



## A&E Survey, Whipps Cross

27 October - 1 November 2014

Overview of Findings - Age 18-34

Healthwatch Waltham Forest surveyed 517 patients at Whipps Cross Emergency and Urgent Care Centre (EUCC) between 27 October - 1 November 2014, 195 of which were aged 18-34 years.

This report looks specifically at those aged 18-34. Comparisons with the overall survey group and the under 18 age group are made where appropriate.

## THIS ANALYSIS

### Key Findings Include:

20% of those aged 18-34 attended EUCC between 12-2pm and another 20% between 2-4pm.

Around 80% of patients attended for reasons that would potentially require urgent attention, such as fractures or chest pains.

39% of those aged 18-34 were directed to attend by health professionals.

15 % of those aged 18-34 were directed to attend by their GP. This compares to 19% of the overall survey group and 21% of the under 18s group.

18% of patients are not registered with a GP. This compares to 10% of the overall survey group and 5% of the under 18s group.

43% of patients considered using the GP before coming to A&E. Of those, 48% said they could not access the service, or treatment was not effective.

53% of patients did not consider the GP before coming to A&E. This compares to 49% of the overall survey group and 36% of the under 18s group.

Of the 18-34s not considering their GP first, 30% considered their condition 'too serious' and 20% had problems or doubts about GP access.

Just 12% of patients considered using the Pharmacist before coming to A&E. This compares to 14% of the overall survey group and 18% for the under 18s age group.

Of the 18-34s considering the pharmacy first, 46% said treatment was not effective. 86% of patients did not consider the Pharmacist, of those, 56% considered their condition 'too serious' or not appropriate.

## THIS ANALYSIS CONTINUED

### Key findings continued.

23% of patients considered using NHS 111 before coming to A&E. Of those, just 5% said the service was *not* effective. This is similar to the overall survey group and the under 18s age group, where 22% and 26% respectively considered using NHS 111 first.

75% of patients did not consider NHS 111, of those, 39% were not aware of the service and 19% considered their condition 'too serious' or not appropriate.

Just 15% of patients considered using the Walk-In Centre before coming to A&E. Of those, 37% said they could not access the service, or treatment was not effective. 82% of patients did not consider the Walk-In Centre, of those, 23% were not aware of the service and 14% considered their condition 'too serious' or not appropriate.

30% of patients have had experience of Out-of-Hours services. Of those expressing sentiment, 88% of comments were positive.

43% of patients did not have a family/community support network. This compares to 38% of the overall survey group and 34% of the under 18s group.

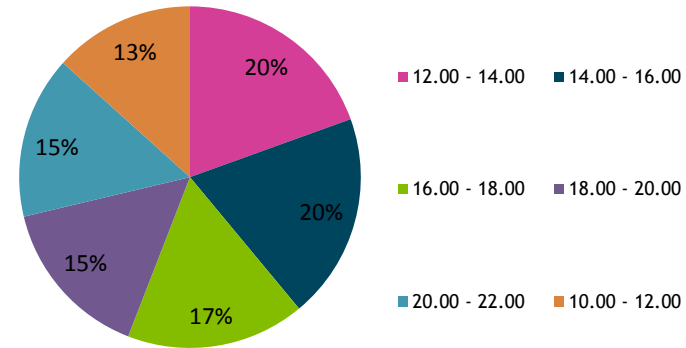
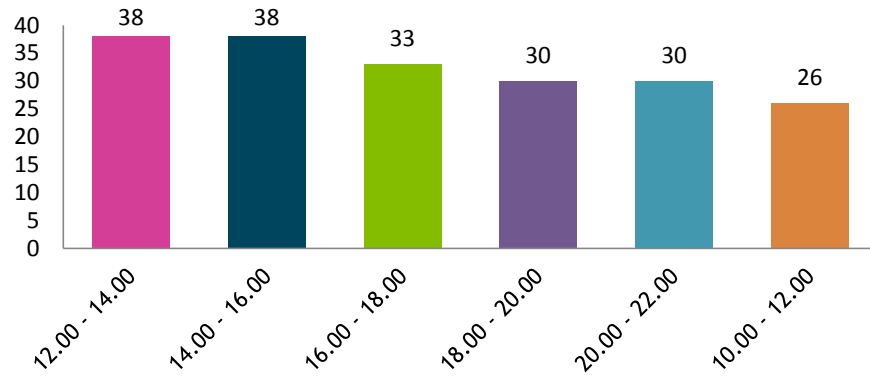
Of those specifying their preferred information sources, 33% cited an NHS source. The internet is the single -most used source, at 39% of all sources.

The largest ethnic group in attendance was 'White British' at 33%, while the second largest group was 'Any Other White Background' at 26%. This compares with 17% of the overall survey group and 15% of the under 18s group from the 'Any Other White Background'

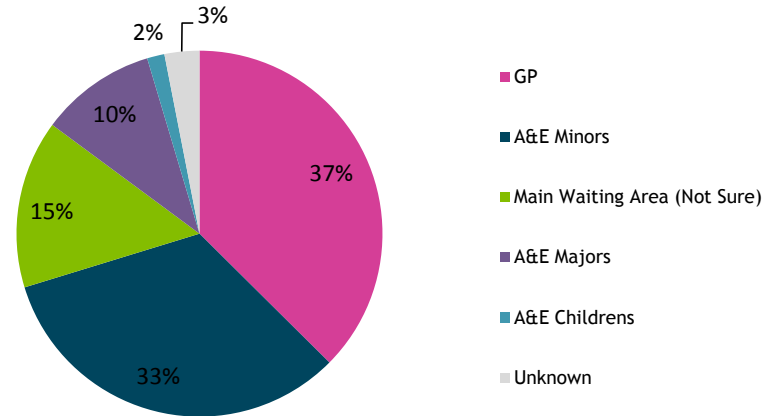
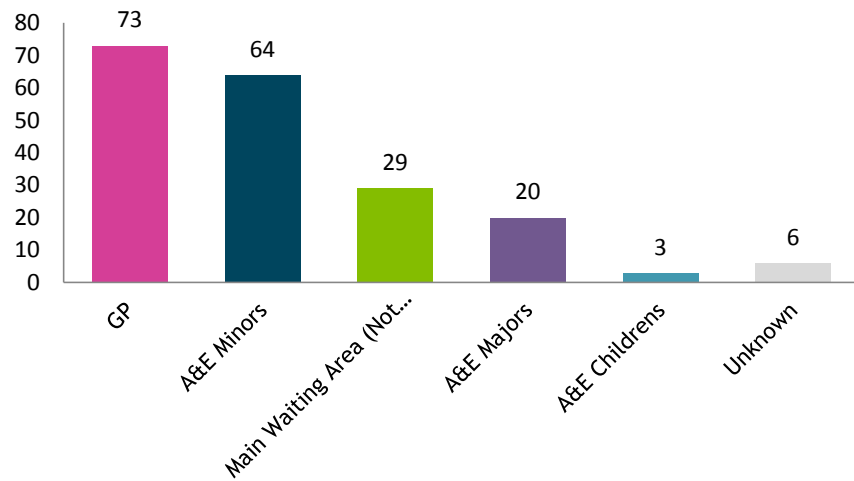
56% of patients were born in the UK.

## TIME & LOCATION

Patients were met at the following times of day:

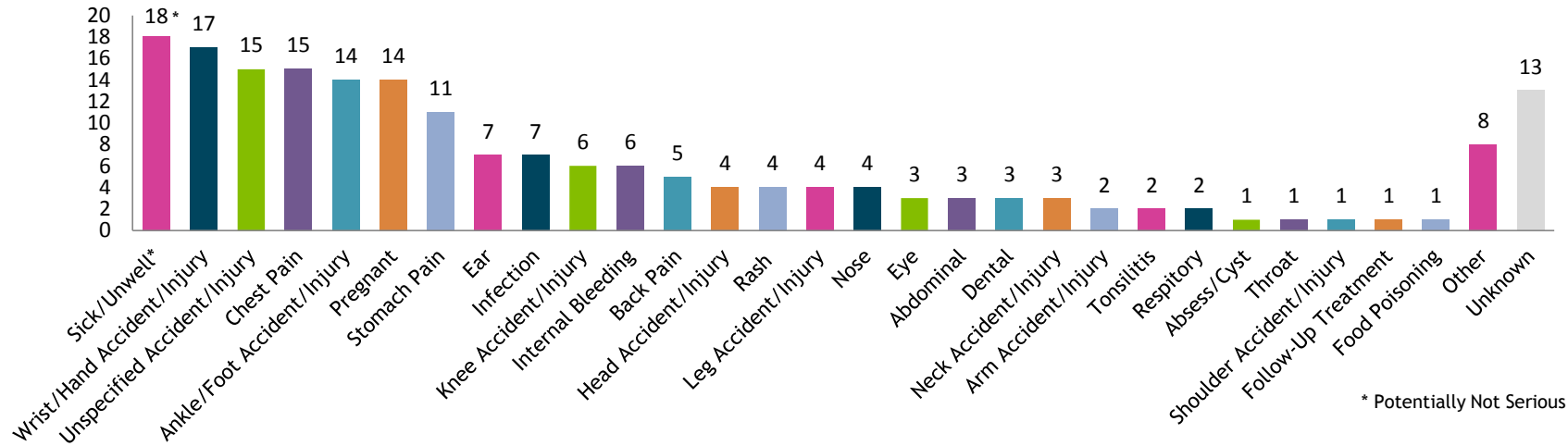


Patients waited in the following area:

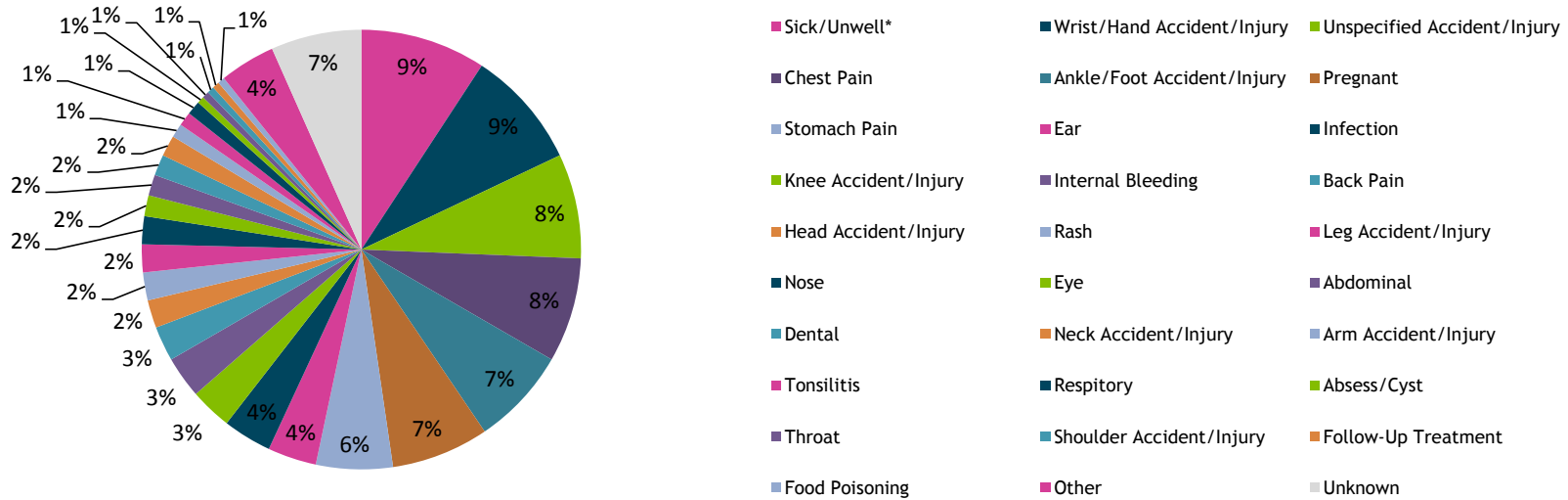


# REASON FOR ATTENDING

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

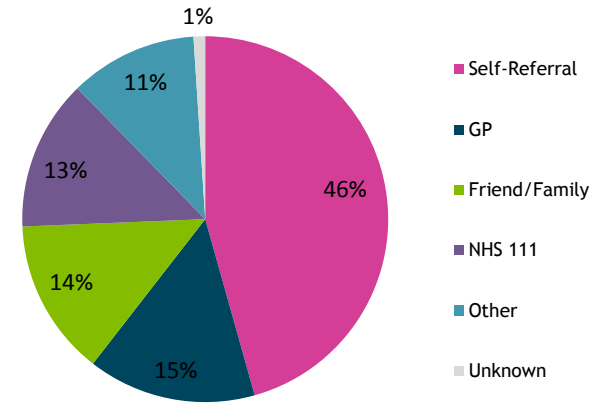
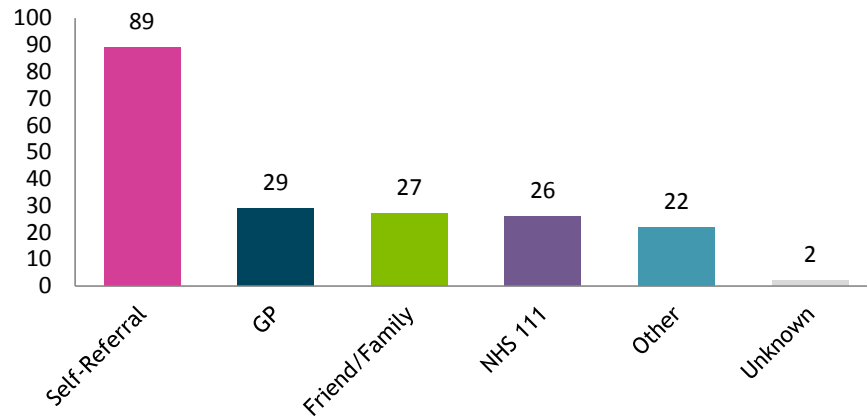


\* Potentially Not Serious

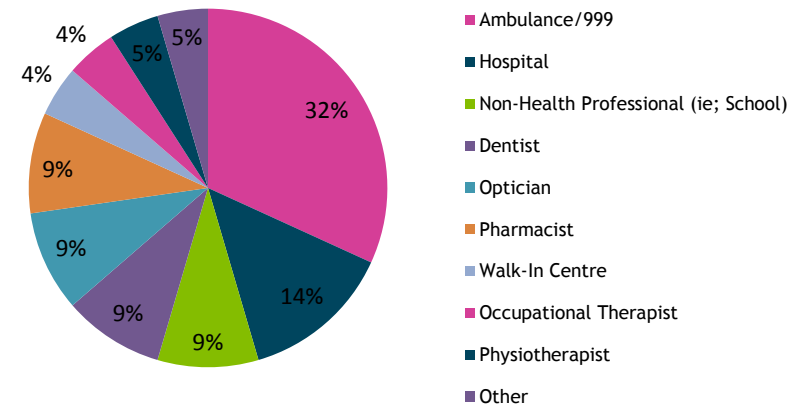
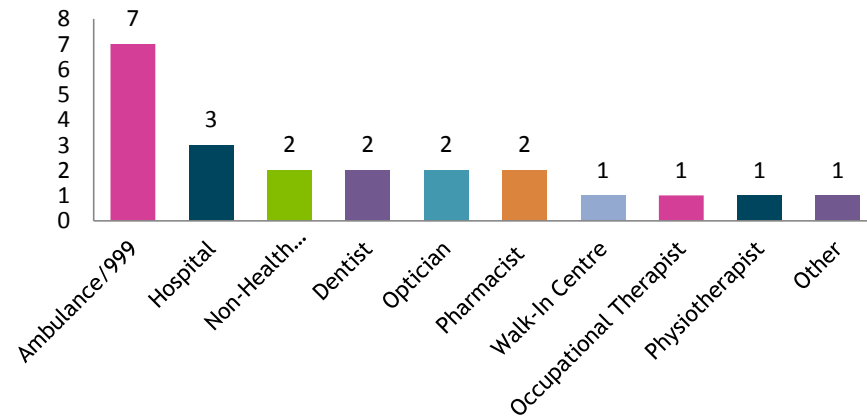


# REFERRAL

## 2. Patients were directed to attend by:

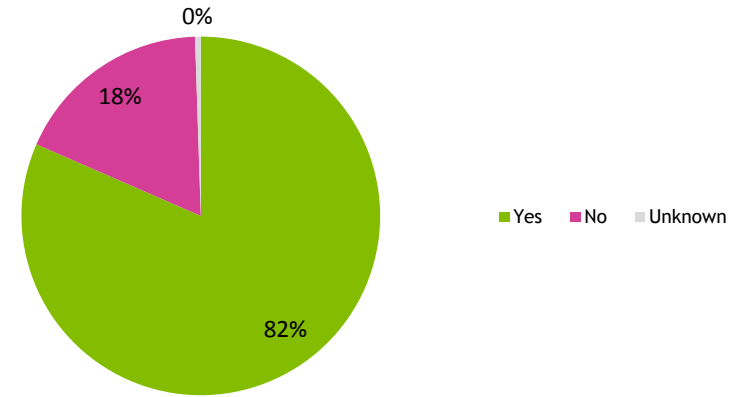
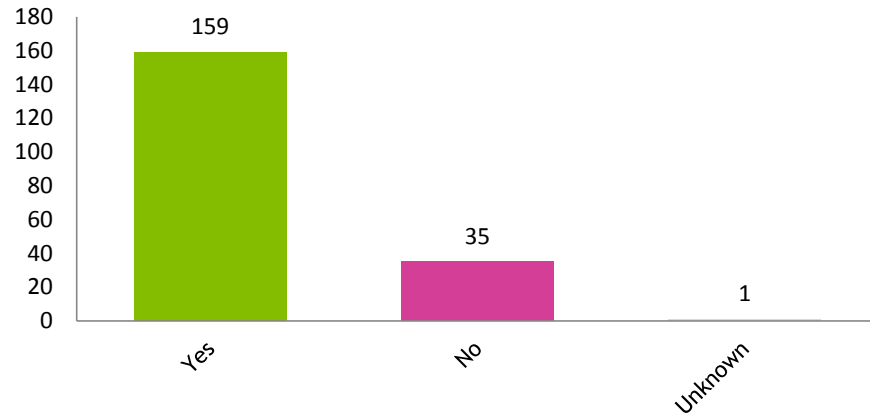


## 2a. Breakdown of Other:

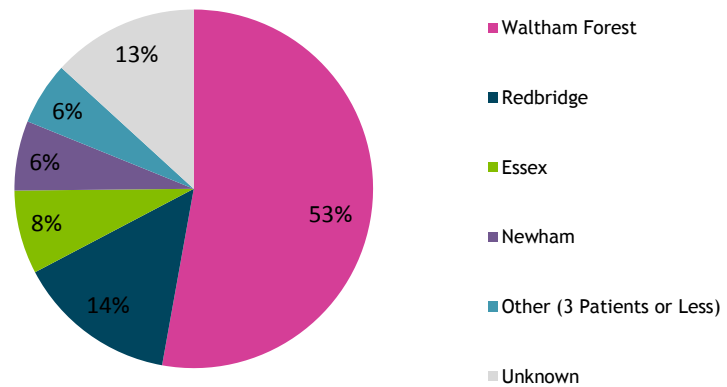
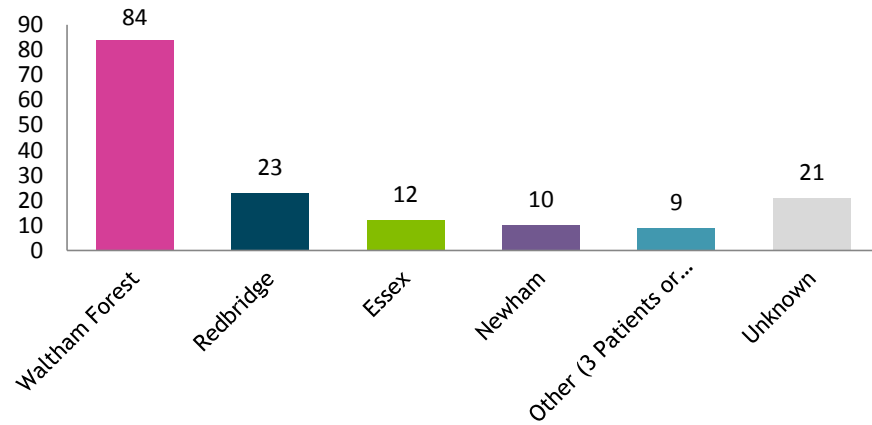


