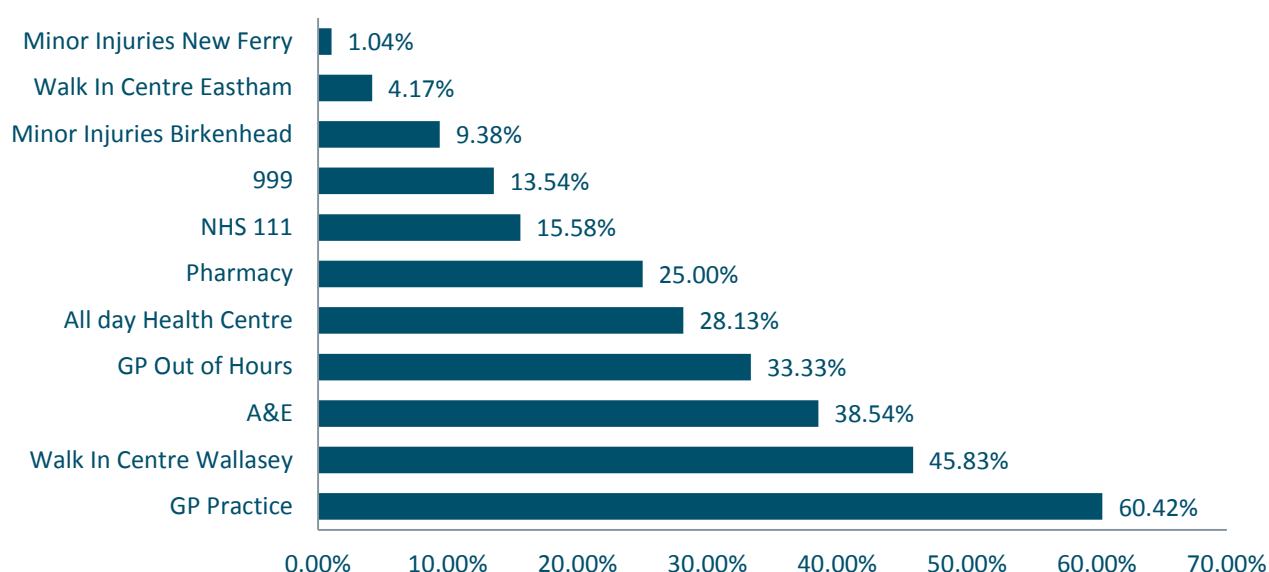


Urgent Care Survey

Introduction

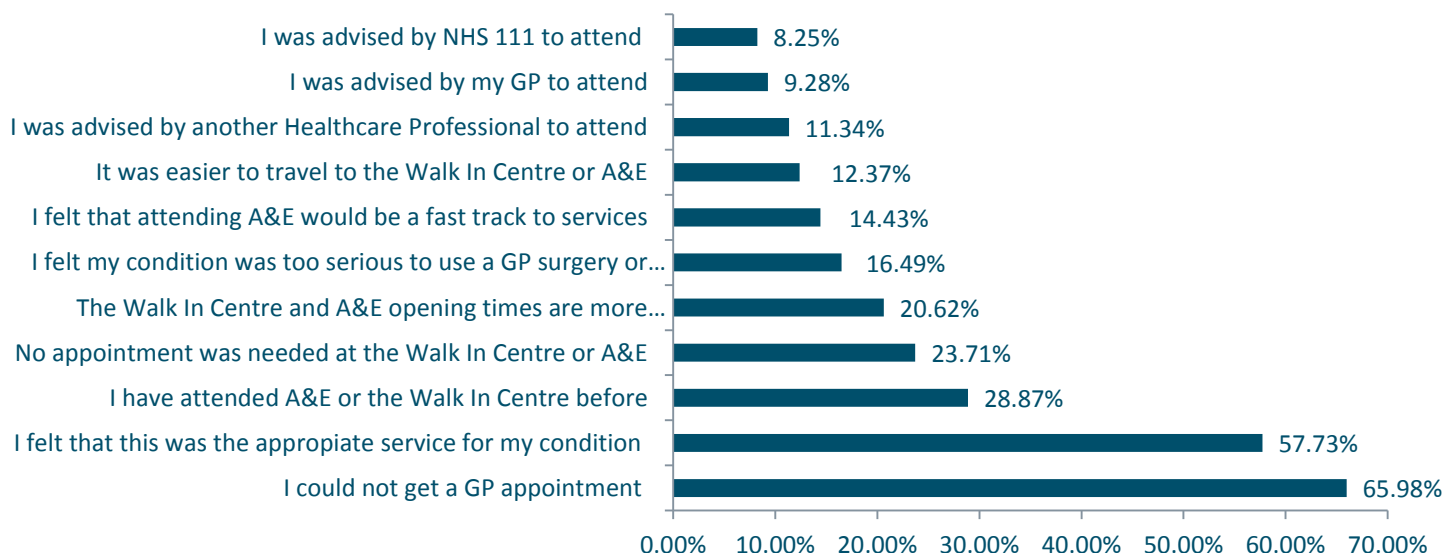
During August 2015 Healthwatch Wirral visited a number of Urgent Care Services to speak to patients and undertake a questionnaire survey of patients experience and awareness of Urgent Care provision in Wirral. In total 97 patients (or their representatives) participated in the survey. Respondents ticked as many boxes as applicable.

