

NHS North East Essex CCG

Urgent Care Services Audit

October 2016

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Urgent Care Services Audit Findings 2016/17

Introduction and Purpose

To inform our review of north east Essex urgent care services (A&E, Minor Injury Units in Tendring and Walk in Centre in Colchester), a listening exercise was undertaken during September and October 2016 to help the North East Clinical Commissioning Group (NEECCG) to understand the way these services are used.

This consisted of 3 surveys which were distributed to the public through local GP surgeries, within the urgent care services and public engagement on the streets of Colchester and Tendring. The purpose of this report is to collate and show those findings to help inform the NEECCG when making decisions on how future urgent care services should be modelled.

This report is broken down into sections to show the findings of each survey and overall findings.

Section 1.....	Attendance at a Local Urgent Care Service
Section 2.....	Previous Attendances to a Local Urgent Care Service
Section 3.....	Attendance at the Local A&E Department
Section 4.....	Overall Findings

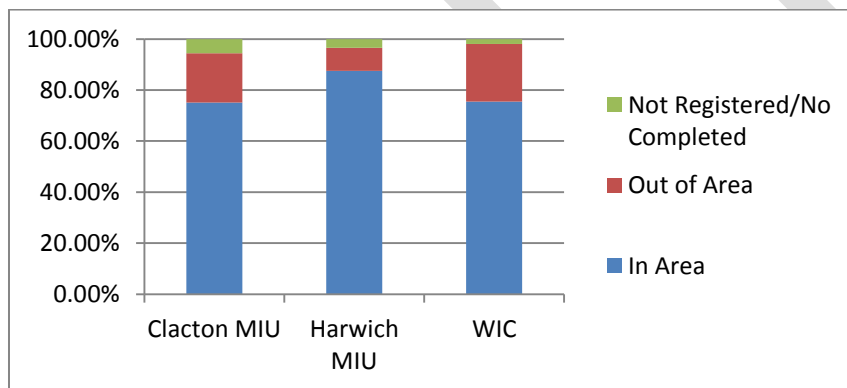
Section 1: Attendance at a Local Urgent Care Service

The audit consisted of 12 questions, which included patient demographics as well as questions regarding the patient's visit to the service. Patients were asked to complete the form after their visit.

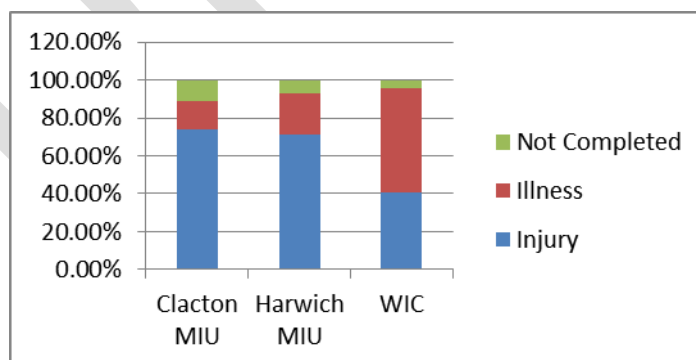
805 people completed the survey. The number at each site completing the survey and for whom they were attending the service for is tabled below:

Site	Yourself	Your Child	Your Mother/Father	Your Partner	Unknown	Total
Clacton MIU	358	100	2	7	3	470
Harwich MIU	137	36	1	1	1	176
WIC	122	24	2	7	-	155
Unknown	3	1	-	-	-	4

