

Appendices to accompany Healthwatch Shropshire's survey of the reasons behind attendance at the Accident & Emergency departments of Shrewsbury & Telford Hospital NHS Trust and their awareness and usage of other local urgent care services

The report is available as a separate document online at <http://www.healthwatchshropshire.co.uk/documents> or by request to enquiries@healthwatchshropshire.co.uk.

Appendices

- Appendix 1 Survey (Healthwatch Shropshire version)
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Appendix 1: Questionnaire (Healthwatch Shropshire version)

Q.1 and Q.2 must be asked to identify whether the person meets the requirements of the survey. Only if they qualify do you continue to informed consent.

1. Are you the patient, or carer or guardian of the patient?

1. Patient 2. Carer 3. Guardian 4. None of the Above 5. Decline to Answer

2. Did you arrive by ambulance today?

1. No 2. Yes 3. Decline to Answer

Informed Consent must be given by the participant. Read them the following statement and ask them if they would like to participate.

This survey will look at the reasons behind people's decision to come to A&E with a medical problem. It will take approximately 5 minutes. Agreeing to take part, or not, will not affect the patient's treatment. The survey is run by Healthwatch Shropshire along with Healthwatch Telford & Wrekin, the Shrewsbury and Telford Hospital Trust, the Shropshire Clinical Commissioning Group and the Telford and Wrekin Clinical Commissioning Group. The information will help these bodies to better understand why patients choose this service and to consider this in the planning of local services in the future.

The survey is anonymous and you may withdraw at any point during the survey, or after, up to May 6th.

3. Informed Consent Provided? 1. Yes 2. No

If No, Why?

4. Date of visit (DD/MM/YY) _____

5. Time of survey (24 Hour Clock) _____

6. What is your postcode? *First half minimum* _____ /Decline to Answer

7. What is your GP Practice? _____ /Decline to Answer

8. Show participant the show-card 1

Which best describes the health problem that brought you, or the patient, here today? (*Note: Condition includes mental health condition*)

1. Accident at Home 2. Accident at Work 3. Accident other location
4. Sports injury 5. New symptom/condition 6. Change in existing condition/symptom
7. Change in long-term condition 8. Victim of Crime 9. Medication problem 10. Prefer not to say
11. Other: _____

Show participant show card 2 displaying a list of services.

Question 9: Have you heard of this service?

Tick services they are aware of. For each that they are aware of, ask Q10.

Question 10: Did you contact/use that service about the incident that brought you here today?

Mark with a Y or N

Question 11. If No: why didn't you contact/use them today?

If Yes: why did you then come to A&E today?

Mark all applicable reasons. There may be multiple reasons per service.

<p>Question 11. <i>If No: why didn't you contact/use them today?</i> <i>If Yes: why did you then come to A&E today?</i></p>	1. MIU at Bridgnorth	2. MIU at Ludlow	3. MIU at Oswestry	4. MIU at Whitchurch	5. Walk-In Centre	6. GP Practice	7. NHS 111	8. Shropdoc	9. NHS Choices Website	10. Sexual Health Centre	11. Pharmacists	12. Opticians
9. Have you heard of this service before? (✓)												
10. Did you contact/use them for incident?(Y/N)												
1. Not applicable (in my opinion)												
2. Lack of awareness of actual services offered												
3. Advised to go to A&E by the service												
4. Wanted a second opinion												
5. Someone (non-health) recommended I come												
6. Previous good service from A&E												
7. Previous unsatisfactory service from X												
8. Location of other service												
9. Location of A&E												
10. Transport to other service												
11. Transport to A&E												
12. Opening Hours												
13. Shorter waiting time												
14. Anonymity of A&E												
15. Face to face service												
16. Parking												
17. A&E are the experts in accidents/emergencies												
18. Thought issue needed immediate treatment												
19. Visitor to the area												
20. Other <i>explain below</i>												

