

Urgent and Emergency Care

Right care,
Right place,
First time

Results of research of the views of
Havering residents

March 2018



Introduction

This report sets out the results of research, commissioned by Havering Clinical Commissioning Group (CCG) and carried out by Healthwatch Havering, during March 2018. The purpose of research was to ascertain people's understanding of the options available to them for seeking Urgent and Emergency care other than calling on the Emergency Department of a hospital. A similar survey was carried out at the same time by Healthwatch Barking & Dagenham and Healthwatch Redbridge for their respective CCGs, using the same questionnaire and aimed at a similar demographic.

Research objectives

Building on the local research and engagement work during 2016/2017, BHR CCGs now wish to talk with local people about two priority themes in more detail.

These are:

- Providing more bookable appointments when you have an urgent health care concern or need
- Making urgent care more accessible through digital channels (online booking, digital apps and resources)

Feedback from local people will inform the planning of options for a new model of care. We expect to undertake a public consultation on options during summer 2018.

Target audience

- Parents of young children (especially those aged 0 to 5 Years)
- Older people (those aged 60+)
- Young adults (15 to 25/30)

Methodology

Healthwatch Havering contacted local groups known to have connections with people falling into the "target audience" defined above:

- Havering Over Fifties Forum (HOFF)
- CarePoint
- Positive Parents Havering
- Havering Children's Centres network
- Family Mosaic
- Havering Council members
- Employees of companies based in Queen's Court, Romford

Following discussion, individual respondents were invited to complete the questionnaire - most did so by completing a hardcopy version, but some used an online facility.

Target respondents

In all, 361 people responded, of whom 135 (41%) indicated that they were parents or carers of a child under six years of age; 26 (8%) of respondents were aged under 25 years and 84 (25%) were 55 years and older.

Details of the age, gender, ethnicity and disability declared by the target audience are set out in the appendix to this report.

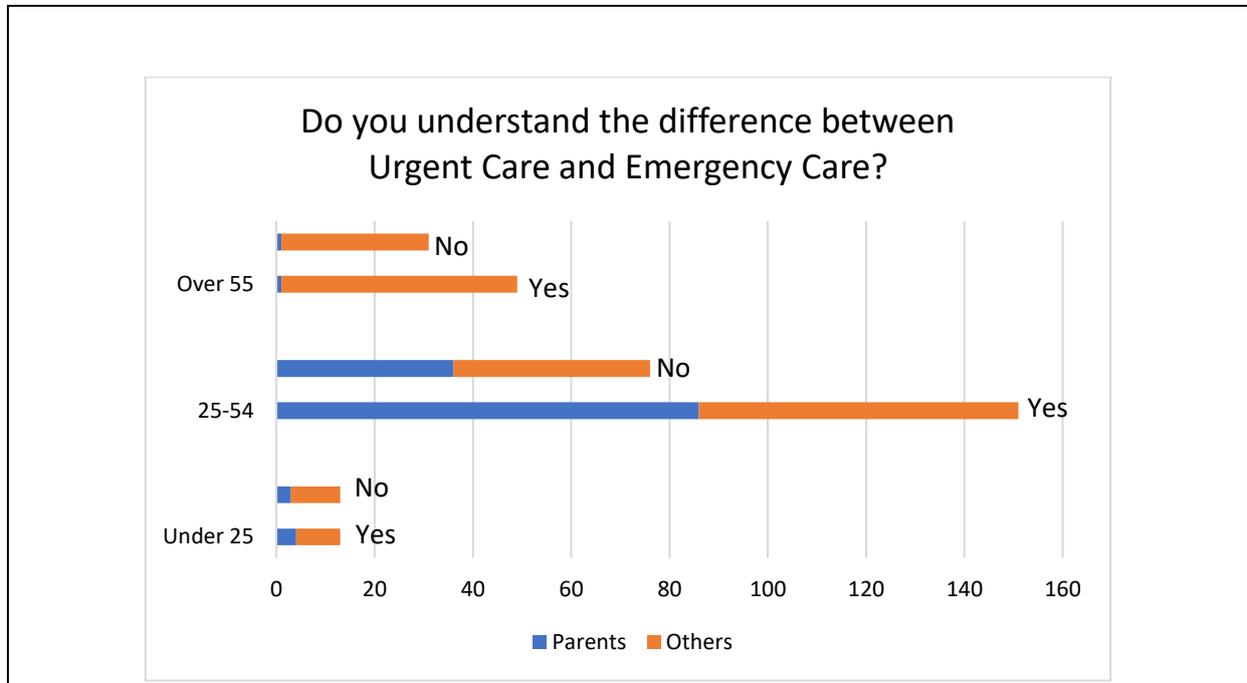
In some of the charts that follows, "Yes/No" answers are shown by age group and whether the respondent is a parent (or carer) of a child under 6, or an individual (Others).

Questionnaire

The questionnaire asked a series of questions designed to test people's understanding of the issue of Emergency and Urgent care. A copy of the questionnaire is attached at the end of this report.

Difference between Urgent Care and Emergency Care

Most respondents claimed to understand the difference between “Urgent Care” and “Emergency Care” - 64% to 36%:



But when invited to explain the difference in their own words, it became apparent that their level of understanding was not as great as the “Yes/No” answer implied ¹:

- *Urgent - maybe something like infection that needs antibiotics or high temp which needs checking.*
- *Emergency - i.e. A+E type stuff, unconscious, burns etc.*
- *Emergency care means going to A+E and urgent care means care needed straight away*
- *Urgent care - when a patient is bleeding, unconscious or unresponsive, infection, life threatening.*
- *Emergency care, same thing that can wait or be seen by a GP*
- *Urgent = doctors emergency = hospital*
- *Emergency care is 999. urgent care is 111*
- *Urgent care is when you need to see a Gp or other consultant urgently and emergency care is*

¹ The quotations listed here and later in the report are taken directly from respondents' replies, selected at random

- *When you say have chest pains or you are bleeding heavily and need to attend the emergency A & E dept at the local hospital*
- *1) Care needed on the day 2) care provided in a medical emergency*
- *Urgent is when you need to see someone quickly - e.g. if you need prescriptions or you need to*
- *Get something checked quickly. Emergency is when the need is immediate as the person is in danger.*
- *Urgent is GP or 111 Emergency is ambulance/A&E*
- *Emergency means imminent risk of death or serious complications. Urgent care is still serious but not as much as emergency care*
- *Urgent care is on same day and emergency care is immediately*
- *Urgent care is when baby has minor illness like ear ache, high fever, itch rash eczema problem*
- *Emergency Care means when baby or adult has serious problem. Accident, fainting, head injury, heart problem, breathing problems etc*
- *Urgent Care - something that needs attention from a GP - Emergency appt (eg) worsening of asthma Emergency 999 or visit to A & E (eg) bad asthma attack*
- *I consider emergency care is needed where there is a serious risk of loss of life. Urgent care is needed where condition is serious but not life threatening.*

