



## Walsall Urgent Care report

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October 2017

**Healthwatch Walsall**

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## Executive summary

Walsall CCG carried out a consultation on the future of Urgent Care Services in the area. Three options were proposed to the general public which were:

1. The urgent care centres in Walsall town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.
2. The Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road Hospital) would remain open and be enhanced so it becomes an Urgent Treatment Centre. This would mean that more patients will receive the treatment or advice they need more quickly. (The CCG's preferred option)
3. This option means that Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road Hospital), GP out of hours and NHS 111 services would remain the same.

A total of 892 survey responses were collected, with support from Healthwatch Walsall, from respondents living in Walsall and the neighbouring boroughs in addition to 2 consultation events.

88% of respondents who answered the first question indicated Option 1 as their preferred choice to keep things as they are, though for Option 2 there were 8% in favour of closing the town centre site leaving just under 3% favouring Option 3 and reducing opening hours.

301 people gave reasons for choosing Option 1 falling into these themes:

- Demand for services
- Accessibility
- Waiting times
- Quality of Service
- Reduced pressure on A and E
- Parking considerations

People said Option 1 would have no impact (30%) or a positive impact (64%) on them. Whereas Option 2 would have no impact (17%) or a negative impact (74%) on them and Option 3 would have no impact (31%) or a negative impact (60%) on them.

People living in postcodes WS1 to WS5 were amongst those who favoured option 1 more than other areas of Walsall.

The overriding opinion of those people that engaged with the consultation processes is that the Urgent Care system should not change with a clear dependence upon the service in the town centre being convenient because of their GP opening hours or lack of appointments...

There is the opinion that some of the people attending the urgent care centre are doing so inappropriately which would suggest that there is a need for public education around appropriate use of services, including using pharmacies, 111 and alternative services.

There are genuine concerns that if the UCC was to move to Manor Hospital it will make access to urgent care difficult for those people who use public transport especially those from outside the town centre having to take multiple buses.

Further issues may need to be considered when making the case for change as detailed on page 49.

Respondents have recognised that there is a financial element to the need for change within the NHS, and that there is a need to ensure that services are providing both quality health care and value for money. Whilst the predominant opinion is against change the majority of respondents agreed with all the principles against which the changes are being measured.

## Introduction

Healthwatch Walsall (HWW) is the independent consumer champion for health and social care in your local area, delivered by Engaging Communities (ECs). Our job is to Champion for the consumer interests of those using health and social care services across the county, and give local people an opportunity to speak out about their concerns and health care priorities.

Our reports are designed to be transparent, clear, and easily accessible that create sustainable improvements in the delivery of services.



## Plan & Methodology

### Methodology

Walsall CCG carried out a consultation on the future of Urgent Care Services in the area. Three options were proposed to the general public which were:

4. The urgent care centres in Walsall town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.
5. The Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road Hospital) would remain open and be enhanced so it becomes an Urgent Treatment Centre. This would mean that more patients will receive the treatment or advice they need more quickly. (The CCG's preferred option)
6. This option means that Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road Hospital), GP out of hours and NHS 111 services would remain the same.

A total of 892 survey responses were collected from respondents living in Walsall and the neighbouring boroughs in addition to 2 consultation events that took place in Forest Arts Centre Walsall and Aldridge Community Centre Walsall during September. Quantitative analysis was carried out on the survey responses looking at the demographics of the respondents in comparison to the population of Walsall, and qualitative responses were themed into categories and respondents quoted to highlight public opinion.

### Quality plan

Healthwatch Walsall abides by the quality standards and data protection policy as set by ECS. ECS has a responsibility to ensure that the research it undertakes and creates is of high quality and aligned to best practice across the industry. Research ultimately provides the evidence on which sound decisions should be made, which is why it is important to state up front how quality was ensured during this project. The Research team underpins its research activities by applying the Market Research Society Codes of Conduct (MRS, 2014). ECS is a company partner of the Market Research Society. During this project, Healthwatch Walsall adhered to a strict data protection policy that ensured that:

- Everyone handling and managing personal information internally understands they are responsible for good data protection practices;
- There is someone with specific responsibility for data protection in the organisation;
- Staff who handle personal information are appropriately supervised and trained;
- Queries about handling of personal information are promptly and courteously dealt with if received;
- The methods of handling personal information are regularly assessed and evaluated;
- Necessary steps are taken to ensure that personal data is kept secure at all times against unlawful loss or disclosure.

ECS have firm guidelines for data storage, data retrieval, data security and data destruction. There is also a strict process in place should a data breach occur (which includes containment and recovery,

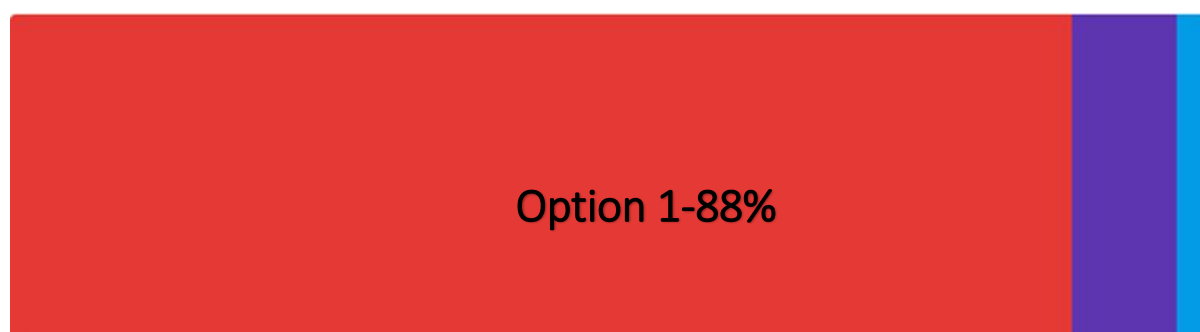


assessment of ongoing risk, notification of breach, evaluation and response). Where data is not robust, it will be statistically suppressed to prevent disclosure.

## Findings

Findings will be presented in the order of the questions and then selected question will be filtered by demographics such as age, gender and postcode area. Respondents were asked to consider:

**Q1: which options do you think best meets the urgent care needs of the people of Walsall?**



**Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same. (88%)**

**Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same. (9%)**

**Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same. (3%)**

#	Answer	%	Count
1	Option 1- Current urgent care services remain the same. This options means that the two Urgent Care Centre's in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	88.39%	746
2	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town Centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	8.65%	73

3	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town Centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	2.96%	25
Total		100%	844

Of the 892 respondents 844 people answered this question. The overwhelming response (88%) was to keep things as they are, with approximately 9% opting for the closure of the town centre UCC and only 3% opting for reduced opening hours.

As a sub question respondents were asked to give reasons for their choices. 362 people provided reasons for their choices. These have been coded into the following main themes:

- Demand for services
- Accessibility
- Waiting times
- Quality of Service
- Reduced pressure on A and E
- Parking considerations

*With GP appointments difficult and elderly people who do not drive, the town centre urgent care is a god send and easily accessed. Closing it would cause great difficulties for many in the town.*

Survey Respondent

*If both services are running to cope it would be under greater pressure closing one. The Town centre location is better for many people. Bus, parking etc. GP out of hour's service in Walsall is poor and care from a reliable service. 111 is a good service but always chance of misdiagnosis and many prefer face to face.*

Survey respondent

There were 301 responses in support of Option 1, 41 responses in support of Option 2 and 11 in support of Option 3. Please see appendix 1 for the raw data, presented by option.

