

Clinical Commissioning Group

This survey is about your experience of local NHS urgent care services in Enfield. You can also fill in this questionnaire online at: <http://www.smartsurvey.co.uk/s/PH6F8/>

The term Urgent Care refers to a range of services that people can access immediately at any time of the day or night for advice, diagnosis and treatment when they have an illness or injury. Urgent Care services are not for life threatening-illness or injuries, but instead they support people with unscheduled care needs who cannot wait to be seen such as normally healthy people with a sudden illness or injury, or someone with long-term condition who is feeling unwell.

This survey is anonymous and most questions in this survey are optional.

We have asked you to complete some personal data including where you live and your age. These questions are aimed at checking that our survey has reached different people across the borough. We will use the information gathered in this survey to help us understand the urgent care needs in our community and how different people use services. This information will help Enfield Clinical Commissioning Group to understand people's experience of local urgent care services and to inform future service planning and improvements.

1. Which local urgent care services are you aware of?

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 702 3800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Urgent Care Centre at Barnet Hospital
- Urgent Care Centre at Chase Farm Hospital
- Urgent Care Centre at North Middlesex Hospital
- Accident and Emergency Barnet Hospital
- Accident and Emergency North Middlesex Hospital
- London Ambulance Service
- Other (please specify):

Comments:

2. How would you find out what urgent care services are available in Enfield?

- Calling NHS 111
- Going online to find out what is available
- Calling my GP practice for help
- Calling 999
- Attending an urgent care centre
- Going straight to A&E
- Not sure
- I know what services are available or I have used local urgent care services before

Please tell us more about how you would prefer to access information about urgent care services and how you make a decision about which service to access

3. Have you used urgent care services in the past year? If so, please tell us how many times? *

- 1-2
- 2-4
- 4-6
- 6-8
- 8-10
- More than 10
- I have not used any urgent care services
- Other (please specify):

4. Which urgent care services have you used in the last year? *

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 7023800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Urgent Care Centre at Barnet Hospital
- Urgent Care Centre at Chase Farm Hospital
- Urgent Care Centre at North Middlesex Hospital
- Accident and Emergency Barnet Hospital
- Accident and Emergency North Middlesex Hospital
- London Ambulance Service
- Other Enfield service
- Other service outside of Enfield

Please add any additional information here

5. What was your reason for needing an urgent care service? *

- I felt unwell and other services were closed
- I couldn't get a GP appointment
- I am not registered with a GP practice in Enfield
- I felt my illness or injury needed urgent treatment
- I needed an urgent care service to see my child or another person that I care for
- Other (please specify):

Comments:

6. How long did you wait before accessing urgent care services?

- I accessed them the same day as I felt unwell
- I waited between 24-48 hours
- More than 48 hours
- Other

If you put other or would like to provide more information, please tell us more here.

7. What day of the week and time did you access urgent care services? (Please choose the time slot of your first contact with any urgent care service).

Please tell us the time you accessed the service

- | | |
|-----------|----------------------|
| Monday | <input type="text"/> |
| Tuesday | <input type="text"/> |
| Wednesday | <input type="text"/> |
| Thursday | <input type="text"/> |
| Friday | <input type="text"/> |
| Saturday | <input type="text"/> |
| Sunday | <input type="text"/> |

Comments:

8. Once you had made contact with an urgent care service, how long did you wait to be seen or treated?

- Less than one hour
- One to two hours
- Two to four hours
- More than four hours
- Other (please specify):

Please tell us more about your how long you waited and whether you think that your waiting time could have been reduced

9. Did your visit to urgent care services resolve the immediate issue?

- Yes
- No
- Not sure

Comments:

10. If you needed to visit other services please tell us which one(s)

- My GP practice
- Another Urgent Care Service
- Mental Health Home Treatment Team
- Accident and Emergency
- NHS 111
- Dentist
- Pharmacy

Other (please specify):

Please tell us why you used another service

11. How would rate your experience of urgent care services?

- Excellent
- Good
- Average
- Poor
- Very poor

You can tell us more about your experience here

12. Do you think any other service could have met your urgent care needs better?

- Pharmacy
- GP out of hours services (accessed via NHS 111)
- NHS 111
- Mental Health Crisis and Home Treatment Team Service (0208 7023800)
- Edmonton walk-in service (based at Evergreen Primary Care Centre)
- Primary Care Urgent Access service (provided at Evergreen Primary Care Centre and Green Lanes Surgery)
- A different Urgent Care Centre
- Accident and Emergency
- London Ambulance Service
- Other (please specify):

Please tell us the reason for your choice in the comments box below.

2. Please tell us more about you.

13. Please enter the first part of your postcode e.g. EN1, N13 *

14. Please tell us your age *

- Under 21
- 21-30
- 31-40
- 41-50
- 51-60
- 61-64
- 65 and over
- I do not wish to disclose this

15. Please tell us your gender

- Male
- Female
- Transgender (Male)
- Transgender (Female)
- I do not wish to disclose this

16. Are you married or in a same sex civil partnership?

- Yes
- No
- I do not wish to disclose this

17. Please select the option which best describes your sexuality

- Lesbian/Gay woman
- Gay man
- Bisexual
- Heterosexual /straight
- I do not wish to disclose this

18. Please indicate your religion or belief

- Atheism
- Buddhism
- Christianity
- Hinduism
- Islam
- Jainism
- Judaism
- Sikhism
- I do not wish to disclose this
- Other (please specify):

19. I would describe my ethnic origin as *

- Asian or Asian British Bangladeshi
- Asian or Asian British Chinese
- Asian or Asian British Indian
- Asian or Asian British Pakistani
- Asian or Asian British Vietnamese
- Any other Asian or Asian British background please specify below
- Black or Black British Caribbean
- Black or Black British Somali African
- Black or Black British Other African
- Any other Black background please specify below
- Mixed White and Asian
- Mixed White and Black African
- Mixed White and Black Caribbean
- Any other mixed background please specify below

- White British
- White Irish
- Any other White background please specify below
- I do not wish to disclose my ethnic origin
- Other (please specify):

20. Do you consider yourself to have a disability?

- Yes
- No
- I do not wish to disclose this

21. If you consider yourself to be disabled, please state the type of impairment that applies to you. People may experience more than one type of impairment, so please feel free to tick more than one box. If none of the categories apply, please mark "other" and specify the type of impairment.

- Physical impairment
- Sensory impairment
- Mental health condition
- Learning disability/difficulty
- Long-standing illness
- Other
- I do not wish to disclose this
- Other (please specify):

22. Do you provide care on a substantial and regular basis for a family member or friend who needs care/help/support because of sickness, frailty or disability?

- Yes
- No
- I do not wish to disclose this

Thank you for taking part in this survey. Please return this questionnaire to:

NHS Enfield CCG, Holbrook House, Cockfosters Road, Barnet, Herts, EN4 0DR