

**CITIZENS ADVICE HAMPSHIRE
HEALTHWATCH HAMPSHIRE
URGENT CARE SURVEY**

Introduction

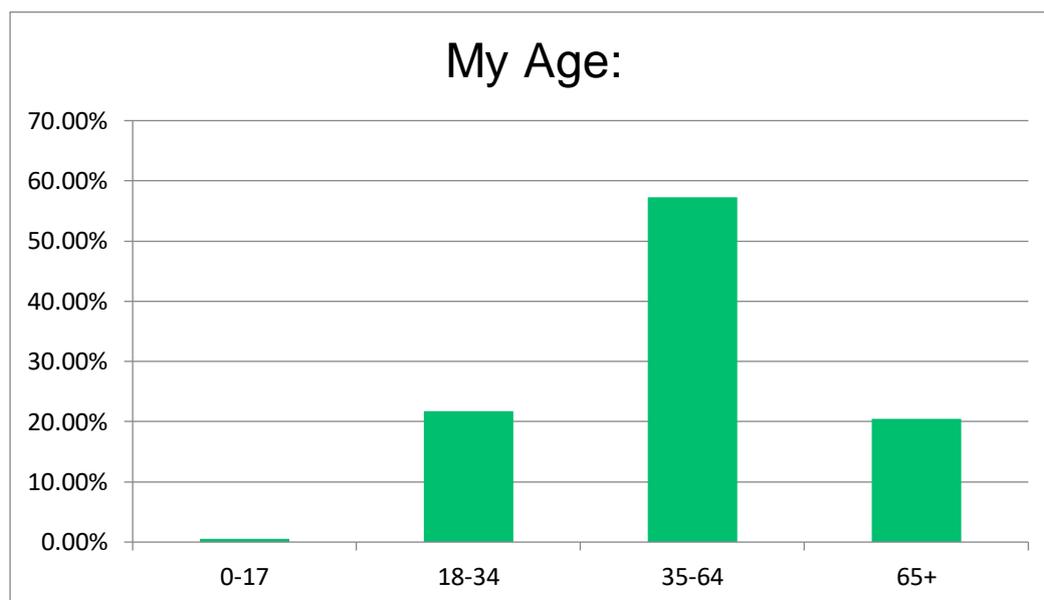
As a delivery partner of Healthwatch Hampshire, local Citizens Advice across Hampshire undertook a survey about clients' use of urgent health care services during February and March 2018.

This paper briefly summarises the results of that survey.

Respondents

735 people responded to the survey from across Hampshire. 61% of respondents were female and 39% were male.

Very few (4) respondents were younger than 18 years, while the majority (58%) were aged 35 to 64 years.

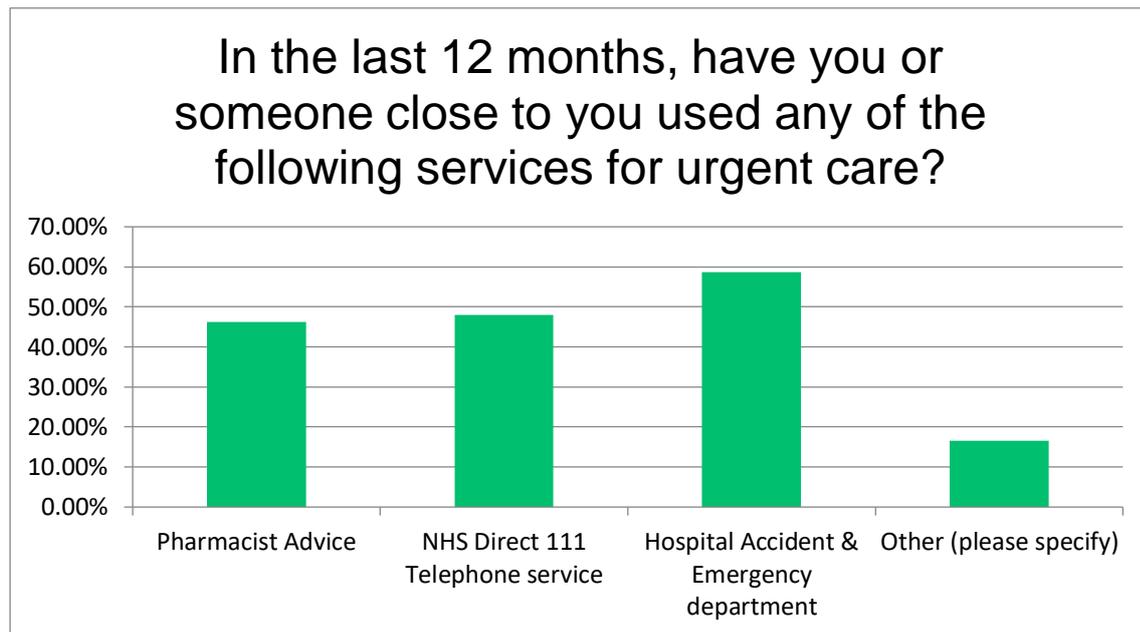


Services Used

When asked which services they had used for urgent care in the last 12 months, 619 people responded that they had used 1049 different types of services, implying that many respondents had used more than one service.

