



## A&E Survey, Whipps Cross

27 October - 1 November 2014

Overview of Findings

**healthwatch**  
Waltham Forest

### SUMMARY ANALYSIS

Healthwatch Waltham Forest surveyed 517 patients at Whipps Cross A&E between 27 October - 1 November 2014.

#### Key Findings Include:

Around 75% of patients attended for reasons that would potentially require urgent attention, such as fractures or chest pains (Chart 1, Page 8).

43% of patients were directed to attended by health professionals (Chart 2, Page 10).

88% of patients are registered with a GP (Chart 3, Page 612).

47% of patients considered using the GP before coming to A&E. Of those, 45% said they could not access the service, or treatment was not effective (Chart 4.1, Page 17). 49% of patients did not consider the GP, of those, 35% considered their condition 'too serious' and 26% had problems or doubts about GP access (Chart 4.2, Page 17).

Just 14% of patients considered using the Pharmacist before coming to A&E. Of those, 43% said treatment was not effective (Chart 5.1, Page 20). 83% of patients did not consider the Pharmacist, of those, 56% considered their condition 'too serious' or not appropriate (Chart 5.2, Page 21).

22% of patients considered using NHS 111 before coming to A&E. Of those, just 5% said the service was *not* effective (Chart 6.1, Page 23). 74% of patients did not consider NHS 11, of those, 32% were not aware of the service and 20% considered their condition 'too serious' or not appropriate (Chart 6.2, Page 24).

Just 14% of patients considered using the Walk-In Centre before coming to A&E. Of those, 36% said they could not access the service, or treatment was not effective (Chart 7.1, Page 26). 80% of patients did not consider the Walk-In Centre, of those, 24% were not aware of the service and 16% considered their condition 'too serious' or not appropriate (Chart 7.2, Page 27).

## SUMMARY ANALYSIS

### Key Findings Continued.

32% of patients have had experience of Out-of-Hours services. Of those expressing sentiment, 86% of comments were positive (Chart 8.1, Page 29).

38% of patients did not have a family/community support network (Chart 9, Page 31).

Of those specifying their preferred information sources, 40% cited an NHS source (Chart 10.1, Page 32). The internet is the single-most used source, at 39% of all sources (Chart 10, Page 32).

The largest ethnic group in attendance was White British at 30% (Chart 'Ethnicity', Page 37).

56% of patients were born in the UK (Chart 'Country of Origin', Page 38).

## INTRODUCTION

For one week, from 27 October 2014 - 1 November 2014 (this was also half term week) Healthwatch Waltham Forest attended Whipps Cross Hospital Emergency and Urgent Care Centre (EUCC) to undertake surveys with patients in the waiting area. The purpose of this piece of work was to:

- Test out preconceptions and myths around why people, and young people in particular, attend hospital for treatment.
- Understand peoples healthcare journeys in getting to the hospital ie their patient journey or pathway.
- Obtain patient experience and behaviour information to feed into patient education schemes, service advertising and promotion, and service design.
- Obtain patient experience and behaviour information to feed into the developing Waltham Forest Urgent Care Strategy, Urgent Care procurement workstream and the wider Urgent Care Partnership Board business, ensuring patient experience and the 'patient voice' is heard.

This work was carried out with the support of Waltham Forest Young Advisers (YA) and Youth Independent Advisory Group (IAG).

Healthwatch Waltham Forest staff and volunteers, and the Young Advisers and Youth IAG members attended Whipps Cross EUCC from 10am-10pm Monday-Saturday (except Wednesday when we stayed until 6pm).

We completed 517 surveys in total. These were carried out one-to-one with patients. In the main we spoke to people when they were waiting in one of the three distinct waiting areas:

- Combined GP and A&E minors waiting area
- A&E childrens waiting area
- A&E majors waiting area

Patients waiting in these areas have been to see the 'GP Streamer' immediately on arrival, and have been to main reception to check in, soon after the streamer.

A copy of the survey we used in talking to people can be found in appendix A.

## BACKGROUND

### What is Healthwatch?

**Healthwatch Waltham Forest** is a local Healthwatch organisation, established by the Health and Social Care Act 2012 to act as local independent consumer champions for health and social care.

Local Healthwatch organisations have statutory duties to:

Gather the views and experiences of patients and public; Make those views known to providers and commissioners; Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised; Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC); Provide information and signposting about access to services and support for making informed choices (including independent advocacy support to make an NHS complaint\*); Make the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

\* In Waltham Forest the advocacy part of the Healthwatch contract is provided by POhWER

### What are the Young Advisers and Youth Independent Advisory group (IAG)

Waltham Forest council has three main youth engagement and advisory groups. The Young Advisers and Youth IAG are two of these groups. Both are made up of young people who are trained and qualified to advise national and local government, statutory agencies such as the police, charities and other non-government organisations on how to engage with young people. They have been trained in how to carry out research in their community and can offer advice and training on how to handle issues with young people. In the past they have (and continue to be) very active around different aspects of health and wellbeing for young people in Waltham Forest, working around sexual health services, mental health and others in the past year. For more information on these groups please visit the council [website](#) or contact Jane Brueseke, Youth Engagement & Participation worker (Jane.Brueseke@walthamforest.gov.uk).

### What is Urgent Care and the Emergency and Urgent Care Centre?

There is no one definition of 'urgent care' (although it is hotly debated) and it will mean different things to different people. It can broadly be described as care that is needed the same day or care that is urgent but not an emergency. As part of its overall Accident & Emergency department and offer to patients, Whipps Cross Hospital has a combined Emergency and Urgent Care Centre (EUCC), which people can 'walk-in' to, or sometimes arrive by ambulance. It is run by North East London Foundation Trust (NELFT), but is part of the Bart's Health run, Whipps Cross site. The NHS Choices website states that Urgent Care Centres can offer advice, assessment and treatment for minor ailments and injuries such as cuts, bruises, minor infections, strains and skin complaints. When they are attached to a hospital, as is the case at Whipps Cross, they can also offer a clear pathway into the hospital and a wider range of diagnostic and treatment options.

## TIME & LOCATION

We spoke to people fairly evenly throughout morning, afternoon and evening sessions.

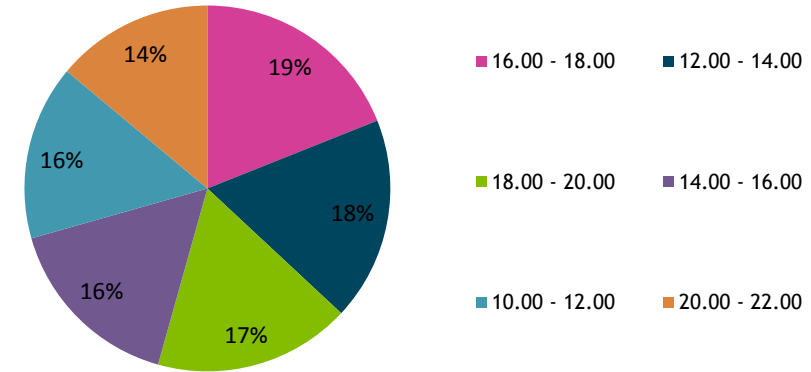
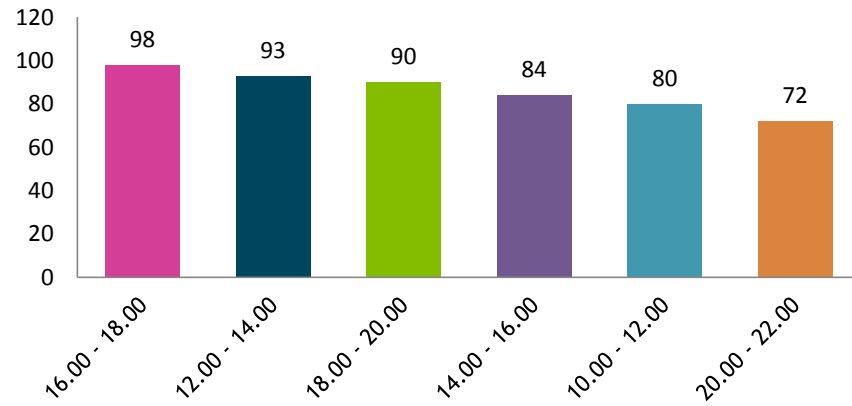
**Key findings include:**

Just under two thirds of the people we spoke to had been assigned to either the GP or 'minors' part of the service.

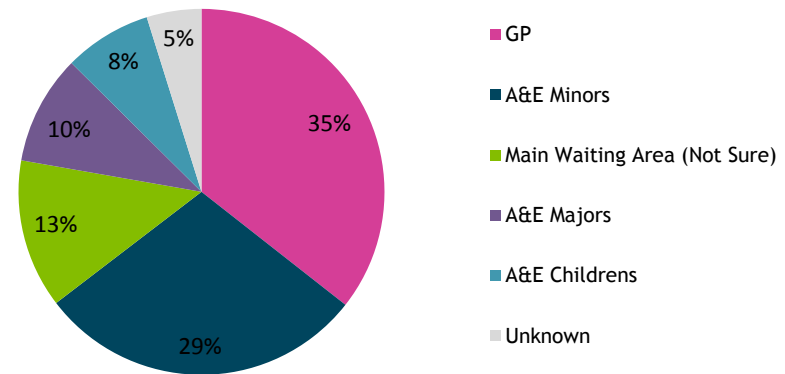
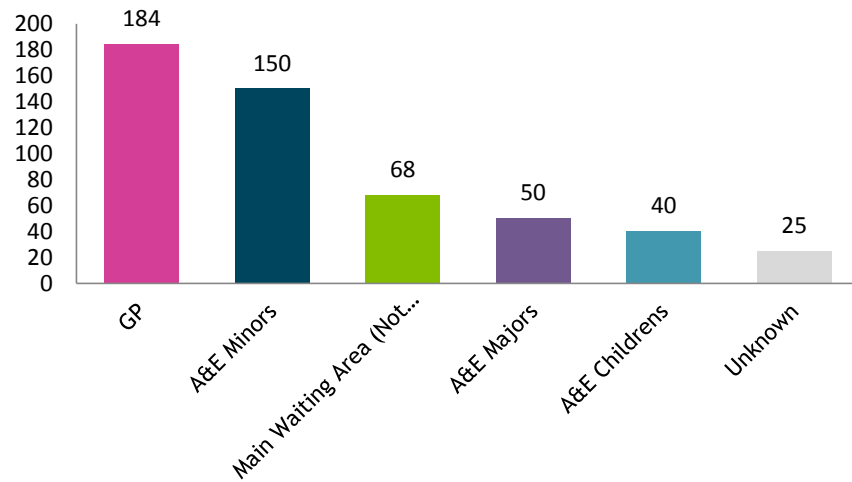
One eighth of people waiting in the main area did not know what service they were waiting for.

## TIME & LOCATION

Patients were met at the following times of day:



Patients waited in the following area:



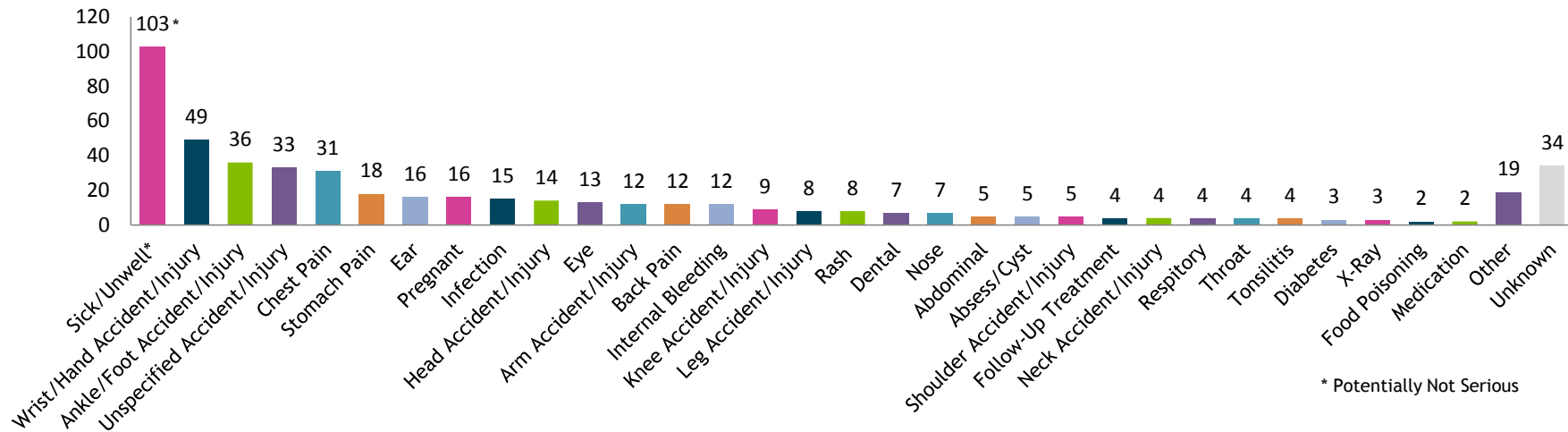
## REASON FOR ATTENDING

### **Key findings include:**

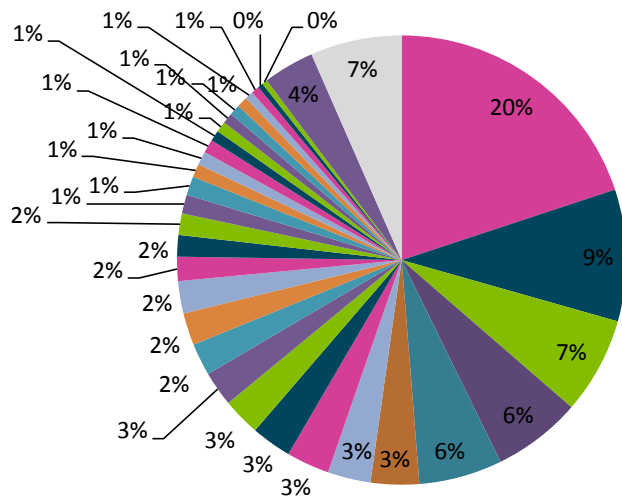
Patients attended the EUCC for a variety of reasons with notable causes being ankle/foot, wrist/hand accident or injury, and chest pain. From a patients perspective the majority of reasons given for attendance seem appropriate. However, one fifth of the people we spoke to also stated they were generally sick or unwell. Of this group it is likely that some people will not have wanted to share their personal medical status with us, but it is also possible that a large proportion of this group contains people whose condition/complaint was potentially not serious and who may have been able to be treated elsewhere.