Question 1: Which Urgent Care services have you used in the last 2 years? (Please tick one or more answers if applicable)



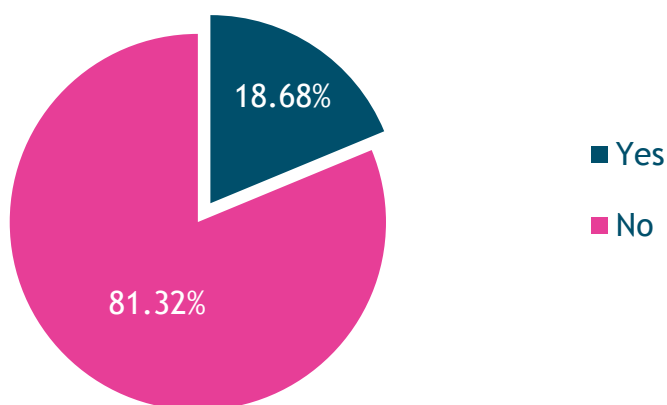
The 96 respondents gave a total of 263 responses. The percentages shown above are the results of the responses received.

Question 2: If you have used a Walk in Centre or A&E in the last 2 years what made you choose that particular service? (Please tick one or more answers if applicable)

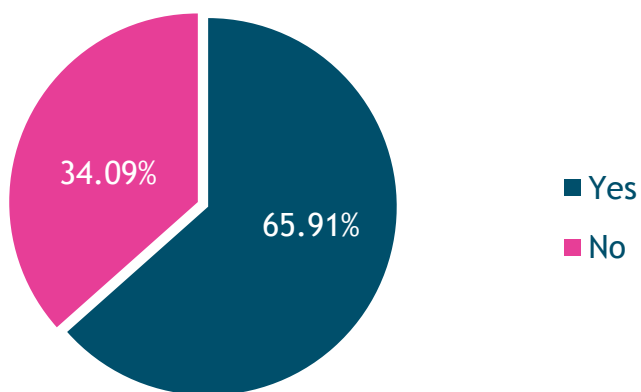


The 97 respondents gave a total of 261 responses. The percentages shown above are the results of the responses received.