### Q1 by grouped postcode WS1, WS2, WS3, WS4, WS5, WS9, WS10

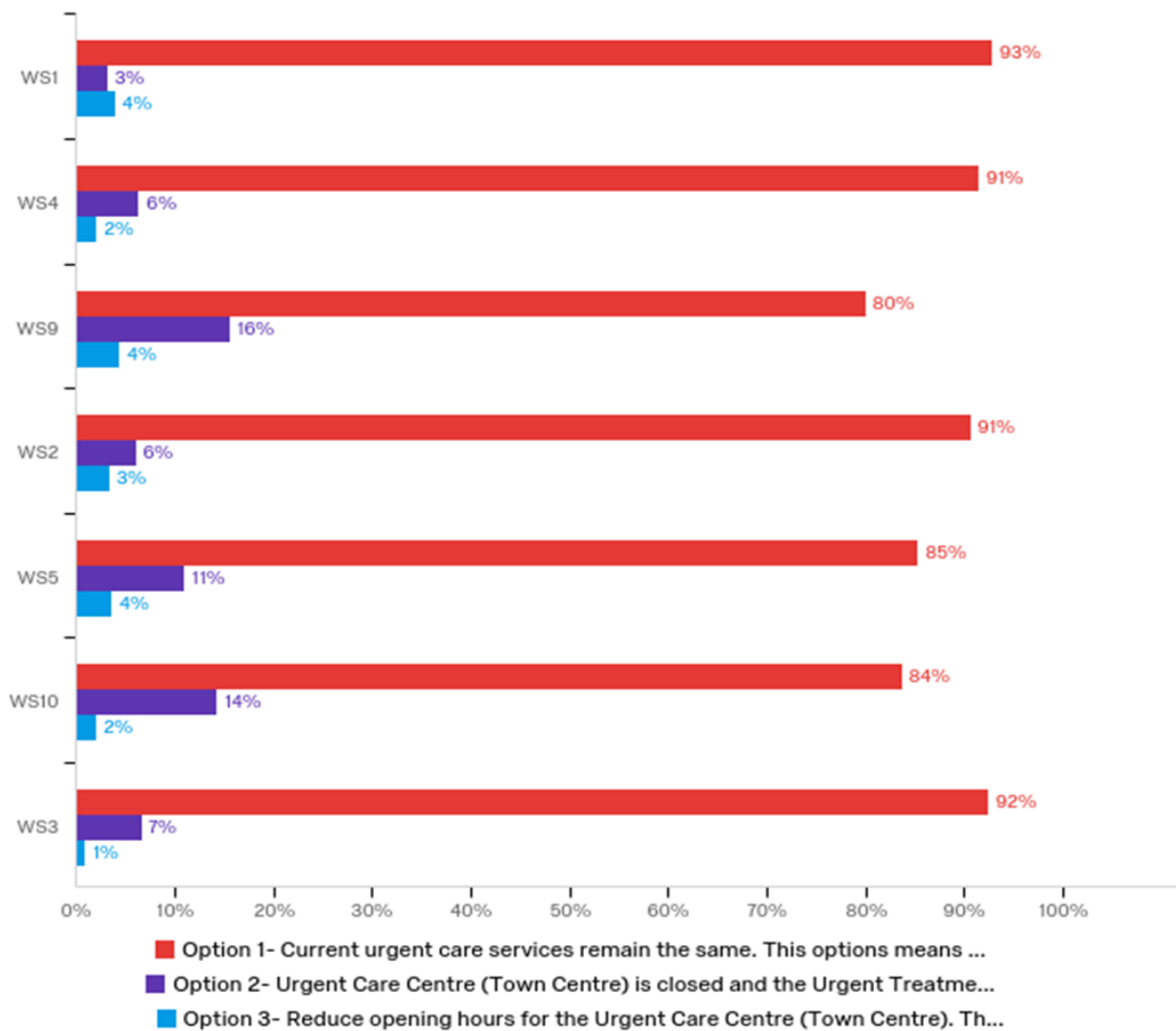
#	WS1		WS4		WS9		WS2		WS5		WS10		WS3	
1	92.86%	117	91.49%	43	80.00%	36	90.60%	135	85.37%	70	83.67%	41	92.45%	98
2	3.17%	4	6.38%	3	15.56%	7	6.04%	9	10.98%	9	14.29%	7	6.60%	7
3	3.97%	5	2.13%	1	4.44%	2	3.36%	5	3.66%	3	2.04%	1	0.94%	1
	Total	126	Total	47	Total	45	Total	149	Total	82	Total	49	Total	106

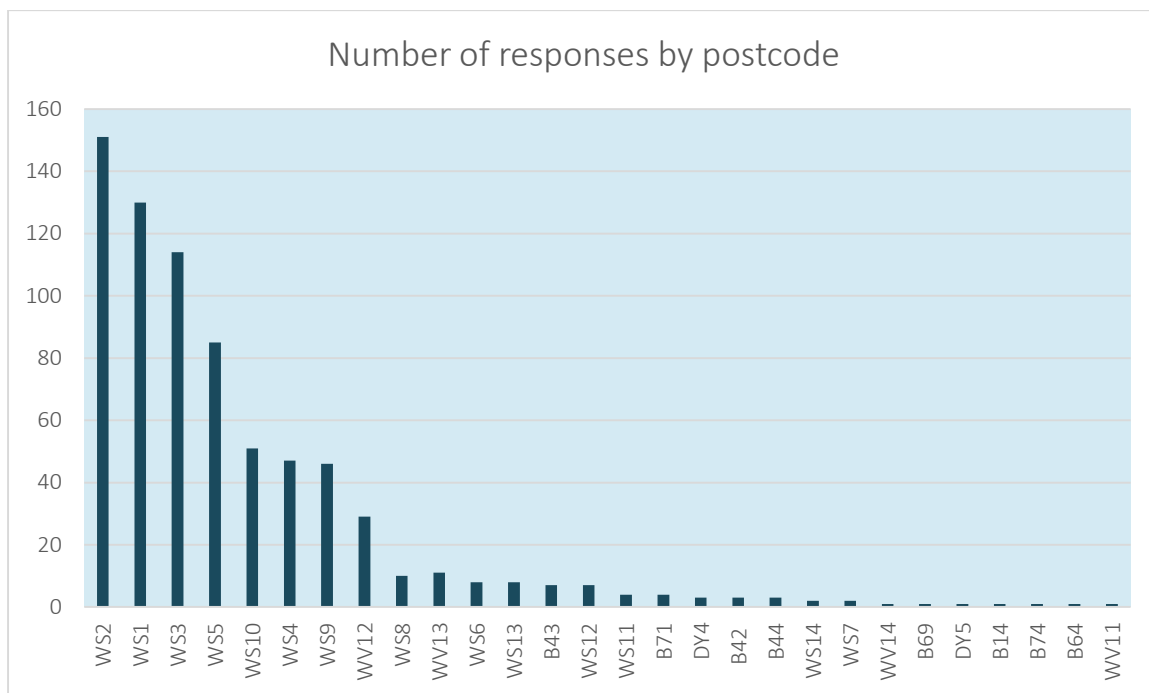


The above table shows the breakdown of respondents preferred option by postcode nearest to the town centre UCC, the postcodes with the highest number of responses are those that are closest to the town centre.

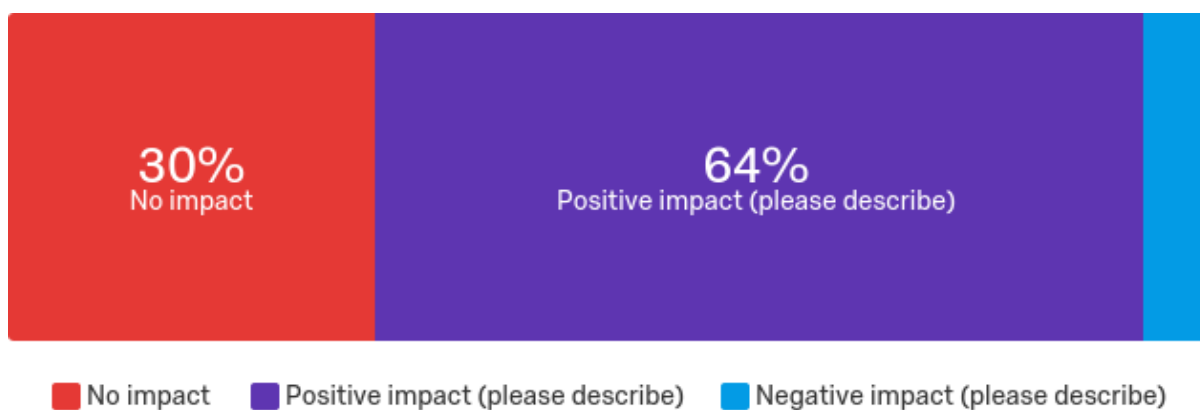
Of the responses from each postcode area listed in the table above, no less than 80% of respondents selected Option 1 to keep the Urgent Care Centre services as they are.

Please see appendix 2 for wider geographical area responses.





Q2: If services remain the same, what impact will this have on you?



