

Your Emergency Department

64,000 new patients per year.

Staffing

You are 1 of 6 consultants in the ED. You are expecting to be covering the shopfloor this morning, with some meetings this afternoon and are on call tonight. 1 of your consultant colleagues is off sick with diarrhoea and vomiting. 1 is on holiday and 2 are teaching on courses. Another consultant is in this afternoon to cover the shopfloor.

A ST4, Staff grade and 2 FY2s will be starting at 0900.

Your Diary for today

It is now 0900

0900 – 1300	Shopfloor
0930 – 1130	ED Clinic (10 slots)
1300 – 1400	Weekly meeting with ED Matron and Business Manager
1400 – 1500	Governance Meeting
1500 – 1600	Junior Doctor Teaching – How to keep out of trouble, minor injuries, Xrays (Radiologist)

123, alleyway road

Dear Casualty Consultant,

I wish to complain about the care I received in your department. I attended the department with a painful swelling to my back, was seen by a nurse who gave me some antibiotics and said it would get better, it didn't. I Reattended, the Dr., that I saw said it needed to be lanced. He did this under local anaesthetic. This was extremely painful and he seemed to think it was my fault that the anaesthetic did not work. I then Reattended a week later and this time went for an operation.

I saw my GP afterwards, who checked my urine and blood sugar for diabetes. Why was I not managed correctly the 1st time? Why did I not have these tests done at the hospital? I would like some answers and am considering talking to a solicitor.

Yours Sincerely

FCEM Management Viva May 2011

You are the Consultant on call tonight. You left the department at 2330 and everything was under control. There is 1 ST4 and 1 FY2 on duty overnight.

You receive a phone call from the senior sister in the department at 0230. She is extremely upset.

The department was quiet, and she went into the minor injuries unit (which is routinely closed overnight) to do some stock checking, and found Dr DAVIS, the ST4, at the computer with pornographic images up on the display which appeared to be depicting acts of rape on young girls. She left without mentioning anything to him and has rang you directly.

FCEM Management Viva May 2011

Email

To: A&E Consultant

From: Operations Manager

Re: Staff Priority

Dear Consultant,

As you will be aware, the trust is under enormous operational and financial pressures and many wards are working on minimal staffing.

I write to ask that if a nurse on duty attends the A&E Department that they are given priority and seen as soon as possible so that they can be away from work for the minimum amount of time possible.

Yours Sincerely

FCEM Management Viva May 2011

Email

To: A&E Consultant

From: Ortho Consultant

Re: Back pains

Dear A&E Consultant,

Will you please tell your junior doctors to stop referring people with back pain to the orthopaedic service. I found another patient who had been referred to us this morning. These patients lead to our beds being blocked and we have no spinal services.

I have told our juniors not to accept any referrals related to backs as of now.

Yours Sincerely

FCEM Management Viva May 2011

Email

To: ED Consultant

From: Research and Audit Administrator

Re: Anaphylaxis

Dear Consultant,

We are doing some research on the management of anaphylaxis. As part of the research I need the following information:

DOB

Initial obs

PMH

Drugs given

Disposition

We have already identified several cases and would appreciate it if you can provide the above info (or the actual cas card) for the following pts.

Alan Adams

Bernie Bruce

Charles Craig

Donald Davies

Ed Egbert

Yours Sincerely

FCEM Management Viva May 2011

Email

To: ED Consultant

From: Rheumatology Consultant

Re: Back Injury

Dear Consultant,

I am sorry to get in touch with you about this, but there has been an incident that I think you need to be aware of. A lady with known Ankylosing Spondylitis was admitted under my care after falling and hurting her back. Unfortunately on reviewing her on the ward round this morning I found her to be tetraplegic. The ED doctor has recorded that the Xray was normal, but there is little documentation and no mention of a neuro examination. A CT showed a fractured vertebrae, a MR scan has been arranged and she is being transferred across to neurosurgery this morning.

Yours Sincerely