



# Urgent Care Services Survey



Engagement findings report

October 2020

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse, West Yorkshire, HD6 4AH

T: 01484 404797

W: [www.enventure.co.uk](http://www.enventure.co.uk)

**Report prepared by:**

Mark Robinson  
mark@enventure.co.uk

**Report reviewed by:**

Katie Osborne  
Katie@enventure.co.uk

---

## Enventure Research

**Head Office:**

Thornhill Brigg Mill, Thornhill Beck Lane, Brighouse  
West Yorkshire HD6 4AH  
T: 01484 404797

**London Office:**

Smithfield Business Centre, 5 St John's Lane, London, EC1M 4BH  
T: 0207 549 1616

W: [www.enventure.co.uk](http://www.enventure.co.uk) E: [info@enventure.co.uk](mailto:info@enventure.co.uk)

Reg no: 4693096  
VAT no: 816927894



# Contents

Introduction .....	4
Questionnaire and methodology .....	4
Interpreting the research findings .....	4
Survey Findings .....	5
Location and time of visit .....	5
Reason for presenting .....	6
Contacting other services .....	9
Survey respondent profile.....	13
Key findings .....	19
Appendix A – Questionnaire.....	20

## Introduction

NHS Wakefield Clinical Commissioning Group (CCG) plans and buys healthcare for local people. As such, the CCG wished to hear about patients' experiences of using the urgent care services throughout Wakefield. A survey was subsequently carried out with patients who had accessed services at Dewsbury A&E, Pontefract UTC and Pinderfields A&E, in order to help plan services during the COVID-19 pandemic.

## Questionnaire and methodology

The questionnaire was designed by NHS Wakefield CCG and Mid Yorkshire Hospitals NHS Trust, and was delivered by online and paper questionnaires provided to patients treated at Dewsbury A&E, Pontefract UTC and Pinderfields A&E. A copy of the questionnaire can be found in **Appendix 1**. In total, 154 questionnaires were completed. Engagement ran from 28 September to 11 October 2020.

Enventure Research was commissioned to undertake the analysis of the responses and report on the findings.

## Interpreting the findings

This report contains results from a quantitative survey and contains several tables and charts that present survey findings. In some instances, responses may not add up to 100%. There are several reasons why this might happen:

- The question may have allowed each respondent to give more than one answer
- Only the most common responses may be shown in the table or chart
- Individual percentages are rounded to the nearest whole number so the total may come to 99% or 101%
- A response of between 0% and 0.5% will be shown as 0%. Where there were no respondents in a category, this is shown as -.

This report includes some subgroup analysis that has been undertaken to explore the results provided by different groups such as age, gender, disability and network area (as the number of responses per GP practice varies considerably, making it difficult for comparisons to be made). This subgroup analysis, therefore, has only been carried out where the sample size is seen to be sufficient for comment. As the overall sample is 154, the capacity for sub-group analysis is significantly low.

Differences that are statistically significant according to the z-test at the 95% confidence level are highlighted in the subgroup analysis boxes. The z-test is a commonly used statistical test used to highlight whether differences in results are 'significant'. By this we mean that we can say with 95% confidence that we would see a difference if all people in the group took part in the engagement. It should be noted that the percentages shown in the subgroup analysis reflect the proportion of the subgroup that answered the question and gave a particular response.

For the analysis of open-end responses, comments were read through by a researcher and a coding frame was developed for each open-end question based on the themes emerging. This then allowed for categorisation of the themes.

# Survey Findings

## Location and time of visit

As shown in **Figure 1**, 38% of respondents were at Dewsbury A&E, 31% at Pontefract Urgent Treatment Centre (UTC) and 31% at Pinderfields A&E. **Figure 2** shows that the majority (87%) were attending during Monday to Friday, with 13% attending over the weekend or bank holiday. The most common time to visit was in the morning (7am – midday) with just over half (52%) doing so, followed the afternoon (12 noon - 6.30pm) when 33% attended. Respondents visited during the evening (6.30pm – 9pm) the least, with 4% doing so, although it should be noted this is the shortest time period of 2.5 hours for comparison reasons. These results are shown in **Figure 3**.

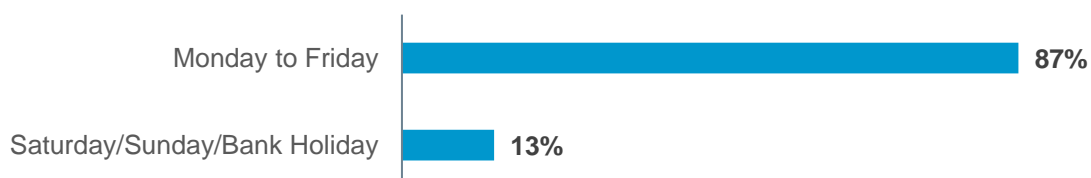
**Figure 1 – (Q1) Where are you now?**

Base: 153



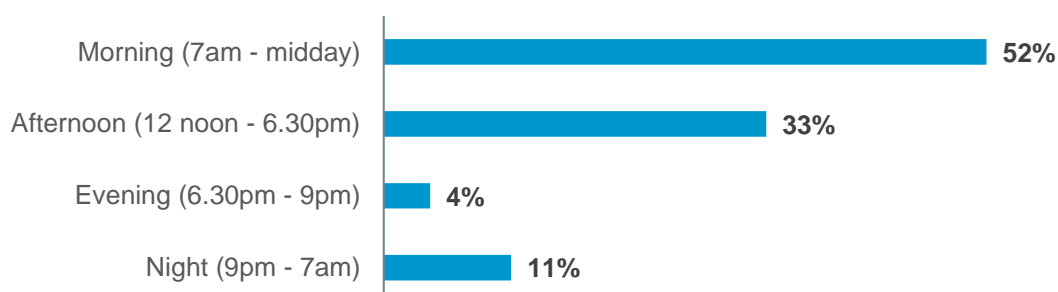
**Figure 2 – (Q7) Which day of the week did you arrive for treatment?**

