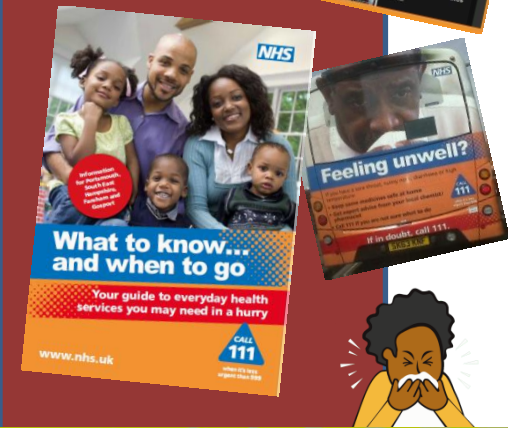




Urgent care: what people locally are telling us

Report into urgent care engagement activity 2014-2015



Meet Ed – does he really need to go to ED?

Ed isn't sure which service he needs and he's looking for some advice – 111 is the number for him

April 2015

Background to this report

Over the past 15 months the CCGs' communications and engagement team have been seeking the views and opinions of local people about urgent care services. This helps to ensure that we can shape messages appropriately for local audiences but it also enables us to better understand what makes people choose the options they do when they need help in a hurry.

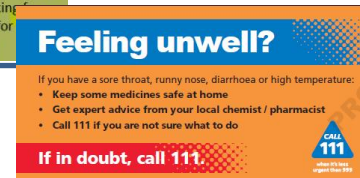
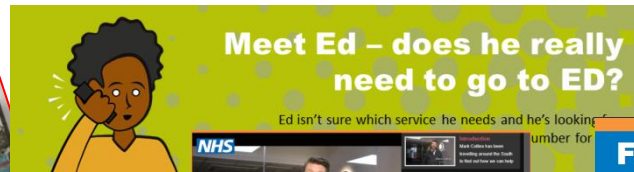
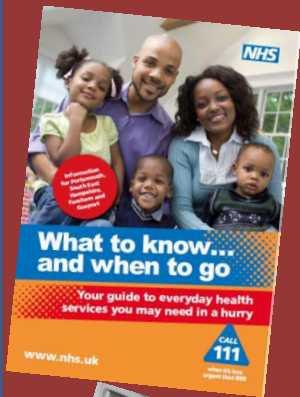
The more we understand this, the better the solutions we can offer in seeking to take the pressure off those urgent care services most under pressure, especially the Emergency Department (ED/A&E) at Queen Alexandra Hospital.

Much work has been undertaken in this area to promote alternatives to the ED in recent years, and it is not necessarily the case that local pressures are caused by high levels of people presenting at ED when they could have gone elsewhere. But there are many that do, which is why we regularly undertake awareness campaigns to help people understand what options are available to them.

Campaign and engagement activity

Campaign activity over this period has included:

- Major insight campaigns working with The News (Jan 2014 'Under Pressure' campaign) and Wave 105fm (Jan 2015)
- Traditional poster based campaign – bus, billboard, ferry hoardings etc (Jan 2014)
- Development of an Urgent Care Guide given out free with The News (Easter 2014 and 2015) and made available online (close to 10k downloads)
- Developing 'Urgent Care Pompey' – a Facebook page that supports all our campaign activity (200 likes)
- Developing five short animated videos 'Ed and the ED' to broaden our activity into digital and social media, viewed to date over 30k times through our Facebook and YouTube pages and with support from Wave 105
- A series of surveys run through The News, Wave 105 and our own websites, the findings of which are captured here.



What this report covers

This report pulls together the feedback we have received, service by service, from undertaking three significant pieces of survey work focused on urgent care services and conducted with residents of Portsmouth, Fareham, Gosport and South Eastern Hampshire over the past 15 months.

Each survey was slightly different but each has been intended to help us build a picture of behaviour, experience, perception and expectation in those who have, or may, use urgent care services. The surveys covered in the following pages are:

Under Pressure survey: conducted with The News in January 2014 following our week long campaign with them seeking to raise awareness of local services

Our own CCG urgent care survey: conducted during the summer of 2014

Wave 105 survey: conducted in February 2015 following a month long campaign that featured radio and video promotions featuring local providers of urgent care and their staff.

The three
surveys

Background information

Rationale, responses and headlines

Under Pressure Campaign with The News: **January 2014**

Survey

1

What was it about

- week-long campaign promoting alternatives to Emergency Department
- led by CCGs, supported by all local NHS providers
- aim to help relieve pressure on ED/A&E
- to promote alternatives available and highlight how people can access them
- to seek people's views, through a survey, on what they felt about the services they had used.

Focus for survey

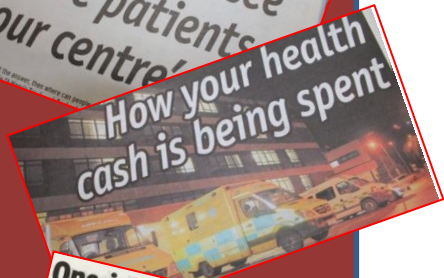
- 414 people took part; 60% aged between 18 and 64, and 36% aged between 65 and 84
- Over half (57%) had a long term health condition

We asked:

- what services people had used
- how they rated them
- specific questions eg access
- for suggestions or comments

In headline terms...

- Patients value minor injuries services highly.
- ED and NHS 111 also scored well.
- Most respondents were also satisfied by the service they received from their GP surgery when wanting a same day appointment.
- Four in five wanted more morning/evening appointments available at their GP surgery and roughly half would support the notion of 'virtual' appointments



CCGs' joint urgent care survey: July 2014

Survey

2

What was it about

- week-long campaign promoting alternatives to Emergency Department
- led by CCGs, supported by all local NHS providers
- aim to help relieve pressure on ED/A&E
- to promote alternatives available and highlight how people can access them
- to seek people's views, through a survey, on what they felt about the services they had used.

Focus for survey

- 808 people took part; 60% aged between 18 and 64, and 36% aged between 65 and 84
- 297 from Portsmouth, 511 from FGSEHCCGs

We asked:

- what services people were aware of
- what choices they made and why
- how easy they found the system to navigate

In headline terms...

- GPs the default choice for illness.
- Walk-in centres the default option for injuries.
- Awareness of NHS111 still low.
- 50% would prefer a simpler urgent care system, even if choice was reduced, but...
- most people feel the current range of urgent care services is "about right".



What to know... and when to go

Your guide to everyday health services you may need in a hurry

CALL
111

When it's less urgent than 999



Meet Ed - does he really need to go to ED?

Ed isn't sure which service he needs and he's looking for some advice - 111 is the number for him

Survey

3

Survey with Wave 105FM: February 2015

What was it about

- Month-long campaign promoting alternatives to Emergency Department with input from staff who provide services in this area.
- Led by CCGs, supported by all local NHS providers and running across this area and into Hampshire/Dorset
- Aim to help people understand urgent care options available to them and highlight how people can access them
- To seek people's views, through a survey, on what they felt about the services they had used, what they knew about them and what their expectations/preferences were.

Focus for survey

- 2637 people took part; 68% aged between 26 and 55 ('family decision makers'), and one third aged 46-55
- Survey was conducted across the Wave area which covers Hampshire, Southampton, Portsmouth and Dorset – 450 from Portsmouth/SEH system.

We asked:

- what services people had heard of and used
- what choices they made and why
- people's views on urgent care services generally



Key messages
for us to
consider

The headlines

Common and recurring themes across
the three surveys

Headline summary: recurring themes/ key messages about services derived from the three surveys

About GP urgent care

One third of people don't know about same day GP appointments

Most people would seek their GP first if they were ill, then a pharmacist – for injury MIU was top choice

People are very keen for more access to GPs, a broader range of appointment times and more flexible ways to book

People don't think it's easy to get an appointment with a GP (so head for A&E instead)

95% would consider using GP same day appointment service (now they know about it)

About NHS111

Only half of those responding had tried either a same day GP appointment or NHS111 when they had a health problem

One in four think NHS111 will just redirect callers to A&E

Over 80% would consider using NHS111 in future – those that wouldn't say they have heard bad things or want clinical call handlers

About Minor Injuries

One in four in Portsmouth still don't know about St Mary's/MIU (1 in 8 in FG, 1 in 50 SE H)

Over 90% across area would consider using MIU in future

Over 60% of those choosing an MIU for treatment do so because they think it is the right choice

About Pharmacy

Two thirds had used as a source of treatment and advice

Only around one third would consider using instead of a GP if they had a minor illness

Confidence in the advice given is still a significant factor in people not using pharmacy as an urgent care option

**Headline
summary:
recurring
opinions –
'how we
can solve
the
problem...'
derived
from the
three
surveys**

Making it easier to see a GP is the top reason given to solve urgent care pressures

People say a simpler urgent care system is the most important consideration – then distance to travel, then quality

Not knowing the alternatives is still a key reason given for why people attend A&E when they could go elsewhere

People want individuals to take more responsibility themselves for minor injuries or health problems rather than rely on the NHS for support

Charging people for inappropriate A&E attendance or turning people away – both are highly supported by local people

There is still an appetite for more flexible appointment times and appointment booking systems with GP surgeries

Providing more choices or investing more is not seen as the answer – but personal responsibility, more information and a simpler system are

Perceptions
around
URGENT CARE

What people think generally about urgent care

Views on the urgent care situation
currently, knowledge about available
choices and what influences choices
made...

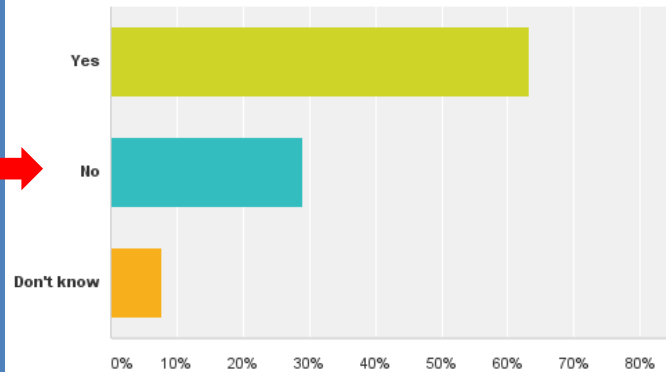
CCGs' joint urgent care survey: July 2014

Knowledge of urgent care

- Vast majority (63%) say they find it easy to choose the right service

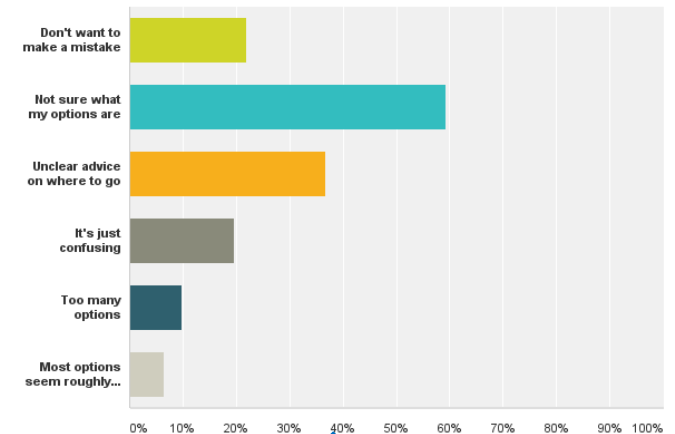
Q3 There are many NHS services for minor illness or injury - do you find it easy to know which is the right NHS service to choose?

Answered: 793 Skipped: 15



Q4 Why is it not clear which option to choose? (you may choose as many options as you wish)

Answered: 275 Skipped: 533



Of those who do not find it easy to choose well, most (59%) are just unsure of the options. Many (37%) blame 'unclear advice.'

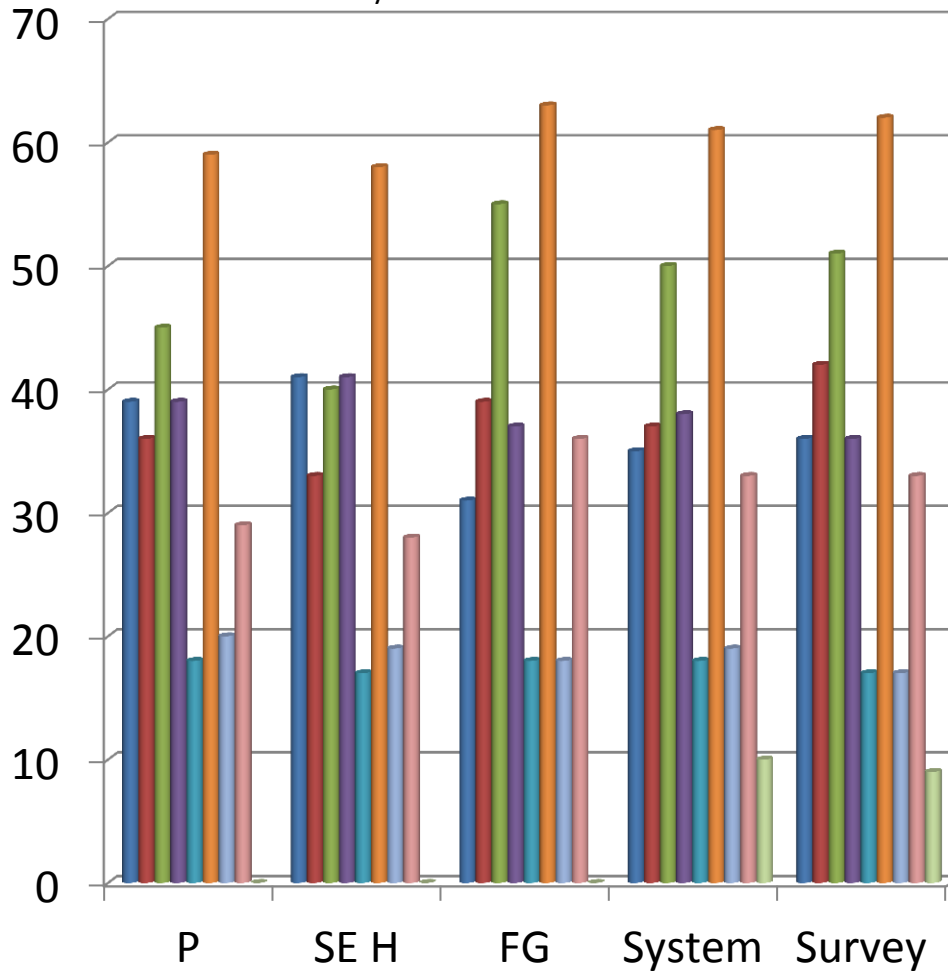
Relatively few blame the options themselves: 10% refer to 'too many' options, and 6.5% think the options are all basically the same.

Perception

'why do you think people choose to use A&E if they don't need to...'