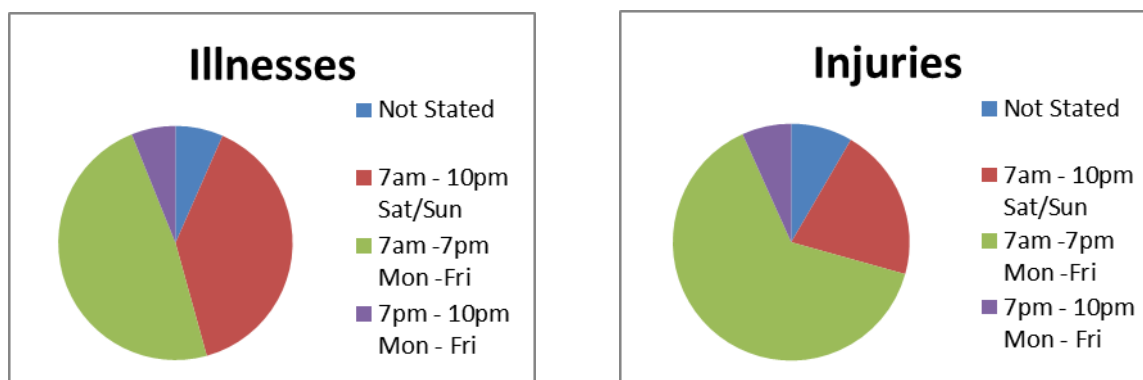
- 1.1. Patients were asked which GP surgery they were registered with. This showed that 18% of patients were not registered with GPs within the North East Essex area. The majority of these out of area visitors were from the close surrounding areas such as Mid Essex, although approximately 3% of attendances, across all sites, were from the London Area.



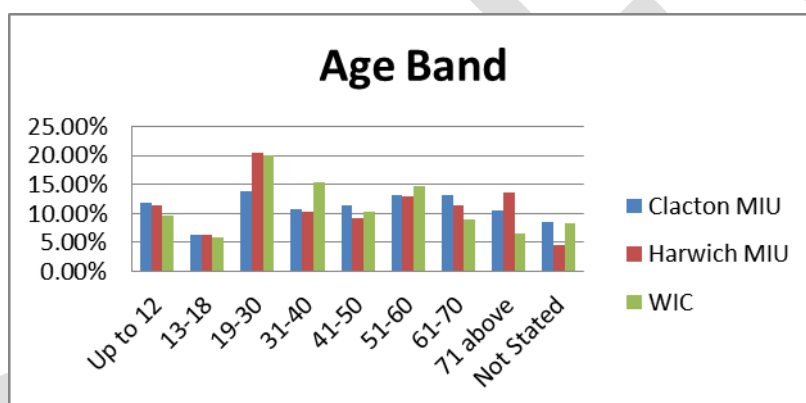
- 1.2. Approximately 72% of patients attending either of the Minor Injury Units (MIU) attended due to an injury whereas illness was recorded as the reason for 55% of attendances to the Walk-in Centre (WIC).



- 1.3. All attendances were higher between 7am and 7pm Monday to Friday – with 48% attending for illnesses and 64% for accidents. 7pm-10pm weekdays was the least attended times with 6% illnesses and 7% injuries.



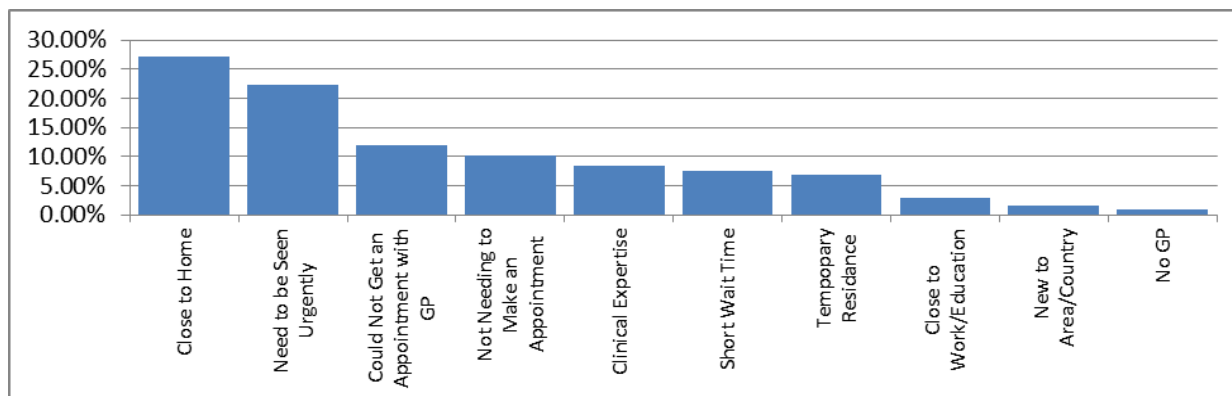
- 1.4. Patients were asked to indicate which age band they were in. The highest proportion of attendees was aged 19-30. Age did not affect the time in which patients attended the services and in all age bands over 50% attended between 7am-7pm on week days; with the highest proportion being aged between 41 and 50 with 72% attending during this time frame.



