**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

1. **If yes, can you explain, in your own words, what the difference is between ‘urgent care’ and ‘emergency care’?**

(Definitions can be found overleaf)

**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.

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

Yes/ No

1. **Tell us why?**

**Getting support with an urgent healthcare need**

1. **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**

1. **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.

1. **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 |

1. **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.

1. **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 |

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

If so, which ones

|  |  |
| --- | --- |
|  | 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 |

1. **What would make you feel more confident about using the internet or digital healthcare services? Please tick your top 3 reasons.**

|  |  |
| --- | --- |
|  | Free training |
|  | If going online was more affordable |
|  | If a trusted health care professional got me started |
|  | If my clinician recommended this to me |
|  | If my family or carers could use this service for me |
|  | If I could guarantee that my information was safe |
|  | If I had more information on what was available |
|  | 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