## GP REGISTRATION

### 3. Patients registered with a GP:

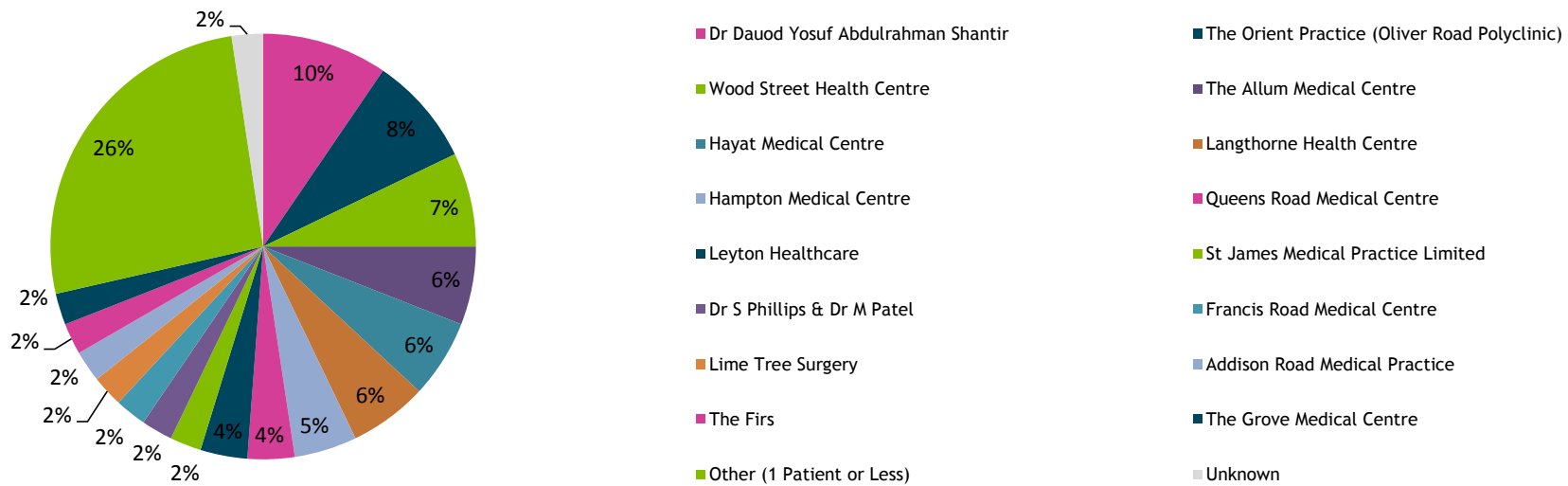
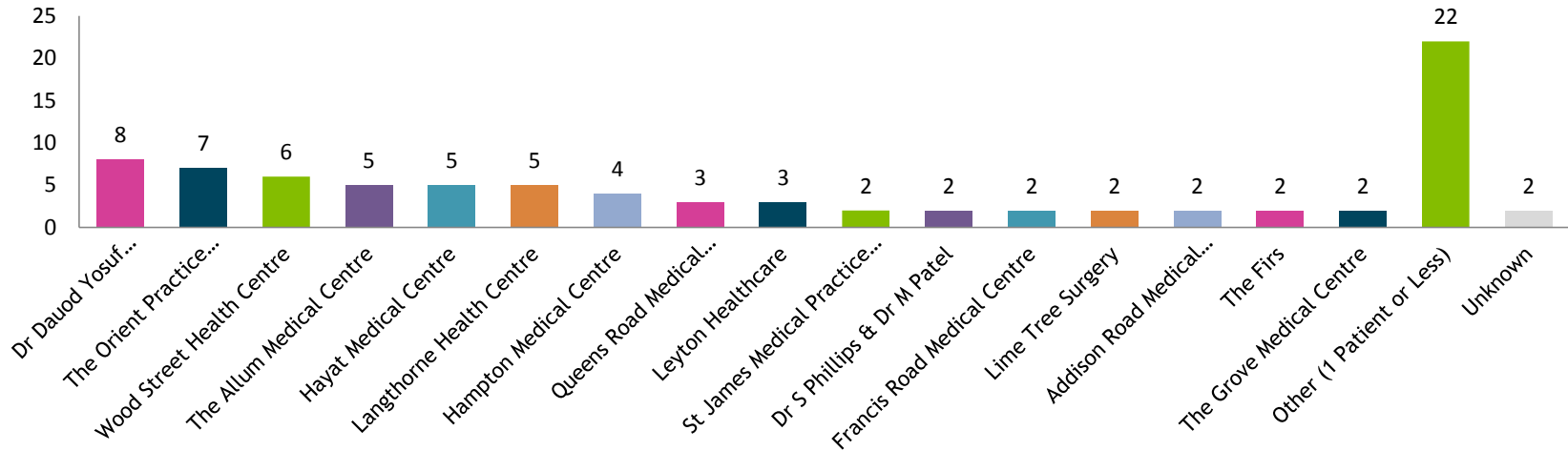


### 3a. GP Location:



## GP LOCATION - WALTHAM FOREST

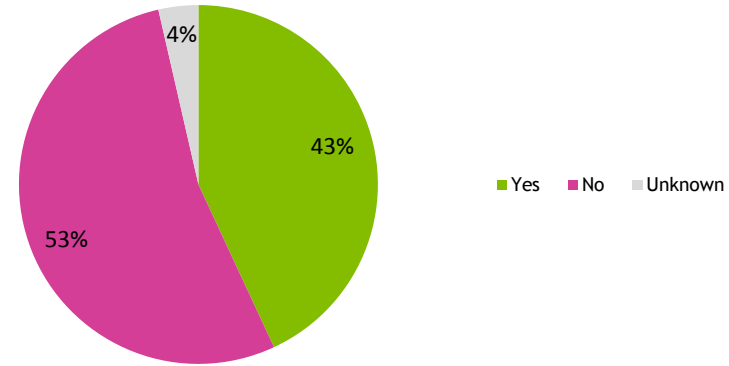
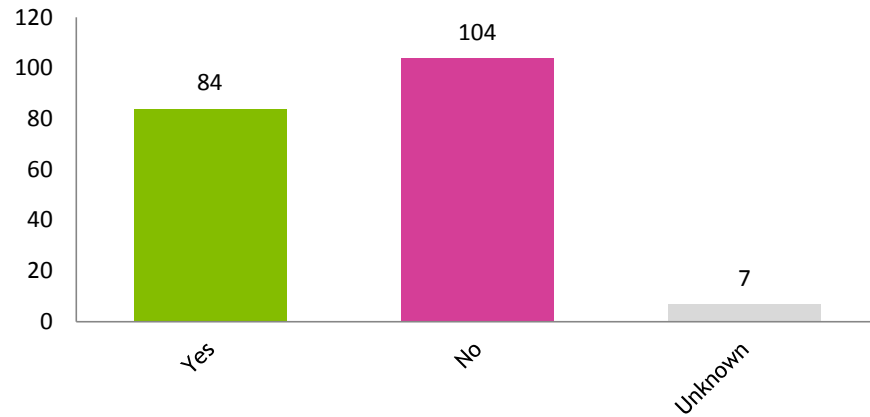
3b. Patients were registered with the following GP's in Waltham Forest:



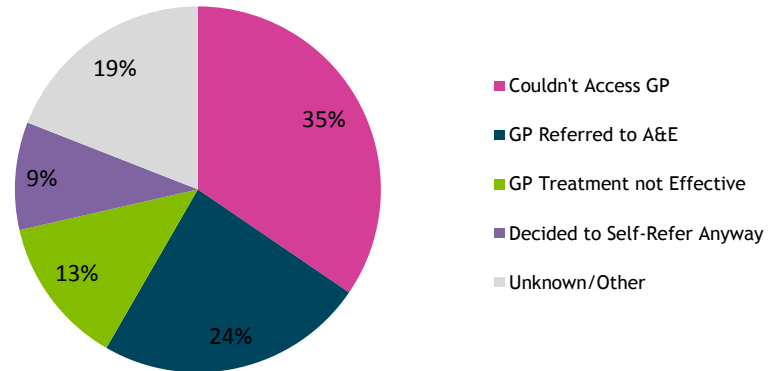
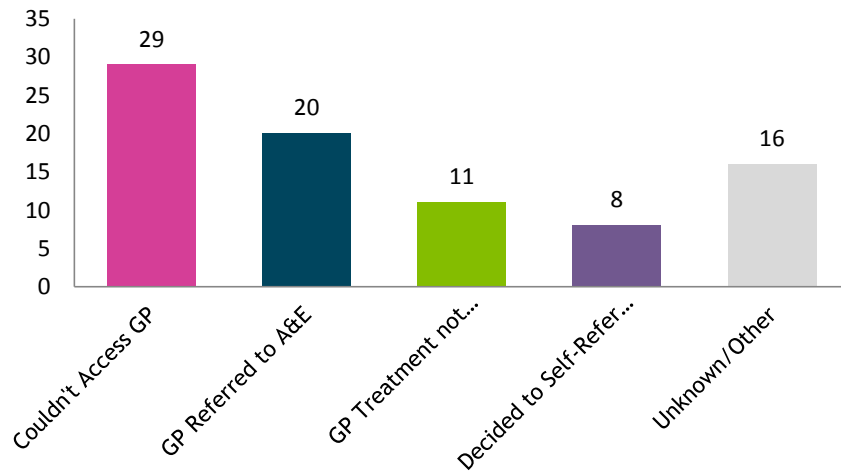


## CONSIDERATION OF OTHER SERVICES - GP

### 4. Patients considering the GP first:

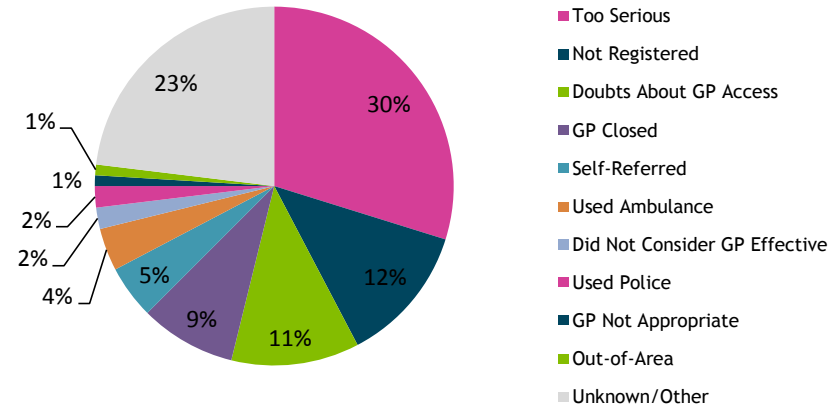
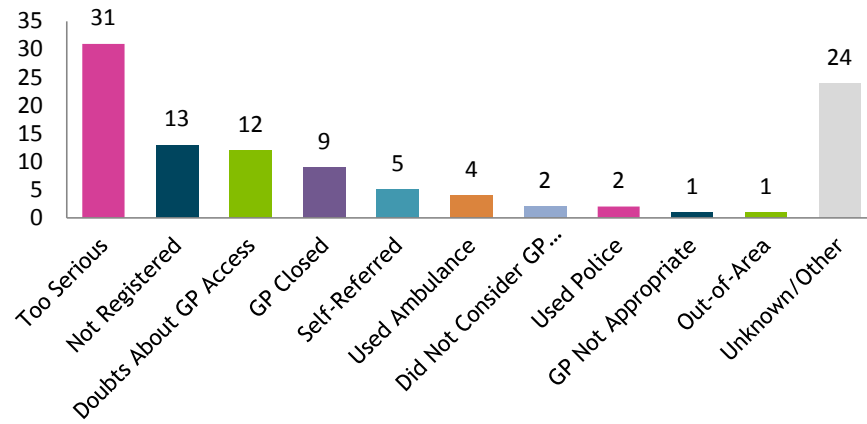