#	Answer	%	Count
1	No impact	30.41%	250
2	Positive impact (please describe)	63.87%	525
3	Negative impact (please describe)	5.72%	47
	<b>Total</b>	<b>100%</b>	<b>822</b>

Out of the 892 respondents only 822 answered this question. The majority of respondents (525 or 64%) believe that if the Urgent Care services provision remains as it is that would have a positive impact on them. The main reasons that people gave in terms of why the impact was positive were as follows:

**1. Useful Service**

- a. Access
- b. Dementia /Autism friendly
- c. Reduces pressure on A&E
- d. Useful for non-urgent issues

*It's easy and convenient to come to the care centre that going to queue at Manor to be seen by a doctor after waiting 3 hours – Survey Respondent*

**2. Location**

- a. Near to home
- b. Close to town centre
- c. Close to work

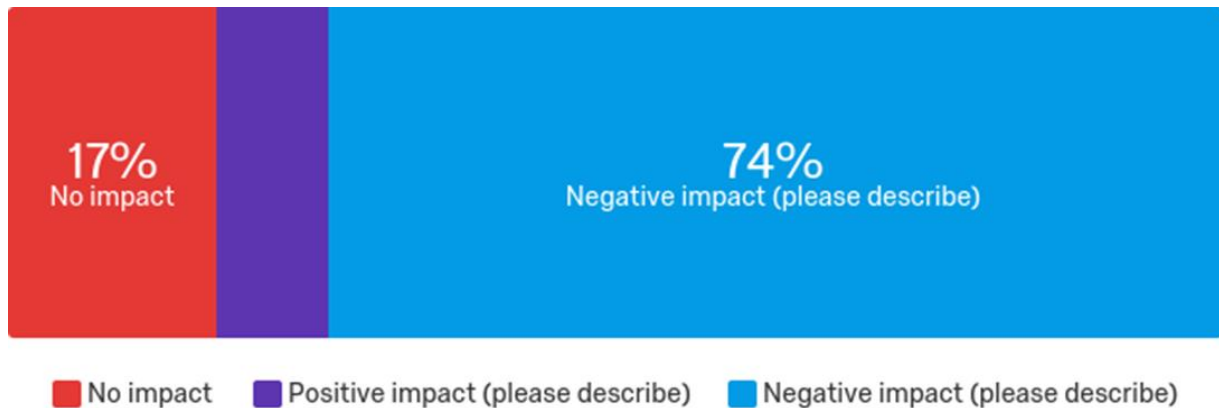
*Urgent care services need to stay as they are to cope with this year's winter pressures. Consultation attendee*

**3. Waiting Times**

- a. Manor is too busy
- b. Efficient service at the UCC.

At the public consultations attendees were concerned about the public's knowledge around appropriate use of services and winter pressures.

Q3: If the Urgent Care Centre (Town Centre) is closed, what impact will this have on you?



#	Answer	%	Count
1	No impact	17.04%	144
2	Positive impact (please describe)	9.23%	78
3	Negative impact (please describe)	73.73%	623

	Total	100%	845
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The majority of respondents believed that option 2, would have a negative impact on them.

Reasons given for this were:

1. Waiting times
2. Access issues
3. Impact on safe treatment
4. Parking issues

*Too hard to get to the manor as have to rely on public transport. Also the waiting times will be horrendous. If you are feeling ill you don't want to wait 4 hours to see someone.*  
Survey Respondent

Those that thought the change would have a positive impact gave the following reasons:

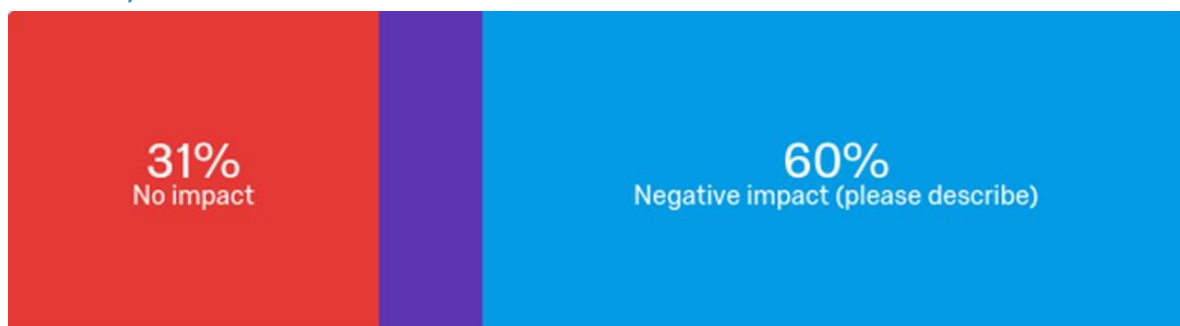
1. Rapid signposting to specialised medical treatment if needed

Of those respondents who selected that Option 2 would have a positive impact gave reasons that were negative such as:

1. Parking issues at Manor Hospital
2. Further to travel
3. No choice

*Better to have service on hospital site which provides immediate signposting if further treatment is required on the day.* Survey Respondent

Q4: If the Urgent Care Centre (Town Centre) reduces its hours, what impact will this have on you?



■ No impact   
 ■ Positive impact (please describe)   
 ■ Negative impact (please describe)

#	Answer	%	Count
2	Positive impact (please describe)	8.67%	72

1	No impact	31.20%	259
3	Negative impact (please describe)	60.12%	499
	Total	100%	830

Of the respondents that answered this question the majority (60%) believed that option 3 would have a negative impact on them. The main reasons they gave for this were:

1. Access to services
2. Increased waiting times at Manor Hospital
3. Further to travel for medical attention
4. Local demand for services
5. Opening times

Those that considered it would be a positive impact cited the following reasons:

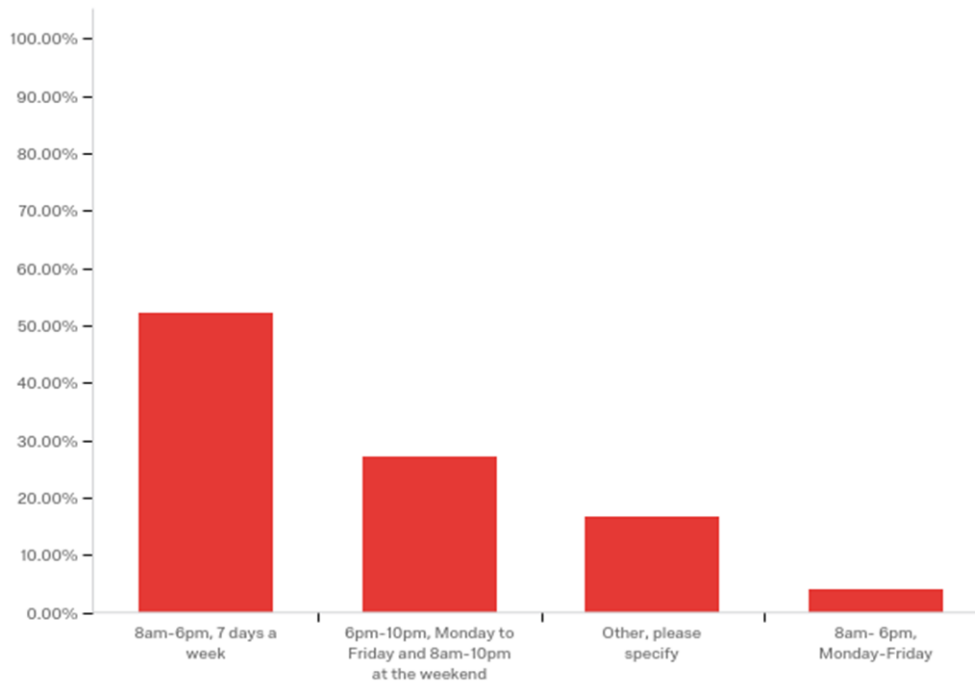
1. Better than closing it down
2. Still an option when no GP appointments available

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*This service plugs a huge gap- GPs seem to only see their long term patients for reviews .... People cannot easily access the UCC at the Manor, and most people don't even know that it exists to use it. The town UCC is more visible and people know that is an option for their health needs. Survey Respondent*

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Q5: If the Urgent Care Centre (Town Centre) reduces its hours, what time do you think it should be open?



Whilst just over 50% of the 833 respondents who answered this question believed that the Urgent Care Centre in the town centre should adjust their opening hours to 8am – 6pm 7 days per week. Just under 30% suggested that it should open evenings 6-10pm and 8am to 10pm at the weekends.

#	Answer	%	Count
1	8am-6pm, 7 days a week	52.10%	434
2	8am-6pm, Monday-Friday	4.08%	34
3	6pm-10pm, Monday to Friday and 8am-10pm at the weekend	27.13%	226
4	Other, please specify	16.69%	139
	Total	100%	833

Approximately 17% of respondents specified alternative opening times to those already suggested, they included the following:

- 8am -10pm 7 days a week
- 8pm to 10pm 7 days a week
- 10am to 10pm
- 8am-6pm Weekdays 8-4 Saturday only
- 8am to 8pm Weekdays 8am -6pm weekends
- 2pm – 10pm 7 days a week



## Public Consultations

In addition to the survey two public consultation events were held in Walsall on the 13<sup>th</sup> and 20<sup>th</sup> September. This allowed for broader issues surrounding the proposed changes to be discussed. Themes that emerged from these discussions were:

- Education of the public of around appropriate us
- Timescales for change – need to consider winter pressures
- Facilities at manor hospital – will they cope?
- What will urgent care look like in the future?
- Need for interpreters
- Publicising changes in the right places
- Boundary issues with Birmingham
- Concerns with possible funding issues for Ambulance services
- Issues with public transport
- Issues with GP access
- Resources assessment needed
- New building plans?

The need to educate the public on the appropriate use of services and the belief that patients did not understand the current system was a concern for participants. Advertising the changes needed to be targeted to patients with use of GP PPG's. It was also suggested that the outcome of the proposed changes in Walsall could influence the public belief on the decisions being made about the proposed changes in neighbouring areas i.e. Wolverhampton.