Continue overleaf if necessary

Separate Page

Patient/guardian/carer to fill the following questions in themselves

12. Age of patient

- 1. Under 18
- 2. 19-25
- 3. 26-40
- 4. 41-65
- 5. Over 65
- 6. Prefer not to say

13. Gender of patient

- 1. Male
- 2. Female
- 3. Trans
- 4. Prefer not to say

14. Ethnic Origin of Patient

A. White

- 1. English / Welsh / Scottish / Northern Irish / British
- 2. Irish
- 3. Gypsy or Irish Traveller
- 4. Any other White background, write in _____

B. Mixed / multiple ethnic groups

- 1. White and Black Caribbean
- 2. White and Black African
- 3. White and Asian
- 4. Any other Mixed / multiple ethnic background, write in _____

C. Asian / Asian British

- 1. Indian
- 2. Pakistani
- 3. Bangladeshi
- 4. Chinese
- 5. Any other Asian background, write in _____

D. Black / African / Caribbean / Black British

- 1. African
- 2. Caribbean
- 3. Any other Black / African / Caribbean background, write in _____

E. Other ethnic group

- 1. Arab
- 2. Any other ethnic group, write in _____

F. Prefer not to say

Show Card 1:

Which best describes the health problem that brought you, or the patient, here today?

Note: The term condition includes mental health condition

1. Accident at Home
2. Accident at Work
3. Accident at another location
4. Sports injury
5. A new symptom or condition
6. A change in an existing condition or symptom
7. Change in a long-term condition
8. Victim of Crime
9. Medication problem
10. Prefer not to say
11. Other (Please State)

Show Card 2: List of Services

Have you heard of the following services?

Minor Injuries Unit local to you/the patient only relevant for the one nearest to where you came from today:

1. Bridgnorth
2. Ludlow
3. Oswestry
4. Whitchurch

5. Shrewsbury Walk-In Centre

6. GP Practice

7. NHS 111

8. Shropdoc

9. NHS Choices Website

10. Sexual-Health Centre

11. Pharmacy

12. Opticians

Show Card 2: List of Services

Have you heard of the following services?

1. Walk-In Centre (PRH)
2. Walk-In Centre (Telford Town Centre)
3. GP Practice
4. NHS 111
5. Shropdoc
6. NHS Choices Website
7. Sexual-Health Centre
8. Pharmacy
9. Opticians

Appendix 5 Withdrawal information slip (Shropshire version)

The information you have provided will be handled confidentially in line with the Data Protection Act 1998. The information will be anonymised and you will not be identifiable in the final report.

You have the right to withdraw your contribution at any time in the process. Should you decided to withdraw you must contact and clearly inform us no later than May 6th. To enable us to oblige you must quote the reference number below so we can isolate your contribution.

Reference no.

Thank you for participating in the Healthwatch Shropshire Accident & Emergency (A&E) Survey.

Healthwatch Shropshire, 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury, SY2 6LG
01743 237884 enquiries@healthwatchshropshire.co.uk

Appendix 6 Withdrawal information slip (Telford & Wrekin version)

The information you have provided will be handled confidentially in line with the Data Protection Act 1998. The information will be anonymised and you will not be identifiable in the final report.

You have the right to withdraw your contribution at any time in the process. Should you decided to withdraw you must contact and clearly inform us no later than May 6th. To enable us to oblige you must quote the reference number below so we can isolate your contribution.

Reference no.

Thank you for participating in the Healthwatch Accident & Emergency (A&E) Survey.

Healthwatch Telford and Wrekin, Meeting Point House, Southwater Square, Telford Town Centre, Telford, TF3 4HS
01952 739540 info@healthwatchtelfordandwrekin.org.uk

Appendix 7: Responses to questions

Table 1: Eligible people by category

Category of person	RSH	PRH	Total
Patient	54	75	129
Carer	15	3	18
Guardian	10	9	19
Total	79	87	166