- 1.5. 75% of all attendances did not try to contact their GP before attending an urgent care service. This was highest in Clacton MIU with 76% and less common in the WIC, although still high, with 71%. Of those who did contact their GP 8% were told that there were no available appointments and 8% were told to attend the walk in service. The results did vary between each of the urgent care service with the WIC reporting the highest amount of patients not being able to get through to their GP at 10%.

GP Contact?	Clacton MIU	Harwich MIU	WIC
No	76.38%	73.86%	70.97%
Yes - but couldn't get through	4.26%	3.98%	10.32%
Yes - but no appt available	8.51%	5.11%	10.97%
Yes - but the appointments were not convenient	0.43%	1.70%	1.94%
Yes - but the waiting time for appt was too long	1.28%	0.57%	4.52%
Yes - they said to come to WIC	8.09%	13.07%	1.29%

1.6. When asked why the urgent care service was chosen, over a quarter of patients reported attending due to the service being closer to their home.

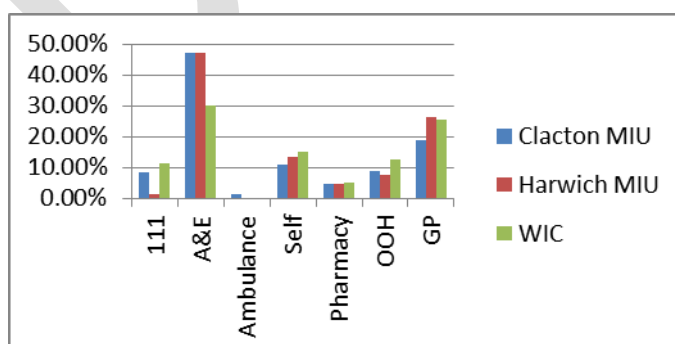


1.7. The reason for attending was grouped into 38 categories, the top ten reasons cited by patients for attending the MIUs and WIC are shown below:

MIU Top 10		WiC Top 10	
Pain/Injury following an Accident	24.30%	Cold/Flu/cough/sore throat	23.87%
Animal/Insect Bite	9.13%	UTI/Cystitis/Kidney Infection	11.61%
Laceration	7.59%	Rashes/Skin Conditions	8.39%
Injury Following a Fall	7.28%	Pain/Injury following an Accident	7.10%
Suspected Fracture	6.66%	Abdo pain/Sickness/Diarrhea	5.81%
Pain/Swelling - Hands/feet	5.57%	Pain/swelling - Limb	4.52%
Pain/swelling - Limb	5.42%	External Infection	3.87%
Not Completed/Unknown	4.80%	Animal/Insect Bite	3.23%
Cold/Flu/cough/sore throat	4.80%	Pain/Swelling - Hands/feet	3.23%
Rashes/Skin Conditions	2.48%	Suspected Fracture	2.58%

As expected the majority of reasons for attending the MIUs were due to injury and pain whereas the WIC attendances for illnesses were more common.

1.8. When asked which other service patients would have used instead of an urgent care service 44% said they would have attended A&E. This was higher for those attending an MIU (47%) which could be linked to the reason for attendance (injury or illness); whereas the WIC was lower (30%).



The use of 111 as an alternative was low for all sites (7%) although this was particularly low for Harwich MIU with only 1% recording this as an option. Overall 22% of patients recorded that they would have contacted their GP; even though 75% of patients hadn't attempted to contact their GP prior to their presentation and 60% of attendances occurred during standard GP working hours.

