

# Community Insights Whipps Cross A&E

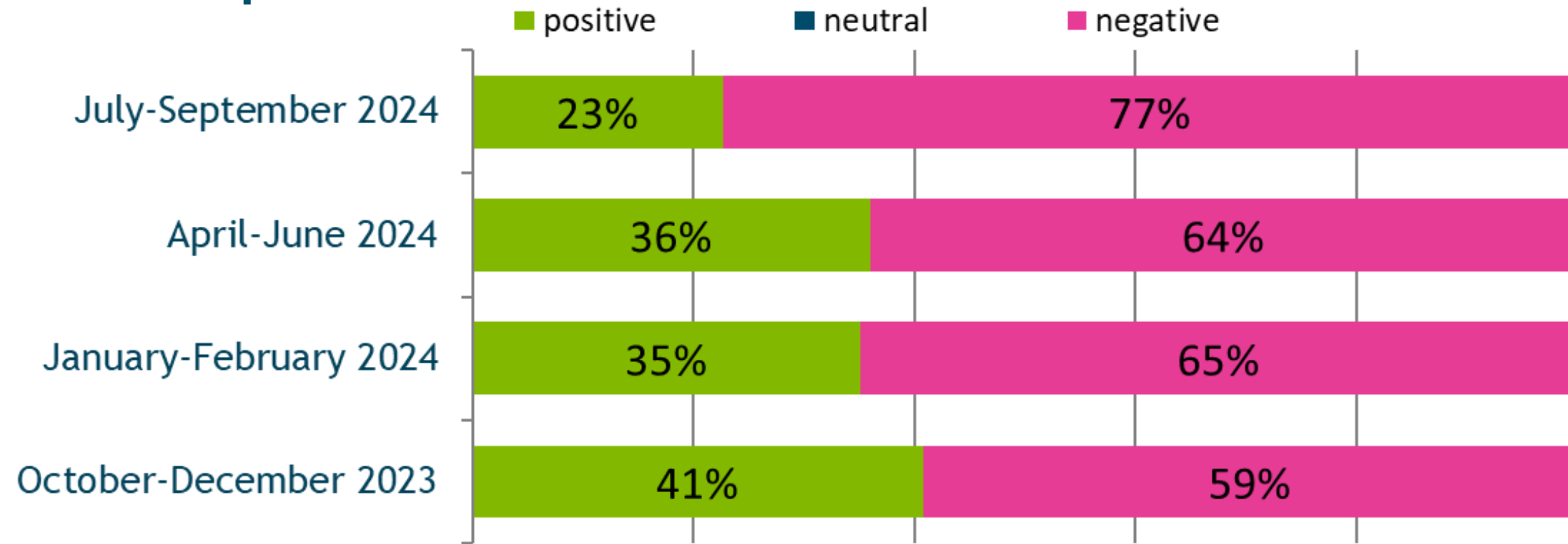
Oct 2023–Sept 2024

**healthwatch**  
Waltham Forest

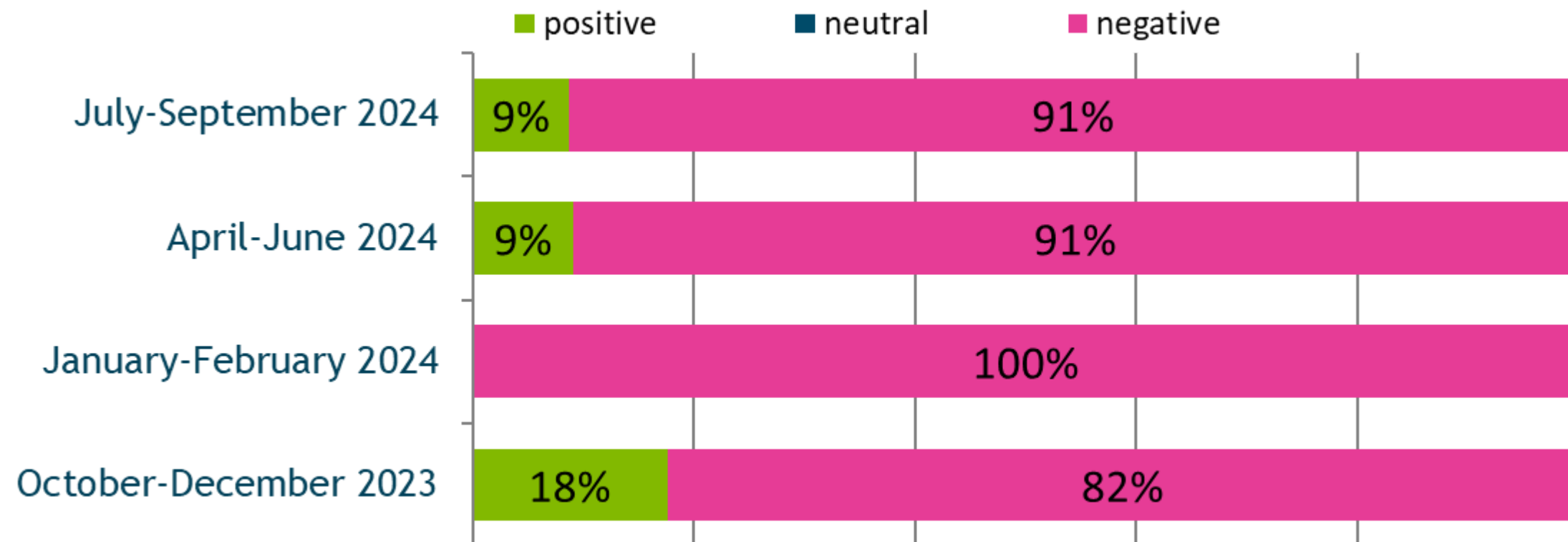


# Whipps Cross Hospital Accident and Emergency

## Overall opinion



## Opinion of waiting times



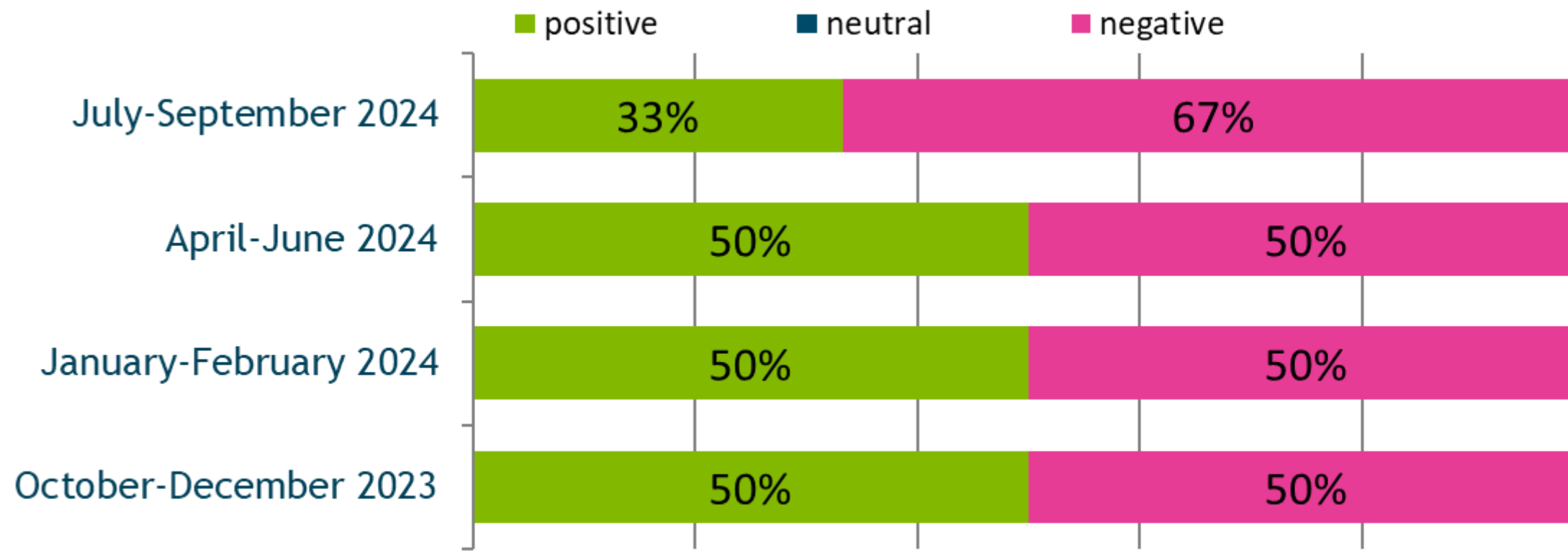
Based on 516 issues from 120 comments

