

Hi,

I was left a message on Facebook to comment on some ideas for A&E. For improving the system to stop people coming in. When maybe they don't need to.

I mean, I have lots of ideas, but I can't guarantee that they'll be beneficial, but this would be my one for A and E.

If you had a marker system for the computer, that you could put on the patient system. So when they give their name, a blue cross, say comes up in the system. So they know that this person quite often comes in, and there's nothing much wrong with them, or it's a case for the doctors.

I think then do a slight sort of assessment of what the person is going through. Give them just a little bit of time. Then, if it's a doctor's appointment required and this is several times this has happened, say to them that next time they get fined if they don't go to the doctors instead of here, tell them the first point of call would be to phone the doctors unless something severe has happened to them.

Then you can add a marker to the computer or notes saying you would fine a certain amount if they come in with something that's not A and E required.

You could then advise them of the doctors, which is reasonably priced.

You could also set up a system where if people are on minimum wage or less, that they are advised to go to what would be class as a cheaper doctors or doctors that are prepared to make up the shortfall. As in, they offer them 20% discount, or the government works with these doctors for people on minimum wage. So they're not wasting the AandE time.

And then you could say to them, every time they are ill phone these doctors first, and when they speak the secretary, the secretaries in doctors usually have a fair idea. And they can encourage them to come into them first.

Then if they keep on coming into A and E, you can fine them, because they have been advised that there is medical support somewhere else at a very cheap rate that would be cheaper than getting fined.

You could also make a nurse system set up either at A&E or at the doctors where they can phone and get some advice through the nurse. If they really don't understand what a difference is between a doctor's appointment and an A&E appointment. So the nurse can say, look, that isn't an A&E type situation. It's cold or the flu. But not severe, it really is doctors first.

I think we live in the world where people have forgotten to take their own temperatures when they're ill.

That's first thing people should do I think one of the biggest advice you can do when it comes to flu's. Obviously you don't want a worse case scenario with sepsis. So you need to be wary of that.

So I think possibly if there is a phone number that people can ring where they can give their symptoms over the phone. If it sounds quite severe.

Yes, please go to A and E or I would say go to the doctor's first, that doesn't sound too severe. But try and get an appointment, please don't leave it but please don't take up A and Es time until you've been assessed by your doctor.

What you don't want is someone scared to come to A&E, but also you don't want them thinking. They haven't got any other means of medical care because they can't afford it. Sometimes it can just be they need that person to advise them on their symptoms. And or its finances, and they're needing to come to you cause they can't afford it.

I don't know if that makes sense what I've put there in an email.

I also think it's a shame that the hospital can't make more money by setting up some sort of bank system through your tax and social.

Where you percentage a certain amount of money in from your tax or social, which goes towards the hospital and what doesn't get used can be used in your pension afterwards.

I think we all have a part to play in keeping jersey health care running well, after all, the hospital is the most important building on the island.

Take a percentage out of your tax and social to add a percentage to the hospital. For your healthcare at the hospital and can use that towards equipment or fees for the hospital as well.

It'll go on what you earn. So obviously some may be paying a little bit more in towards the hospital. Some will be paying a little bit less. But it won't matter, because it goes on people's earnings and cost of living.