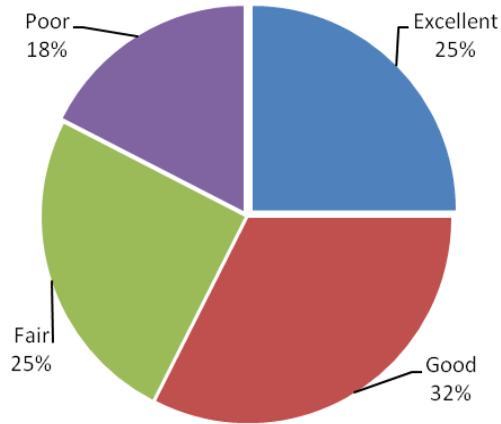
However, one person qualified their approval:

“On this occasion everything was fine.”

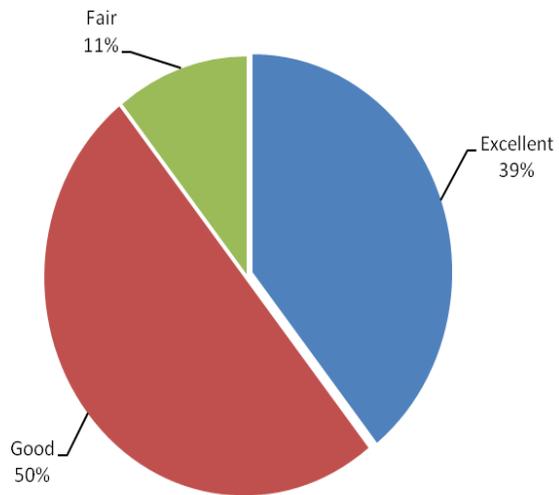
5.0 Overall experience of emergency department

The following diagrams show the percentages relating to people's opinions of their experience in the Emergency Department of Antrim Area Hospital. At first glance, satisfaction levels are higher for those who have gone directly to Minor Injuries on arrival at the hospital. These figures should be treated with caution, however, as numbers for Minor Injuries are smaller and the illnesses/injuries being dealt with in the Main Department will probably have required more time and/or more complex and/or more prolonged interventions which could have influenced the ratings given.

Experience of Patients who went through the Main Emergency Department



Experience of Patients who went directly to Minor Injuries Unit on arrival at Emergency Department



6.0 Conclusion

The results of this survey indicate that patients are in general positive about the actual treatment they are receiving in Antrim Area Hospital Emergency department as reflected in their overall rating of the Department which is outlined above. However, the survey also highlights a number of issues which need addressing: communication, seating, facilities in the waiting area and waiting times. Other issues which were raised less frequently included hand washing and consent for tests/treatment.

7.0 Recommendations

The Patient and Client Council recommends that:

- The Trust works in partnership with service users to address the recommendations outlined.
- The Trust should review communications at every stage of the patient journey.
- There is a need to address waiting times, at the very least to keep people better informed; the screen showing waiting times should be updated at regular intervals (at least every hour).
- The self-select procedure is not understood by a majority of patients: the Trust needs to find a way to communicate this procedure better so that patients will know what it means.
- The Trust should consider how waiting areas could be improved in terms of seating, facilities and location.
- The Trust should review compliance with policies and procedures relating to hand-washing.

The Patient and Client Council may undertake a further unannounced review of the patient experience in Antrim Area Hospital at some time in the future.

Appendix 1 – Detailed responses to questionnaire for Main Emergency Department

Survey of Emergency Department at Antrim Area Hospital

A total of 67 people completed the questionnaire regarding the Main Emergency Department. ***None of the comments they made on the form has been altered or corrected in any way.***

1. Gender

Male	30 (44.8%)
Female	37 (55.3%)
Total	67

2. Age:

Under 15	3 (4.5%)
17-24	13 (19.4%)
25-45	22 (32.8%)
46-64	17 (25.4%)
65+	12 (17.9%)
Total	67

3. Are you a patient or someone accompanying a patient?

Patient	44 (68.8%)
Someone. accompanying a patient	20 (31.2%)
Total	64

4. What is your postcode/nearest town?

62 patients gave their postcodes while 29 gave the name of their nearest town.

