

## **Urgent care survey (November 2019)**

There were over 600 responses to the urgent care survey, which took place throughout November 2019. The results of the survey have been reviewed by colleagues who are responsible for planning and purchasing urgent care services, as well as staff who prepare and send out messages about services to the public in the Rochdale borough.

Whilst it's reassuring that the survey results seem to show that most respondents were aware of which service to use for a condition, they do reveal that a sizeable proportion think they need to go to an A&E outside the borough for;

- Broken leg (55.46%)
- Cut that won't stop bleeding (20.74%)
- Cut to the head (20.89%)
- Burn/scald (22.34%)

These conditions can be treated here in Rochdale at the urgent care centre. So we are using this feedback initially by working with the hospital trust to prepare a campaign to clarify the role of the urgent care centre at Rochdale Infirmary. This campaign will be launched later in 2020 and will consist of busting myths about the urgent care centre and signpost to further information via a variety of multi-media platforms across the borough.

The results of the survey can be found below.

# **A report on the results of the Urgent Care Survey November 2019.**

## **Introduction.**

The survey ran from 31<sup>st</sup> October to 19<sup>th</sup> November enable sufficient time for people to complete it. At the close of the survey 601 people had responded, though not all respondents answered every question. The survey was designed to test the awareness of patients and public about services available at the Urgent Care centre in Rochdale Infirmary.

## **Recommendations**

It is recommended that the results of the survey be noted but with the health warnings described below.

A further piece of work should be considered to try to examine the views of those communities not represented by this survey, who may, due to lack of awareness, inappropriately use services such as the Urgent Care centre and A & E.

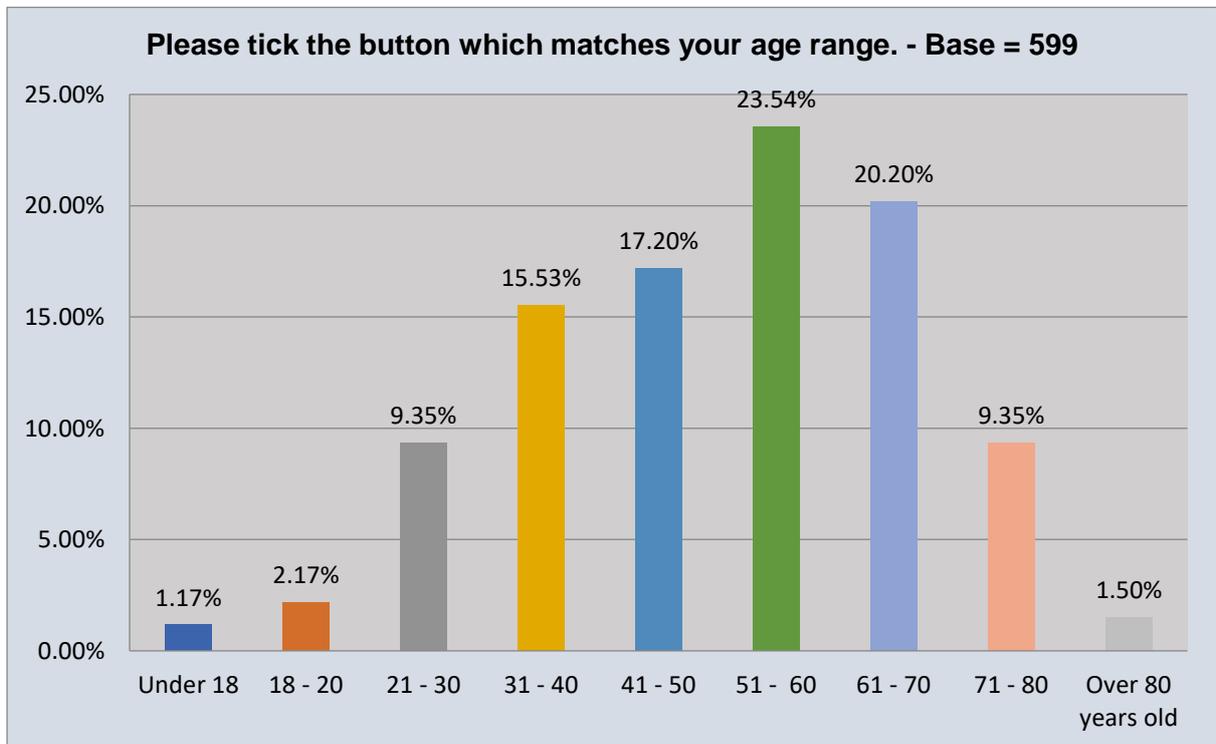
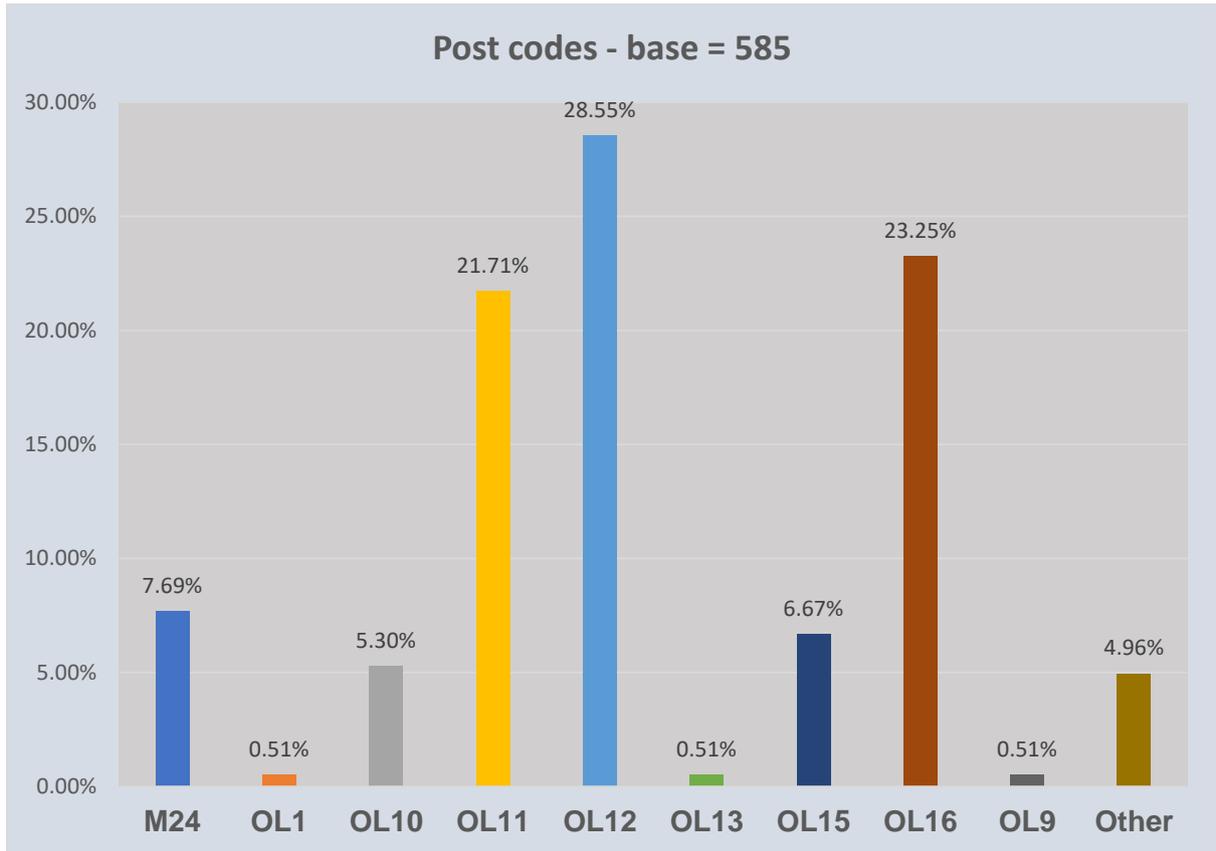
## **Demographics.**