59% reported using hospital Accident & Emergency services, 48% reported using NHS Direct 111 (telephone advice) services and 46% reported seeking advice from a Pharmacist.

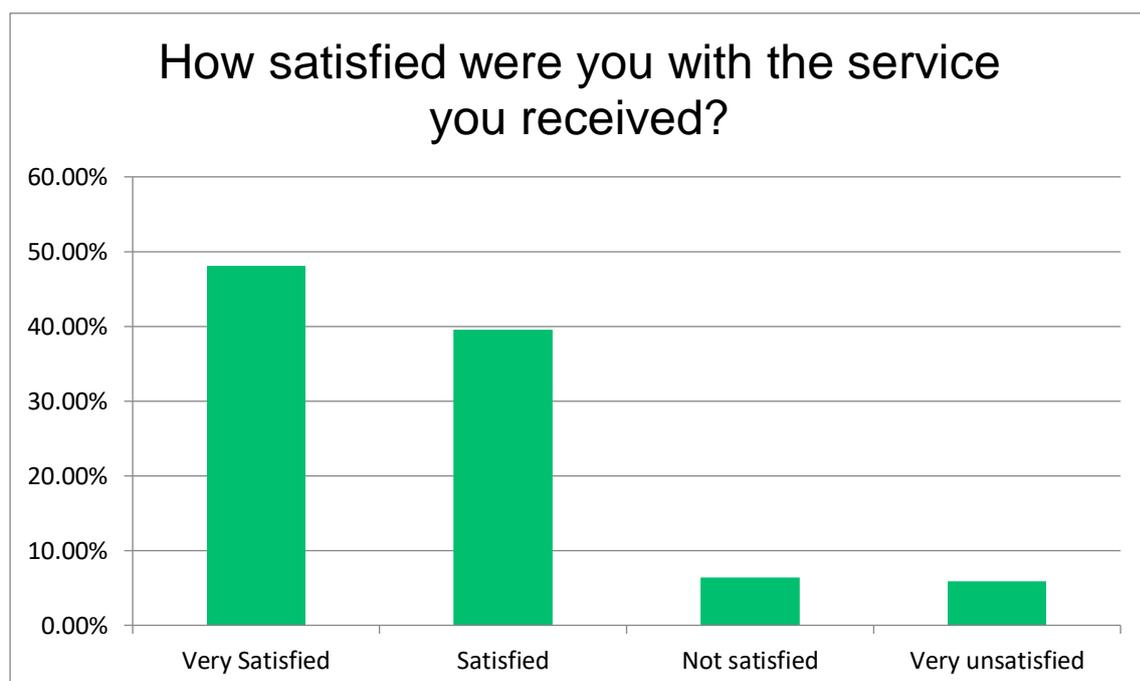
17% of clients reported using “other” services, which included GPs, GP out of hours services, minor injury units, Dentists and mental health services among others.



Overall, 35% of respondents said they had been advised to use the urgent care service by someone else, including friends / family / carers, GPs, NHS Direct 111 and other health professionals such as nurses or ambulance paramedics.

Satisfaction

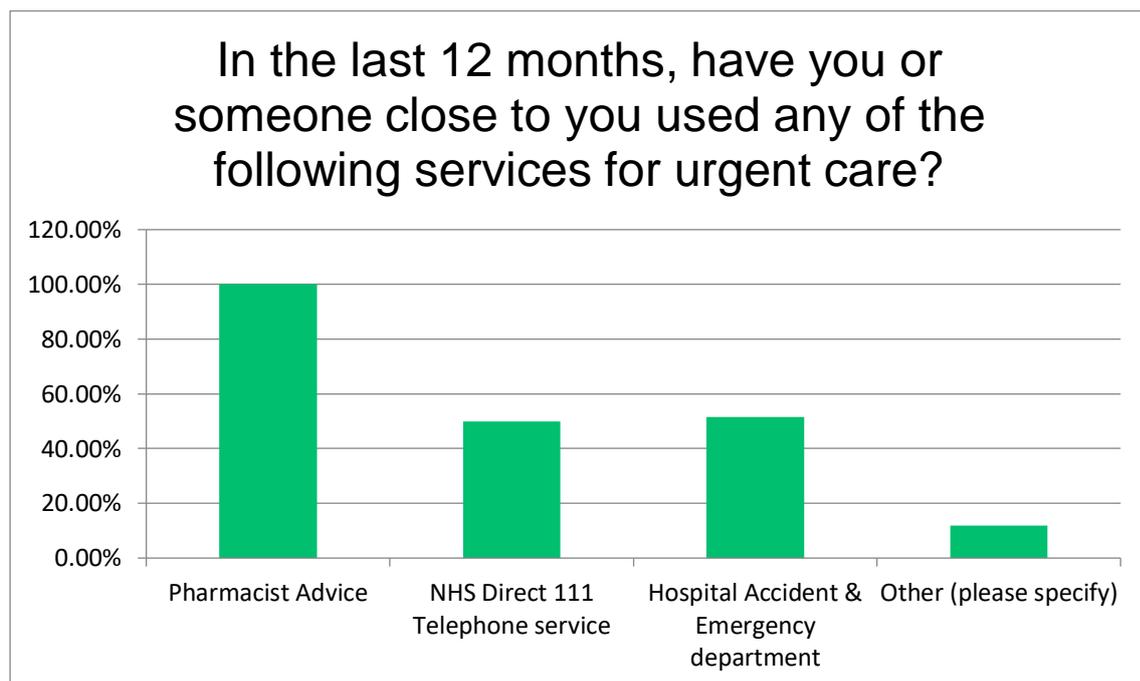
Out of 591 responses, 88% reported they were either very satisfied or satisfied with the service they received.



