Urgent and Emergency Care Consultation Responses
Barking and Dagenham, Havering and Redbridge CCGs
Response Data from Healthwatch’s in Barking & Dagenham, Havering & Redbridge
Who has been involved?

**Redbridge**

361 1:1

- 6 GP Surgeries
- KGH A&E
- Urgent Care Centre
- 3 GP Hubs
- Walk in Centers
- 2 Homeless Shelters
- Church Group

3 Total number of focus groups

- 2 Carer’s groups
- Deaf Group

**Barking & Dagenham**

298 1:1

- 5 GP Surgeries
- Queens A&E
- 2 GP Hubs
- Walk in Centre

3 Total number of focus groups

- Mental Health Hub
- Young People
- Work place

**Havering**

306 1:1

- GP Surgeries
- UCC at Queens
- Harold Wood Polyclinic/GP

4 Total number of focus groups/Workshops

- Queens Court Workplace
- Havering Over 50’s Forum
- Havering Health Overview and Scrutiny Committee
- The Training and Learning Centre-Romford
Demographics: Age

- 75+
- 65-74
- 60-64
- 55-59
- 45-54
- 35-44
- 25-34
- 18-24
Demographics: Gender

- Male
- Female
- Prefer not to say
Demographics: Ethnicity

*Table includes data from Redbridge and B&D
Access to the internet

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>700</td>
</tr>
<tr>
<td>No</td>
<td>200</td>
</tr>
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</table>
Have you heard of the following services where you can get help with treatment, or advice for urgent and emergency care?

- NHS Choices website
- Non-NHS health advice websites
- NHS 111 telephone helpline
- Chemist/Pharmacy
- Doctor/GP
- Out of Hours GP Services
- Mental Health Direct (tel helpline)
- GP Hubs
- Walk in Centre
- Urgent Care Centres (UCCs)
- Accident and Emergency (A&E)
- 999 (London Ambulance Service)
- Community Treatment Team
- Emergency dentists

Yes  No
Of the 774 people who have heard of walk-in Centres, 502 people knew the location.

Of the 301 people who have heard of Urgent Care Centres, 154 people knew the location.
How often have you or your household used the following health services for urgent or emergency care the last 6 months?

Number of visits

[Bar chart showing the number of visits to various health services such as Emergency dentists, Community Treatment Team, 999 (London Ambulance Service), Accident and Emergency (A&E), Urgent Care Centres (UCCs), Walk in Centre, GP Hubs, Mental Health Direct telephone helpline, Out of Hours GP Services, Your GP, Chemist/Pharmacy, NHS 111 telephone helpline, Non-NHS health advice websites, and NHS Choices website. The chart displays the number of visits using different colors for different frequency ranges (1, 2, 3, 4, 5 or more).]
Of those who had made one or more visits to: A&E, and Urgent Care Centre, a Walk-in Centre or a GP Hub 298 people sought advice on where to go before they went from the following...

<table>
<thead>
<tr>
<th>110</th>
<th>Yes - from an NHS information source such as 111/ NHS choices</th>
</tr>
</thead>
<tbody>
<tr>
<td>134</td>
<td>Yes - from a healthcare professional such as a doctor, chemist</td>
</tr>
</tbody>
</table>

Did the NHS advice suggest you go to this service?

<table>
<thead>
<tr>
<th>171</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>147</td>
<td>No</td>
</tr>
</tbody>
</table>

| 54  | Yes - from a non-NHS source e.g. other website/friends family |

<table>
<thead>
<tr>
<th>297</th>
<th>No - I did not seek advice</th>
</tr>
</thead>
<tbody>
<tr>
<td>60</td>
<td>I was taken to A&amp;E by ambulance</td>
</tr>
</tbody>
</table>
Of the 410 who had visited A&E one or more times in the last 6 months:
Of those who had visited A&E in the last 6 months

- Been treated somewhere else with this problem before
- Seen a GP with this problem before
- Been to A&E with this problem before
- This was a new/one-off problem

[Bar chart showing the number of patients who have experienced these situations]

Yes  No

local healthwatch
working together

Healthwatch from Barking & Dagenham, Havering & Redbridge
Scenario Feedback
Scenario Feedback

David works long hours and has to take time off work to get an appointment with his GP. He has had a persistent cough for several weeks. His wife persuades him to get some help. What should he do?

The majority of people in all boroughs said they would call the GP in this situation.

Rosie has a number of health issues and sees her GP regularly. Today she has been feeling breathless and is worried. What should she do?

The majority of people in REDBRIDGE said they would phone NHS 111 in this situation. The majority of people in BARKING AND DAGENHAM said to go to A&E and in HAVERING, the majority said they would call their GP.

For all three boroughs of those that chose A&E for these situations, the majority said that they were not aware of other services for REDBRIDGE AND BARKING AND DAGENHAM. For HAVERING the majority felt that it was the right place to go.

Sarah is cycling to work when she is involved in an accident. She is briefly unconscious but feels well enough to make her way to continue her journey. On arrival, she feels dizzy and decides she needs to get herself checked out. What should she do?

