

Urgent Care Engagement with Service Users

Three phases of engagement to support the review process:

- Phase 1: Review of all known local engagement relating to urgent care in the last three years - completed
- **Phase 2: ‘What is important to you when you need to access urgent care?’**
- Phase 3: Possible formal engagement/ consultation (options for development of urgent care)

Phase 1 - Findings

Easy to access /
integrated services
– think about
public transport

111 needs to
improve.

Technology is good but
still a desire for face to
face interactions

Confusion around
words, eg 'urgent'.

Understanding options
for emergency and
urgent care – who
should use them and
for what?

CCG
consultations/
engagement
Eg PC consultation, HAC,
Rock FIM UC survey

NHS
choices
reviews

Health-
watch
reports

Pennine Lancashire
Transformation
Engagement
Eg SDEs, engagement
events

Recognition that
funding is an
issue

Concern – loss of
services
Eg A&E Burnley

Strong support for
services closer to
home

GP access –
perception of access

Phase 2

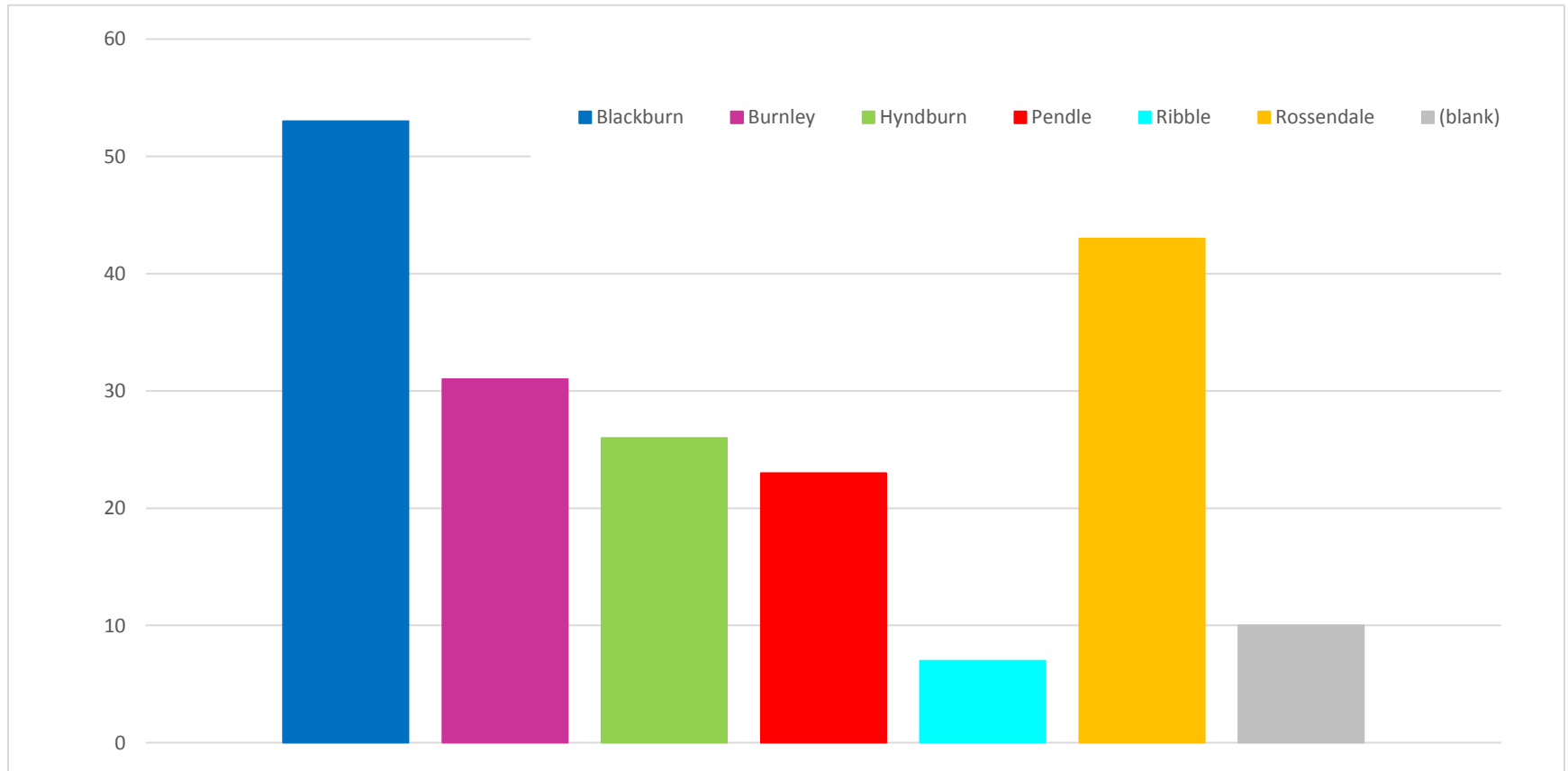
“What is important to you?”