# REASON FOR ATTENDING

## 1. Patients were in attendance for the following reasons:



\* Potentially Not Serious



- Sick/Unwell\*
- Ankle/Foot Accident/Injury
- Chest Pain
- Ear
- Infection
- Eye
- Back Pain
- Knee Accident/Injury
- Rash
- Nose
- Abscess/Cyst
- Follow-Up Treatment
- Respiratory
- Tonsillitis
- X-Ray
- Medication
- Unknown
- Wrist/Hand Accident/Injury
- Unspecified Accident/Injury
- Stomach Pain
- Pregnant
- Head Accident/Injury
- Arm Accident/Injury
- Internal Bleeding
- Leg Accident/Injury
- Dental
- Abdominal
- Shoulder Accident/Injury
- Neck Accident/Injury
- Throat
- Diabetes
- Food Poisoning
- Other



## REFERRAL

### **Key findings include:**

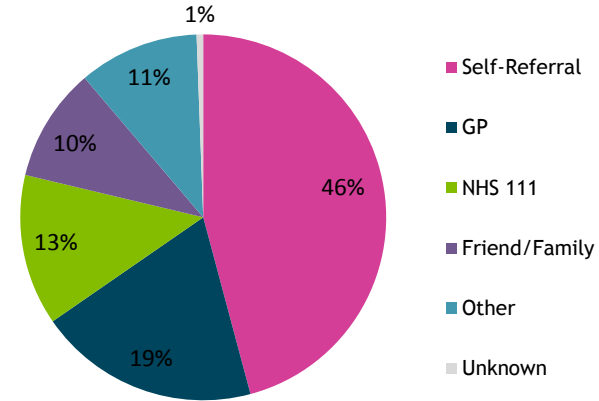
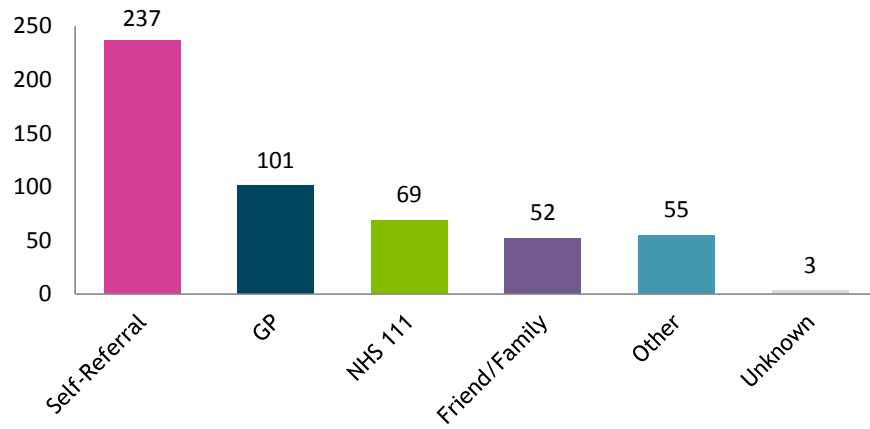
Nearly half (46%) of people who attended EUCC self-referred (decided themselves to go to the hospital)

Nearly one third (32%) were referred by their GP or NHS 111.

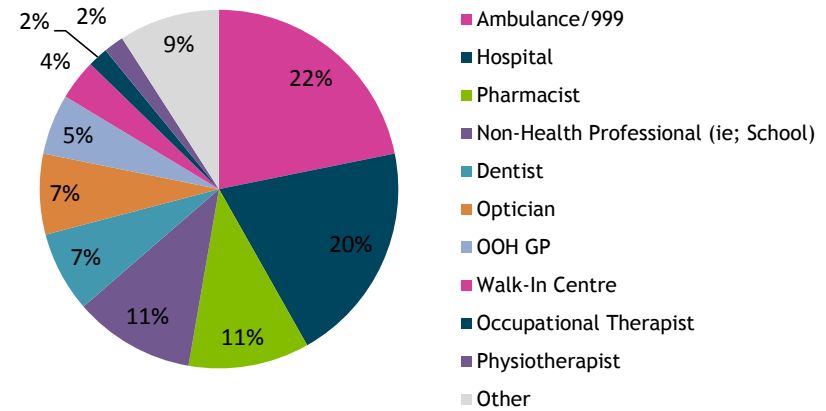
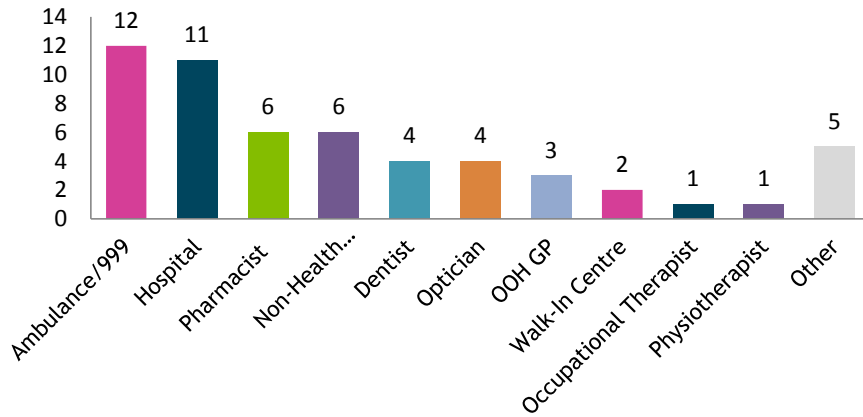
Of 55 people who were directed to the hospital by 'others', three quarters of these were by other healthcare professionals such as the pharmacists or upon the advice of another hospital department.

# REFERRAL

## 2. Patients were directed to attend by:



## 2.1 Breakdown of Other:



## GP REGISTRATION

### **Key findings include:**

10% of people we spoke to were not registered with a GP.

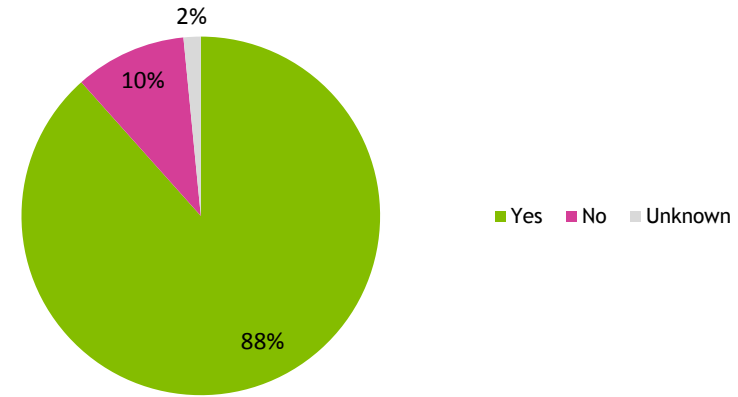
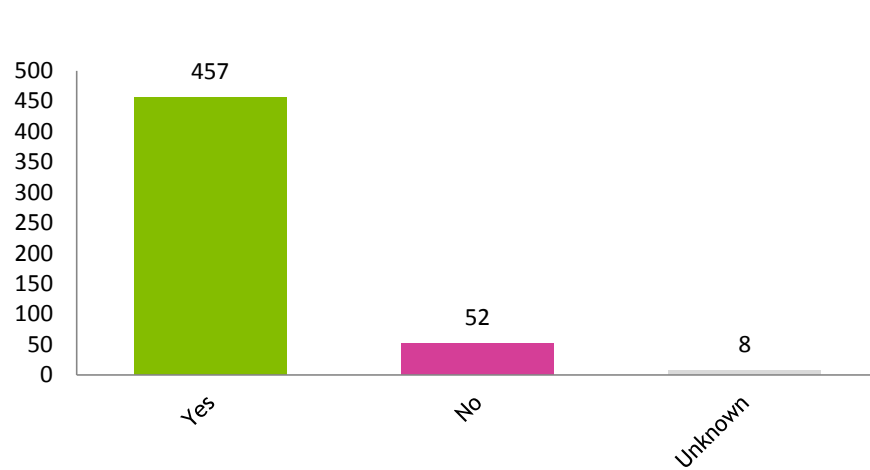
88% of those were registered with a GP and 66% were registered in the borough. They came from a wide range of GPs.

The top three GPs whose patients were in EUCC were Dr Shatir Practice, Forest Road Medical Centre; The Allum Medical Centre; St James Medical Practice. (It was not within the scope of this piece of work, but it would be interesting to fully map the geography of GPs in relation to patient flows to Whipps Cross).

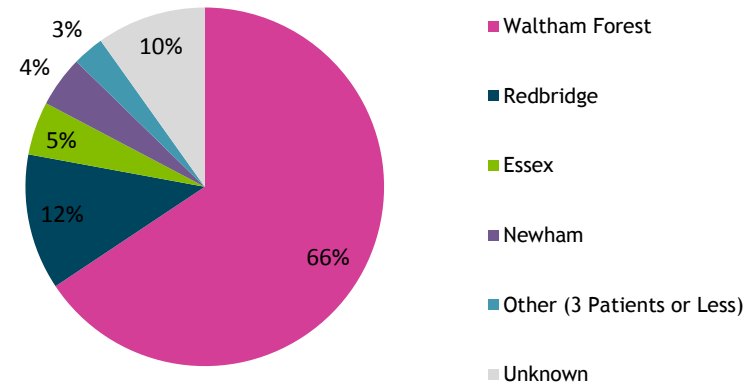
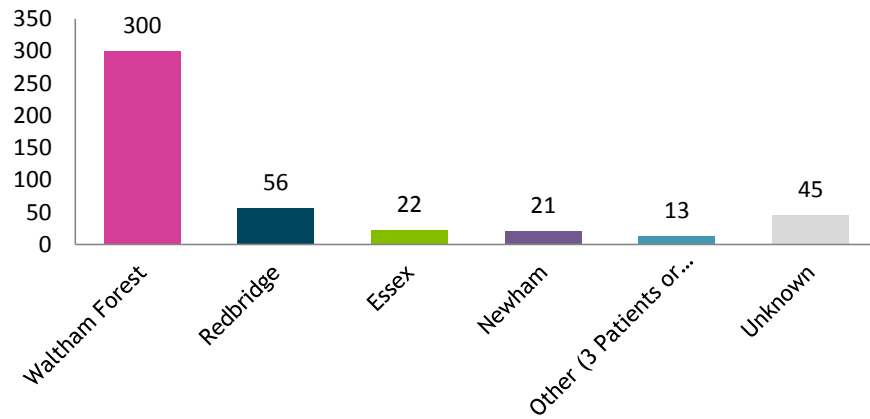
Patients registered at GPs in neighbouring boroughs also attended Whipps Cross EUCC.