There are 4 seats that can't be sat on due to a leaky roof .It was hard to get a seat .We have been waiting for hours to be seen

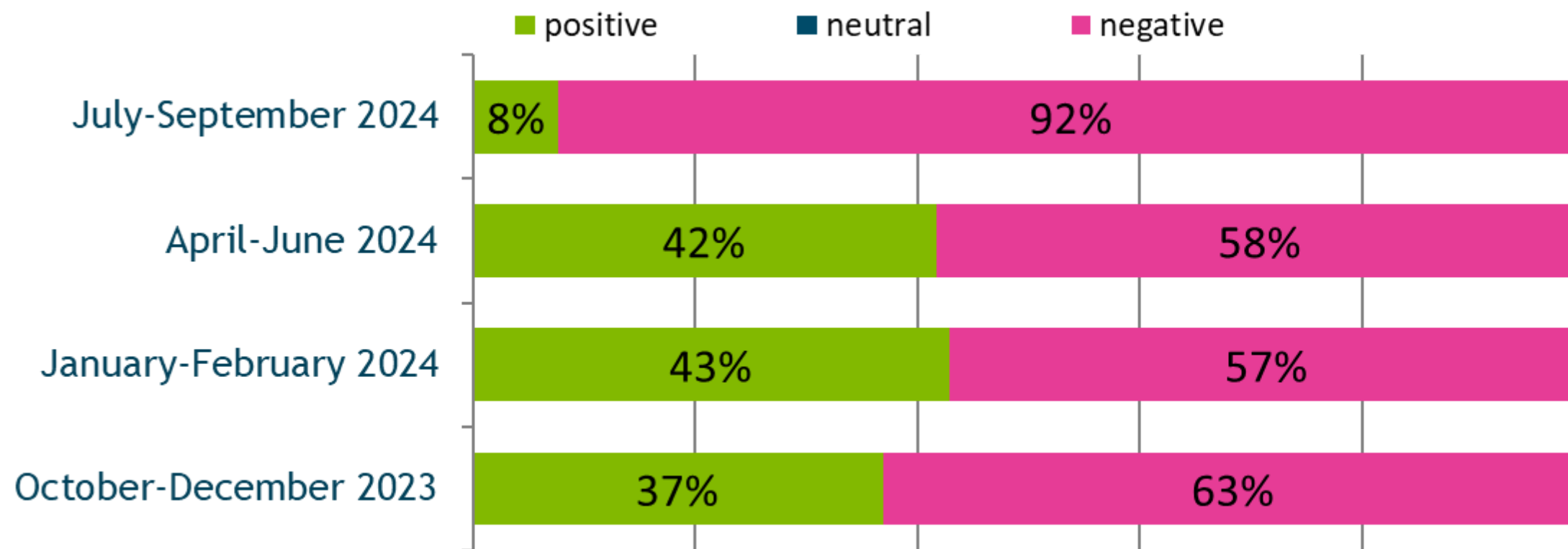
*Absolutely disgraceful how patients are treated. Have arrived at 12:30 and after 5 hours still waiting to be called by triage.*

I was triaged very quickly and was seen by a nurse practitioner who cleaned the wound, ensured there was no damage to underlying structure, pinched the skin together, dressed it and provided me with several weeks of bandages to keep me going. I was in and out within 2.5 hours which was good going as I'd say I was one of the less pressing cases they had that day. Can't complain at all.