Starting in October 2018; the Unscheduled Care Team and Communications Team visited urgent care facilities in Pennine Lancashire to ask:

1. Do people speak to a health professional or seek advice before accessing an urgent care facility?
2. How are people travelling to access urgent care and does this differ from their normal day to day travel?
3. What factors are important to people when accessing urgent care services?

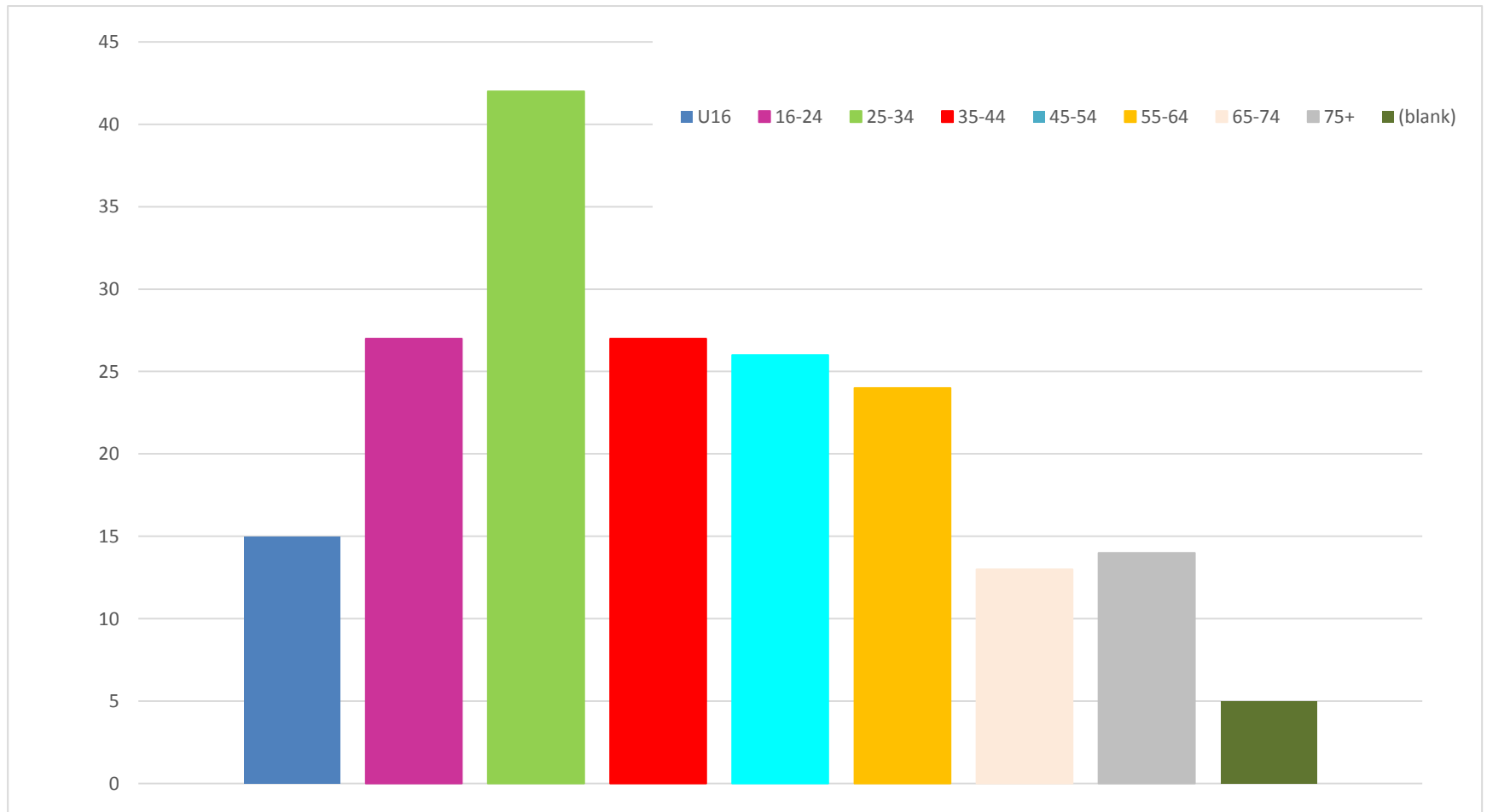
Engaged with 193 people (October – November 2018)