### 4b. Of those using (or considering) the GP:



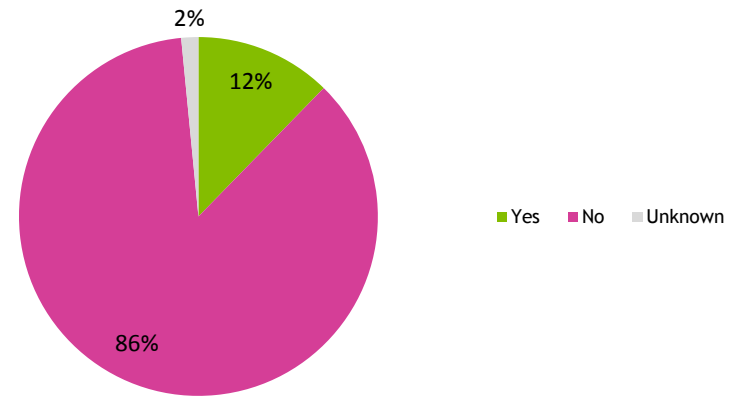
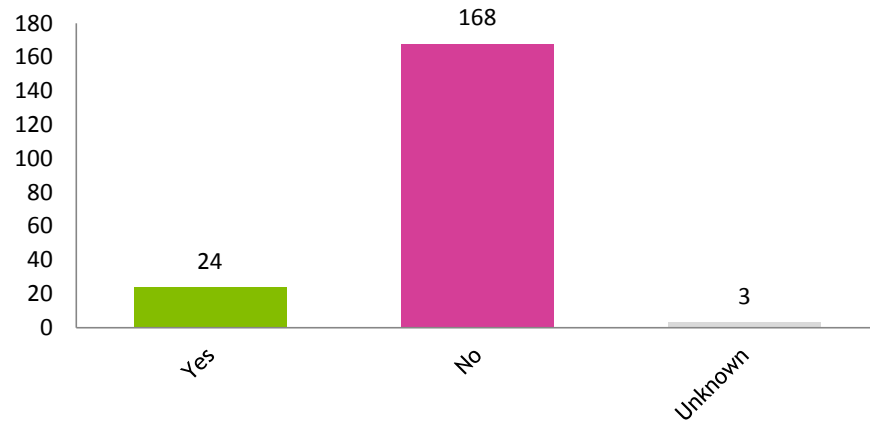
## CONSIDERATION OF OTHER SERVICES - GP

### 4c. Of those not considering the GP:

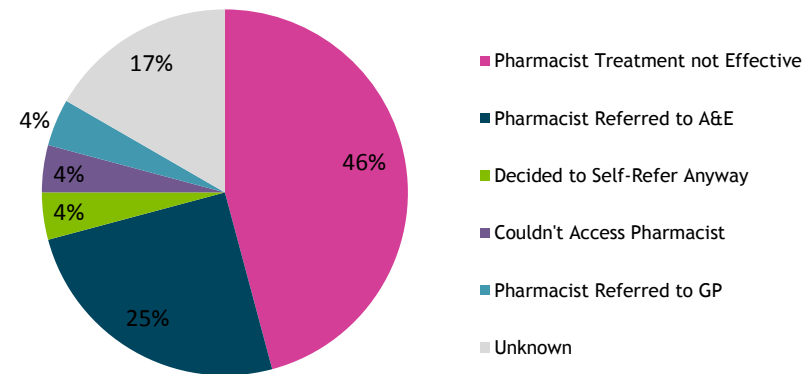
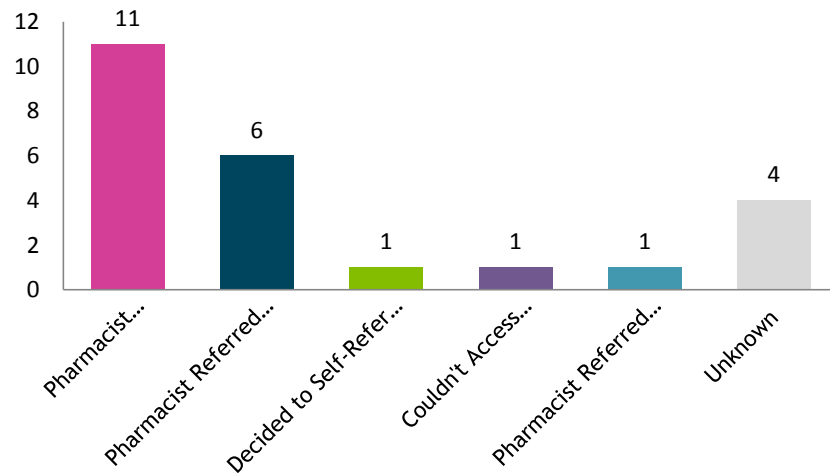


## CONSIDERATION OF OTHER SERVICES - PHARMACIST

### 5. Patients considering the Pharmacist first:

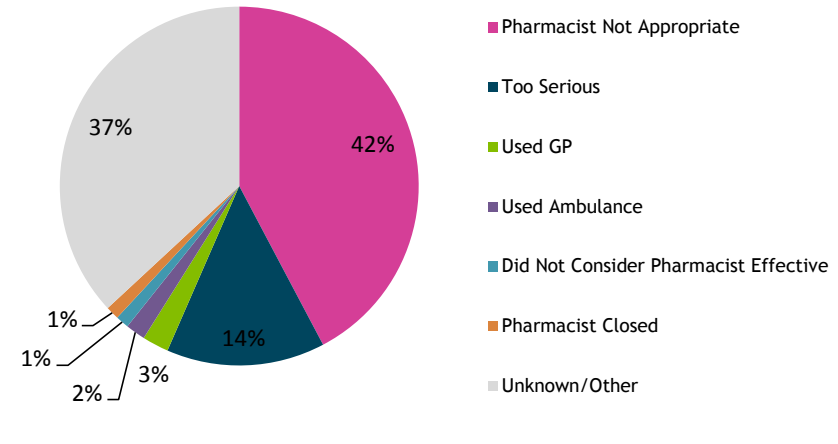
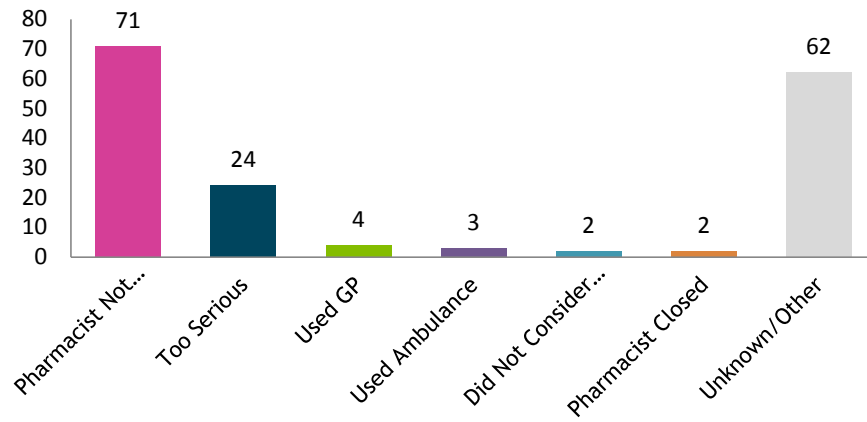


### 5a. Of those using (or considering) the Pharmacist:



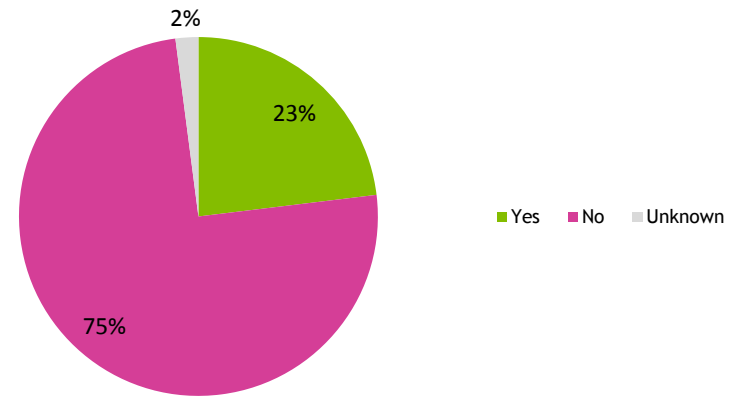
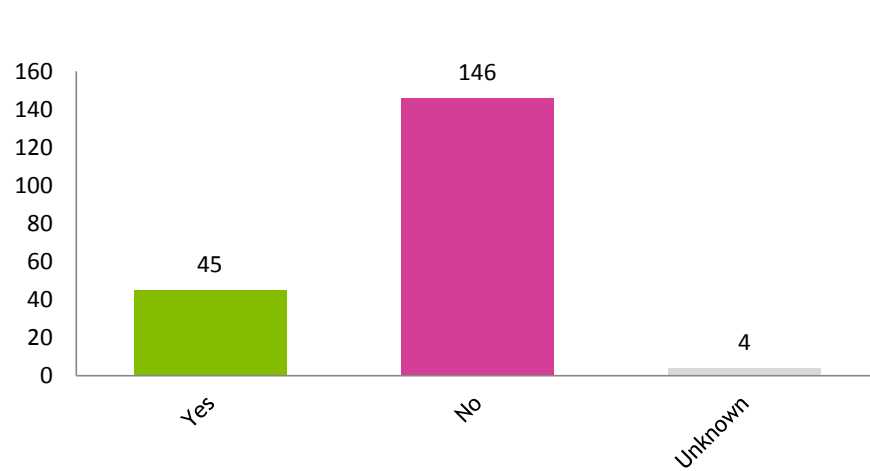
## CONSIDERATION OF OTHER SERVICES - PHARMACIST

5b. Of those not considering the Pharmacist:

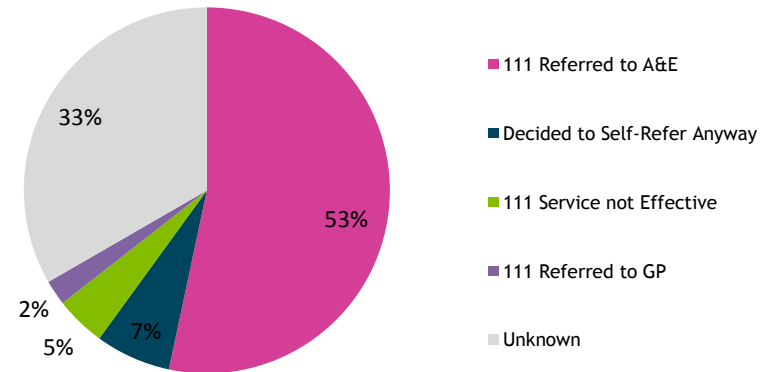
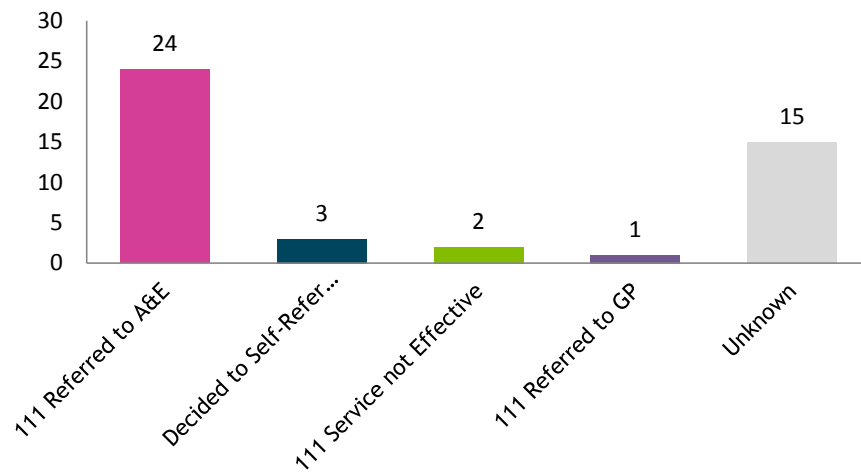