## GP REGISTRATION

### 3. Patients registered with a GP:

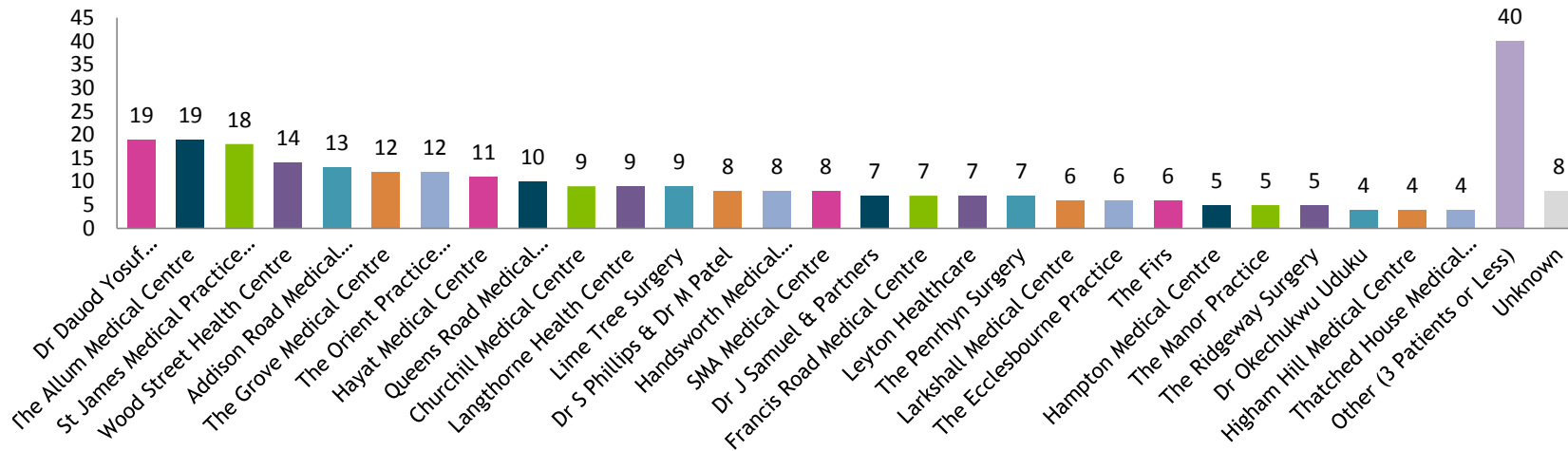


### 3.1 GP Location:



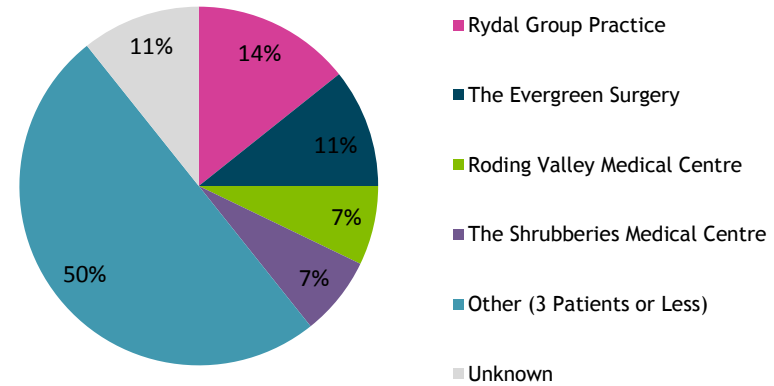
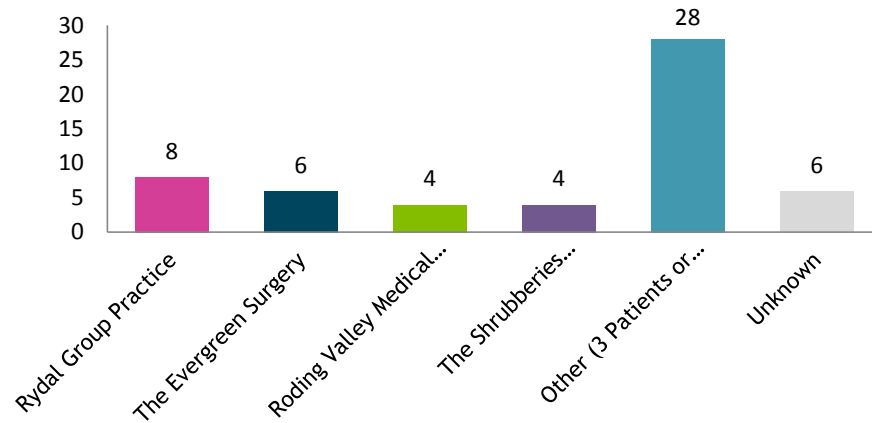
## GP LOCATION - WALTHAM FOREST

### 3.2 Patients were registered with the following GP's in Waltham Forest:

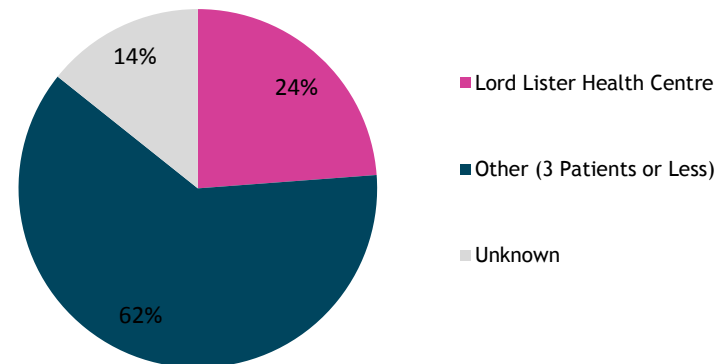
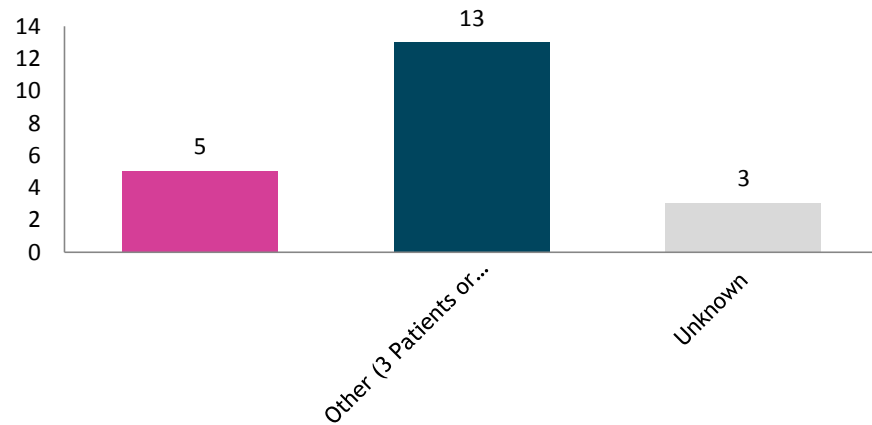


## GP LOCATION - REDBRIDGE & NEWHAM

### 3.3 Patients were registered with the following GP's in Redbridge:

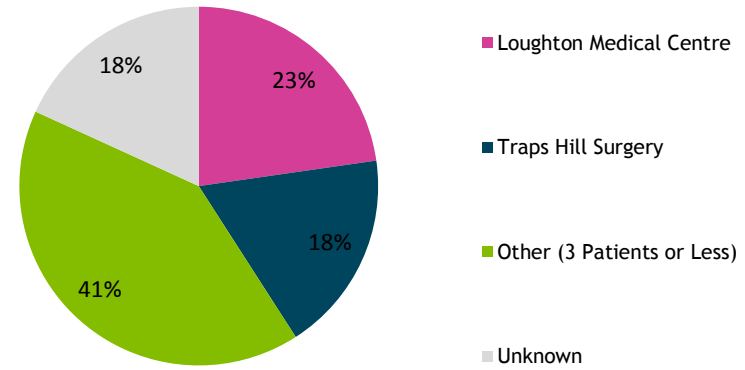
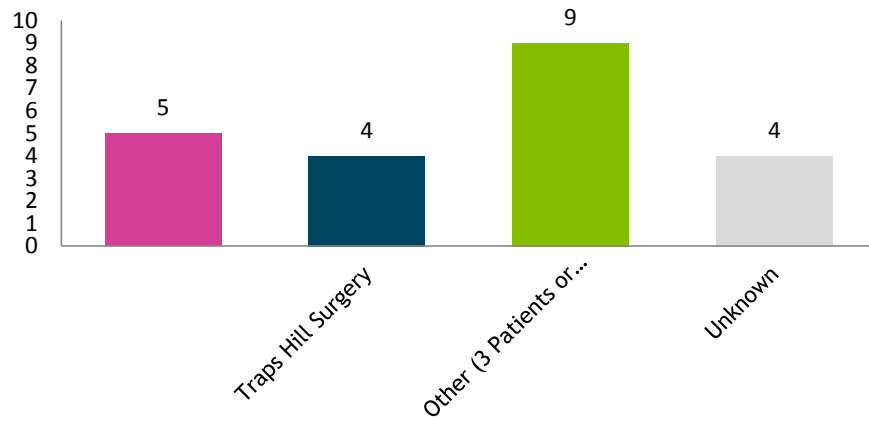


### 3.4 Patients were registered with the following GP's in Newham:



## GP LOCATION - ESSEX

3.5 Patients were registered with the following GP's in Essex:



## CONSIDERATION OF OTHER SERVICES PRIOR TO ATTENDING EUCC - GP

### **Key findings include:**

Around half of people we spoke to considered going to their GP first, leaving another half who didn't consider the service at all.

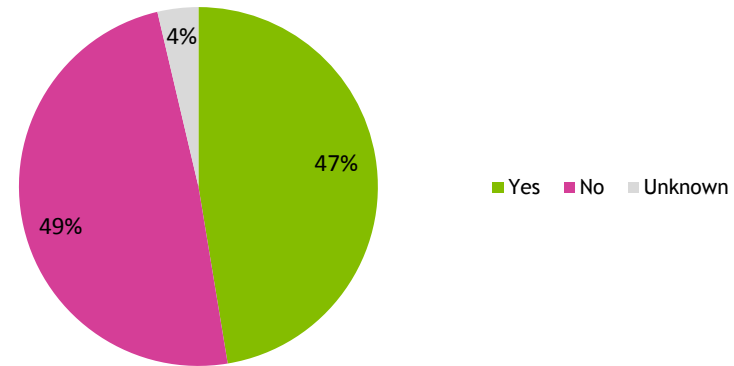
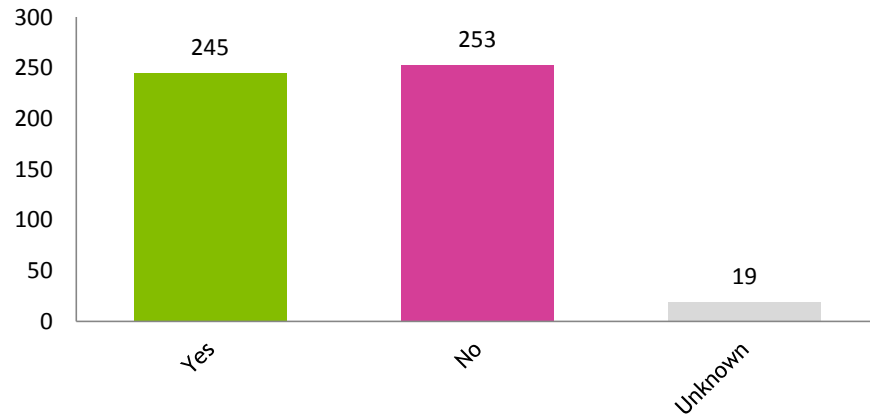
Of those, approximately 1/3 (33%) couldn't access their GP and another 1/3 (31%) were advised by their GP to go to the hospital.

Of those not considering the GP, approximately 1/3 (33%) deemed their condition 'too serious'.

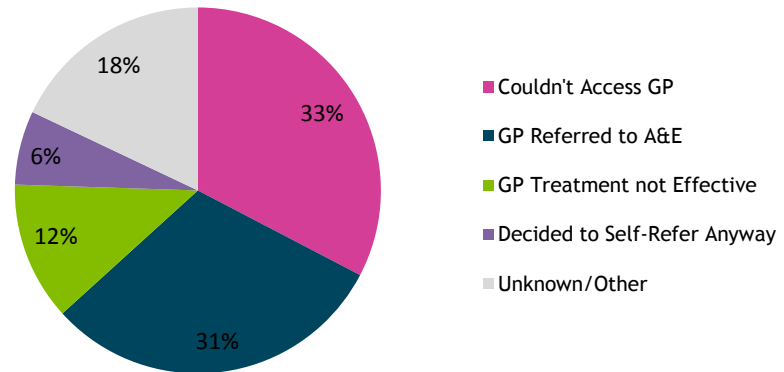
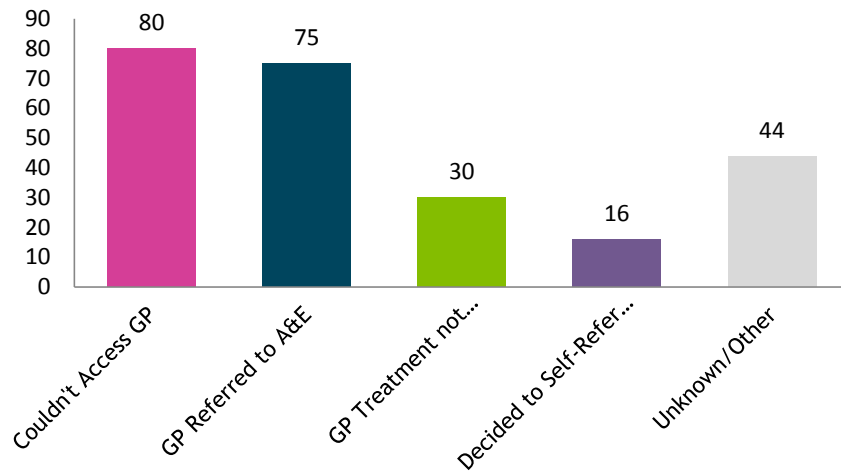