Q: Where do you live?

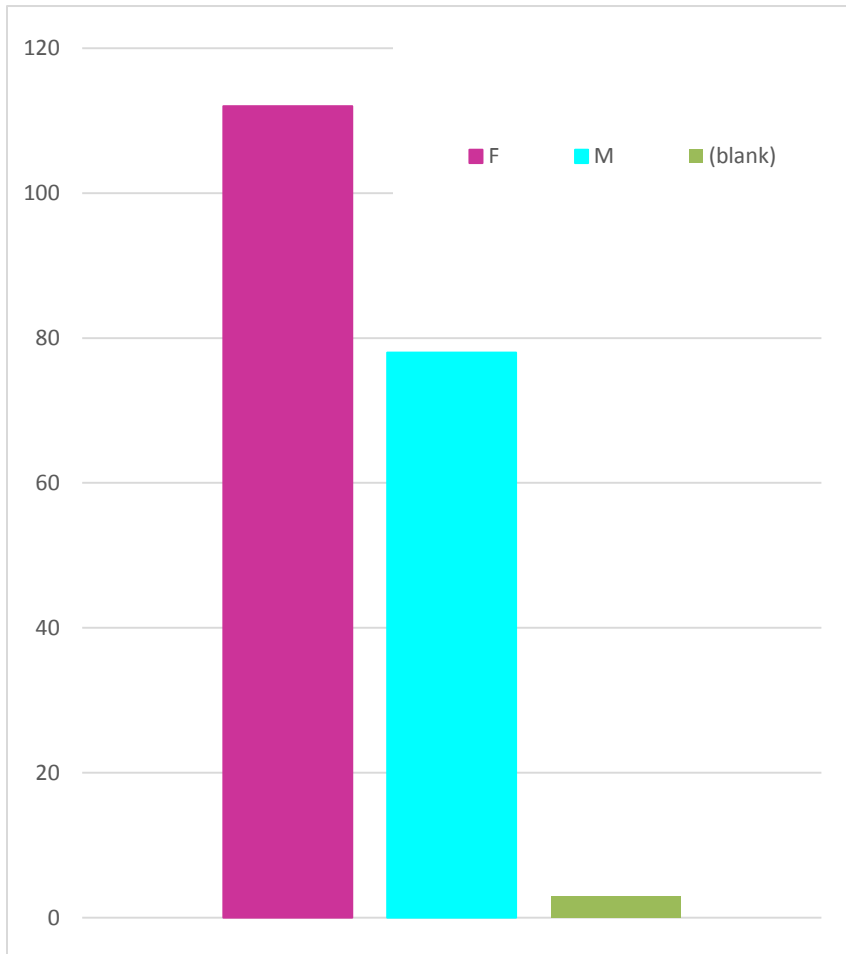


Engaged with 193 people (October – November 2018)