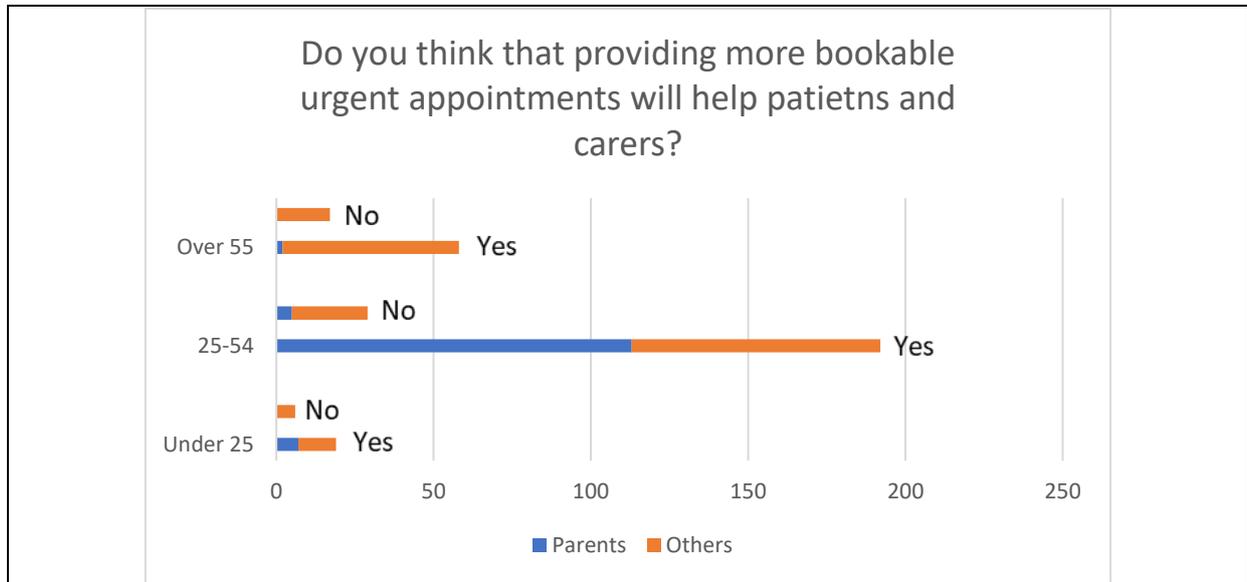
Having answered, respondents were then shown the accepted definition of the two terms:

Urgent care is care needed the same day. This could include anything from cuts, minor injuries, wound infections, tonsillitis, urinary infections, or mild fevers etc.

Emergency care is provided in a medical emergency when life or long term health is at immediate risk. This could include serious injuries or blood loss, chest pains, choking or blacking out.

Seeing a GP

Respondents were then asked whether they thought that providing more bookable urgent appointments would help patients and carers. A significant majority agreed - 84% to 16%:



Asked why that would be, a variety of answers were given including:

- *Illness can happen over night*
- *I want to see my own doctor*
- *I have a gp i should be able to see them*
- *It will stop unnecessary A+E visits - clear definition on when to attend & for what will be much clearer - I hear it people presenting at A+E with a sore finger!!!*
- *If I could get an appointment as soon as possible, it would save having to wait around for an appointment*
- *You can never get a doctor's appointment so having appointments available would help more*
- *Current processes feel like a scramble at 8am if an urgent appointment is required and can result in waiting a whole day to see a GP*
- *Less people turning up at A&E*
- *So people can get the help they need as needed and hospitals wont be so busy*
- *I need my G.P to understand my health issues. New G.P will only read my notes and might not understand my health issues.*

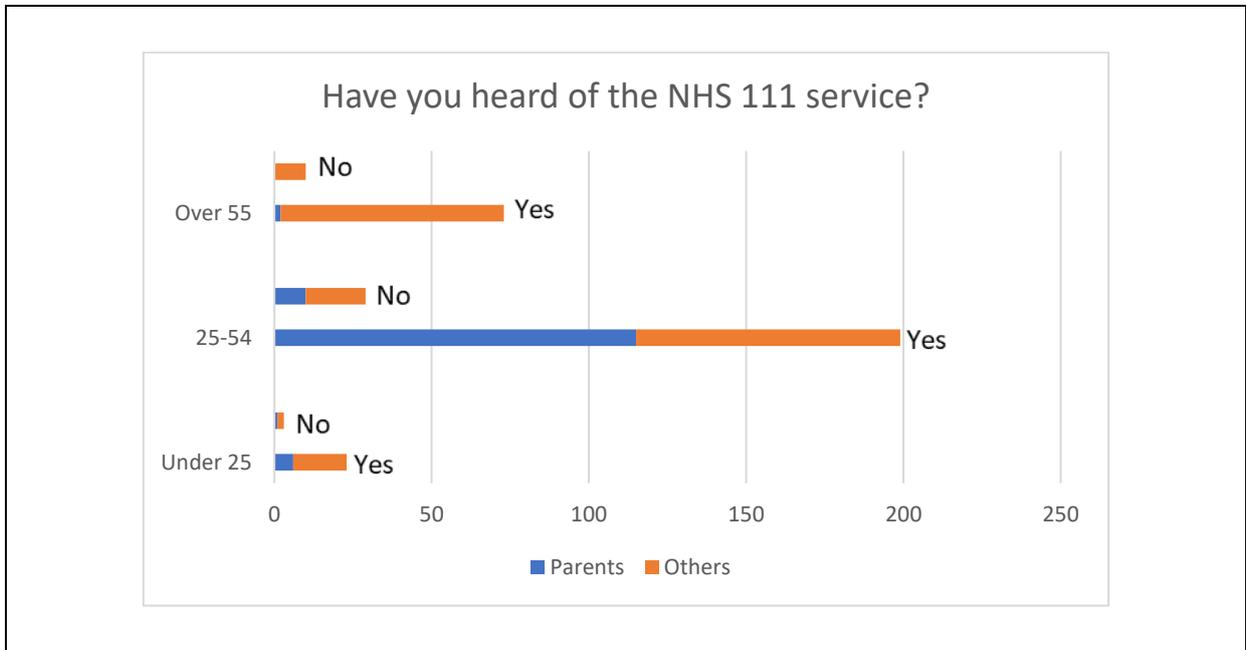
- *Waiting 2 weeks for an appointment is unacceptable - this lottery of calling at 8.30 am is difficult for people who work and need help.*
- *Long waiting times are extremely difficult with a child with special needs and becomes extremely stressful for both carer and patient the anxiety of waiting can make the person unable to be assessed and possibly symptoms worse. Some children/adults are not able to tell you their symptoms and this is very worrying if you are only able to piece together small bits of info and your own predictions. With an appointment booked a lot of this anxiety can be avoided to keep the situation calmer*
- *I have been able to get "emergency" GP appointments for my son on the same day but only if I ring at exact times (9 and 12) and they aren't always available. With a child you usually need to be seen quickly and GP standard appointments can be 2-3 weeks wait*
- *Distinguishing between urgent care and emergency will allow people to book and attend in a timely manner freeing up the necessary care delivery.*