(Choose any that apply)

Wave 105 survey: Feb 2015



- You know that A&E staff will definitely help you
- You can't always tell how serious your problem is
- It is difficult to get hold of a GP
- A&E can treat any problems 24 hours a day
- Too much hassle to check out alternatives
- People don't know enough about alternatives
- You don't want to wait around to get help
- People prefer to see someone face to face not make a phone call
- Other

System = average of 3 CCGs

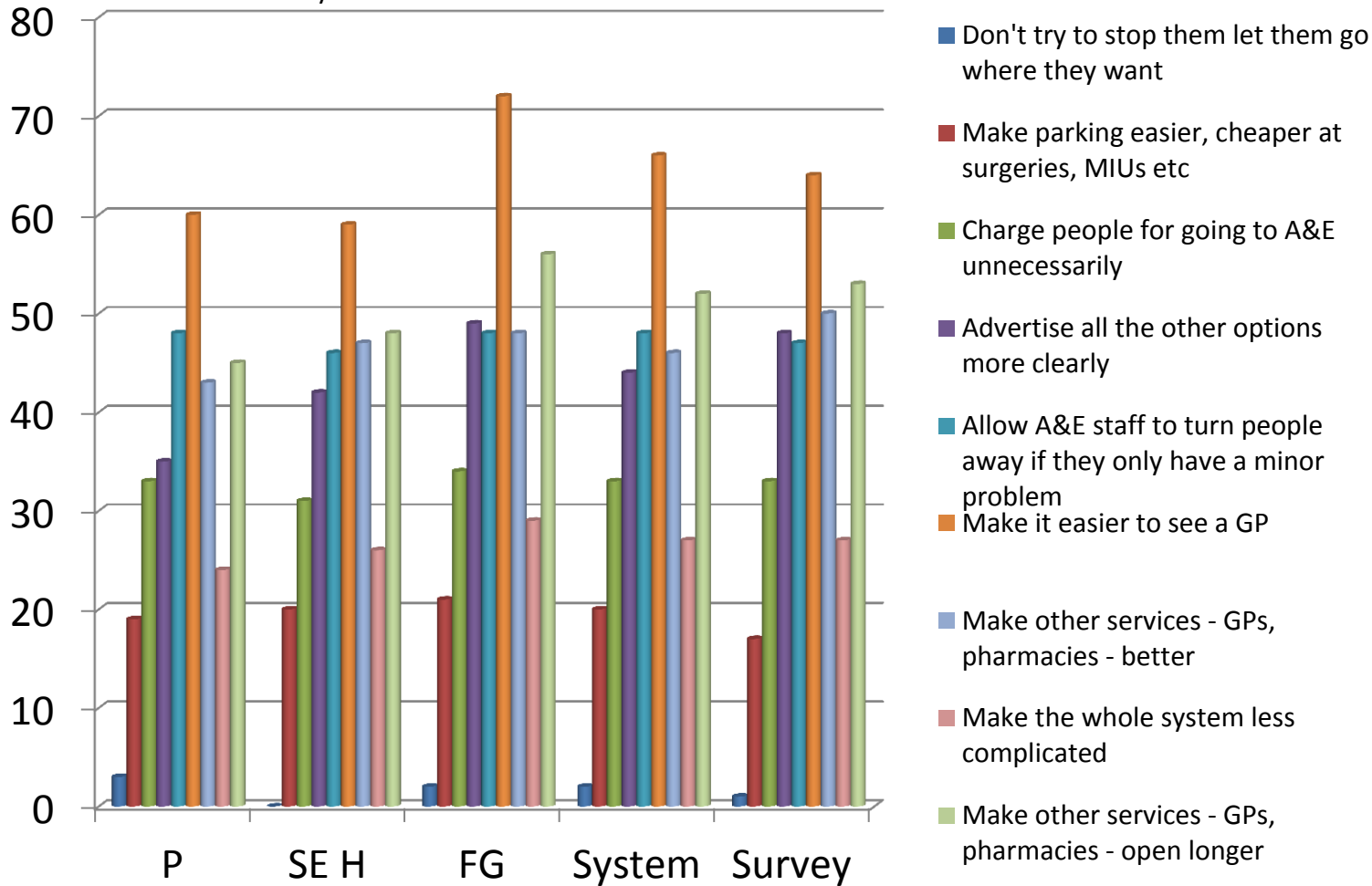
Survey = results across whole area

Clearly people feel there is still more to do to promote alternatives to A&E (top answer across the board) and that getting a GP appointment is difficult. Another key factor is A&E is easily accessible and always available. People think not wanting to wait around to get help is not a significant driver but there is strong acknowledgement, too, that you can't always tell how serious a problem is.

Perception

‘what do you think might make people less likely to use A&E if they don’t need to...’
(Choose any that apply)

Wave 105 survey: Feb 2015



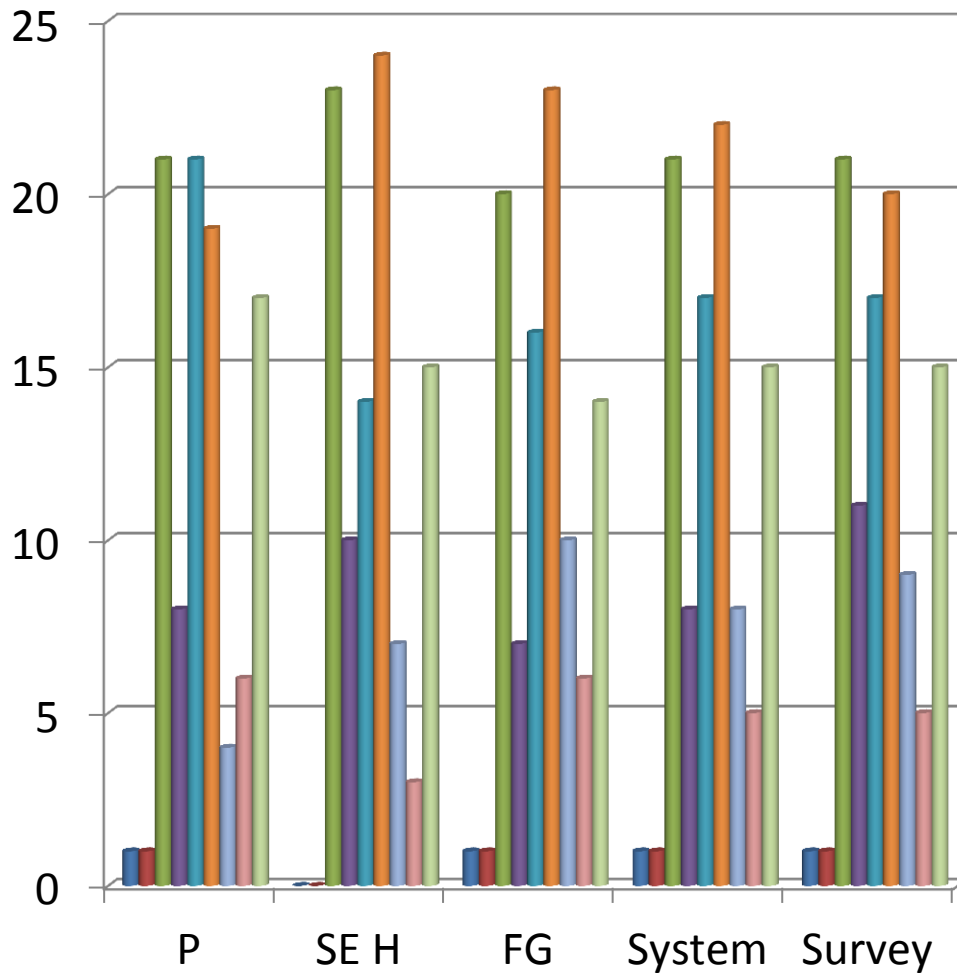
Making it easier to see a GP is the top answer across the board. Strong support too for making alternatives ‘better’ and open for longer while a solid contingent opted for charging people who could have been seen elsewhere! People didn’t see car parking as a major factor but were also not keen to just let people go where they want.

System = average of 3 CCGs
Survey = results across whole area

Perception

‘in your opinion which **one** of these factors would be most effective in persuading people not to use A&E when they don’t need to...’

(Choose one)



- Don't try to stop them let them go where they want
- Make parking easier, cheaper at surgeries, MIUs etc
- Charge people for going to A&E unnecessarily
- Advertise all the other options more clearly
- Allow A&E staff to turn people away if they only have a minor problem
- Make it easier to see a GP
- Make other services - GPs, pharmacies - better
- Make the whole system less complicated
- Make other services - GPs, pharmacies - open longer

Things are not quite as clear cut when people have to narrow their selection down to one option. Although ‘make it easier to see a GP’ remains a strong response, interestingly there is much more support for charging people and a significant number who would want to see people turned away if their need was not appropriate. Advertising options is not rated as highly in this question.

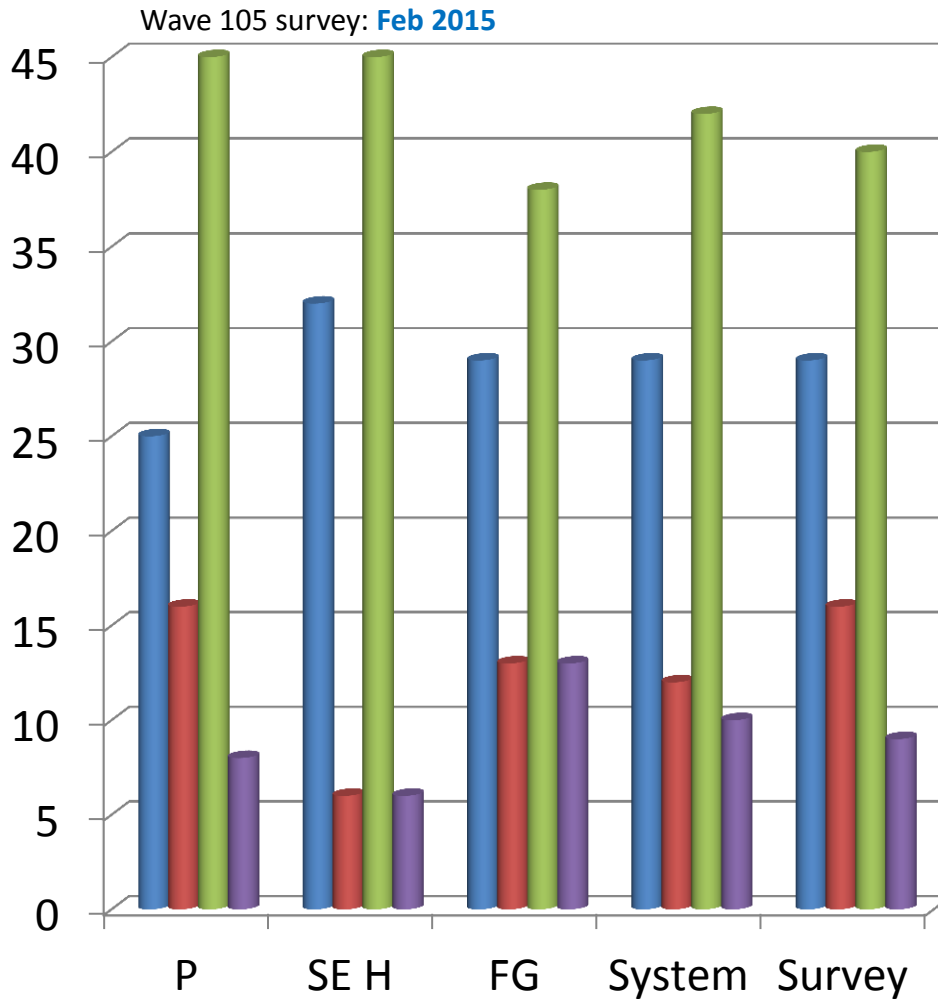
Perception

'with A&E under pressure which one of these phrases most closely matches your thoughts...'

(Choose one)

System = average of 3 CCGs

Survey = results across whole area



- We need a simpler urgent care system, easier for people to choose the right option
- We need more choices for people so there are more places to go
- People need to take more responsibility for looking after themselves, not always turning to the NHS for minor problems
- The NHS needs to put more resources into urgent care to cope with demand

Some fairly clear cut opinions here – the NHS does not need to provide any more choices or invest more to cope with demand according to this response. Instead people should take more responsibility for looking after minor issues themselves and a simpler system of help should be in place for people – but only when they need it.

Preferences

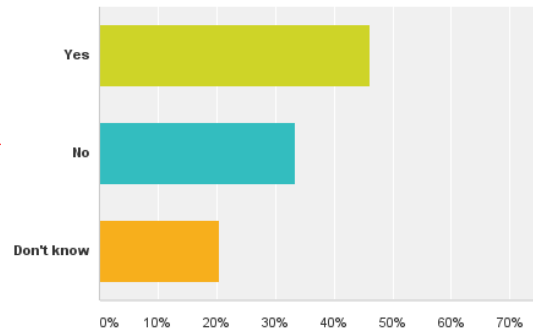
Simplicity over reduced choice

- More people (46%) said they would prefer a simpler system, even at the expense of having fewer choices – although a relatively high proportion (20 %) said they did not know



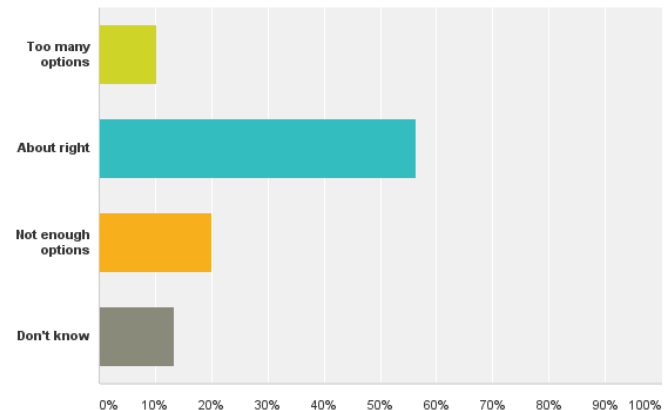
Q16 Would you prefer a simpler system of urgent care, even if that meant fewer places to choose between?

Answered: 728 Skipped: 80



Q17 Portsmouth has one Emergency Department (also known as A&E), two minor illness walk-in services, one minor injury walk-in service, and one GP out-of-hours base. Is that:

Answered: 740 Skipped: 68



Is current range of choices about right?

The majority (56%) said that the current range of options was 'about right'

Exactly 20% feel there are not enough options, compared to 10 % who feel there is too much choice

Perception

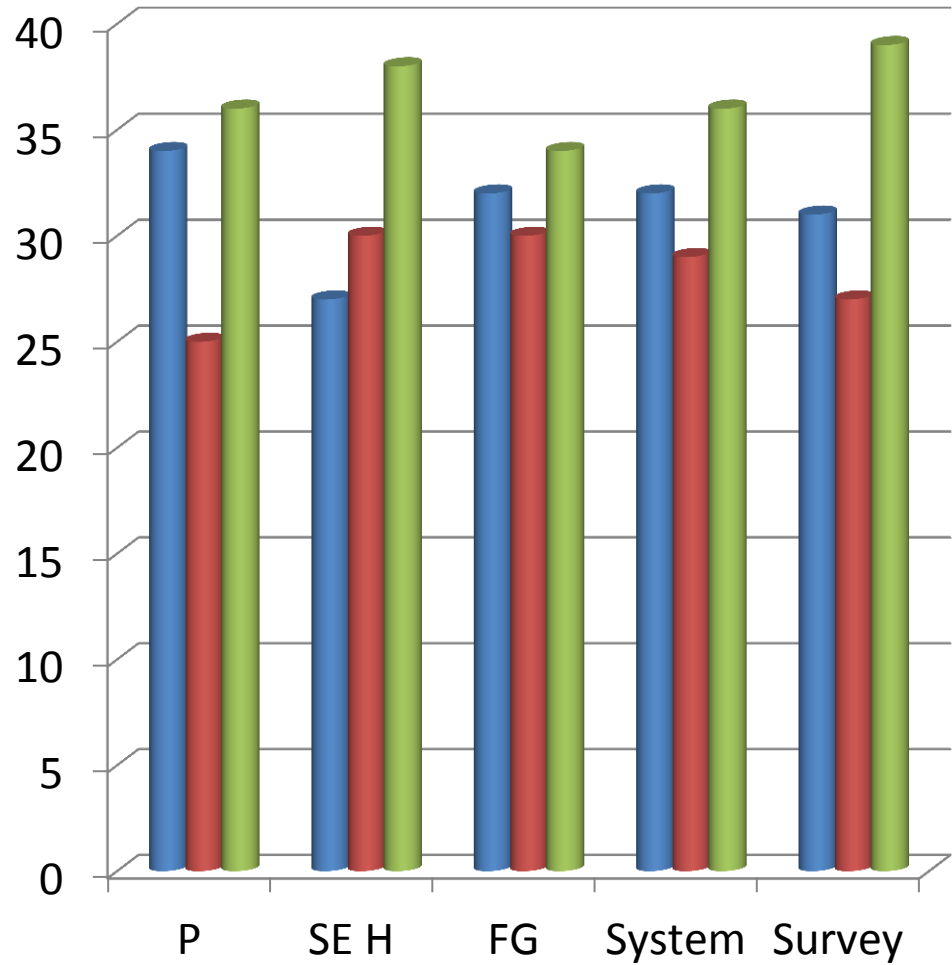
'which one of these statements most closely matches your feelings regarding urgent, not emergency care...'