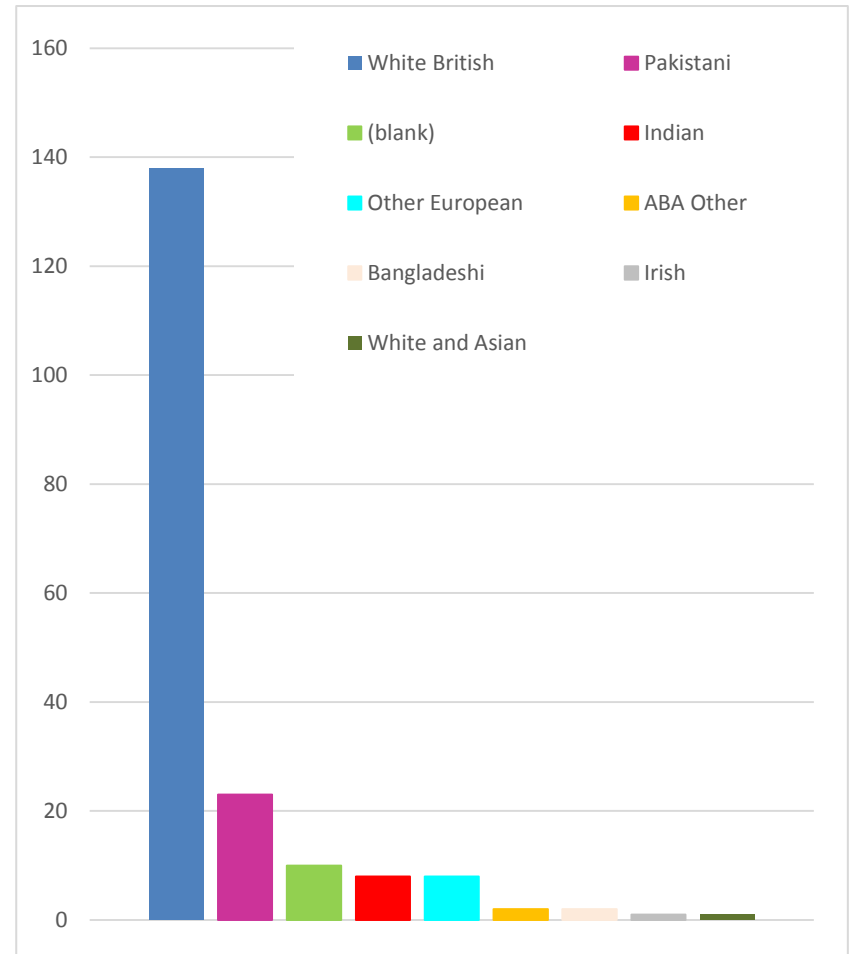
Q: How old are you?



Engaged with 193 people (October – November 2018)