Base: 137



**Figure 3 – (Q8) Which time of the day is it/did you visit on?**

Base: 138



### Sub-group analysis

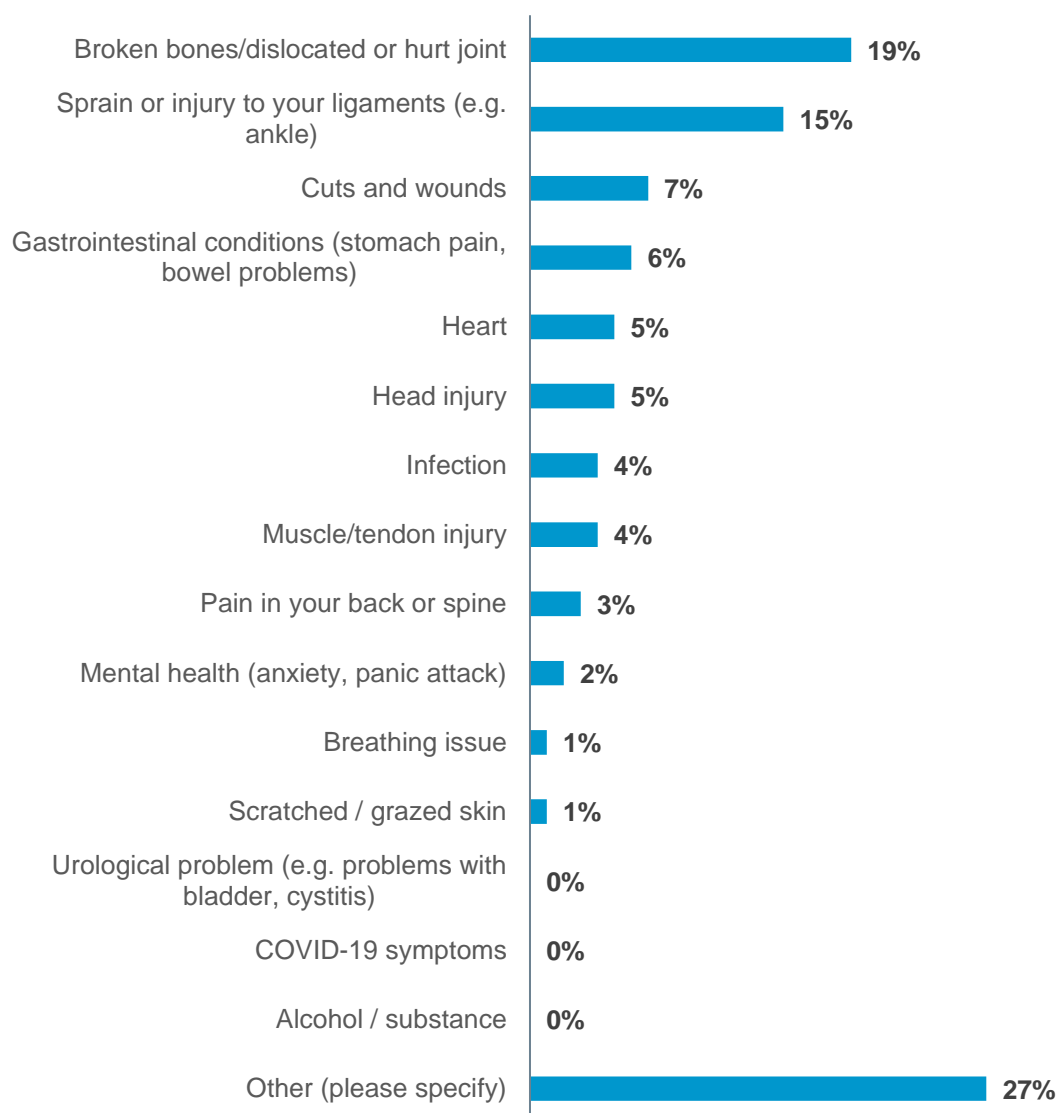
- Respondents were more likely to visit Pontefract UTC at the weekend/bank holiday than during the week (67% compared with 26%)

## Reason for presenting

When asked why they were attending the emergency department, a variety of reasons were provided. The most common reason, given by one in five (19%) respondents was attending because of broken bones/dislocated or hurt joint, followed by one in seven (15%) who said sprain or injury to ligaments. Cuts and wounds were highlighted by 7% of respondents and gastrointestinal conditions were highlighted by 6% of respondents. These findings are shown in **Figure 4**. As shown in **Figure 5**, other responses included hand/wrist/arm/shoulder injury or pain (6 responses), abdominal pain (5 responses) and problems with vision (4 responses). There were no sub-group differences.

**Figure 4 – (Q9) Please tell us why you came here (please tick the one that best matches your reason for attendance)?**

**Base: 139**



**Figure 5 – (Q10) Please tell us why you came here (please tick the one that best matches your reason for attendance)? Other responses**

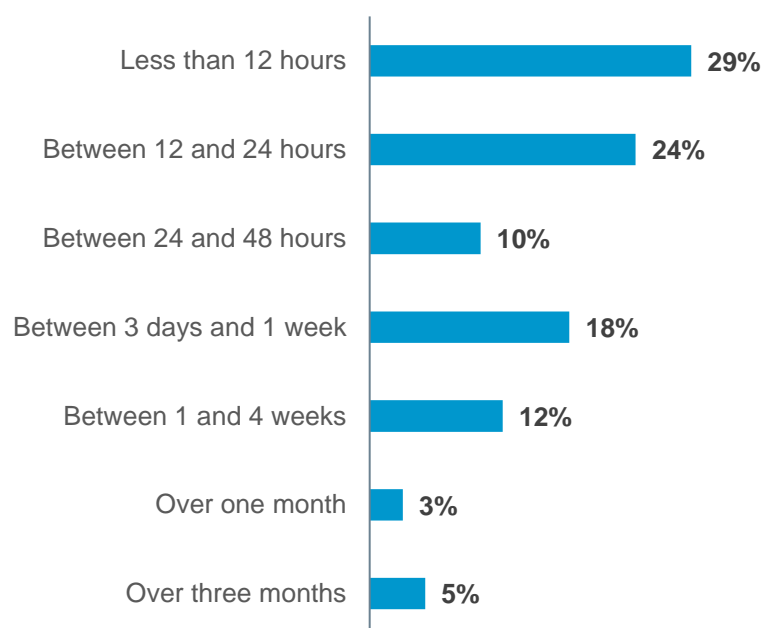
Base: 38

Hand/wrist/arm/shoulder injury/pain	6
Abdominal pain	5
Vision	4
Rib/chest injury	3
Spinal/back/neck injury	4
Abscess	2
Animal bite	2
Leg/knee/foot injury/pain	2
Throwing up blood	1
Skin problem	1
Car accident	1
Breast lump	1
Facial injury	1
Deep vein thrombosis	1
Other	4

Respondents were subsequently asked how long they had the problem for. As shown in **Figure 6**, three in ten (29%) said less than 12 hours, with a quarter (24%) saying between 12 and 24 hours. In contrast, 3% said they had the problems for over a month and 5% said over three months. There were no sub-group differences.