(Choose one)

System = average of 3 CCGs

Survey = results across whole area

Wave 105 survey: Feb 2015



- The most important thing is distance: I don't want to travel a long way if I need urgent help
- The most important thing is quality: I want the service to be of high standard even if it is further away
- The most important thing is simplicity: I would prefer a few clear choices rather than lots of options

Again some consistent responses – simplicity is the key for most respondents and distance edges out service quality as the next most important consideration, except in SE H where these two are reversed. Interestingly people in Portsmouth, who, it could be argued, have the least distance to travel to current urgent care facilities, see distance to travel as far more important than service quality.

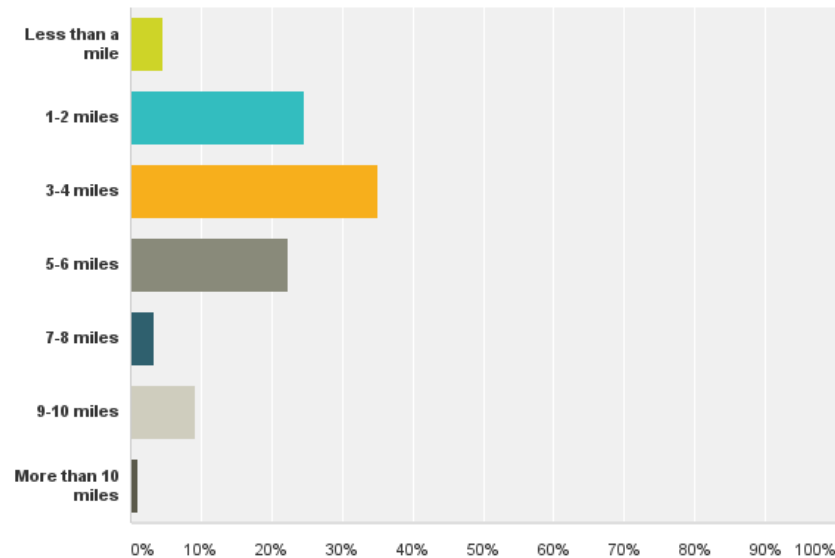
Preferences

Travel

'reasonable distance'

Q15 What do think is a reasonable distance to travel, from home, to get to an NHS walk-in service for minor injuries or minor illnesses?

Answered: 745 Skipped: 63



The most popular answer was 3-4 miles (35%)

A distance of *up to* 3-4 miles between home and a walk-in service was considered reasonable by 64%

Only 14% consider a journey of more than 5-6 miles to be reasonable

Motivations
around
MINOR ILLNESS

People's views on minor illness treatment choices

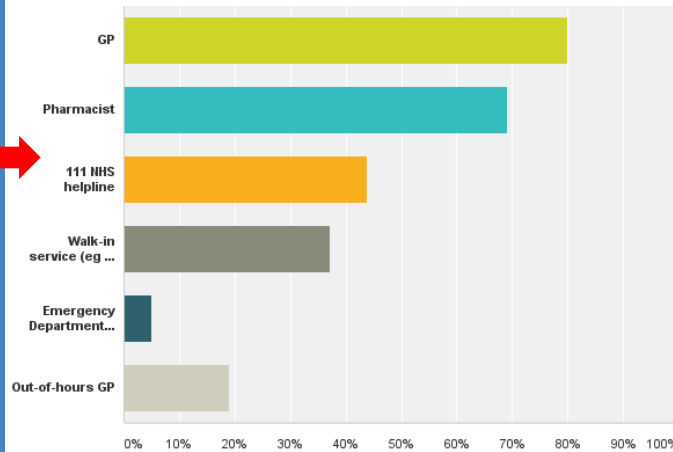
If you have a minor illness, what options would you choose and why...

Preference Minor illness

- GP (80%) and pharmacist (69%) the most popular options for illness
- Only 5% say they would use ED for a minor illness, but 37% would consider using a walk-in service
- A significant number would use a phone service – 44% would call 111, and 19% would call out of hours service

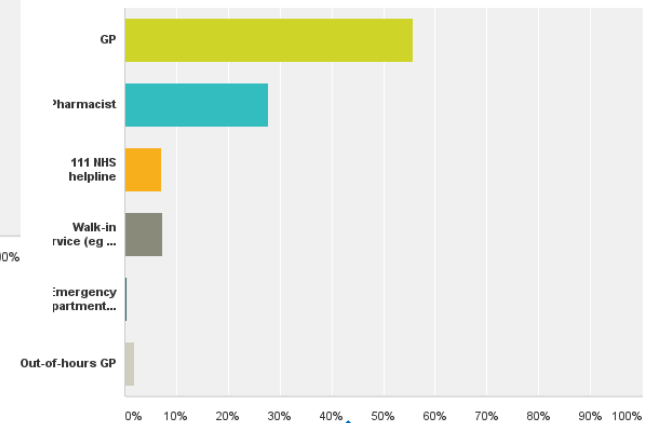
Q5 If you have a minor ILLNESS, which services would you consider using? (you may choose as many or as few as you wish)

Answered: 766 Skipped: 42



Q6 If you have a minor illness, which ONE of these services would you be most likely to choose? (one answer only)

Answered: 761 Skipped: 47



The majority (56%) of respondents see the GP as the first choice for minor illness

The only other significant response is pharmacist (28%)

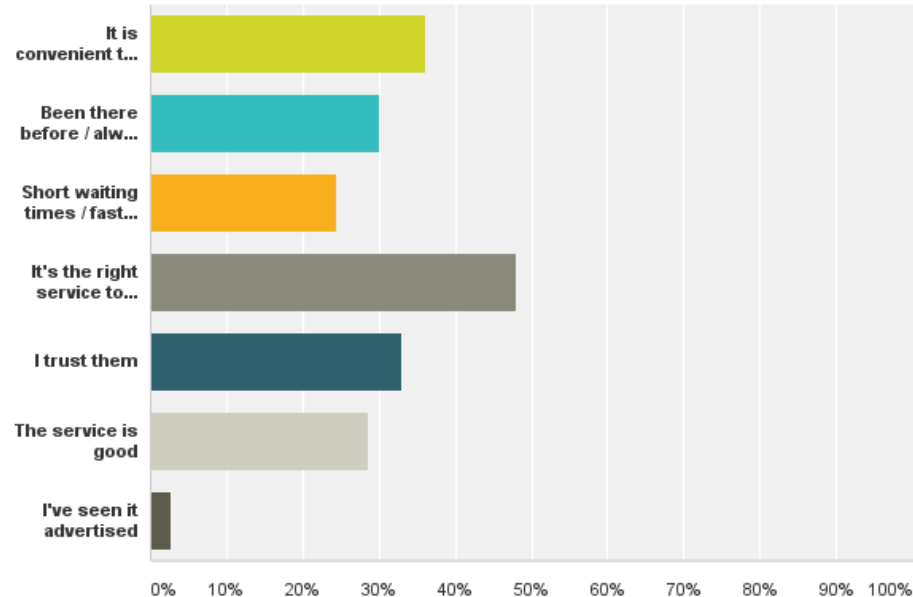
A walk-in service would be the first choice of only 7% of the sample, while ED is the first choice of only 0.39%

Perception

Minor illness:
reasons for
choice

Q7 Why would you choose that option? (you may select as many answers as you wish)

Answered: 733 Skipped: 75



48% simply believe that they are choosing the 'right service'

There is *no clear difference* between the importance of quality and convenience: the number of people highlighting convenience/speed (36% and 24%) is similar to those referring to trust/good service (33% and 28.5%)

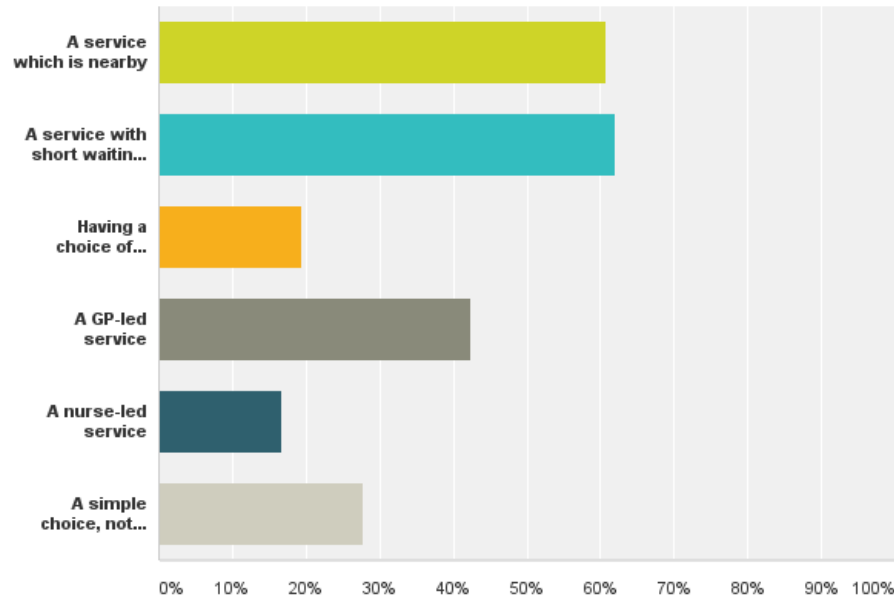
CCGs' joint urgent care survey: July 2014

Preference

Minor illness: motivations

Q14 When you have a minor illness, which of the following are important to you? (you may choose as many options as you wish)

Answered: 738 Skipped: 70



The clear motivating factors when choosing a service for a minor illness are rooted in convenience. Short waiting times (62 %) and proximity (61%) far outscore other considerations.

A GP-led service (42%) is preferred over a nurse-led service (17%), and a simple choice (28%) is prioritised over a wider range of choices (19.5%).

Minor illness sub analysis

Of those choosing **GP** for minor illness, 49% simply say that is the right service, and 42% say they trust them. 31% say it is convenient but only 14% highlight short waiting times/fast service.

People choosing **pharmacist** value convenience more highly. 49% say it is convenient, and 42% point to short waiting times/fast service. A significant number (47%) think it is simply the right option to choose, but fewer people say they trust the advice, or think the service is good (c25% for both).

Those opting for **NHS111** strongly believe (57%) that it is the right option to choose – far higher than any other response. Significant minorities think it is convenient (24%) and a good service (22%). Only 14% would use it because they had seen it advertised.

For those choosing a **walk-in service** there is a spread of reasons behind the decision, but convenience outweighs quality. More people said it was convenient (44%), or chose short waiting times/fast service (40%), than said it was a good service (29%) or that they trust them (15%).

Motivations
around
MINOR INJURY

People's views on minor injury treatment choices

If you have a minor injury, what options would you choose and why...

Experience

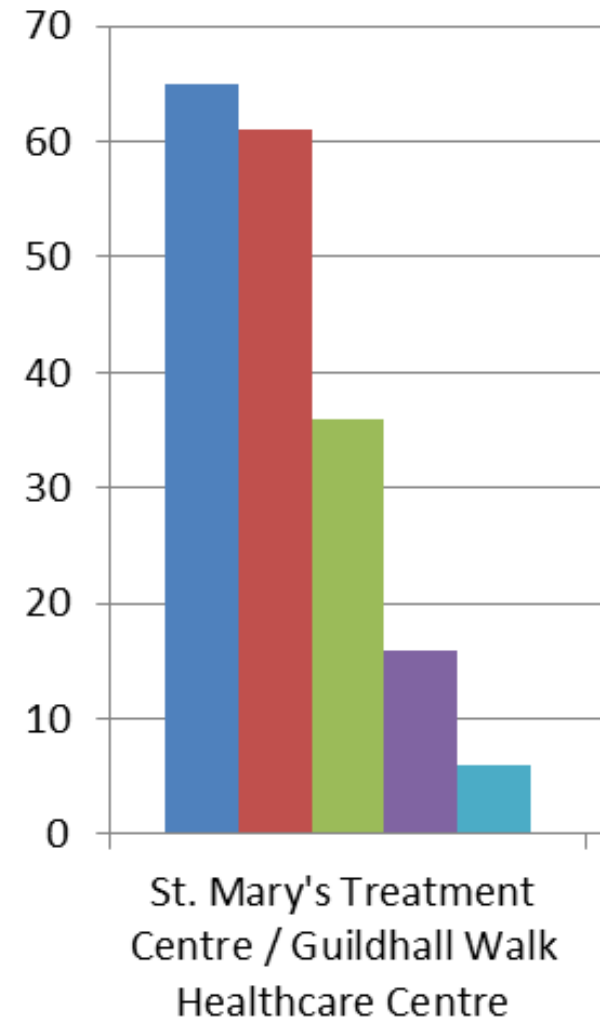
Minor injury:

- 182 respondents had used MIU service
- 83% rated service either satisfactory, good or excellent.

comments

- Clear information about how to access services and what each can offer
- Combined working between services and better communication

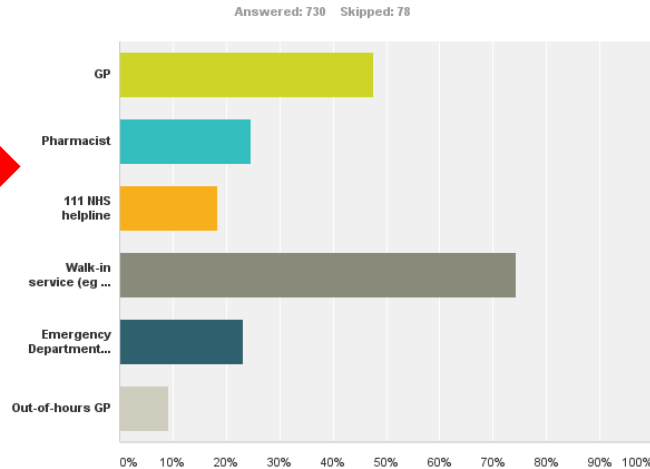
■ Excellent
■ Good
■ Satisfactory
■ Poor
■ Very poor