Table 2: Date of visit

Date of visit	RSH	PRH	Total
07.04.2014 (Monday, term time)	26		26
09.04.2014 (Wednesday, term time)	18		18
12.04.2014 (Saturday)	8		8
13.04.2014 (Sunday)	7		7
16.04.2014 (Wednesday, school holiday)	7		7
17.04.2014 (Thursday, school holiday)	5		5
20.04.2014 (Easter Sunday)	8	11	19
21.04.2014 (Bank Holiday Monday)		4	3
22.04.2014 (Tuesday, school holiday)		13	13
23.04.2014 (Wednesday, school holiday)		2	2
24.04.2014 (Thursday, school holiday)		6	6
25.04.2014 (Friday, school holiday)		8	8
26.04.2014 (Saturday)		5	5
28.04.2014 (Monday, term time)		7	7
20.05.2014 (Tuesday, term time)		9	9
21.05.2014 (Wednesday, term time)		6	6
22.05.2014 (Thursday, term time)		8	8
23.05.2014 (Friday, term time)		1	1
24.05.2014 (Saturday)		3	3
25.04.2014 (Sunday)		1	1
Unknown		3	3
Total	79	87	166

Table 3: Time of visit

Time of visit	RSH	PRH	Total
Morning (09:00 - 11:59)	21	28	49
Lunchtime (12:00 - 13:59)	24	21	45
Afternoon (14:00 - 16:59)	20	26	46
Evening (17:00 - 21:00)	14	10	24
Unknown		2	2
Total	79	87	166

Table 4: Postcode

Postcode	RSH	PRH	Total
SY1 (Shrewsbury Town Centre & North Shrewsbury)	17		17
SY2 (East Shrewsbury)	4	2	6
SY3 (South & West Shrewsbury; Bayston Hill)	11		11
SY4 (North of Shrewsbury)	12	1	13
SY5 (South of Shrewsbury)	7		7
SY6 (Church Stretton)	2		2
SY7 (Clun Valley)	2		2

SY10 (Oswestry)	1		1
SY11 (Oswestry)	2		2
SY13 (Whitchurch)	6		6
SY15 (Montgomery, Powys)	1		1
SY16 (Newtown, Powys)	2		2
SY21 (Welshpool, Powys)	1		1
SY22 (various, Powys)	1		1
TF (not specified)	1	1	2
TF1 (Telford)		13	13
TF2 (Telford)		8	8
TF3 (Telford)		9	9
TF4 (Telford)	1	5	6
TF5 (Telford)		2	2
TF6 (Telford)		6	6
TF7 (Telford)		10	10
TF8 (Telford)		1	1
TF9 (Market Drayton)	1	3	4
TF10 (Newport)		6	6
TF11 (Shifnal)		6	6
TF12 (Broseley)		1	1
TF13 (Much Wenlock)		2	2
WV7 (Albrighton)		5	5
WV16 (Bridgnorth Upper)		2	2
Various other out of area postcodes	7	3	10
Unknown		1	1
Total	79	87	166

Table 5: GP Practice

GP Practice	RSH	PRH	Total
Bishop's Castle Medical Practice	1		1
Church Stretton Medical Practice	3		3
Claremont Bank Surgery	5		5
Clive Medical Practice	3		3
Dawley Medical Practice	1		1
Dodington Surgery	3		3
Haumond View Medical Practice	1	1	2
Knockin Medical Centre	1		1
Marden Medical Practice	3		3
Marysville Medical Practice	3		3
Montgomery Health Centre	1		1
Much Wenlock & Cressage Medical Practice (Cressage)	1		1
Mytton Oak Medical Practice	5		5
Newtown Medical Practice	2		2
Plas Fynnon Medical Centre	1		1
Pontesbury Medical Practice	3		3
Prescott Surgery	3		3
Radbrook Green Surgery	1		1
Riverside Medical Practice	6		6
Shropshire Walk-In Centre	3		3
Station Drive Surgery	1		1
The Beeches Medical Practice	2		2
Wem & Prees Medical Practice	7		7