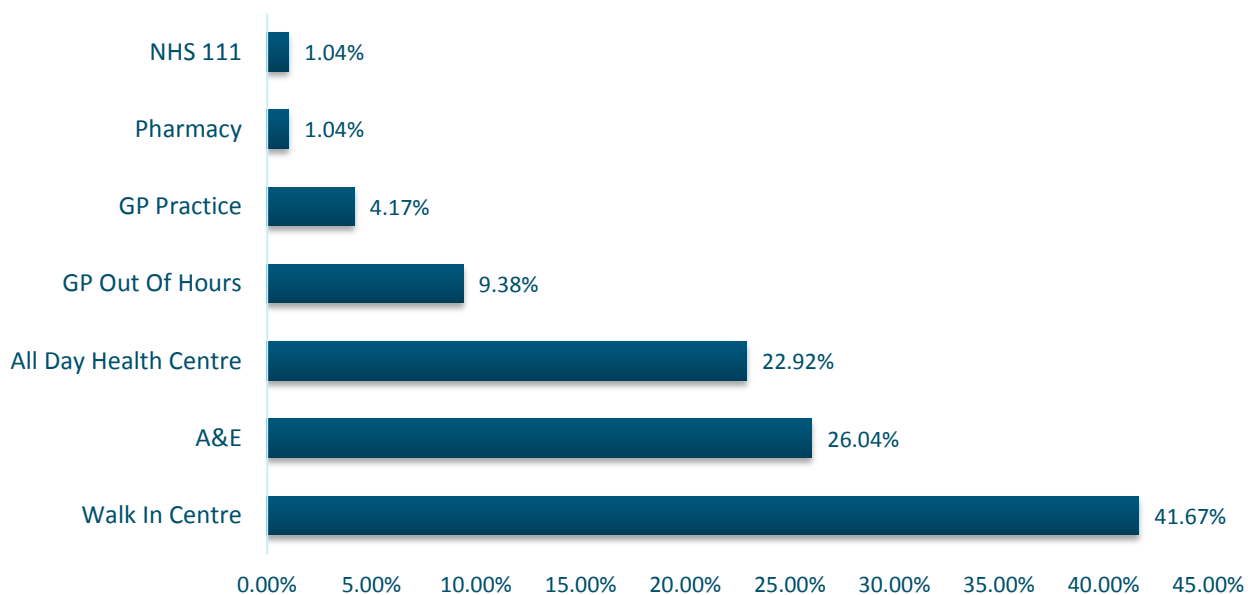
Question 3: During your use of the service(s) previously used, were you informed or advised of alternatives that may have been more appropriate?



Question 4: Based on your experience (s) of the service would you consider using an alternative option if appropriate?



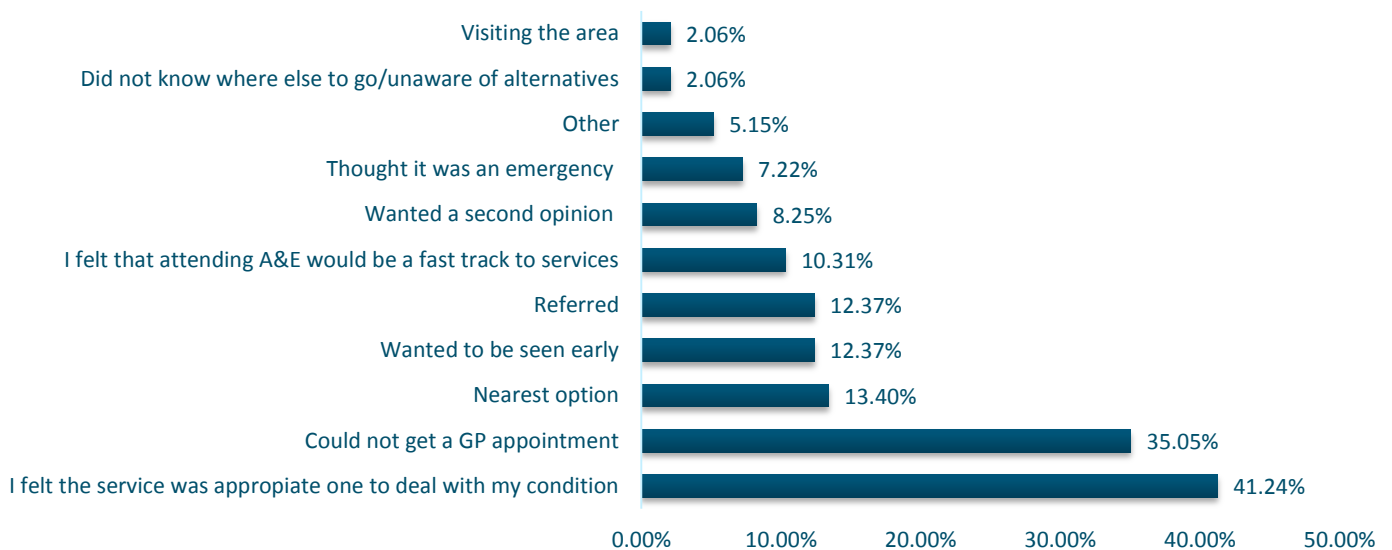
Question 5: Which of the services are you using today?



