

Treasure Seekers in the Emergency Department (ED) at Gloucester Royal Hospital (GRH): Test and Learn



Project Team

Name	Org.	Role
Craig Tucker	TS	Safeguarding Lead
Katie Tucker	TS	IG Lead
Andy Davis	TS	Data Protection Officer
Kelly Matthews	ICB	Commissioning & Programme Lead
Faye Noble & Helen Mansfield	GHFT	Clinical Lead
Sarah MacDonald & Jess Yeates	ICB	Project Managers

About the Project

There are approximately 9,200 attendances per month across the ED at GRH with average waiting times at 436 minutes (over the 4-hour standard). Many people attend ED due to emotional distress as a way of communicating unmet need and to find human connection; however, ED is not always the appropriate service, and this creates disappointment and frustration for individuals, and impacts on the wellbeing of ED staff who are unable to provide the support that these people need and are working at full capacity. This project launched on the 28th June 2024, initially as a 10-week pilot, which has now been extended until March 2026. It is a partnership between Treasure Seekers and GHFT involving the provision of non-clinical one-to-one support, signposting and guidance to vulnerable patients who are waiting or seeking help in the ED at GRH, 7 nights a week between 18:00 and 23:00.

Aims & Objectives

- Provide a complimentary partnership within ED to engage with identified individuals around social needs,
- Improve patient experience through providing a personalised approach that considers whole person,
- Improve staff wellbeing within the ED through providing expertise and time for people presenting to have the time and space to discuss emotional struggles that may have contributed towards attendance / re-attendance.
- Provide people with medium to long term solutions (such as coping strategies, support structures, linking with life skill development such as financial).

Activity metrics	<ul style="list-style-type: none"> - Number of staff/time on shift (by day and time of day). - Average time with Treasure Seekers per patient. - Patient demographics inc. age, gender, ethnicity, IMD decile. - Number of people using the service. - Number of signposts made to Treasure Seekers service.
Key Performance Indicators	<ul style="list-style-type: none"> - Number of signposts/referrals to other services. - Number of signposts/referrals to GHFT homelessness pathway. - Number of presentations at other services. - Number of ED attendances. - Number of patients who re-present at ED. - Average time spent in ED per patient. - Number of violence and aggression incidents. - Increased patient satisfaction reported on Friends and Family Test. - Increased staff experience and wellbeing reported on staff survey.

Quality Service Improvement and Redesign (QSIR) Tools: Methodologies used and contribution to your project

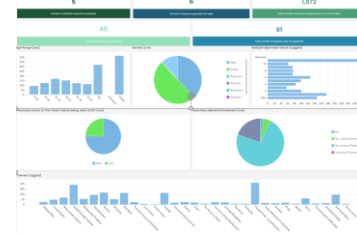
Process mapping of current ED pathway in Gloucestershire and where the Treasure Seekers service can fit into the pathway.



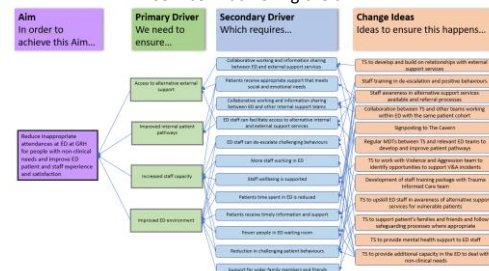
Review of process map carried out in collaboration with stakeholders to identify areas of improvement based on practice.



Live dashboard to monitor activity in real time, including number of people supported by demographic characteristic and themed based on reasons for presenting to allow analysis of the impact on those who experience health inequalities and to inform targeting.



Driver Diagram to identify improvement areas for enhancing ED patient and staff experience, and the role of the Treasure Seekers service in achieving the aim.



Violence and aggression incidents analysis to inform time of service delivery based on when incidents are more likely to occur. This led to a trial of a later service delivery time.



Results, Advancements, and Influence of the Project

Analysis of a sample of people who accessed the service shows that the cohort are significantly more likely to use other healthcare services compared to the general ICB population, which may indicate their needs are not being met.



Question added to the GRH Friends and Family Test to allow analysis of responses from those who engaged with the service.

Observations from Treasure Seekers staff discussed at stakeholder meetings to identify gaps/ opportunities for improvement.

Materials to promote the service to GRH staff and patients

Feedback from ED staff collected (ED staff survey soon to be launched).

A full business case for the continuation of the service for 12 months was considered and approved through the priorities process.

Learning for the Improvement Community

The project has demonstrated the benefits of using a test and learn approach alongside improvement methodologies to inform delivery, including:

- Regular review of activity data/case studies by wider stakeholder group.
- Collaborative working and relationship building between VCSE and statutory organisations.