Demographic data was collected in order to examine any relationship between particular groups and the way they responded. The data also give an indication about how representative respondents are of the wider community.

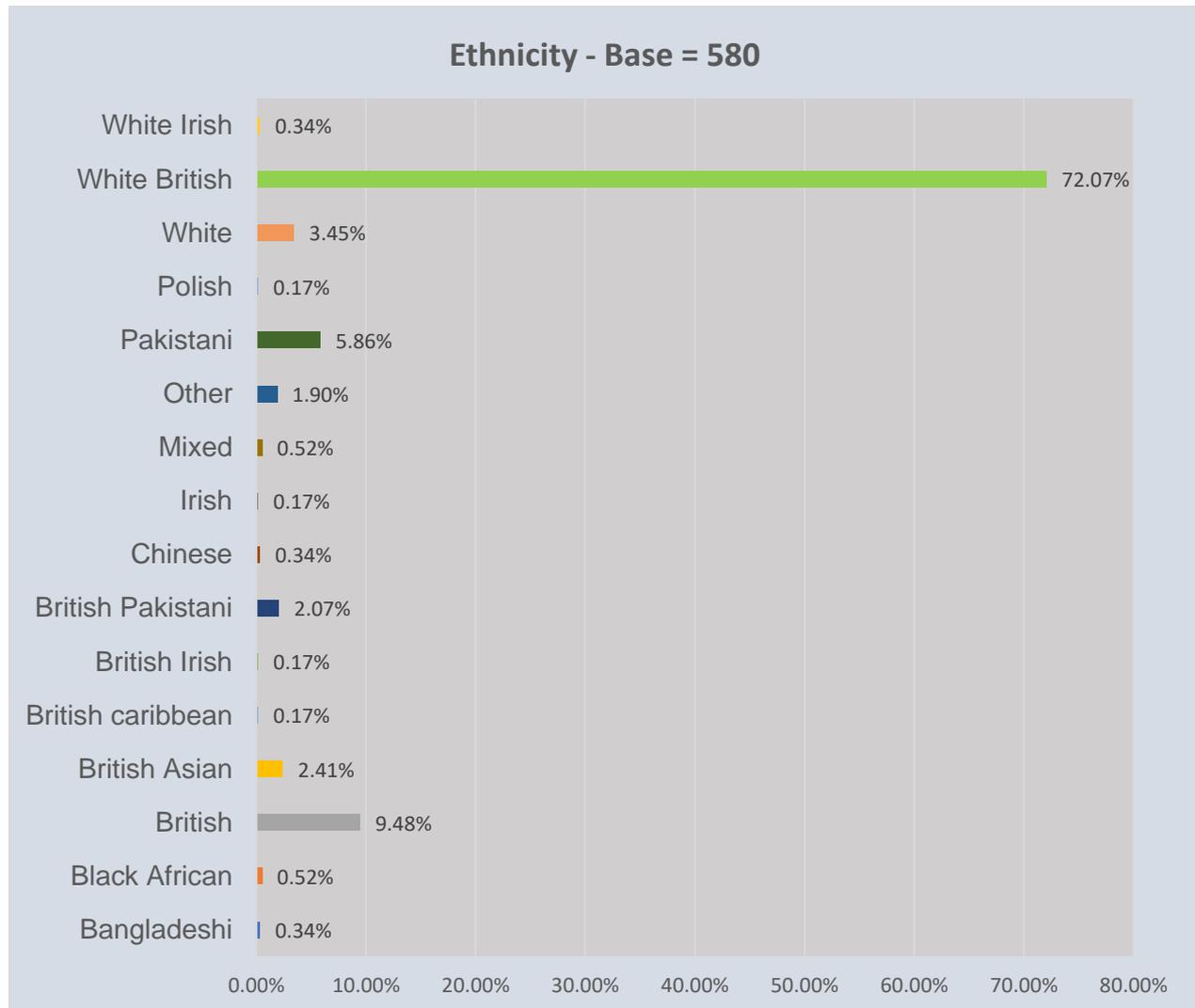
Respondents were asked to provide the first part of their postcode. The majority of respondents came from OL post code area. OL12 was the most prevalent with 28.6% of respondents giving that as their postcode OL16 (23.3%) and OL11 (21.8%). The chart below shows the full breakdown of the result.

Respondents were asked to provide an indication of age within 10-year bands. Age 51 to 60 was most prevalent with 23.5% of responses, followed by 61 to 70 20.2% and 41 to 50 with 17.2%. Just over 76% of respondents sat within the 31 to 70 age range.

The chart below once more shows the full range.



Respondents were asked to state the ethnic background that they identified with. 71.2% stated they considered themselves to be White British and 9.5% British. The highest figure for any BAME respondents was Pakistani (5.9%) and British Asian (2.4%). The full range is show below.



The chart shows the ethnic background of respondents is skewed in favour of White British or British respondents, with very few respondents identifying with BAME origins particularly from new and emerging communities.

Respondents were asked to state their gender; 74.9% stated they were female and 23.8% male, (Base = 597). This means that just short of three quarters of responses were from women which could skew the results.