Other concerns that arose were around treatment and what would be available under the new system and if there would be issues with capacity at Manor Hospital Urgent Care Centre. There was also a question raised around whether the ambulance service was postcode based and if there would be a cost involved. The issue of transport and public transport access to services was raised with particular concern for elderly patients.

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*A vast range of conditions are presented at the town centre urgent care and many of these patients do not need to be there. Consultation Participant*

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*What would the 24 hour urgent care look like for patients in the future?*  
Consultation Participant

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*Many patients do not understand the current system enough to deal with the proposed changes e.g. 111 service. Consultation Participant*

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Q1 by demographics Gender.

		What is your gender?				Total
		Male	Female	Transgender	Prefer not to say	
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	202	471	4	3	680
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	25	41	1	0	67
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	11	10	0	1	22
	<b>Total</b>	<b>238</b>	<b>522</b>	<b>5</b>	<b>4</b>	<b>769</b>

Of the 892 potential respondents only 769 people completed the demographics question what is your gender.

The majority 522 or 69.2% were women, with 238 or 29.7% males 5 or 0.5% transgender and 4 or 0.4% people who preferred not to say.

Most respondents, (680) 88% selected option 1, 67 or 9% of respondents selected Option 2 and 22 or 3% of respondents selected Option 3.

90% of women, 85% of men, 80% of transgender and 75% of those who preferred not specify their gender selected option 1.

8% of women, 20% of transgender, 11% of men selected Option 2.

2% of women, 5% of males and 25% of those who didn't want to specify their gender identity selected Option 3.

Q1 by demographics Age.

		What is your age?						Total	
		Under 16	16-24	25-34	35-59	60-74	75+		Prefer not to say
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	13	113	181	269	74	29	2	681
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	0	7	14	29	14	3	1	68
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	1	2	4	9	2	3	1	22
Total		14	122	199	307	90	35	4	771

Of the 892 respondents only 771 answered the question about their age, with 4 people preferring not to provide that information.

2% of respondents were under 16 years old.

16% of respondents were between 16 and 24 years old.

26% of respondents were between 25-34 years old.

40% of respondents were between 35-59 years old.

12% of respondents were between 60 and 74 years old.

5% of respondents were over 75 years old.

Less than 1% preferred not to give their age.

There were no statistically significant results from this crosstabulation.

Q1 by demographics Ethnicity.

		Which options do you think best meets the urgent care needs of the people of Walsall?			Total
		Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	
What is your ethnic group?	White English/Welsh/Scottish/Northern Irish/British	448	51	14	513
	White Irish	2	1	0	3
	White Gypsy/Irish Traveller	4	1	0	5
	Any other White background, please describe	8	3	0	11
	Mixed White and Black Caribbean	15	1	1	17
	Mixed White and Black African	3	0	0	3
	Mixed White and Asian	9	1	1	11
	Any other mixed/multiple ethnic background, please describe	4	0	0	4
	Asian/Asian British- Indian	54	2	1	57
	Asian/Asian British- Pakistani	70	4	3	77
	Asian/Asian British- Bangladeshi	27	0	0	27
	Asian/Asian British- Chinese	1	1	0	2
	Any other Asian background, please describe	2	1	0	3
	Black African	9	0	0	9
	Black Caribbean	6	1	0	7
	Any other Black/African/Caribbean background, please describe	3	1	1	5
	Arab	1	0	0	1
	Any other ethnic group, please describe	1	0	0	1
	Prefer not to say	9	0	1	10
	<b>Total</b>	<b>676</b>	<b>68</b>	<b>22</b>	<b>766</b>

Of respondents who selected **Option 1**:

68% described their ethnic origin as White. (including White English, Scottish, Welsh, Northern Irish, British, White Irish, White gypsy or Irish Traveller and any other white background) Which is just under the comparative demographic for the population of Walsall 76.9% (Census Summary Report)

5% described their ethnic origin as Mixed White. (including Mixed White and Black African, White and Black Caribbean, White and Asian and any other mixed background)

23% described their ethnic origin as Asian. (including Asian British-Indian, Asian British-Pakistani, Asian British-Bangladeshi and Asian British – Chinese, any other Asian background) This is above the comparative demographic data from the 2011 census report of 15%.

3% described their ethnic origin as Black. (including Black Caribbean, Black African, any other Black African-Caribbean background)

0.15% described their ethnic origin as Arab.

0.15% described their ethnic origin as other.

1.33% preferred not to specify their ethnic origin.

Of respondents who selected **Option 2**:

82% described their ethnic origin as White. (including White English, Scottish, Welsh, Northern Irish, British, White Irish, White gypsy or Irish Traveller and any other white background)

3% described their ethnic origin as Mixed White. (including Mixed White and Black African, White and Black Caribbean, White and Asian and any other mixed background)

12% described their ethnic origin as Asian. (including Asian British-Indian, Asian British-Pakistani, Asian British-Bangladeshi and Asian British – Chinese, any other Asian background)

3% described their ethnic origin as Black. (including Black Caribbean, Black African, any other Black African-Caribbean background).

Of those respondents that selected **Option 3**:

64% described their ethnic origin as White. (including White English, Scottish, Welsh, Northern Irish, British, White Irish, White gypsy or Irish Traveller and any other white background)

9% described their ethnic origin as Mixed White. (including Mixed White and Black African, White and Black Caribbean, White and Asian and any other mixed background)

18% described their ethnic origin as Asian. (including Asian British-Indian, Asian British-Pakistani, Asian British-Bangladeshi and Asian British – Chinese, any other Asian background)

4% described their ethnic origin as Black. (including Black Caribbean, Black African, any other Black African-Caribbean background)

4% preferred not to specify their ethnic origin.

Q1 by demographic Sexual Orientation.

		What is your sexual orientation?					Total	
		Bisexual	Heterosexual/straight	Gay	Lesbian	Prefer not to say		Other, please state
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	13	546	12	6	41	8	626
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	2	53	4	0	4	0	63
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	1	14	1	0	3	1	20
	Total	16	613	17	6	48	9	709

Of the respondents that selected Option 1: 2% were bisexual, 87% were straight, 2% were gay, 1% were Lesbians, 7% did not want to say and 1% described their sexual orientation as other. The responses to describe the category “other” had 6 responses, 2 were currently unsure of their sexual orientation, another respondent saw the question as irrelevant, others stating “normal” and “human” with the last being “married”.



Q1 by demographic - Marital Status.

		Are you?									Total
		Single-never married or partnered	Living in a couple-Married/Civil Partnership	Co-habiting	Married but not living with husband/wife/civil partner	Separated (still married or in a civil partnership)	Divorced/dissolved civil partnership	Widowed/surviving partner/civil partner	Other-please tell us	Prefer not to say	
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	188	300	69	15	16	29	25	14	10	666
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	14	36	5	1	0	5	2	0	2	65
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	8	7	4	0	0	0	1	0	1	21
	Total	210	343	78	16	16	34	28	14	13	752

Of the 666 respondents that selected Option 1, 45% described their marital status as living in a couple, married civil partnership. 28% were single, 10% were co-habiting, 4% were widowed, 4% divorced, 2% were married but not living with their husband/wife/civil partner, 3% were separated, 2% described their marital status in a different way and 2% preferred not to say. Of the 65 respondents that chose Option 2 55% were married or in a civil partnership. 22% were single, 8% were cohabiting, 2% were married but not living with their partner and 8% were divorced, 3% widowed and 3% prefer not to say. Of the 21 respondents that selected Option 3, 38% were single, 33% were married, 19% were cohabiting, and 5% were widowed and 5% preferred not to say. For the list of specified other statuses please see appendix 2.



Q1 by demographics – religion and belief.

		What is your religion and belief?										Total	
		No religion	Baha'i	Buddhist	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	Hindu	Jain	Jewish	Muslim	Sikh	Other, please specify		Prefer not to say
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	220	0	1	263	21	1	2	109	22	8	19	666
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	29	0	0	26	1	0	0	5	2	2	0	65
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	5	0	0	10	0	0	0	5	0	0	2	22
	<b>Total</b>	<b>254</b>	<b>0</b>	<b>1</b>	<b>299</b>	<b>22</b>	<b>1</b>	<b>2</b>	<b>119</b>	<b>24</b>	<b>10</b>	<b>21</b>	<b>753</b>

Of the respondents that selected Option 1 they were either predominantly christian, of no religious belief or Muslim.

Q1 by demographics – Long term conditions

		Which options do you think best meets the urgent care needs of the people of Walsall?			Total
		Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	
Are your day to day activities limited because of a health condition or illness which has lasted,...	Vision (such as due to blindness or partial sight)	11	1	1	13
	Hearing (such as due to deafness or partial hearing)	19	1	1	21
	Mobility (such as difficulty walking short distances, climbing stairs)	61	7	3	71
	Dexterity (such as lifting and carrying objects, using a keyboard)	17	4	1	22
	Ability to concentrate , learn or understand (Learning Disability/Difficulty)	7	0	0	7
	Memory	11	0	2	13
	Mental ill health	28	5	1	34
	Stamina or breathing difficulty or fatigue	26	1	2	29
	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	3	0	0	3
	No	450	46	14	510
	Prefer not to say	53	2	1	56
	Any other condition or illness, please describe	30	2	1	33
<b>Total</b>	<b>644</b>	<b>65</b>	<b>22</b>	<b>731</b>	

The majority of respondents who had long term conditions preferred option 1, for services to remain the same. The majority of people who preferred option 2 did not have a long term condition.