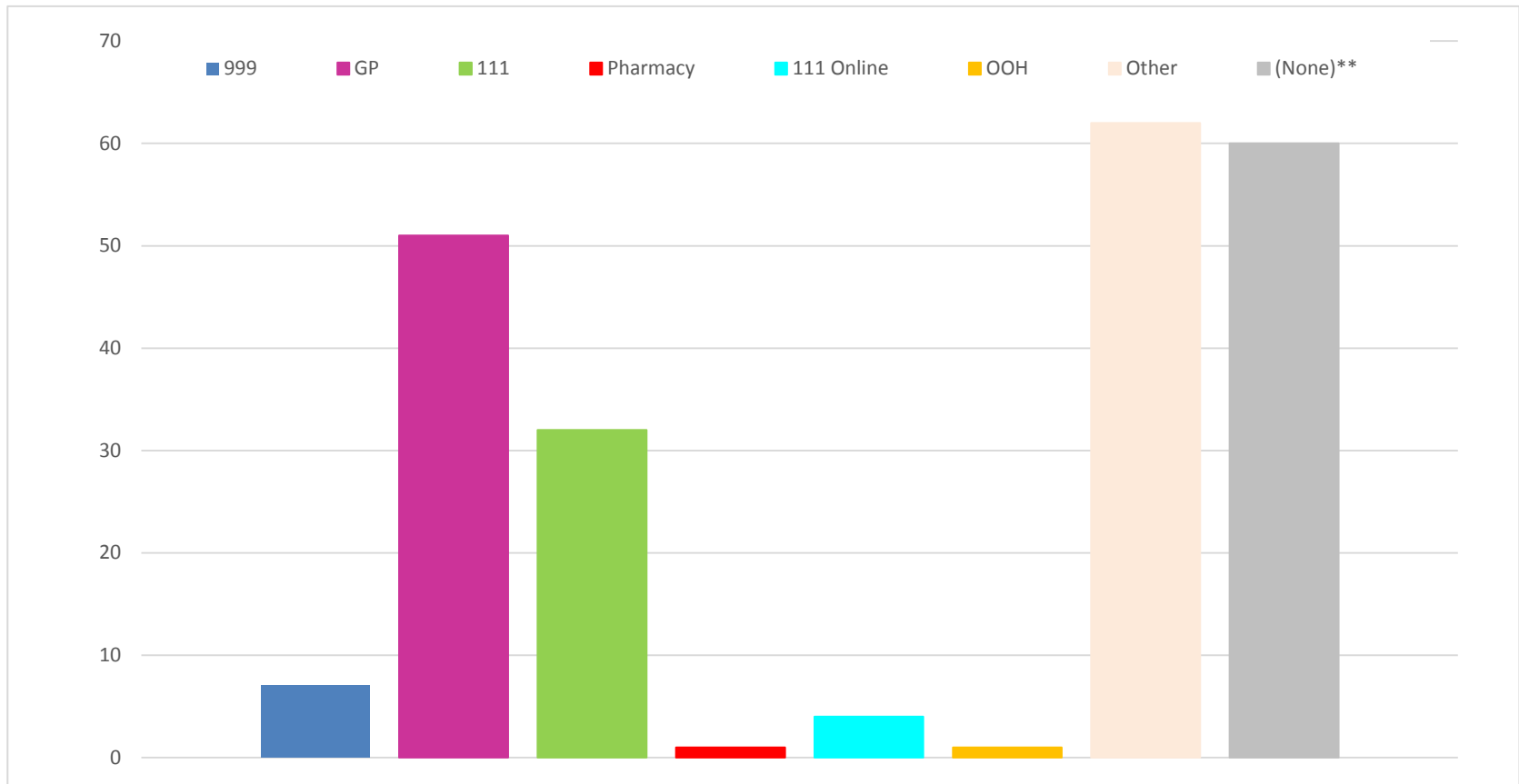


Gender



Ethnicity

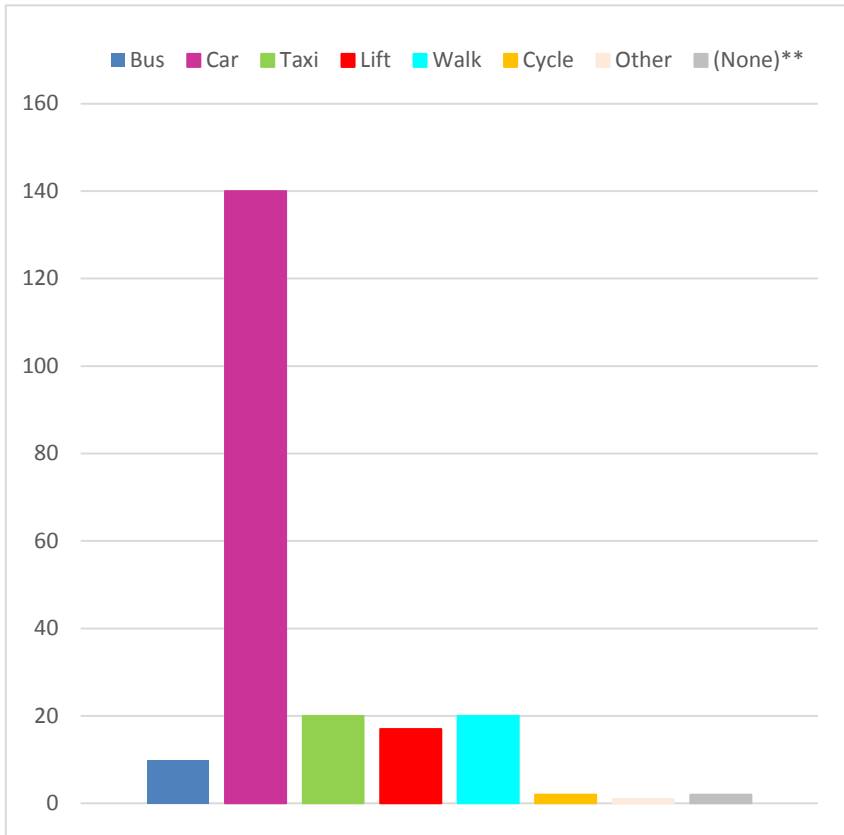
Q1. Did you speak to anyone before you came here today?