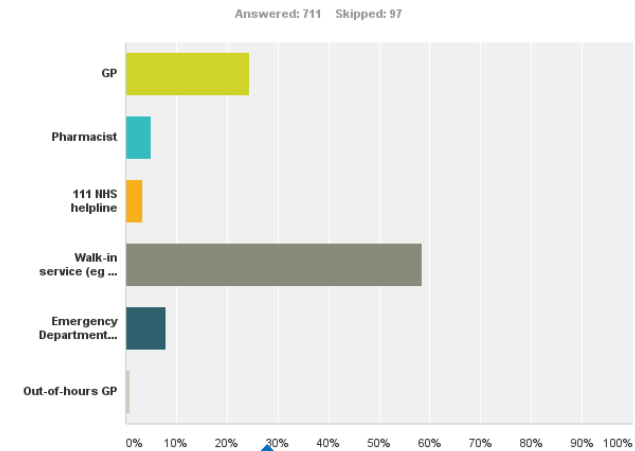
Preference Minor injury:

- 74% would consider a walk-in service for a minor injury – significantly ahead of any other answer and much higher than for minor illness. The majority of 'other' responses also related to walk-in centres
- Only 23% say they would use ED
- Less than half (48%) would consider seeing their GP

Q8 If you have a minor INJURY, which services would you consider using? (you may choose as many or as few as you wish)



Q9 If you have a minor injury, which ONE of these services would you be most likely to choose? (one answer only)



A large majority (58 %) of respondents regard a walk-in centre as the first choice for minor injury. *The vast majority of 'other' responses also related to walk-in centres*

The only other significant response is GP (24%)

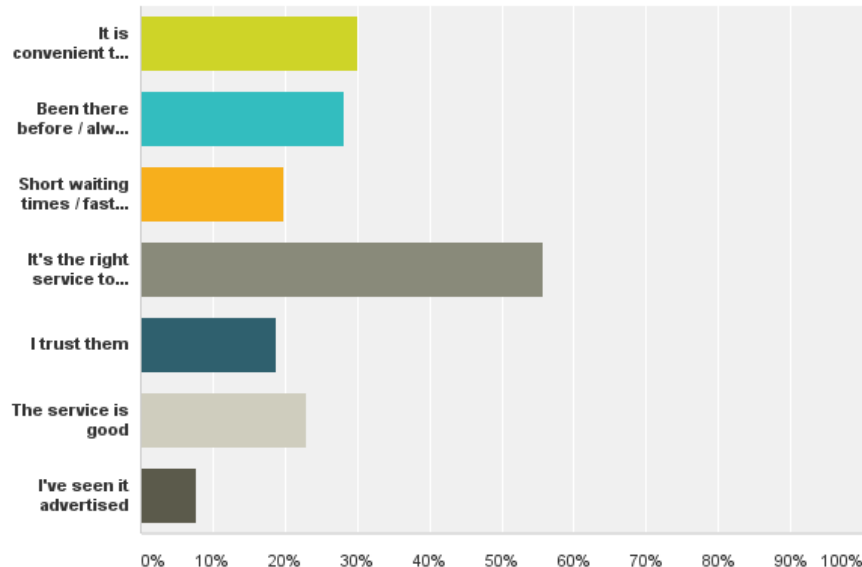
ED would be the preferred option for only 8%, whilst only 3% would contact 111

Perception

Minor injury:
reasons for choice

Q10 Why would you choose that option? (you may select as many answers as you wish)

Answered: 722 Skipped: 86



56% simply believe that they are choosing the 'right service'

Slightly more people prioritise convenience over quality. 30% said that convenience was the reason for their decision, and 20% cited waiting times/speed of service, compared to 23% saying the service is good, and only 19% saying they trust the service they chose

Minor injury sub analysis

For those opting for a **walk-in** service for minor injuries the overwhelming majority (63%) simply say it was the right choice. More than a quarter choose it because they have been before/always go there (26%), and 25% say it is convenient. Although 20% say the service is good, only 9% say they trust it.

Of those choosing **GP** for minor injury, 42% simply say that is the right service. Trust (41%) is a key motivation although only 28% say that they chose the GP because the service was good. Convenience (37%) and been before/always go there (35%) were also key drivers, but short waiting times/fast service (18%) was not.

Small sample: More than half (51%) of those choosing **ED** say it is the right choice for a minor injury. Habit was important – 39% say they would choose it because they had been before/always go there, although only 10% say their choice was driven by short waiting times/fast service.

Comments

Walk in services

Theme 1: Information

Better publicity/information/advertising (195 responses)

Better patient education/advice (13)

Viewable waiting times (4) Online booking (3) Better signposting (4)

Theme 2: Provision

More/better/expanded services at specified location (53)

More/better/expanded services at unspecified location (25)

Shorter waiting times (35) Better/quicker triage (12) Longer hours (15)

More staff (16) Better/nicer staff (7) More skills/competencies/doctors (15)

Better/more/free parking (6)

Theme 3: System

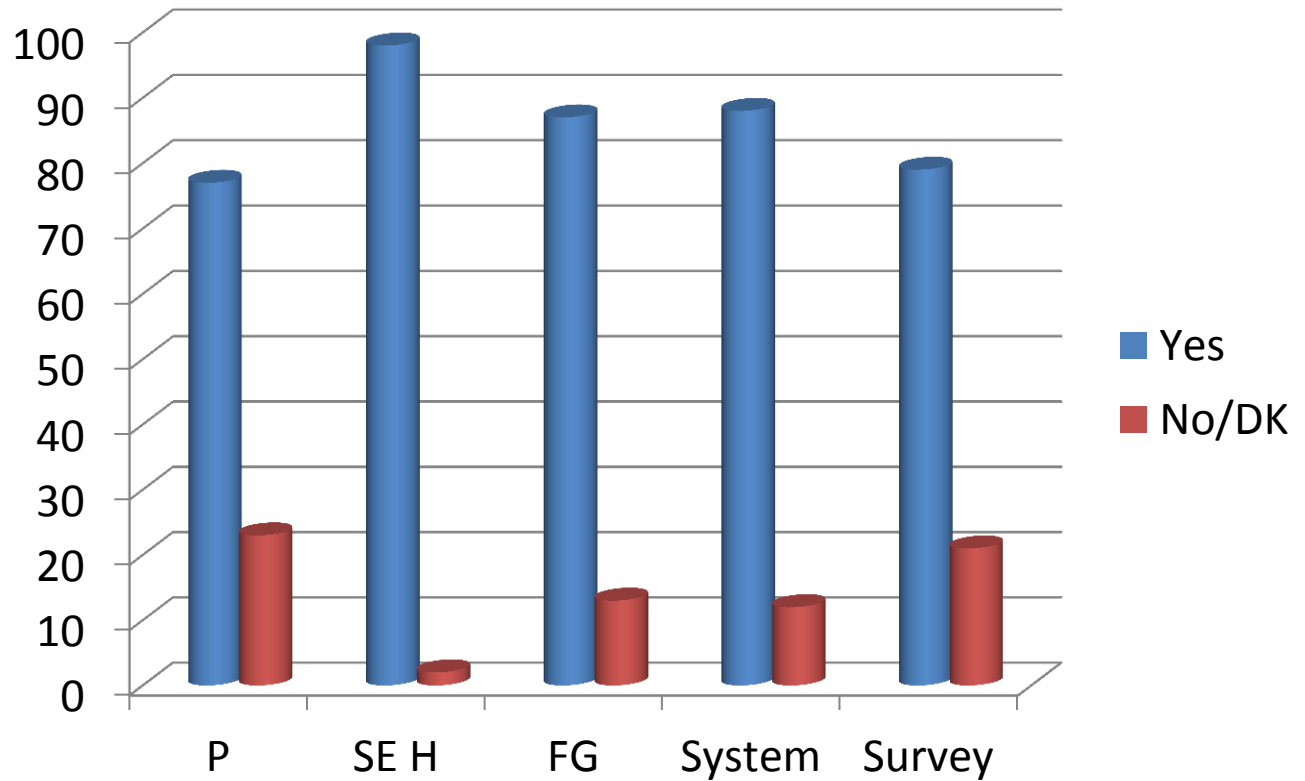
Better/easier GP access (18)

Centralise/rationalise/simplify (14)

Awareness
MIUs/Walk in
centres:
'have you heard
of them'

System =
average of 3
CCGs

Survey =
results across
whole area



In Ports one quarter of all respondents weren't aware of MIU – maybe confused given local use of 'treatment centre' to describe this service. Awareness in SE H much higher than elsewhere (98%) – and greater awareness within system than survey area as a whole.

Wave 105 survey: Feb 2015

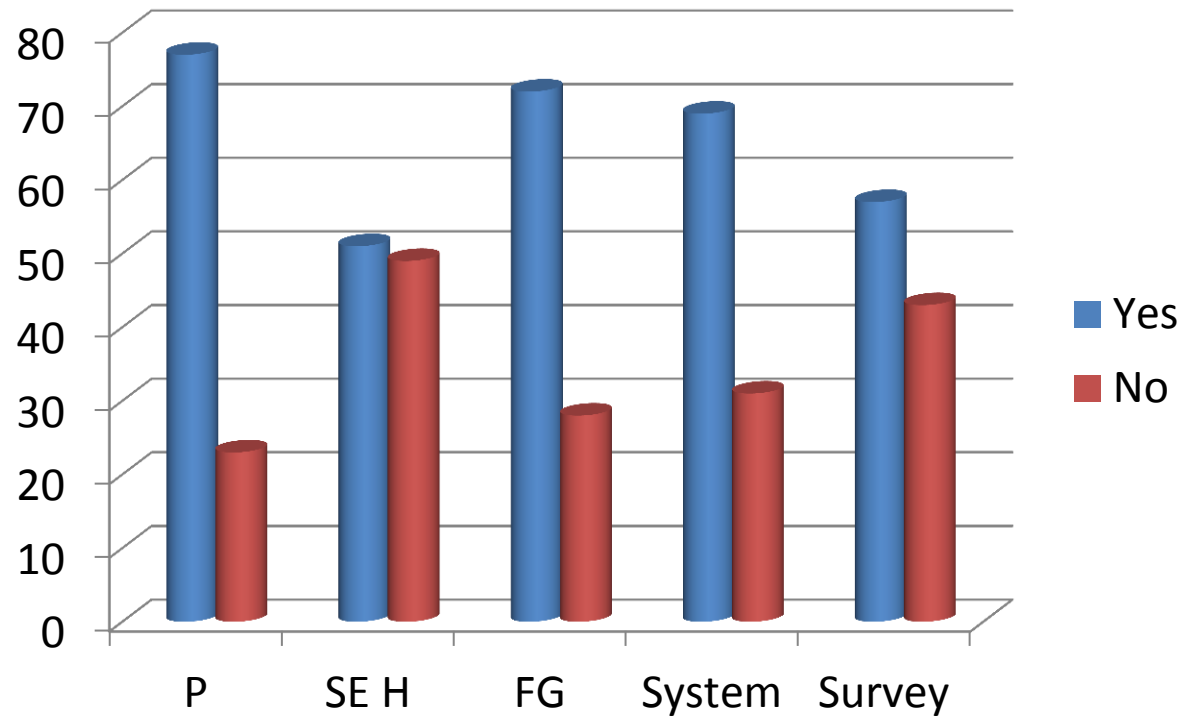
Experience

MIUs/Walk in centres:

'have you used'

System =
average of 3
CCGs

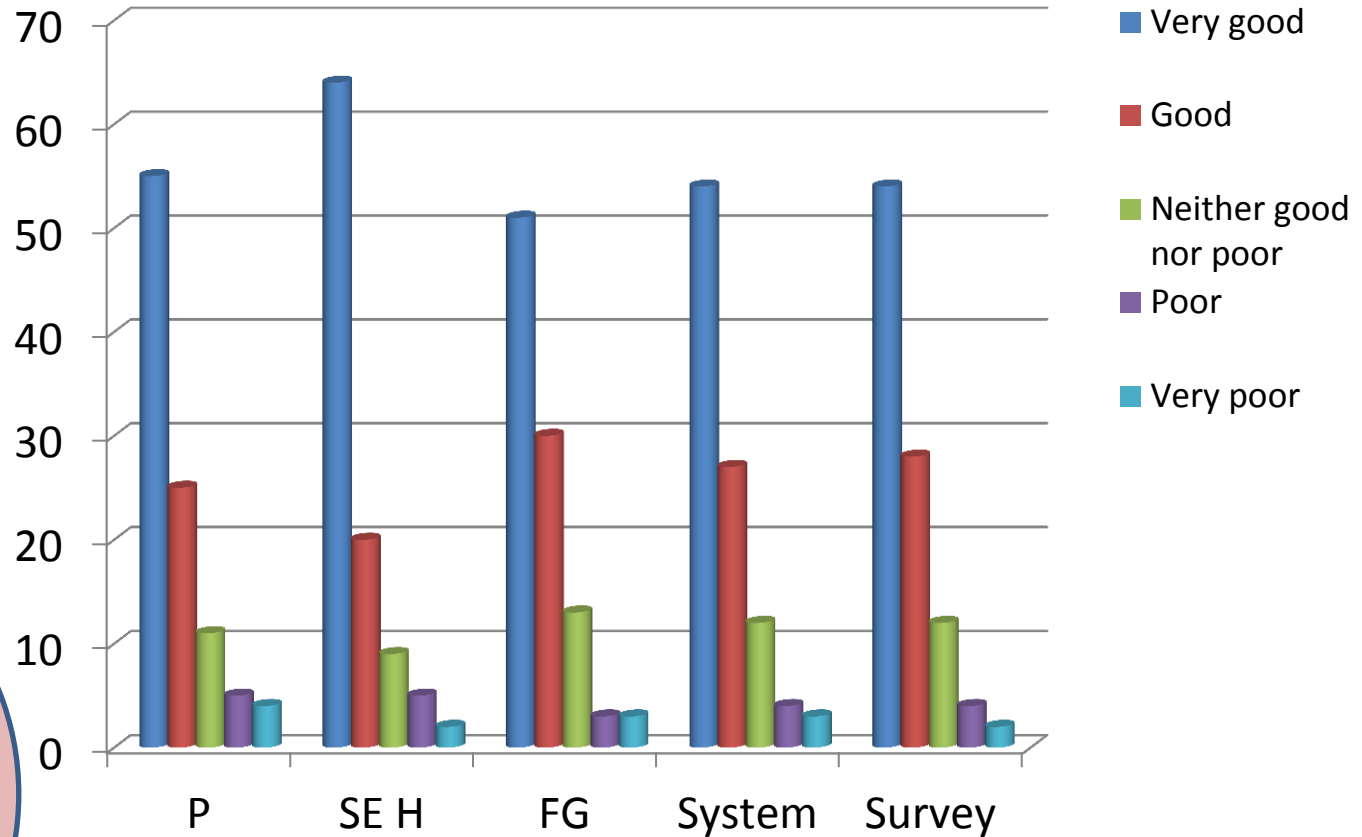
Survey =
results across
whole area



Almost a reversal from previous question – fewer people in Ports had heard of MIUs but a greater proportion had used than in SE H where more people had heard of them. Usage generally higher for system than for survey as a whole.

Wave 105 survey: Feb 2015

Experience
MIUs/Walk in
centres:
'how would you
rate'



System =
average of 3
CCGs

Survey =
results across
whole area

Experiences are positive on the whole across the area with a broad similarity between those who are either dissatisfied or ambivalent about the service they have received.

Experience

MIUs/Walk in centres:

'snapshot of comments about service'

Excellent. The waiting time was minimal, and the doctors seemed helpful and knowledgeable

Had to wait a long time, but was at a weekend so happy to be seen at all. Very helpful.