Q1 by demographics – carer for someone else with a long term condition.

		Do you look after, or give any help or support to family members, friends, neighbours or others b...					Total
		Long term physical or mental ill health/disability	Problems related to old age	No	I'd prefer not to say	Other, please describe	
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	94	54	418	53	23	642
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	14	6	40	5	1	66
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	3	4	11	4	0	22
	Total	111	64	469	62	24	730

Of the 730 respondents that answered the question 642 selected option 1, 15% had long term conditions and 9% had problems relating to old age. Of those respondents that selected option 2, 21% had long term conditions and 9% had issues relating to old age.

Q1 by demographics Pregnancy.

		If female, are you currently pregnant or have you given birth within the last 12 months?			Total
		Yes	No	Prefer not to say	
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	58	388	9	455
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	2	36	1	39
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	2	8	0	10
	Total	62	432	10	504

Of the 504 respondents that were female 62 were currently pregnant or had given birth in the past 12 months, 95% selected option 1, however they accounted for only 13% of the overall total of female respondents that selected option 1.

Q1 by principle A – to make the best use of limited NHS Funding

		To make best use out of limited NHS funding						Total
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say	
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	333	221	75	27	49	10	715
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	34	31	3	2	2	0	72
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	6	14	3	0	0	1	24
	Total	373	266	81	29	51	11	811



Q1 by principle B – to give local people the best care in line with the rest of the country

		To give local people the best care in line with the rest of the country						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say	Total
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	393	196	51	25	47	7	719
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	38	22	8	1	2	0	71
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	6	15	2	0	0	1	24
	<b>Total</b>	<b>437</b>	<b>233</b>	<b>61</b>	<b>26</b>	<b>49</b>	<b>8</b>	<b>814</b>

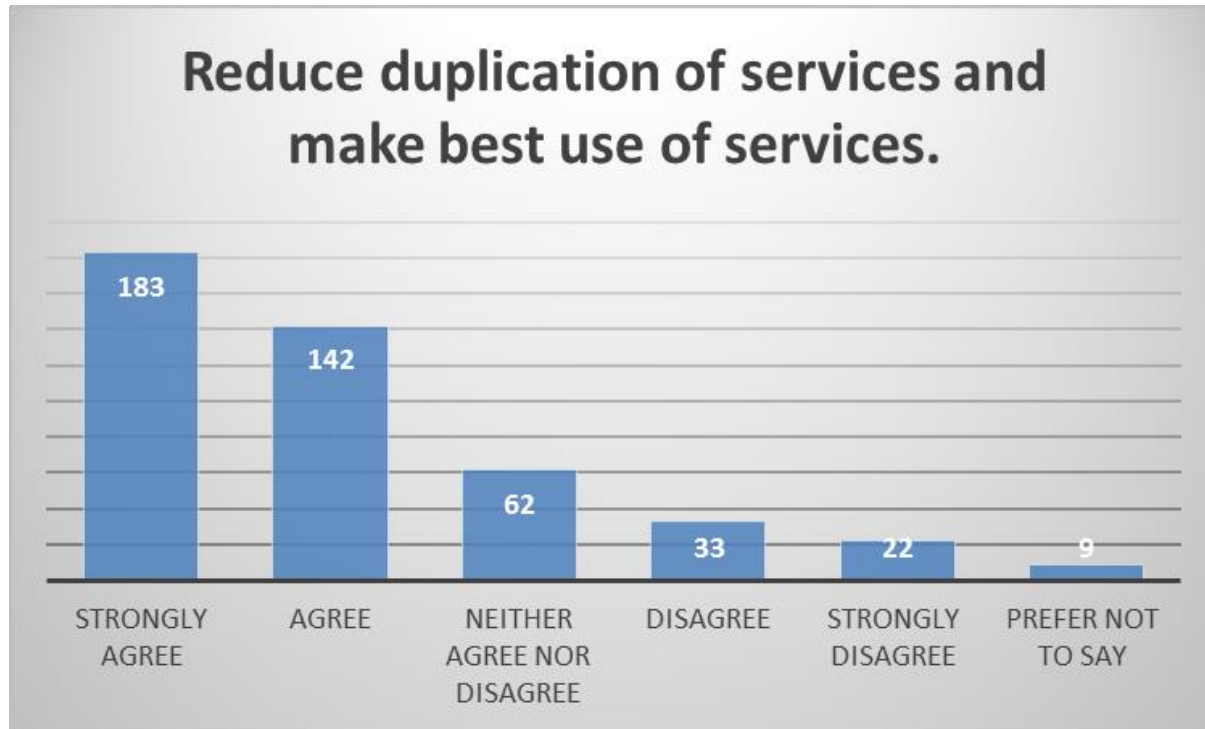
Q1 by principle C – to reduce pressure on Accident and Emergency at the Manor Hospital.

		To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say	Total
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	382	204	33	40	53	7	719
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	37	28	2	2	2	0	71
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	8	10	2	3	0	1	24
	<b>Total</b>	<b>427</b>	<b>242</b>	<b>37</b>	<b>45</b>	<b>55</b>	<b>8</b>	<b>814</b>

Q1 by principle D – to make services simpler to use so that people reach the right service first time.

		To make services simpler to use so that people reach the right service first time						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Prefer not to say	Total
Which options do you think best meets the urgent care needs of the people of Walsall?	Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.	330	231	60	35	55	7	718
	Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.	41	21	7	2	0	0	71
	Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.	7	14	1	1	0	1	24
	Total	378	266	68	38	55	8	813

Principle E - To reduce the duplication of services and make the best use of services.



Unfortunately, this question was not answered by the full cohort of respondents and therefore there is no demographic data to enable cross tabulation.

To make services simpler to use so that people reach the right service first time – Principle A by Gender

		What is your gender?				Total
		Male	Female	Transgender	Prefer not to say	
To make services simpler to use so that people reach the right service first time	Strongly agree	109	252	2	1	364
	Agree	67	188	1	2	258
	Neither agree nor disagree	30	36	1	0	67
	Disagree	10	24	1	1	36
	Strongly disagree	22	29	0	0	51
	Prefer not to say	2	6	0	0	8
Total		240	535	5	4	784

Principle A - By Age

		What is your age?						Total	
		Under 16	16-24	25-34	35-59	60-74	75+		Prefer not to say
To make services simpler to use so that people reach the right service first time	Strongly agree	7	47	81	163	49	15	2	364
	Agree	6	52	80	88	22	12	2	262
	Neither agree nor disagree	1	9	17	23	13	4	0	67
	Disagree	0	5	8	12	6	3	0	34
	Strongly disagree	0	8	12	25	4	2	0	51
	Prefer not to say	0	0	4	4	0	0	0	8
Total		14	121	202	315	94	36	4	786



Principle A by Ethnic Group

		What is your ethnic group?																			Total
		White English/Welsh/Scottish/Northern Irish/British	White Irish	White Gypsy/Irish Traveller	Any other White background, please describe	Mixed White and Black Caribbean	Mixed White and Black African	Mixed White and Asian	Any other mixed/multiple ethnic background, please describe	Asian/Asian British-Indian	Asian/Asian British-Pakistani	Asian/Asian British-Bangladeshi	Asian/Asian British-Chinese	Any other Asian background, please describe	Black African	Black Caribbean	Any other Black/African/Caribbean background, please describe	Arab	Any other ethnic group, please describe	Prefer not to say	
To make services simpler to use so that people reach the right service first time	Strongly agree	240	0	2	8	7	1	5	2	27	46	8	1	1	3	4	2	1	1	4	363
	Agree	183	1	1	2	7	1	3	1	12	21	13	0	2	3	3	3	0	0	3	259
	Neither agree nor disagree	48	0	1	2	1	1	0	1	5	4	0	0	0	2	1	0	0	0	0	66
	Disagree	22	0	1	1	0	0	1	0	5	0	1	1	0	1	0	0	0	0	1	34
	Strongly disagree	26	2	0	0	1	0	2	0	9	5	4	0	0	0	0	0	0	0	2	51
	Prefer not to say	5	0	0	0	0	0	0	0	1	1	1	0	0	0	0	0	0	0	0	8
Total		524	3	5	13	16	3	11	4	59	77	27	2	3	9	8	5	1	1	10	781