BT41	Antrim area	17
BT42 & BT43	Ballymena area	16
BT36 & BT37	Newtownabbey area	7
BT39	Ballyclare	6
BT45 & BT46	Magherafelt/Maghera area	5

BT80	Cookstown	5
BT29	Glenarm area	1
BT38	Carrickfergus	2
BT40	Larne	2
BT7	Belfast	1

5. Method of referral

Self-referred	34 (57.6%)
GP referred	17 (28.8%)
Family/carer referred	8 (13.6%)
Total	59

6. Transport

Own car	57 (85.1%)
Ambulance	8 (11.9%)
Public transport	2 (3%)
Total	67

7. Comments on transport

7 people gave comments (9 answered in total, but 2 were 'Not Applicable' or none). They commented that at nighttime, transport was alright, but "in daytime it was a nightmare". They had to park illegally and one only got parked because of being a blue badge holder. 1 person's comment appeared to refer to transport by ambulance, stating that the transport used was "clean, tidy and friendly", one person put "good" and another commented that there was no ambulance available for transport to hospital. Other answers were incomplete.

8. Parking

66 people answered this question: 44 (66.7%) parked with ease but 17 (25.8%) experienced problems. 5 answered that it was 'Not Applicable'.

Reception area

1. What words would you use to describe the reception area?

58 people answered this question: 31 (53.4%) found reception approachable, 18 (31%) found it small, 13 light and airy (22.4%), 4 (6.9%) found it dark and 4 (6.9%) found it unfriendly. Only 2 found it spacious (3.4%).

In addition, 7 people commented: 2 said it was friendly, 1 said it was uncomfortable, one said that it was basic, 1 that it was adequate, 1 that it was noisy and 1 that it was spacious enough when s/he was there.

2. Were you able to speak to the receptionist with ease?

65 people answered this question: 61 (93.8%) found it easy to speak to the receptionist but 4 (6.2%) experienced difficulties.

3. Were the staff helpful?

Yes	59 (98.3%)
No	1 (1.3%)
Total	60

This question led to further comments from 8 people: 6 were positive, 2 negative. The positive comments were “very (helpful)”, “helpful enough for what they do”, “very good”, “very helpful” and “receptionist really friendly”. One person said “neither” while another commented that “had to wait - she was on the phone. They make you feel you are interrupting them.”

4. Were you happy with the amount of time you had to wait in reception?

Yes	43 (78.2%)
No	12 (21.8%)
Total	55

5. If you required a wheelchair was one made available?

Yes	6 (9.8%)
No	3 (4.9%)
N/A	52 (85.2%)
Total	61

6. Was the self-select procedure explained to you?

56 people answered this question. 43 (83.9%) stated that the self-select procedure was not explained to them and only 9 (16.1%) said that it was.

Additional comments were:

- don't know what this is.
- Unsure ? Don't know what that means
- Not sure what this means.
- ...Although there was plenty of literature on the wall regarding this
- I was asked to take a seat in waiting room. No self select procedure mentioned
- ..More staff and less waiting time
- Altogether I was at the hospital 7 hrs from around 10pm until 4.50am. Two of the hrs I was waiting on my blood results coming from the lab. Instead of taking the blood sample first they decided to do the blood after 5 hrs. They told me, after 1 hr waiting I was getting blood done, this was bad practice because I was on warfarin I understand it took longer.

People accompanying patients

1. Were you given an explanation as to why you had to be separated?

10 people answered this question. 5 said that they had no explanation, while 5 said that they had received an explanation.

2. Were you able to meet up with them shortly afterwards?

9 people answered this question. 7(77.8%) said 'Yes' and 2 (22.2%) said 'No'. These last 2 commented: "Still waiting" and "had to wait for patient to be seen."

3. Were you kept informed of what was happening?

9 people answered this question. 4 (44.4%) said 'Yes', 5 (55.6%) said 'No'.

4. What would make the situation better?

- My husband waited for the 7 hrs and he got very little feedback. He sat there and at one stage he became worried and did not know what had happened to me.
- Someone communicating what was happening and how long before a bed would be available.
- Someone to explain what was happening.

Waiting Area

1. Did you, and anyone accompanying you, get a seat?

59 people answered this question. 54 (91.5%) answered that they got a seat while 5 (8.5%) said that they did not.

2. What words would you use to describe the waiting room environment?

This question was answered by 32 people.

