

Urgent Care Review - What Do You Think?



We are the Clinical Commissioning Group (CCG) for south Sefton. We help to decide how healthcare is provided in south Sefton.



We are looking at how people can get **urgent care**.

Urgent care is health advice or treatment that you need immediately or on the same day.



We would like to hear from people in south Sefton.

Please tell us how you get **urgent care** now.

Can we make it better?



The survey asks questions about urgent care for

- Physical health
- Mental Health
- Children

If you don't know then you can leave the question.



Lots of questions on the survey have more than one answer.

We want you to choose all the answers that are right for you.

This means that you might choose lots of answers.



We don't ask you to write your name.

This means that no one will know who said what on the survey.



If you want us to tell you what happens after this survey, please write down your contact details on the last page.



Your personal information is kept safe.

NHS south Sefton will follow the General Data Protection Regulations.

You can read our Privacy Notice (about how we use your information) on our website:

www.southseftonccg.nhs.uk/privacy-notice



About You

1. Please tick all the choices that describe you.

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	I live in south Sefton
<input type="checkbox"/>	I live outside of south Sefton but work or spend time here
<input type="checkbox"/>	I have a long term physical health condition
<input type="checkbox"/>	I have a mental health condition
<input type="checkbox"/>	I am living with cancer
<input type="checkbox"/>	I am a parent or carer of a child under the age of 18
<input type="checkbox"/>	I care for another adult
<input type="checkbox"/>	I would rather not say
<input type="checkbox"/>	I work in the NHS (please tell us more) _____



2. What is the first bit of your postcode?



3. Here is a list of NHS services.

Please tell us if you have heard of the service by ticking the first column.

If you have used the service, please tick the second column.

You can tick <u>more than one</u> box	I have heard of this service ✓	I have used this service ✓
GP practice / surgery		
GP evening and weekend bookable appointments (not at your own surgery)		
GP Out of Hours service		
NHS 111 telephone line		
NHS 111 online		
Litherland walk-in centre		
Other walk-in centres		
A&E(Accident & Emergency) at Aintree Hospital		
A&E at the Royal Liverpool Hospital		
A&E at Alder Hey Hospital		
A&E at Southport and Ormskirk Hospital		
999 Ambulance Service		
Chemist / pharmacy		
Cancer patient hotline		

Urgent Care is when you need help with your health **on the same day**, but it's not an emergency.



4a. Please tell us all the places where you might go if you needed Urgent Care for yourself. Please tick as many as you like.

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	Your GP Surgery
<input type="checkbox"/>	GP Out of Hours (telephone call, home visit or clinic appointment when GP closed)
<input type="checkbox"/>	GP evening and weekend appointments (not at your own surgery or by telephone)
<input type="checkbox"/>	NHS 111 telephone
<input type="checkbox"/>	NHS 111 online
<input type="checkbox"/>	Litherland walk-in centre
<input type="checkbox"/>	Other walk-in centre
<input type="checkbox"/>	A&E at Aintree Hospital
<input type="checkbox"/>	A&E at the Royal Liverpool Hospital
<input type="checkbox"/>	A&E at Southport and Ormskirk Hospital
<input type="checkbox"/>	Call 999 Ambulance Service
<input type="checkbox"/>	Local chemist / pharmacy
<input type="checkbox"/>	Cancer patient hotline
<input type="checkbox"/>	A voluntary, community or charity organisation
<input type="checkbox"/>	I wouldn't know where to go
<input type="checkbox"/>	Other (please tell us what this is below): _____ _____



**4b. What are the reasons you would go to those services?
(Please tick as many as you like).**

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	I wouldn't be able to get an appointment for the same day with my GP
<input type="checkbox"/>	I wouldn't get through on the phone to the GP reception
<input type="checkbox"/>	I think it would be quicker
<input type="checkbox"/>	It would be open at the time I needed to go
<input type="checkbox"/>	I prefer to see my own GP/nurse
<input type="checkbox"/>	I prefer walk-in and wait appointments
<input type="checkbox"/>	It would be easy for me to get to
<input type="checkbox"/>	I wouldn't want to bother the GP
<input type="checkbox"/>	GP practice closed
<input type="checkbox"/>	I'm not registered with a GP in South Sefton
<input type="checkbox"/>	I would want to see someone straight away who would treat and diagnose the problem in one go
<input type="checkbox"/>	It is easier to be seen, treated and pick up medication
<input type="checkbox"/>	I wouldn't know where else to go
<input type="checkbox"/>	I am having cancer treatment and wanted specialist support
<input type="checkbox"/>	I wanted to see someone with the right skills
<input type="checkbox"/>	It had the services I needed e.g. Xray/prescription
<input type="checkbox"/>	I don't know
<input type="checkbox"/>	Other (please tell us what this is below): _____ _____



5. What do you think about the choices for getting help on the same day?

Please tick to say if you agree or disagree with the statements below.



Please tick <u>one</u> box in each row	Agree ✓	Disagree ✓	I don't know ✓
It is easy to know where to go for same-day care			
It is easy to see someone on the same day			
It is easy to get same day care <u>near me</u>			
It is easy to get advice by phone			
I know what options are available all times of the day/night			



6. Please tell us below what you think about the choice of same day health care in south Sefton.



7a. If you have ever needed help with your health on the same day, which service did you use?