## CONSIDERATION OF OTHER SERVICES - NHS 111

### 6. Patients considering NHS 111 first:

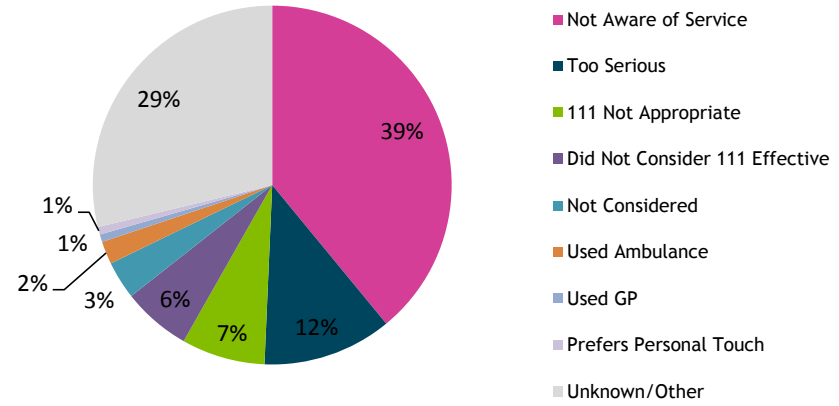
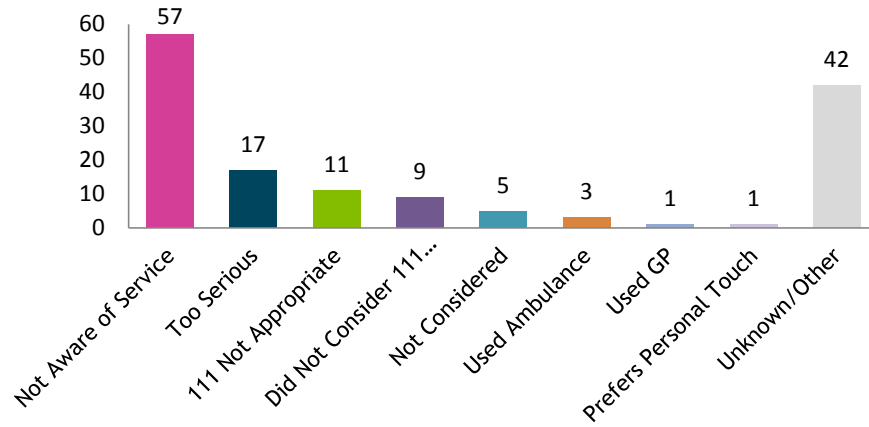


### 6a. Of those using (or considering) NHS 111:



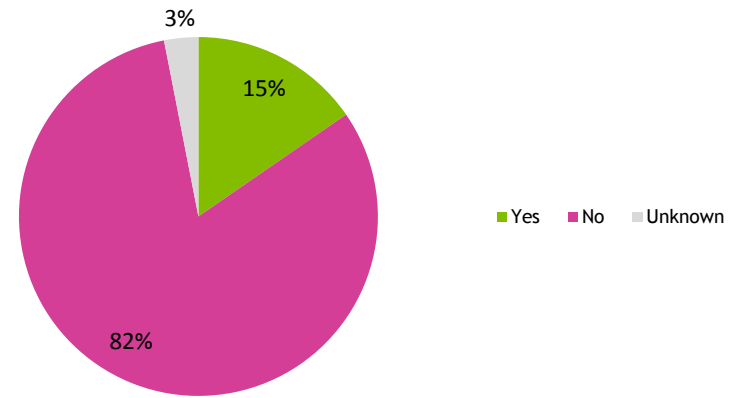
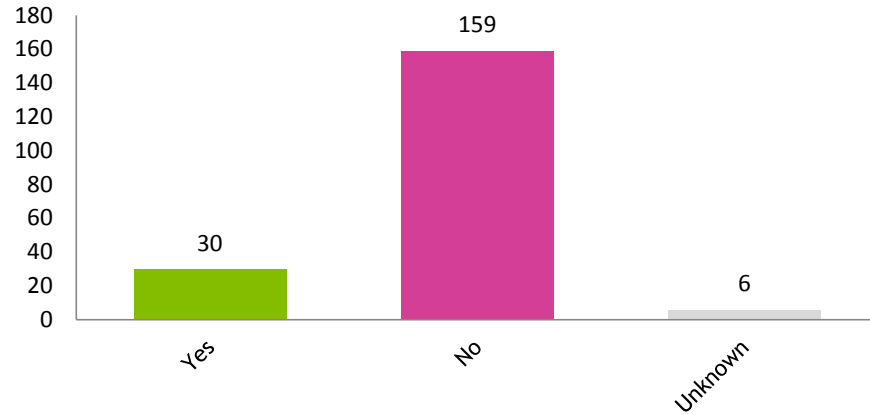
## CONSIDERATION OF OTHER SERVICES - NHS 111

6b. Of those not considering NHS 111:

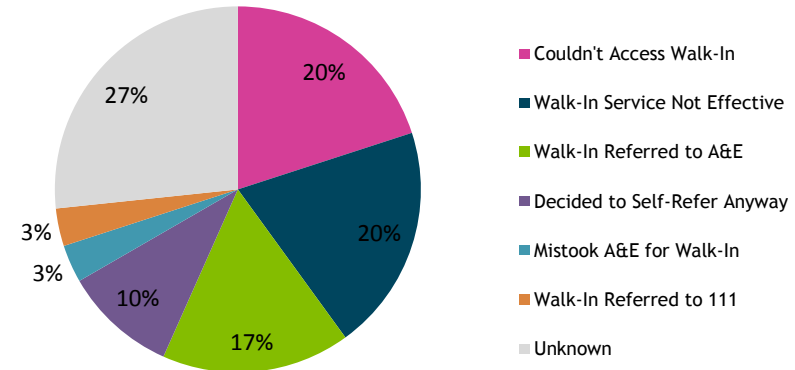
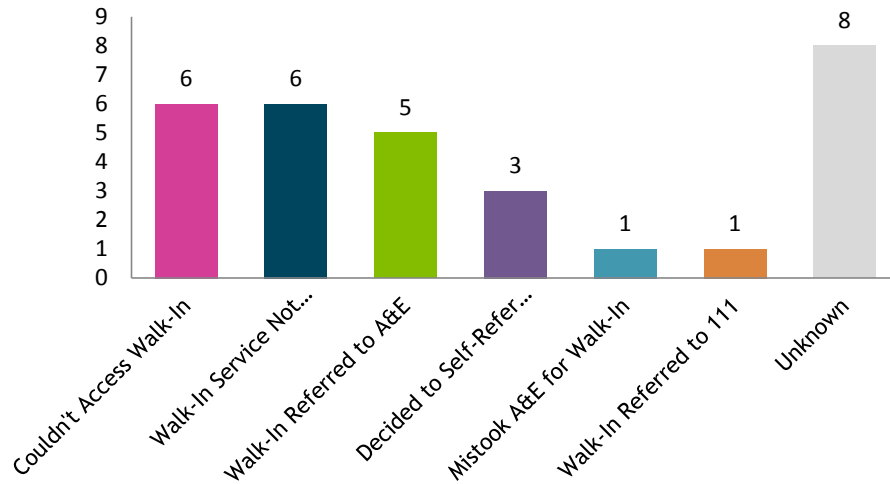


## CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

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

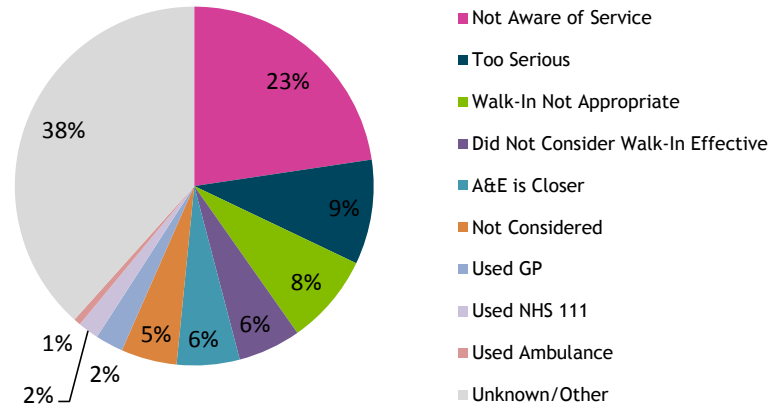
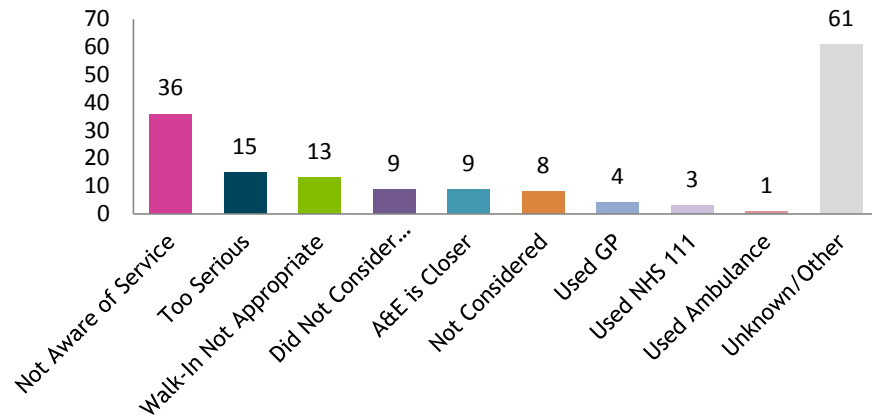


### 7a. Of those using (or considering) Walk-In/Polyclinics:



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

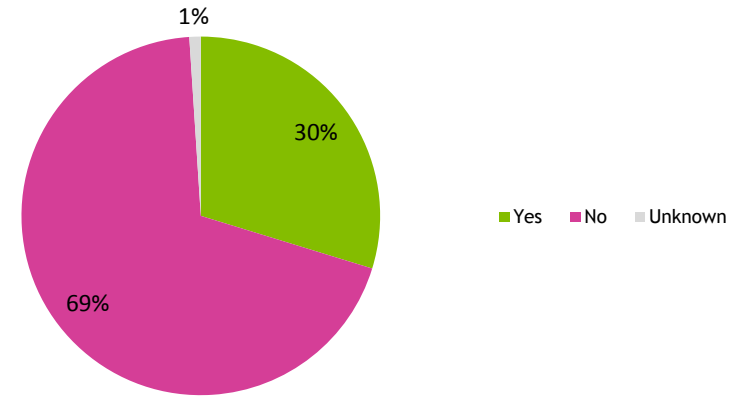
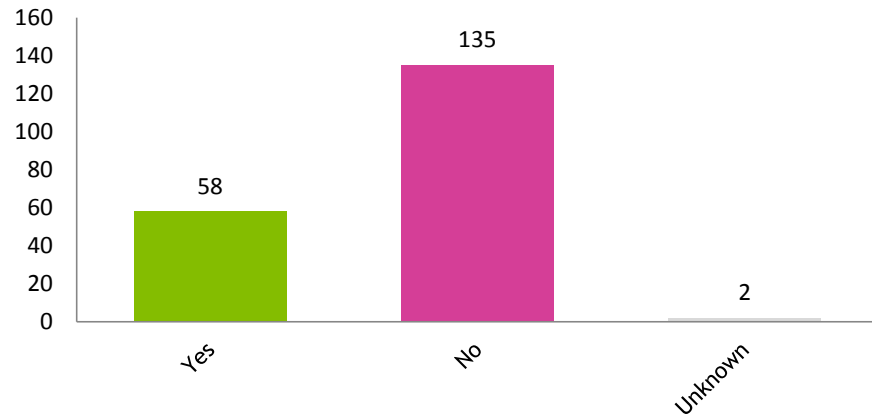
7b. Of those not considering Walk-In/Polyclinics:



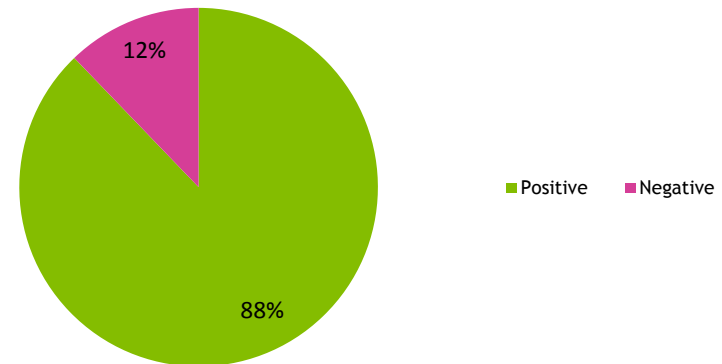
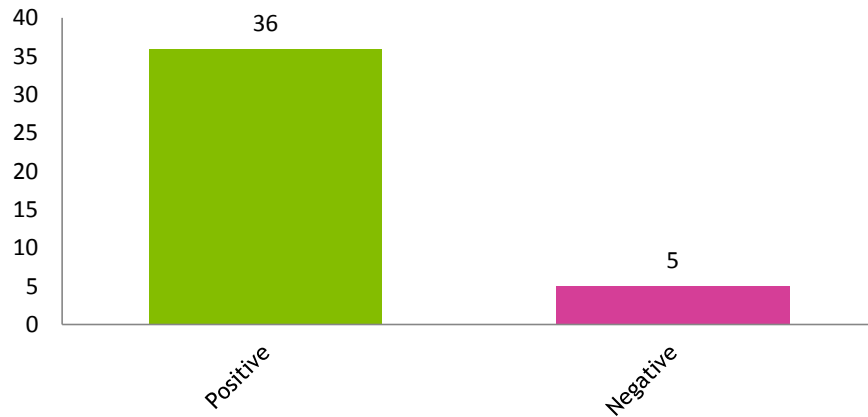


## EXPERIENCE OF OUT-OF-HOURS SERVICES

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

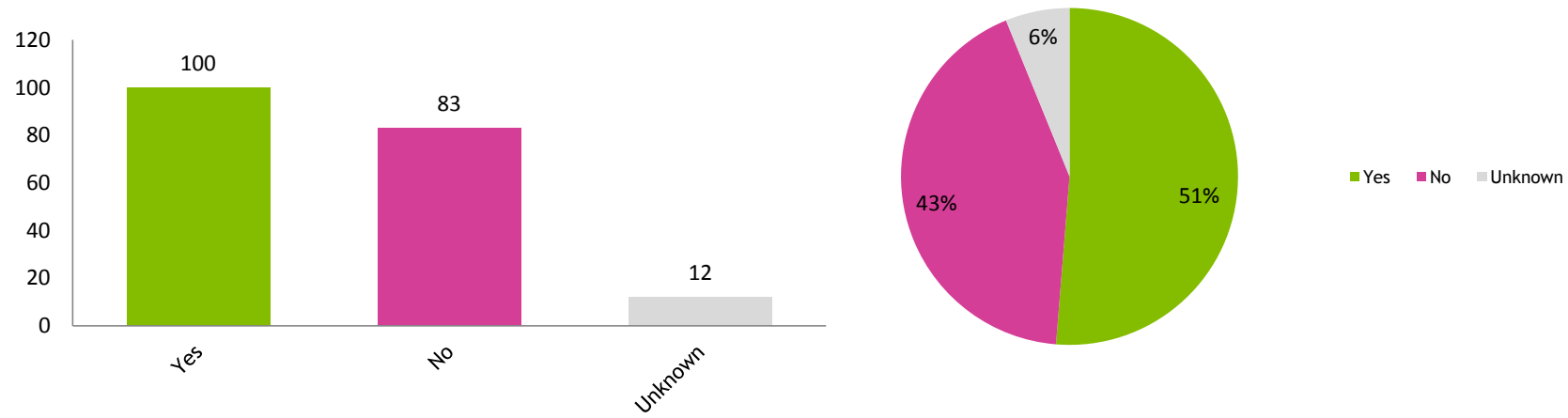


### 8a. Sentiment of those expressing it:



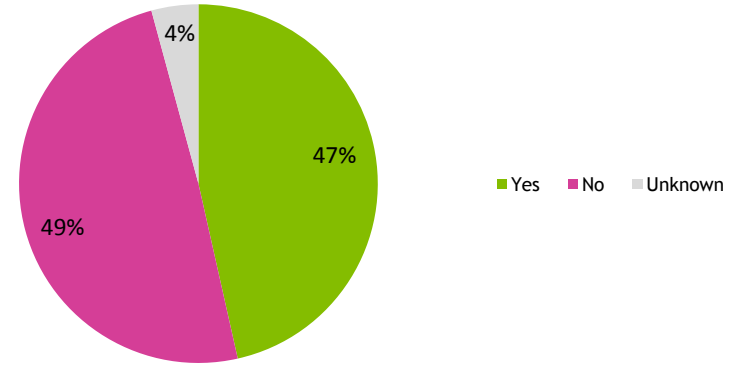
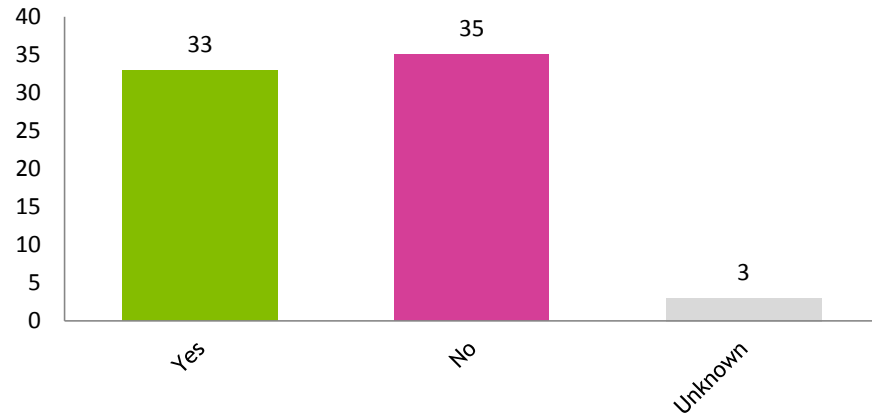
## SUPPORT NETWORK

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

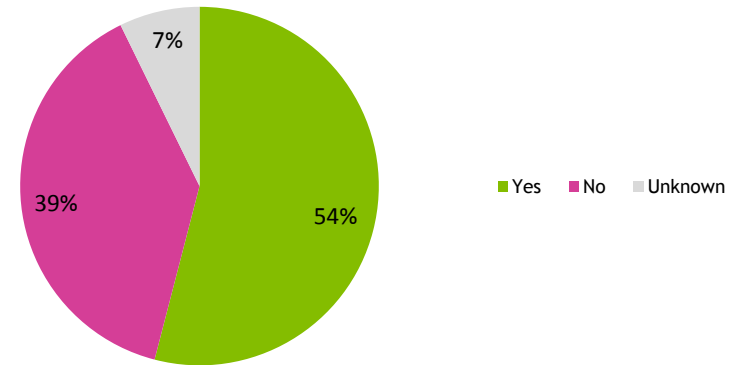
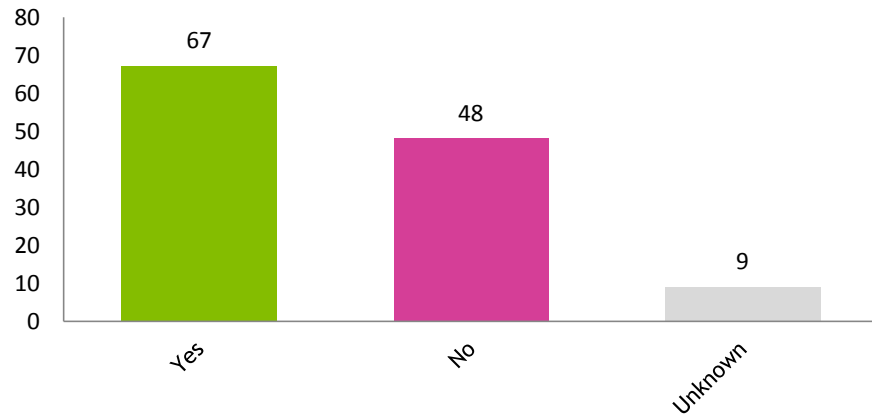