Many respondents gave more detailed responses about their experiences with particular providers.

Pharmacist Advice

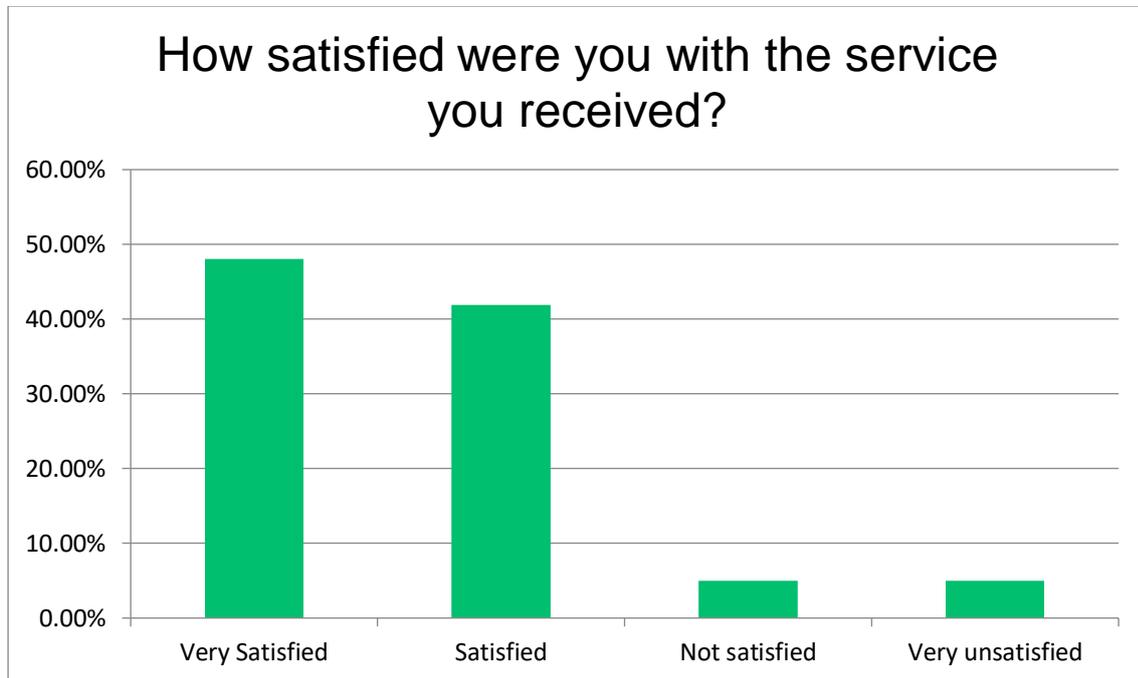
287 respondents reported seeking advice from a Pharmacist. Approximately half of these also sought urgent health care from A&E or from NHS Direct 111. 24 clients sought urgent care from other sources, primarily their GP or GP out of hours service.



Looking in more detail, 30% of clients who sought Pharmacist Advice were advised to do so by someone else. 56% of these were advised to do so by a Healthcare professional such as a GP or Nurse, 27% were advised to do so by a friend, family member or carer and 17% were advised to do so by NHS Direct 111.



90% of respondents who sought Pharmacist Advice reported they were very satisfied or satisfied with the service they received.