Asked about their preferences for alternatives to seeing “their” GP on the day, respondents replied as follows:

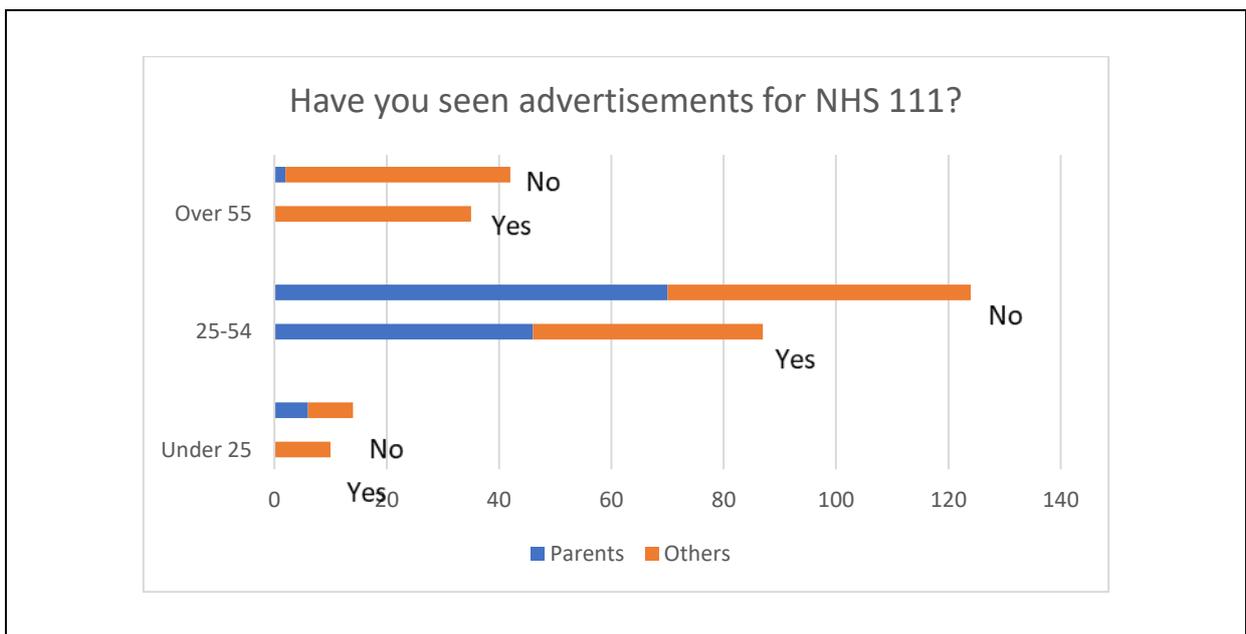
Option		
See or speak to another GP at your practice	71.02%	250
See a GP or nurse at a GP hub in your borough	52.27%	184
See a GP or nurse at the nearest GP hub to you, even if that is not in your borough	31.53%	111
Get the first appointment available at a GP hub, even if this is not the closest to your home	17.61%	62
Speak to NHS 111 for advice, and be booked into an appointment if you need to be seen by a healthcare professional	37.78%	133
Go to your local pharmacy if you have a minor illness that they can help with	27.84%	98
None of these - I would wait to see my own GP	10.23%	36
None of these - I would choose to wait at A&E or another walk in service	4.55%	16

NHS 111

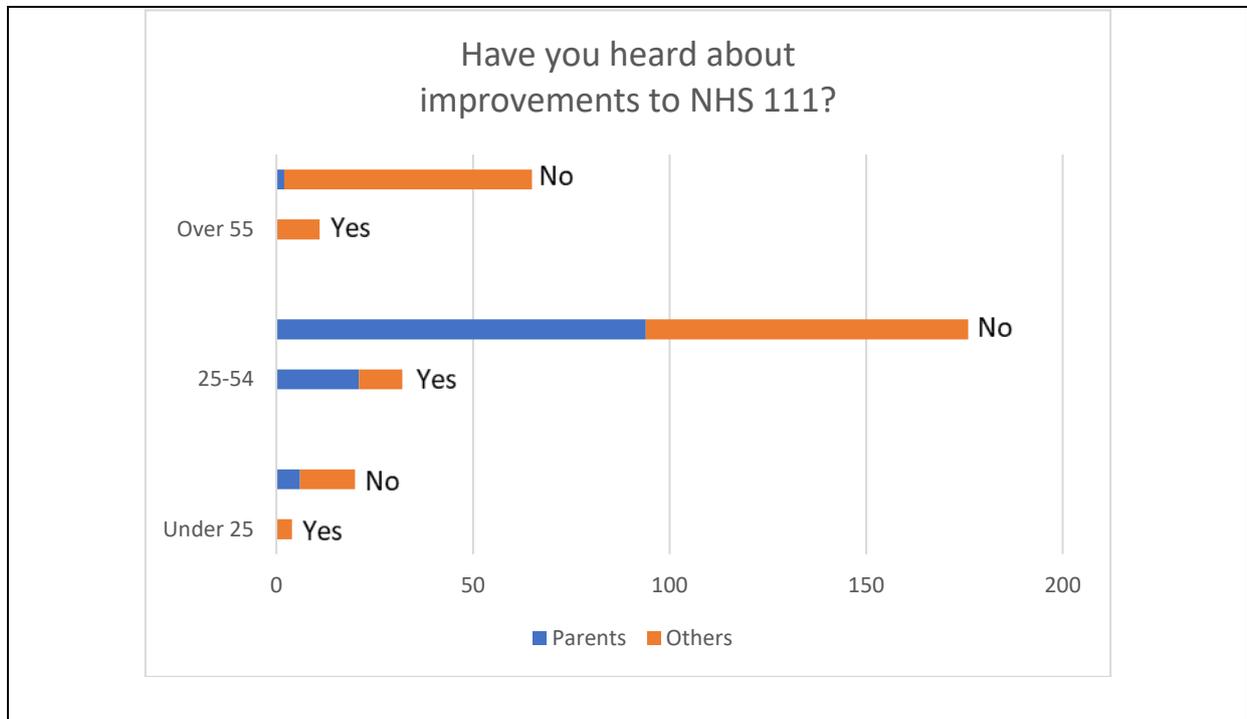
When asked whether they had heard of the NHS 111 services, 88% of respondents said that they had, 12% had not:



Those who had heard of it had learned of it from a variety of sources, including TV, posters in their GP practice or health centre, or through friends or family members; there was no predominant source of information. 57% of respondents had not seen any TV or other adverts for the service in the last few weeks:

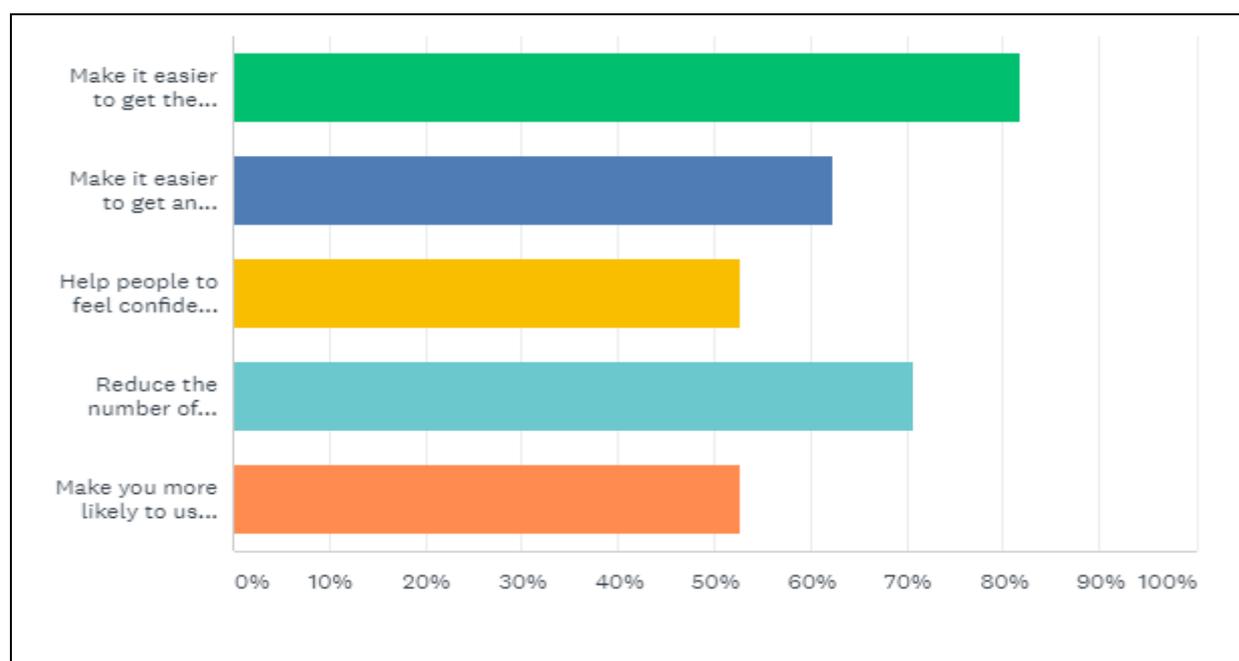


85% were unaware of improvements that are being made to NHS 111:



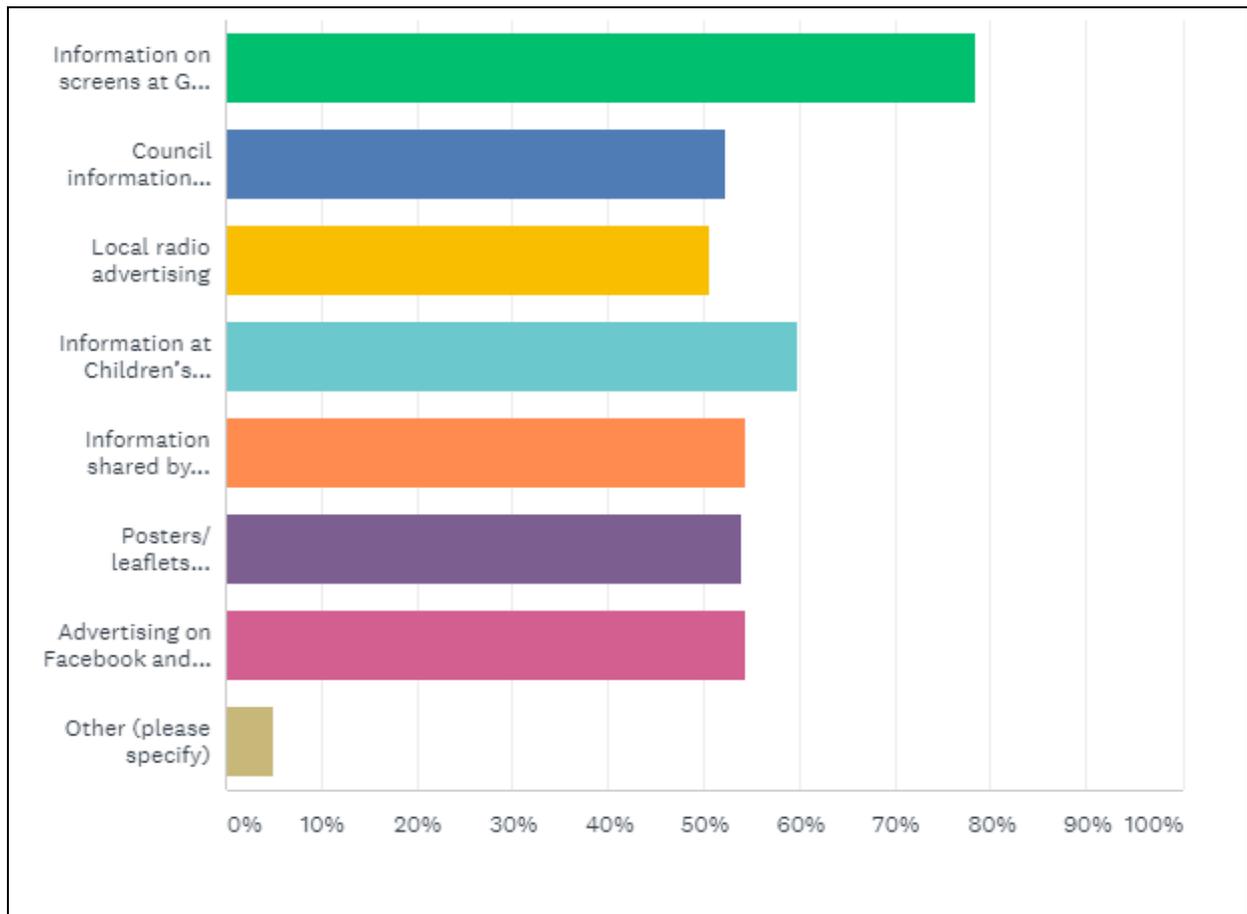
Asked what benefits might flow from improving the NHS 111 service, respondents replied:

Benefit	Percentage	Count
Make it easier to get the health advice you need quickly	81.79%	274
Make it easier to get an urgent healthcare appointment at a local service	62.09%	208
Help people to feel confident to look after themselves at home with advice from NHS 111	52.84%	177
Reduce the number of people who go to A&E when they have a minor illness or minor injury	70.75%	237
Make you more likely to use NHS 111	53.13%	178



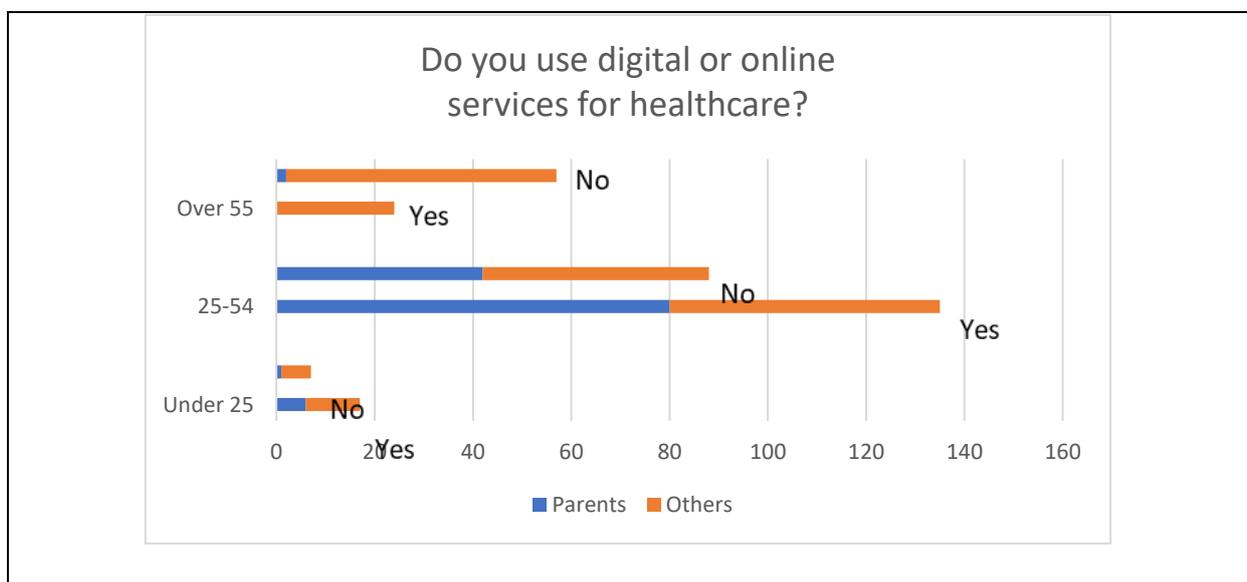
Asked what can be done locally to encourage more people to call NHS 111 for urgent medical advice, respondents suggested:

Action	Percentage	Count
Information on screens at GP practices and other healthcare locations	78.61%	261
Council information screens and poster sites around your borough	52.41%	174
Local radio advertising	50.60%	168
Information at Children's Centres and other community locations	59.94%	199
Information shared by health visitors, care homes, community nursing teams	54.52%	181
Posters/ leaflets available at schools and colleges	53.92%	179
Advertising on Facebook and other social media	54.52%	181
Other	4.52%	15



Digital or online healthcare

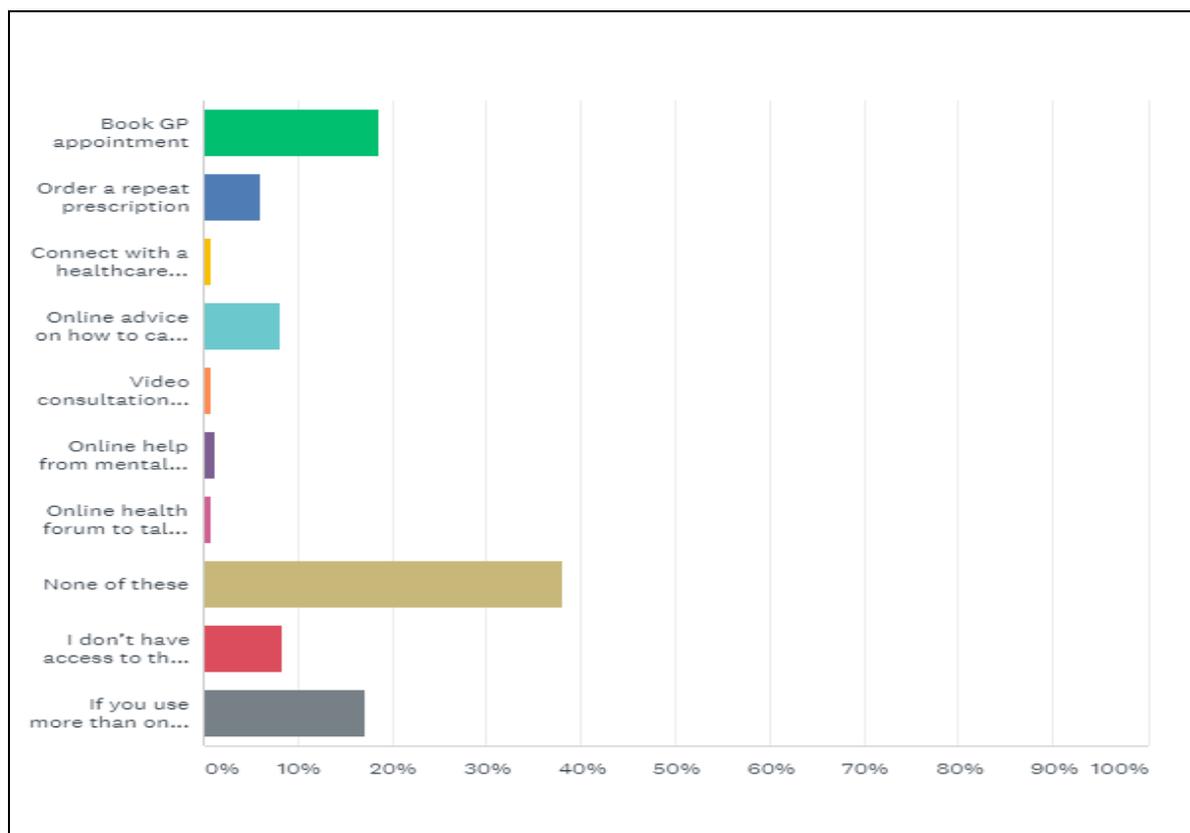
Slightly more than half of all respondents made use of online services for healthcare:



Of those that did not use online services, Over 55s were the largest group.