Westbury Medical Centre	1		1
Willow Street Medical Centre	1		1
Albrighton Medical Practice		4	4
Broseley Medical Centre		1	1
Charlton Medical Practice		4	4
Church Close Surgery		4	4
Donnington Medical Practice		1	1
Drayton Medical Practice		3	3
Hadley Health Centre		1	1
Highley Medical Centre		1	1
Holliwell Practice		2	2
Ironbridge Medical Practice		2	2
Lawley Medical Practice		3	3
Leegomery Surgery		2	2
Linden Hall Surgery		3	3
Malinslee Surgery		2	2
Malling Health (not clear which Practice)		5	5
Much Wenlock & Cressage Medical Practice		2 (Much Wenlock) 1 (Cressage)	3
Oakengates Medical Practice		9	9
Shawbirch Medical Centre		2	2
Shawbury Medical Practice		2	2
Shifnal & Priorslee Medical Practice: Shifnal		5	5
Stirchley Medical Practice		6	6
Sutton Hill Medical Practice		5	5
Wellington Medical Practice		5	5
Wellington Road Surgery		4	4
Woodside Medical Practice		3	3
Non-specific	7		7
Various out of area	8	3	11
Not given	2	1	3
Total	79	87	166

Table 6: Health Problem (N.B. one participant at RSH and three participants at PRH selected two reasons)

Health Problem	RSH	PRH	Total
Accident at home	20	28	48
Accident at work	4	6	10
Accident other location	17	14	31
Sports injury	21	11	32
New symptom / condition	7	13	20
Change in existing symptom / condition	6	9	15
Change in long-term condition	3	3	6
Victim of crime		1	1
Medication problem		2	2
Prefer not to say	2		2
Other		3	3
Total	80	90	170

Table 7: MIU Bridgnorth

	RSH	PRH	Total

Heard of the service	4	38	42
Contacted/used for this incident: NO	4	27	31
Contacted / used for this incident: YES			
If NO, why not: Not applicable (in my opinion)	1	9	10
Someone (non-health) recommended I go to A&E		1	1
Location of other service	2	1	3
A&E are the experts in accidents and emergencies		1	1
Thought issue needed immediate treatment		2	2
If YES, why then went to A&E			

Table 8: MIU Ludlow

	RSH	PRH
Heard of the service	7	Not asked
Contacted/used for this incident: NO	7	
Contacted / used for this incident: YES		
If NO, why not: Not applicable (in my opinion)	3	
Location of other service	2	
If YES, why then went to A&E		

Table 9: MIU Oswestry (N.B. some participants gave more than one reason)

	RSH	PRH
Heard of the service	11	Not asked
Contacted/used for this incident: NO	10	
Contacted / used for this incident: YES	1	
If NO, why not: Not applicable (in my opinion)	3	
Lack of awareness of actual services offered	1	
Previous good service from A&E	1	
Location of service	2	
Location of A&E	1 (was already in Shrewsbury)	
Opening hours	1	
A&E are the experts in Accidents and emergencies	2	
If YES, why then went to A&E		

Table 10: MIU Whitchurch (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	12	30	42
Contacted/used for this incident: NO	9	20	29
Contacted / used for this incident: YES	3		3
If NO, why not: Not applicable (in my opinion)	4	8	12
Someone (non-health) recommended I go to A&E		1	1
Location of other service	2	1	3
Opening hours of other service	1		1
Face to face service at A&E	1		1
A&E are the experts in Accidents and emergencies	2		2
Thought issue needed immediate treatment	1		1
If YES, why then went to A&E: Advised to go to A&E by the service	3		3

Table 11: Shropshire Walk-In Centre (Shrewsbury) (N.B. some participants gave more than one reason)

	RSH	PRH
Heard of the service	41	Not asked
Contacted/used for this incident: NO	40	
Contacted / used for this incident: YES	1	
If NO, why not: Not applicable (in my opinion)	14	
Lack of awareness of actual services offered	1	
Someone (non-health) recommended I come to A&E	1	
Previous good service from A&E	1	
Location of A&E	2	
Opening hours of other service	3	
Shorter waiting time at A&E	1	
Face to face service at A&E	1	
A&E are the experts in Accidents and emergencies	8	
Thought issue needed immediate treatment	9	
If YES, why then went to A&E: Advised to go to A&E by the service	1	
A&E are the experts in Accidents & Emergencies	1	