**Figure 6 – (Q10) How long have you had this problem for?**

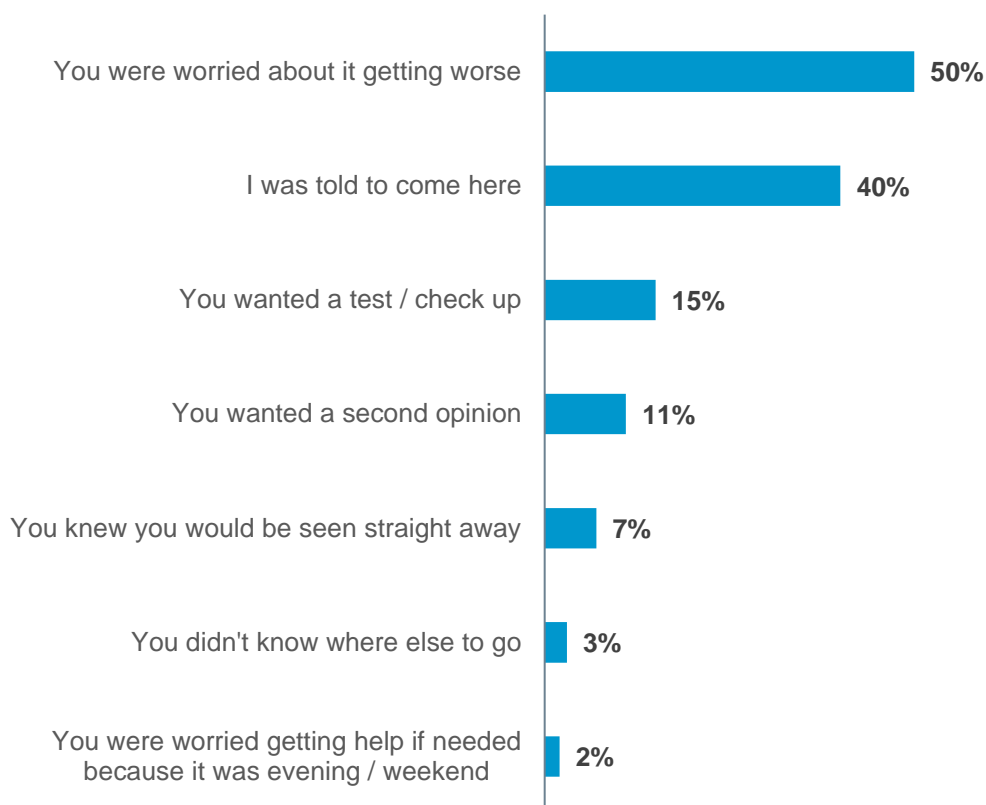
Base: 136



Respondents were asked why they had presented at the emergency department. Half (50%) said they were concerned about the problem getting worse and two in five (40%) said they had been told to. One in seven (15%) said they wanted a test or check up and 11% said they wanted a second opinion. These results are in shown in **Figure 7**.

**Figure 7 – (Q11) Did you come here because.... (tick all that apply)?**

**Base: 132**



**Sub-group analysis**

Respondents at Pinderfields were more likely to be told to go there than respondents at Dewsbury A&E (53% compared with 27%)



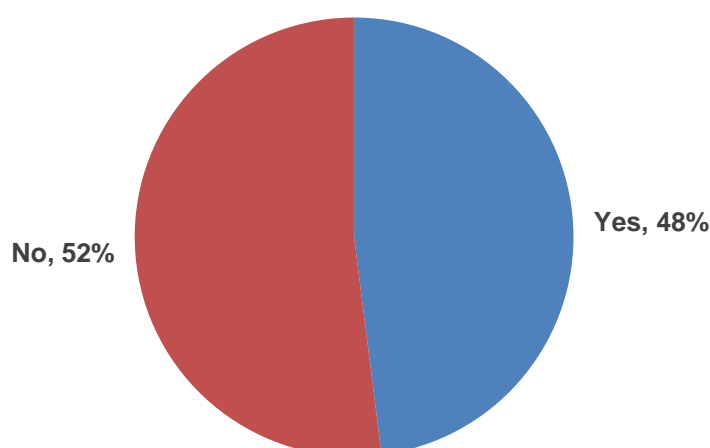
## Contacting other services

When asked if they had contacted any other service about their current health concern before presenting at the emergency department, almost half (48%) said they had done so. This is shown in **Figure 8**. There were no sub-group differences.

Those respondents that had contacted other services were subsequently asked which service they had contacted. As shown in **Figure 9**, the majority (61%) said their GP practice and 39% said they had called NHS 111.

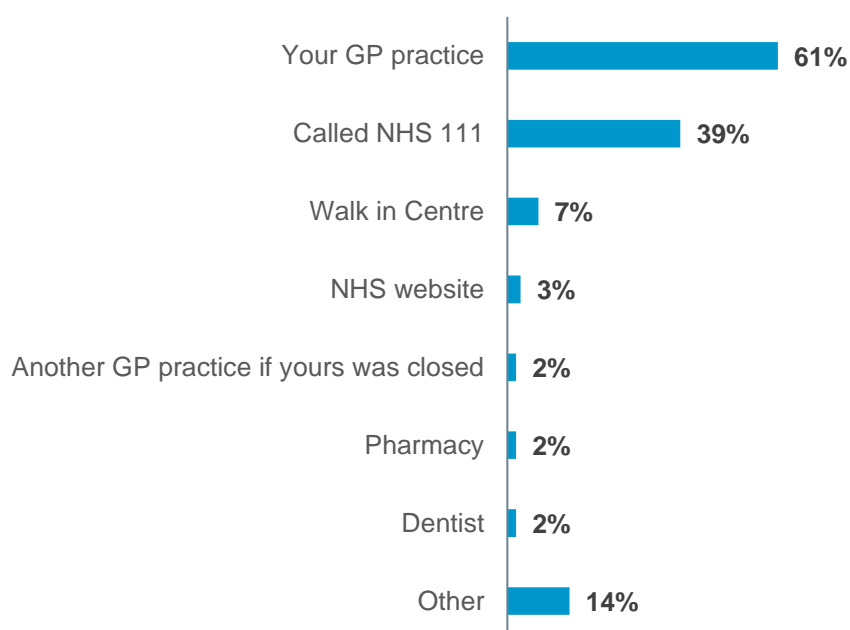
**Figure 8 – (Q12) Did you contact any other services about your current health concern before coming today?**

Base: 141



**Figure 9 – (Q13) If yes, please tell us which (tick all that apply)?**

Base: 59



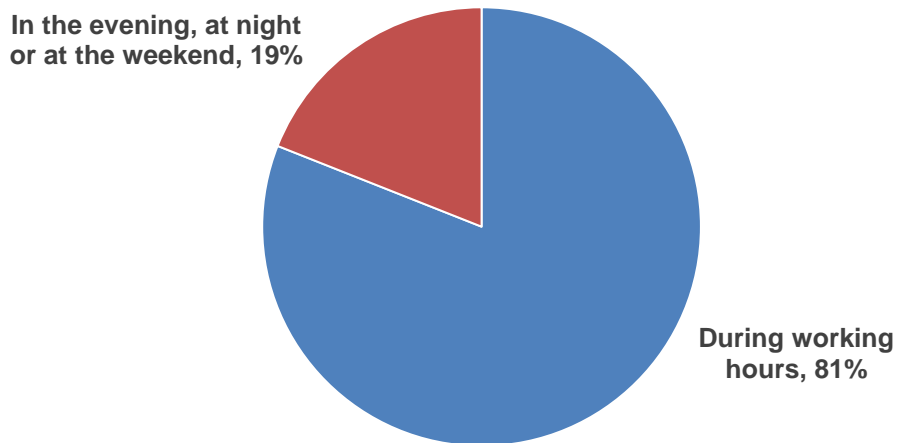
Other responses (7) included care support worker, NHS 111 online, GP from their country, police, paramedic and work.