Respondents were asked to state the sexuality they identified with; 93% of respondents were heterosexual, with only 3% representing the LGBT community (Base = 592).

27% of respondents said they had a long term physical health condition and 4.9% a mental health condition. 11.6% of respondents considered themselves disabled, (Base = 598)

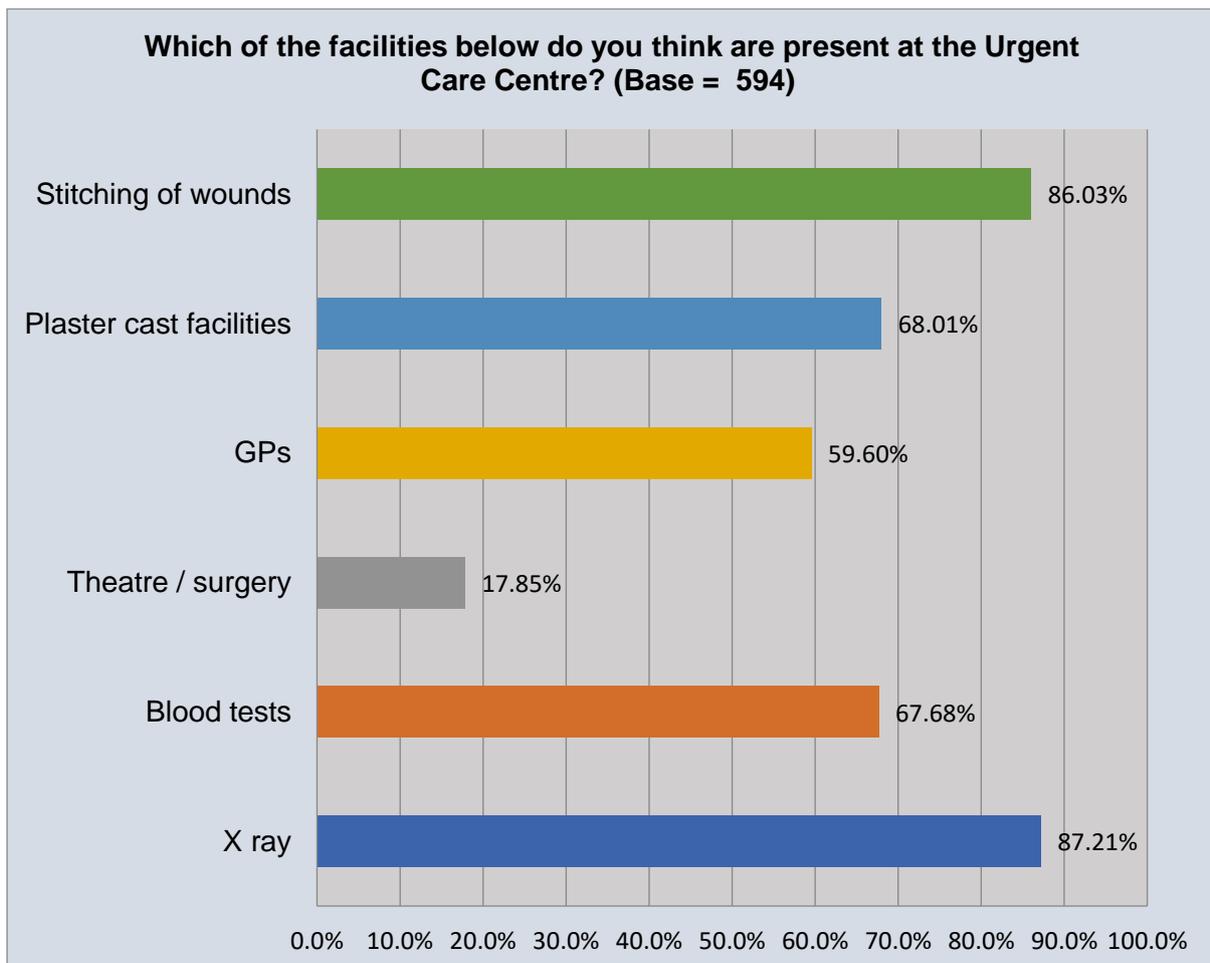
### The Urgent Care Centre.

Respondents were asked; “Do you know there is an Urgent Care Centre at Rochdale Infirmary that can treat a range of illnesses and injuries such as breaks and sprains, wounds that won't stop bleeding and head injuries?”, 86.6% of respondents said they did (Base = 599).