Calm	4 (7.1%)
Noisy	4 (7.1%)
Clean	24 (42.9%)
Grubby	5 (8.9%)
Pleasant	9 (16.1%)
Chaotic	4 (7.1%)

3. Would you consider a television useful in this waiting area?

60 people answered question: 42 (70%) said 'Yes', 18 (30%) said 'No'.

4. You will see a screen displaying health messages in the waiting area. Did you find this useful?

54 people answered this question: 30 (55.4%) people said 'Yes' but 24 (44.4%) said "No".

5. Were you kept informed as to how long you would have to wait?

55 people answered this question. 21 (38.2%) said 'Yes', 34 (61.8%) said 'No'.

6. If Yes, how were you informed?

- 3.5 hours – by screen
- By screen
- Got taken in straight away
- By the television
- By TV screen
- Triage nurse
- By the TV screen
- By television
- Verbally
- Announced by a nurse

- TV screen
- On screen
- Onscreen on wall
- Under 5 hours
- Shouldn't be too long
- At Triage
- Receptionist
- Screen

7. Play items are not provided for children for hygiene reasons. Would a poster explaining this be useful?

54 people answered: 43 (83.3%) answered 'Yes', 9 (16.7%) answered 'No'.

8. Is there anything you would change in this waiting area?

- It would need someone there to inform the people as to what is taking place and approx. how long they will have to wait for their loved ones. There is no one to ask about anything.
- Waiting time. Seats are not comfortable for long waits. No information given to relatives as regards patient's condition.
- More seats and more space between seats
- Better seating. We found the present seating a little uncomfortable - low back support.
- Re No. 4 It was corporate advertising
- Re No. 7 if you had children who wanted to play, then yes.

- The uncomfortable chairs, but obviously not a priority with cuts.
- More selection of things to eat
- Less waiting time
- Seating and entertainment
- More comfortable seats, some newspapers and magazines.
- Machine to get change for vending machines.
- Children have needs to be kept occupied while waiting.
- Books, magazines or equipment for children.
- No
- No
- Someone to inform process
- More space
- Comfier seats
- Might need to be slightly bigger and have a few magazines but I understand the need for health & hygiene
- Make public telephone more private. More vending machines that work.
- Better access around some of the seats.vending machines
- TV
- Have TV put in.
- Anti bacterial hand gel would useful. Coffee machine hasn't been working any time in the past 2 yrs that I've been here.
- Seats
- Maybe some magazines
- The size – more seats
- Free water cleaner

- A coffee machine that works!!
- Softer chairs would be good!!
- Hot food counter!!
- TV
- No
- More colourful, bright inviting environment. More artwork.
- More comfortable seats and seats more spaced out
- No everything was ok

Pre-streaming/triage

1. How long did you have to wait before you were seen at Triage?

30 minutes or less	45 (86.5%)
Between 30 min and 1 hour	5 (9.6%)
Over 1.5 hours	1 (1.9%)
Over 2 hours	1 (1.9%)
Total	52

2. In Triage, did you have to repeat your:

47 people answered this question. 20 (42.6%) people had to repeat their name, 10 (21.3%) their address and 30 (63.8%) their injury/illness; only 13 (27.7%) did not have to repeat anything.

3. Was the staff member helpful?

50 people answered: 47 (94%) people said 'Yes', 3 (6%) said 'No'.

4. Did you feel you were able to ask questions?

51 people answered this question. 47 (92.2%) said 'Yes', 4 (7.8%) said 'No'.

5. Is there anything you could suggest that would help this stage of your visit?

There were 14 responses:

- Was not told how long I might be, so that I could let my husband know
- If in pain should get preferential treatment
- Let people be accompanied on through by their family member. No-one wants to sit alone and unwell!!
- More staff, so waiting times are shorter
- Re No. 2 confirmed details
- Yes
- When being pre op care or a repeated condition times could be quicker
- Call triage patients on tannoy system as call cannot be heard in toilet area and may be missed
- Length of time before getting bed
- No the triage nurse was very helpful

- I understand the triage nurses are very busy, however it would help if they could put you at ease. The nurse did not 'speak' to me during my time there.
- 100% more staff
- Reading material
- No

6. How long did you wait after being triaged before receiving further attention from staff?

41 people answered this question. 23 (56.1%) were seen within one hour, 9 (22%) within 1 to 2 hours, 5 (12.2%) within 2-3 hours, 3 (7.3%) within 3-4 hours and 1 (2.4%) had to wait over 4 hours

Minor Injury Unit – waiting area

1. Did you find your way to this area with ease?

21 people answered this question. 20 (95.2%) said 'Yes', 1 (4.8%) said 'No'.