158 respondents gave more detailed comments about the service they received, including:

“Easy to access but pharmacist only available at certain times”

“The pharmacist was very understanding and knowledgeable”

“Prompt effective service with good onward sign posting”

“Positive. It’s a good signpost for whether or not you should seek further care and whether or not this is urgent”

“Pharmacist was very helpful and made me feel comfortable and referred me to a walk in centre”

“Excellent service. Took time to find out symptoms and recommended over counter solution”

“The local pharmacist was more help than NHS111”

“Very helpful. Advice received solved the problem.”

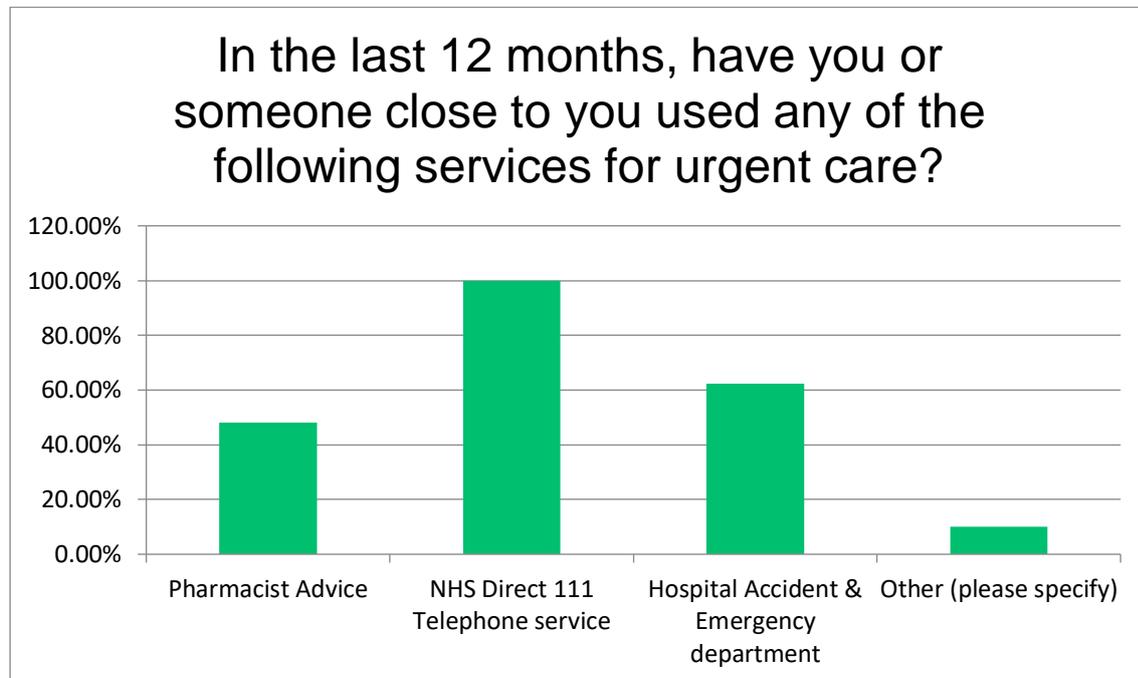
“Was given excellent and reassuring advice which saved me needing to make an appointment with my GP.”

“My first port of call was the pharmacist in our local chemist, who was friendly and knowledgeable.”

NHS Direct 111

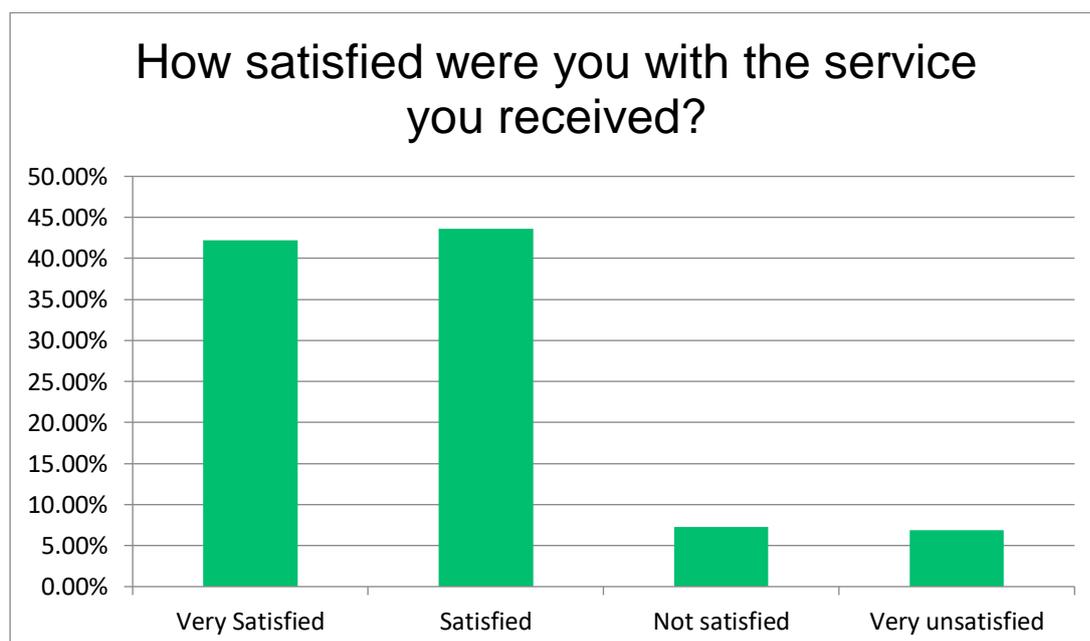
298 respondents reported seeking urgent health care via the NHS Direct 111 telephone advice service.