Principal A by Sexual Orientation

		What is your sexual orientation?						Total
		Bisexual	Heterosexual/straight	Gay	Lesbian	Prefer not to say	Other, please state	
To make services simpler to use so that people reach the right service first time	Strongly agree	9	298	8	1	18	4	338
	Agree	7	206	5	2	17	2	239
	Neither agree nor disagree	0	57	1	1	5	0	64
	Disagree	0	25	2	1	1	2	31
	Strongly disagree	0	35	1	1	7	3	47
	Prefer not to say	0	6	0	0	0	0	6
Total		16	627	17	6	48	11	725

Principle A by Marital Status

		Are you?									Total
		Single- never married or partnered	Living in a couple- Married/Civil Partnership	Co-habiting	Married but not living with husband/wife/civil partner	Separated (still married or in a civil partnership)	Divorced/ dissolved civil partnership	Widowed/surviving partner/civil partner	Other- please tell us	Prefer not to say	
To make services simpler to use so that people reach the right service first time	Strongly agree	95	177	29	8	8	18	14	5	4	358
	Agree	77	105	38	4	3	10	5	4	7	253
	Neither agree nor disagree	20	23	7	2	4	2	5	1	0	64
	Disagree	7	17	4	0	0	4	1	1	0	34
	Strongly disagree	11	27	1	1	1	1	3	2	2	49
	Prefer not to say	3	2	2	0	0	0	0	0	0	7
	<b>Total</b>		<b>213</b>	<b>351</b>	<b>81</b>	<b>15</b>	<b>16</b>	<b>35</b>	<b>28</b>	<b>13</b>	<b>13</b>

Principal A by Religion and Belief

		What is your religion and belief?											Total
		No religion	Baha'i	Buddhist	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	Hindu	Jain	Jewish	Muslim	Sikh	Other, please specify	Prefer not to say	
To make services simpler to use so that people reach the right service first time	Strongly agree	114	0	1	145	13	1	0	62	10	6	2	354
	Agree	97	0	0	96	3	0	1	41	6	2	9	255
	Neither agree nor disagree	21	0	0	30	2	0	0	5	3	1	3	65
	Disagree	16	0	0	10	3	0	0	2	0	0	4	35
	Strongly disagree	7	0	0	22	2	0	0	9	6	2	1	49
	Prefer not to say	4	0	0	1	0	0	1	2	0	0	0	8
<b>Total</b>		<b>259</b>	<b>0</b>	<b>1</b>	<b>304</b>	<b>23</b>	<b>1</b>	<b>2</b>	<b>121</b>	<b>25</b>	<b>11</b>	<b>19</b>	<b>766</b>

Principal A by Carer for someone with a long term condition.

		Do you look after, or give any help or support to family members, friends, neighbours or others b...					Total
		Long term physical or mental ill health/disability	Problems related to old age	No	I'd prefer not to say	Other, please describe	
To make services simpler to use so that people reach the right service first time	Strongly agree	59	38	214	15	16	342
	Agree	33	14	176	19	7	249
	Neither agree nor disagree	5	4	49	3	1	62
	Disagree	6	4	19	3	1	33
	Strongly disagree	7	3	17	22	1	50
	Prefer not to say	2	0	4	0	1	7
<b>Total</b>		<b>112</b>	<b>63</b>	<b>479</b>	<b>62</b>	<b>27</b>	<b>743</b>

Principal A by Long term condition

		Are your day to day activities limited because of a health condition or illness which has lasted,...											Total	
		Vision (such as due to blindness or partial sight)	Hearing (such as due to deafness or partial hearing)	Mobility (such as difficulty walking short distances, climbing stairs)	Dexterity (such as lifting and carrying objects, using a keyboard)	Ability to concentrate, learn or understand (Learning Disability/Difficulty)	Memory	Mental ill health	Stamina or breathing difficulty or fatigue	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	No	Prefer not to say	Any other condition or illness, please describe	Total
To make services simpler to use so that people reach the right service first time	Strongly agree	7	11	38	12	5	6	20	12	3	241	14	21	343
	Agree	2	6	25	6	1	4	7	10	0	183	18	8	249
	Neither agree nor disagree	3	4	5	2	1	0	3	4	0	43	3	3	63
	Disagree	2	0	4	2	0	2	1	3	0	21	1	4	34
	Strongly disagree	1	0	1	0	0	0	0	0	0	25	21	0	48
	Prefer not to say	0	0	0	0	0	0	1	1	0	6	0	1	8
	<b>Total</b>	<b>15</b>	<b>21</b>	<b>73</b>	<b>22</b>	<b>7</b>	<b>12</b>	<b>32</b>	<b>30</b>	<b>3</b>	<b>519</b>	<b>57</b>	<b>37</b>	<b>745</b>

Principal A by Pregnancy

		If female, are you currently pregnant or have you given birth within the last 12 months?			Total
		Yes	No	Prefer not to say	Total
To make services simpler to use so that people reach the right service first time	Strongly agree	29	211	4	244
	Agree	24	155	4	183
	Neither agree nor disagree	5	30	1	36
	Disagree	2	19	0	21
	Strongly disagree	2	24	0	26
	Prefer not to say	1	4	1	6
	<b>Total</b>	<b>63</b>	<b>443</b>	<b>10</b>	<b>516</b>

Principle B: To reduce pressure on A and E at the Manor Hospital – by Age

		What is your age?						Total	
		Under 16	16-24	25-34	35-59	60-74	75+		Prefer not to say
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	6	50	105	186	57	13	1	418
	Agree	3	48	67	82	20	11	2	233
	Neither agree nor disagree	3	7	7	7	8	3	1	36
	Disagree	2	9	8	13	5	5	0	42
	Strongly disagree	0	7	13	23	5	3	0	51
	Prefer not to say	0	1	2	4	0	1	0	8
Total		14	122	202	315	95	36	4	788

Principle B - by Gender

		What is your gender?				Total
		Male	Female	Transgender	Prefer not to say	
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	116	298	2	1	417
	Agree	76	153	1	1	231
	Neither agree nor disagree	15	19	1	2	37
	Disagree	8	33	1	0	42
	Strongly disagree	22	29	0	0	51
	Prefer not to say	2	6	0	0	8
Total		239	538	5	4	786

Principle B by Pregnancy

		If female, are you currently pregnant or have you given birth within the last 12 months?			Total
		Yes	No	Prefer not to say	
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	34	250	4	288
	Agree	20	125	4	149
	Neither agree nor disagree	2	15	2	19
	Disagree	4	27	0	31
	Strongly disagree	2	24	0	26
	Prefer not to say	2	4	0	6
Total		64	445	10	519

Principle B by Ethnic Group

		What is your ethnic group?																		Total	
		White English/Welsh/Scottish/Northern Irish/British	White Irish	White Gypsy/Irish Traveller	Any other White background, please describe	Mixed White and Black Caribbean	Mixed White and Black African	Mixed White and Asian	Any other mixed/multiple ethnic background, please describe	Asian/Asian British-Indian	Asian/Asian British-Pakistani	Asian/Asian British-Bangladeshi	Asian/Asian British-Chinese	Any other Asian background, please describe	Black African	Black Caribbean	Any other Black/African/Caribbean background, please describe	Arab	Any other ethnic group, please describe		Prefer not to say
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	294	0	2	6	10	1	7	2	25	42	6	1	3	3	4	2	1	1	5	415
	Agree	163	1	1	3	4	2	0	1	15	17	14	0	0	4	4	3	0	0	1	233
	Neither agree nor disagree	18	0	1	1	1	0	0	0	5	6	2	0	0	0	0	0	0	0	1	35
	Disagree	22	1	1	0	0	0	2	1	4	7	0	1	0	1	0	0	0	0	1	41
	Strongly disagree	26	1	0	2	1	0	2	0	9	4	4	0	0	1	0	0	0	0	1	51
	Prefer not to say	5	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	8
Total		528	3	5	12	16	3	11	4	58	77	27	2	3	9	8	5	1	1	10	783



Principle B by Care or support to people with long term health conditions

		Do you look after, or give any help or support to family members, friends, neighbours or others b...					Total
		Long term physical or mental ill health/disability	Problems related to old age	No	I'd prefer not to say	Other, please describe	
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	62	35	261	22	14	394
	Agree	39	17	148	12	7	223
	Neither agree nor disagree	3	3	20	3	3	32
	Disagree	5	5	28	3	0	41
	Strongly disagree	3	3	19	21	2	48
	Prefer not to say	1	0	3	1	1	6
Total		113	63	479	62	27	744

Principle B by Long term condition

		Are your day to day activities limited because of a health condition or illness which has lasted,...											Total	
		Vision (such as due to blindness or partial sight)	Hearing (such as due to deafness or partial hearing)	Mobility (such as difficulty walking short distances, climbing stairs)	Dexterity (such as lifting and carrying objects, using a keyboard)	Ability to concentrate, learn or understand (Learning Disability/Difficulty)	Memory	Mental ill health	Stamina or breathing difficulty or fatigue	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	No	Prefer not to say		Any other condition or illness, please describe
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	6	10	38	11	4	8	22	11	2	283	20	24	391
	Agree	5	6	25	6	3	2	5	10	1	161	12	8	224
	Neither agree nor disagree	3	0	4	2	0	1	3	4	0	23	2	0	35
	Disagree	0	4	5	3	0	1	3	3	0	25	3	3	42
	Strongly disagree	1	0	1	0	0	1	0	2	0	22	20	1	47
	Prefer not to say	1	1	0	0	0	0	0	0	0	5	0	1	8
Total		16	21	73	22	7	13	33	30	3	519	57	37	747

