



**Kingston and Richmond**  
NHS Foundation Trust

**Patient Experience & Involvement / Emergency Care**

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Date: 12/3/26

Dear Healthwatch Team,

Thank you for your Enter & View Report following your visits to our Emergency Department in November and December 2025. We also appreciate your collaborative approach in identifying priority areas for the audit and for engaging sensitively with patients during particularly busy periods.

Your report will be presented at the Urgent and Emergency Care Board today, alongside other insight and data sources, and at the Patient Experience and Involvement Committee next week. Please be assured that we will review each of the issues you have raised, and improvements will be implemented where appropriate.

Some actions have already been taken, including:

- Vending machines: restocking days have been changed to ensure food availability during peak demand.
- Toilets and surrounding areas: toilets are currently cleaned every 1 to 2 hours, and in 2025 we received more positive than negative feedback about cleanliness. Our Facilities team will, however, re-check sign-off sheets and ensure any broken sinks or toilets are promptly logged with the help desk. They will also ensure that areas immediately outside ED are kept clean.
- Patient dietary needs: staff have been reminded that they can order food from our provider for patients with specific dietary requirements.
- Water fountains: cup availability has been reviewed and improved since your visit.
- Beeper system: a pager-style system is available in SDEC but we are looking at potentially expanding across other parts of ED so patients can leave the waiting area during long waits.
- Front-door seating: the senior nursing team has provided an additional chair at the entrance for those checking in at the kiosks.
- QR code: the faulty QR code on the poster has been corrected.

- SDEC door: the door unlocks automatically at set times, but staff have been reminded to override this when appropriate.
- Breakfast trolley timings: the trolley typically arrives between 8.00am and 8.30am. On busier days it may return mid-morning, so it is likely that the 10.30am visit you observed was a second round rather than the initial breakfast delivery.
- E-triage, signage, and navigation: we recognise the need to improve some aspects of e-triage, signage, use of the yellow chair area, and the ways in which patients escalate concerns about deterioration.
- Corridor care: a systematic ED improvement programme is underway with the aim of eliminating the need for corridor care. In the interim, we will work to improve patient experience in the corridor in line with your recommendations.

We will continue to report progress on our ED action plan at the Trust's Patient Experience and Involvement Committee which you attend alongside our other patient representatives.

Please do get in touch if you have any further questions.

Best wishes,

A handwritten signature in black ink, appearing to read 'G Wright'.

Graeme Wright  
Chief Nurse