The doctor gave a different diagnosis to the one the GP gave the next day

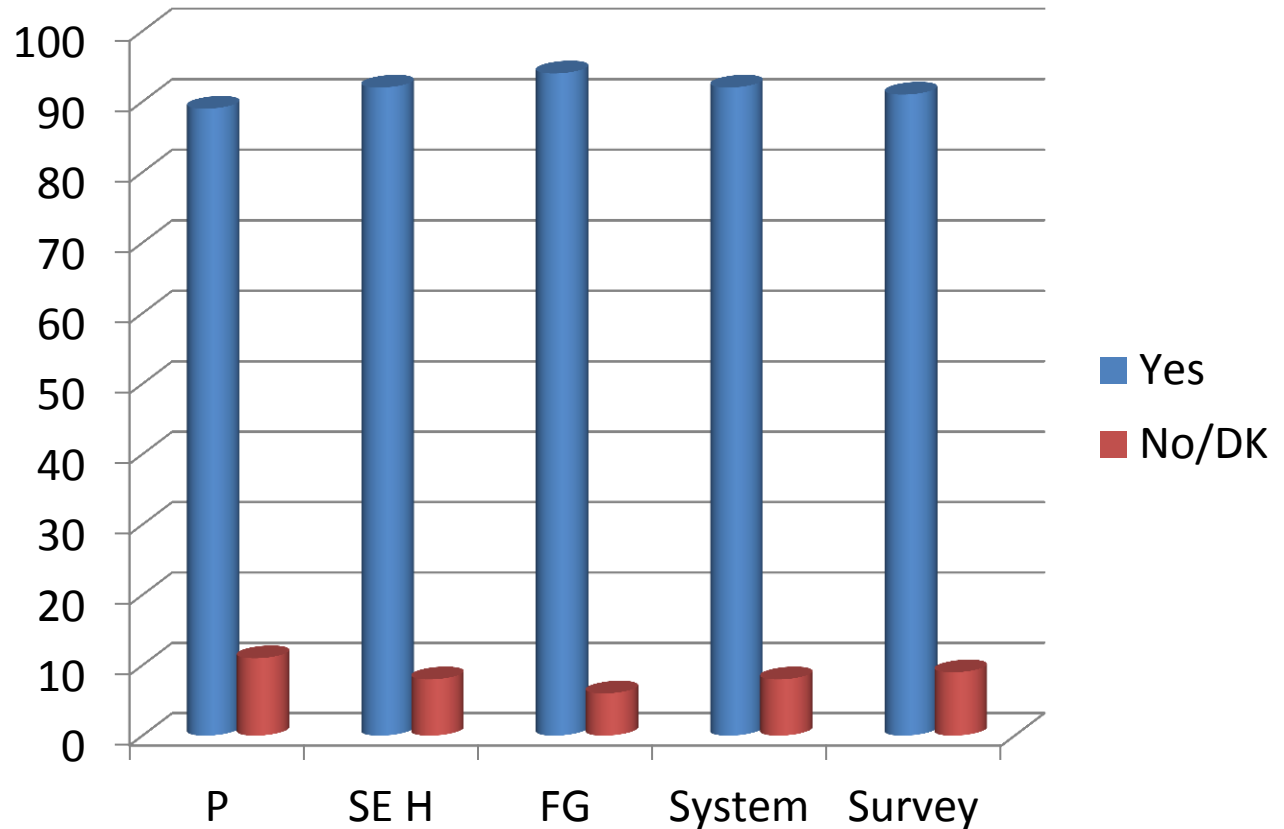
Long wait times - even when the centre is not so busy.

Always very helpful & efficient

Preference
MIUs/Walk in
centres:
'would you use
in future'

System =
average of 3
CCGs

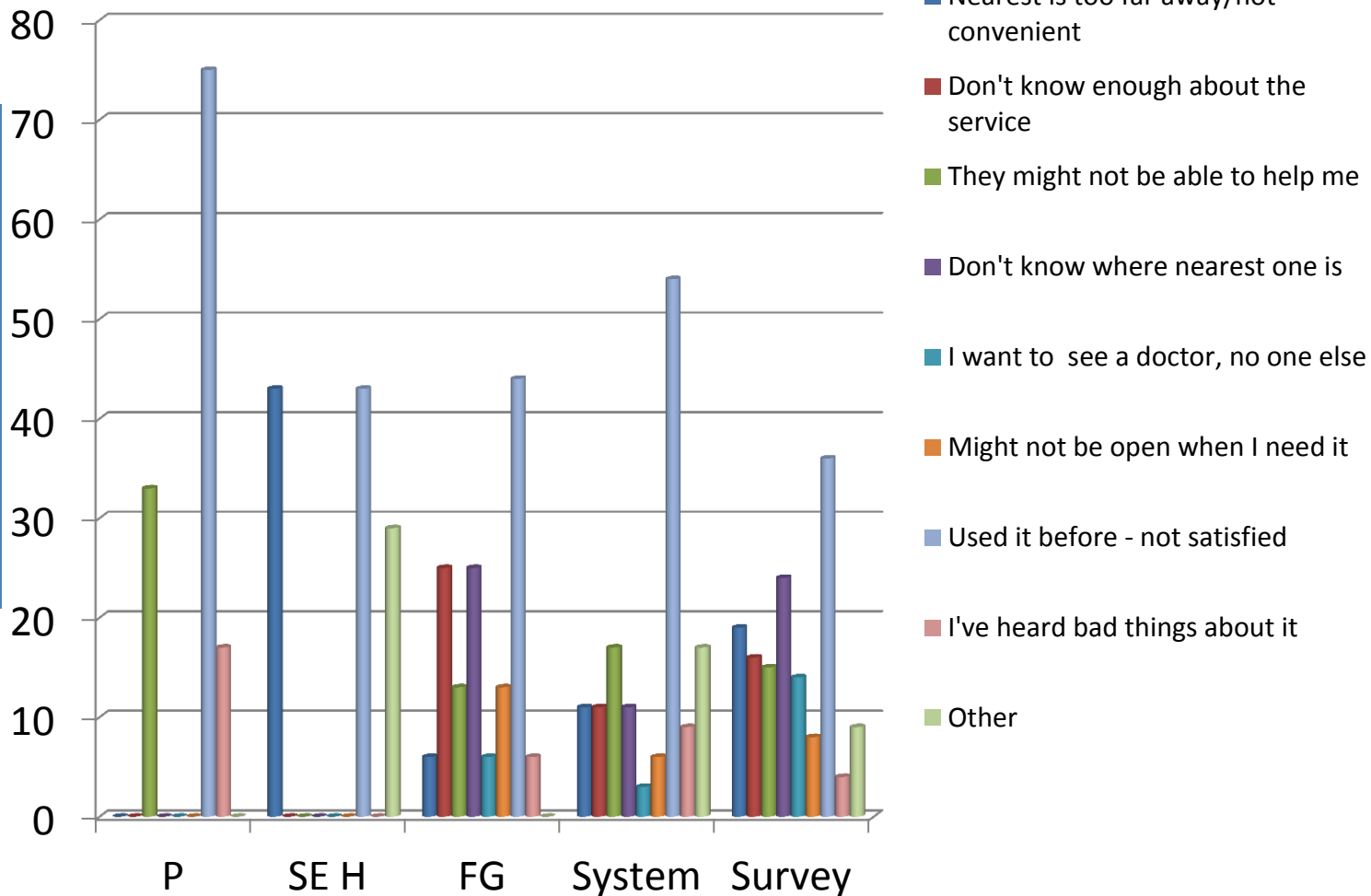
Survey =
results across
whole area



Again high rates of positivity in answer to this question – and perhaps some 'new recruits' to using this service as a result of the campaign.

Perception MIUs/Walk in centres: 'why would you not use in future'

(Choose any that apply)



System = average of 3 CCGs

Survey = results across whole area

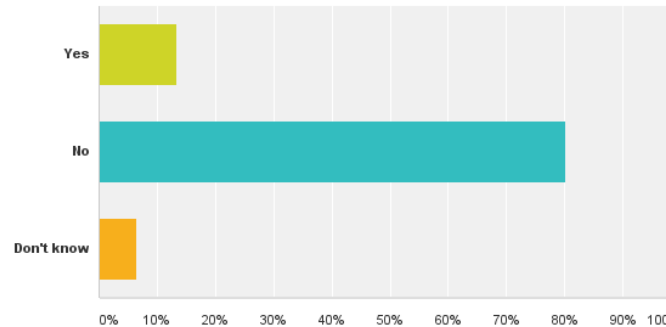
It would appear that some people are being put off using an MIU or walk in centre because of a previous unsatisfactory experience – this was the top response across all three CCGs. Distance to travel, perhaps understandably, is a concern in SE H; interestingly in FG 25% of respondents cited both 'don't know enough' and 'don't know where nearest is' which suggests still more to do to raise awareness.

Treatment centre v Guildhall Walk

- Only 1 person in 8 said 'they knew' the difference between the two walk-in facilities in Portsmouth...but fewer than that are right!
- 91 responded; 40 said SMH was an injuries centre, with GP/illness services at GHW. 26 said that the difference was that GHW was GP-led and SMH was nurse-led. *Only 10 gave a fully correct answer.*

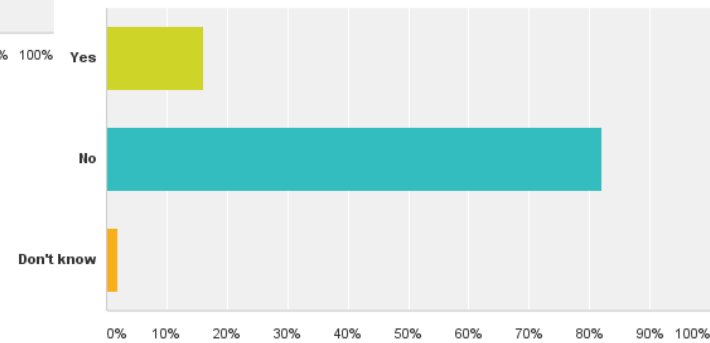
Q11 In Portsmouth there are NHS walk-in services at Guildhall Walk and at St Mary's Hospital. Do you know the differences between them?

Answered: 754 Skipped: 54



Q13 Did you know that there are TWO walk-in services at St Mary's – one for minor illnesses, and one for minor injuries?

Answered: 733 Skipped: 75



Only 16.10% of respondents said they knew SMH had both a minor injuries and a minor illness service

The GP role in
urgent care

People's views on GP treatment choices

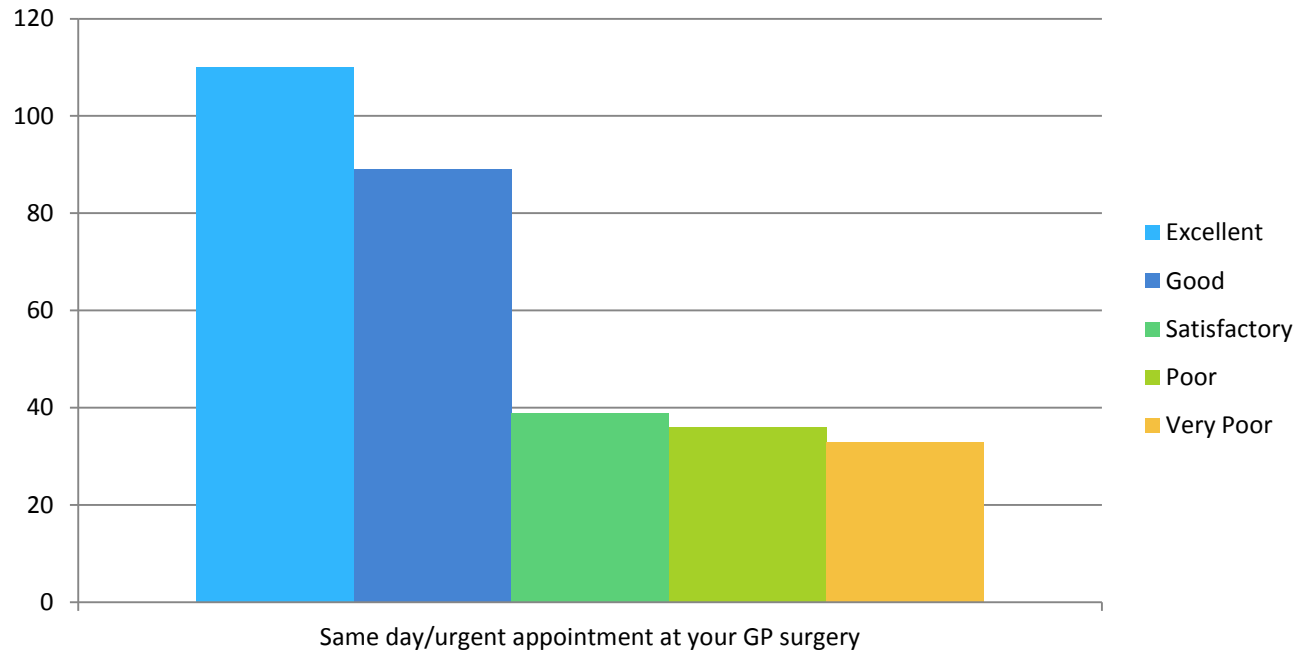
Knowledge of, experience of and
likelihood of using in future...

Under Pressure Campaign with The News: **January 2014**

Experience

GP urgent care:

- 308 people had used for urgent appt
- 78% rated service either satisfactory, good or excellent



comments

- More flexible appointment booking (online)
- Ability to see same GP each time
- 56% would consider 'virtual' appointment
- 80% would favour more appointments to be available, including before 8.30am, after 6pm and at weekends

Wave 105 survey: Feb 2015

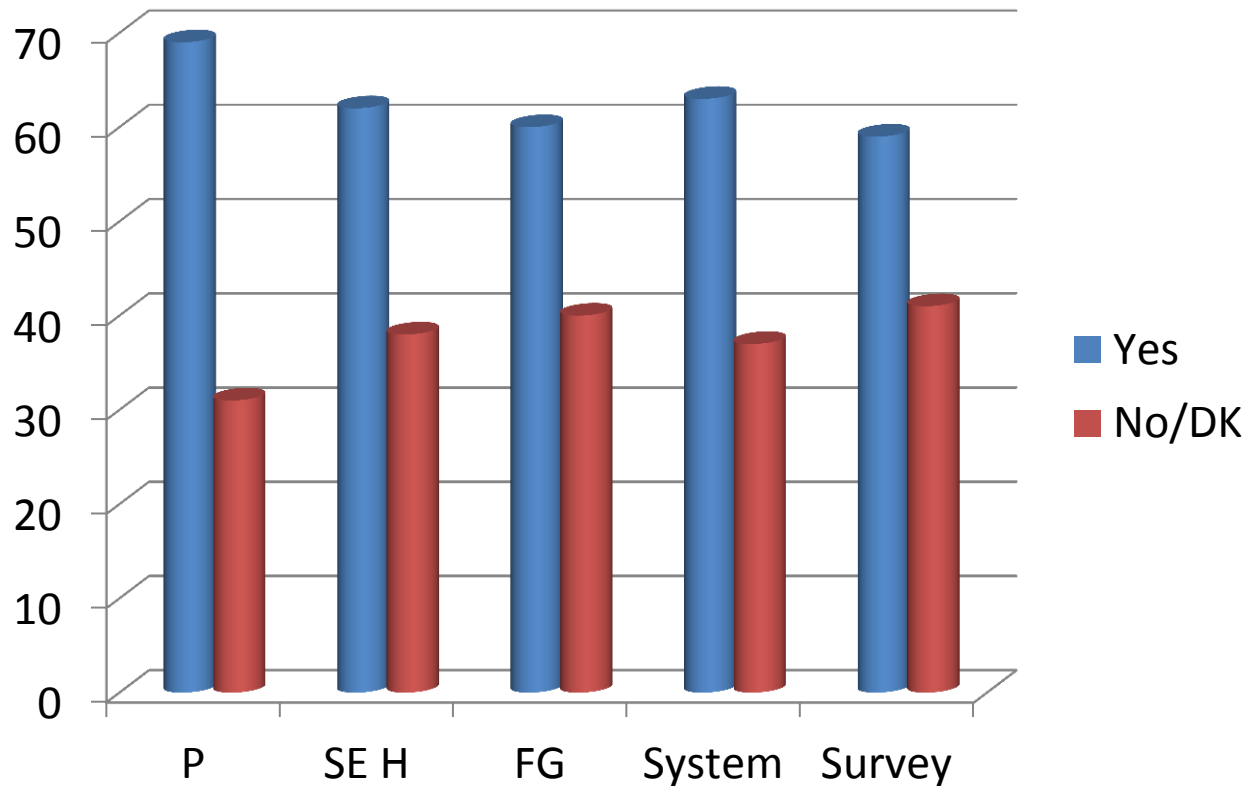
Awareness

GP urgent care:

'did you know practices offered same day appointments'

System =
average of 3
CCGs

Survey =
results across
whole area



Relatively consistent but a significant proportion of people say they are not aware that GP practices offer same day appointments. This is the case for 40% of respondents in FG.