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	Your GP practice / surgery
<input type="checkbox"/>	GP evening and weekend appointments (not at your own surgery)
<input type="checkbox"/>	GP Out of Hours service
<input type="checkbox"/>	NHS 111 telephone line
<input type="checkbox"/>	NHS 111 online
<input type="checkbox"/>	Litherland walk-in centre
<input type="checkbox"/>	Other walk in centre (please specify)
<input type="checkbox"/>	A&E (Accident & Emergency) at Aintree Hospital
<input type="checkbox"/>	A&E at the Royal Liverpool Hospital
<input type="checkbox"/>	A&E at Southport and Ormskirk Hospital
<input type="checkbox"/>	999 Ambulance Service
<input type="checkbox"/>	Chemist / pharmacy
<input type="checkbox"/>	Cancer patient hotline
<input type="checkbox"/>	Other (please tell us what this is below): _____ _____



7b. Please tell us about your experience of using that urgent care service.

Please tick the boxes that match your experience:

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	It was close to home / work
<input type="checkbox"/>	It was easy to get to (good public transport links / parking)
<input type="checkbox"/>	It was hard to get to
<input type="checkbox"/>	It met my needs for advice / tests / treatment
<input type="checkbox"/>	I had to wait a long time for treatment
<input type="checkbox"/>	I still had to go somewhere else for tests / treatment
<input type="checkbox"/>	I left before I was seen
<input type="checkbox"/>	I was advised to go somewhere else for tests / treatment but I never did
<input type="checkbox"/>	I received the treatment I needed quickly
<input type="checkbox"/>	The staff were helpful
<input type="checkbox"/>	I would have received better treatment somewhere else
<input type="checkbox"/>	As a cancer patient I was worried about infection risk
<input type="checkbox"/>	I wouldn't go back
<input type="checkbox"/>	I have an ongoing health condition and the service couldn't help me
<input type="checkbox"/>	Other (please tell us what this is below): _____ _____



Children's Urgent Health Care

8. Which service would you use to get urgent care for a child in south Sefton?

✓	You can tick <u>more than one</u> box
	Not applicable - I have no experience of urgent care for children
	GP appointment for that day
	GP evening and weekend appointments (either by phone or at a different GP surgery)
	GP Out of Hours (telephone call, home visit or clinic appointment when GP closed)
	NHS 111 telephone
	NHS 111 online
	Litherland walk-in centre
	Other walk-in centre (please tell us what this is below): _____
	A&E at Aintree Hospital
	A&E at the Royal Liverpool Hospital
	A&E at Southport and Ormskirk Hospital
	A&E at Alder Hey Hospital
	Call 999 Ambulance Service
	Local chemist/ pharmacy (other than to collect prescriptions)
	CAMHS
	Other (please tell us what this is below): _____ _____



9a. Have you ever needed urgent care for a child? If you have, where did you go?

Please choose **one** service.

✓	Only tick <u>one</u> box
	Your GP practice/surgery
	GP evening and weekend appointments for the same day - either by phone or at a different GP surgery
	GP Out of Hours (telephone call, home visit or clinic appointment)
	Local chemist/ pharmacy (other than to collect prescriptions)
	NHS 111 telephone
	NHS 111 online
	Litherland walk-in centre
	Other walk in centre (please tell us which one) <hr/>
	A&E at Aintree Hospital
	A&E at the Royal Liverpool Hospital
	A&E at Southport and Ormskirk Hospital
	A&E at Alder Hey Hospital
	999 Ambulance Service



9b. How was your experience?

Please tick all the statements that help explain what your experience was like.

✓	You can tick <u>more than one</u> box
	It was close to home / work
	It was easy to get to (good public transport links / parking)
	It was hard to get to
	It met their needs for advice / tests / treatment
	We still had to go somewhere else for tests / treatment
	We were advised to go somewhere else for tests / treatment but didn't
	The staff were helpful
	They received the treatment needed quickly
	There was a specialist there for my child
	There was no child specialist there
	We would have received better treatment somewhere else
	We had to wait a long time for treatment
	We left before we were seen
	My child has a known health condition and this service wasn't helpful
	I wouldn't go back
	I can't remember



Urgent Mental Health Care

10. Which service would you go to if you or someone close to you needed help with mental health on the same day?

Please tick <u>one</u> box in each row	I would use ✓	I would not use/ I don't know what this service is ✓
GP appointment for that day		
GP evening and weekend appointments for same day – either by phone or at a different GP surgery		
GP Out of Hours telephone call, home visit or clinical appointment when GP closed		
NHS 111 telephone		
NHS 111 online		
Walk-in centre		
A&E at Aintree Hospital		
A&E at the Royal Liverpool Hospital		
A&E at Southport and Ormskirk Hospital		
A&E at Alder Hey Hospital		
999 Ambulance Service		
Local Chemist / Pharmacy		
Community Mental Health team		
Local charity or voluntary organisation		
The Samaritans		
Child & Adolescent Mental Health Services (CAMHS)		
Peer support group		



11b. Where did you go for this help?