## Opinion of the quality of treatment



## Opinion of user and carer involvement

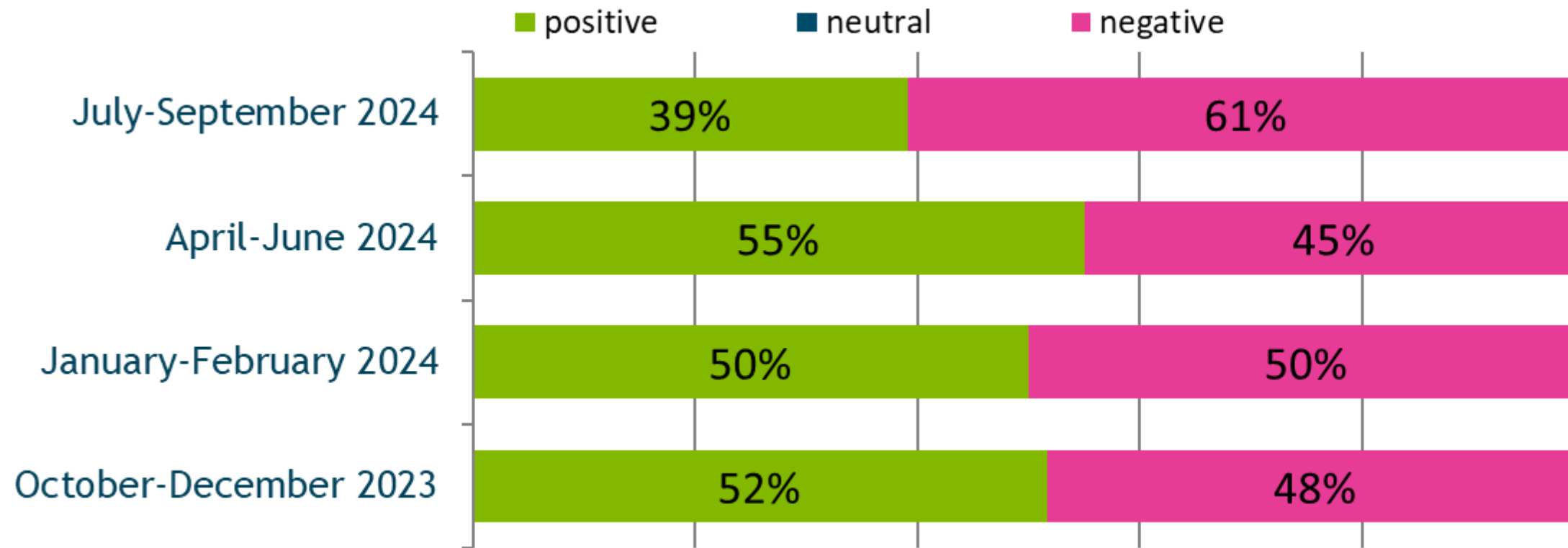


Sister went into Emergency, doctor did not examine at all, nurse kept telling her rudely “just wake up” “open your eyes” this while asking an unresponsive patient with chest pain and rigid limbs for her GP... turns out later on they discovered she had a heart attack when she came to emergency that luckily was not lethal not a “panic attack” as the negligent first doctor and nurses suggested. What a horrible place to assist in an emergency