Those who used online facilities did so for a variety of purposes:

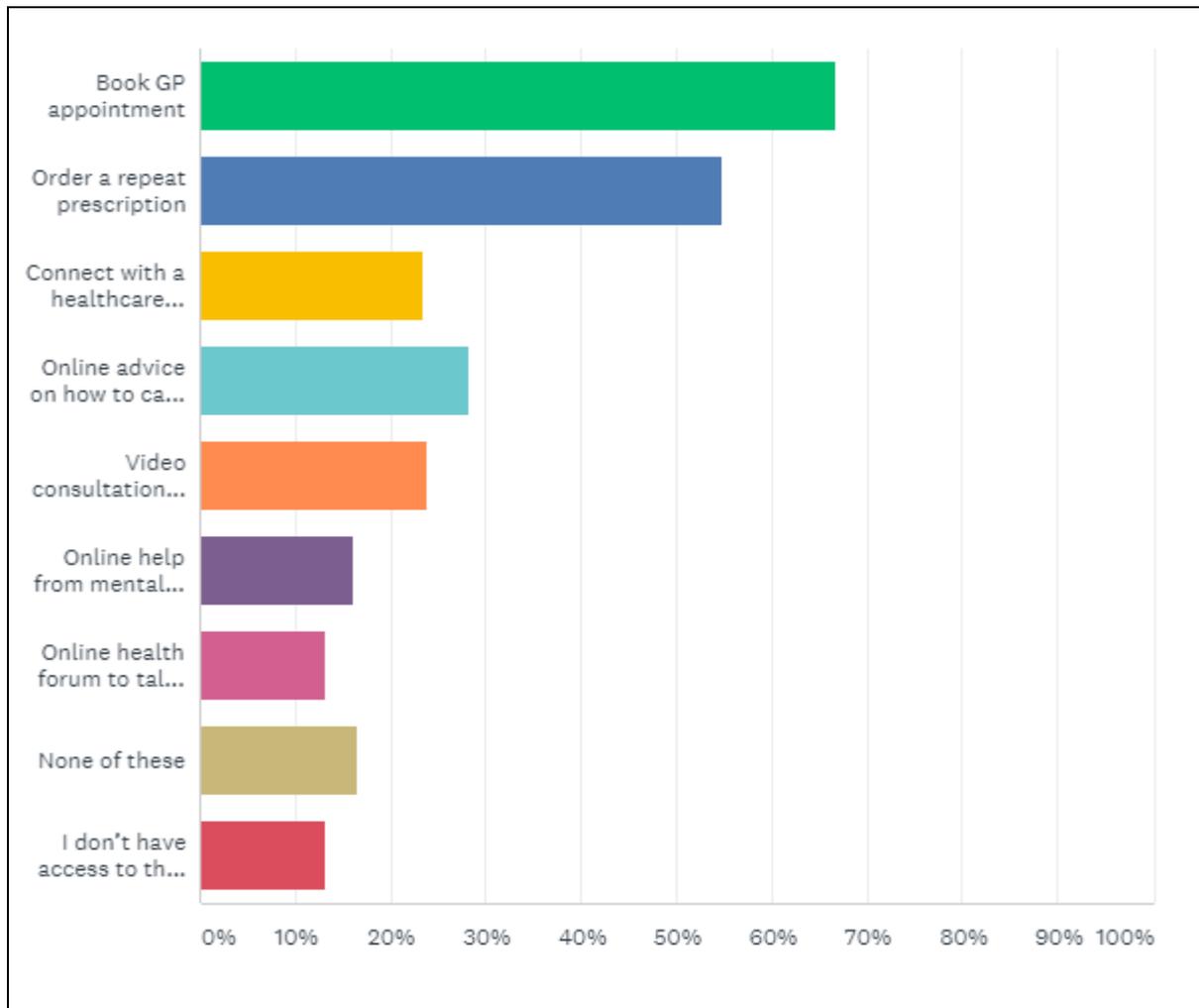
Purpose		
Book GP appointment	18.67%	62
Order a repeat prescription	6.02%	20
Connect with a healthcare professional to get help with managing a long-term condition (such as diabetes, chronic pain, COPD)	0.90%	3
Online advice on how to care for yourself at home before you book an appointment or visit a GP or service	8.13%	27
Video consultation with a health professional	0.90%	3
Online help from mental health professionals when you are experiencing a mental health crisis or need advice/information	1.20%	4
Online health forum to talk with people with a similar health condition	0.90%	3
None of these	37.95%	126
I don't have access to the internet or use a smartphone	8.43%	28
Use more than one service	16.87%	56



Asked about their future use of online services, respondents replied that they MIGHT use them for:

Purpose

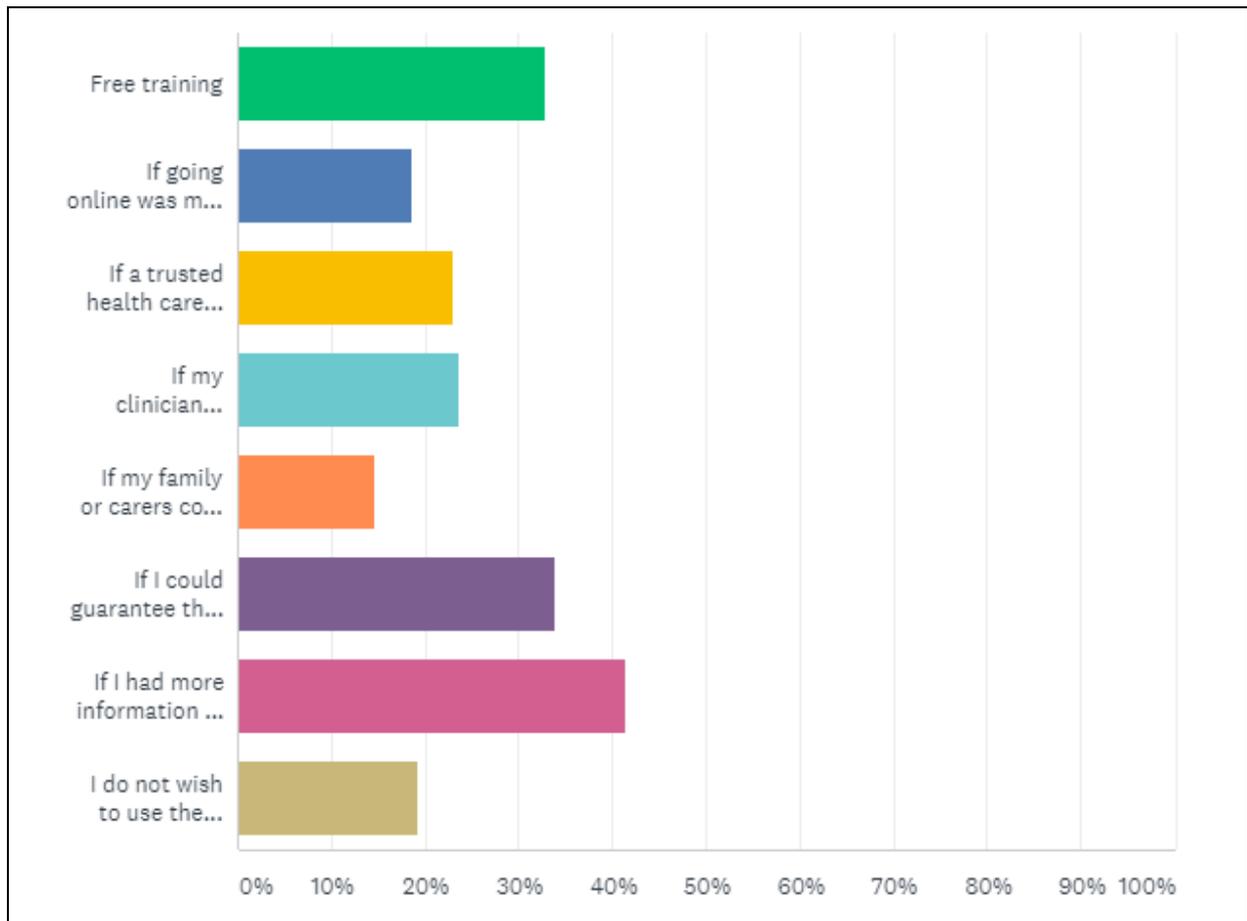
Book GP appointment	66.87%	222
Order a repeat prescription	54.82%	182
Connect with a healthcare professional to get help with managing a long term condition(such as diabetes, chronic pain, COPD)	23.19%	77
Online advice on how to care for yourself at home before you book an appointment or visit a GP or service	28.01%	93
Video consultation with a health professional	23.80%	79
Online help from mental health professionals when you are experiencing a mental health crisis or need advice/information	15.96%	53
Online health forum to talk with people with a similar health condition	13.25%	44
None of these	16.27%	54
I don't have access to the internet or use a smartphone	13.25%	44



They were then asked what would make them feel more confident about using online services:

Purpose

Free training	32.80%	103
If going online was more affordable	18.79%	59
If a trusted health care professional got me started	23.25%	73
If my clinician recommended this to me	23.89%	75
If my family or carers could use this service for me	14.65%	46
If I could guarantee that my information was safe	34.08%	107
If I had more information on what was available	41.72%	131
I do not wish to use the internet or digital healthcare services for health advice	19.11%	60



It will be noted that a significant proportion - one in five - do not wish to use online services while over one-third need reassurance about the safety of their healthcare data if they were to use online services.

Conclusions

The survey indicates that understanding of the distinction between “Urgent” and “Emergency” care is nowhere near as great as it needs to be, and that - although it is well-known - use of the NHS 111 system requires much more public education if it is to become the main filter for calls for healthcare.

Although encouraging people to use online services for their healthcare needs may appear to be the way forward, a significant minority - one in five - do not wish to use online services and, of the majority who are

prepared to use them, more than a third seek a guarantee of the safety of their data, and a similar number would want some form of training before using them. For nearly one in five, the affordability of going on line is an issue.

Acknowledgements

Healthwatch Havering is grateful to the people who took the time and trouble to complete the questionnaires and to the individuals in the organisations who assisted in facilitating the completion of the questionnaires.

Thanks also go to Thomas Thorn of Healthwatch Redbridge for preparing the SurveyMonkey questionnaire and extracting the data on which this report is based.

This report is based on data supplied in response to the questionnaire. The interpretation in the report of the data is solely the responsibility of Healthwatch Havering.

APPENDIX

Target respondents - age, gender, ethnicity and disability

Note: figures may not add up to 361 as some respondents declined to respond to all questions

Age

Under 18 years	0.29%	1
18 to 24 years	7.31%	25
25 to 34 years	35.09%	120
35 to 44 years	18.42%	63
45 to 54 years	13.16%	45
55 to 64 years	8.77%	30
65 to 74 years	10.82%	37
75 years or older	4.97%	17
Prefer not to say	1.17%	4

Gender

Male	19.88%	66
Female	78.31%	260
Other	1.20%	4
Prefer not to say	0.60%	2

Ethnicity

Any white background	72.40%	244
Any mixed ethnic background	3.56%	12
Any Asian background	8.31%	28
Any black background	10.09%	34
Prefer not to say	4.45%	15
Other	1.19%	4

Disability

Physical/mobility issue	15.57%	52
Learning disability/ mental health issue	13.47%	45
Visual impairment	1.80%	6
Hearing impairment	2.69%	9
None	71.26%	238
Other	2.69%	9

The questionnaire

Researching the use of community urgent care services in the boroughs of Barking and Dagenham, Havering and Redbridge

We know local people find the current range of urgent care services confusing, and want it to be easier to know where to go for help if they have an urgent health need and want to get advice or treatment on the same day.

Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs) have asked the Healthwatch organisations in these three boroughs to carry out research to support their work to improve community urgent care services and make it easier for local people to get the right care in the right place, first time.

Community urgent care services are services that provide urgent same-day care and advice for people with urgent, but not emergency or life-threatening health issues. They are the services you use when you cannot see your own GP, such as GP hubs and walk-in centres.

Which borough do you live in?