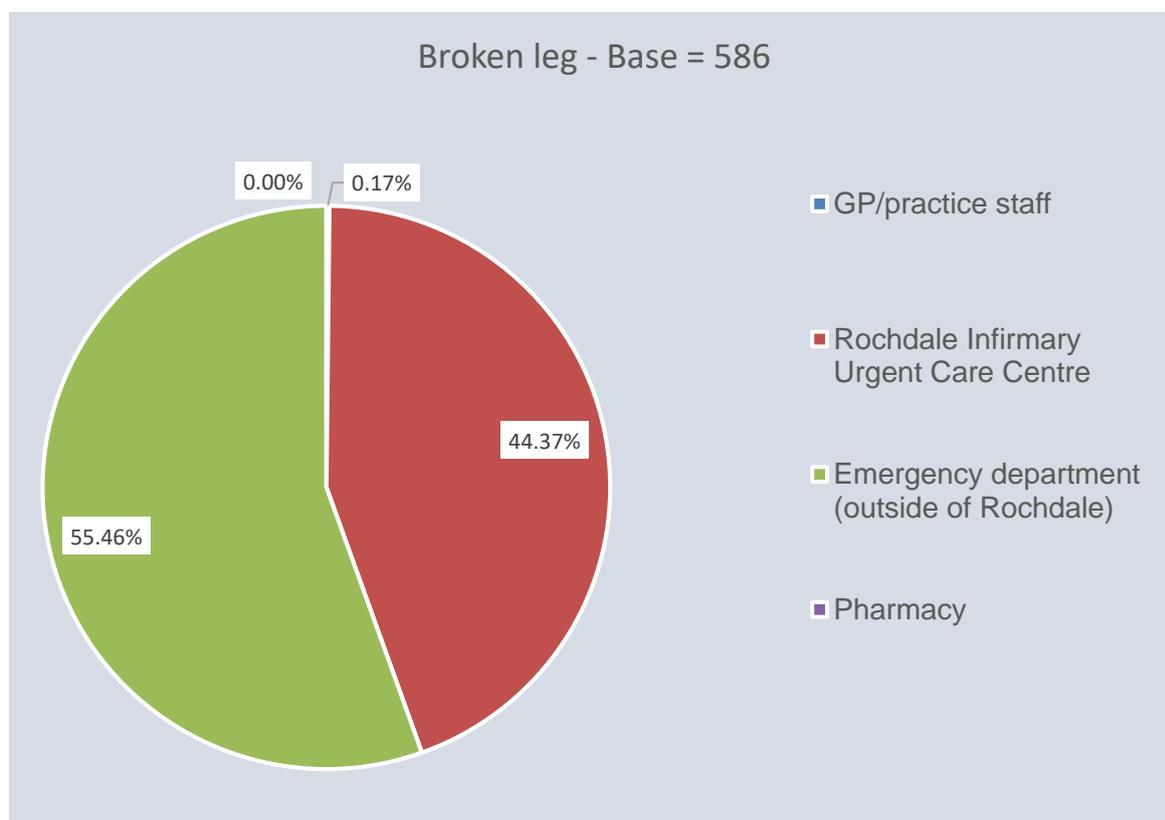
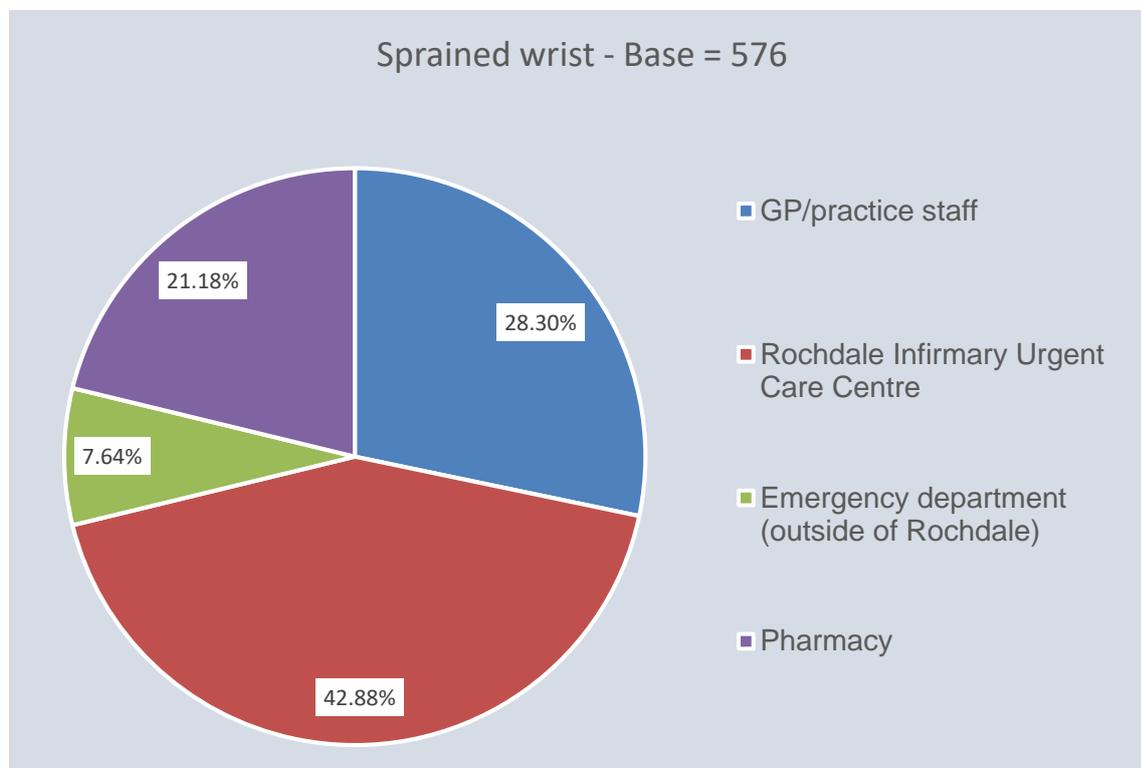
Respondents were asked; “When you have been unwell and needed urgent care, have you ever used the Urgent Care Centre at Rochdale Infirmary?”, 71% said they had used the Urgent Care Centre (Base = 597).

Respondents were asked to choose from a list of services that they felt were available at the Urgent Care Centre. “X Ray” services were the most popular choice with 87.2% saying they felt they were available at the Urgent Care Centre, this was followed by “the stitching of wounds” with 86%.

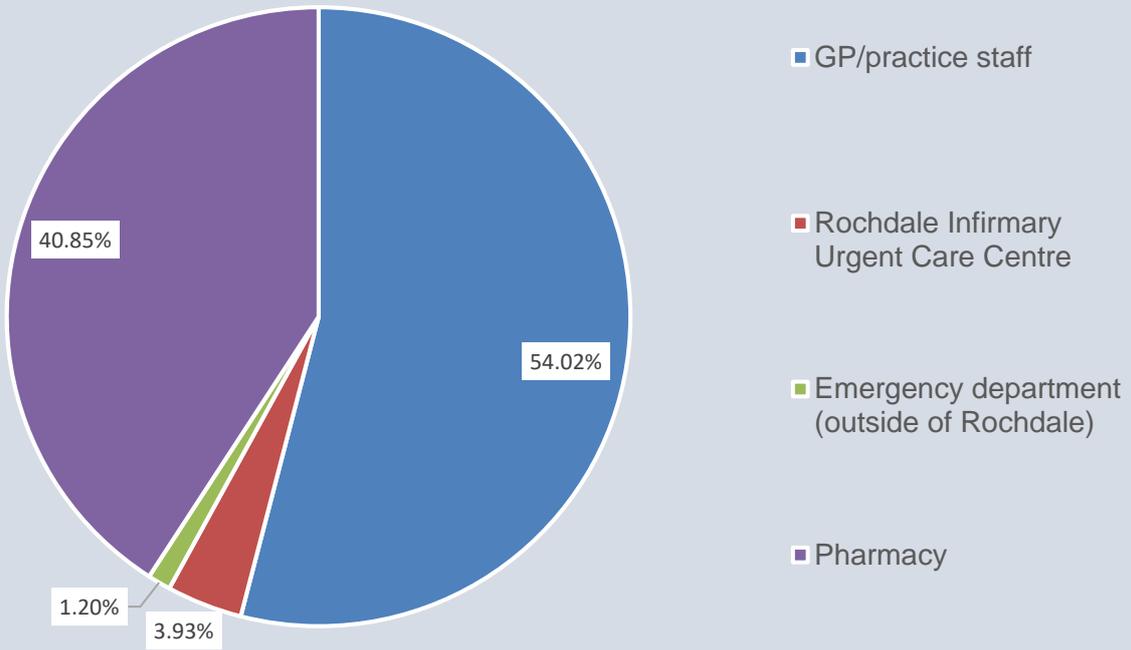
The chart below shows the full results.