Table 12: Walk-In Centre (PRH) (N.B. some participants gave more than one reason)

	RSH	PRH
Heard of the service	Not asked	60
Contacted/used for this incident: NO		34
Contacted / used for this incident: YES		4
If NO, why not: Not applicable (in my opinion)		15
Lack of awareness of actual services offered		1
Someone (non-health) recommended I go to A&E		1
Location of A&E		1
Opening hours of other service		2
Shorter waiting time at A&E		2
A&E are the experts at Accidents and emergencies		2
Thought issue needed immediate treatment		2
If YES, why then went to A&E: Advised to go to A&E by the service		4

Table 13: Walk-In Centre (Telford Town Centre) (N.B. one participant gave more than one reason)

	RSH	PRH
Heard of the service	Not asked	56
Contacted/used for this incident: NO		34
Contacted / used for this incident: YES		1
If NO, why not: Not applicable (in my opinion)		14
Lack of awareness of actual services offered		1
Someone (non-health) recommended I go to A&E		1
Location of A&E		1
Opening hours of other service		2
A&E are the experts in Accidents and emergencies		2
If YES, why then went to A&E: Advised to go to A&E by the service		1

Table 14: GP Practice (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	76	80	156
Contacted/used for this incident: NO	59	44	103
Contacted / used for this incident: YES	13	21	34
If NO, why not: Not applicable (in my opinion)	28	12	40
Lack of awareness of actual services offered	1		1
Someone (non-health) recommended I go to A&E	3	2	5
Previous good service from A&E	5		5
Previous unsatisfactory service from GP Practice		1	1
Location of A&E	4	1	5
Opening hours of other service	12	10	22
Shorter waiting times at A&E	2		2
Face to face service at A&E	1		1
A&E are the experts in Accidents and emergencies	10	3	13
Thought issue needed immediate treatment	15	2	17
Visitor to the area	3		3
If YES, why then went to A&E: Advised to go to A&E by the service	10	14	24
Wanted a second opinion	2		2
Shorter waiting time at A&E (GP had no appointments)		3	3
Face to face service at A&E	1		1
A&E are the experts in Accidents and emergencies	1		1
Thought issue needed immediate treatment	2	3	5
Other (Dr said go to Walk-In Centre, who then said go to A&E)		1	1

Table 15: NHS 111 (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	32	56	88
Contacted/used for this incident: NO	31	38	69
Contacted / used for this incident: YES		2	2
If NO, why not: Not applicable (in my opinion)	17	13	30
Lack of awareness of actual services offered	1		1
Someone (non-health) recommended I go to A&E	1	1	2
Location of A&E		1	1
Opening hours		1	1
Face to face service at A&E	1		1
A&E are the experts in Accidents and emergencies		2	2
Though issue needed immediate treatment	4	2	6
Visitor to the area	1		1
If YES, why then went to A&E: Advised to go to A&E by the service		2	2

Table 16: Shropdoc (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	63	78	141
Contacted/used for this incident: NO	58	49	107
Contacted / used for this incident: YES	1	3	4

If NO, why not: Not applicable (in my opinion)	32	20	52
Lack of awareness of actual services offered	1		1
Someone (non-health) recommended I go to A&E	1	2	3
Previous good service from A&E	1		1
Location of A&E		1	1
Opening hours		2	2
Shorter waiting time at A&E	1		1
Face to face service at A&E	2		2
A&E are the experts at Accidents and emergencies	4	3	7
Thought issue needed immediate treatment	7	2	9
If YES, why then went to A&E: Advised to go to A&E by the service	1	2	3
Wanted a second opinion		1	1