This question could have multiple answers. The 96 respondents gave a total of 102 responses. The percentages shown above are of the respondents who answered this question.

Question 6: Why did you use this particular service today?

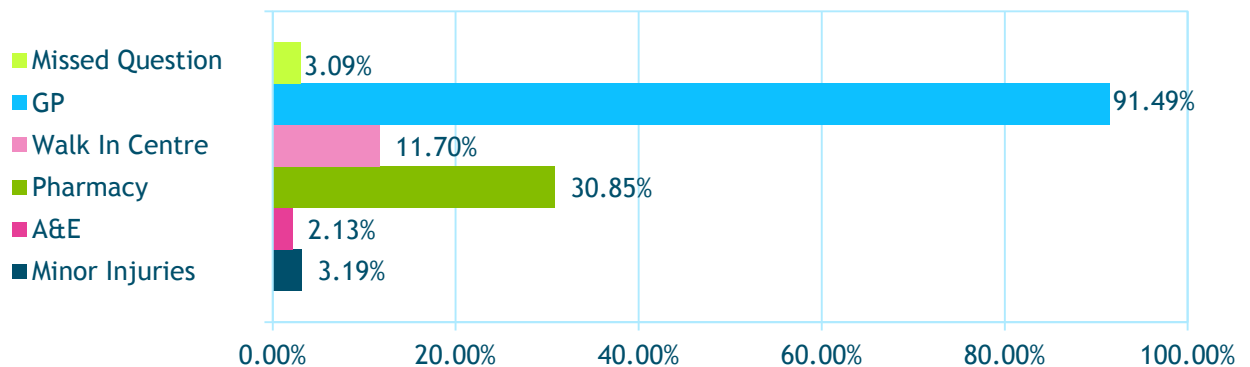
This question could have multiple answers. The 97 respondents gave a total of 145 responses. The percentages shown above are of the respondents who answered this question.



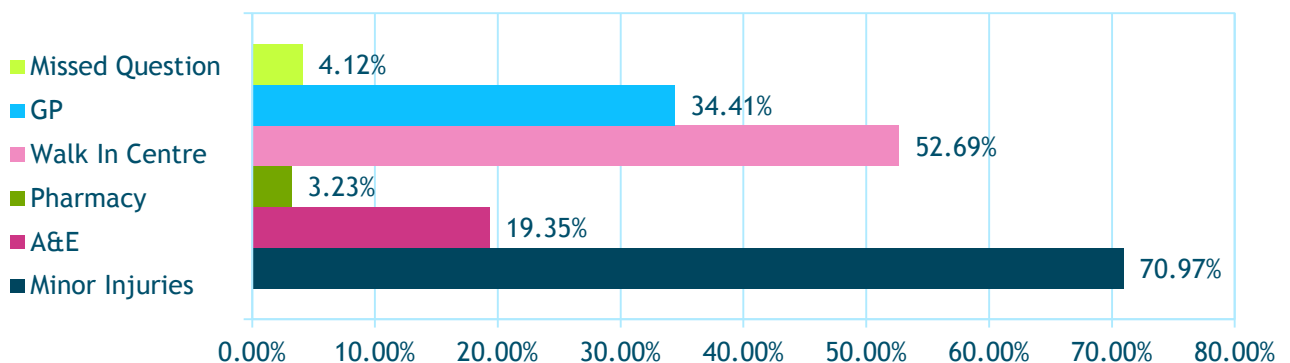
Question 7: Where do you think the following services are provided?