## CONSIDERATION OF OTHER SERVICES - GP

### 4. Patients considering the GP first:

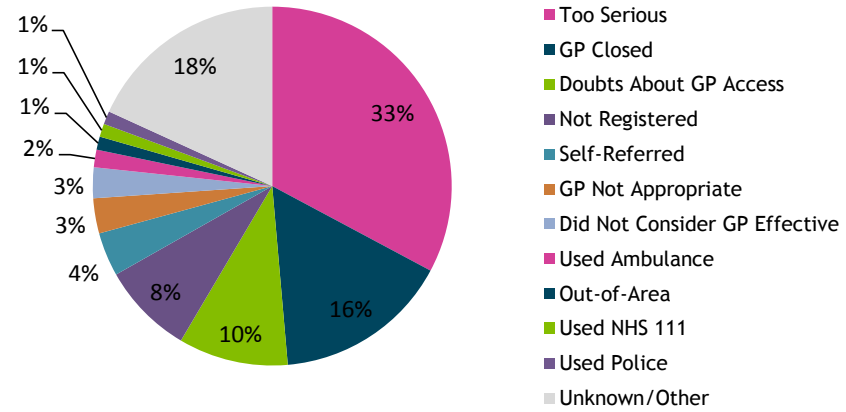
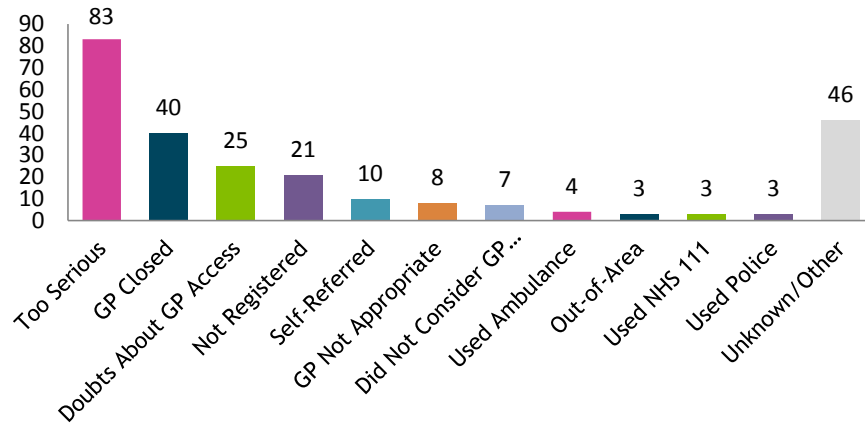


### 4.1 Of those using (or considering) the GP:



## CONSIDERATION OF OTHER SERVICES - GP

### 4.2 Of those not considering the GP:



## CONSIDERATION OF OTHER SERVICES - PHARMACIST

### **Key findings include:**

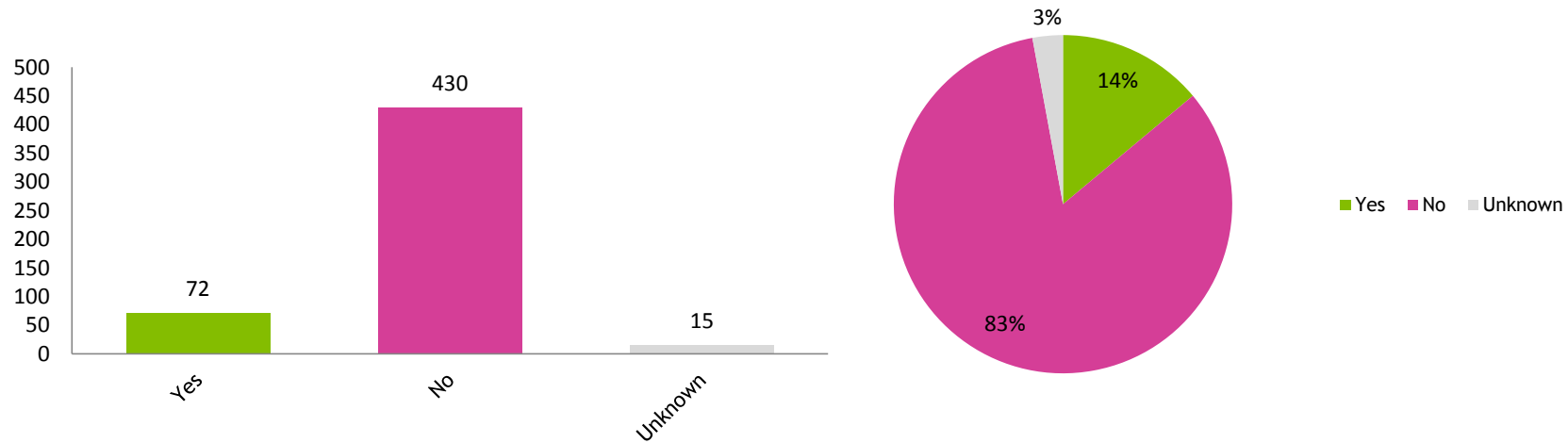
Over 80% did not consider going to a pharmacy first.

Of those that did consider a pharmacy first 43% (31 people) still ended up in EUCC as the 'pharmacy treatment was not effective'.

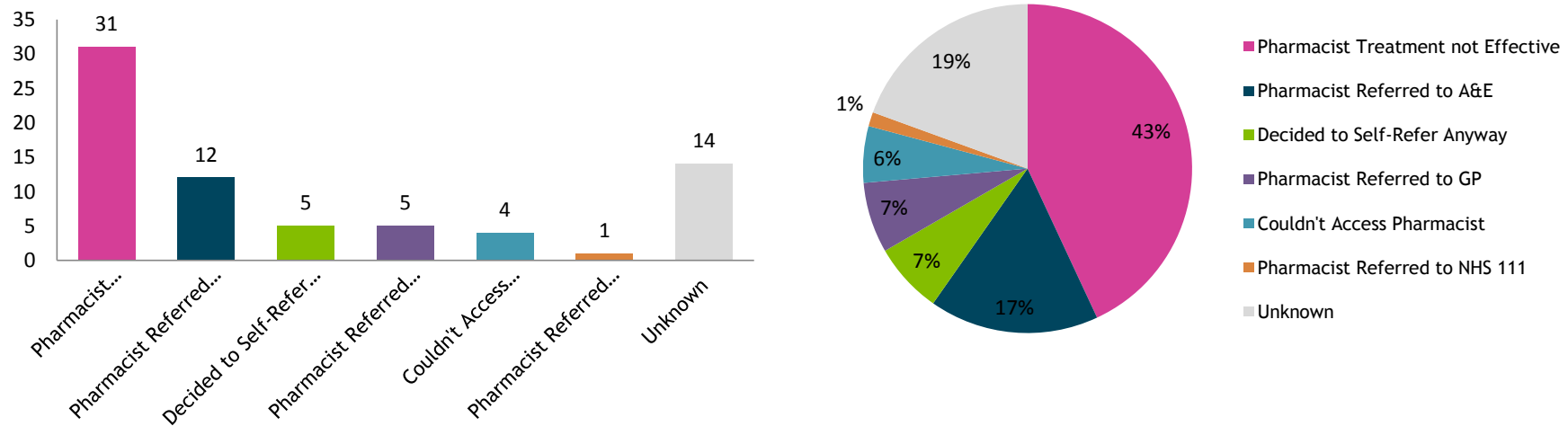
Of the majority that did not consider a pharmacy first 55% felt a pharmacy was 'not appropriate' for their complaint and or the issue was 'too serious'.

## CONSIDERATION OF OTHER SERVICES - PHARMACIST

### 5. Patients considering the Pharmacist first:

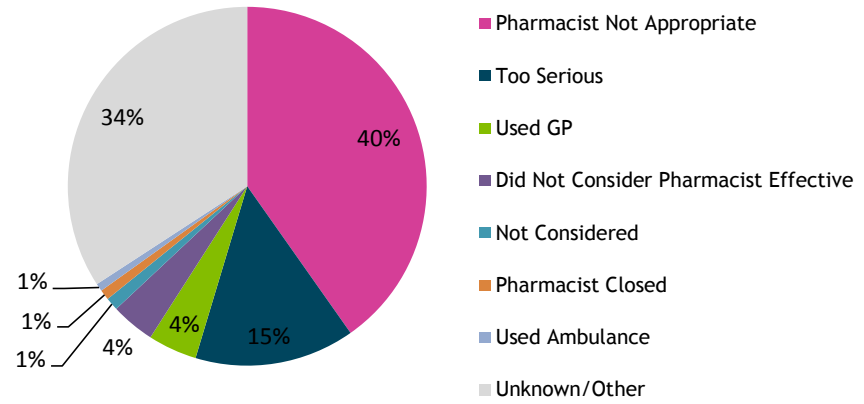
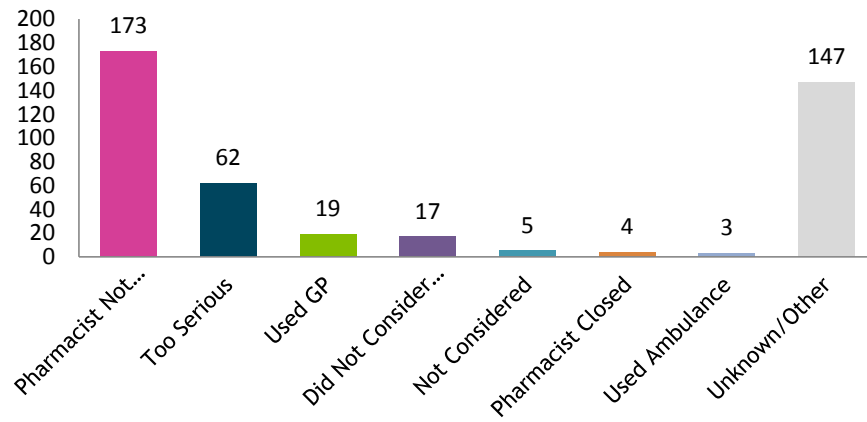


### 5.1 Of those using (or considering) the Pharmacist:



## CONSIDERATION OF OTHER SERVICES - PHARMACIST

### 5.2 Of those not considering the Pharmacist:



## CONSIDERATION OF OTHER SERVICES - NHS 111

### **Key findings include:**

Almost  $\frac{3}{4}$  (74%) of people we spoke to did not consider using the NHS 111 service first.

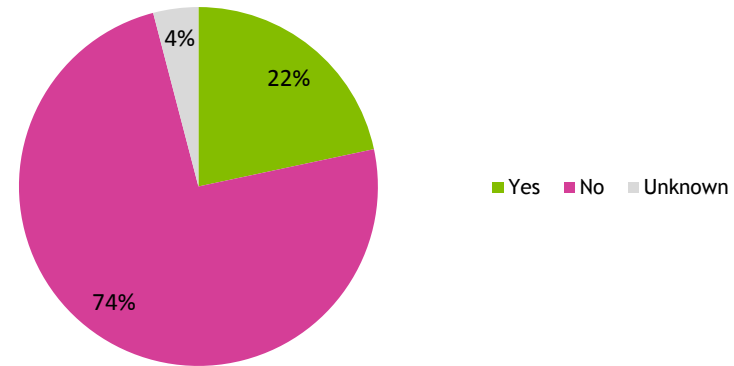
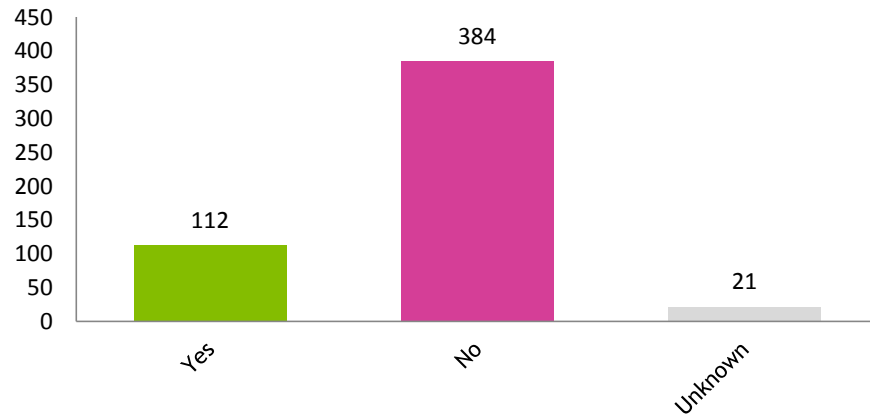
32% of people we spoke to were not aware of the NHS 111 service.

Of the 112 that did use NHS 111 first, 42% were referred to A&E.

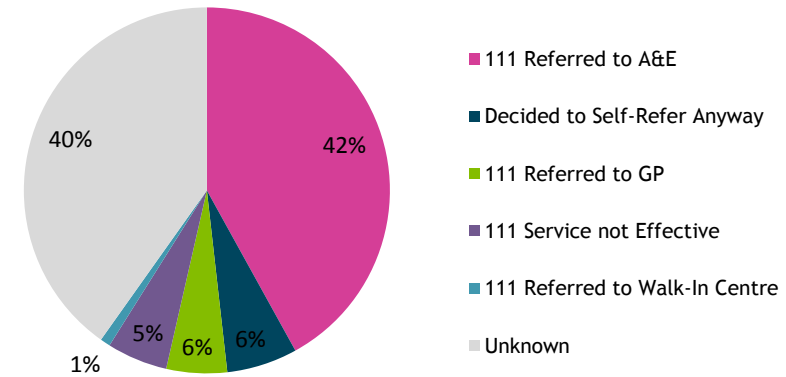
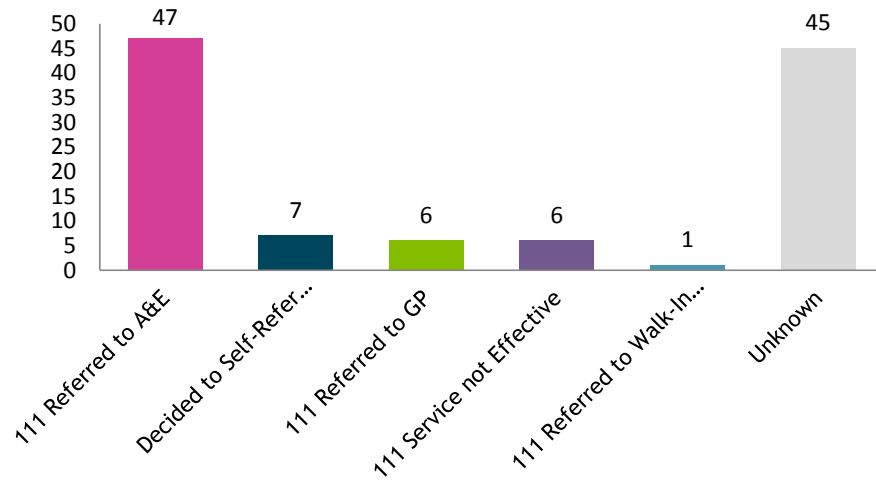
21% of people did not consider NHS 111 because the complaint was either 'too serious' or they did not consider the service 'appropriate' for their complaint.