As shown in **Figure 10**, four in five (81%) respondents said they had contacted the other service during working hours, with the remaining 19% contacting them in the evening, at night or at the weekend.

Other responses included ambulance, 111 online, hospital, A&E and designated team.

**Figure 10 – (Q14) At what time did you contact them?**

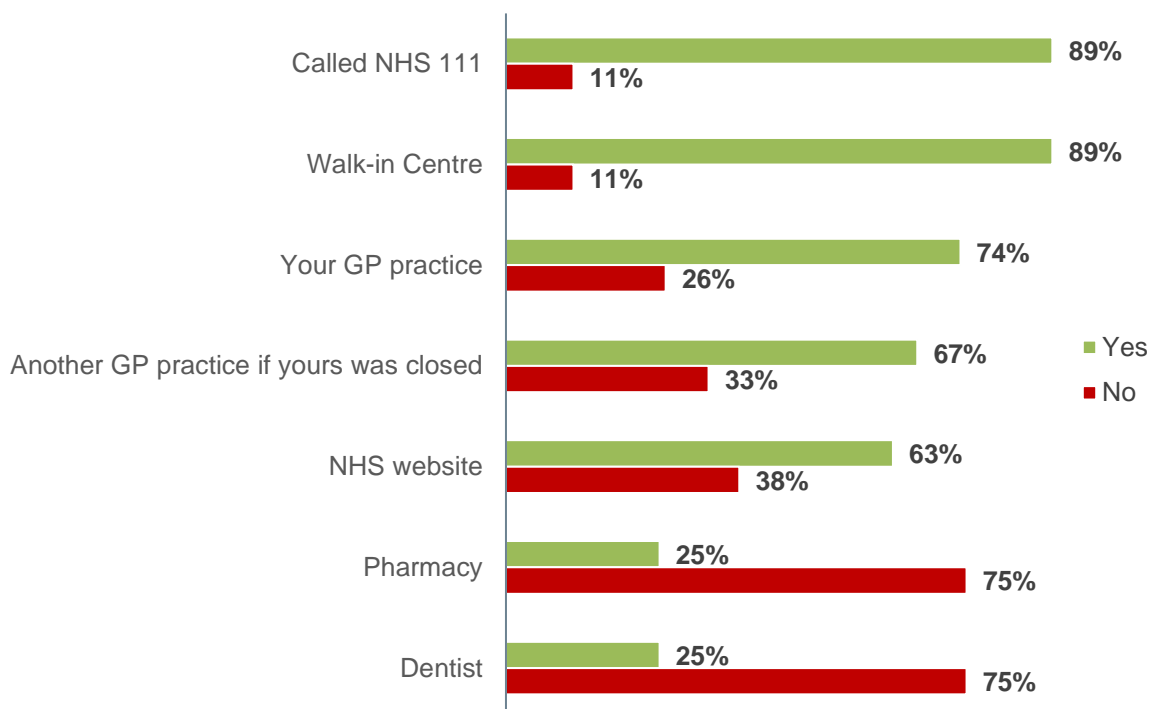
**Base: 57**



Those who contacted NHS 111 and the walk-in centre were the most likely to say they got the help they needed (both at 89%). However, it should be noted that respondents may have ticked 'no', thinking they were saying they had not received any advice from this source.

**Figure 11 – (Q15) Did you get the help you needed?**

**Base: Called 111 – 18, Walk in Centre – 18, Your GP practice – 31, Another GP practice – 6, NHS website – 8, Pharmacy – 5, Dentist – 4**



Respondents who said they did not get the help they needed were also given the opportunity to provide further information as to why not. Some respondents that provided a response to this section had not answered 'no' to any of the services. The other responses were mainly connected with their GP. All responses are shown in **Figure 12**.