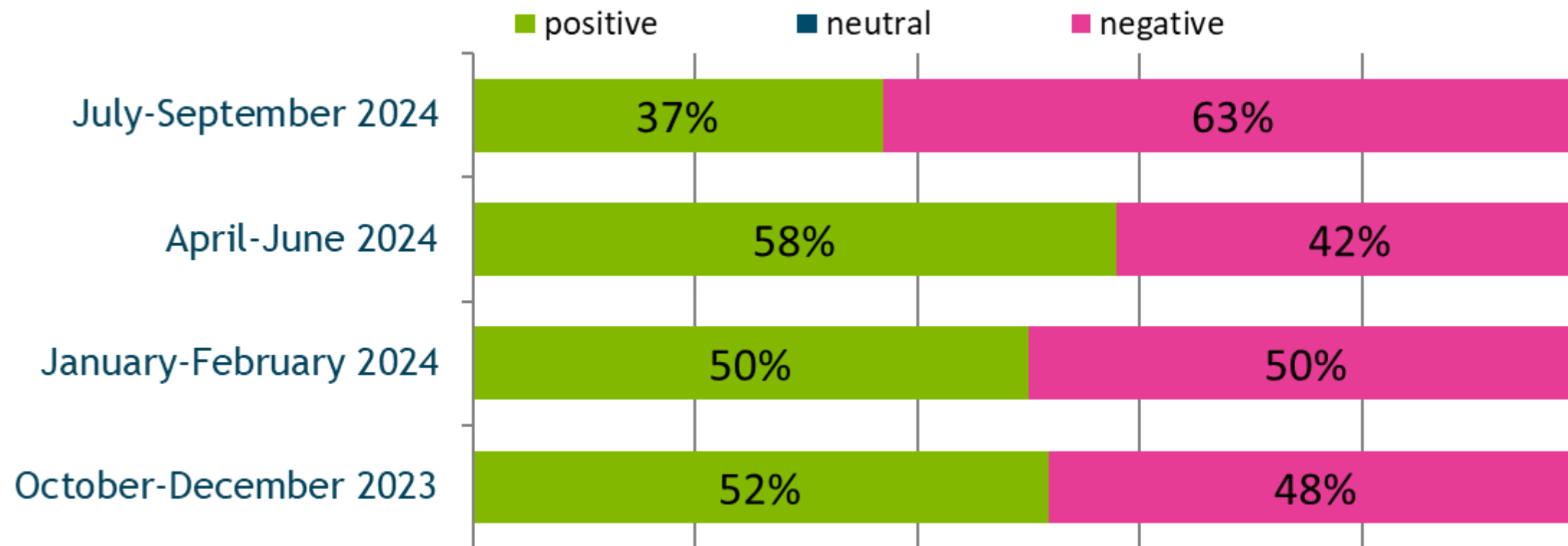
I lost my baby because of A&E. I went twice when I get small bleeding . They don't have gynaecologist in hospital they just take blood test and giving date for scan . They don't give medicine. Irresponsible staff I waited 6 hours to consult doctor and they are not even gynaecologist. Whipps Cross is responsible for my wife's miscarriage because they don't treat well .

Absolutely useless. No one appears to answer calls trying to get through to ED department. No joy after 4 days . Tried Patient Liaison Service never available. Spoke to switchboard accused of shouting when talking in normal tone. Not fit for purpose .