## CONSIDERATION OF OTHER SERVICES - NHS 111

### 6. Patients considering NHS 111 first:

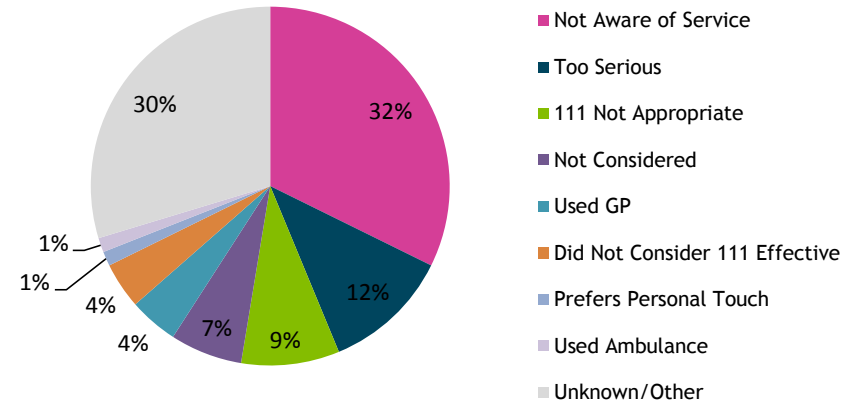
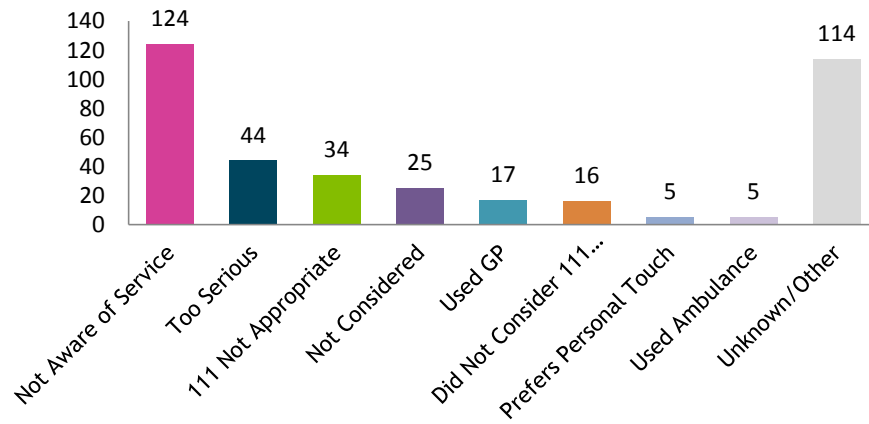


### 6.1 Of those using (or considering) NHS 111:



## CONSIDERATION OF OTHER SERVICES - NHS 111

### 6.2 Of those not considering NHS 111:





## CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

### **Key findings include:**

80% of people did not consider attending a walk in Centre or polyclinic (the survey identified Oliver Road in particular and indicated others in other boroughs also).

Of the 80%, a ¼ (101 people) were not aware of Oliver Road walk-in centre and the services there.

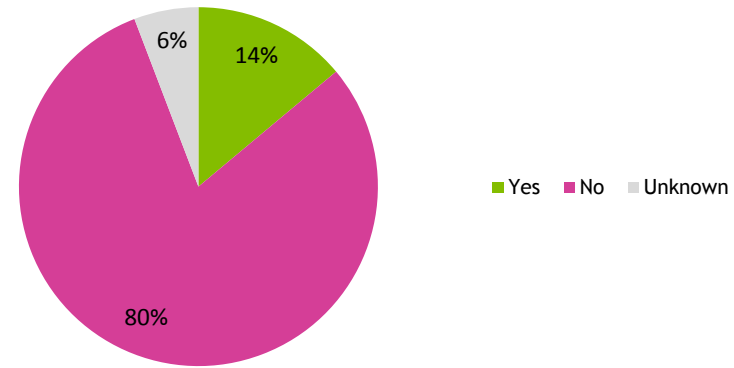
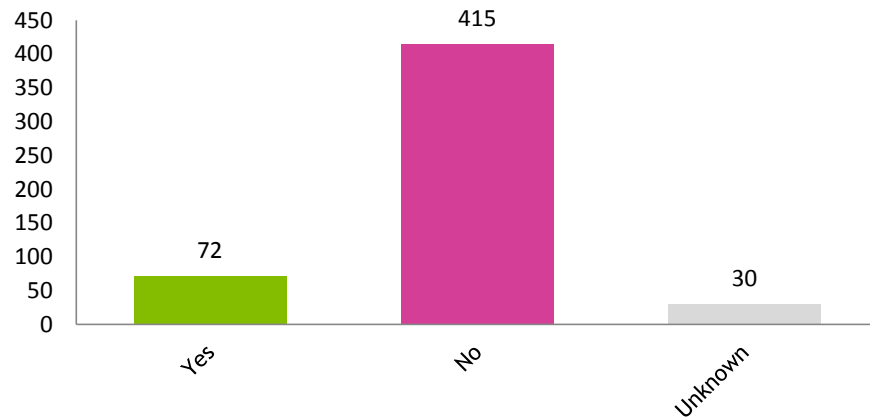
Of those that did consider or try the walk-in, a ¼ couldn't access the service and 15% were then referred on to Whipps Cross anyway.

Anecdotally, people who did know Oliver Road did talk of past experiences of having to wait at Oliver Road to be referred to Whipps Cross, so on this occasion came straight over to avoid waiting twice. This was particularly in cases where people perceived themselves to need an x-ray and other diagnostics known or perceived not to be available at Oliver Road.

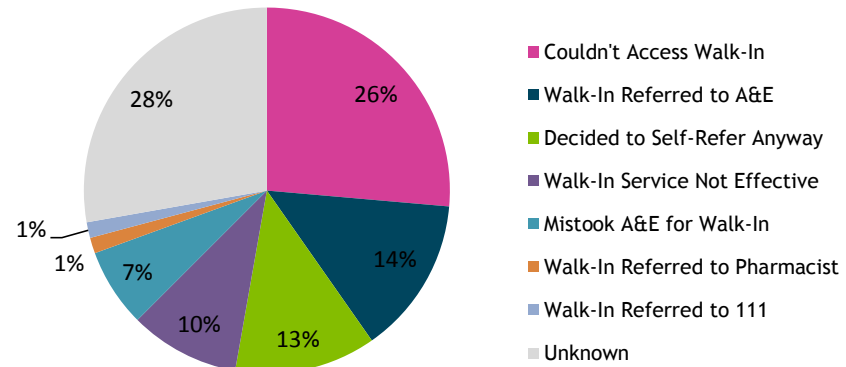
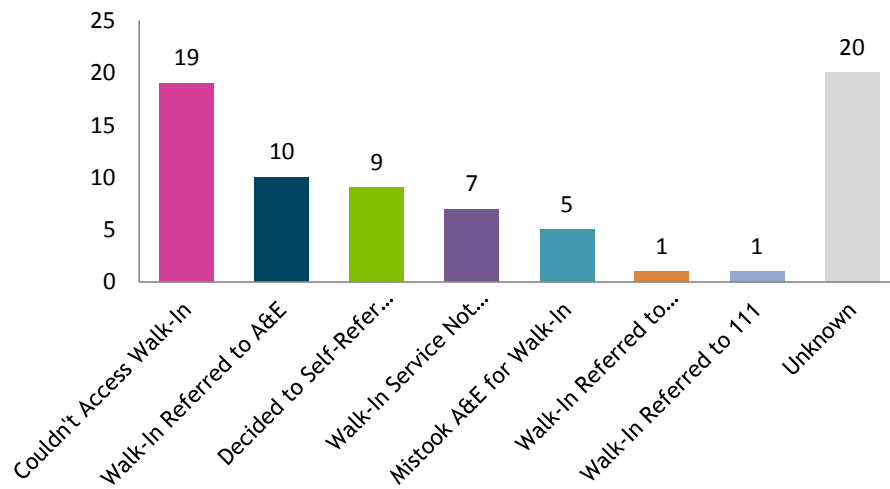
25 people attended Whipps Cross over the Oliver Road walk in centre because it was closer to them geographically (usually in relation to where they lived).

## CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

### 7. Patients considering Walk-in/Polyclinics first:

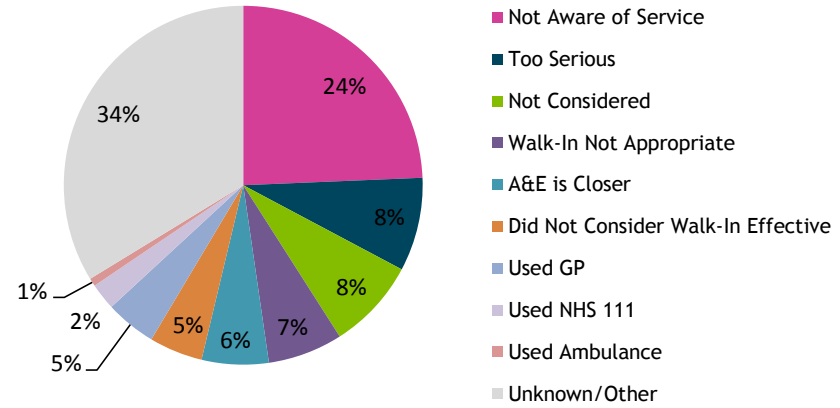
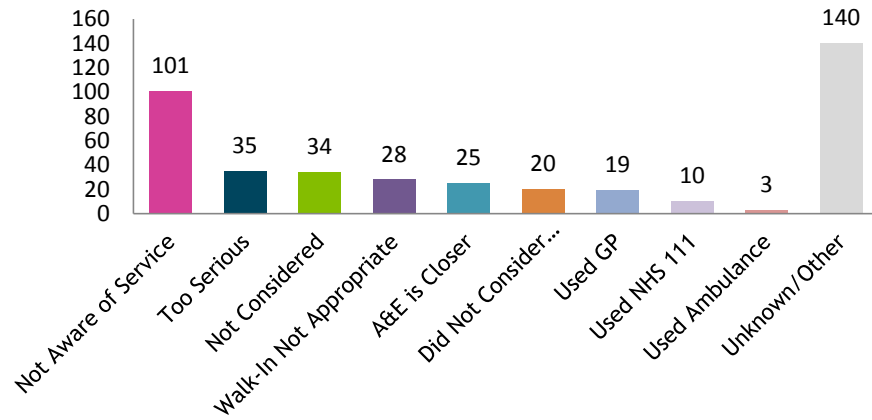


### 7.1 Of those using (or considering) Walk-In/Polyclinics:



## CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

### 7.2 Of those not considering Walk-In/Polyclinics:



## EXPERIENCE OF OUT-OF-HOURS SERVICES

### **Key findings include:**

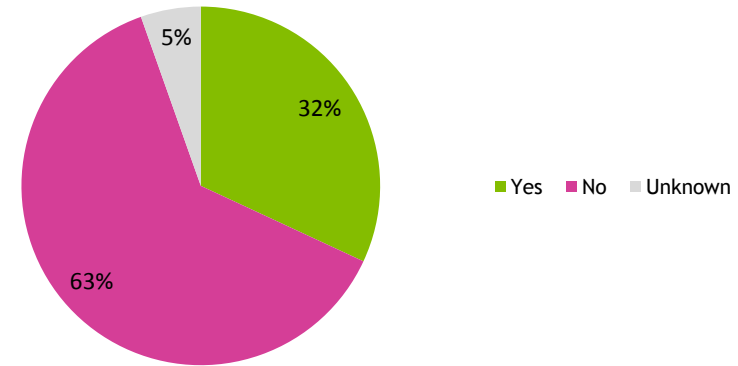
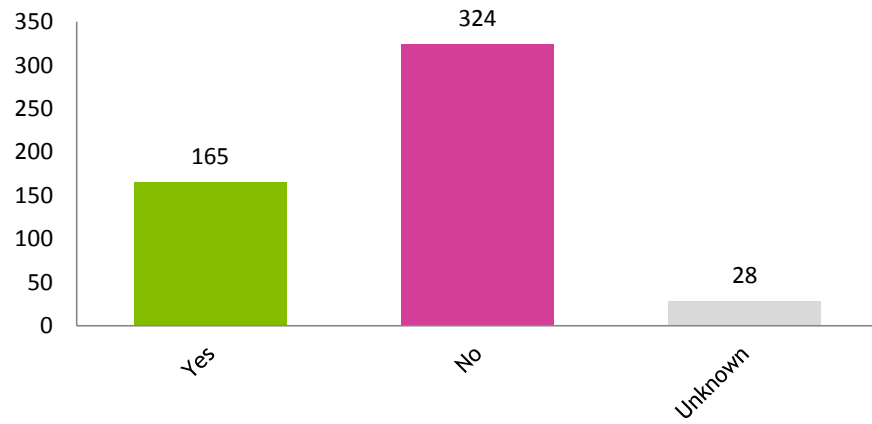
Approximately 2/3 of people we spoke to stated they had not had to use GP Out of Hours (GP OOH) before and a 1/3 had. Of those that had used it 86% had a positive experience of the service.