<input checked="" type="checkbox"/>	You can tick <u>more than one</u> box
<input type="checkbox"/>	GP appointment for that day
<input type="checkbox"/>	GP evening and weekend appointments for same day – either by phone or at a different GP surgery
<input type="checkbox"/>	GP Out of Hours telephone call, home visit or clinical appointment when GP closed
<input type="checkbox"/>	NHS 111 telephone
<input type="checkbox"/>	NHS 111 online
<input type="checkbox"/>	Litherland walk in centre
<input type="checkbox"/>	Other walk in centre (please tell us which one) _____
<input type="checkbox"/>	A&E at Aintree Hospital
<input type="checkbox"/>	A&E at the Royal Liverpool Hospital
<input type="checkbox"/>	A&E at Southport and Ormskrik Hospital
<input type="checkbox"/>	A&E at Alder Hey Hospital
<input type="checkbox"/>	The Samaritans
<input type="checkbox"/>	Peer Support group
<input type="checkbox"/>	Other (please tell us what this is below): _____ _____



12. How important are these issues to you? Please tick the box in the column below to say if it's very important, less important or not important to you.

Please tick <u>one</u> box in each row	Most important ✓	Less important ✓	Not important at all ✓
Being able to make an appointment for later that day / evening			
Being able to walk in and wait			
Having a service close to home			
Early / late opening hours			
Open all night			
Ability to see my own GP or health professional			
Having a specialist available			
A service that caters only for children			
A service that specialises in mental health			
Short waiting times			
Having an alternative to A&E			
Getting tests and treatment at the same time			
Advice available on the telephone			



13. Do you have anything else important to say about urgent care services in South Sefton? Please write your comments below:

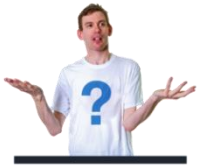


14. Where did you hear about this survey?

The Clinical Commissioning Group (CCG) helps to decide how healthcare is provided in south Sefton.

✓		✓	
	Email		Military Veterans
	Directly from the CCG		Sefton Pensioners Advocacy Centre (SPAC)
	CCG Website		Sefton Opera
	Local Press		Sefton Young Advisors Carers Centre
	Twitter		Sefton Women's and Children's Aid (SWACA)
	Healthwatch		The Venus Centre
	GP practice		The Swan Centre
	Litherland walk-in centre		Strand By Me
	Patient Participation Group		Embrace
	Ability Plus		Bosco House
	People First		Hugh Baird College
	Equal Voice		Sefton Health and Social Care Forum
	Children/family centre		Other _____

About You



We would like to know about your personal information.




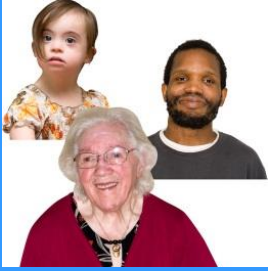

You do not have to answer these questions if you do not want to.














We will not give your information to anyone else.


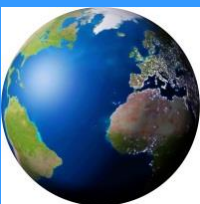








If you give us your contact information we can tell you about this review.




 		<h3>How old are you?</h3> 	
	Under 18		45-64
	18-25		65-75
	26-44		75+




 		<h3>Would you call yourself...?</h3>	
		Female	
		Male	
		Other _____	
		I don't want to answer this question	









	 <p>Is your gender the same as the one you were given at birth?</p>	
		<p>Yes</p>
		<p>No</p>
		<p>I don't want to answer this question</p>
		<p>I do not understand</p>

	 <p>What is your ethnicity?</p>	
		<p>Asian or Asian British </p>
		<p>Black or Black British </p>
		<p>Chinese or Chinese British </p>

	Mixed _____
العربية 	Other Ethnic Group _____
   	White British or White Other
	I don't want to answer this question

✓		Do you have a disability?
	Yes	
	No	
	I don't want to answer this question	
If yes, please tell us about your disability _____		

		<p>What is your sexual orientation?</p>
		<p>Straight/heterosexual</p>
		<p>Gay/lesbian</p>
		<p>Bisexual</p>
		<p>Not sure</p>
		<p>Other _____</p>
	 <p>CONFIDENTIAL</p>	<p>I don't want to answer this question</p>

✓		Do you have a religion?
		Buddhist
		Christian
		Hindu
		Jewish
		Muslim
		Sikh
		No religion
		Other – please say _____



Thank you for completing this survey.

If you want to hear what happens
next,

Or you would like to hear more from
the local NHS

Please fill out your details on the next
page

Keep in touch



Please provide your contact details so we can keep in touch:



Your contact details will be taken off and put in a different place.

We won't know what you said on the survey



Name: _____



Address: _____



Postcode: _____



Email address: _____



Please put your survey in the envelope when you have finished writing.

If you can't find the envelope, you can use a blank envelope.



Write this address on the front

FAO Communications and Engagement team
Freepost SOUTH SEFTON CLINICAL
COMMISSIONING GROUP



You don't need a stamp
It is free to send us this survey