2. Did you, and anyone accompanying you, get a seat?

21 people answered this question. 18 (85.7%) said 'Yes', 3 (14.3%) said 'No'.

3. What words would you use to describe the waiting room environment?

This question was answered by 20 people.

calm	11 (55%)
Noisy	1 (5%)
Clean	8 (40%)
Grubby	1 (5%)
Pleasant	3 (15%)
Chaotic	2 (10%)

Additional comments were:

- Re No. 1. Triage nurse took me, otherwise I couldn't have found it. It was quiet only 2 other people there
- Noisy??

4. Would you consider a television a useful item in this waiting area?

18 people answered: 9 answered 'Yes', 9 answered 'No'.

5. How long did you wait in this area?

Under 1 hour	13 (68.4%)
Between 1 and 2 hours	3 (15.8%)
Between 2 and 3 hours	2 (10.5%)
Between 3 and 4 hours	1 (5.3%)
Total	19

6. Is there anything you would change in this waiting area?

6 people commented:

- More space between seats
- The waiting time
- TV & Newspapers
- More staff!!
- Need to be seen quicker
- No
- Magazines. More artwork

Minor Injury Unit – Treatment Area

1. Did the staff treat you with respect?

26 people answered. 23 (88.5%) said 'Yes', 3 (11.5%) said 'No'.

2. If you were referred to the x-ray department, was it easy to find?

Yes	12 (54.5%)
No	4 (18.2%)
N/A	6 (27.3%)
Total	22

3. Was your condition explained to you in an understandable manner?

Yes	17 (81%)
No	4 (19%)
Total	21

Additional comments were:

- No, nurse could not speak English
- It was pre operation after care
- Details of injury vague

4. How long did you spend in this unit?

Less than 30 minutes	9 (42.9%)
Between 30 min and 1 hour	5 (23.8%)
Between 1.5 and 2 hours	3 (14.3%)
Over 2 hours	4 (19%)
Total	21

5. If appropriate, did you receive written information about your condition?

16 people answered this question: 6 (37.5%) said 'Yes', 10 (62.5%) said 'No'.

6. If no, would you have liked some written information?

16 people answered this question: 7 (43.8%) said 'Yes', 3 (18.8%) said 'No', 6 (37.5%) said 'Not Applicable'.

7. Were you kept comfortable (e.g. given a blanket, pillow)?

19 people answered: 8 (42.1%) said 'Yes', 6 (31.6%) said 'No', 5 (26.3%) said 'Not Applicable'.

8. If you did not receive any food/drink over meal times did someone explain why?

18 people answered: 1 said 'Yes' (5.6%), 4 (22.2%) said 'No', 13 said 'Not Applicable' (72.2%).

9. Do you have any comments on the treatment you received and the treatment area?

5 people commented:

- X- ray dept quite a distance away.
Treatment area was acceptable but I couldn't say whether I was treated by Nurse or Doctors as they did not introduce themselves. They had green tops and trousers on.
- Excessively slow, not kept informed nor seen to for hours on end
- It is dull and busy
- But not about me
- Re No. 8 patient was 5 month old baby and got milk and a nappy for it.
- Other people were given but we were not even offered.

10. How would you rate your experience in the treatment area?

20 people responded. 6 (30.0%) said Excellent, 8 (40.0%) said Good, 2 (10%) said Fair and 4 (20%) said Poor.

Resus (Resuscitation) and triage stage/majors

1. Did the doctor have access to your notes and background information as to why you were attending the Emergency Department?

27 people answered this question: 19 (70.4%) said 'Yes', 8 (29.6%) said 'No'.

2. Were you seen by a:

(Note that some indicated that they had been seen by a Doctor and Nurse.)

Doctor	17 (56.7%)
Nurse Practitioner	12 (40.0%)
Not Sure	4 (13.3%)
Total	29

3. How long did you have to wait before you were attended by a Doctor/Nurse Practitioner?

Under 30 minutes	15 (46.9%)
Between 30 min and 1 hour	4 (12.5%)
Between 1 and 2 hours	7 (21.9%)
Over 2 hours	6 (18.8%)
Total	32

4. Did staff keep you informed as to when you would be attended to?

33 people answered this question: 22 (66.7%) people answered 'Yes', 11 (33.3%) people answered 'No'.