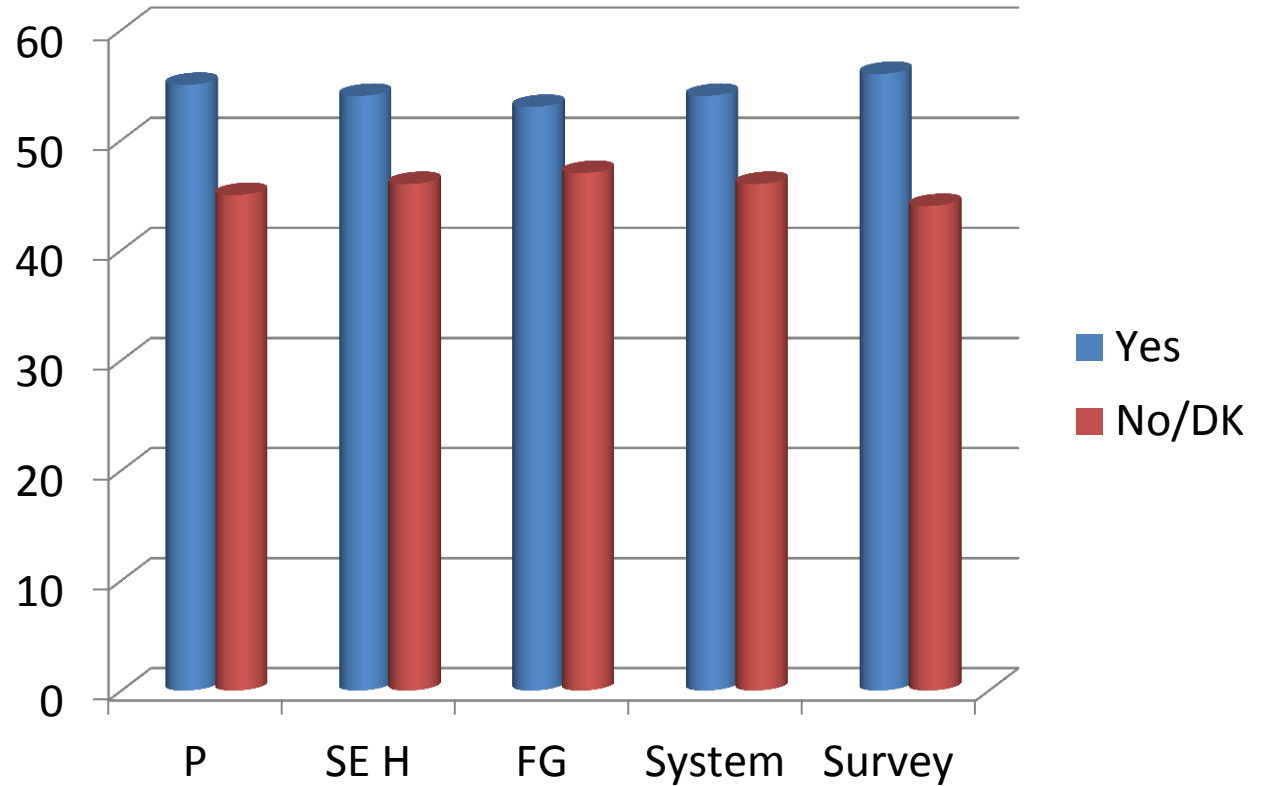
However awareness is slightly better across the system than for the overall survey area where the figures are 59:41

Experience

GP urgent care:
'have you ever contacted your surgery for an urgent health problem'

System =
average of 3
CCGs

Survey =
results across
whole area



Again relatively consistent figures across the board but still only half of those responding had contacted their surgery for an urgent health problem. Clearly it may just be that people haven't needed to...

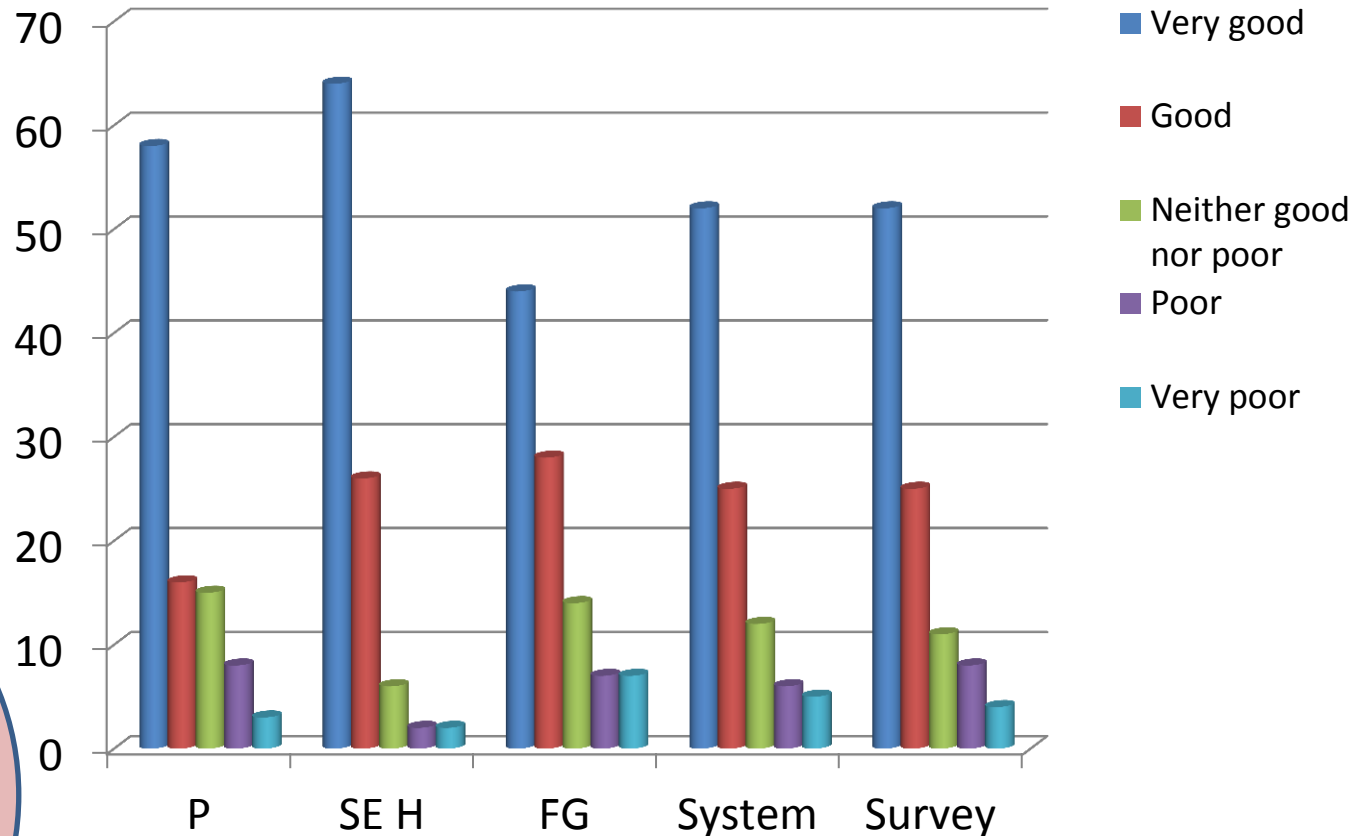
Wave 105 survey: Feb 2015

Experience

GP urgent care:
'how would you rate'

System =
average of 3
CCGs

Survey =
results across
whole area



People in SE Hampshire were more likely to praise the service they received – some 90% rated it good or very good. For Fareham/Gosport this figure was a bit lower (72%) but still strong, but fewer than half gave the service the top mark. However Portsmouth scored strongly on the 'very good' rating (58%.)

Experience

GP urgent care:

'snapshot of
comments about
service'

Always helpful and
always able to give me a
urgent appointment on
that day.

Not too bad but it was
difficult to get an
appointment.

Sorry, no appointments
for 2 weeks! Either go to
the walk in centre or go
to A & E!!!

Excellent service GP
came to my home
straight after surgery as
I was too ill to go to my
appointment

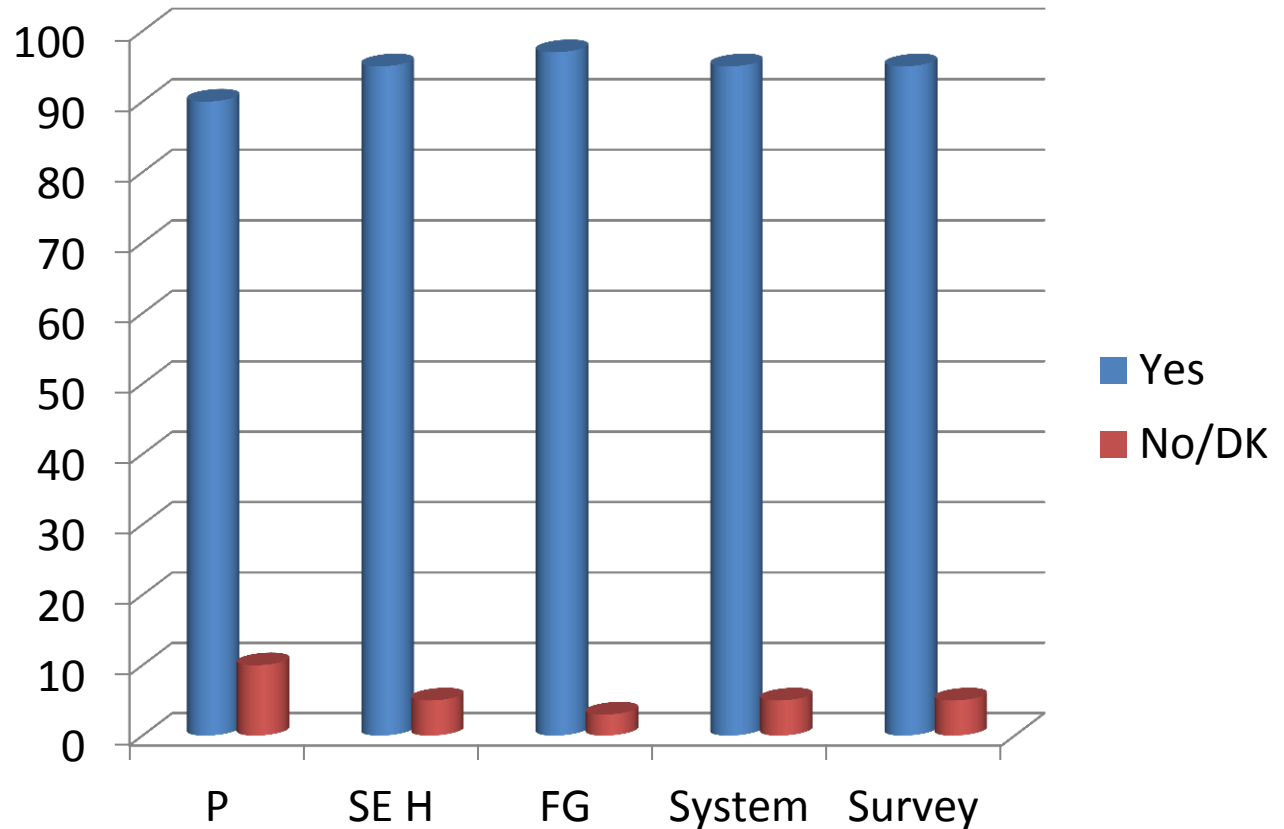
In hours it was OK, out of
hours it is quicker to use
111.

Preference

GP urgent care:
'would you use
in future'

System =
average of 3
CCGs

Survey =
results across
whole area



A resounding endorsement all round to reflect people's loyalty to, and trust in, their local GP practice.

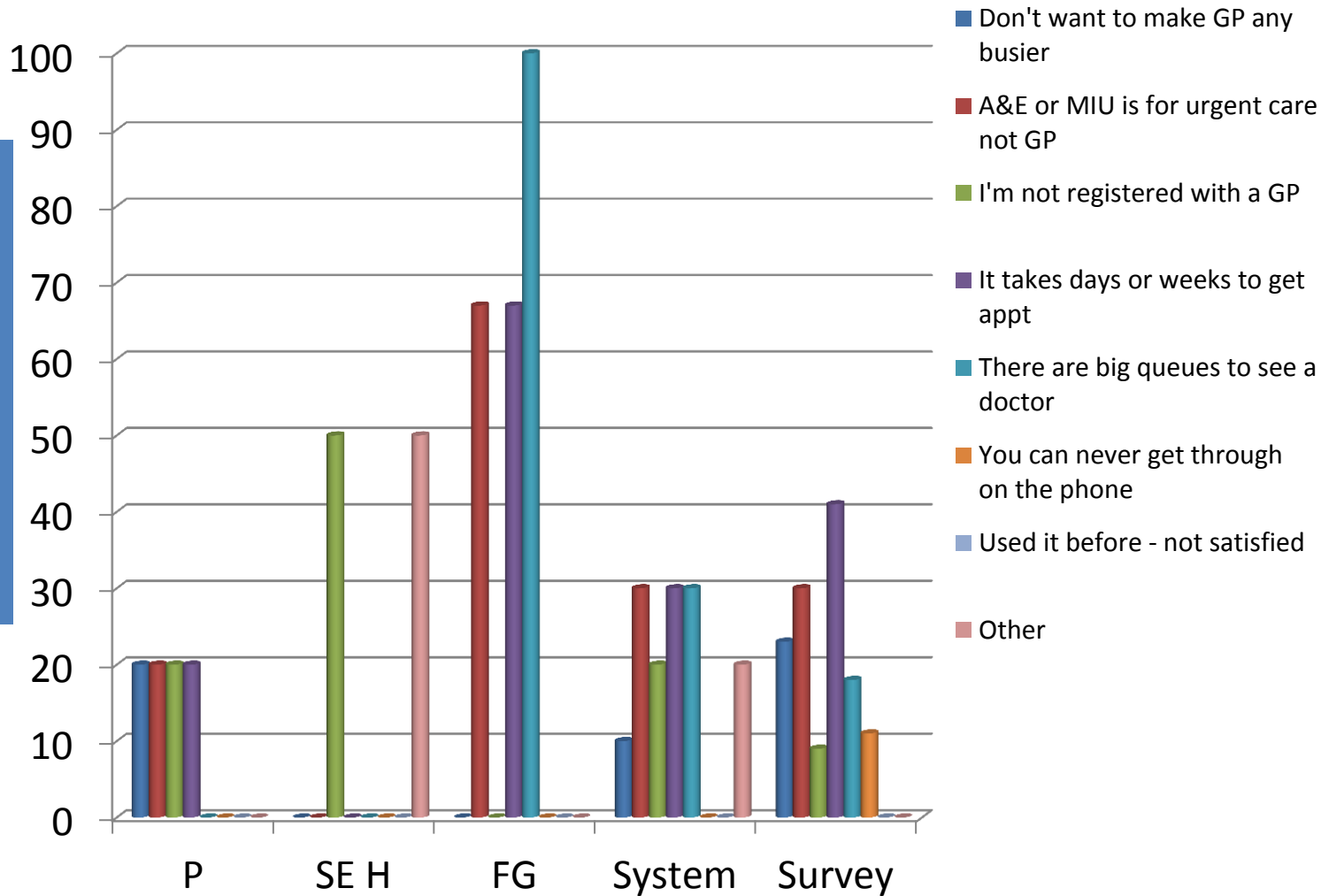
Worth noting that half of those questioned had originally stated that they weren't aware that their practice offered same day appointments so awareness raising has perhaps been a factor here.