- Barking and Dagenham
- Havering
- Redbridge
- Other (please tell us which borough)

Urgent care and emergency care

1. Do you understand the difference between 'urgent care' and 'emergency care'?

Yes/No

2. If yes, can you explain, in your own words, what the difference is between 'urgent care' and 'emergency care'?

Urgent care is care needed the same day. This could include anything from cuts, minor injuries, wound infections, tonsillitis,

urinary infections, or mild fevers etc.

Emergency care is provided in a medical emergency when life or long term health is at immediate risk. This could include serious injuries or blood loss, chest pains, choking or blacking out.

More same-day urgent appointments available to be booked in advance – with no waiting

The NHS wants to make it easier for people to book appointments at a convenient time near to your home when you need urgent health care or advice. This may not be with your own GP and may be at another location. This would mean fewer people have to walk in and wait to be seen at other services, sometimes for several hours.

3. Do you think providing more bookable urgent appointments will help patients and carers?

Yes/ No

4. Tell us why?

Getting support with an urgent healthcare need

5. If you had an urgent (not emergency) health care need, and your own GP could not see you on that day, would you be happy with any of these alternatives. Please tick your top three choices.

	See or speak to by another GP at your practice
	See a GP or nurse at a GP hub in your borough
	See a GP or nurse at the nearest GP hub to you, even if that is not in your borough
	Get the first appointment available at a GP hub, even if this is not the closest to your home
	Speak to NHS 111 for advice, and be booked into an appointment if you need to be seen by a healthcare professional
	Go to your local pharmacy if you have a minor illness that they can help with
	None of these – I would wait to see my own GP
	None of these – I would choose to wait at A&E or another walk in service

Call NHS 111 for the right medical attention when you urgently need it

6. Have you heard of NHS 111?

Yes/ No

If yes, please tell us:	
	Where did you hear about NHS 111?
Yes/ No	Have you seen any television or other adverts for NHS 111 in the last few weeks?
Yes/ No	Have you heard about the improvements being made to NHS 111?
	Where did you hear about the improvements?

NHS 111 is the free 24/7 telephone advice service for people who need urgent health care advice or attention. The NHS wants more people to call NHS 111 as the first place they turn to for help with urgent health concerns.

The local NHS is making improvements to NHS 111 in North East London. This means GP, nurses, paramedics and pharmacists will soon be giving urgent expert advice over the phone through NHS 111. If you need to be seen but it's not an emergency, NHS 111 will be able to book you a convenient and timely appointment with a GP hub, the GP Out of Hours service and at the Urgent Care Centres at King George Hospital and Queen's Hospitals.

7. Do you think that improving NHS 111 will:

(Please tick all the options you agree with.)

	Make it easier to get the health advice you need quickly
	Make it easier to get an urgent healthcare appointment at a local service
	Help people to feel confident to look after themselves at home with advice from NHS 111
	Reduce the number of people who go to A&E when they have a minor illness or minor injury
	Make you more likely to use NHS 111

8. What do you think we can do locally to encourage people to call NHS 111 when they need urgent medical advice?

	Information on screens at GP practices and other healthcare locations
	Council information screens and poster sites around your borough
	Local radio advertising
	Information at Children's Centres and other community locations
	Information shared by health visitors, care homes, community nursing teams
	Posters/ leaflets available at schools and colleges
	Advertising on Facebook and other social media
	Other – please share your ideas

Go online to get help with healthcare

Many of us now use the internet as part of our daily lives – whether it's shopping online, booking holidays and flights, or keeping in touch with friends and family using social media or Skype

In future, people will get health care and services in a very different way than today. We're already seeing changes, with doctors using Skype consultations to talk with patients and the launch of a virtual NHS GP service in London (GP at hand).

You can already book a GP appointment online or order a repeat prescription of your usual medicine. There are now many digital tools and 'apps' which you can use to get health advice or to find a service near to you.

9. How do you use digital or online healthcare services now?

	Book GP appointment
	Order a repeat prescription
	Connect with a healthcare professional to get help with managing a long term condition (such as diabetes, chronic pain, COPD)
	Online advice on how to care for yourself at home before you book an appointment or visit a GP or service
	Video consultation with a health professional
	Online help from mental health professionals when you are experiencing a mental health crisis or need advice/ information
	Online health forum to talk with people with a similar health condition If so, which ones
	None of these
	I don't have access to the internet or use a smartphone

10. How might you use digital or online healthcare services in the future?

If so, which ones

<input type="checkbox"/>	Book GP appointment
<input type="checkbox"/>	Order a repeat prescription
<input type="checkbox"/>	Connect with a healthcare professional to get help with managing a long term condition(such as diabetes, chronic pain, COPD)
<input type="checkbox"/>	Online advice on how to care for yourself at home before you book an appointment or visit a GP or service
<input type="checkbox"/>	Video consultation with a health professional
<input type="checkbox"/>	Online help from mental health professionals when you are experiencing a mental health crisis or need advice/information
<input type="checkbox"/>	Online health forum to talk with people with a similar health condition
<input type="checkbox"/>	If so, which ones
<input type="checkbox"/>	None of these
<input type="checkbox"/>	I don't have access to the internet or use a smartphone

11. What would make you feel more confident about using the internet or digital healthcare services?

Please tick your top 3 reasons.

<input type="checkbox"/>	Free training
<input type="checkbox"/>	If going online was more affordable
<input type="checkbox"/>	If a trusted health care professional got me started
<input type="checkbox"/>	If my clinician recommended this to me
<input type="checkbox"/>	If my family or carers could use this service for me
<input type="checkbox"/>	If I could guarantee that my information was safe
<input type="checkbox"/>	If I had more information on what was available
<input type="checkbox"/>	I do not wish to use the internet or digital healthcare services for health advice

Tell us about you

We want to see what sorts of people are responding to our survey. This will help the CCGs to understand the needs of different people.

Please tick as appropriate

1. Are you?

- Male
- Female
- Other
- Prefer not to say

2. How old are you?

- Under 18 years
- 18 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65 to 74 years
- 75 years or older
- Prefer not to say

3. Do you consider yourself to have a disability?

- Yes – a physical/ mobility issue
- Yes – learning disability/mental health issue
- Yes – a visual impairment
- Yes – a hearing problems
- Yes - another issue
- No

4. What is your ethnicity?

This is not about place of birth or citizenship. It is about the group you think you belong to in terms of culture, nationality or race.

- Any white background
- Any mixed ethnic background
- Any Asian background
- Any black background
- Any other ethnic group (please tell us what it is)
- Prefer not to say

5. Are you responding as...?

- An individual
- A parent/ carer of a child aged 0 to 5