5. Did you understand information given to you by staff?

29 people answered: 27 (93.1%) people said 'Yes', 2 (6.9%) said 'No'.

One person commented: “Got no information. In all I waited 4.5 hrs before I saw a Doctor. I was lying about all over the place, pushed into all sorts of places.”

6. Did the staff respect your privacy and dignity?

32 responded to the question: 30 (93.8%) of people answered ‘Yes’, 2 (6.3%) people answered ‘No’.

Two people commented:

- Well I was lying out in the corridors along with druggies and drunks for some time
- They were very cheeky

7. Did staff ask for your consent to carry out tests etc?

29 people answered the question: 23 (79.3%) of people answered ‘Yes’, 6 (20.7%) people answered ‘No’.

8. Were you kept comfortable (given a blanket/pillow etc.)?

30 people answered this question: 14 (46.7%) people answered ‘Yes’, 8 (26.7%) people answered ‘No’ and 8 people answered ‘Not Applicable’ (26.7%).

9. How long did you spend in this area?

Under 30 minutes	7 (22.6%)
Between 30 min and 1 hour	8 (25.8%)
Between 1 and 2 hours	7 (22.6%)
Over 2 hours	9 (29.0%)
Total	31

10. If appropriate, did you receive any written information before you left on how to manage your condition?

24 people answered this question: 3 (46.7%) people answered 'Yes', 7 (29.2%) people answered 'No' and 14 (58.3%) people answered 'Not Applicable'.

11. If no, would you have liked written information?

20 people answered this question: 4 (20.0%) of people answered 'Yes', 6 (30.0%) people answered 'No' and 10 (50.0%) people answered 'Not Applicable'.

12. If you did not receive any food/drink over meal times did someone explain why?

29 people answered this question: 1 (3.4%) of people answered 'Yes', 6 (20.7%) people answered 'No' and 22 (75.9%) people answered 'Not Applicable'.

13. How would you rate your experience at this unit?

Excellent	6 (30%)
Good	8 (40%)
Fair	2 (10%)
Poor	4 (20%)
Total	20

14. Would you like to make any other comments on this area?

- Re No. 13 Doctor was excellent, staff poor.
- The staff would need a nurse who can take a blood sample.
- There are not enough waiting areas for people who accompany patients to the Hospital, the Hospital staff are winding their way along corridors where the public are standing about - it is a complete nightmare.
- Hand washing very poor.
- A lot of noise from neighbouring patients.
- When informed of when you would be attended to - a few minutes could mean an hour.
- What happened to presenting a patient with written health statement/report for them to give to their Doctor!! Has this stopped?
- I don't feel a corridor is appropriate for someone to be left sitting in, when you have been admitted. This is an exit/entrance for everyone.

- Care provided, good staff, approachable.
- Waiting times very long and not kept informed
- Get more staff the present work load is in overload
- The staff were very friendly and helpful
- V Good

OVERALL

1. How would you rate your overall experience of the Emergency Department?

Excellent	10 (25%)
Good	13 (32.5%)
Fair	10 (25%)
Poor	7 (17.5%)
Total	40

2. Have you any other comments on this Emergency Department?

- 2 Chinese nurses who never washed, kept putting on gloves every time, they stayed beside the gloves hands.
- More qualified doctors needed. Doctor was good enough but overstretched.
- I feel I was fortunate to be there at a quiet time - I had to ask porters for directions as I could have got lost between different sections.

- Stop passing patients from one seating area to another. Give us a cubicle with a proper bed. I was in pain.
- Re No. 6 in Waiting Area - still waiting when completing this
- Staff not efficient. No communication between staff and patient.
- People should be seen promptly and it is very slow - even though it is very quiet.
- Patients should be allowed to be accompanied by 1 family member
- Double it's budget
- It was good to see plenty of staff on duty
- V. busy, not enough information
- Very crowded and staff very busy but helpful
- Not happy with outcome and I am still in severe pain
- Time wasn't too long at Antrim Hospital but we had first went to the Royal Victoria and could not even get parked. The queue was right out to the main road. Diabolical!!
- There should be a person maybe not a nurse or doctor to explain to patients relatives what is going on. A separate nurse more trained to deal with minor injuries
- Waiting 3-4 hrs after being triaged - beyond a joke!!