**Figure 12 – If no, please tell us more**

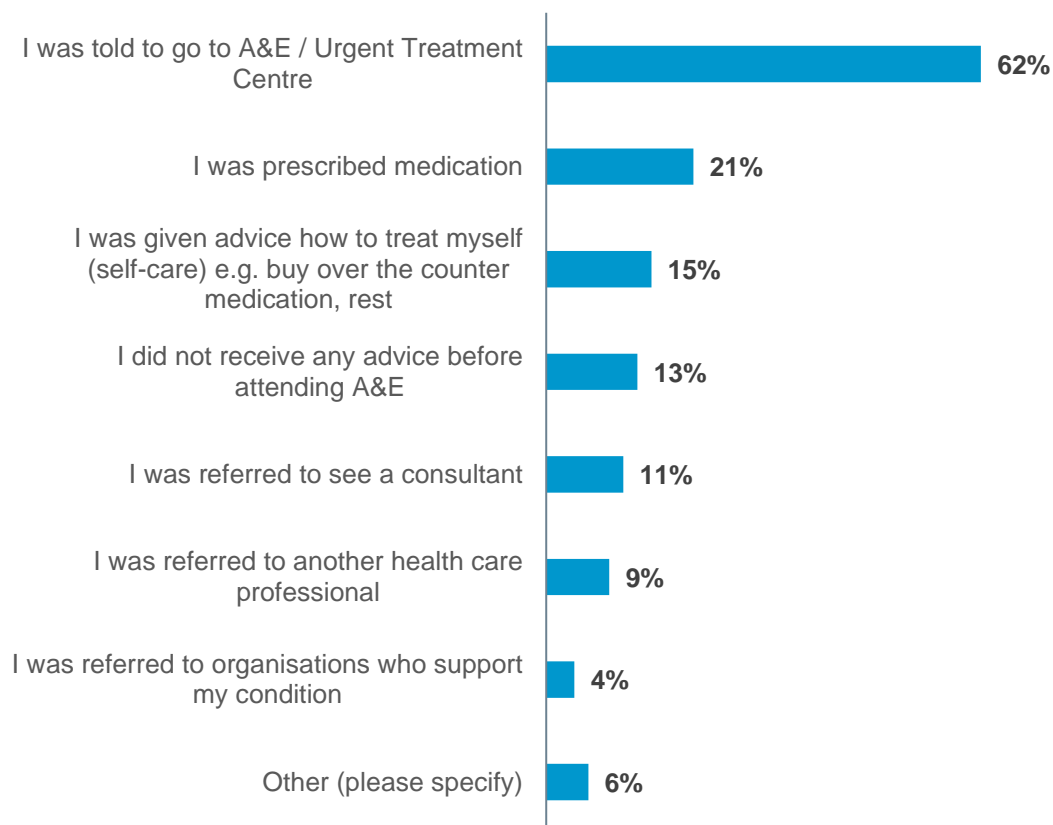
**Base: 9**

<b>Health service that respondents did not get the help from</b>	<b>Respondents' response</b>
GP, Called NHS 111, Walk-in Centre, Pharmacy	Due to GP saying he wouldn't see me as he would send me to A&E as I was having chest pains, and NHS website said I would need to visit A&E I didn't bother with 111
Information not provided	Hopefully further support
Information not provided	I was referred for an ambulance but after 90 minutes it hadn't arrived. I was told of the delay and made my own way to a and e
Information not provided	I went to my GP before lockdown but after this it got worse
GP	Just kept telling me to do urine sample
Information not provided	Not impressed - sat for 40 mins in A&E at 6:15am.
GP	Rang my GP this morning and pleaded I need help with my mental health. Was first told there was no callbacks left for today and needed to ring in the morning. Wasn't until I got really emotional that they then offered me a call back. Still hasn't rang me.
GP	Spoke to GP on phone, advised x-ray would be needed
GP	You can never get appointments at Ashgrove. Always say no appointments available.

Respondents who had contacted other services about their current health concerns were also asked what advice they had received. As shown in **Figure 13**, just over three in five (62%) were told to go to A&E or the Urgent Treatment Centre. One in five (21%) were prescribed medicine and 15% were given advice on how to treat themselves (self-care). There were two ‘other’ responses.

**Figure 13 – (Q16) What advice did you get?**

**Base: 53**



Other responses (2) were *I was admitted to hospital* and *an appointment was made for a scan*.

Respondents were finally asked if there was anything that would have helped them to look after themselves or loved one instead of presenting at one of the emergency departments. As shown in **Figure 15**, there were seven responses, with the most common response referring to *being able to see my GP/medical centre*.

**Figure 15 - Is there anything else that would have helped you to look after yourself or loved on instead of having to come here today?**

**Base: 7**

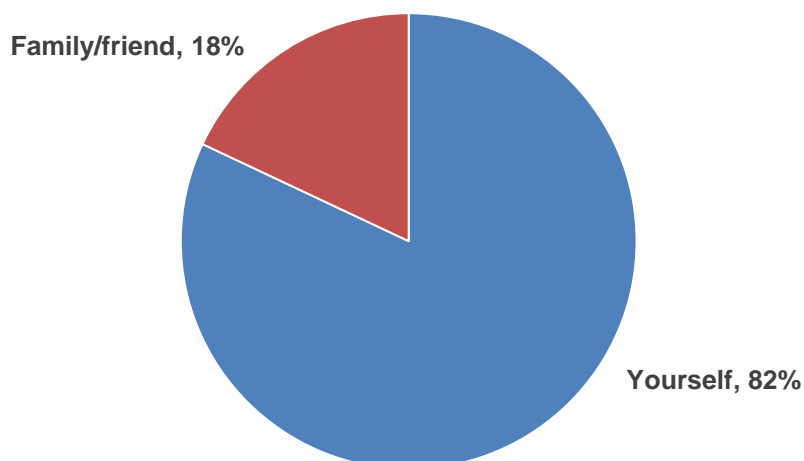
Being able to see my GP/medical centre	4
Wearing personal protective equipment	1
Redressing bandage	1
Support from a regular hospital psychiatric appointment	1

## Survey respondent profile

Figures 16 to 28 show the respondent profile, and their GP practice.

### Figure 16 – Who is this form about?

Base: 153



### Figure 17 – Network Area

Base: 139

Network Area	Responses
Wakefield Health Alliance Central	14% (20)
Five Towns	12% (17)
Spenneth and Wellbeing Network	12% (16)
Batley and Birstall	11% (15)
West Wakefield	8% (11)
Wakefield Health Alliance South	6% (9)
Brigantes	6% (9)
Dewsbury and Thornhill	5% (7)
Three Centres	5% (7)
Trinity Health Group	5% (7)
Wakefield Health Alliance North	3% (4)
Outside PCN areas	6% (8)
Other	6% (9)

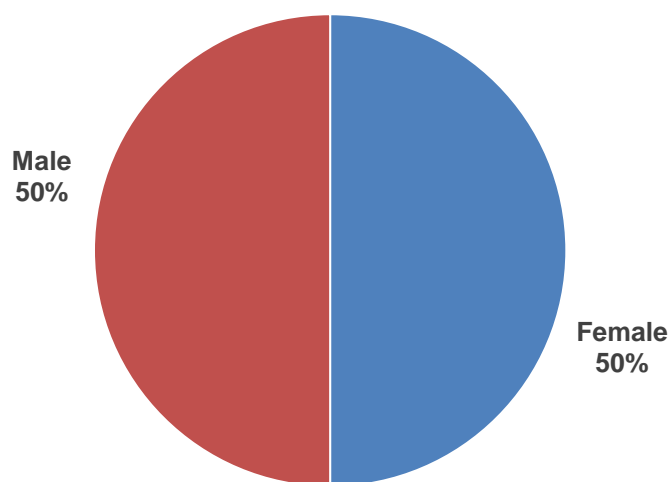
'Other' responses were Garforth Medical Centre, Leeds Medical Centre, Leigh View Medical Centre, Robin Lane Medical Centre, Round Hoyle, The Light (Leeds) Medical Centre, The Village Practice, Thornton and 'not registered'.