62% of these also sought urgent care from A&E, 48% also sought Pharmacist advice and 10% sought advice from other services, primarily their GP, GP out of hours service and the ambulance service.



42% of these clients were advised to use the 111 service by someone else, often a friend / family member or a GP.

86% of clients who used the NHS Direct 111 service reported they were very satisfied or satisfied with the service they received.



191 clients gave more detailed responses about their experiences, including:

“The wait for someone to call back takes a long time but otherwise I think the service is great.”

“Excellent service from 111 and Ambulance Service”

“NHS 111 - scripted, tickbox, not helpful service resulting in an unnecessary A&E trip.”

“NHS direct frequently advised to seek medical attention so of little value.”

“My son had a reaction and 111 responded very quickly and hospital care was very good and quick follow-up treatment.”

“NHS Direct advised calling 999 but ambulance assessment is non-life threatening so response time could be 4 hours. Community first responder excellent.”

“Having fallen at home & contacted 111 Ambulance came in 6mins. To Frimley Park Hospital with a stroke. Everything went like clockwork in Stroke dept. Exceptional treatment.”

“Used 111 as GP Surgery Drs not responding. 111 arranged surgery to contact me”

“My son went down with tonsillitis and it was clear to me that he needed medical attention. It was around 9pm when I decided to ring my local surgery to speak to a medic. The administrator on duty advised me to ring 111. I got immediate response to my call from a qualified nurse who spoke directly to my son. A doctor then rang my son within 30mins to gather more information. She advised him to travel immediately to Frimley Park Hospital. I accompanied him, and upon arrival he was processed quickly and seen by a doctor within 20mins. The diagnosis was confirmed and we were able to fulfil a prescription at a local late night pharmacy. My son was therefore able to commence medication within 2 hours of the initial 111 call.”

“Wife had an asthma attack brought on by chest infection. Called 111 for advice who sent an ambulance. Resulted in her having 3 days hospital stay. 111 service was wonderful”

“111 is very helpful & called back quick. I am disabled & treated with upmost respect”

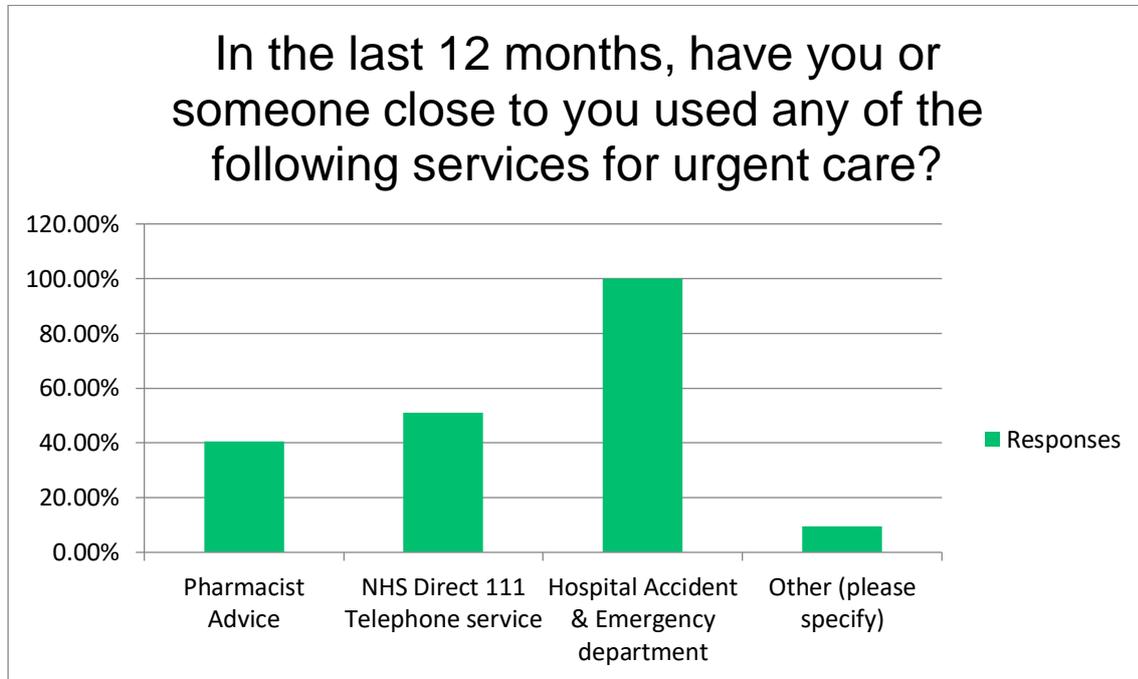
“Help for my elderly father - concerned as had previous heart attack & ill. Good advice, rang back spoke to him/us, reassurance that he was OK. Advice of what to do next.”