Perception

GP urgent care:

'why would you not use in future'

(Choose any that apply)



Some real discrepancies here. People in FG are clearly reporting actual or perceived problems with getting an appointment. 'Big queues' is an issue for all respondents in FG, but not in SE H or Ports. Also interesting is that half of those who responded to this question in SE H are not registered with a GP, likewise 1 in 5 in Ports. No reported issues with getting through on the phone or the service provided.

System = average of 3 CCGs

Survey = results across whole area

The NHS111 role
in urgent care

People's views on NHS111 treatment choices

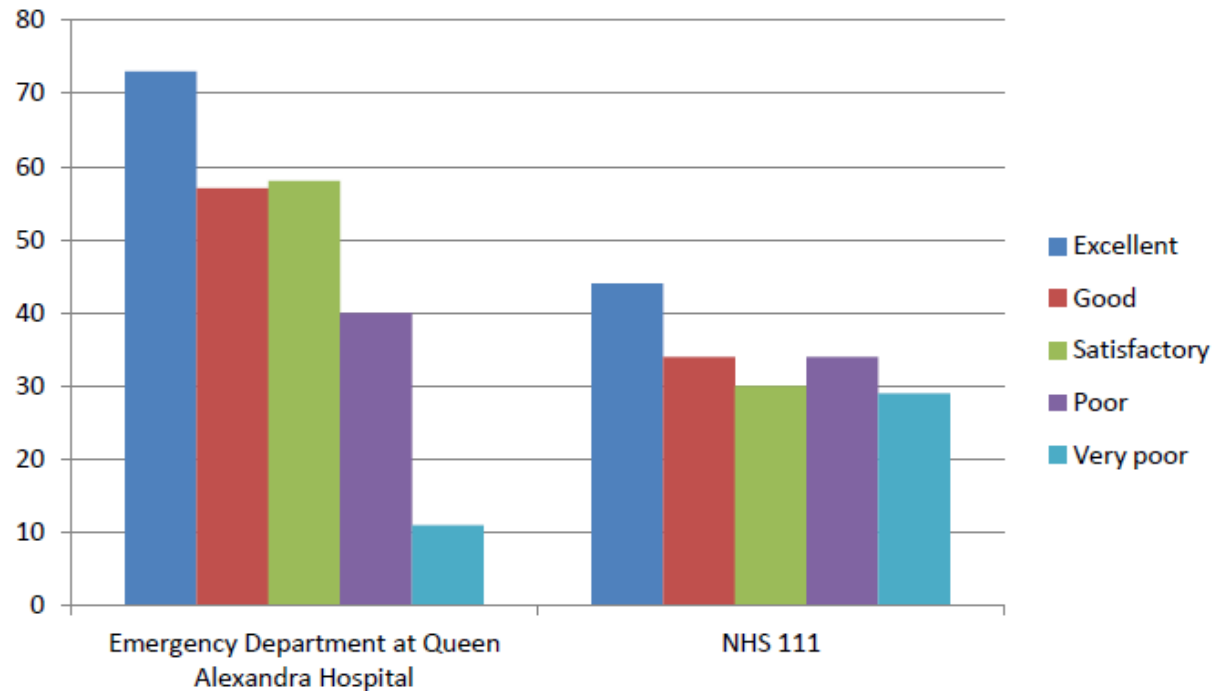
Knowledge of, experience of and
likelihood of using in future...

Under Pressure Campaign with The News: **January 2014**

Experience

QAH/111:

- 239 had used A&E
- 78% satisfied or better
- 171 had called 111
- Two thirds 'satisfied', one third 'poor'



comments

- Alternative services: signposting and info
- Patients under influence of alcohol should have separate unit and be charged
- Shorter waiting times with children
- More information about waiting times
- 111: more relevant questions/call back times

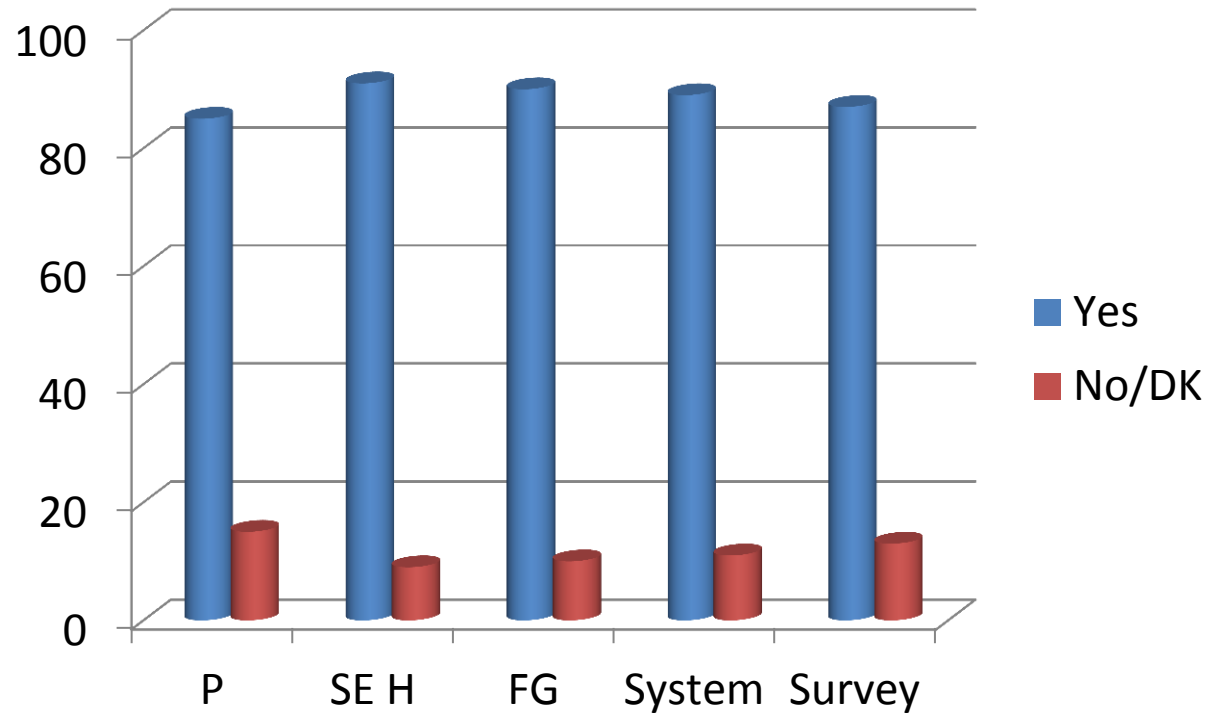
Awareness

NHS111:

'have you heard of it'

System =
average of 3
CCGs

Survey =
results across
whole area



Broadly similar but range locally from 85% in Portsmouth to 91% South Eastern Hampshire

All local CCGs performed better than whole survey which was 87:13

Wave 105 survey: Feb 2015

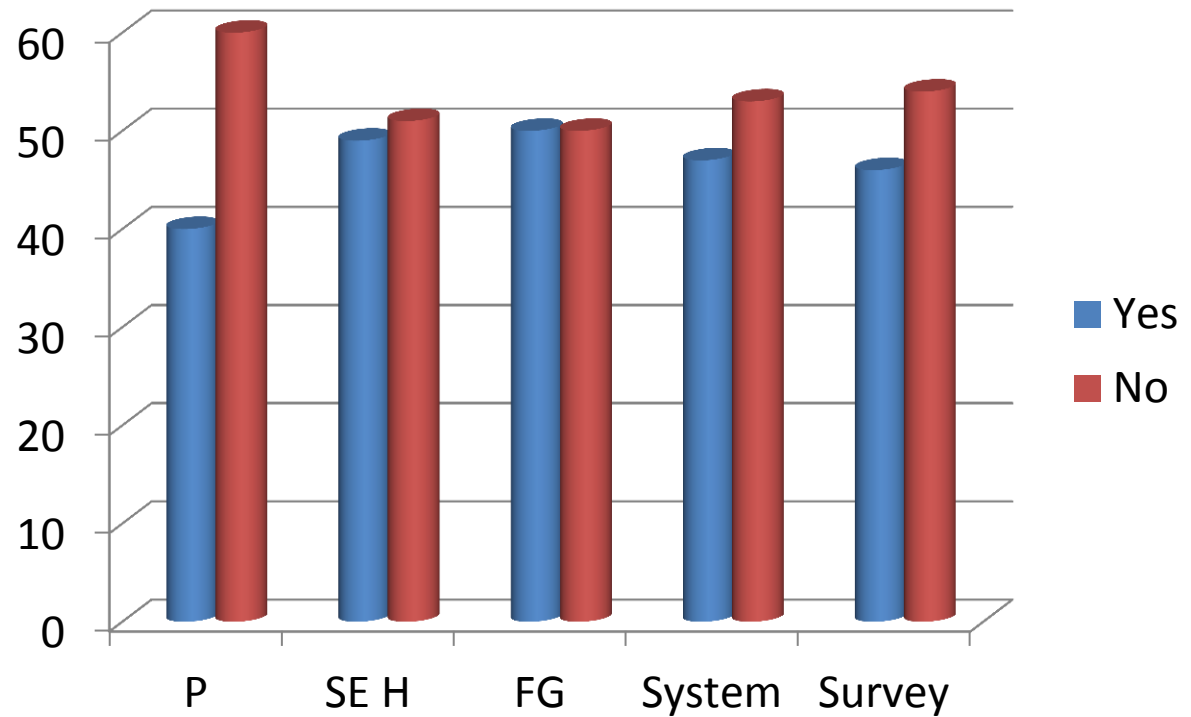
Experience

NHS111:

'have you called it'

System =
average of 3
CCGs

Survey =
results across
whole area



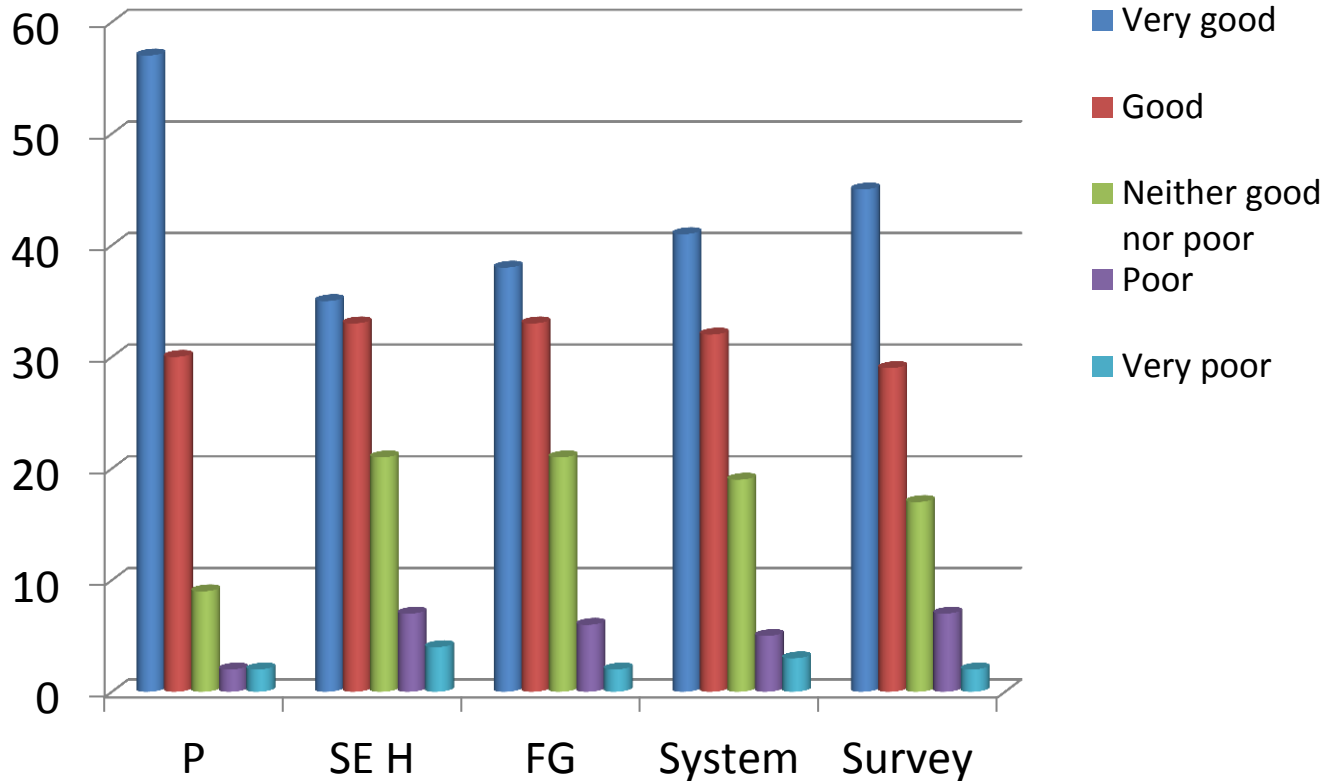
Broader variation here – ranging from around 40% of people in Portsmouth who had called NHS111, to 50% in FG

Wave 105 survey: Feb 2015

Experience

NHS111:

'how would you rate'



System = average of 3 CCGs

Survey = results across whole area

Considerably more people in Portsmouth rated the service highly (57%) than elsewhere. In SEH only 1 in 3 shared that view although the service provider is the same.

Ratings overall in Portsmouth are higher even though fewer people have used or heard of the service. There is a more consistent picture across the other areas.

Experience

NHS111:

'snapshot of
comments about
service'

Excellent, very
helpful and
good advice
given

It was obviously
slower than dialling
999 but the response
was perfect for the
situation I was faced
with.

Not particularly
good. I waited 11
hours for a call
back.