Appendix 2 – Detailed responses to questionnaire for Minor Injuries Unit

Detailed results from questionnaire for Minor Injuries Unit

A total of 33 people completed the questionnaire for the Minor Injuries Unit. ***None of the comments they made on the form has been altered or corrected in any way.***

1. Gender

Male	16 (48.5%)
Female	17 (51.5%)
Total	33

2. Age Group

Under 16	5 (15.2%)
17-24	6 (18.2%)
25-45	12 (36.4%)
46-64	8 (24.2%)
65+	2 (6.1%)
Total	33

3. Are You..?

A patient	19 (59.4%)
Someone accompanying a patient	13 (40.6%)
Total	32

4. Postcode

Most people gave their postcodes (32 out of 33 or 97%) – the majority of people were from the Antrim area (10 or 31.3%), while the next biggest grouping was from Ballymena area (7 or 22%). Of the remaining patients, 5 (15.6%) from the East Antrim area (Carrickfergus and Larne), 3 (9%) came from the Mid Ulster area, 3 (9%) from the Newtownabbey area, 3 (9%) from the Ballyclare area. The final patient came from the North Belfast area BT15).

5. How were you referred to the Emergency Department?

By Yourself	19 (57.6%)
Family/Carer	10 (30.3%)
By a GP	2 (6.1%)
Other	2 (6.1%)
Total	33

6. How did you travel to the Emergency Department?

All the 32 people who responded stated that they had arrived by car.

5 people commented:

- Work van
- Re No 5 School nurse
- Ambulance brought 91 year old mother
- Re No. 5 also referred by Pharmacist
- Re 5 – other – school nurse

7. Do you have any comments on the form of transport used?

2 people responded:

- See 8. just stopped outside
- No

8. Did you get parked with ease?

Yes	24 (72.7%)
No	9 (27.3%)
Total	33

9. What words would you use to describe the reception area?

- Dark 3 (10.7%)
- Small 8 (28.6%)
- Approachable 16 (57.1%)
- Light and airy 4 (14.3%)
- Unfriendly 2 (7.1%)
- Spacious 1 (3.6%)
- Total 28

10. Were you able to speak to the receptionist with ease?

Yes	29 (90.6%)
No	3 (9.4%)
Total	32

11. Were the staff helpful?

All of the 31 people who answered this question said 'Yes'.

8 people commented (not all relevant to Question 11).

- Re No. 9 Draughty
- Re No. 8 only because of time (6.00pm)
Re No. 10 Awkward if giving personal info when there is a queue.
- Young lady was corteous and efficient.
- Re No. 9 not easily seen
- Re No. 9 quite unfriendly but serves its purpose.
They told me I had to go to Minor Injuries Unit which is too far from A&E.
- Friendly
- Re No. 9 Not very welcoming
- Re No.9 Very open and lack of privacy
- Very friendly

12. Were you happy with the length of time you had to wait in the reception area?

Yes	29 (96.7%)
No	1 (3.3%)
Total	30

13. If you required a wheelchair was one made available?

Yes	3 (10.7%)
No	1 (3.6%)
Not applicable	24 (85.7%)
Total	28

14. Was the self select procedure explained to you?

Yes	8 (19.6%)
No	19 (70.4%)
Total	27

6 people commented:

- Sent to Minor Injury Unit
- No, everything was clear
- Don't know what this is
- Did we self select?
Didn't realise.
- Not sure what this is
- What?

15. Have you any other comments about the reception area?

5 people commented:

- Totally inadequate - would be very cold except in good weather.
- Hard to hear receptionist

- A basic office. Looks dark and not very friendly.
- No privacy other people can hear your discussion with receptionist
- Wouldn't mind it if didn't have to wait so long in it
- Could expand and have more seats

16. Did you find your way to the waiting area with ease?

Yes	27 (90.0%)
No	3 (10.0%)
Total	20

17. Did you, and anyone accompanying you get a seat?

Yes	25 (83.3%)
No	5 (16.7%)
Total	30

18. What words would you use to describe the waiting room environment?

26 people answered this question:

- Calm 12 (46.2%)
- Noisy 3 (11.5%)
- Clean 14 (53.8%)
- Grubby 0 (0%)
- Pleasant 9 (34.6%)
- Chaotic 1 (3.8%)

4 people provided other responses:

- Waited on corridor
- Very plain. Would not have liked it in busy times
- OK
- Did not have use of waiting area

19. Would you consider a television useful in this waiting area?

Yes	24 (82.8%)
No	5 (17.2%)
Total	29

20. How long did you have to wait in this area?

Under 30 minutes	21 (84.0%)
30 minutes to 1 hour	4 (16.0%)
1-2 hours	0
Over 2 hours	0
Total	25

21. Play items are not provided for children for hygiene reasons.

Would a poster explaining this be useful?

