

YOUR VISIT TO THE ACCIDENT AND EMERGENCY (A&E) DEPARTMENT

Healthwatch Worcestershire is an independent organisation. We find out what people think about health and care services. We use this information to tell those who run the services how they can be improved.

We are carrying out this survey to understand the reasons people attend A&E.

Taking part will not interfere with the time that you are seen or the treatment you receive. Health services will use this information to understand the use of the A&E Department and to help people find the help they need, when they need it.

The information you provide is confidential, except that anonymised quotes may be used. Personal identifying information will not appear in any publications resulting from this survey.

I agree that I understand the purpose of this survey and consent to the use of the data as indicated above.

WRH ALEX DATE TIME (AM / PM / EVE)

Q1 Who is the patient attending A&E today?

- Self
 - Child/Young Person Under 16
 - Another adult (please state relationship)
-

Q2 Was the A&E Department the first HEALTH SERVICE that you contacted, or went into, for help with your/the patient's condition TODAY?

- Yes (Go to Q9)
- No (Go to Q3)

Q3 Before coming to the A&E department, which health service did you contact, or go to, for help with your/the patient's condition? Select ONE only - if more than one option applies, select the last one you contacted, or went to, before A&E

- Pharmacist
 - NHS 111 online service
 - NHS 111 telephone service
 - My GP practice
 - GP out-of-hours service
 - Hospital Department (e.g. Cancer, Orthopaedics, Heart etc.)
 - Dentist
 - Other health professional (e.g. optician, physio, nurse)
 - Minor Injuries Unit
 - 999 emergency service
 - Other (please specify below)
-

Q4 Did the service that you contacted refer you / tell you to go the A&E Department?

- Yes *(Go to Q5)*
- No *(Go to Q13)*

Q5 Which service referred you to A&E? Select ONE only - if more than one option applies, select the last one you contacted, or went to, before A&E

- Pharmacist *(Go to Q13)*
 - NHS 111 online service *(Go to Q6)*
 - NHS 111 telephone service *(Go to Q6)*
 - My GP practice reception or administrative staff *(Go to Q8)*
 - My GP *(Go to Q8)*
 - Another health professional at my GP Surgery *(Go to Q8)*
 - GP out-of-hours service *(Go to Q8)*
 - Hospital Department (e.g. Cancer, Orthopaedics, Heart etc.) *(Go to Q13)*
 - Dentist *(Go to Q13)*
 - Other health professional (e.g. optician, physio, nurse) *(Go to Q13)*
 - Minor Injuries Unit *(Go to Q13)*
 - 999 emergency service *(Go to Q13)*
 - Other (please specify below) *(Go to Q13)*
-

Q6 Did NHS 111 book you a time slot/alert someone you were attending A&E today?

- NHS 111 booked a time slot *(Go to Q7)*
- NHS 111 alerted A&E and they were expecting me *(Go to Q13)*
- NHS 111 said they would alert A&E but they were not expecting me *(Go to Q13)*
- NHS 111 didn't book a timeslot or alert A&E *(Go to Q13)*

Q7 How long after your NHS 111 allotted timeslot did you wait before you first spoke to a nurse or doctor?

- 0 -15 minutes *(Go to Q13)*
- 16 - 30 minutes *(Go to Q13)*
- 31 - 60 minutes *(Go to Q13)*
- More than 60 minutes *(Go to Q13)*
- Don't know / can't remember *(Go to Q13)*

Q8 Did a GP (your own or an Out of Hours GP) or another health professional based at your GP surgery make an arrangement with the A&E Department before they sent you here today? (e.g. contacted the hospital, gave you a letter)

- Yes (if YES please state below how this arrangement worked for you)
 - No
-

(Go to Q13)

Q9 What is the MAIN reason that you came to the A&E Department today?

Select **ONE** only (If Yes to Q2)

- I need an X-Ray or other diagnostic test
 - My injury or illness is too serious to be dealt with outside of the hospital
 - I thought I would have to wait too long for an ambulance
 - I didn't think I would be seen quickly enough by my GP
 - I'm not registered with a GP
 - Had/waiting for an outpatient's appointment or hospital treatment but wanted to be seen earlier
 - Had medical treatment/surgery and told to go to A&E if I felt unwell
 - Told to come to A&E by someone else (e.g. friend/relative, school, workplace) *(record below NOTE if medical professional TODAY go back to Q2)*
 - Following an internet search of my symptoms
 - Most convenient option for me (near to me, open when I need it)
 - Unsure where else to go for advice or treatment
 - Visiting the area
 - Other/ who sent the patient to A&E (please specify below)
-

Q10 Are you aware of the "Think NHS 111 FIRST" initiative?¹

- Yes
- No

Are you aware of the "HELP US TO HELP YOU" NHS 111 online campaign?

- Yes
- No

Q11 Are you aware of Minor Injuries Units (MIU) in the County? (These are located in Bromsgrove, Evesham, Kidderminster, Malvern and Tenbury)

- Yes *(Go to Q12)*
- No *(Go to Q13)*

Q12 What is the MAIN reason that you did not visit a Minor Injuries Unit (MIU) today? (select ONE answer only)

- Not sure if a MIU could treat the illness/ injury I attended A&E with
 - Not sure that I could get an X-Ray or other diagnostic test at a MIU
 - Thought the MIU would send me to A&E/main hospital anyway
 - Too far away from me
 - Not sure when it is open
 - Not open when I need it
 - Other (please specify below)
-

¹ **Think 111 First** asks people to contact 111 first if they are thinking about going to A&E for an urgent, but not serious or life-threatening, health problem. **Help Us to Help You** explains NHS111 online services

ALL RESPONDENTS

Q13 If you had a GP appointment today or tomorrow, either with your own GP or with an Out of Hours doctor, would you have still attended A&E today?