Principle B by Sexual Orientation

		What is your sexual orientation?						Total
		Bisexual	Heterosexual/straight	Gay	Lesbian	Prefer not to say	Other, please state	
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	7	345	11	1	21	3	388
	Agree	5	188	5	2	15	0	215
	Neither agree nor disagree	0	30	0	1	3	2	36
	Disagree	2	27	1	1	3	2	36
	Strongly disagree	2	34	0	1	6	4	47
	Prefer not to say	0	5	0	0	0	0	5
Total		16	629	17	6	48	11	727

Principle B by Marital Status

		Are you?								Total	
		Single- never married or partnered	Living in a couple- Married/Civil Partnership	Co-habiting	Married but not living with husband/wife/civil partner	Separated (still married or in a civil partnership)	Divorced/ dissolved civil partnership	Widowed/surviving partner/civil partner	Other- please tell us		Prefer not to say
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	109	189	48	8	10	20	16	6	4	410
	Agree	70	103	23	2	3	9	4	5	5	224
	Neither agree nor disagree	14	12	4	2	1	0	2	0	1	36
	Disagree	11	16	2	2	0	5	3	0	2	41
	Strongly disagree	8	29	3	1	2	1	2	2	1	49
	Prefer not to say	3	2	1	0	0	0	1	0	0	7
Total		215	351	81	15	16	35	28	13	13	767



Principle B by Religion and Belief

		What is your religion and belief?											Total
		No religion	Baha'i	Buddhist	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	Hindu	Jain	Jewish	Muslim	Sikh	Other, please specify	Prefer not to say	
To reduce pressure on Accident and Emergency (A&E) Department at the Manor Hospital.	Strongly agree	146	0	1	172	11	1	2	56	9	4	4	406
	Agree	88	0	0	82	5	0	0	38	7	3	3	226
	Neither agree nor disagree	7	0	0	13	3	0	0	8	1	0	5	37
	Disagree	10	0	0	13	2	0	0	8	2	1	6	42
	Strongly disagree	7	0	0	22	2	0	0	8	6	3	1	49
	Prefer not to say	2	0	0	4	0	0	0	2	0	0	0	8
Total		260	0	1	306	23	1	2	120	25	11	19	788

Principle C- To give local people the best care in line with the rest of the country by Gender

		What is your gender?				Total
		Male	Female	Transgender	Prefer not to say	
To give local people the best care in line with the rest of the country	Strongly agree	115	307	2	2	426
	Agree	78	146	0	1	225
	Neither agree nor disagree	20	35	0	1	56
	Disagree	8	18	0	0	26
	Strongly disagree	18	26	2	0	46
	Prefer not to say	1	6	0	0	7
Total		240	538	4	4	786

Principal C by Age

		What is your age?						Total	
		Under 16	16-24	25-34	35-59	60-74	75+		Prefer not to say
To give local people the best care in line with the rest of the country	Strongly agree	6	59	108	189	51	12	2	427
	Agree	6	43	59	77	25	16	2	228
	Neither agree nor disagree	1	9	15	16	9	4	0	54
	Disagree	0	2	5	9	7	3	0	26
	Strongly disagree	0	8	12	21	3	2	0	46
	Prefer not to say	1	0	3	3	0	0	0	7
Total		14	121	202	315	95	37	4	788

Principal C by Pregnancy

		If female, are you currently pregnant or have you given birth within the last 12 months?			Total
		Yes	No	Prefer not to say	
To give local people the best care in line with the rest of the country	Strongly agree	30	263	4	297
	Agree	20	116	6	142
	Neither agree nor disagree	9	25	0	34
	Disagree	2	15	0	17
	Strongly disagree	1	22	0	23
	Prefer not to say	2	4	0	6
Total		64	445	10	519

Principle C by Ethnic Group

		What is your ethnic group?																		Total	
		White English/Welsh/Scottish/Northern Irish/British	White Irish	White Gypsy/Irish Traveller	Any other White background, please describe	Mixed White and Black Caribbean	Mixed White and Black African	Mixed White and Asian	Any other mixed/multiple ethnic background, please describe	Asian/Asian British-Indian	Asian/Asian British-Pakistani	Asian/Asian British-Bangladeshi	Asian/Asian British-Chinese	Any other Asian background, please describe	Black African	Black Caribbean	Any other Black/African/Caribbean background, please describe	Arab	Any other ethnic group, please describe		Prefer not to say
To give local people the best care in line with the rest of the country	Strongly agree	294	0	2	6	9	1	7	4	26	42	11	1	3	3	6	3	1	1	3	423
	Agree	198	1	1	5	5	1	1	0	13	23	9	0	0	3	2	2	0	0	3	227
	Neither agree nor disagree	37	0	1	1	1	1	0	0	6	4	2	0	0	1	0	0	0	0	1	55
	Disagree	10	1	0	1	0	0	1	0	3	4	0	1	0	2	0	0	0	0	2	25
	Strongly disagree	24	1	0	0	1	0	2	0	10	3	4	0	0	0	0	0	0	0	1	46
	Prefer not to say	5	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	7
Total		528	3	4	13	16	3	11	4	58	77	27	2	3	9	8	5	1	1	10	783

Principle C by Care or support to people with long term health conditions

		Do you look after, or give any help or support to family members, friends, neighbours or others b...					Total
		Long term physical or mental ill health/disability	Problems related to old age	No	I'd prefer not to say	Other, please describe	
To give local people the best care in line with the rest of the country	Strongly agree	72	37	263	17	13	402
	Agree	29	18	139	17	11	214
	Neither agree nor disagree	5	5	42	2	0	54
	Disagree	3	1	15	5	0	24
	Strongly disagree	3	1	17	21	2	44
	Prefer not to say	1	0	4	0	1	6
Total		113	62	480	62	27	744

Principal C by Long term condition

		Are your day to day activities limited because of a health condition or illness which has lasted...												Total
		Vision (such as due to blindness or partial sight)	Hearing (such as due to deafness or partial hearing)	Mobility (such as difficulty walking short distances, climbing stairs)	Dexterity (such as lifting and carrying objects, using a keyboard)	Ability to concentrate, learn or understand (Learning Disability/Difficulty)	Memory	Mental ill health	Stamina or breathing difficulty or fatigue	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	No	Prefer not to say	Any other condition or illness, please describe	Total
To give local people the best care in line with the rest of the country	Strongly agree	7	9	42	13	6	6	21	13	2	283	20	24	399
	Agree	7	9	22	4	1	4	8	11	1	151	15	8	217
	Neither agree nor disagree	2	0	5	4	0	2	2	3	0	42	0	4	56
	Disagree	0	3	3	0	0	0	1	3	0	17	2	0	26
	Strongly disagree	1	0	1	1	0	1	1	0	0	20	20	0	43
	Prefer not to say	0	0	0	0	0	0	0	0	0	6	0	1	7
Total		17	21	73	22	7	13	33	30	3	519	57	37	748

Principal C by Sexual Orientation

		What is your sexual orientation?						Total
		Bisexual	Heterosexual/straight	Gay	Lesbian	Prefer not to say	Other, please state	Total
To give local people the best care in line with the rest of the country	Strongly agree	9	357	7	1	24	3	401
	Agree	6	174	7	3	12	2	204
	Neither agree nor disagree	0	43	1	1	4	1	50
	Disagree	0	20	0	0	3	2	25
	Strongly disagree	1	30	2	1	5	3	42
	Prefer not to say	0	5	0	0	0	0	5
Total		16	629	17	6	48	11	727

### Principle C by Marital Status

		Are you?									Total
		Single- never married or partnered	Living in a couple- Married/Civil Partnership	Co-habiting	Married but not living with husband/wife/civil partner	Separated (still married or in a civil partnership)	Divorced/ dissolved civil partnership	Widowed/surviving partner/civil partner	Other- please tell us	Prefer not to say	
To give local people the best care in line with the rest of the country	Strongly agree	119	190	44	8	9	20	17	6	6	419
	Agree	69	96	25	5	4	8	4	4	3	218
	Neither agree nor disagree	12	24	9	0	1	4	3	1	2	56
	Disagree	3	15	0	1	1	2	2	0	1	25
	Strongly disagree	9	24	2	1	1	2	2	2	1	44
	Prefer not to say	3	2	1	0	0	0	0	0	0	6
	<b>Total</b>	<b>215</b>	<b>351</b>	<b>81</b>	<b>15</b>	<b>16</b>	<b>36</b>	<b>28</b>	<b>13</b>	<b>13</b>	<b>768</b>