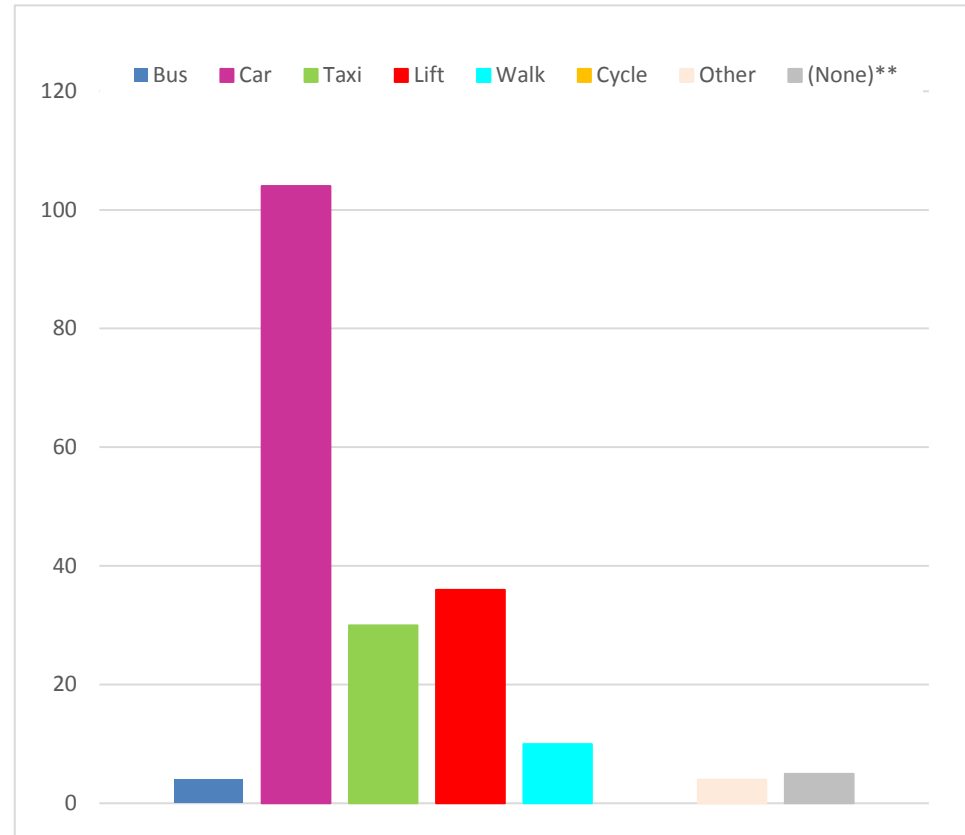
'Other' category included signposting by various health professionals as well as workplaces, family and friends

Q2. How do you travel....?

Normal – day to day



Today – urgent care need



Top Themes

1. Convenience/
Location

2. Waiting
Times

3. Getting help
& advice -
quick

“What was most important to you when deciding where to go today?”

Other Themes

Environment

Conscious of
resources

Right place
for my needs

A professional
signposted me
here

Couldn't get
a GP appt

Wanted
Diagnosis and
Treatment

“I want to be seen quickly – see what the problem is..”

Male, 16-24yrs, Burnley, BUCC

“Excellent facility to use – essential to the valley”

Male, 25-34yrs, Rawtenstall, Rossendale MIU

“I tried 111 first but not very helpful. The 111 online outcome was ‘see a GP in the next 6 hours’ but I’m not registered with a GP and I wasn’t referred to see one”

Female, 45-54yrs, Blackburn, RBH UCC

“Distance is important to me”

Female, 16-24yrs, Accrington, AVH MIU

“I looked at waiting times online – I would go wherever has the shortest wait time, even if that meant travelling further”

Male, 25-34yrs, Colne, BUCC

“This is the only place I know where to go”

Female, 45-54yrs, Darwen, RBH UCC

“Rang 111 for advice – didn’t think it was urgent enough for hospital

Male, Over 75, Blackburn, OOH

“It is convenient to ring 111 for advice”

Female, 25-34yrs, Blackburn, OOH

“I couldn’t get a GP appt – this was the next best place to come”

Female, 25-34yrs, Barnoldswick, BCC

“Better equipped than elsewhere ie Burnley, been there before”

Female, 65-74yrs, Bacup RBH UCC

“I came to Burnley because it is supposed to be quicker – 111 advised that Burnley had availability”

Female, 25-34yrs, BUCC