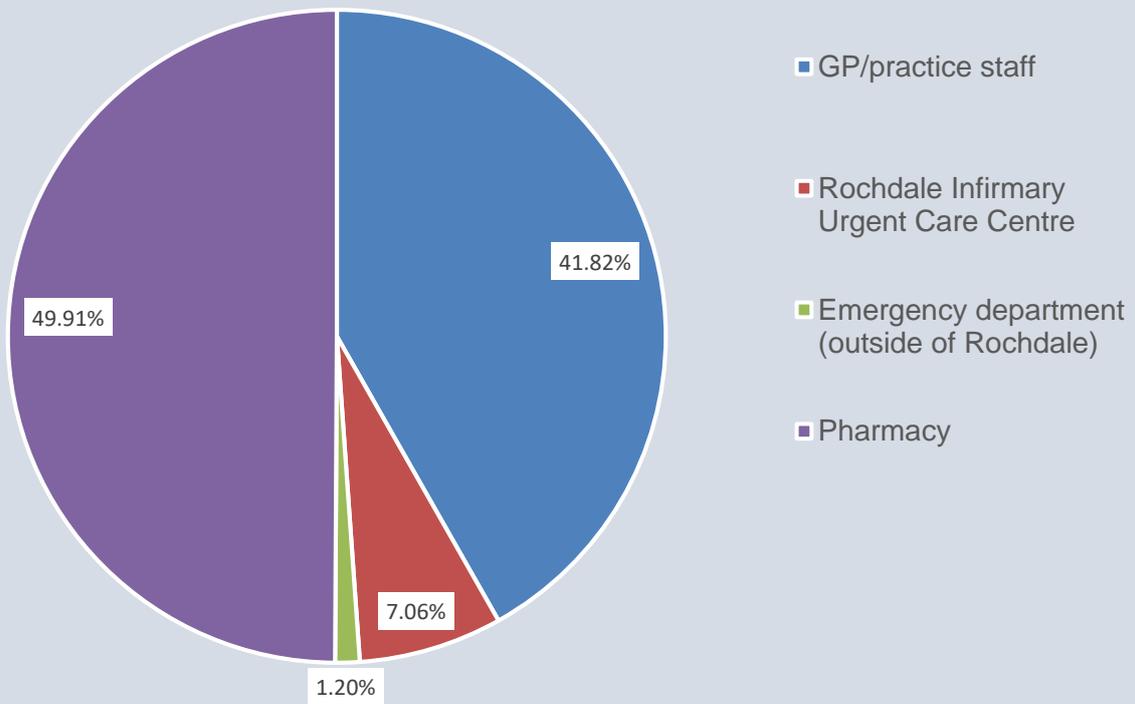
Finally respondents were asked; "If you were experiencing any of the following conditions, where would you go to?". The following charts show the responses for each condition listed.