## SUPPORT NETWORK - BREAKDOWN BY AGE

### 9.1 Patients aged 18-24 with a family/community support network:

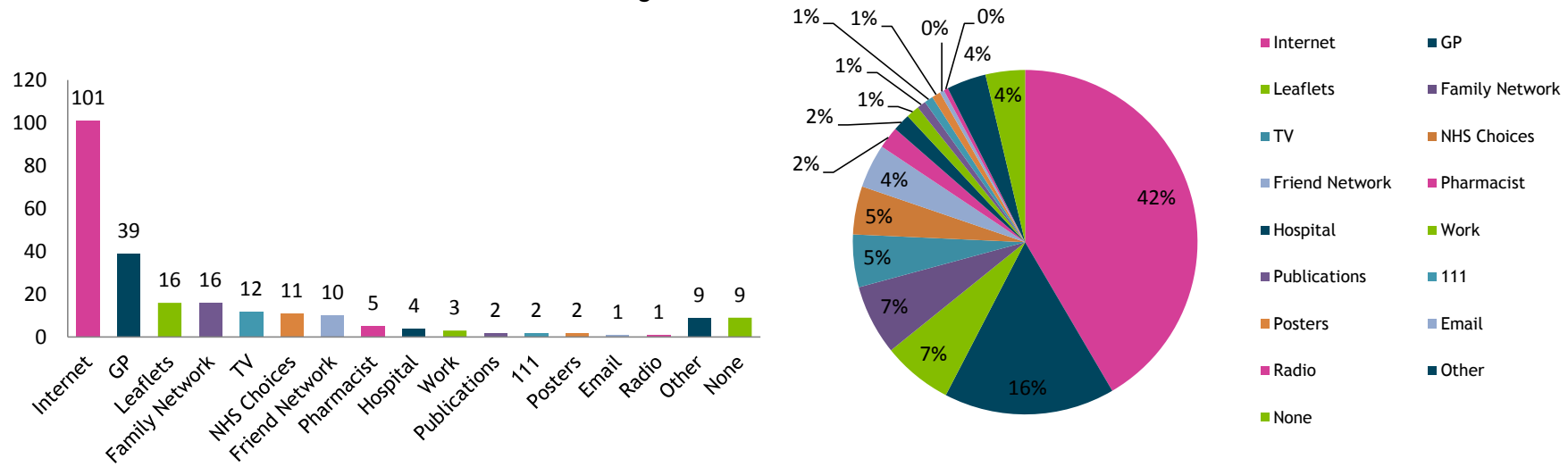


### 9.2 Patients aged 25-34 with a family/community support network:

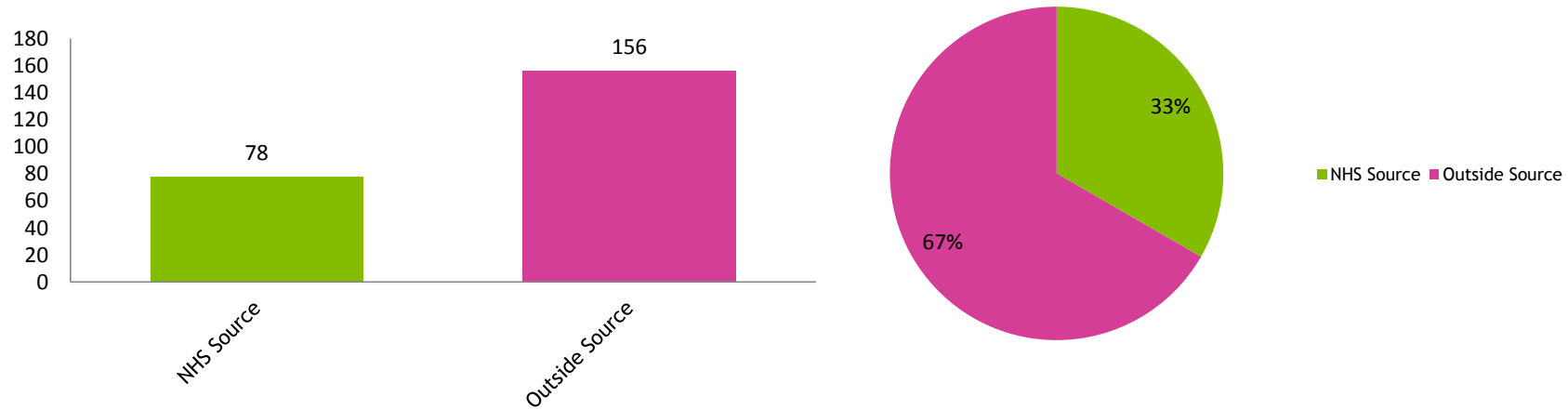


# INFORMATION SOURCES

10. Patients obtain information from the following sources

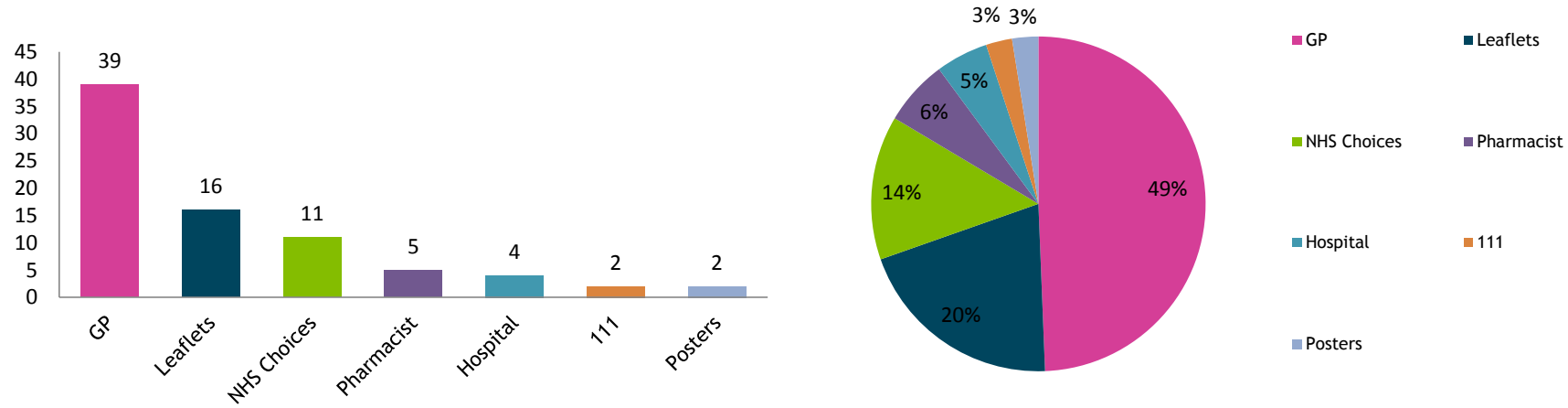


10a. General Information Source

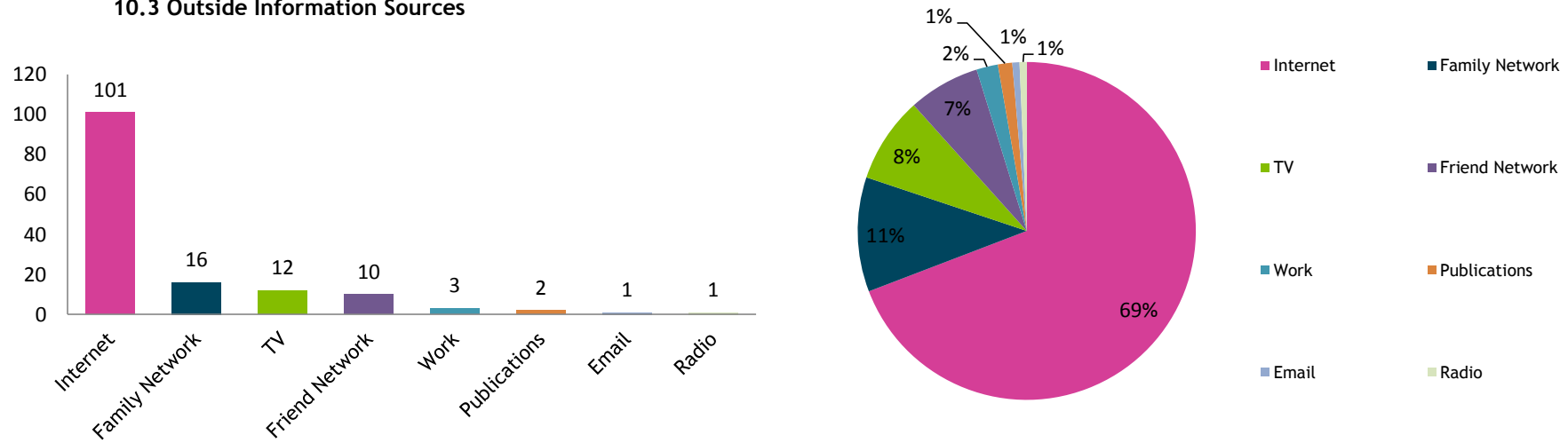


# INFORMATION SOURCES

## 10b. NHS Information Sources

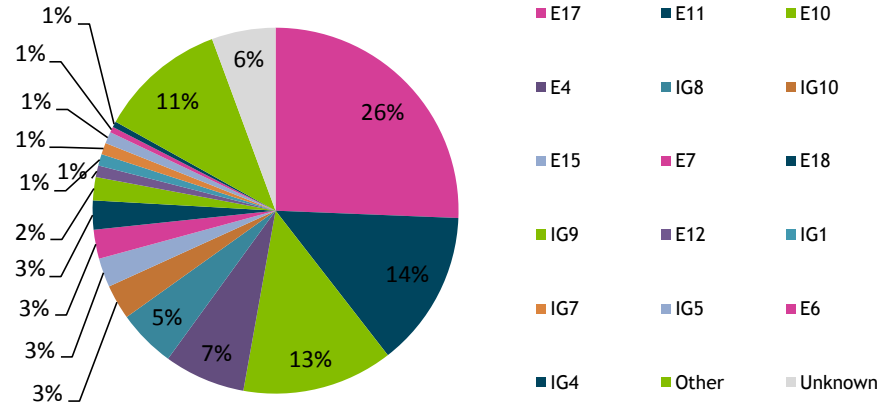
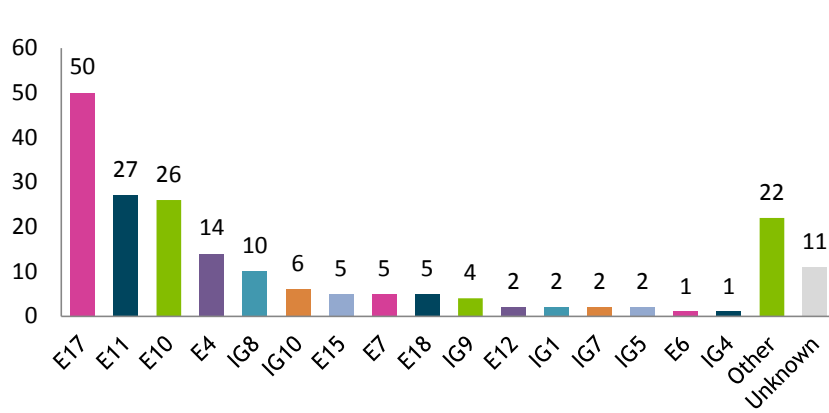


## 10.3 Outside Information Sources

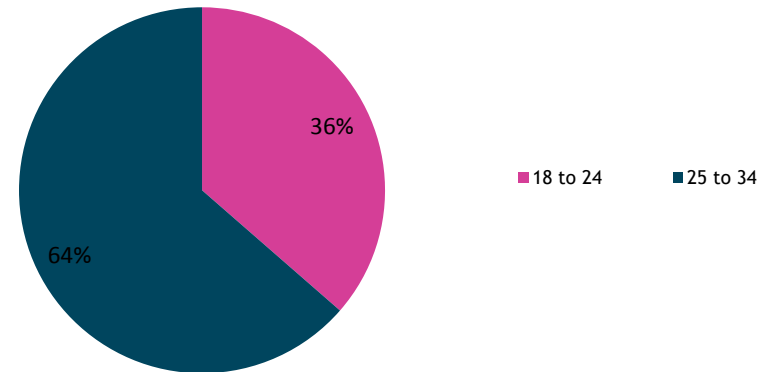
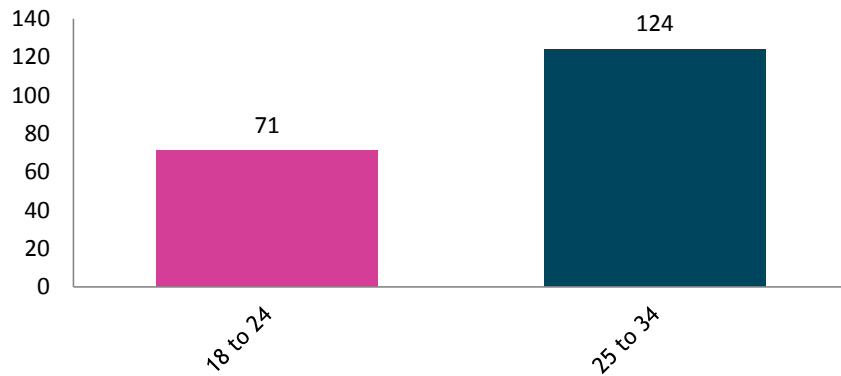