There was some confusion over this question and it was clear that many people didn't actually know what the GP OOH service was. The statistics here may therefore not be representative of an accurate picture.

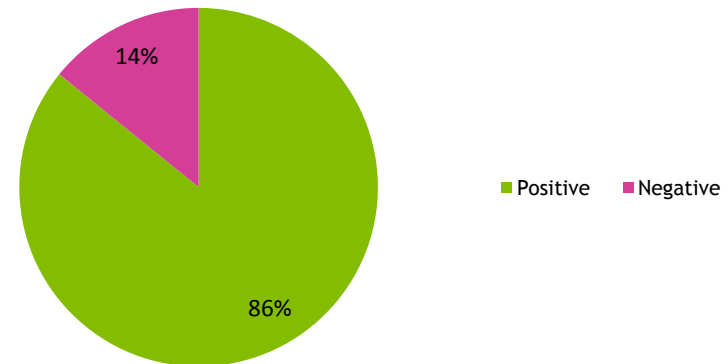
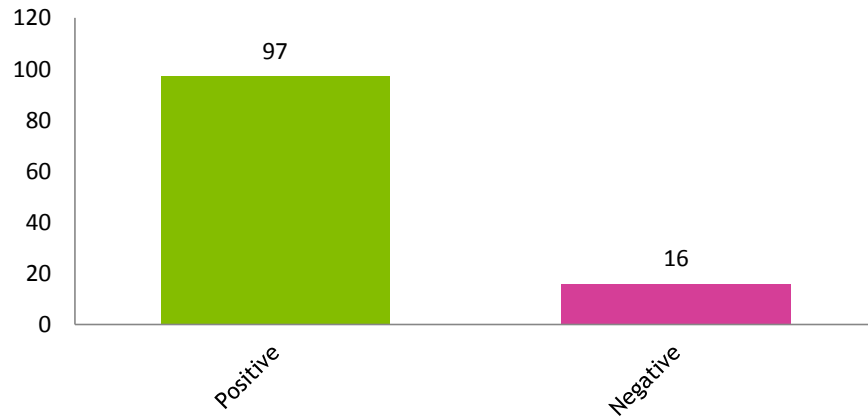
Some people identified calling their GP out of hours and getting an alternative urgent phone number to call (ie an out of hours service) whilst others were informed on the answerphone to call NHS 111.

## EXPERIENCE OF OUT-OF-HOURS SERVICES

### 8. Patients having experience of Out-of-Hours Services:



### 8.1 Sentiment of those expressing it:



## SUPPORT NETWORK AND INFORMATION SOURCES

We wanted to find out from people a little about their support network and lines of information, which might impact upon their health seeking and management behaviours. The survey did not allow for the in-depth discussion which would benefit this topic and it might be an interesting area to explore further through a focus group.

### **Key findings include:**

Almost ½ of those we spoke to indicated they did have a family or community support network they would go to for healthcare advice.

A number of people indicated their family or community network being abroad. Whilst this might affect access in some instances (depending on time differences), no one identified this as an issue.

39% of people access health care information on the internet, most notably by 'googling the symptoms'.

After the internet, the family network was the most popular non NHS source for providing healthcare information, followed by TV which 8% of people referred to.

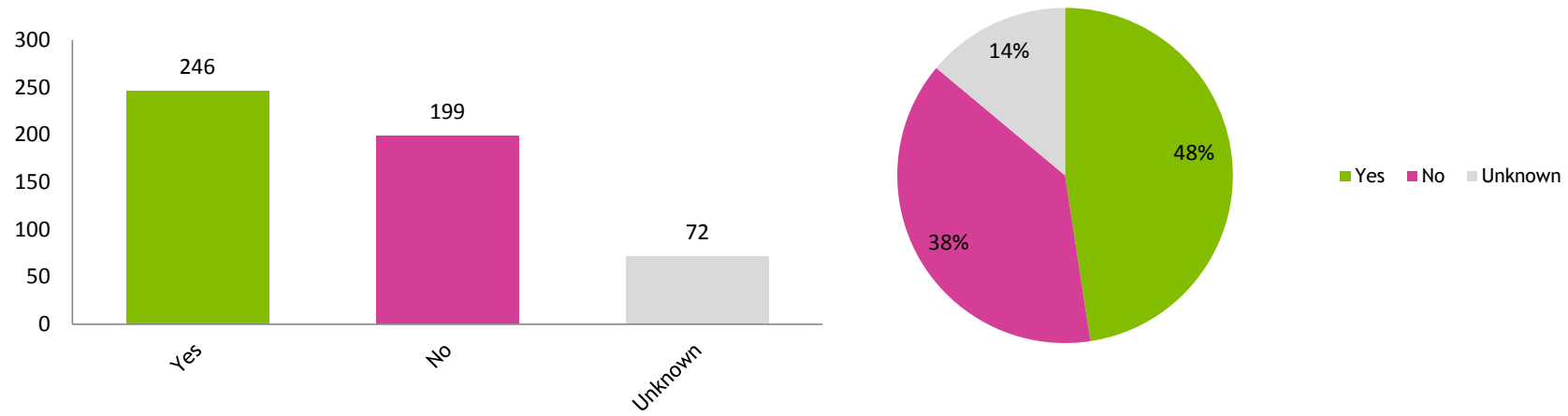
Only 4% (27 people) specifically mentioned going to NHS choices website for healthcare information.

Overall 40% do use NHS sources (or likely NHS sources such as leaflets) for their healthcare information.

Of the 240 people using NHS sources for information, the GP was the highest source, at 55%.

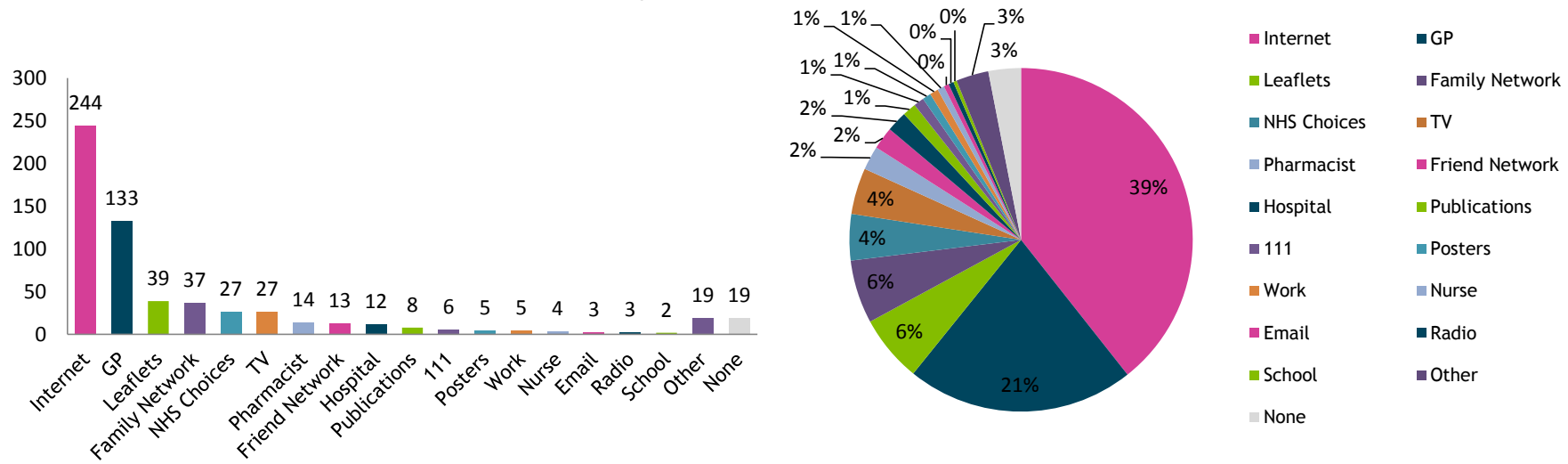
## SUPPORT NETWORK AND INFORMATION SOURCES

### 9. Patients with a family/community support network:

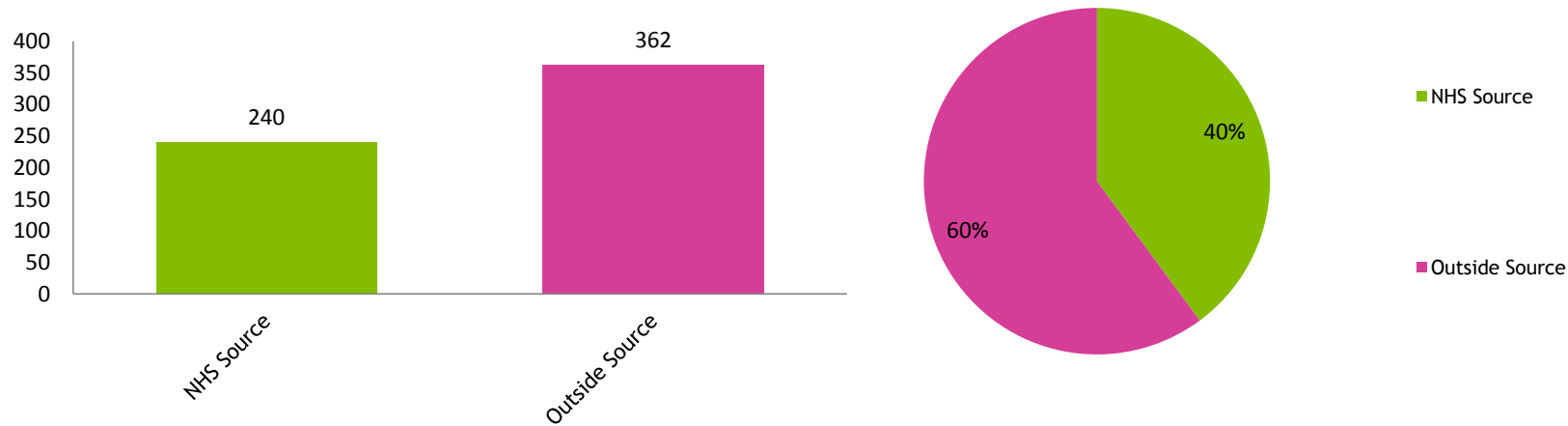


# INFORMATION SOURCES

## 10. Patients obtain information from the following sources



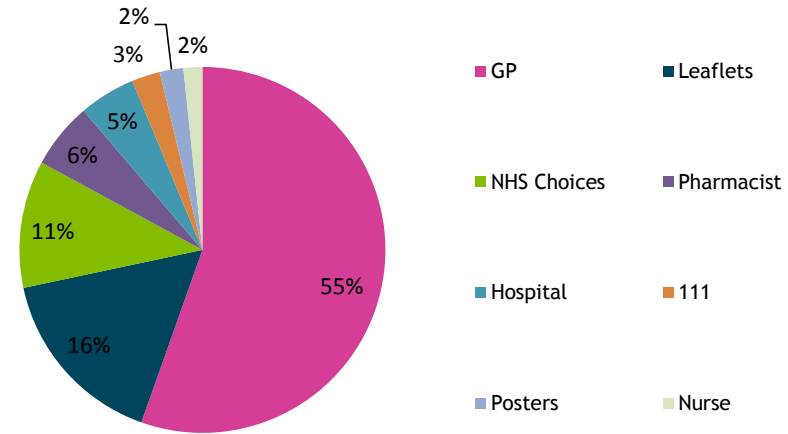
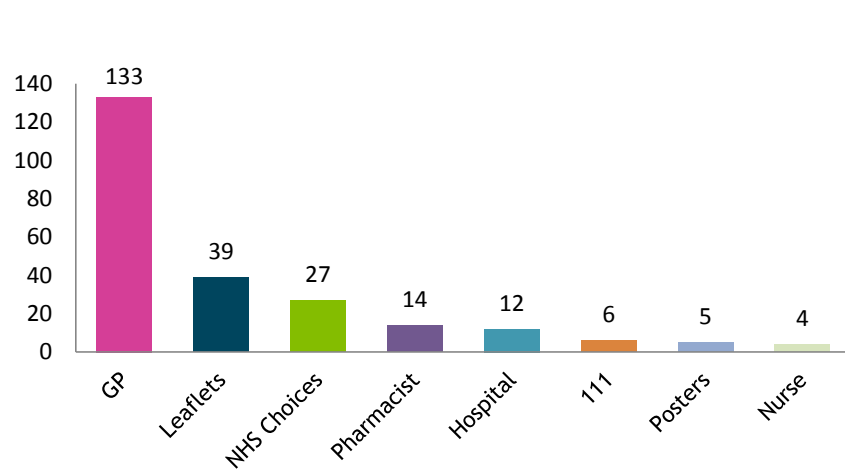
### 10.1 General Information Source