“Fantastic service from NHS Direct for my daughter. They recommended we go to A&E at Salisbury. A&E Salisbury were brilliant with my nearly 2 year old.”

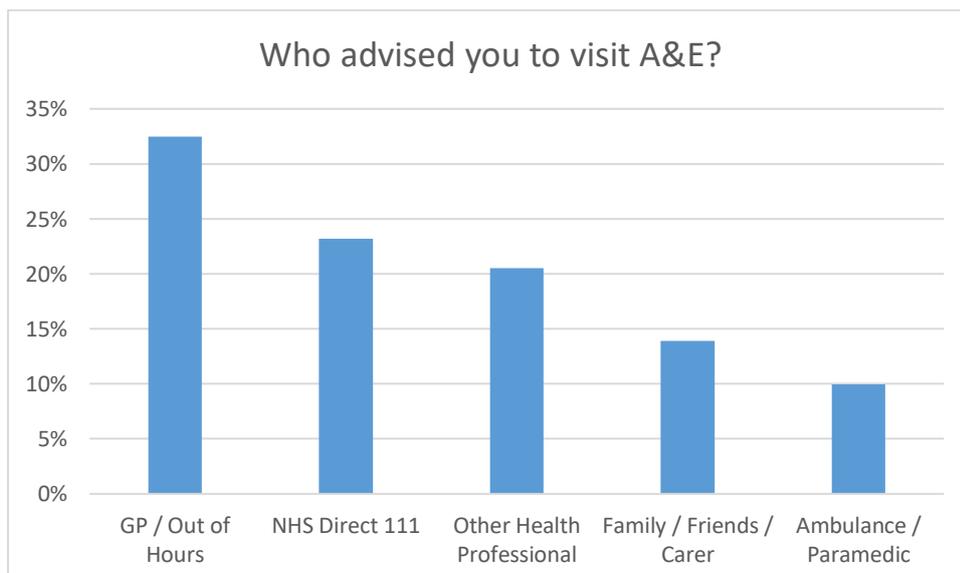
“Outstanding service right from call to 111 to paramedics to hospital A&E service.”

Accident & Emergency

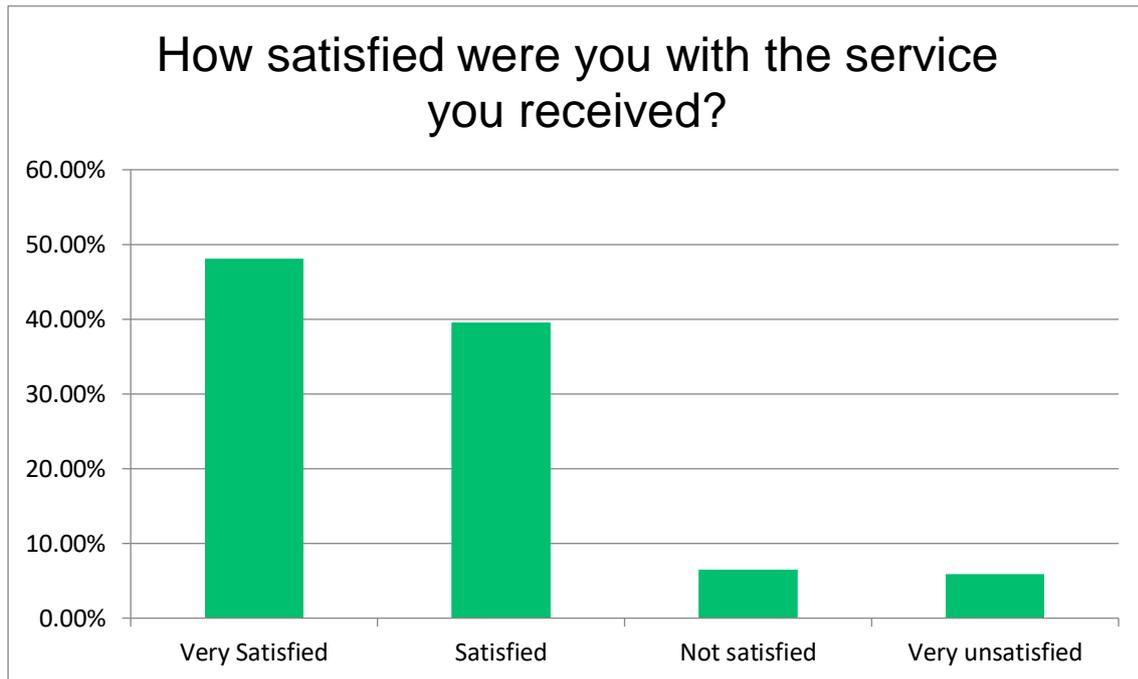
365 respondents reported seeking urgent care at a hospital A&E department. Of these, 51% also sought advice from NHS Direct 111 and 40% also sought Pharmacist advice. 10% sought urgent care from other sources, primarily their GP, GP out of hours service or a minor injuries unit.