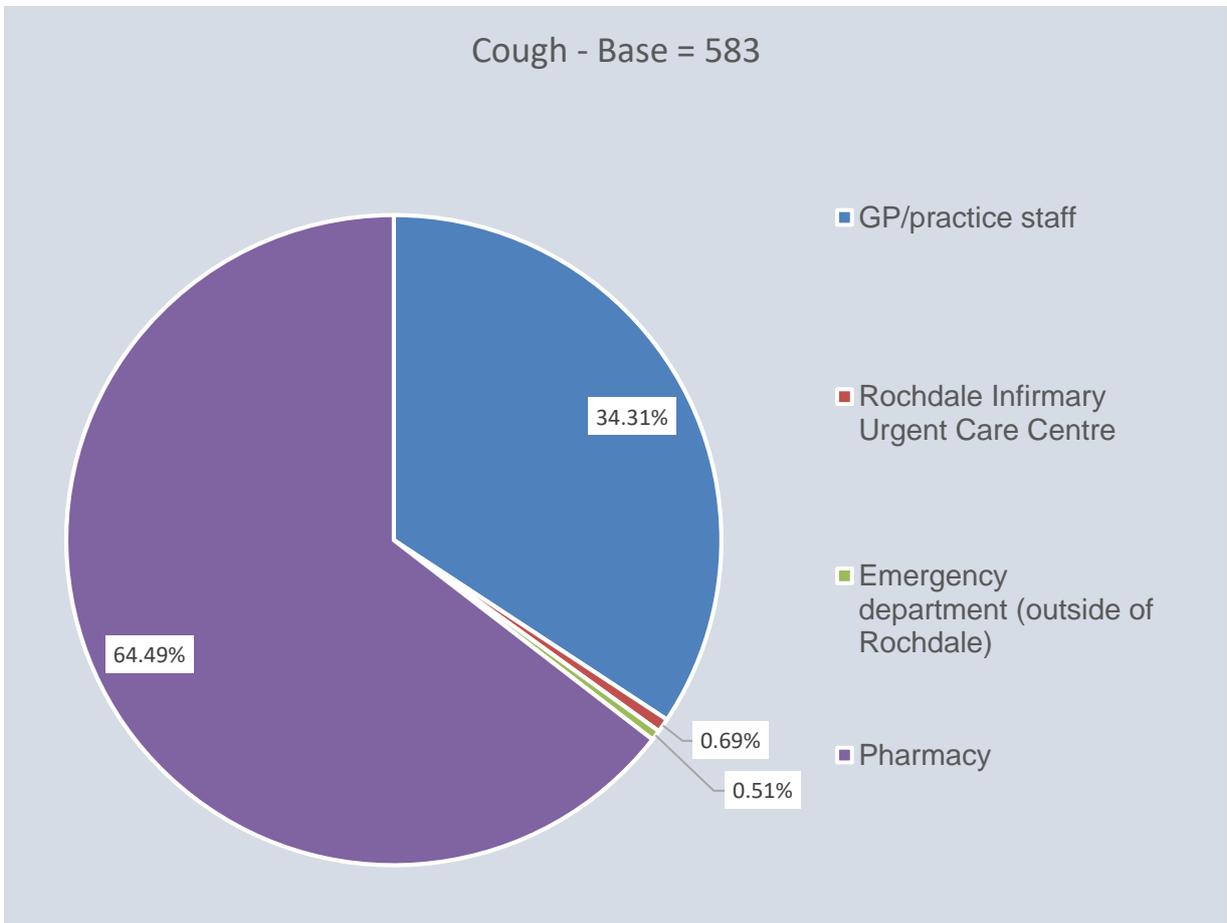
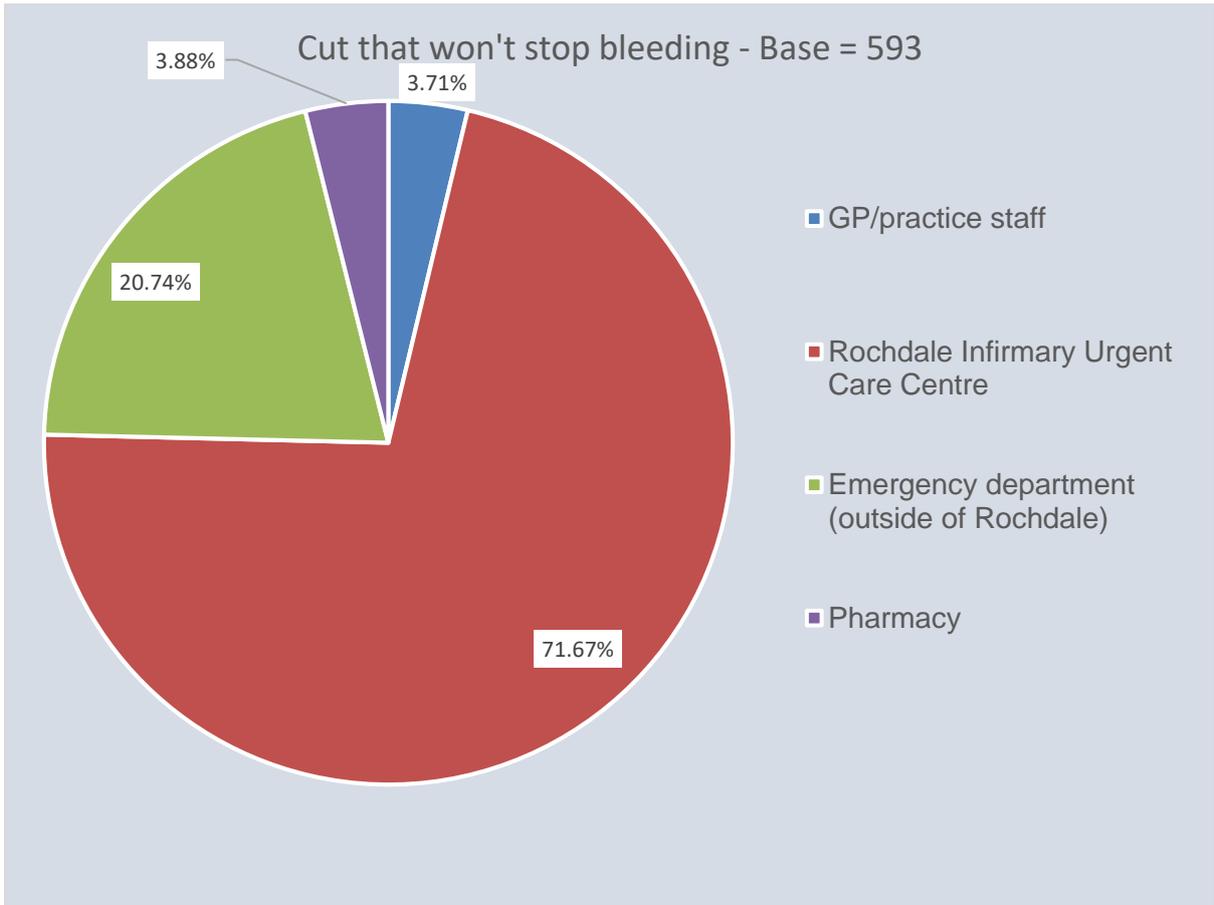