**Figure 18 – GP Practices**  
**Base: 139**

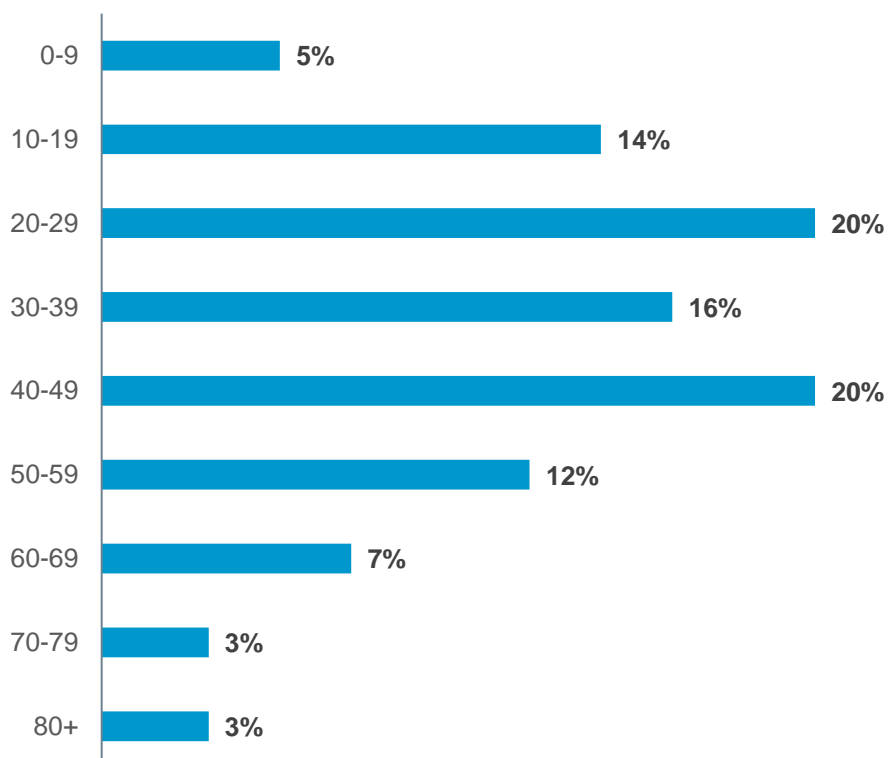
Friarwood Medical Centre	6
Undercliffe Surgery	6
Castleford Medical Centre	5
Stuart Road Medical Centre	5
The Grange Medical Centre	5
Wellington House Surgery	5
Brookroyd House Surgery	4
Chapelthorpe Medical Centre	4
Dr Singh & Partners	4
Eightlands Surgery	4
Health Care First Partnership	4
New Southgate Surgery	4
White Rose Medical Centre	4
Ashgrove Medical Centre	3
Church Street Surgery	3
Cleckheaton Group Practice	3
College Lane Medical Centre	3
Kings Medical Practice	3
Mirfield Health Centre	3
Mount Pleasant Medical Centre	3
Northgate Medical Centre	3
Trinity Health Group	3
Windsor Medical Centre	3
Blackburn Road Medical Centre	2
Grove House Surgery	2
Healds Road Surgery	2
Henry Moore Clinic	2
Kirkgate Surgery	2
Maybush Medical Centre	2
Outwood Park	2
Prospect Surgery	2

The Albion Mount Medical Practice	2
The Greenway Medical Practice	2
Alverthorpe Surgery	1
Branch Surgery of Mount Pleasant	1
Branch surgery to Sidings: New Brewery Lane	1
Crofton & Sharlston Surgery	1
Middlestown Medical Centre	1
Newland Lane Surgery	1
Orchard Croft Medical Centre	1
Park View Surgery	1
Riverside Medical Centre	1
Sidings	1
Stanley Health Centre	1
Station Lane Medical Centre	1
Other	16

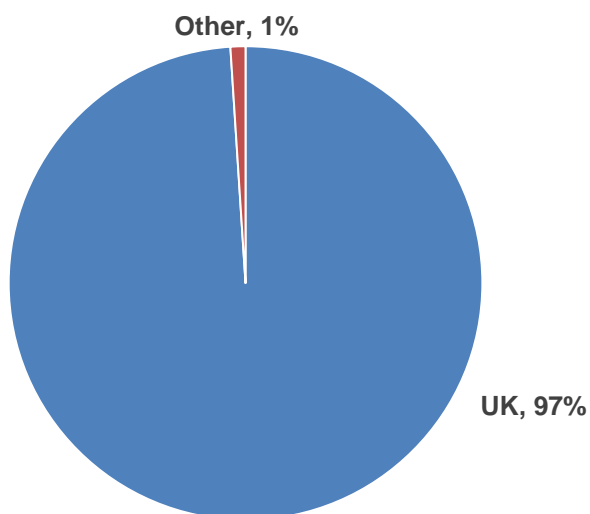
**Figure 19 – What is your gender?**  
Base: 147



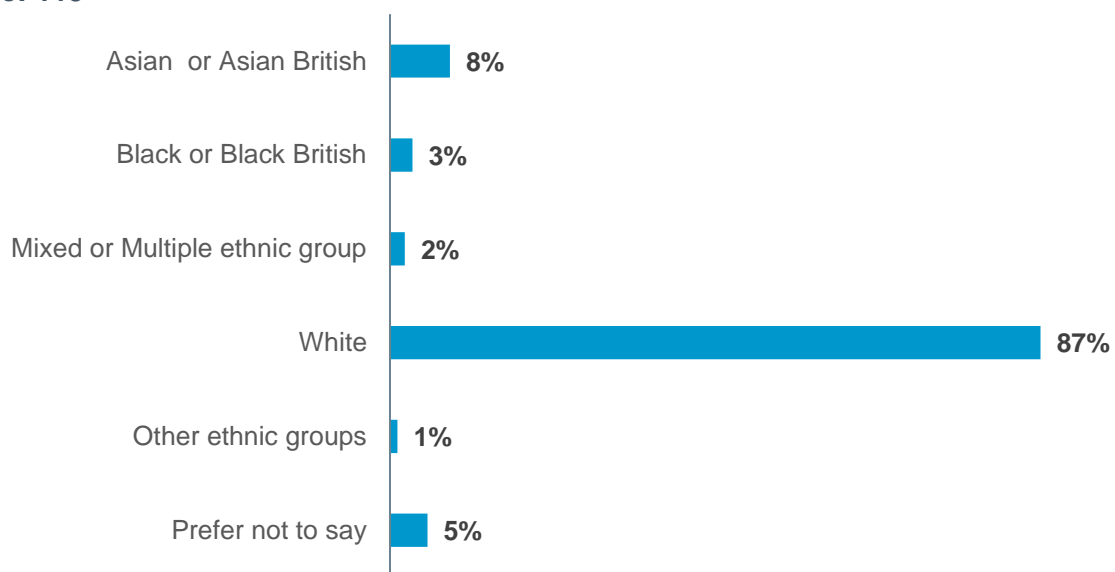
**Figure 20 – Which age bracket are you in?**  
Base: 147



**Figure 21 – What country were you born in?**  
Base: 122



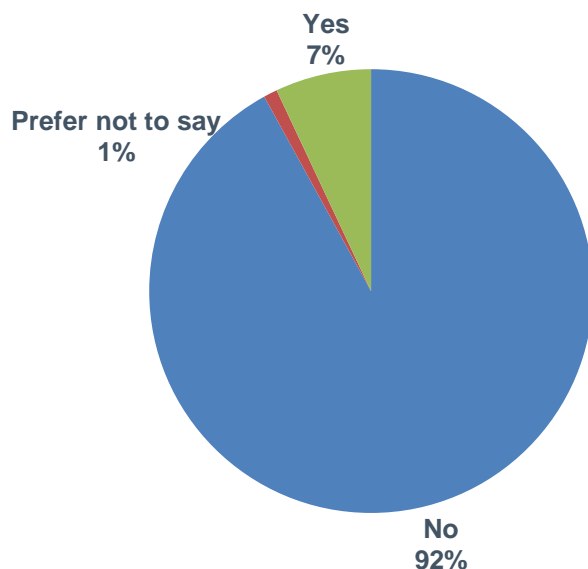
**Figure 22 – What is your ethnicity?**  
Base: 119