47% (161/344) of respondents stated they were advised to go to A&E by someone else. Of the 151 who responded, 32% said they had been advised to go to A&E by their GP or GP out of hours service, 23% by NHS Direct 111, 21% by another healthcare professional such as a nurse or pharmacist, 14% by a friend / family member / carer and 10% by the ambulance service or a paramedic.



88% of respondents who accessed urgent care via A&E stated they were very satisfied or satisfied with the service they received.



236 respondents gave more details about their experiences, including:

“Seen and dealt with within four hours of admission. Grateful with free NHS service.”
“I did not have to wait in A&E, had thorough examination and was transferred to

Medical Assessment ward.”

“Very good, seen & treated within two hours - head injury.”

“Very satisfied - was prioritised. The triage nurse was not as good an experience, I gave feedback to the hospital. The senior practitioner nurse was very good, sensitive and provided treatment.

“Taken by ambulance to A&E, arrived within the hour. Out of hours at weekend and was seen and treated within six hours, including X-rays, CT scan, plaster on foot. Efficient, sensitive, friendly.”

“My sympathies were with the over-stretched, ever patient and kind staff”

“Good - long waiting times but to be expected nowadays.”

“X-ray - broken ankle. Excellent Service, in and out within 2 hours”

“I had a fracture of my ankle. Dealt with in A&E very quickly and efficiently. I was then admitted and operated on the next day”

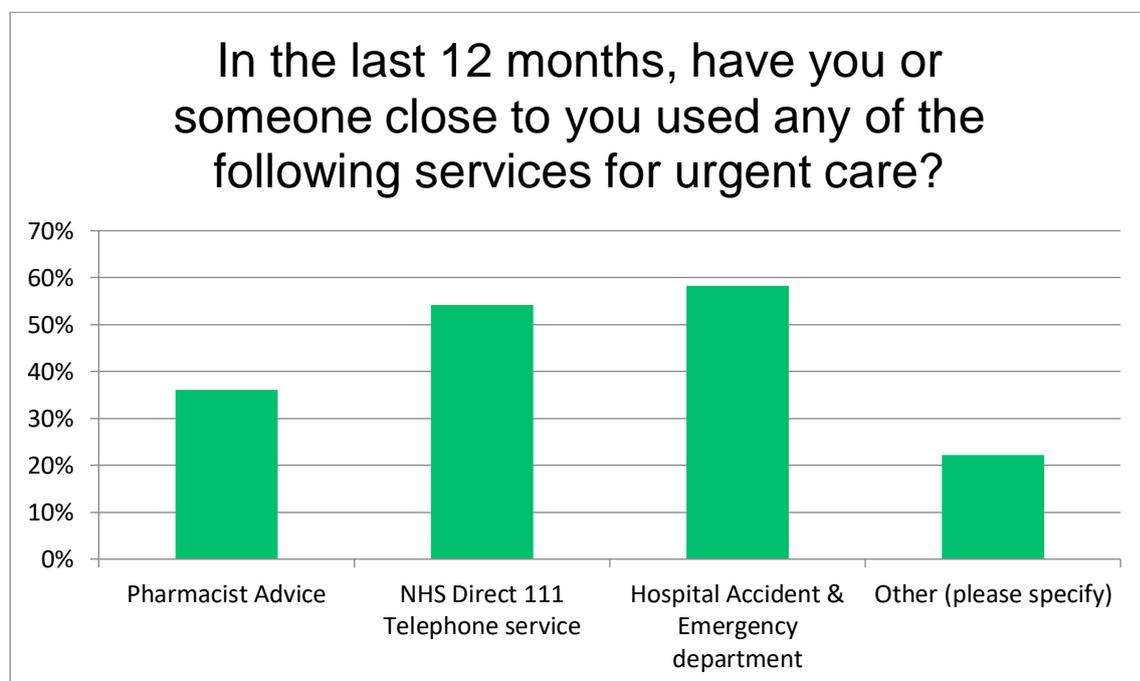
“My mother (97 years old) has a suspected TIA so I took her to A&E at Southampton General. She was very scared about going to hospital but was treated with great

sympathy by the nurses and doctors who attended her. She had a complete battery of tests and it took 7 hours in total so she was exhausted by the experience. The care and attention she received was excellent and the staff explained everything that was happening and told her what to expect.”