The majority of people in all boroughs said that they would go straight to A&E. Others suggested that they would dial 999.

local healthwatch working together

Healthwatch from Barking & Dagenham, Havering & Redbridge
NHS Accident and Emergency Departments commonly treat people whose injuries or illnesses could be treated just as well elsewhere. Why do you think that people tend to go to A&E when they have non-emergency issues?

• They do not have an understanding about other options
• Guaranteed that they will definitely be seen in A&E and have the problem dealt with (Even if there is a long wait!)
• People thought it was the safest option
• Takes too long to see the GP. E.G No appointments for up to three weeks+
• No confidence in other services
• NHS 111 are not as competent as ambulance staff
If the local NHS had a website or app which held all your health information, where you could get advice, chat with a doctor or nurse if necessary or book yourself into appointments with your GP or a clinic, do you think you would you use it?
What do you think would be the main advantages of such a site or app?
Can you explain why you would be unlikely to use such a website or mobile phone app?

- Don’t know
- Other (please state)
- Use existing online GP booking systems
- Would prefer to speak to someone in person
- Concern about security of personal data/ health records
- Data charges/cost to access
- Don’t feel confident with technology/ would not know how to use
- Don’t have internet access/computer/ smartphone
Who has been involved?

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3 Total number of focus groups
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Focus Groups (Scenarios): Deaf Club

Participants had difficulty with their responses for the following reasons:

- A lack of accessible support offered
- Lack of visual information and over-reliance on internet
- Lack of translation support
- Real-time translation service should be offered
- Minicom and text support had led to misunderstandings on medical issues
- Deaf awareness training required for service providers
- One participant had a dual sensory impairment and felt that this was not supported well enough
Scenarios and the use of NHS 111

David works long hours and has to take time off work to get an appointment with his GP. He has had a persistent cough for several weeks. His wife persuades him to get some help. What should he do?

- The majority of people for this chose to call the GP
- However as this was the first question it sparked debate between participates as to what NHS 111 does.

Rosie has a number of health issues and sees her GP regularly. Today she has been feeling breathless and is worried. What should she do?

- The majority of participants in the focus group chose to call NHS 111 after finding out more about the service
- However some people questioned whether the operators were appropriately qualified to make judgements.
Who has been involved?

134 One-to-one interviews in NHS-related settings
- Harold Wood Polyclinic/King’s Park Surgery
- North Street GP Hub
- Wood Lane Surgery
- UCC at Queen’s Hospital

2 workshops, with a total of 131 participants
- Queen’s Court workforce
- Havering Over 50s Forum

2 focus groups, with a total of 41 participants
- Havering Health Overview & Scrutiny Committee
- The Training & Learning Centre, Romford

Reflecting the profile of the borough’s population, of our 307 interviewees, 142 were 55 or older
Did you seek advice before going to A&E, a WIC, a Hub or the UCC?

- Taken by ambulance: 13
- Friends or family: 19
- Healthcare professional: 29
- NHS source: 26
- Did not seek advice: 79

“I don’t want to sit on the phone going through a range of irrelevant questions!”
Why not use an app?

“If there are not enough GPs now, how will there be enough to operate a system 24/7?”
Who has been involved?

We carried out 298 One-to-one interviews in NHS-related settings at: 5 GP surgeries, 2 GP Hubs, A&E at Queens Hospital and 1 Walk-in Centre

We spoke with 3 focus groups: Mental Health Hub, Young People and Workplace

Your Ethnicity

- Any other ethnic group
- African
- Pakistani
- White and Black African
- English/Welsh/Scottish/Northern...
When asked why they think people tend to go to A&E when they have non-emergency issues, the main points that emerged from the group were:

• It takes too long to get an appointment with the GP.
• Other services do not know how to deal with the needs of mental health patients.
• Many mental health service users need an advocate for support with their physical health needs. The hospital has a mental health liaison officer that can be contacted when you go to an A&E.
• People do not know or understand enough about what is happening to them and need to seek help straight away.
Focus Group Scenarios

We spoke with a group of Young People Age 16-18 and People in their Work Place

We asked them about David’s scenario and what they would do?

The majority of Young People said they would call their GP, whilst the others said they would call NHS 111, go to a Walk in Centre or search online for advice.

The majority of people in the Workplace said they would call their GP, others said they would call NHS 111 or go to a Walk in Centre.

When we asked them about Rosie’s scenario and what they would do?

The majority of Young People said they would ring NHS111, whilst the others said they would ring their GP or go to A&E.

The majority of people in the Workplace said they would ring NHS 111, whilst the others said they would ring their GP or go to A&E.

Out of 51 young people, 48 said they would use the App - out of 17 people at work, 16 said they would use the App.
In Summary...

• Too many different front doors/labels, people are just desperate to be seen no matter what service they use

• Lack of understanding of different services and what they do

• App/Website needs to be discussed more. What are the parameters?/What will it offer?

Recommendation: KEEP IT SIMPLE, Primary care offerings need to be clearer and make sure staff are able to signpost sufficiently.
Thank you for listening
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