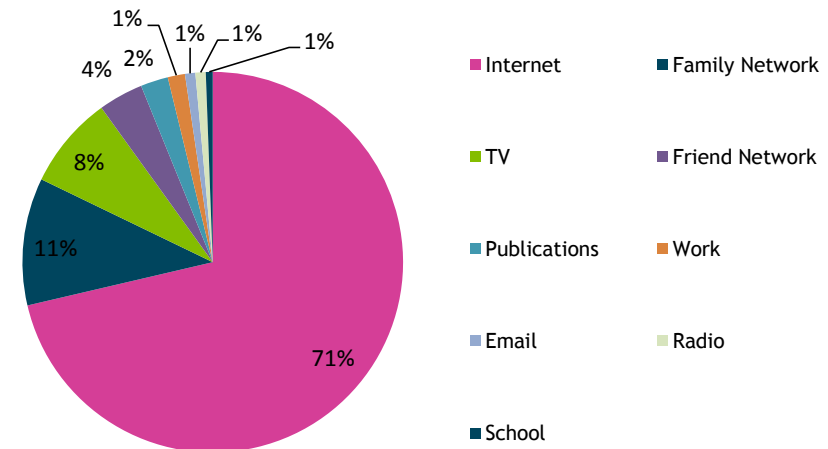
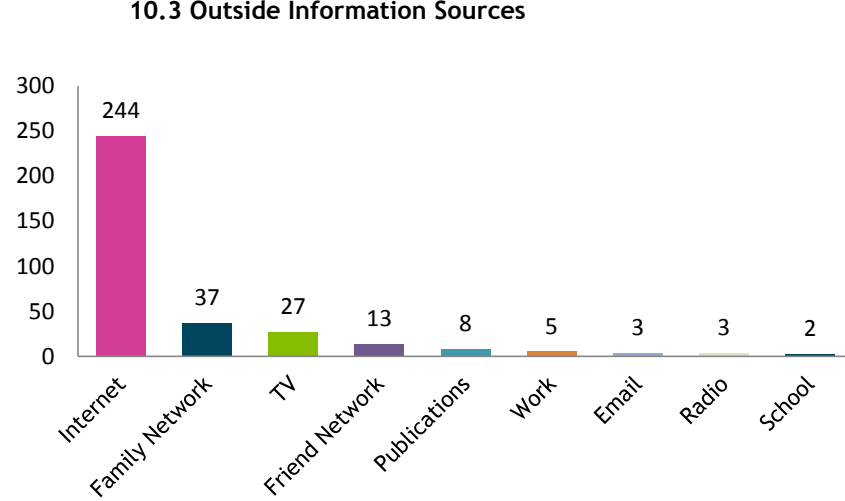


# INFORMATION SOURCES

## 10.2 NHS Information Sources



## 10.3 Outside Information Sources



## DEMOGRAPHICS - POST CODE & PATIENT AGE

### Key findings include:

Residents of Walthamstow were the biggest attendees of Whipps Cross EUCC and overall 26% of people we spoke to were from this area (E17).

The next high ranking areas were Leyton (E10) and Leytonstone (E11) representing 12% each, of the people we spoke to. (The E10 postcode also covers a small part of Hackney and E11 covers a small part of Redbridge).

The top three groups of patients attending\* EUCC were those:

Aged under 18, 25% (this includes babies and children where we spoke to their parents).

Aged 18-24, 14%

Aged 35-34, 24%

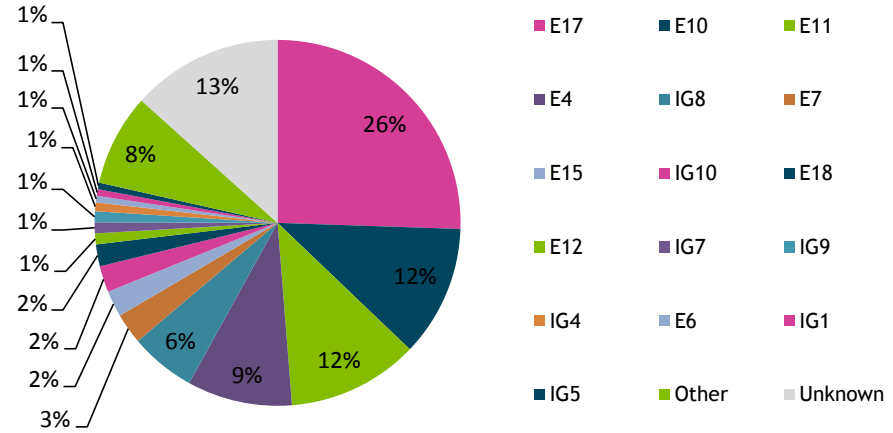
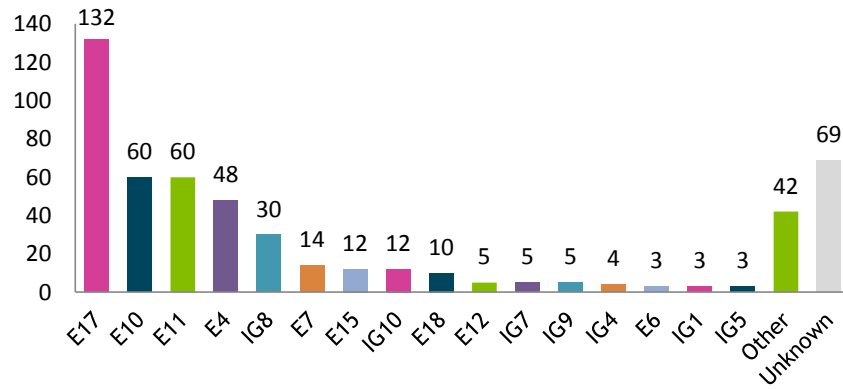
\* Whilst we were targeting 'younger' age groups with our survey, on most occasions we worked through these groups in the waiting area first and were then able to survey the majority of others waiting.

| Age       | Our survey | Census 2011 |
|-----------|------------|-------------|
| Under 18* | 25%        | 26%         |
| 18-24*    | 14%        | 8%          |
| 25-34     | 24%        | 20%         |
| 35-44     | 12%        | 16%         |
| 45-54     | 9%         | 12%         |
| 55-64     | 2%         | 8%          |
| 65-74     | 3%         | 5%          |
| 75-84     | 1%         | 3%          |
| 85        | 0%         | 1%          |

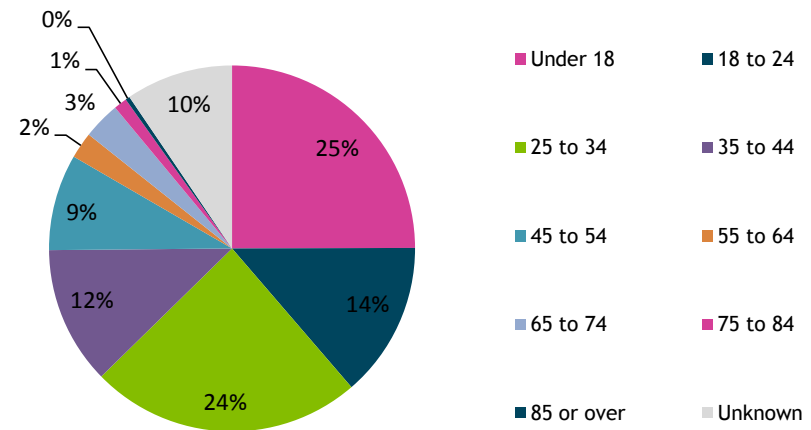
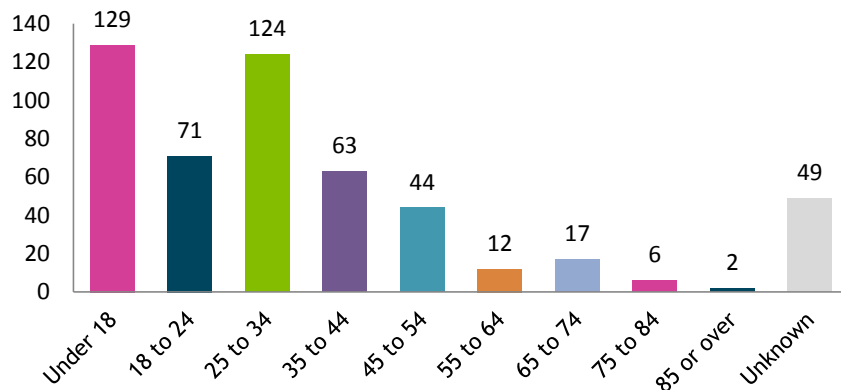
\* Census uses under 19 and 20-24yrs ranges

## DEMOGRAPHICS - POST CODE & PATIENT AGE

Post Code



Patient Age



## DEMOGRAPHICS - GENDER & ETHNICITY

The below comparisons outline the statistics of people we spoke to and the census 2011 data for Waltham Forest. Whilst the people we spoke to were also from neighbouring boroughs, the statistics show we broadly spoke to a representative sample.

| Gender                 | Our survey | Census 2011 | Ethnicity                 | Our survey | Census 2011 |
|------------------------|------------|-------------|---------------------------|------------|-------------|
| Female                 | 58%        | 50%         | White - British and Irish | 31%        | 38%         |
| Male                   | 37%        | 50%         | White other               | 17%        | 15%         |
| Unknown/did not answer | 5%         | n/a         | Mixed                     | 1-2%       | 5%          |
|                        |            |             | Asian/Asian British       | 20%        | 21%         |
|                        |            |             | Black/Black British       | 18%        | 17%         |
|                        |            |             | Any other ethnic group    | 1-2%       | 4%          |
|                        |            |             | Unknown/did not answer    | 11%        | n/a         |

### Key findings include:

The White British and Irish population were notably underrepresented and the White other population slightly overrepresented.

56% identified themselves as being of UK origin.

The next top four nationalities/country of origin were:

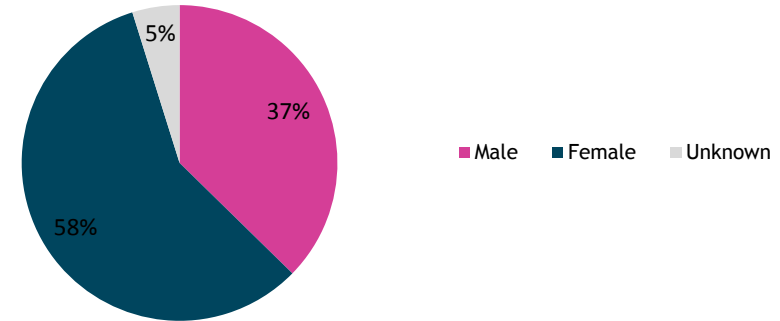
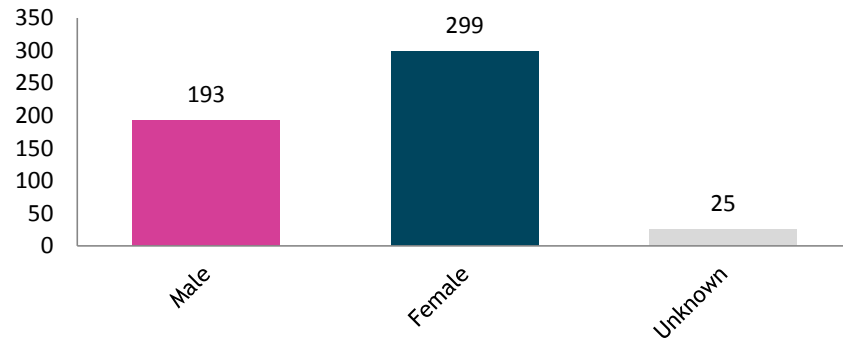
- 4% Pakistani
- 3% Romanian
- 3% Jamaican
- 2% Polish

15% identified themselves as carers

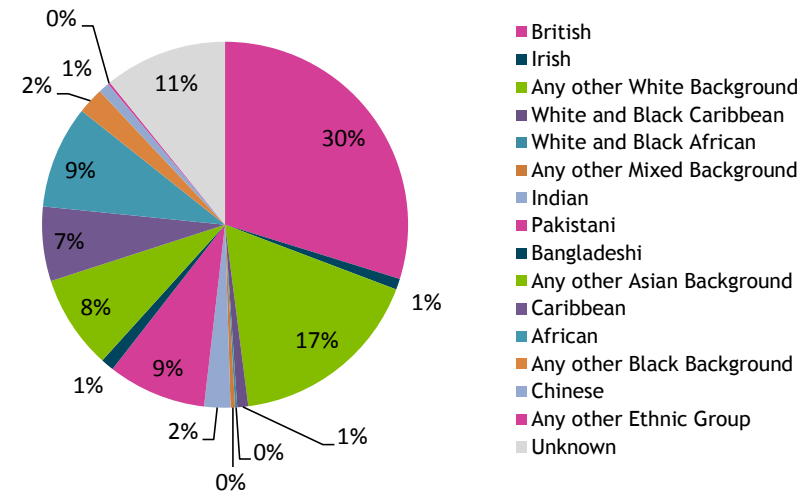
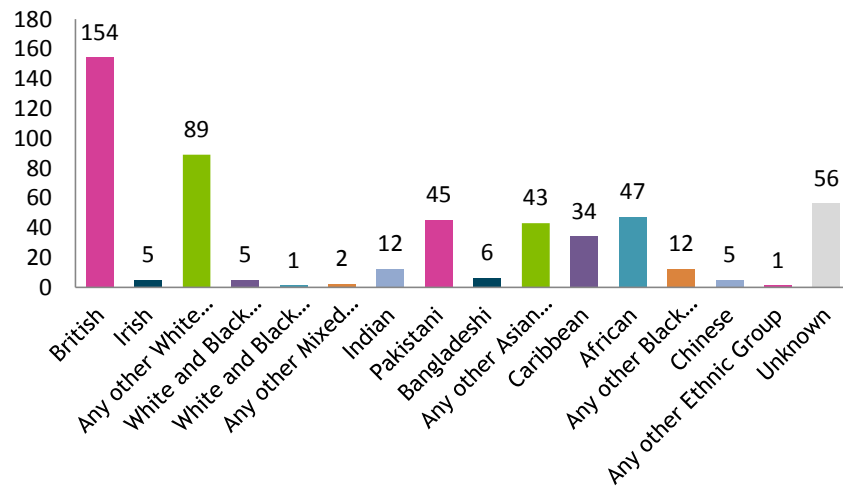
5% identified themselves as disabled

