



Review of urgent care services in south Sefton – what do you think?

The NHS in south Sefton is currently reviewing how people are able to get health advice or treatment either immediately or on the same day – this is known as urgent health care. We would like to hear from people in south Sefton about how they get this help now and how it could be improved. Please complete this questionnaire to give us your views on physical and mental health care for all ages.

Unless stated, you can select as many or as few answers as you like - if you're not sure or don't have an opinion just skip to the next question.

If you would like to be informed of the outcome of the review or receive other news from the local NHS, please complete the keep in touch section at the end of the survey. Please note, your contact details will be separated from your survey answers so you will not be identifiable. Your data will be treated confidentially and stored in accordance with Data Protection law and NHS South Sefton CCG's Privacy Notice which can also be found on our website: www.southseftonccg.nhs.uk

**1. Please select which of the following apply to you
(select as many as you like)**

- I live in south Sefton
 - I live outside of south Sefton but work or spend time here
 - I have a long term physical health condition
 - I have a mental health condition
 - I am living with cancer
 - I am a parent or carer of a child under the age of 18
 - I care for another adult
 - I would rather not say
 - I work for the NHS (please specify):
-

2. What is the first part of your postcode?

Adult urgent care services

3. From the following list of NHS services, please select all those you have heard of and those you have used in south Sefton

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

4a. As an adult if you needed medical attention on the same day but you were not seriously injured and your life was not at risk, where would you go for help? Please select as many as apply.

- | | |
|---|---|
| <input type="checkbox"/> Your GP surgery | Liverpool Hospital |
| <input type="checkbox"/> GP Out of Hours
(telephone call, home visit or clinic appointment when GP closed) | <input type="checkbox"/> A&E at Southport and Ormskirk Hospital |
| <input type="checkbox"/> GP evening and weekend appointments
(not at your own surgery or by telephone) | <input type="checkbox"/> Call 999 Ambulance Service |
| <input type="checkbox"/> NHS 111 telephone | <input type="checkbox"/> Local chemist / pharmacy |
| <input type="checkbox"/> NHS 111 online | <input type="checkbox"/> Cancer patient hotline |
| <input type="checkbox"/> Litherland walk-in centre | <input type="checkbox"/> A voluntary, community or charity organisation |
| <input type="checkbox"/> Other walk-in centre | <input type="checkbox"/> I wouldn't know where to go |
| <input type="checkbox"/> A&E at Aintree Hospital | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> A&E at the Royal | <hr/> |

4b. What are the reasons you would make those choices? Please select as many as apply.

- I wouldn't be able to get an appointment for the same day with my GP
- I wouldn't get through on the phone to the GP reception
- I prefer to see my own GP/nurse
- GP practice closed
- I wouldn't want to bother the GP
- I'm not registered with a GP in south Sefton
- I prefer walk-in and wait appointments
- It would be easy for me to get to
- I think it would be quicker
- I would want to see someone straight away who would treat and diagnose the problem in one go
- It is easier to be seen, treated and pick up medication
- I wouldn't know where else to go
- I am having cancer treatment and wanted specialist support
- I wanted to see someone with the right skills
- It had the services I needed e.g. x-ray/prescription
- I don't know
- Other (please specify):

- It would be open at the time I needed to go

5. What do you think about the choices available for getting treatment on the same day? Please tell us how you feel about the following statements.

	Agree	Disagree	Don't know
It is easy to know where to go for same day care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to see someone on the same day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get same day care <u>near me</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get advice by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what options are available all times of the day/night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please add any other comments you have on the choice of health care for same day treatment in south Sefton

7a. Thinking about the last time you needed help with your health on the same day, we would like to hear about your experience. Firstly, please select the service you are commenting on (please select only one):

- | | |
|--|---|
| <input type="checkbox"/> Your GP practice / surgery | <input type="checkbox"/> A&E (Accident & Emergency) at Aintree Hospital |
| <input type="checkbox"/> GP evening and weekend appointments (not at your own surgery) | <input type="checkbox"/> A&E at the Royal Liverpool Hospital |
| <input type="checkbox"/> GP Out of Hours service | <input type="checkbox"/> A&E at Southport and Ormskirk Hospital |
| <input type="checkbox"/> NHS 111 telephone line | <input type="checkbox"/> 999 Ambulance Service |
| <input type="checkbox"/> NHS 111 online | <input type="checkbox"/> Chemist / pharmacy |
| <input type="checkbox"/> Litherland walk-in centre | <input type="checkbox"/> Cancer patient hotline |
| <input type="checkbox"/> Other walk in centre (please specify) | <input type="checkbox"/> Other (please state) |
-

7b. How was your experience of this service? Please select all that apply.