Table 17: NHS Choices website (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	34	52	86
Contacted/used for this incident: NO	29	33	62
Contacted / used for this incident: YES	3		3
If NO, why not: Not applicable (in my opinion)	17	15	32
Someone (non-health) recommended I go to A&E		1	1
Previous good service from A&E	1		1
Location of A&E		1	1
Opening hours		1	1
Face to face service at A&E	2		2
Thought issue needed immediate treatment	1		2
If YES, why then went to A&E: Advised to go to A&E by the service	2		2
Wanted a second opinion	1		1
Previous good service from A&E	1		1
Location of A&E	1		1
Opening hours of A&E	1		1
A&E are the experts in Accidents and emergencies	2		2

Table 18: Sexual Health Centre (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	33	48	81
Contacted/used for this incident: NO	32	30	62
Contacted / used for this incident: YES			
If NO, why not: Not applicable (in my opinion)	25	15	40
Someone (non-health) recommended I go to A&E		1	1
Previous good service from A&E	1		1
A&E are the experts in Accidents and emergencies		1	1
Thought issue needed immediate treatment	1	1	1
If YES, why then went to A&E			

Table 19: Pharmacists (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	69	80	149
Contacted/used for this incident: NO	61	51	112
Contacted / used for this incident: YES	1		1

If NO, why not: Not applicable (in my opinion)	45	22	67
Lack of awareness of actual services offered	1		1
Someone (non-health) recommended I go to A&E	1	2	3
Previous good service from A&E	1		1
Location of A&E		1	1
Opening hours		2	2
A&E are the experts at Accidents and emergencies	1	2	3
Thought issue needed immediate treatment	2	2	4
Visitor to the area	1		1
If YES, why then went to A&E: Advised to go to A&E by the service	1		1

Table 20: Opticians (N.B. some participants gave more than one reason)

	RSH	PRH	Total
Heard of the service	68	73	141
Contacted/used for this incident: NO	60	47	107
Contacted / used for this incident: YES			
If NO, why not: Not applicable (in my opinion)	43	23	66
Lack of awareness of actual services offered	1		
Someone (non-health) recommended I go to A&E		2	2
Previous good service from A&E	1		1
Location of A&E		1	1
Opening hours		1	1
A&E are the experts in Accidents and emergencies		1	1
Thought the issue needed immediate treatment		1	1
Visitor to the area	1		1
If YES, why then went to A&E			

Table 21: Age of patient (N.B. for PRH data, because the demographic information was separated from the rest of the participants' answers it was not possible to determine whether some of the answers belonged to questionnaires which were not included in the report because of ineligibility or unusable data).

	RSH	PRH	Total
Under 18	28	19	47
19-25	15	16	31
26-40	7	15	22
41-65	16	24	40
Over 65	11	11	22
Prefer not to say	1		1
Not answered	1		1
Total	79	85	164

Table 22: Gender of patient (N.B. for PRH data, because the demographic information was separated from the rest of the participants' answers it was not possible to determine whether some of the answers belonged to questionnaires which were not included in the report because of ineligibility or unusable data).

	RSH	PRH	Total
Male	44	41	85
Female	32	44	76
Trans			
Prefer not to say			

Not answered	3		3
Total	79	85	164

Table 23: Ethnic origin of patient (N.B. one participant at PRH chose three answers. Also, for PRH data, because the demographic information was separated from the rest of the participants' answers it was not possible to determine whether some of the answers belonged to questionnaires which were not included in the report because of ineligibility or unusable data).

	RSH	PRH	Total
White: English / Welsh / Scottish / Northern Irish / British	75	78	153
White other: German	1		1
White other: not given		2	2
Mixed / multiple ethnic groups: White and Black Caribbean		1	1
Mixed / multiple ethnic groups: White and Black African		1	1
Mixed / multiple ethnic groups: White and Asian		1	1
Mixed / multiple ethnic groups: Other (not given)		1	1
Asian / Asian British: Indian		1	1
Asian / Asian British: Pakistani		1	1
Asian / Asian British: Chinese		1	1
Other ethnic group: Arab	1		1
Not answered	2		2
Total	79	87	166