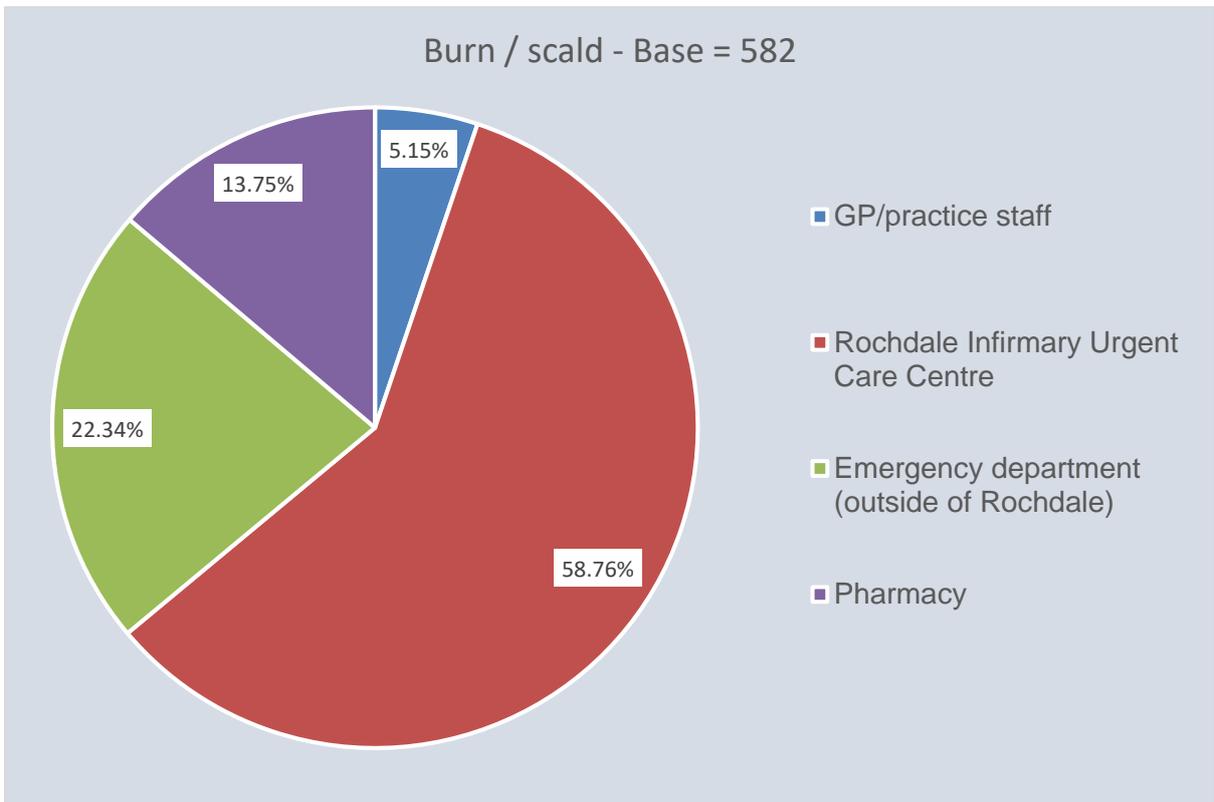
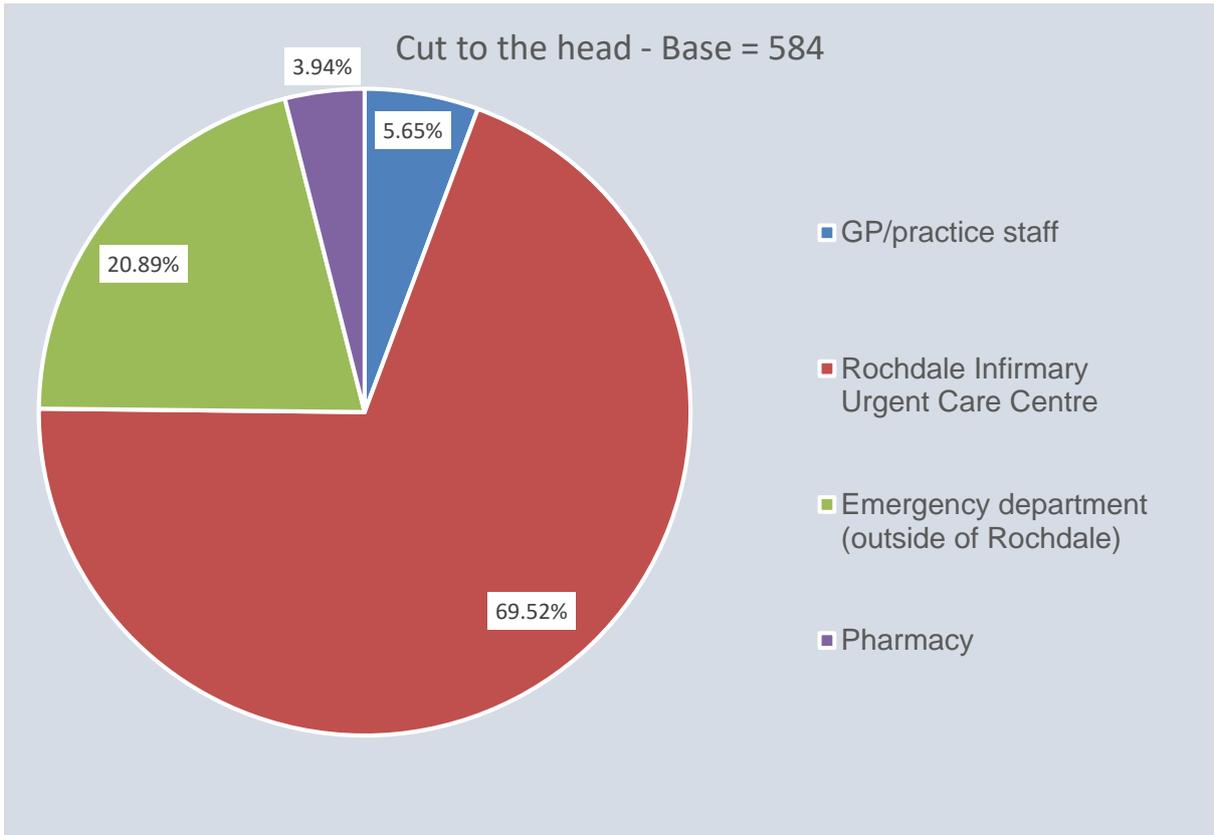
Earache - Base = 585