## Opinion of staff attitude



## Opinion of support



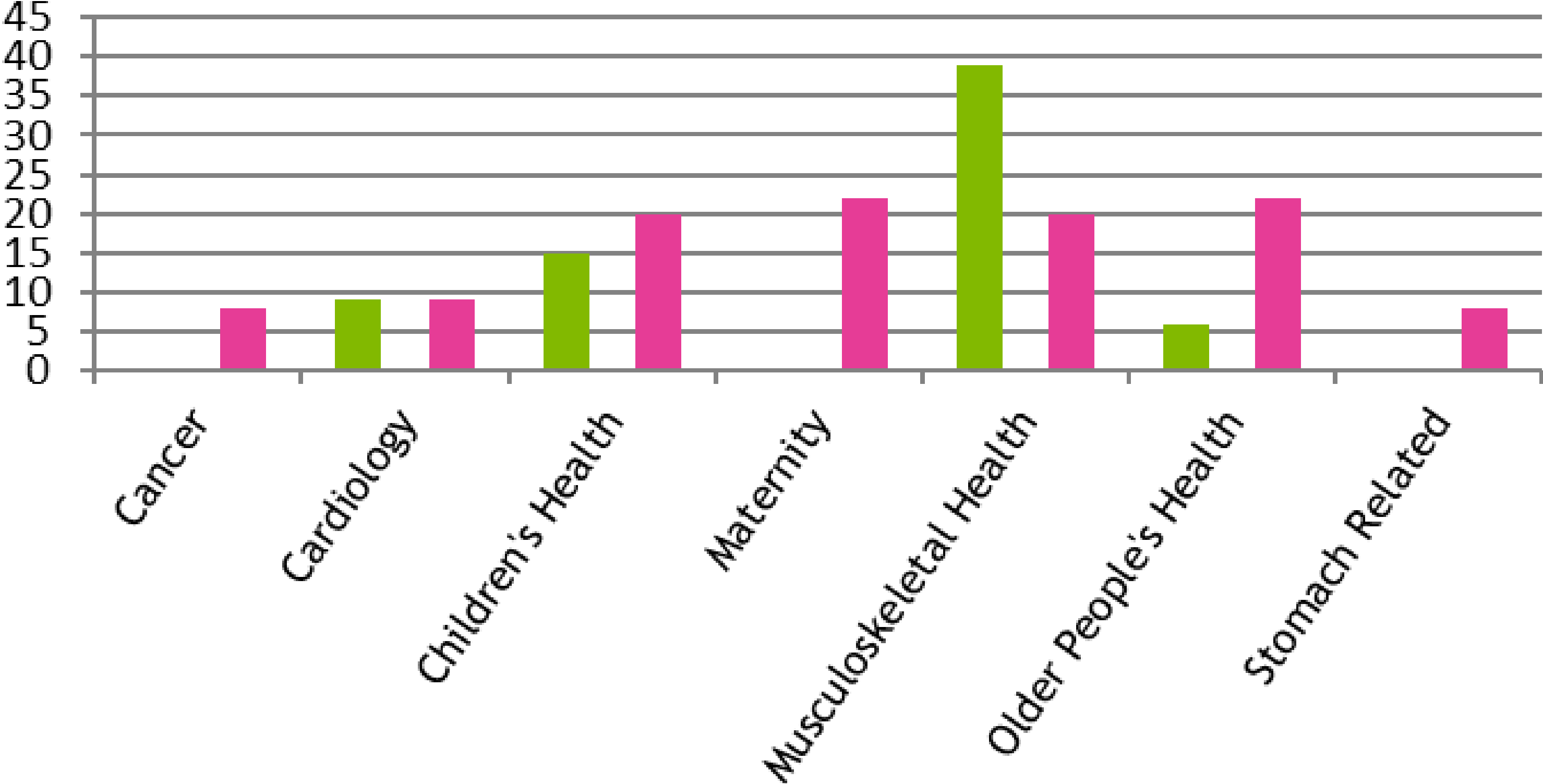
I'm giving the 5 star rating despite being waiting for 13 hours in A&E but after a long wait of sleepless and helpless night in the morning a senior consultant Dr. \*\*\*\*\* from the morning shift made us forget all the pain we gone through over the night by the way he treated us and helped my mom to heal from the pain she was suffering. Myself and my mom we are giving 5 stars rating to the service we received from the Dr. \*\*\*\*\*. Also thanks to WX hospital to have appointed such a great doctor.

Disgusting and unprofessional behaviour from the majority of the nursing staff and a severe lack of communication between doctors, nurses and porters. The nurses attitudes and bad tempers were absolutely unacceptable, and we witnessed them being particularly vile towards other patients as well. There was blood on the floor in the hallway which a barefoot patient walked through, and the nurse that noticed just called out "Where's your slippers gone?" And then went back to sitting at a desk and ignoring everyone else around them. There was also discrimination and assumptions of my grandmother's religious background (she is Hindu, not Muslim, as the nurse incorrectly assumed) and when politely corrected on this point when the nurse brought over food that did not adhere to my grandmother's religious dietary requirements, the nurse angrily stormed out and did not return or send over any replacement food which my grandmother could eat. My grandmother then went into further distress when casually told by a doctor that she "might have cancer", only to then be told by other professionals at Whipps Cross that she was not an urgent case and to go home. There just seemed to be no sense of urgency or compassion, and to be told that you 'might' have cancer, and to then have the doctor answer all subsequent patient questions with "I don't know", is just extremely poor care from these so-called health care professionals.

