

**Urgent Care Consultation
Dudley Clinical Commissioning Group**

**Russells Hall Hospital, Accident and Emergency and Holly Hall Walk in
Centre Visitor Behavior**

Why are people using Urgent Care?

Interviewer instructions

- Read questions as worded.
- Ask questions in correct order.
- Go through the list of possible answers where given.
- Read clearly and slowly with appropriate emphasis.
- Ask every question that applies.
- Record exactly what the patient (their representative) says.
- Do not answer for the patient (their representative).
- Show an interest in answers given.
- Make sure you have understood each answer.
- Do not show approval/disapproval.
- Be pleasant, make the patient or their representative comfortable.
- Familiarity with the questionnaire is important.

Purpose of the questionnaire (to be read to the patient or their representative)

Hello, my name is _____ and I would very much like your help to answer some questions on why you are here.

I am volunteer with (work for) Healthwatch Dudley, the new watchdog on health and social care matters. Dudley Clinical Commissioning Group wants to find out the reasons why people are using Urgent Care services and has asked us to help because we are an independent organisation, separate from the NHS and it is our job to listen to what local people think.

Urgent Care is for people who need medical help or advice quickly. It is not emergency care, which is for people who must get immediate assistance.

Confidentiality

No-one will be named or identified in any report that is produced from the questionnaire survey. Your views will be anonymous.

1. Volunteer ID

ID Number

2. Are you happy to continue?

- Yes
- No

3. Where is the interview taking place? (tick one box only)

- Russells Hall Hospital Accident & Emergency
- Holly Hall Walk In Centre

4. Are you a (tick one box only)

- Patient
- Partner
- Parent or guardian
- Paid carer
- Friend

Other (please specify)

5. When did the patient arrive?

Please enter

MM	DD	YYYY	HH	MM	AM/PM
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. How did the patient get here? (tick one box only)

- Own car/family car
- A lift in someone else's car
- Bicycle or motorbike
- Bus
- Taxi
- Ambulance
- On foot
- Not disclosed

Other (please specify)

Now some questions about why the patient is here.

7. Is the patient registered with or using a doctor's surgery?

- Yes (go to question 8)
- No (go to question 9)
- Don't know (go to question 9)
- Not disclosed (go to question 9)

8. If yes, please state GP surgery and/or doctor's name?

9. Did the patient come straight here without seeking any medical advice?

- Yes (go to question 11)
 No (go to question 10)
 Not disclosed (go to question 10)

10. Who sent the patient here? (tick one box only)

- Doctor's surgery
 Out of hours doctor
 Walk in Centre
 111 telephone helpline
 999 ambulance service
 Mental health service
 Nursing home
 Residential home
 Not disclosed

Other (please specify)

11. Did the patient have an outpatient appointment but want to be seen sooner?

- Yes
 No
 Not disclosed

12. Did the patient try to contact a doctors surgery before coming here?

- Yes (go to question 13)
 No (go to question 14)
 Not disclosed (go to question 14)

13. What was the outcome? Tick on box only)

- Doctors surgery closed (go to question 15)
 Unable to get through on the telephone (go to question 15)
 Unable to get help wanted from reception (go to question 15)
 Unable to get a suitable appointment (go to question 15)
 Had an appointment, but wanted to be seen sooner (go to question 15)
 Visited doctors surgery but wanted another opinion (go to question 15)
 None of the above (go to question 15)

14. Do any of the following apply? The patient is here today because: (tick all boxes that apply)

- Felt it was a medical emergency
- Knew doctors surgery was closed
- Knew Walk in Centre was closed
- Not satisfied with 111 telephone helpline advice
- Not satisfied with out of hours doctor advice
- Not satisfied with 999 ambulance service advice
- Not satisfied with mental health advice
- Not disclosed

Other (please specify)

Answer the following questions on a scale of 1 to 6, where 1 is strongly disagree and 6 is strongly agree.

15. Could a doctors surgery have helped the patient?

Strongly disagree

Strongly agree

N/A

1	2	3	4	5	6

16. Has the patients past experiences of getting access to a doctors surgery been satisfactory?

Strongly disagree

Strongly agree

N/A

1	2	3	4	5	6

17. It would be satisfactory for the patient to be sent back to a doctors surgery for treatment after being assessed?

Strongly disagree

Strongly agree

N/A

1	2	3	4	5	6

18. Any other comments

Please tell us a bit about the patient so we can make sure we have asked a range of local people their views. The patient cannot be identified from the information.

19. Gender

- Male
- Female
- Trans
- Not disclosed

20. Age

- 15 and under
- 16-24
- 25-34
- 35-49
- 50-64
- 65-74
- 75-84
- 85 and over
- Not disclosed

21. Post code (leave blank if unknown)

Post code

22. If you are working, do any of the following apply, I mainly work: (tick one box only)

- Days
- Nights
- Days and nights
- Not applicable
- Not disclosed

23. Ethnicity

- British
- Irish
- Gypsy or Irish Traveler
- White and Black African
- White and Black Asian
- White and Black Caribbean
- Mixed Other
- Indian
- Pakistani
- Bangladeshi
- Chinese
- African
- Caribbean
- Arab

Not disclosed

Other ethnic group

Closing comments

Thank you for your help, the information that you have provided will help Dudley Clinical Commissioning Group to make decisions about how NHS services are delivered in the borough in the future.

If you have any questions or you want to find out more about the urgent care consultations you can go to the Healthwatch Dudley website, send an e-mail or telephone.

(Hand out Healthwatch Dudley leaflet)

If non-response please code below.

24. Non response

- Declined to take part
- Medical condition (injury, mental health, etc...)
- Aggressive/confrontational
- Patient/representative distressed
- Language barrier
- Patient/representative under 16 or unaccompanied
- Abandoned questionnaire