- 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 my needs for advice / tests / treatment
- I had to wait a long time for treatment
- I still had to go somewhere else for tests / treatment
- I left before I was seen
- I was advised to go somewhere else for tests / treatment but I never did
- I received the treatment I needed quickly
- The staff were helpful
- I would have received better treatment somewhere else
- As a cancer patient I was worried about infection risk
- I wouldn't go back
- I have an ongoing health condition and the service couldn't help me
- Other (please specify):

Children's urgent health care

8. Which of the following services would you use to get urgent care for a child in south Sefton? Please select as many as apply.

- | | |
|---|---|
| <input type="checkbox"/> Not applicable - I have no experience of urgent care for children | <input type="checkbox"/> Other walk-in centre (please specify) |
| <input type="checkbox"/> GP appointment for that day | <input type="checkbox"/> A&E at Aintree Hospital |
| <input type="checkbox"/> GP evening and weekend appointments (either by phone or at a different GP surgery) | <input type="checkbox"/> A&E at the Royal Liverpool Hospital |
| <input type="checkbox"/> GP Out of Hours (telephone call, home visit or clinic appointment when GP closed) | <input type="checkbox"/> A&E at Southport and Ormskirk Hospital |
| <input type="checkbox"/> NHS 111 telephone | <input type="checkbox"/> A&E at Alder Hey Hospital |
| <input type="checkbox"/> NHS 111 online | <input type="checkbox"/> Call 999 Ambulance Service |
| <input type="checkbox"/> Litherland walk-in centre | <input type="checkbox"/> Local chemist/pharmacy (other than to collect prescriptions) |
| | <input type="checkbox"/> CAMHS |
| | <input type="checkbox"/> Other (please specify): |
-

9a. Thinking about the last time you went to get urgent care for a child, we would like to hear about how that experience was for you. Where did you go? Please select one service:

- | | |
|---|---|
| <input type="checkbox"/> Your GP practice/surgery | <input type="checkbox"/> different GP surgery |
| <input type="checkbox"/> GP evening and weekend appointments for the same day - either by phone or at a | <input type="checkbox"/> GP Out of Hours (telephone call, home visit or clinic appointment) |

- | | |
|--|---|
| <input type="checkbox"/> Local chemist/ pharmacy (other than to collect prescriptions) | <input type="checkbox"/> A&E at Aintree Hospital |
| <input type="checkbox"/> NHS 111 telephone | <input type="checkbox"/> A&E at the Royal Liverpool Hospital |
| <input type="checkbox"/> NHS 111 online | <input type="checkbox"/> A&E at Southport and Ormskirk Hospital |
| <input type="checkbox"/> Litherland walk-in centre | <input type="checkbox"/> A&E at Alder Hey Hospital |
| <input type="checkbox"/> Other walk in centre (please specify) | <input type="checkbox"/> 999 Ambulance Service |
-

9b. How was your experience? Please select all that apply

- | | |
|--|--|
| <input type="checkbox"/> It was close to home / work | <input type="checkbox"/> We still had to go somewhere else for tests / treatment |
| <input type="checkbox"/> It was easy to get to (good public transport links / parking) | <input type="checkbox"/> We were advised to go somewhere else for tests / treatment but didn't |
| <input type="checkbox"/> It was hard to get to | <input type="checkbox"/> The staff were helpful |
| <input type="checkbox"/> It met their needs for advice / tests / treatment | <input type="checkbox"/> They received the |

- treatment needed quickly
- 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
- There was a specialist there for my child
-

Urgent mental health care

10. If you, or somebody you know, needed mental health support on the same day, which of the following services would you feel comfortable going to or using? Please indicate your preferences below:

	Would use	Would not use
GP appointment for that day	<input type="checkbox"/>	<input type="checkbox"/>
GP evening and weekend appointments for same day – either by phone or at a different GP surgery	<input type="checkbox"/>	<input type="checkbox"/>
GP Out of Hours telephone call, home visit or clinical appointment when GP closed	<input type="checkbox"/>	<input type="checkbox"/>
NHS 111 telephone	<input type="checkbox"/>	<input type="checkbox"/>

	Would use	Would not use
NHS 111 online	<input type="checkbox"/>	<input type="checkbox"/>
Walk-in centre	<input type="checkbox"/>	<input type="checkbox"/>
A&E at Aintree Hospital	<input type="checkbox"/>	<input type="checkbox"/>
A&E at the Royal Liverpool Hospital	<input type="checkbox"/>	<input type="checkbox"/>
A&E at Southport and Ormskirk Hospital	<input type="checkbox"/>	<input type="checkbox"/>
A&E at Alder Hey Hospital	<input type="checkbox"/>	<input type="checkbox"/>
999 Ambulance Service	<input type="checkbox"/>	<input type="checkbox"/>
Local Chemist / Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>
Community Mental Health team	<input type="checkbox"/>	<input type="checkbox"/>
Local charity or voluntary organisation	<input type="checkbox"/>	<input type="checkbox"/>
The Samaritans	<input type="checkbox"/>	<input type="checkbox"/>
Child & Adolescent Mental Health Services (CAMHS)	<input type="checkbox"/>	<input type="checkbox"/>
Peer support group	<input type="checkbox"/>	<input type="checkbox"/>

11a. If you, or someone close to you, has ever tried to get help for a mental health problem urgently, we would like to know about that experience. Please tell us about this using the following questions as a guide:

- Did you receive the advice / treatment / help you needed?
- Did you feel comfortable there? Were the staff sensitive to your needs? Were they trained in mental health?
- How easy was the service to get to?