# Patient experience by condition:

# Issues

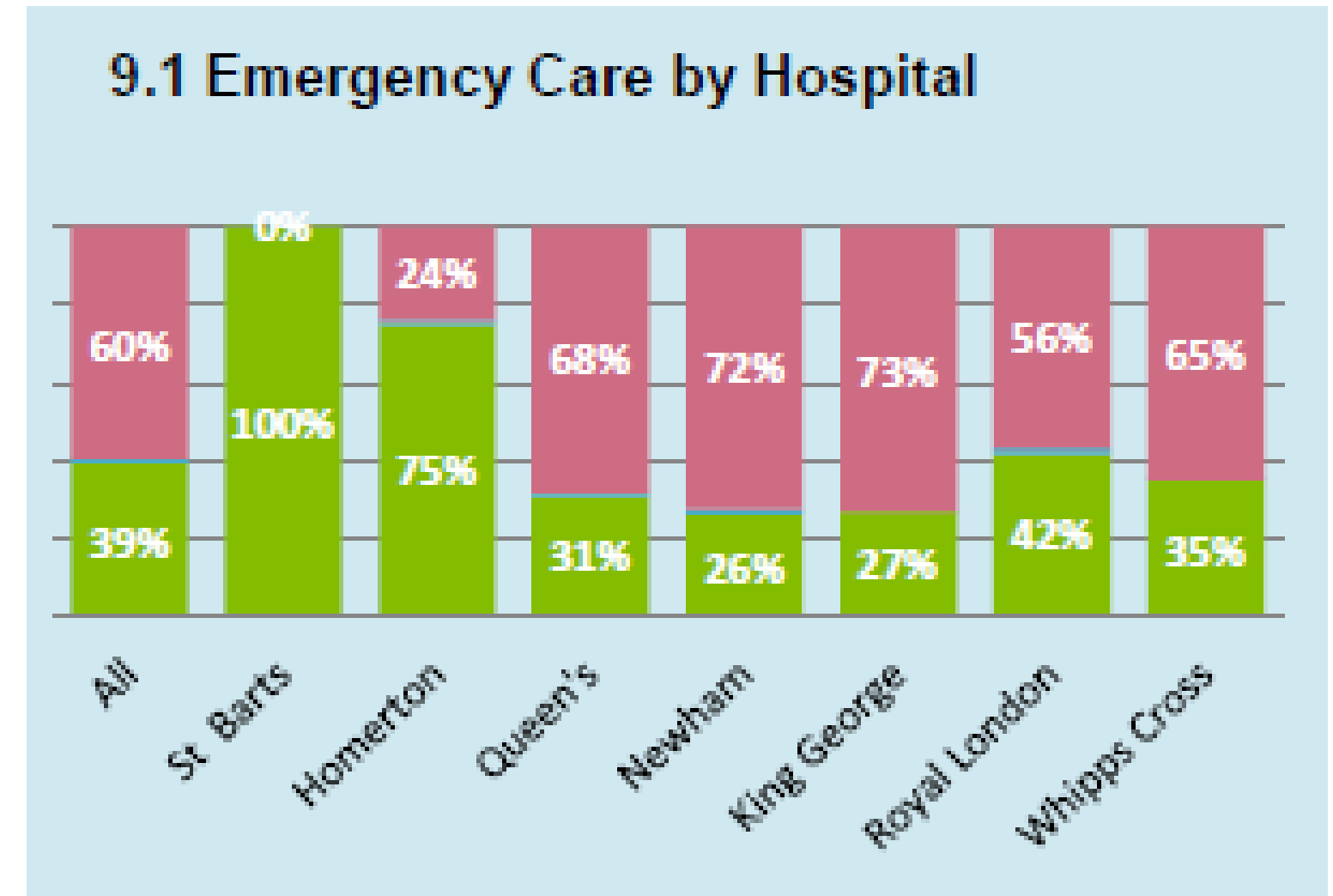
■ Positive      ■ Neutral      ■ Negative



Other aspects that received negative feedback overall:

- Advice & information
- Hygiene, environment and layout
- Staffing levels
- Staff training

This is not just a Whipps Cross problem.