Although A&E would have been the majority of peoples alternative choice of urgent care service this was much higher amongst those who had suffered an injury and higher still for those suffering from an injury out of hours (Weekends, 7pm-10pm weekdays)

Injury			Illness		
Service	in-Hours	Out of Hours	Service	in-Hours	Out of Hours
A&E	44.64%	51.47%	A&E	31.58%	26.97%
Self	13.09%	13.97%	Self	16.84%	21.35%
OOH	7.30%	14.34%	OOH	11.58%	24.72%
GP	28.76%	13.60%	GP	27.37%	14.61%

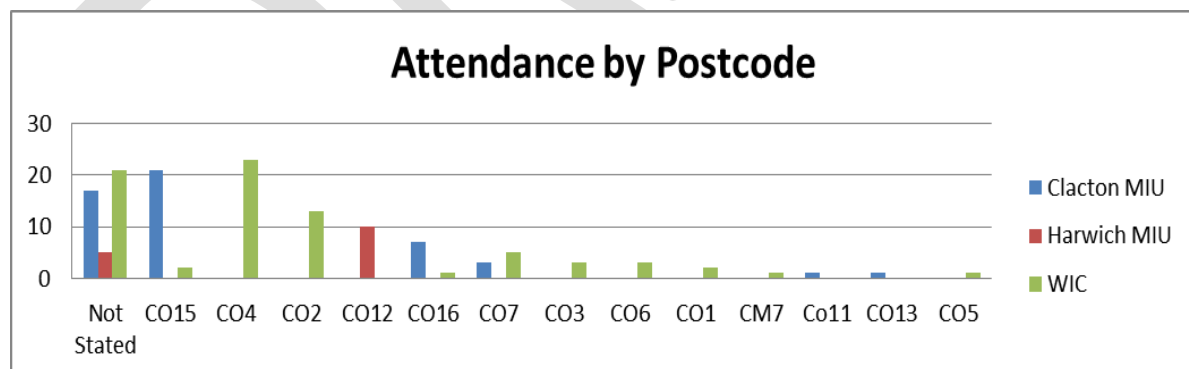
Section 2: Previous Attendances to a Local Urgent Care Service

This section covers the findings from those responding to the survey at GP surgeries and also public engagement on the street. This section looks at people’s experience of previous visits to the local urgent care services (MIUs and WIC).

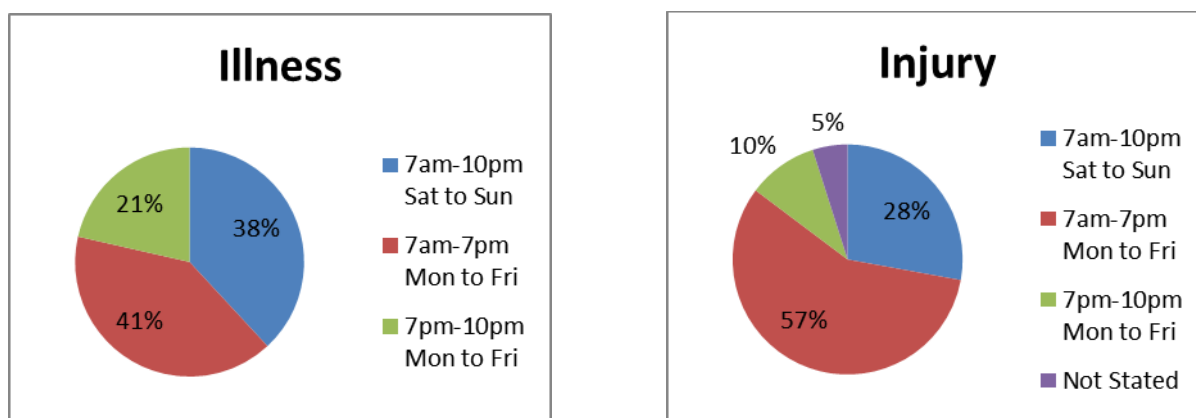
It should be taken into consideration whilst looking at this section, that although the CCG have tried to cover a fair representation of service users, some people were more willing to partake in completing the questionnaire both within the surgeries and during the street exercise than others. This could potentially influence the outcomes; particularly regarding patient demographics.