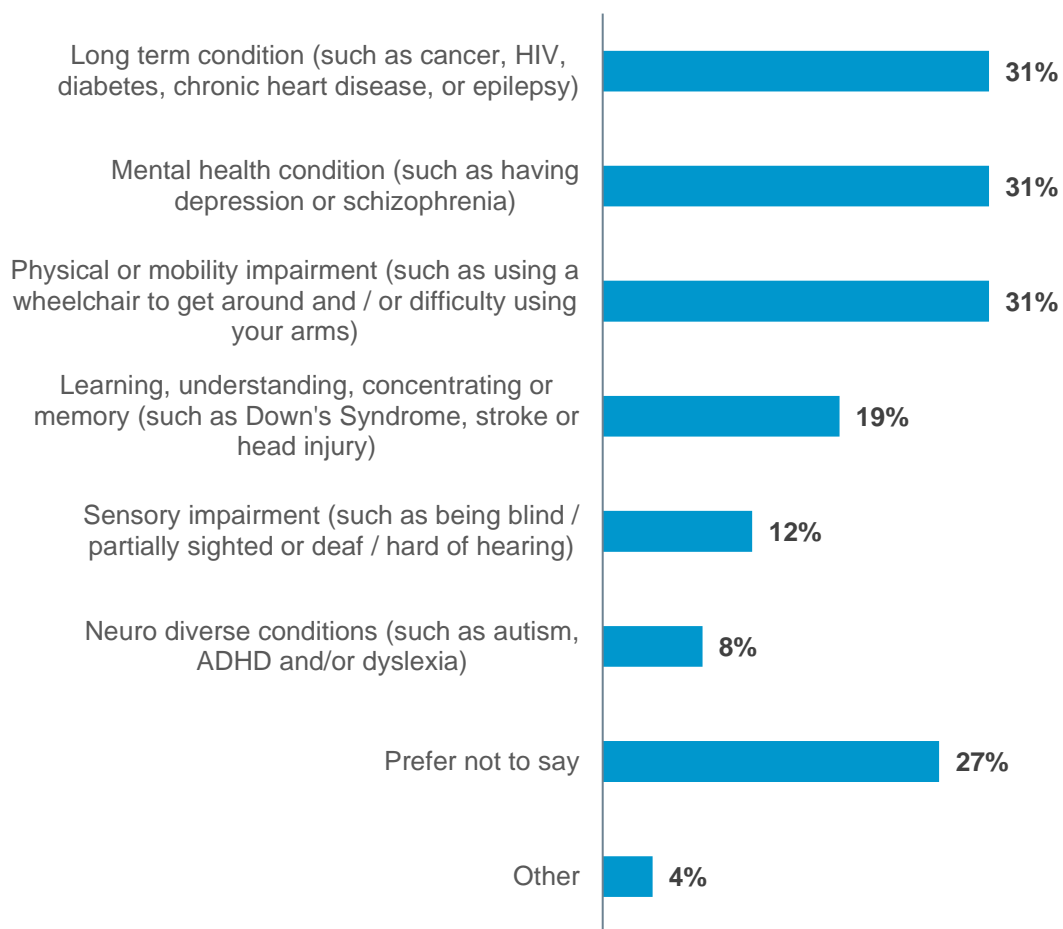
**Figure 23 – Are you disabled?**

Base: 125

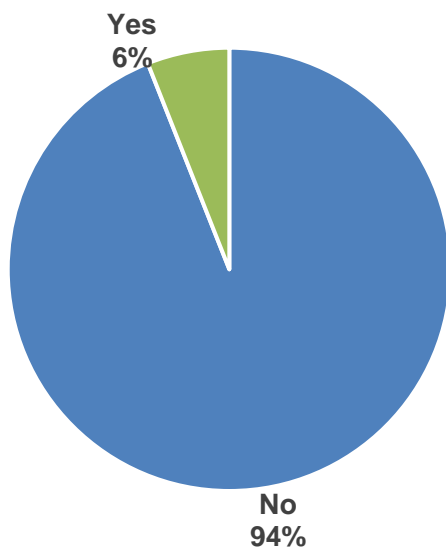


**Figure 24 – Do you have any long-term conditions, impairments, or illnesses?**

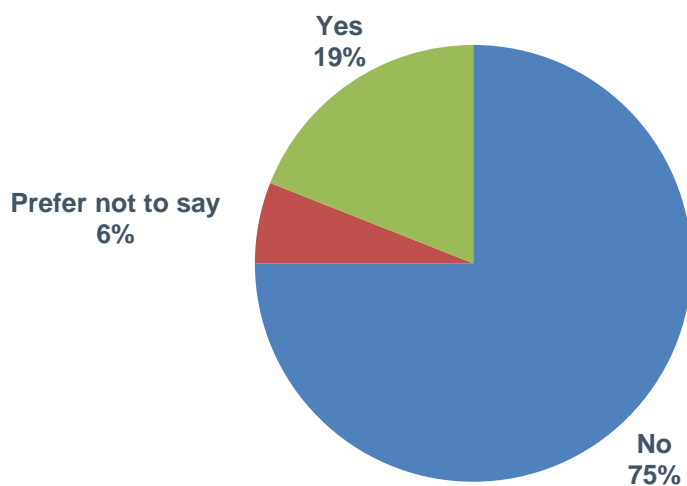
Base: 26



**Figure 25 – Are you a carer?**  
Base: 115



**Figure 26 – Do you or anyone you live with get any of these types of benefit? Universal Credit, Housing Benefit, Income Support, Pension Credit, Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit**  
Base: 118



# Key findings

## Location and time of visit

- Slightly more respondents at Dewsbury A&E completed the questionnaire
- Most respondents visited the emergency department during the weekdays and in the morning

## Reason for presenting

- The most common reasons for presenting themselves was for broken bones/dislocated or hurt joints or sprain or injury to ligaments
- Most respondents had their health concern for either less than 12 hours or 12-24 hours
- Half had attended the emergency department because they were worried that their health concern would get worse and slightly fewer said they had been told to go there

## Contacting other services

- Just under half of respondents had contacted another service about their health concern
- Most had contacted their GP practice or called NHS 111
- The majority had contacted another service during the working day
- Most were given the advice to visit A&E or Urgent Treated Centre

# Appendix 1 – Questionnaire

## Please tell us about your visit here today

We want to better understand what has brought you to our department today. What you share is anonymous but it will help us plan services during the COVID-19 pandemic.

We are keen to understand what services, if any, you have used before coming to the Emergency Department / Urgent Treatment Centre today. We would be grateful if you could complete this short survey.

If you need help completing this survey, please contact [wakccg.engagement@nhs.net](mailto:wakccg.engagement@nhs.net) or call 01924 315746.