Not satisfied and Very Unsatisfied Respondents

Of the 591 respondents to the survey who said how satisfied they were with the urgent care they received, 73 or 12% said they were not satisfied or very unsatisfied with the service they received.

Looking in more detail at these respondents, a similar proportion to the overall sample (58%) used A&E for urgent care, while a higher proportion used NHS Direct 111 (54% vs. 48%) and other services (22% vs. 17%) than the overall sample. A lower proportion of unsatisfied respondents used Pharmacist advice (36% vs. 46%).



This suggests that respondents who sought Pharmacist advice were generally more satisfied than respondents overall, while those who sought urgent care via NHS Direct 111 and other services were generally less satisfied than respondents overall.

There were no significant differences to the gender or age range of the dissatisfied respondents to respondents overall.

61 dissatisfied respondents gave more details about their experiences. These suggest the scripted nature and need to go through protocols by NHS Direct 111 were a frustration for some, while the lack of integration of GP surgeries and out of hours services with other parts of the NHS was a frustration for others. Dissatisfaction with A&E services were primarily around waiting times to be treated.

A number of respondents detailed untoward incidents which have been taken forward with the providers concerned. Some respondents were concerned that while their physical health needs may have been met their mental health needs were not.

Respondents' comments about their experiences included:

"Waiting time is too long"

"Nothing followed up got left to deal with mental issues alone"

"We contacted the local GP requesting an emergency appointment on behalf of a client and felt that barriers were put in place by the local receptionist. It was only when we stated that it was either them or the emergency service that they agreed to facilitate an emergency appointment."

"I was in a lot of pain, the person on the phone was asking me the questions despite the fact I couldn't think straight and they weren't listening to my partner."

"A and E discharged patient aged 82 suffering balance, strength and speech difficulties and I did not feel the assessment process had been thorough. I had to dial 999 the day after and the paramedics diagnosed stroke and took patient to another hospital. The care there was excellent. Patient admitted and stayed for 6 weeks before discharge."

"111 was useless. I had to wait until the next day and A&E were no help. I was peeing blood and was told I had indigestion. Boots were brilliant."

"111 was useless - a doctor came out at 0200hrs and told me I did not have an infection. The next day I was very ill with staphylococcus aureus"

"I suffer from mental illness and there is insufficient help available. Certain doctors do not understand mental health illness."

"Mental Health did not get to see shrink"

"Very long wait and very rushed."

"Attended A&E twice and discharged without finding out what was making me ill. Saw my GP who referred me to the Chest Pain clinic who diagnosed angina and I now need quadruple heart bypass surgery."

"I am not very well, I am in a lot of pain with legs, neck & back. I am on medication and I am homeless and the Drs are not helping me whatsoever"

"Lack of respect"

"It took over six hours for a doctor to call back."

"NHS 111 took 8 hours to ring back, patient was getting worse."

"Doctors; not able to get appointment for 4 year old child ; the surgery is very busy and appointments are scarce, waiting up to a month."

"Staff good, resources poor! I was having a suspected heart-attack, I was left in the ambulance for about 3.5 hours as a queue at the Hospital. 111 was a bit slow with

their questions considering I was having a heart-attack! ...I was taken in A&E Majors and finally not taken to the cardiac ward until about 9.45pm. (The ambulance arrived at my home at about 12.15).”

“The hospital discharged my suicidal son after the police had him sectioned. He was put in a taxi and sent home whereupon he ran to the beach and tried to drown himself. Complaint has been raised.”

“Lack of co-ordination between services involved, particularly GP surgery & ambulance / paramedic service”

Conclusion

Overall the majority of respondents (88%) were satisfied or very satisfied with the urgent care they received.

Respondents who sought Pharmacist advice were generally more satisfied than those who sought urgent care via NHS Direct 111 and other sources, primarily GPs and GP out of hour's services.

Overall 35% of respondents were advised to access urgent care services by someone else, including family members, friends, carers, other health professionals, GPs, GP out of hour's services and NHS Direct. A higher proportion were advised to use A&E services (47%) and NHS Direct 111 (41%) while a lower proportion were advised to seek Pharmacist advice (30%).

Hence the impact of others advising people how best to access urgent care for their condition is significant, and suggests signposting by health professionals to the most appropriate service has an impact which can be built on.

Additionally, encouraging members of the public to consider seeking Pharmacist advice in the first instance could lead to a satisfactory outcome by either reducing demand on other urgent care services or by signposting clients to the most appropriate service for their condition.

Ben Gillett

Healthwatch Hampshire Delivery Manager

Citizens Advice Hampshire

21st March 2018