## DEMOGRAPHICS - GENDER & ETHNICITY

### Gender

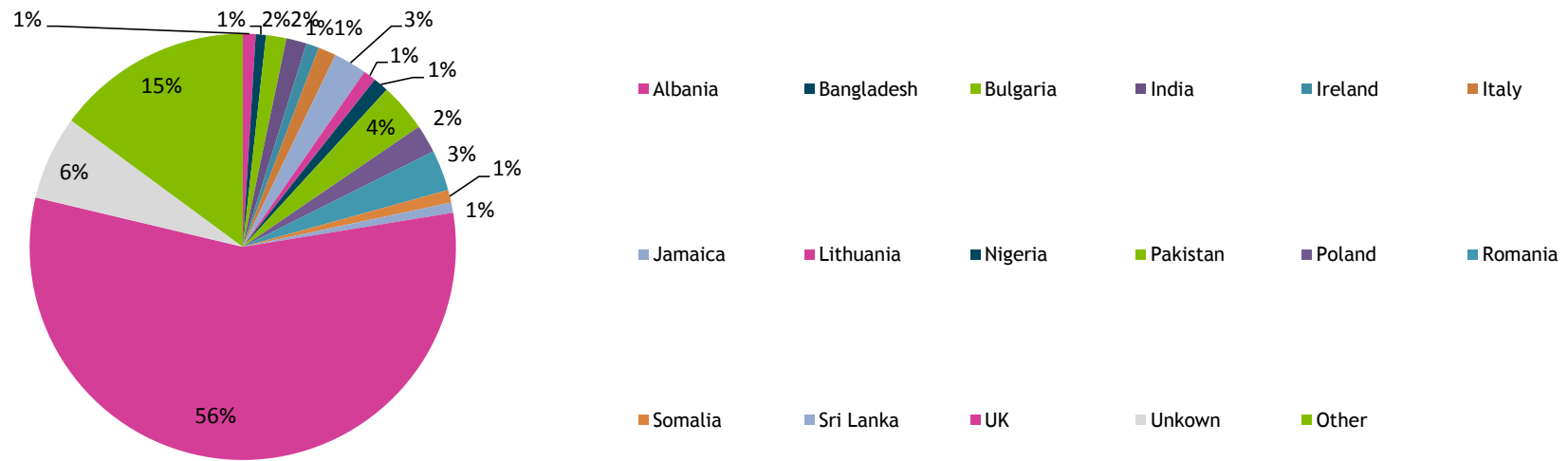
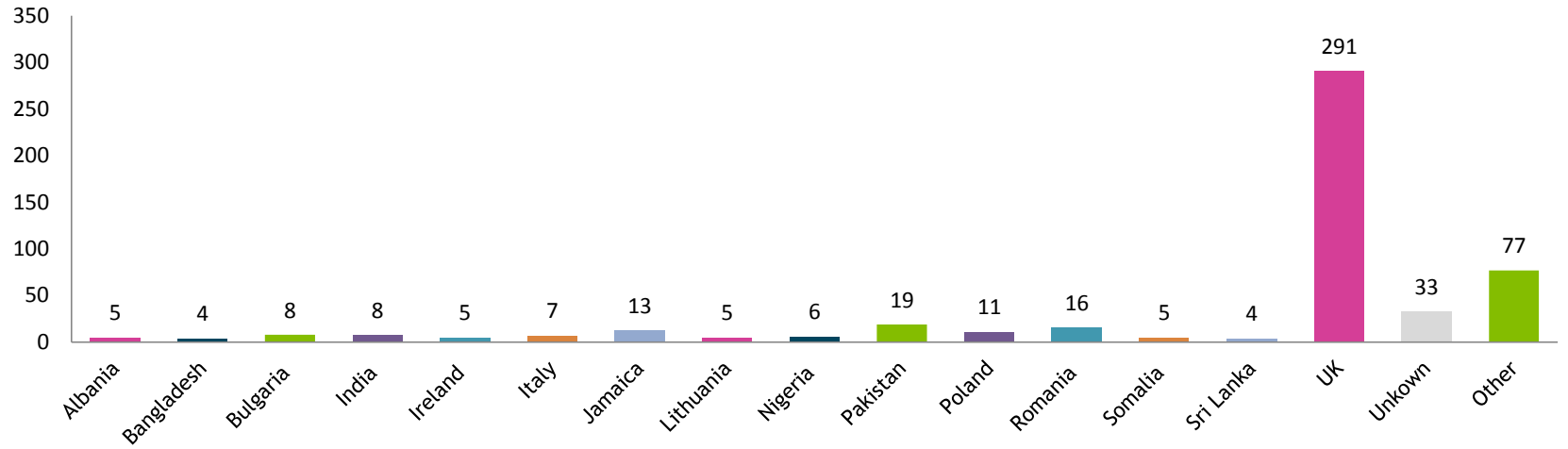


### Ethnicity



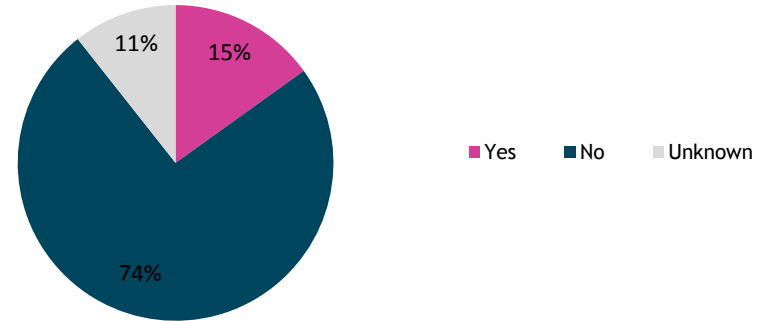
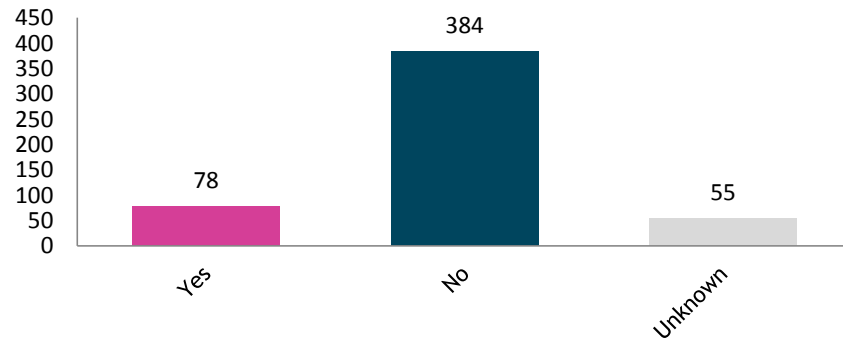
## DEMOGRAPHICS - COUNTRY OF ORIGIN

Country of Origin

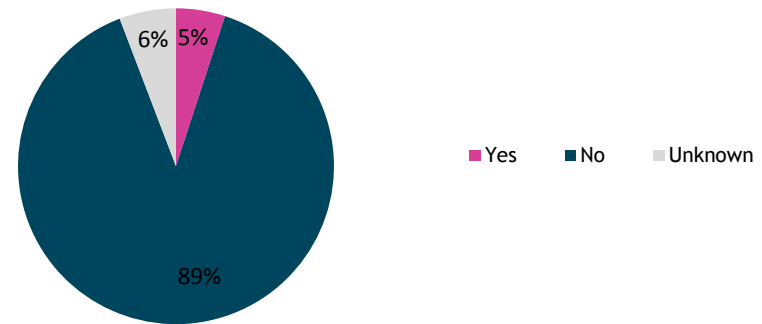
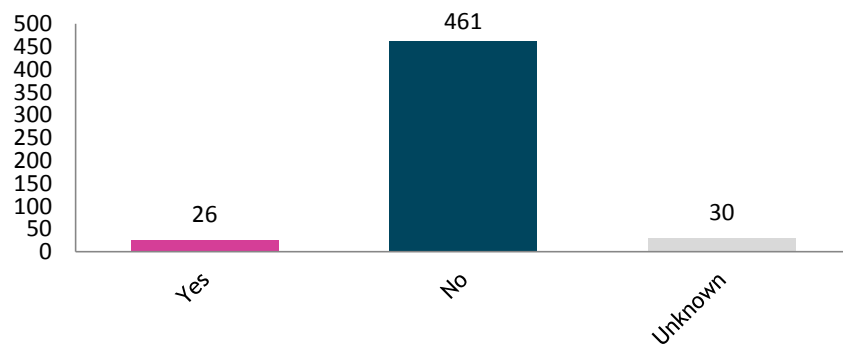


## DEMOGRAPHICS - CARERS & DISABILITIES

### Carers

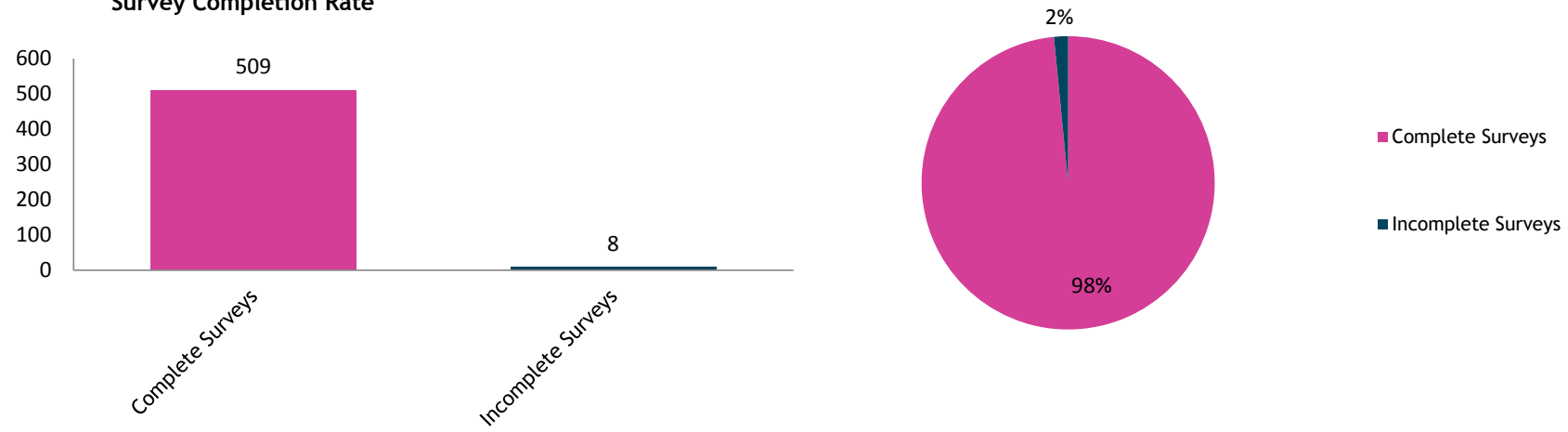


### Disability



## OTHER

Survey Completion Rate





## GLOSSARY OF TERMS USED

|                |  |
|----------------|--|
| A&E            | Accident & Emergency department  |
| EUCC           | Emergency and Urgent Care Centre - name for the centre at Whipps Cross Hospital that is part of the overall Accident & Emergency department.   |
| Minors         | Referring to a part of the EUCC service that treats what are clinically termed 'minor' injuries. These can include sprains and strains, minor burns and scalds, insect and animal bites.   |
| Majors         | Referring to a part of the A&E service where more serious conditions/illnesses/injuries are treated. □   |
| NHS 111        | A free telephone service introduced in 2013 for when you need medical help fast, but it is not an emergency. The service is available 24 hours a day, seven days a week, and can provide medical advice and advise you on the best local service to offer the care you need.   |
| Oliver Road    | Oliver Road Medical Centre is a local walk-in centre in Waltham Forest operated by North East London NHS Foundation Trust (NELFT). Open from 8am-8pm it offers a range of treatment for minor illnesses and injuries. Open outside of traditional working hours, walk-in centres such as this one were created to offer a complementary service to the GP and A&E. They are a key part of the 'urgent care' offer to local patients. |
| Urgent Care    | There is no one definition of 'urgent care'. It will mean different things to different people. It can broadly be described as care that is needed the same day or care that is urgent but not an emergency.   |
| Walk-in Centre | See Oliver Road above.   |
| YA and YIAG    | Young Advisers and Youth Independent Advisory Group, two of the boroughs youth engagement  |