Please complete the survey about the person needing treatment. **Please return this form to the reception or post to FREEPOST NHS WAKEFIELD CCG**

**Thank you for taking the time to complete this form.**

### Where are you now?

- Pinderfields A&E
- Dewsbury A&E
- Pontefract Urgent Treatment Centre

### Are you completing this survey for...

- Yourself
- Family / friend

### About the patient

#### How old are you?

<input type="checkbox"/> 0 - 9	<input type="checkbox"/> 50 - 59
<input type="checkbox"/> 10 - 19	<input type="checkbox"/> 60 - 69
<input type="checkbox"/> 20 - 29	<input type="checkbox"/> 70 - 79
<input type="checkbox"/> 30 - 39	<input type="checkbox"/> 80+
<input type="checkbox"/> 40 - 49	

#### What is your gender?

- Male
- Female
- I prefer not to say
- I describe my gender in another way (please write in).....

**Which GP practice are you registered with?**.....

**What is the first part of your postcode?** E.g. WF4, WF11, LS26.....

**About your visit today...**

**What day of the week did you arrive for treatment?**

- Monday to Friday
- Saturday / Sunday / Bank Holiday

**What time of the day is it / did you visit on?**

- Morning (7am - midday)
- Afternoon (12noon – 6.30pm)
- Evening (6.30pm – 9pm)
- Night (9pm – 7am)

**Please tell us why you came here today (please tick the one that best matches your reason for attendance)**

- Gastrointestinal conditions (stomach pain, bowel problems)
- Cuts and wounds
- Broken bones/dislocated or hurt joint
- Sprain or injury to your ligaments (e.g. ankle)
- Scratched / grazed skin
- Urological problem (e.g. problems with bladder, cystitis)
- Heart
- Breathing issue
- Infection
- Head injury
- Muscle/tendon injury
- Pain in your back or spine
- COVID-19 symptoms
- Mental health (anxiety, panic attack)
- Alcohol / substance
- Other (please specify).....

**How long have you had this problem for?**

- Less than 12 hours
- Between 12 and 24 hours
- Between 24 and 48 hours
- Between 3 days and 1 week
- Between 1 and 4 weeks

- Over one month
- Over three month

**Did you come here because...(tick all that apply)**

- You wanted a second opinion
- You were worried about it getting worse
- You were worried getting help if needed because it was evening / weekend
- You wanted a test / check up
- You didn't know where else to go
- You knew you would be seen straight away
- I was told to come here
- Other (please specify).....

**Did you contact any other services about your current health concern before coming today?**

- Yes
- No (if no, please go to the last question on page 4)

**If yes, please tell us which (tick all that apply)**

- Your GP practice
- Another GP practice if yours was closed
- Called 111
- Walk in Centre
- Pharmacy
- NHS website
- Dentist
- Other (please specify).....

**At what time did you contact them?**

- During working hours
- In the evening, at night or at the weekend

**Did you get the help you needed?**

	Yes	No	N/A
Your GP practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Another GP practice if yours was closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Called 111	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk in Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NHS website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

**If no, please tell us more.**

**What advice did you get? (Tick all that apply)**

- I was given advice how to treat myself (self-care) e.g. buy over the counter medication, rest
- I was prescribed medication
- I was referred to see a consultant
- I was told to go to A&E / Urgent Treatment Centre
- I was referred to another health care professional
- I was referred to organisations who support my condition
- I did not receive any advice before attending A&E
- Other (please specify)

**Is there anything else that would have helped you to look after yourself or loved one instead of having to come here today?**

<p><b>1. Which country were you born in?</b>  <input type="checkbox"/> United Kingdom    <input type="checkbox"/> Prefer not to say</p> <p>Other (please write in):  <input type="text"/></p> <p><b>2. What is your ethnic group?</b></p> <p><input type="checkbox"/> Prefer not to say</p> <p><b>Asian or Asian British</b>  <input type="checkbox"/> Indian                      <input type="checkbox"/> Pakistani  <input type="checkbox"/> Bangladeshi               <input type="checkbox"/> Chinese  <input type="checkbox"/> Other Asian background (please write in)  <input type="text"/></p> <p><b>Black or Black British</b>  <input type="checkbox"/> African                      <input type="checkbox"/> Caribbean  <input type="checkbox"/> Other Black background (please write in)  <input type="text"/></p> <p><b>Mixed or multiple ethnic groups</b>  <input type="checkbox"/> White and Black Caribbean  <input type="checkbox"/> White and Black African  <input type="checkbox"/> White and Asian  <input type="checkbox"/> Other Mixed background (please write in)  <input type="text"/></p> <p><b>White</b>  <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/ British  <input type="checkbox"/> Gypsy or Irish Traveller  <input type="checkbox"/> Irish  <input type="checkbox"/> Other White background (please write in)  <input type="text"/></p> <p><b>Other ethnic groups</b>  <input type="checkbox"/> Arab  <input type="checkbox"/> Any other ethnic background (please write in)  <input type="text"/></p>	<p><b>3. Are you disabled?</b>  <input type="checkbox"/> Yes            <input type="checkbox"/> No            <input type="checkbox"/> Prefer not to say</p> <p><b>4. Do you have any long term conditions, impairments or illness? (please tick any that apply)</b></p> <p><input type="checkbox"/> <b>Physical or mobility impairment</b> (such as using a wheelchair to get around and / or difficulty using your arms)</p> <p><input type="checkbox"/> <b>Sensory impairment</b> (such as being blind / partially sighted or deaf / hard of hearing)</p> <p><input type="checkbox"/> <b>Mental health condition</b> (such as having depression or schizophrenia)</p> <p><input type="checkbox"/> <b>Learning, understanding, concentrating or memory</b> (such as Down's Syndrome, stroke or head injury)</p> <p><input type="checkbox"/> <b>Neuro diverse conditions</b> (such as autism, ADHD and/or dyslexia)</p> <p><input type="checkbox"/> <b>Long term condition</b> (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)</p> <p><input type="checkbox"/> <b>Other</b> (please write in)  <input type="text"/></p> <p><input type="checkbox"/> <b>Prefer not to say</b></p> <p><b>5. Are you a carer?</b>  (Do you provide unpaid care/support to someone who is older, disabled or has a long term condition)</p> <p><input type="checkbox"/> Yes            <input type="checkbox"/> No            <input type="checkbox"/> Prefer not to say</p> <p><b>6. Do you/or anyone you live with get any of these types of benefits? **</b></p> <div style="border: 1px solid black; padding: 5px;"> <p>Universal Credit, Housing Benefit, Income Support, Pension Credit – Guarantee Credit Element, Child Tax Credit, Incapacity Benefit/Employment Support Allowance, Free School Meals, Working Tax Credit, Council Tax Benefit</p> </div> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No    <input type="checkbox"/> Prefer not to say</p> <p>**We are asking this question to help us understand if being on a lower income affects experiences of services or health</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------