Happy with service,
staff were polite and
attentive and got me
to the correct level of
care

It did not resolve my
query on one occasion
and on another the
delay in somebody
getting back to me
was excessive. I would
not feel confident
using it other than for
a minor problem.

Wave 105 survey: Feb 2015

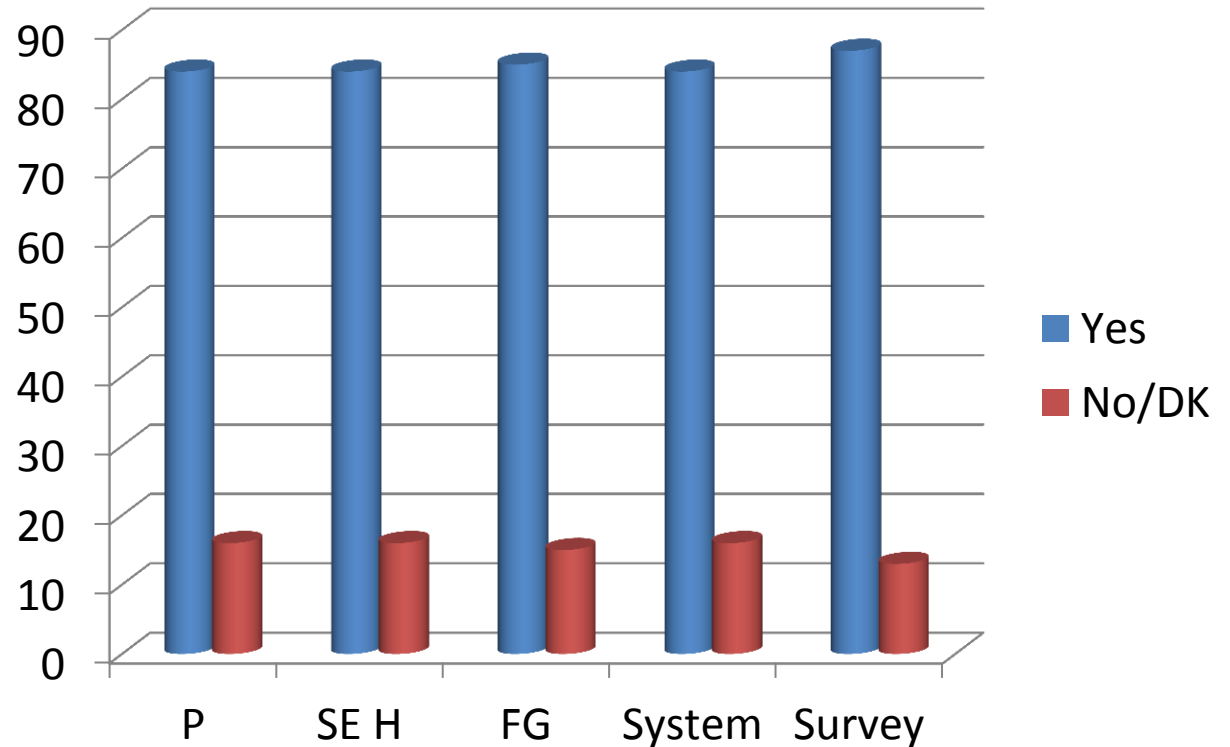
Preference

NHS111:

'would you use
in future'

System =
average of 3
CCGs

Survey =
results across
whole area



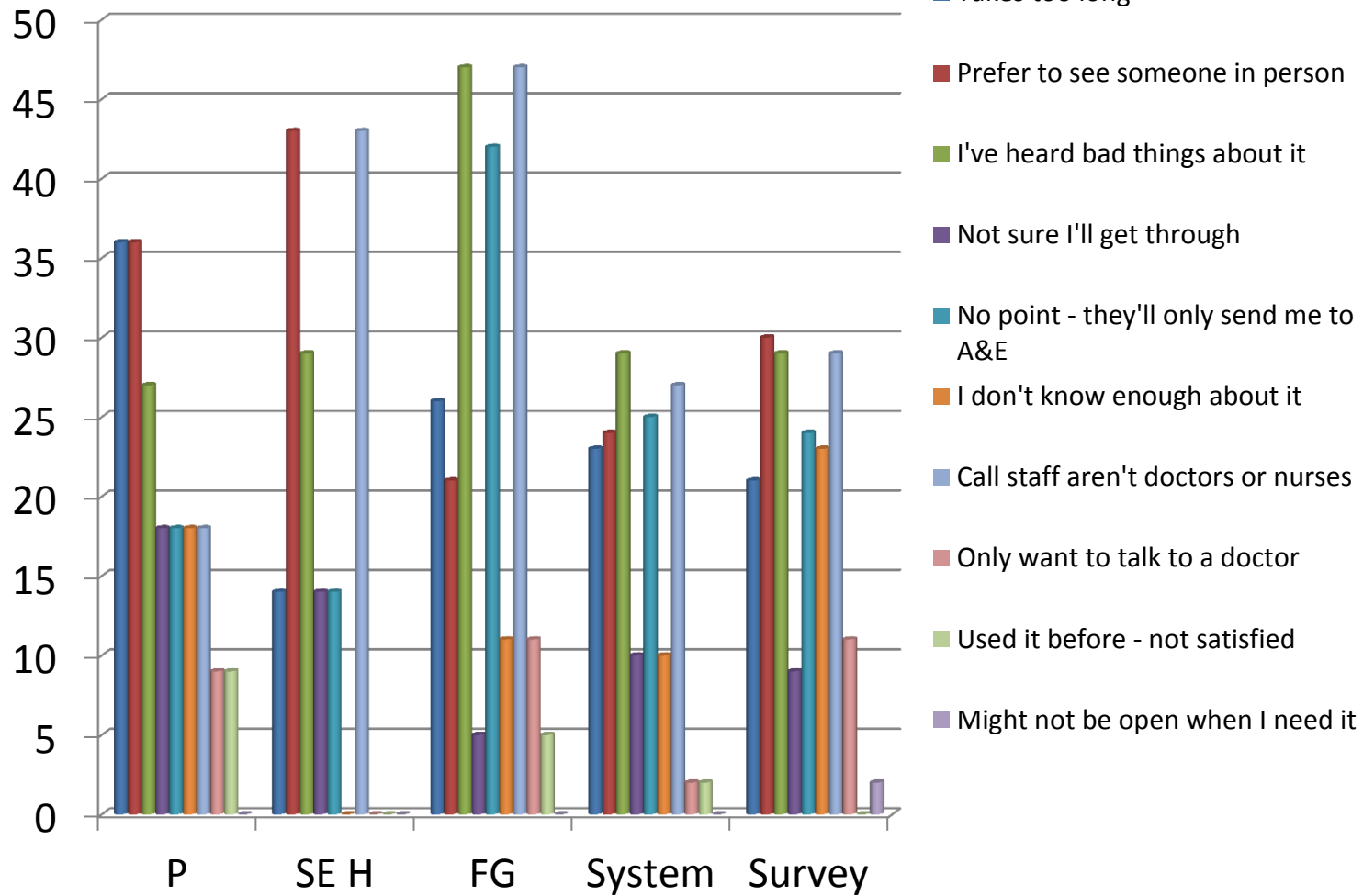
These figures are encouraging and show an improvement on similar questions around usage from the Summer 2014 survey.

Perception

NHS111:

'why would you not use in future'

(Choose any that apply)



System = average of 3 CCGs

Survey = results across whole area

People are not yet convinced by NHS111; 'I've heard bad things about it' featured in the top three reasons for each CCG and was the chief concern across the system. Also concerns that call staff aren't doctors or nurses and, perhaps as a result of this, people would be sent straight to A&E. Most people seemed to think they knew enough about the service and would get through if they tried it.

Perception

NHS111:

'snapshot of comments: why I would not use in future'

For health matters, I will use my judgement. i.e. deal with oneself. Or visit drop in centre, GP, or A&E

Suffer multiple conditions know what to do when I need hospital or doctor appointment

I haven't heard of it

They won't take your call if your calling about a parent at a different address.

I believe this to be like all call centres and if you have a query that does not fit in with their answers something may be missed

The Pharmacy
role in urgent
care

People's views on Pharmacy treatment choices

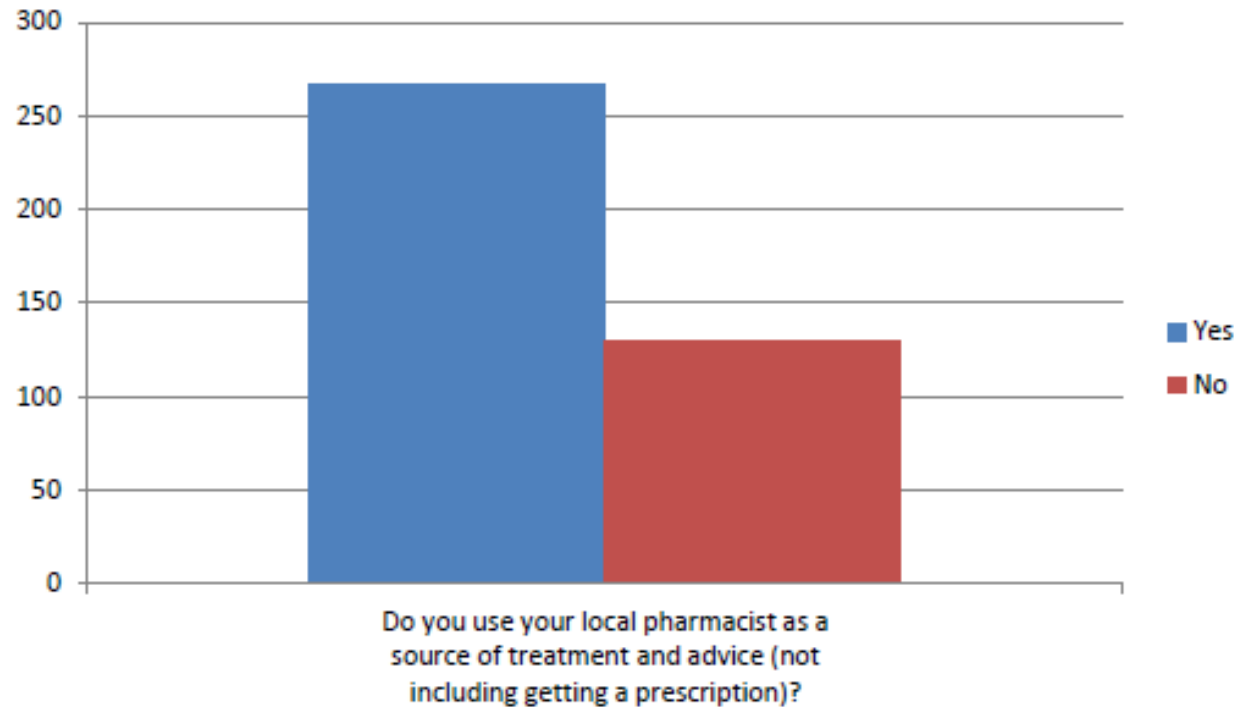
Knowledge of, experience of and
likelihood of using in future...

Under Pressure Campaign with The News: **January 2014**

Awareness

Pharmacies:

- 267 responded
- Two thirds said they used local pharmacist as source of treatment and advice.



comments

- Private consultation space
- Confidence in advice
- Better trained counter staff
- Need more information about services
- Ability to directly prescribe day to day medicines.

Reiteration of
key messages, in
summary

Key messages

Common and recurring themes across
the three surveys

Headline summary: recurring themes/ key messages about services derived from the three surveys

About GP urgent care

One third of people don't know about same day GP appointments

Most people would seek their GP first if they were ill, then a pharmacist – for injury MIU was top choice

People are very keen for more access to GPs, a broader range of appointment times and more flexible ways to book

People don't think it's easy to get an appointment with a GP (so head for A&E instead)

95% would consider using GP same day appointment service (now they know about it)

About NHS111

Only half of those responding had tried either a same day GP appointment or NHS111 when they had a health problem

One in four think NHS111 will just redirect callers to A&E

Over 80% would consider using NHS111 in future – those that wouldn't say they have heard bad things or want clinical call handlers

About Minor Injuries

One in four in Portsmouth still don't know about St Mary's/MIU (1 in 8 in FG, 1 in 50 SE H)

Over 90% across area would consider using MIU in future

Over 60% of those choosing an MIU for treatment do so because they think it is the right choice

About Pharmacy

Two thirds had used as a source of treatment and advice

Only around one third would consider using instead of a GP if they had a minor illness

Confidence in the advice given is still a significant factor in people not using pharmacy as an urgent care option

**Headline
summary:
recurring
opinions –
'how we
can solve
the
problem...'
derived
from the
three
surveys**

Making it easier to see a GP is the top reason given to solve urgent care pressures

People say a simpler urgent care system is the most important consideration – then distance to travel, then quality

Not knowing the alternatives is still a key reason given for why people attend A&E when they could go elsewhere

People want individuals to take more responsibility themselves for minor injuries or health problems rather than rely on the NHS for support

Charging people for inappropriate A&E attendance or turning people away – both are highly supported by local people

There is still an appetite for more flexible appointment times and appointment booking systems with GP surgeries

Providing more choices or investing more is not seen as the answer – but personal responsibility, more information and a simpler system are

Appendix

Further findings from the Wave survey

Survey with Wave 105FM: February 2015

What the survey told us: People's experience of services

- Fewer people (40%) in Portsmouth have used the NHS111 service than elsewhere but those that have rate it more highly than SEHF+G and elsewhere.
- 'I've heard bad things about it' is the main reason why people across the system would not use NHS111 in future (29%); other chief concerns are 'Call staff aren't doctors or nurses' and 'I prefer to see someone in person'
- One person in four across the system thinks NHS111 will just redirect them to A&E – three times as many people in FG think this than SEH
- But 84% will consider using NHS111 in future
- Around one in three people across the system (37%) are not aware that GP practices offer same day appointments. Nearly everyone (95%) would consider this option in future with three quarters of those who have used the service before rating it 'good' or 'very good'
- Availability of appointments was the main reason given for not using GP practice for urgent care in future (30%) though the same proportion of people suggested that A&E would be their first port of call for an urgent problem.
- One in four people in Portsmouth say they haven't heard of NHS walk in services, compared with one in eight in FG and just one if fifty (SEH.)
- Over 90% of people would consider using a walk in service in future; those that wouldn't cite previous dissatisfaction with the service (54%); one in ten didn't know where their nearest service was.



Survey with Wave 105FM: February 2015

What the survey told us: People's perception of services

- People were asked what they thought caused others to attend A&E when they could have gone elsewhere: 'not knowing enough about the alternatives' was the most popular (61%) reason given; half of those who responded cited difficulty in getting hold of a GP; other popular answers were A&E being open 24 hours a day and uncertainty over how serious a problem might be.
- Allowing A&E staff to turn people away if they only have a minor problem (48%), or charging people for going to A&E unnecessarily (33%) figured highly in response to the question what would make people less likely to use A&E if they didn't need to; but the most popular response was 'make it easier to see a GP (66%.) Restricting people to just one choice for this question had the same outcome – 22% said make it easier to see a GP; 21% said introduce charging and 17% said turn people away.
- Just under half of those who responded (42%) wanted 'People need to take more responsibility for looking after themselves, not always turning to the NHS for minor problems'; around one in three opted for a simpler urgent care system.
- Simplicity (36%) ranked above distance to travel (32%) and quality (29%) when people were asked which of three statements were most important to them when thinking about urgent, rather than emergency, care.