Yes	18 (72.0%)
No	7 (18.0%)
Total	25

22. Please tell us about your experience of this waiting area?

- Staff prompt. Helpful
- Didn't wait very long, no-one else in the Minor Injuries Unit.
- It's bright and airy and adequate for patient comfort
- Didn't spend long here. Seen quickly
- Staff were very pleasant and efficient
- Was really quickly seen, nobody here, due to time and day of the week.
- Busy lot
- On another occasion I had suspected clot in leg - waited 5.5 hrs before been called. Too long. Nurse I checked in with should have taken my blood. Not taken until 12.30am. I had to wait 1 hour for results.
- Fine, pleasant and calm
- My son was taken quickly so I didn't spend much time in the waiting area
- Fine
- Very fast service compared to what I have experienced in the past.
- Boring
- As No 15 above

23. Did the staff treat you with respect?

28 people answered this question and all of them said 'Yes'.

24. If you were referred to the x-ray department, was it easy to find?

Yes	21 (77.8%)
No	1 (3.7%)
Not applicable	5 (18.5%)
Total	26

25. Was your condition explained to you in an understandable manner?

24 people answered this question and all of them said 'Yes'.

26. How long did you have to spend in the treatment area?

Under 30 minutes	16 (64.0%)
30 minutes to 1 hour	8 (32.0%)
1-2 hours	0
Over 2 hours	1 (4.0%)
Total	25

27. If appropriate did you receive written information about your condition?

Yes	5 (29.4%)
No	12 (70.6%)
Total	17

28. If no, would you have liked some written information?

Yes	3 (15.0%)
No	5 (25.0%)
Not applicable	12 (60.0%)
Total	20

29. Were you kept comfortable (given a blanket/pillow etc)

Yes	9 (34.6%)
No	2 (7.7%)
Not applicable	15 (57.7%)
Total	26

30. If you did not receive any food/drink over meal times did someone explain why?

Yes	0
No	3 (11.5%)
Not applicable	23 (88.5%)
Total	26

31. Do you have any comments about the treatment you received and/or the treatment area?

7 people commented:

- Very quick
- On this occasion everything was fine.
- My mother received excellent treatment.
- Very quick, did not have to wait.
- Efficient and pleasant service
- The staff were caring and helpful
- Polite/courteous

32. How would you rate your experience within this treatment area?

Excellent	13 (52.0%)
Good	10 (40.0%)
Fair	2 (8.0%)
Poor	0
Total	25

33. How would you grade your overall experience of the Emergency Department?

Excellent	11 (39.3%)
Good	14 (50%)
Fair	3 (10.7%)
Poor	0
Total	28

34. Other comments about this unit:

12 comments were made about this experience:

- All staff very pleasant and helpful
- An improvement on the waiting at A&E waiting area. we were seen to within minutes of arrival, x-rayed.
- Instead of going to A&E to save time let patients make up their own mind as to how ill they are. Sometimes they know best and Minor Dept might be all they would need or even just to see triage. it would save everyone time and money for overworked staff.
- On this occasion 1st contact at reception was good. On any other occasion this has never been the case. Reception staff before have always been unpleasant and appeared uncaring. Did the receptionist smile tonight because she was going to present me with this form?
- X-ray dept is too far away from Minor Injuries Dep

- Too many patients - would be a help to keep other hospitals open.
- Re No. 16 too far from A&E reception & No. 24 again too far. daughter had to ask for a wheelchair.
- It was very quick for Minor Injury
- For some patients it might be useful for them to have a map in case they get lost on the way around the various departments. It would be helpful if the staff told the patient who they were eg Doctor, Nurse or other, so that the patient know who is dealing with them. Overall a great improvement.
- Nothing on this occasion
- Just was lucky to come at a quiet time
- All good for me thanks

Remember you can contact your local office on
Telephone 0800 917 0222

or email info.pcc@hscni.net

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