This question could have multiple answers. The 97 respondents we asked either thought services were provided in different places or weren't sure so missed the question. The percentages shown below are of the respondents who answered this question.

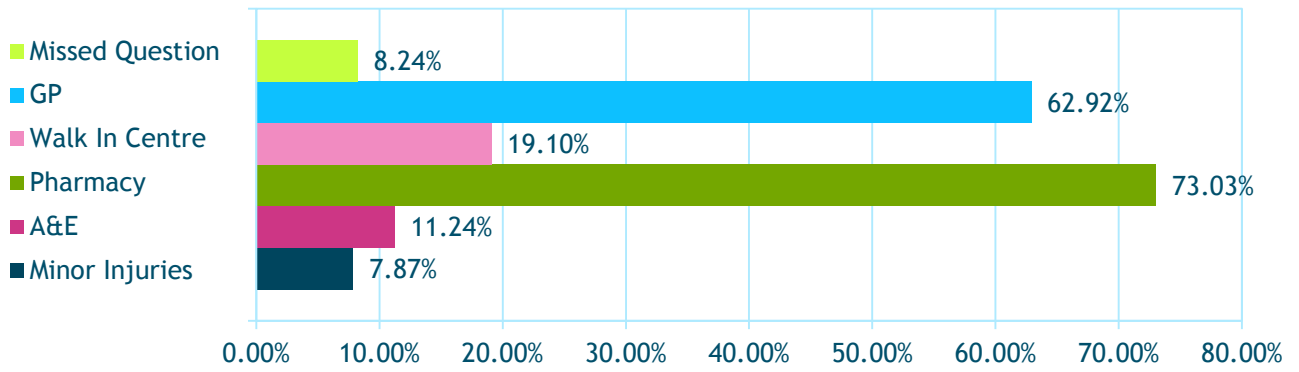
Healthchecks, BP, Weight etc



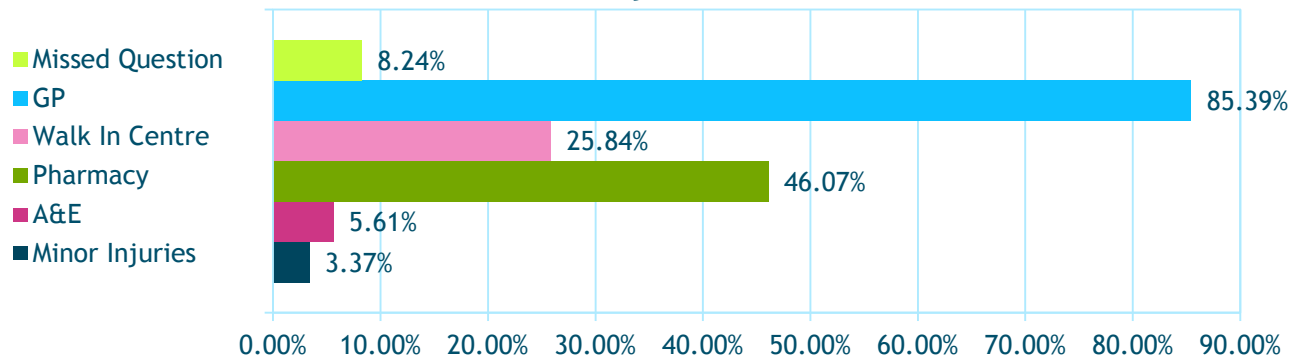
Minor Injuries



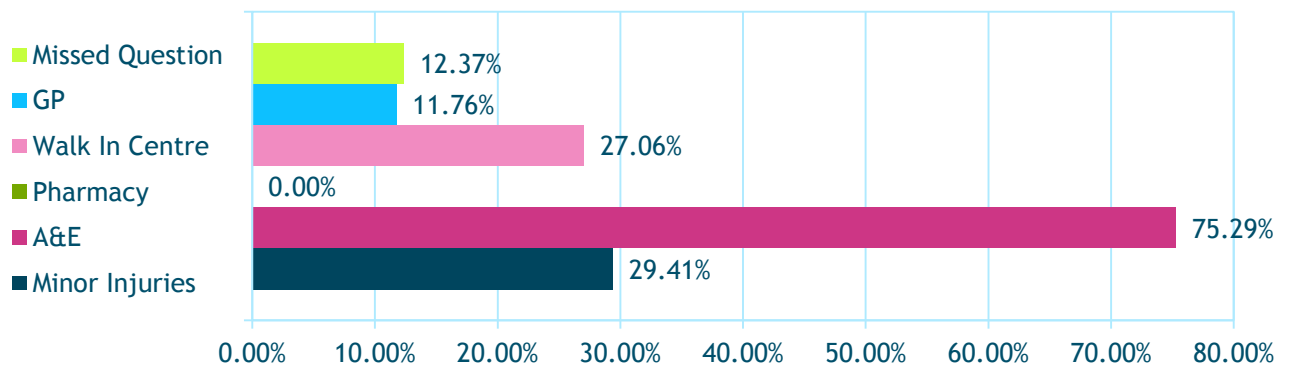
Prescriptions



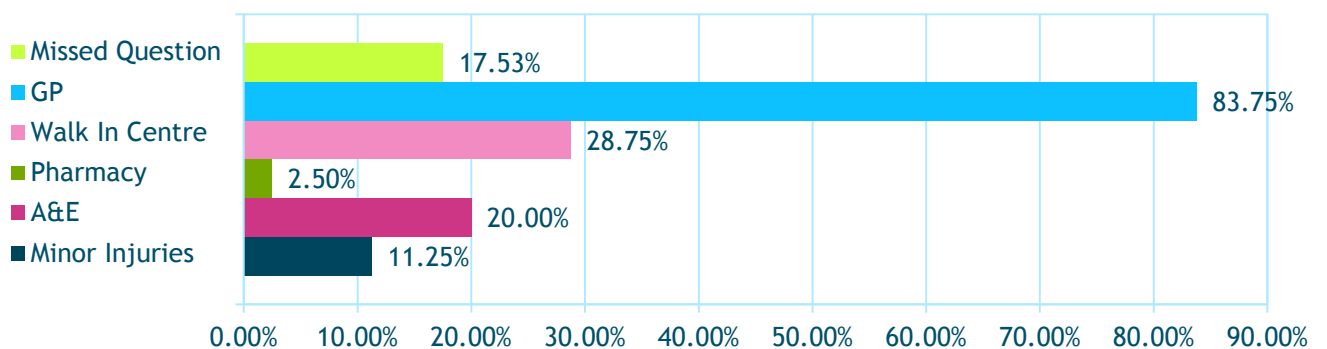
Lifestyle Advice



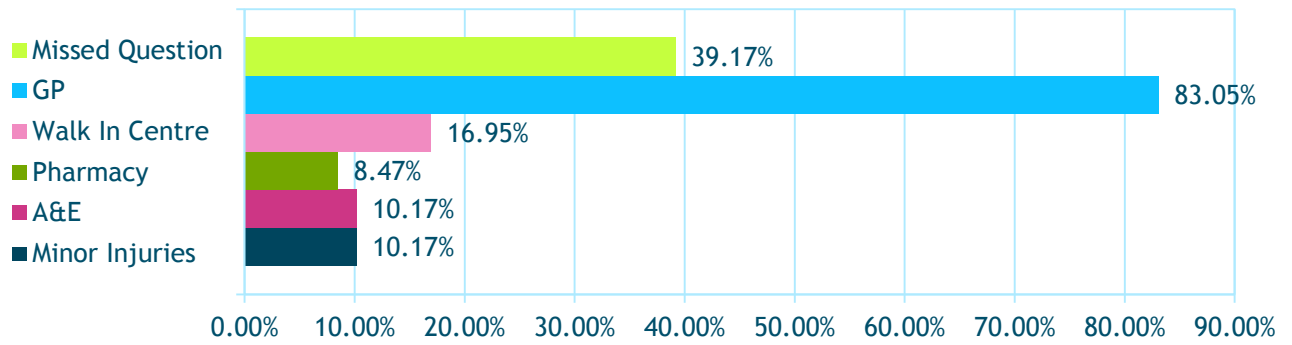
X-Ray



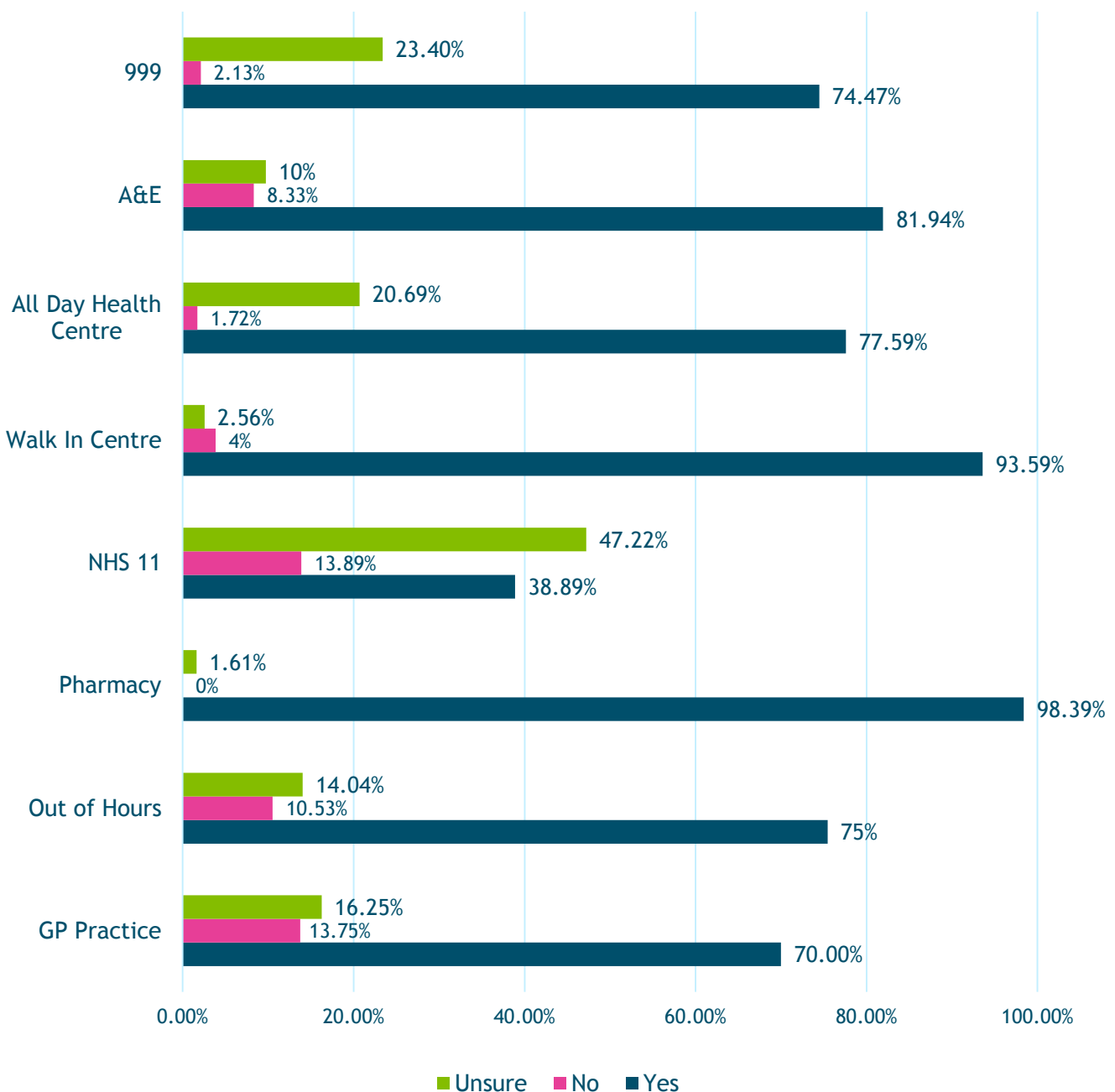
Phlebotomy



Podiatry



Question 8: Would you recommend the following services to your friends and family?



Summary

Most of the questionnaires completed were, face to face, from patients attending Walk in Centres (41.67%) A&E (26.4%) and All Day Health Centre (22.92%)

A large proportion (60.42%) of patients participating in the survey said that they had used their GP for their urgent care needs in the last 2 years. This was their preferred alternative to using other services. The most used Walk in Centre was Wallasey Victoria 45.83% and the most used Minor injuries was Miriam at 9.38%.