- Yes (Go to Q14)
- No (Go to Q15)

Q14 If YES, why is this?

- It is an accident/ emergency / my condition has deteriorated
 - Thought the GP would send me to A&E/Hospital anyway
 - Past poor experience with GP
 - A&E is more convenient to me (e.g. nearer, open when I need it)
 - Other (please state)
-

Q15. Is your/the patient's illness or injury today related to the following?

- | | | |
|---|--|---|
| <input type="checkbox"/> Possible broken bone | <input type="checkbox"/> Back pain or injury | <input type="checkbox"/> Head injury |
| <input type="checkbox"/> Injury to muscle/ joints | <input type="checkbox"/> Breathing problems | <input type="checkbox"/> Chest pain |
| <input type="checkbox"/> Ear or hearing condition | <input type="checkbox"/> Eye problem | <input type="checkbox"/> Stomach /digestive issue |
| <input type="checkbox"/> Wounds, bruising or cuts | <input type="checkbox"/> Rash/ soreness/swelling | <input type="checkbox"/> Burn |
| <input type="checkbox"/> Mental health | <input type="checkbox"/> Fever | <input type="checkbox"/> Sore throat or cough |
| <input type="checkbox"/> Headache | <input type="checkbox"/> Just feeling unwell | <input type="checkbox"/> Other condition |

Q16 Before your visit to A&E today, had you previously been to the same A&E department about the same condition or something related to it?

- Yes, within the previous week
- Yes, between one week and one month earlier
- Yes, more than one month earlier but in the last 6 months
- No
- Don't know / Can't remember

Q17 Are you currently under treatment by a hospital for the same condition, or something related to it, that you attended A&E for today?

- Yes
- No
- Don't know

Q18 Are you currently on a waiting list for hospital treatment for the same condition, or something related to it, that you attended A&E for today?

- Yes
- No
- Don't know

Q19 Are you aware of the Handi Paediatric app? The app provides advice on how to manage common childhood illnesses and advises on whether to treat them at home, by GP appointment, or to go to A&E.

- Yes
- No
- Not relevant to me

Q20 Would any of the following have made a difference to your decision to visit the A&E Department today? Select up to THREE answers

- Better information about the services offered by Pharmacies
 - Better information about alternative health services to A&E (e.g. Minor Injuries Unit)
 - Better information about how the NHS 111 service can help me (e.g. directing me to urgent care services, health professional call back)
 - Easier access to NHS 111 telephone service (e.g. got through / called back more quickly)
 - Easier access to GP appointments
 - Easier access to hospital treatment/Outpatient appointments
 - Other types of Urgent Care closer to me (e.g. Minor Injuries Unit or Walk In Clinic)
 - Real time information about waiting times at A&E and MIU
 - Better information about NHS information / apps that would help me decide whether I needed to go to A&E
 - No, I am in the right place
 - Other (please specify below)
-
-

ABOUT YOU *This information will not be used to identify you. It just helps us to know who we have gathered feedback from and better understand the feedback we have received.*

Please answer all questions below from the PERSPECTIVE OF THE PATIENT

Q21 Please tell us which age category you are in?

- 0-1 2-5 6 - 13 14-17 18-24 25-34
- 35-44 45-54 55-64 65-74 75-84 85+

Q22 Which of the following options best describes how you think of yourself?

- Male Trans Male Non-binary In another way
- Female Trans Female I prefer not to say

Q23 Where do you live?

- Worcester City Wychavon Wyre Forest Bromsgrove
 Redditch Malvern Hills Outside of Worcestershire

Q24 APPROXIMATELY what was the distance you travelled to the A&E Department?

- Under 1 mile 1 -2 miles 3 - 5 miles 6 - 10 miles 11 - 20 miles 21+ miles

Q25 Do you have a disability? Yes No

If yes, please select from the following:

- Learning disability Autism Spectrum Condition Visual impairment
 Mental Health Hearing Impairment Physical disability
 Long term condition

Q26 Please select your ethnic background:

White	Mixed ethnic groups	Asian / Asian British	Black / Black British
<input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> European <input type="checkbox"/> White other: _____	<input type="checkbox"/> White and Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other mixed: _____	<input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian: _____	<input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black: _____ <input type="checkbox"/> Arab/any other group: _____

Q27. Is English your first language? Yes No (please state) _____

Q28. Which of the following best describes how you think of yourself?

- Heterosexual / Straight Gay or lesbian Bisexual
 Prefer not to say Other sexual orientation not listed

Q29. Which of the following reflects your housing situation

- Owner Occupier Private Tenant Social / Housing Association Tenant
 Sharing or Lodging Supported Accommodation Temporary Accommodation
 Leaving care Rough Sleeping Student accommodation
 Living at home with family Other (please state) _____

Q 30. If you are answering these questions on behalf of the patient, do you consider yourself to be an unpaid carer? Yes No