Confirms the good care framework findings that when access (waiting times) are consistently poor for a long period of time they start to erode trust and a belief that the service and the staff are competent.

**A&E totally not run right it's awful...toilets badly need attention!!!!...must say I have had some very good doctors at Whipps. BUT I have been calling reception for the past two hours & no one answers this is pretty disgusting for a hospital what are they doing are they asleep or busy talking to each other. I have waited in A&E for over 12 hours for a blood test result & ended up walking out. I know the NHS is suffering but come on they should at least answer reception!!!!!!!.**

*Absolutely disgraceful how patients are treated. Have arrived at 12:30 and after 5 hours still waiting to be called by triage.*

**I waited in A&E 22, I spoke with the blood test person that I'm waiting for blood test for the last 8 hrs, but he says 'it's not my problem'. I asked him: 'can you check on your list how long for my turn?' and he said: 'get out from my room'. Very bad behaviour and unprofessional staff in hospital. ENT doctor did my surgery 4 weeks ago and my stitches open after 1 week. Badly infected.**

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*Disgusting and unprofessional behaviour from the majority of the nursing staff and a severe lack of communication between doctors, nurses and porters. The nurses attitudes and bad tempers were absolutely unacceptable, and we witnessed them being particularly vile towards other patients as well. There was blood on the floor in the hallway which a barefoot patient walked through, and the nurse that noticed just called out "Where's your slippers gone?" And then went back to sitting at a desk and ignoring everyone else around them. There was also discrimination and assumptions of my grandmother's religious background (she is Hindu, not Muslim, as the nurse incorrectly assumed) and when politely corrected on this point when the nurse brought over food that did not adhere to my grandmother's religious dietary requirements, the nurse angrily stormed out and did not return or send over any replacement food which my grandmother could eat. My grandmother then went into further distress when casually told by a doctor that she "might have cancer", only to then be told by other professionals at Whipps Cross that she was not an urgent case and to go home. There just seemed to be no sense of urgency or compassion, and to be told that you 'might' have cancer, and to then have the doctor answer all subsequent patient questions with "I don't know", is just extremely poor care from these so-called health care professionals. We were sent home and not given any information on when my grandmother would find out if she has a life threatening illness or not, so now we are all just waiting with no clear end in sight. Whipps Cross hospital certainly lives up to its horrendous reputation and makes me question the NHS service as a whole. We are currently doing our best to transfer my grandmother's care to a hospital with more competent and better trained staff, and hopefully myself and my family never have to set foot in that building again. Hopefully this review serves as a warning to anyone considering receiving treatment here.*

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**If you're pregnant please, please go to any other hospital. I was recommended to go to A&e by my specialist to be treated for an incomplete miscarriage, they gave me a letter of recommendation, it was never looked at. I was passed around 3 departments and every single nurse refused to read my letter and told me to my face that I was wasting their time. The only 'health care' I received was a nurse shoving a camera inside me so aggressively that it brought me to tears on the table. I left that hospital with more trauma than I arrived with.**

**I lost my baby because of A&E. I went twice when I get small bleeding . They don't have gynaecologist in hospital they just take blood test and giving date for scan . They don't give medicine. Irresponsible staff I waited 6 hours to consult doctor and they are not even gynaecologist. Whipps Crros is responsible for my wife's miscarriage because they don't treat well**

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**I attended A&E with my young daughter around 4am last week. There was a lot of 'activity' in the waiting room with police present, and as it was our first time at A&E in this country it was a little frightening. The staff were all prompt and caring and had us registered as quickly as possibly and off to the Children's A&E which was locked away separately and not as busy. The staff were all efficient and effective and the only complaint is there were no blankets or pillows which is a very sad state of affairs for young children in beds in the middle of night. I hope we can do something to get blankets for the kids here, but the staff all did their best.**