Please leave this blank if this does not apply to you.

11b. Where did you go for this help?

- 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
 - Litherland walk in centre
 - Other walk in centre (please specify
 - 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
 - The Samaritans
 - Peer Support group
 - Other:
-

Your overall experience

12. Thinking about your overall experience of urgent health services for physical and mental health, please tell us how important the following issues are to you:

	Most important	Less important	Not important at all
Being able to make an appointment for later that day / evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to walk in and wait	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a service close to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Early / late opening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Most important	Less important	Not important at all
hours			
Ability to see my own GP or health professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a specialist available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service that caters only for children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A service that specialises in mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short waiting times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having an alternative to A&E	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting tests and treatment at the same time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice available on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. If there is anything else you want to share about your experiences of using urgent care services for physical or mental health, please use the box below:

14. Where did you hear about this survey?

- | | | |
|--|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Email | <input type="checkbox"/> CCG website | <input type="checkbox"/> Healthwatch |
| <input type="checkbox"/> Directly from the CCG | <input type="checkbox"/> Local press | <input type="checkbox"/> GP practice |
| | <input type="checkbox"/> Twitter | |

- | | | |
|--|--|--|
| <input type="checkbox"/> Litherland walk
in centre | <input type="checkbox"/> Advocacy Centre
(SPAC) | <input type="checkbox"/> Strand By Me |
| <input type="checkbox"/> Patient
Participation
Group | <input type="checkbox"/> Sefton Opera | <input type="checkbox"/> Embrace |
| <input type="checkbox"/> Ability Plus | <input type="checkbox"/> Sefton Young
Advisors | <input type="checkbox"/> Bosco House |
| <input type="checkbox"/> People First | <input type="checkbox"/> Carers Centre | <input type="checkbox"/> Hugh Baird
College |
| <input type="checkbox"/> Equal Voice | <input type="checkbox"/> Sefton
Women's and | <input type="checkbox"/> Sefton Health
and Social Care
Forum |
| <input type="checkbox"/> Children/family
centre | <input type="checkbox"/> Children's Aid
(SWACA) | |
| <input type="checkbox"/> Military
Veterans | <input type="checkbox"/> The Venus
Centre | |
| <input type="checkbox"/> Sefton
Pensioners | <input type="checkbox"/> The Swan
Centre | |

Other:

About you

The following questions are about your personal details and you can stop here if you wish, however it would be really helpful if you would complete all or some of them - no questions are compulsory.

We don't link this information with any that identifies you. If you would like to give us your contact details so we can keep in touch with you about this review and other news from the local NHS, you can sign up to our mailing list on our website: www.southseftonccg.nhs.uk.

15. What is your age?

- under 18 18-25 26-44 45-64 65-75 75+

16. What is your gender?

- Male Female Other (please specify)
-

17. Is your current gender identity the same as the sex you were described as at birth?

- Yes No

18. What is your ethnicity?

•Asian or Asian British

- Bangladeshi
 Indian
 Pakistani
 Any other Asian background

•Black or Black British

- African
 Caribbean
 Any other black background

•Chinese

Chinese

Other Chinese

background

•**Mixed**

White and Black
Caribbean

White and black
African

White and Asian

Any other mixed
background

Other

•**Other Ethnic Group**

Arabic

Latin American

Other

•**White**

British

Irish

Polish

Latvian

Gypsy/Traveller

Other

Not listed above
(please describe):

19. Do you consider yourself to have a disability?

- Yes No

If yes, please tell us the nature of your disability if you wish:

20. Do you consider yourself to be:

- Bisexual
 Heterosexual/straight
 Gay/Lesbian
 Not sure
 Other (please specify):
-

21. Do you have a religion or belief?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Jewish | |
| <input type="checkbox"/> Muslim | |
-

Thank you for completing this survey, your feedback is important to us.

If you would like to be kept informed of the outcomes of the review or receive other news from the local NHS, please provide your contact details on the next page.

Keep in touch

To receive updates and further news, please provide your contact details below:

Name:

Address:

Postcode:

Email address:

Please note, your contact details will be separated from your survey answers so we will not be able to identify you.

Please return your completed survey in the Freepost envelope provided or to the following freepost address:

FAO Communications and Engagement team
Freepost SOUTH SEFTON CLINICAL
COMMISSIONING GROUP

Please note this postal service is free of charge.