Site	My Child	My Mother/Father	My Partner	Yourself	Not Stated/Not Disclosed	Total
Clacton MIU	13		6	28	3	50
Harwich MIU	3	2		10		15
WIC	22	1	5	42	5	75
Not Stated	1				1	2
Total	39	3	11	80	9	142

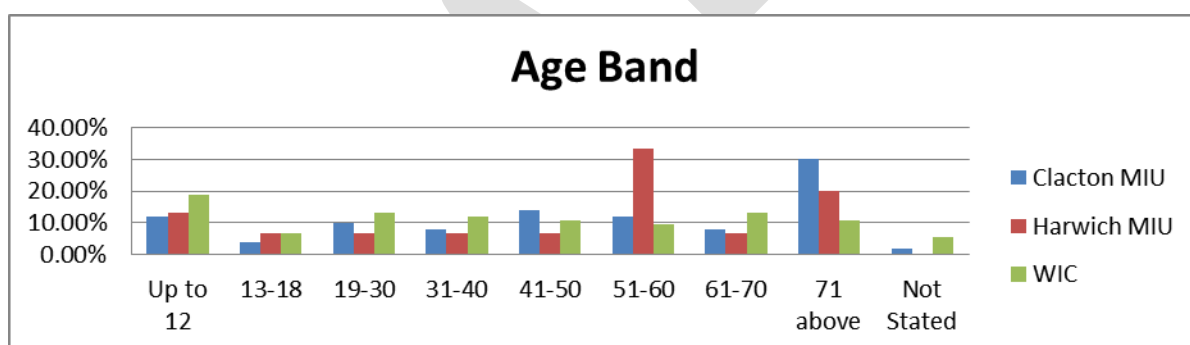
2.1 Out of the cohort of people who responded to the survey 53% had previously attended the WIC. Of those, 30% recorded living within the same postcode area as the WIC. Likewise the majority of people using both MIUs also recorded living within the same postcode area as the urgent care service.



2.2 Although the majority of people recorded attending between 7am-7pm on weekdays (46%), the number recording that they attended on the weekend was a lot higher than those who answered the questionnaire whilst presenting at the urgent care service.



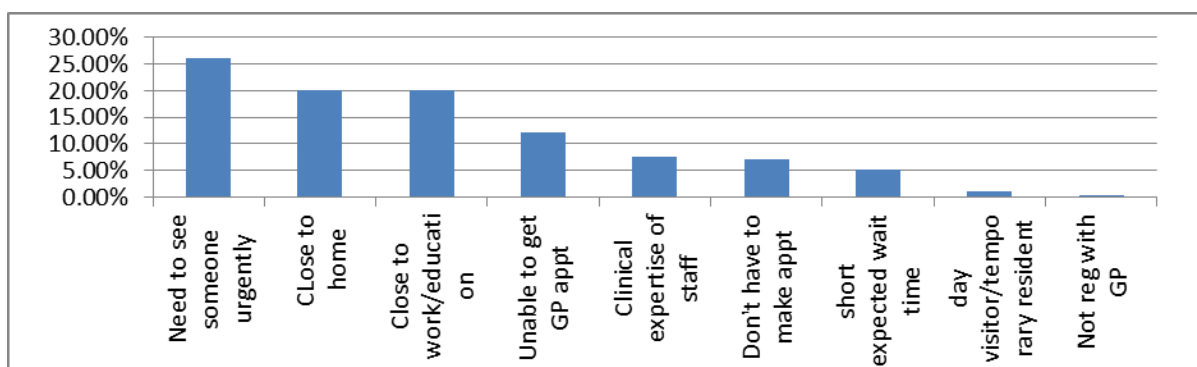
2.3 We recognise the difference in proportion of age band of people who answered this survey, especially in Tendring; this could be reflective of current population demographics. However, further engagement may support the CCG in understanding the views of wider age groups for each area.