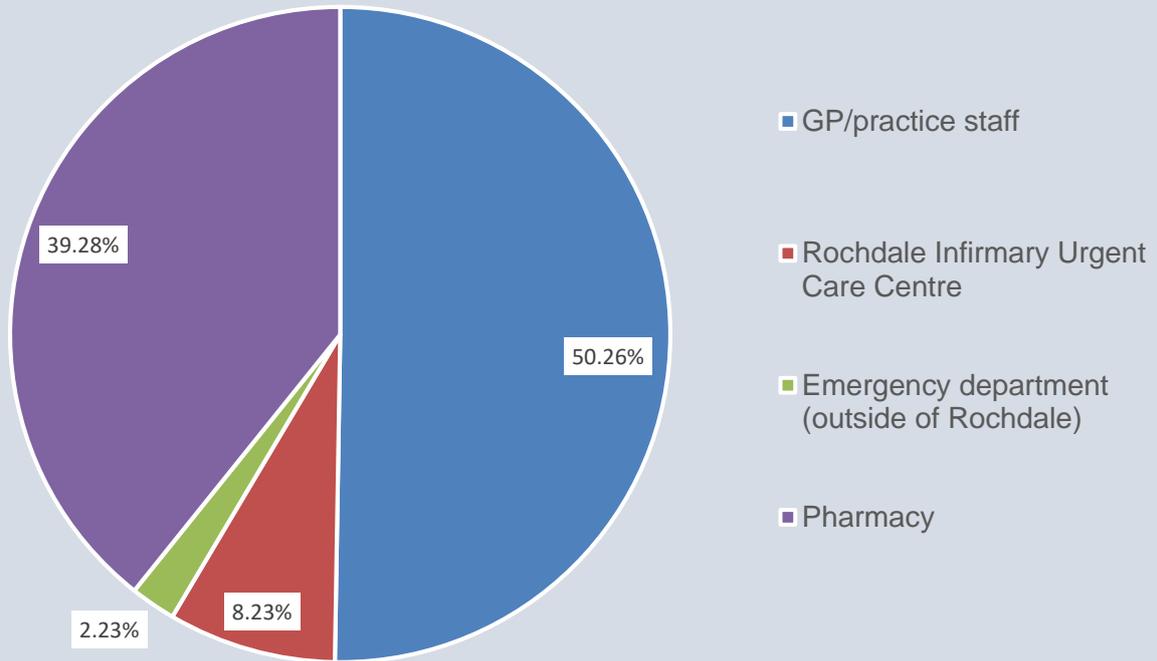
Sore eye - Base = 581



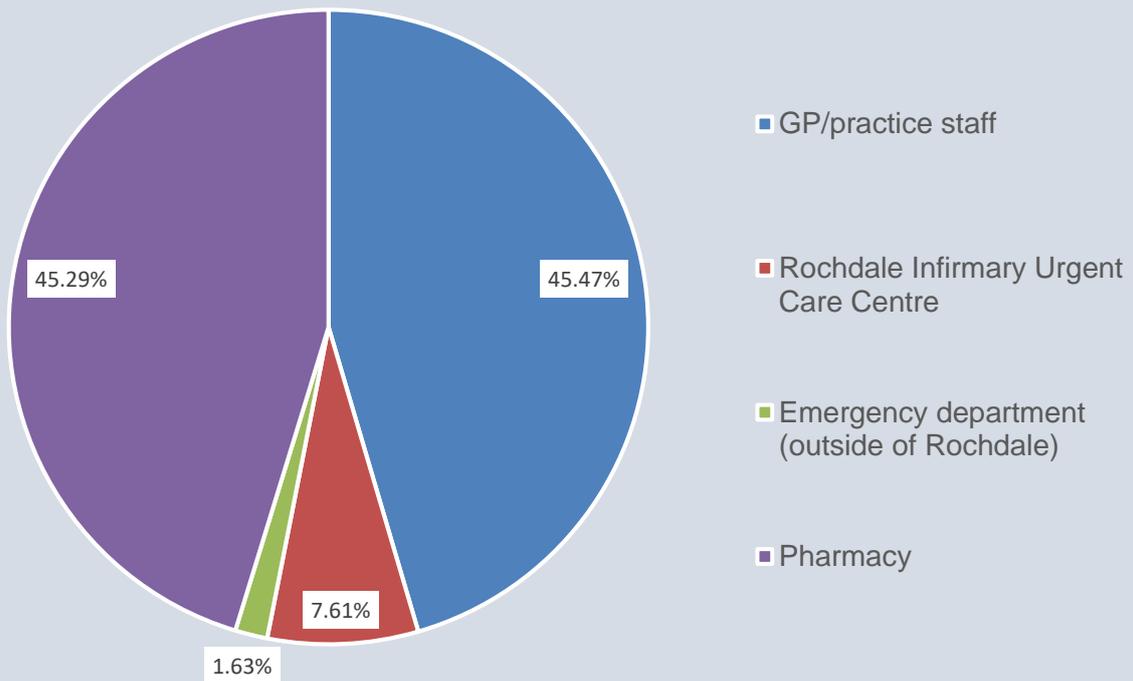




A fever / temperature - Base = 583



Vomiting and / or diarrhea - 552



The charts above would seem to show that most respondents were aware of which service to use for a condition. However, the demographic of respondents must be taken into consideration; most respondents were from a White British or British background with only one Eastern European respondent and no respondents from new and emerging communities. The survey therefore does not show what choices these communities would make and there is anecdotal evidence that it is these communities who may use A & E because they are not aware of the services on offer.

There were 63 comments regarding this question. The key comments could be grouped together as:

- Respondents who would not go anywhere but would stay at home rather than use one of the services
- Those who said they would self-care where appropriate
- For a sore eye, some respondents said they would consult an optician
- The service visited would depend on the severity of the condition

The full list of comments is included at Appendix 1.

## **Conclusions**

Most of those who responded were aware of the Urgent Care Centre and appeared to understand which service to use in a given circumstance. However, the ethnic background of respondents is skewed in favour of White British or British respondents, with very few identifying with BAME origins particularly from new and emerging communities. This should be considered when considering the results.

Almost 74.9% three quarters of responses were from women which could skew the results.

86.6% of respondents said they were aware of the Urgent care Centre

“X Ray” services were the most popular choice with 87.2% saying they felt they were available at the Urgent Care Centre, this was followed by “the stitching of wounds” with 86%.

**Appendix 1. If you were experiencing any of the following conditions, where would you go to?**

nowhere

Rather than wasting the time in Rochdale Infirmary I will prefer to Go Thr Royal Oldham or North Manchester, or Bury. GP also not providing the good services most of the GP in the borrow instead the seeing the patient all do block for Admin so they have excuse not to see the patient.

Sore Eye optician

None stay at home

Leave it 2 days before going urgent care centre

Sore eye to optometrist , D&V manage myself

Stroke

Wouldn't go anywhere in case of spread of infection

Cannot specify others because it all depends on week day and gravity of the condition.

Self medicate

A lot of the answers above would depend on how deep the head wound was etc

Would not go anywhere . Would phone for advice.

None

Would stay home unless severe

For most of these I would self treat, with the exception of broken limb.

burns if over 1% hospital urgent care or if very sever A&E

Call gp for advice if severe

Bathroom

Depends on severity of illness

This all depends if these happen in Rochdale, if not would use emergency departments elsewhere

none of the above as you can never get an appointment

for the questions unanswered I wouldn't go anywhere I would self-care but you haven't given this as an option, so basically you are allowing people to always rely on a service rather than thinking they could manage it themselves!!

Sprains and D&V I would self-manage

for eyes dependant on information we may use the MECS

Most of these things I wouldn't go anywhere for , just treat at home . Hello

The answers i have not ticked i would not go anywhere. Being a trained nurse i would treat at home. For a sore eye i would probably see optician. Burn or scald it would depend on severity. Same applies to temperature and how long i had a temperature for. Would not seek attention for vomiting and diarrhea until after 24-36 hours.

Speak to Bardoc as I wouldn't want to pass on the vomiting and diarrhea

None. Stay at home keeps hydrated and away from other people

None

Burns/scalds etc would depend on severity

Stay at home

None of appropriate

All answers depend on severity of each complaint

For a lot of things treat myself at home

Extreme A&E

Stay at home

I would stay at home

A lot of these depend on severity of the problem!

Optition

None of the above

Water infection high temperature

111

Home treatment

TreT at home

many of the above I would treat myself

Would wait 48 hours before going anywhere

chest pains suspected heart problem Rochdale Infirmary

for some of the above i wouldnt seek professional advise. Also as i live with long term conditions, if required i would contact my specalist doctors

Stay in bed

Wouldnt go unless worried it had been going on to long

Arthritis at Rochdale infirmary plus Birchill for mental illness

Stay at home/ call for advice

I would treat several of these at home but selected pharmacy because no option for home.

Options don't allow me to answer Walk in Centre, Opticians for eye conditions, self care at home for cough/earache

A lot of these can be treated with self care rather than anything else.

TIA. Fairfield

For all I've answered Pharmacy, I wouldn't seek medical attention, I would take care myself.

Appart from a broken leg I wouldn't go anywhere.

Minor eye scheme in HMR for the eye question depending on the issue

None

The answers depend on the circumstances