When asked if they had used a Walk in Centre or A&E in the last year and why they had chosen to use that service, the highest responses were that the patient could not get a GP appointment or that the patient thought that the service they had chosen was the most appropriate for their condition.

Staff at Walk in Centres and Minor Injuries informed Healthwatch Wirral representatives that the majority of people attending their service state that they have had difficulty getting a GP appointment, the GP Practice is closed or that the practice staff refer their patients to the service because there are no GP appointments available.

Staff at A&E also said that some patients who attend their service, and may have been able to attend a more appropriate service for their care, say that they cannot get a GP appointment.

Most patients (81%) who had used Urgent Care services said that they were not informed of any alternative services that may have been more appropriate at the time of their attendance, and 65% said that they would consider using an alternative if they were aware of an appropriate service available to them.

When patients were surveyed on where particular services are provided most were well informed.

The three most rated services that patients would recommend to family and friends were Pharmacies (98%), Walk in Centres/Minor Injuries (93.59%) and A&E (81.94%) The least rated was NHS 111 at 38.89%, this service had the most “unsure” responses due to the fact that many of the patients surveyed had not used the service or were unaware of it.

Conclusions

The questionnaire survey provides valuable initial insights on the views and awareness of patients using Urgent Care services in Wirral.

It provides evidence that patients are unsure of which service does what. It shows that there may be a gap in doctor's surgery provision that is being filled by some of the other services such as the Walk-in Centres and Minor injuries.

Some patients had concerns about getting access to their GP when doctor's surgery was not open in the evenings and at weekends and some said that they were unable to get time off work to attend their GP. They also said that they would prefer to visit their GP, if appropriate, as it is more convenient as the surgery is local. This avoids the necessity to travel when attending another Urgent Care service which may not be in the local vicinity.

Consideration may need to be given to the question of better access to GP appointments, particularly in the evening and weekends.

When Healthwatch Wirral representatives talked to patients attending Urgent Care services at the time of the survey, some stated that they were unaware of NHS111, All Day Health Centre, Eastham Walk in Centre and the Minor Injuries Units therefore it may be beneficial to continue to promote alternative appropriate services available to patients in Wirral.

Acknowledgements

The HW survey was undertaken using the questions already used by the Clinical Commissioning Group (CCG) surveymonkey questionnaire, omitting questions 8-11.

HW would recommend to the CCG that gathering this information (in questions 8-11) would be better suited to a workshop/focus group session.

Healthwatch Wirral would like to thank everyone who helped with the questionnaire survey at the Urgent Care Services attended during August 2015 including Healthwatch Wirral Staff and Volunteers, patients and NHS staff.