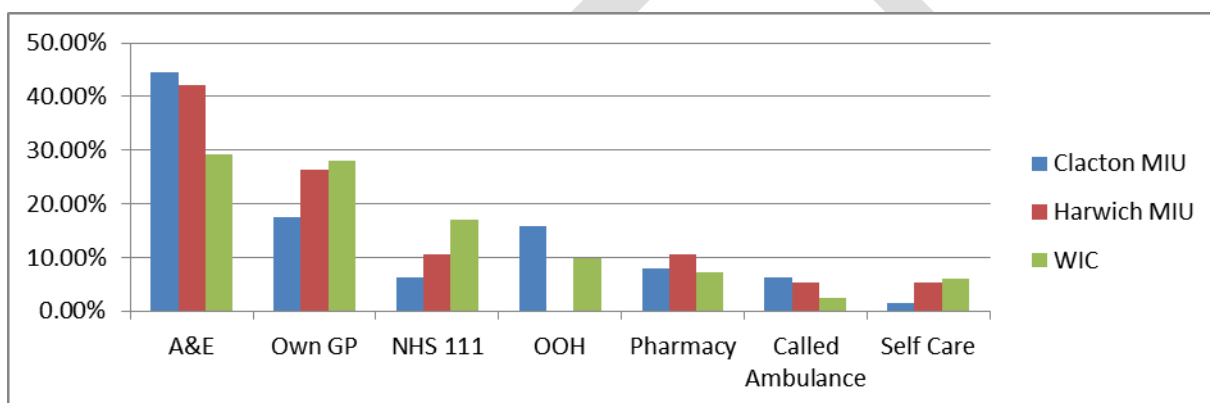
2.4 52% of people who attended urgent care services did not contact a GP prior to their visit. This is 24% less than the cohort of people who responded to the same question whilst at the urgent care service site. 20% of patients could not obtain an appointment or one that was at a convenient time

GP Contact?	Clacton MIU	Harwich MIU	WIC
No	56.00%	46.67%	50.67%
Yes and was advised to visit unit	16.00%	0.00%	4.00%
Yes but no appt available or not a convenient time	18.00%	20.00%	21.33%
Yes but unable to get through	6.00%	20.00%	4.00%
Yes but waiting time too long	2.00%	13.33%	4.00%
Not Stated	2.00%	0.00%	16.00%

2.5 The reason for attending an urgent care service was reported as the need to see someone urgently (26%) followed by the location of the service to the patient's home (20%)



2.6 When asked which other service they would have used instead of the urgent care service 37% said they would have attended A&E. This was higher for those attending a MIU (43%) than those attending the WIC (29%).



2.7 The reason for attending an urgent care service was grouped into 26 categories, although, the majority of respondents did not state their reason for attending. Below is a table showing the top 10 reasons for attendance:

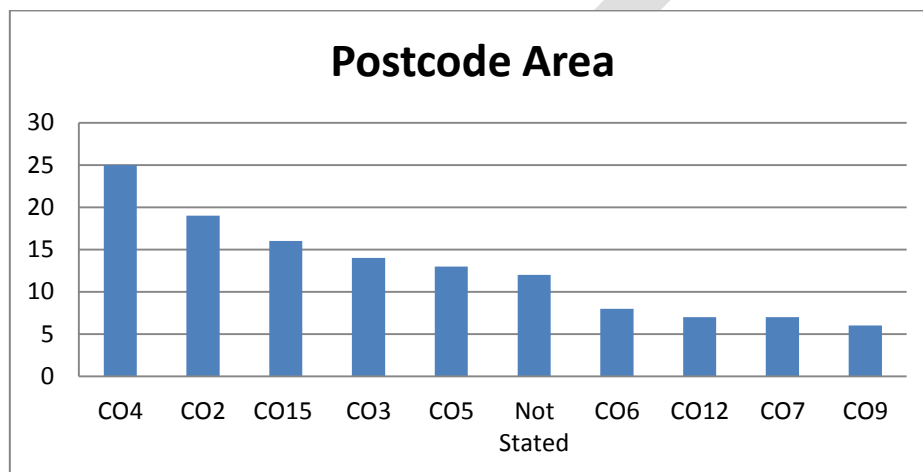
MIU Top 10		WiC Top 10	
Not Stated/Did not wish to disclose	18.46%	Not Stated/Did not wish to disclose	22.67%
Fracture/Sprain/Injury - Lower Limb	15.38%	Throat infection/Sore Throat	10.67%
Fall - Injury	12.31%	Non Specific Illness/Infection	9.33%
Fracture/Sprain/Injury - Upper Limb	12.31%	Fracture/Sprain/Injury - Lower Limb	6.67%
Laceration	7.69%	Fracture/Sprain/Injury - Upper Limb	6.67%
Asthma/COPD/Breathing Difficulties	6.15%	Ear infection/Ear Ache	5.33%
Ear infection/Ear Ache	4.62%	Asthma/COPD/Breathing Difficulties	4.00%
kidney infection/UTI	4.62%	Abdo Pains/D&V	4.00%
Throat infection/Sore Throat	4.62%	Do not wish to disclose	4.00%
Swelling/Foreign Body/Infection in Eye	3.08%	Fall - Injury	2.67%

Section 3: Attendance at the Local A&E Department

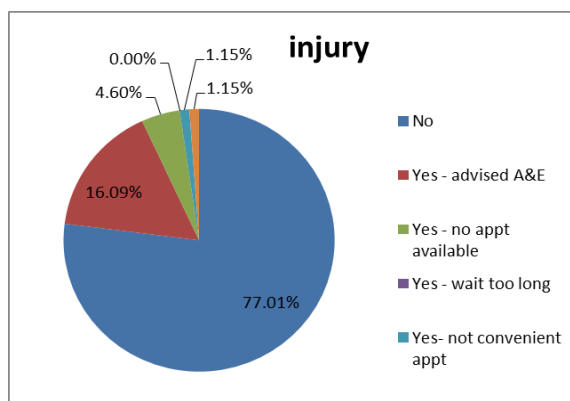
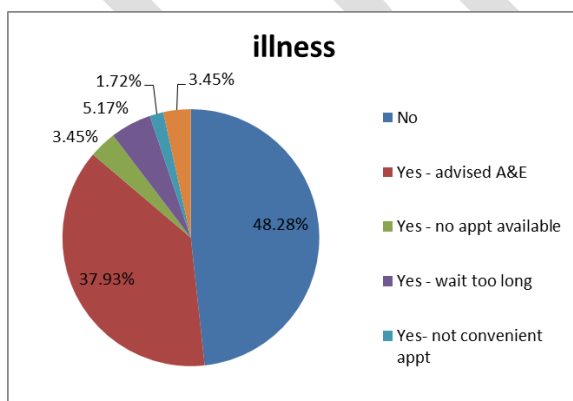
This section of the survey was held at Colchester A&E by patients who walked into the service. A total of 151 people responded. Out of those who responded, the majority were mostly attending for their own complaint and 16% were from people who were registered with GP surgeries out of the North East Essex area, although the majority of these were from the close surrounding areas.

	Child	other	Parent	Partner	Yourself	Total
Out of Area	3		1		20	24
In Area	15	7	3	4	98	127
Total	18	7	4	4	118	151