## DEMOGRAPHICS - POST CODE & PATIENT AGE

Post Code

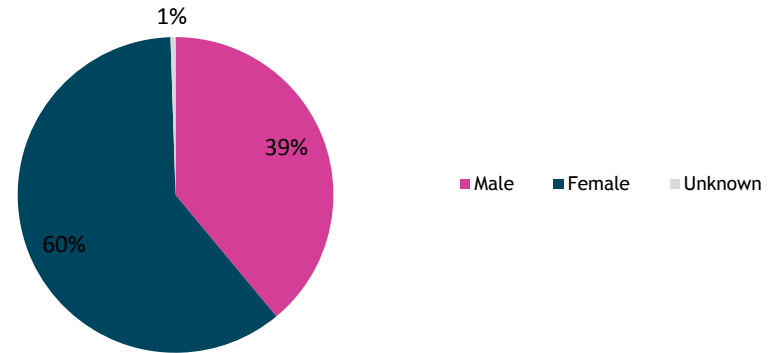
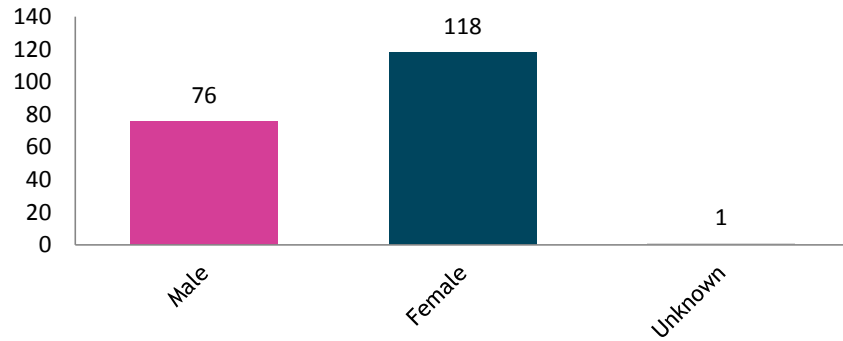


Patient Age

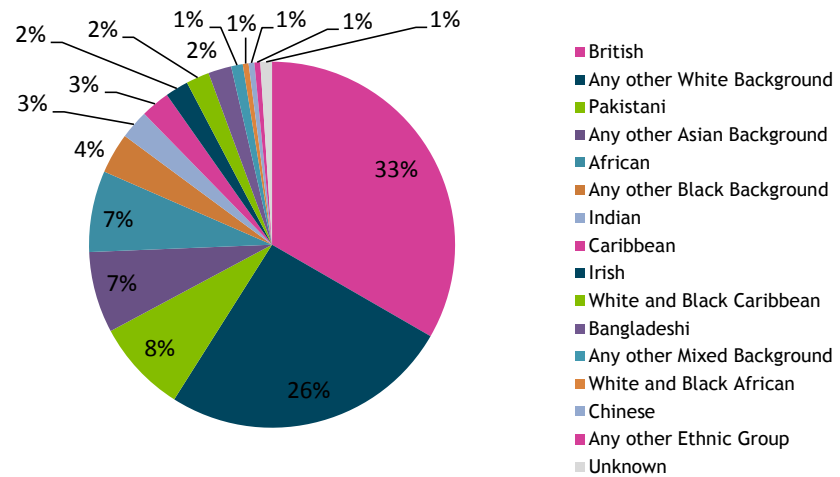
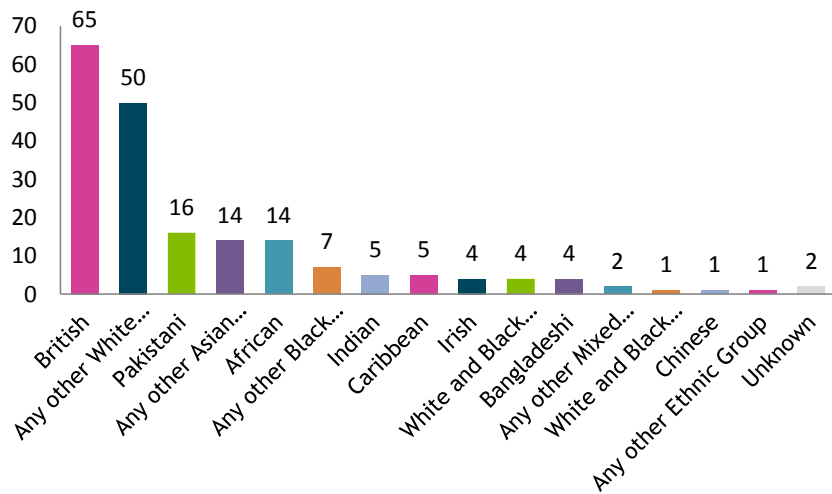


## DEMOGRAPHICS - GENDER & ETHNICITY

Gender

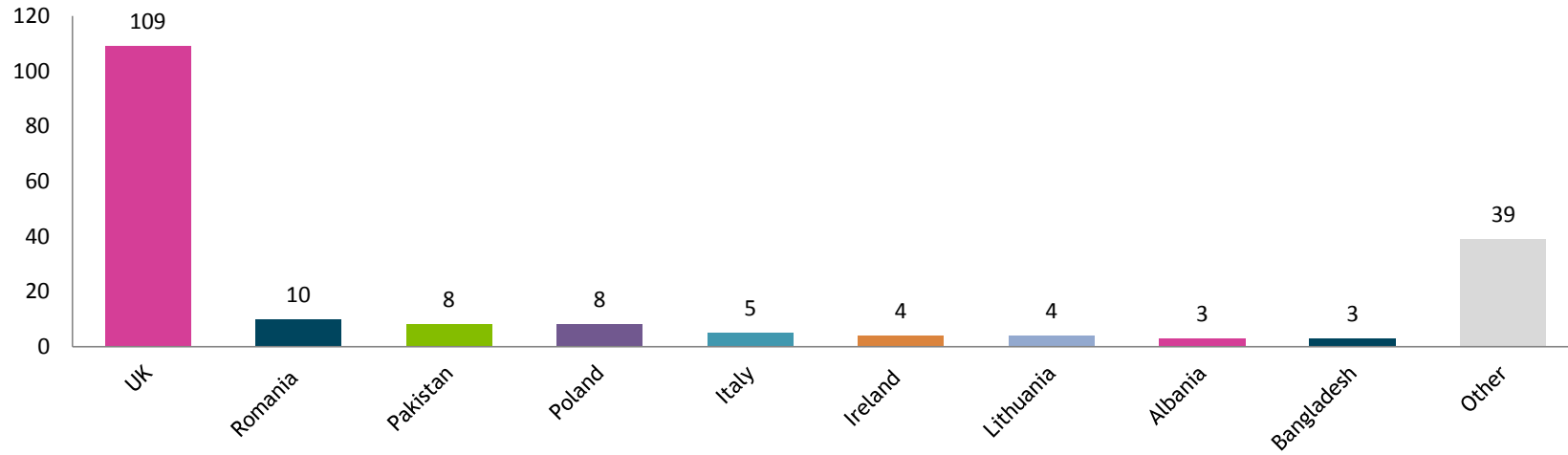


Ethnicity



## DEMOGRAPHICS - COUNTRY OF ORIGIN

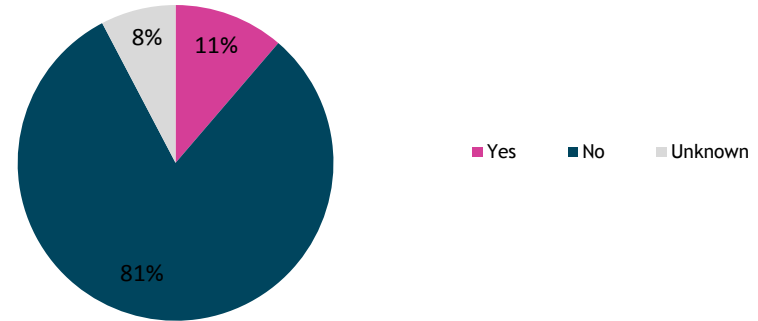
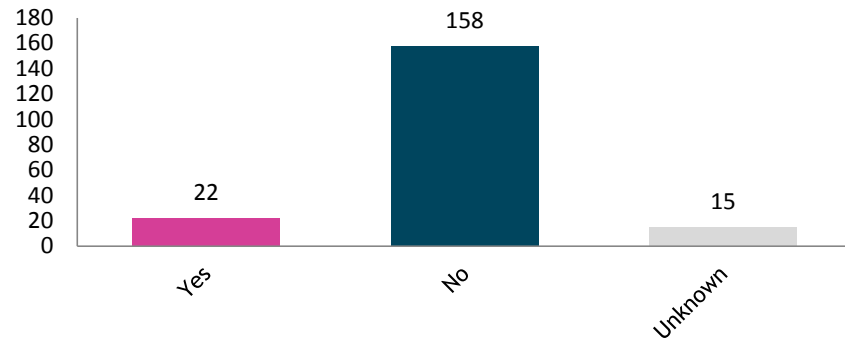
Country of Origin



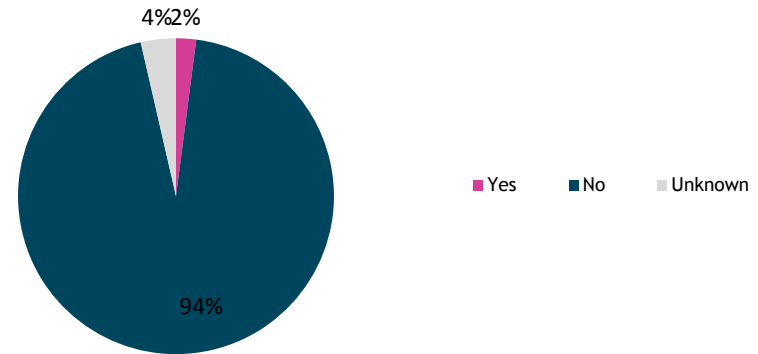
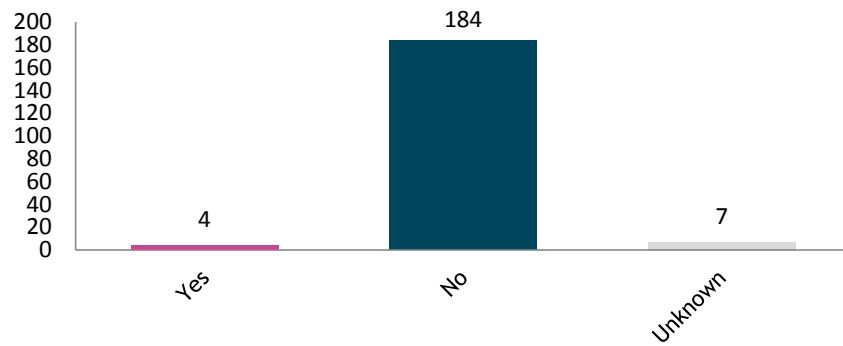


## DEMOGRAPHICS - CARERS & DISABILITIES

### Carers



### Disability



## OTHER

Survey Completion Rate

