

Case Study Discussion

ScenarioTwo

Mrs Jones* was a 57-year old woman who had fallen on her way home from work and hurt her arm. She presented to a walk-in unit where she was x-rayed, diagnosed with a broken arm and provided with a removable splint. She was advised to attend the A&E department at the local hospital to book an appointment with fracture clinic and x-rays would be sent. Mrs Jones attended her local A&E department a couple of days later. A nurse took her details and she was told to wait. After 40 minutes a nurse advised Mrs Jones that they could not find her x-rays and would not be able to make an appointment without these. She was told she would have to wait for x-rays and the current waiting time was around three hours.

Consider:

How well was Mrs Jones treated at the walk-in centre?

How well was Mrs Jones treated at her local A&E?

How do you think Mrs Jones was feeling after waiting 40 minutes?

What do you think could have been done differently?

[NB *Mrs Jones is the patient's preferred name by which she is called by staff]