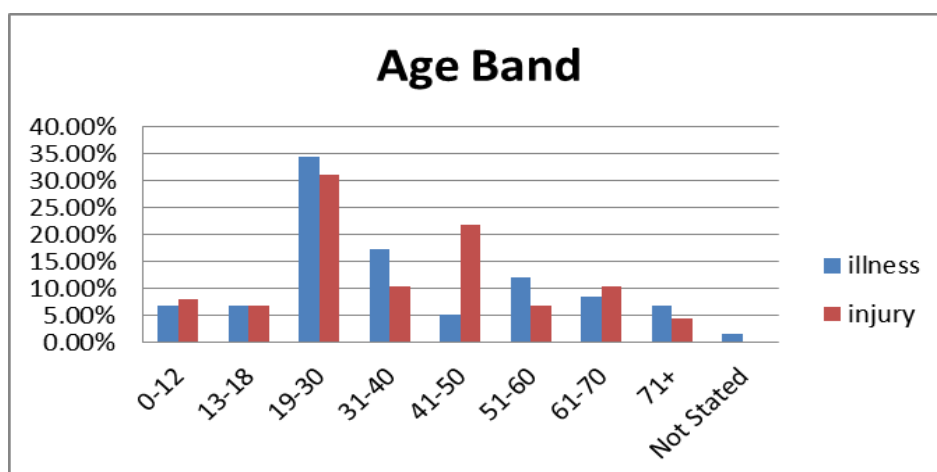
3.1 The majority of people attending were from a post code close to Colchester Hospital



3.2 65% of people did not attempt to contact their GP before attending the A&E department. This was higher for those presenting with an injury (77%). 26% had contacted their GP but was advised to attend the A&E department. This was higher for those with an illness (38%).



3.3 33% of people attending A&E who completed the survey was aged 19-30; only 5% were aged over 70.



3.4 41% of people reported that they had been advised to attend A&E by a clinical professional, either from another urgent care service or their GP. 36% of people attending felt that A&E was the best place for their current health issue. Of those people 43% felt it was the best place because they had a potential fracture.

57% of people attended due to an illness – the top 10 reasons for attending for both illness and injury are below:

Illness		Injury	
Abdominal Pain	32.76%	Fracture/Sprain - Lower Limb	28.74%
Chest Pains/Breathlessness	17.24%	Fracture/Sprain - Upper Limb	14.94%
Post Op Complications/Follow Up	6.90%	Fracture/Sprain - Upper Body	11.49%
Abnormal Blood Test/Levels	5.17%	Fall - Injury	10.34%
Foreign Body/Swelling/Irritation of Eye	5.17%	Foreign Body/Swelling/Irritation of Eye	5.75%
MH issues	5.17%	Back/Neck Injury	4.60%
Unspecified Pain/Injury/Complaint	5.17%	Head Injury	4.60%
Asthma	3.45%	Facial Injury	3.45%
Poisoning/Overdose	3.45%	Laceration	3.45%
Pregnancy related	3.45%	Unspecified Pain/Injury/Complaint	2.30%

Section 4: Overall Findings

When looking at the findings of these surveys we must take into consideration circumstances that may have an effect on people's responses. Patient demographics should be especially considered when looking at the results of the survey held within the GP surgery and on the street. These people would be residents close to the surgery where the survey was carried out and not all GP surgeries within the North East Essex area responded to the exercise. Also, the patient demographic of GP patients may not reflect those who attend urgent care services.

Although there were some variances across the 3 surveys there were some findings that were consistent across all 3. Below are the main common findings:

- People who completed the survey were more likely to be attending due to their own complaint
- The people who attend the urgent care service are more likely to live locally to the service
- The majority of people did not attempt to contact their GP before presenting at an urgent care service

- Patients reported that they would use A&E if there were no alternative urgent care services available to them. This was higher for patients using the MIUs where the top reason for attendance was injury and pain. Whereas it was lower for patients using the WIC where the top reason for attendance was cough/cold/flu/sore throat.
- Self-care, 111 and pharmacy were the least likely to be used as an alternative to the urgent care service
- The average age of people attending an urgent care service locally were aged between 19-30
- Proximity of service either to home or place of work/education was the highest reason why the chosen service was attended followed by the need to be seen urgently
- The majority of patients who attend a MIU have a minor injury
- The majority of patients who attend the WIC have a minor illness
- The most common attendance for minor illness at both MIU and WIC was cough/cold/flu/sore throat

The following assumptions were also identified:

- Due to the high number of patients attending A&E for a possible fracture may suggest that people are unaware that the WIC and MIUs offer an x-ray service
- Using 111 as an alternative to using an urgent care service was low. Which suggests that people are unaware of the 111 service

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