### Principle C by Religion and Belief

		What is your religion and belief?											Total
		No religion	Baha'i	Buddhist	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	Hindu	Jain	Jewish	Muslim	Sikh	Other, please specify	Prefer not to say	
To give local people the best care in line with the rest of the country	Strongly agree	139	0	1	180	12	1	2	65	9	5	3	417
	Agree	87	0	0	77	3	0	0	35	7	2	8	219
	Neither agree nor disagree	19	0	0	19	4	0	0	7	2	1	4	56
	Disagree	4	0	0	12	1	0	0	4	1	0	4	26
	Strongly disagree	8	0	0	17	3	0	0	7	6	3	0	44
	Prefer not to say	3	0	0	2	0	0	0	2	0	0	0	7
	<b>Total</b>	<b>260</b>	<b>0</b>	<b>1</b>	<b>307</b>	<b>23</b>	<b>1</b>	<b>2</b>	<b>120</b>	<b>25</b>	<b>11</b>	<b>19</b>	<b>769</b>

Principle D – to make best use out of limited NHS Funding – by Gender

		What is your gender?				Total
		Male	Female	Transgender	Prefer not to say	
To make best use out of limited NHS funding	Strongly agree	94	266	2	2	364
	Agree	84	172	0	0	256
	Neither agree nor disagree	30	45	0	2	77
	Disagree	7	20	1	0	28
	Strongly disagree	20	27	2	0	49
	Prefer not to say	4	6	0	0	10
Total		239	536	5	4	784

Principle D by Age

		What is your age?						Total	
		Under 16	16-24	25-34	35-59	60-74	75+		Prefer not to say
To make best use out of limited NHS funding	Strongly agree	6	47	78	166	51	14	2	364
	Agree	6	50	79	87	24	13	1	260
	Neither agree nor disagree	2	12	24	22	11	3	1	75
	Disagree	0	4	4	10	6	4	0	28
	Strongly disagree	0	8	15	22	2	2	0	49
	Prefer not to say	0	0	2	7	1	0	0	10
Total		14	121	202	314	95	36	4	786



Principle D by Pregnancy

		If female, are you currently pregnant or have you given birth within the last 12 months?			Total
		Yes	No	Prefer not to say	
To make best use out of limited NHS funding	Strongly agree	27	227	3	257
	Agree	25	135	7	167
	Neither agree nor disagree	7	38	0	45
	Disagree	2	16	0	18
	Strongly disagree	0	24	0	24
	Prefer not to say	2	4	0	6
Total		63	444	10	517

Principle D by Ethnic Group

		What is your ethnic group?																		Total	
		White English/Welsh/Scottish/Northern Irish/British	White Irish	White Gypsy/Irish Traveller	Any other White background, please describe	Mixed White and Black Caribbean	Mixed White and Black African	Mixed White and Asian	Any other mixed/multiple ethnic background, please describe	Asian/Asian British-Indian	Asian/Asian British-Pakistani	Asian/Asian British-Bangladeshi	Asian/Asian British-Chinese	Any other Asian background, please describe	Black African	Black Caribbean	Any other Black/African/Caribbean background, please describe	Arab	Any other ethnic group, please describe		Prefer not to say
To make best use out of limited NHS funding	Strongly agree	255	0	2	5	10	1	7	2	19	36	10	1	2	3	3	1	1	1	3	362
	Agree	178	1	1	5	4	1	1	2	16	26	7	0	1	3	5	4	0	0	2	257
	Neither agree nor disagree	45	0	1	1	1	1	0	0	10	9	5	0	0	1	0	0	0	0	2	76
	Disagree	14	0	1	1	0	0	1	0	4	2	0	1	0	2	0	0	0	0	2	28
	Strongly disagree	26	2	0	1	1	0	2	0	9	3	4	0	0	0	0	0	0	0	0	48
	Prefer not to say	7	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	10
Total		525	3	5	13	16	3	11	4	58	77	27	2	3	9	8	5	1	1	10	781



Principle D by care or support to people with long term health conditions

		Do you look after, or give any help or support to family members, friends, neighbours or others b...					Total
		Long term physical or mental ill health/disability	Problems related to old age	No	I'd prefer not to say	Other, please describe	
To make best use out of limited NHS funding	Strongly agree	59	35	221	13	13	341
	Agree	30	19	172	18	11	250
	Neither agree nor disagree	14	4	49	6	0	73
	Disagree	3	3	17	2	0	25
	Strongly disagree	5	1	18	21	2	47
	Prefer not to say	2	1	3	1	1	8
Total		113	63	480	61	27	744

Principle D by Long term condition

		Are your day to day activities limited because of a health condition or illness which has lasted...											Total	
		Vision (such as due to blindness or partial sight)	Hearing (such as due to deafness or partial hearing)	Mobility (such as difficulty walking short distances, climbing stairs)	Dexterity (such as lifting and carrying objects, using a keyboard)	Ability to concentrate, learn or understand (Learning Disability/Difficulty)	Memory	Mental ill health	Stamina or breathing difficulty or fatigue	Social or behavioural issues (for example, due to neuro diverse conditions such as Autism, Attention Deficit Disorder or Asperger's Syndrome)	No	Prefer not to say		Any other condition or illness, please describe
To make best use out of limited NHS funding	Strongly agree	8	9	36	11	4	7	18	13	1	241	16	21	340
	Agree	6	6	26	7	2	3	10	9	2	179	15	10	251
	Neither agree nor disagree	1	3	6	0	1	1	1	2	0	57	3	1	73
	Disagree	0	2	2	2	0	1	2	3	0	17	1	3	27
	Strongly disagree	1	0	1	1	0	1	1	2	0	19	21	1	46
	Prefer not to say	1	1	2	1	0	0	1	1	0	6	0	1	10
Total		17	21	73	22	7	13	33	30	3	519	56	37	747

Principle D by Sexual Orientation

		What is your sexual orientation?						Total
		Bisexual	Heterosexual/straight	Gay	Lesbian	Prefer not to say	Other, please state	
To make best use out of limited NHS funding	Strongly agree	7	296	8	1	23	1	336
	Agree	5	216	6	2	11	2	242
	Neither agree nor disagree	3	62	1	1	4	1	72
	Disagree	0	17	0	1	4	3	25
	Strongly disagree	0	32	2	1	6	3	44
	Prefer not to say	0	6	0	0	0	1	7
Total		15	629	17	6	48	11	726

Principal D by Marital Status

		Are you?								Total	
		Single- never married or partnered	Living in a couple- Married/Civil Partnership	Co-habiting	Married but not living with husband/wife/civil partner	Separated (still married or in a civil partnership)	Divorced/ dissolved civil partnership	Widowed/surviving partner/civil partner	Other- please tell us		Prefer not to say
To make best use out of limited NHS funding	Strongly agree	93	167	37	7	7	20	14	6	5	356
	Agree	82	107	30	6	6	8	6	2	5	252
	Neither agree nor disagree	20	34	11	1	1	3	4	2	1	77
	Disagree	4	13	0	0	1	3	2	2	1	26
	Strongly disagree	13	25	2	1	1	2	2	0	1	47
	Prefer not to say	3	4	1	0	0	0	0	1	0	9
Total		215	350	81	15	16	36	28	13	13	767

Principle D by Religion and belief

		What is your religion and belief?											Total
		No religion	Baha'i	Buddhist	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	Hindu	Jain	Jewish	Muslim	Sikh	Other, please specify	Prefer not to say	
To make best use out of limited NHS funding	Strongly agree	124	0	1	153	9	1	2	53	5	4	3	355
	Agree	87	0	0	100	5	0	0	40	9	3	7	251
	Neither agree nor disagree	26	0	0	22	3	0	0	16	5	0	5	77
	Disagree	9	0	0	10	3	0	0	2	1	1	1	27
	Strongly disagree	10	0	0	17	3	0	0	7	5	3	2	47
	Prefer not to say	3	0	0	5	0	0	0	2	0	0	0	10
	Total	259	0	1	307	23	1	2	120	25	11	18	767

## Conclusion and Recommendations

The overriding opinion of those people that engaged with the consultation processes is that the Urgent Care system should not change. However, the reasons given for the objection to change is dependent upon the service in the town centre being convenient for those who are using the service either out of hours because their own GP is closed or because access to their GP services are poor in addition the Manor Hospital Site is considered to be under pressure already. There is also the experience of those people that access the services regularly, they have predominantly positive experiences of care received and find the environment clean with short waiting times and efficient and friendly staff.

There is the opinion that some of the people attending the urgent care centre are doing so inappropriately which would suggest that there is a need for public education around appropriate use of services, including using pharmacies, 111 and alternative services.

There are genuine concerns that if the UCC was to move to Manor Hospital as proposed in Option 2 then it will make access to urgent care difficult for those people who use public transport as currently there are few direct services to The Manor Hospital. Therefore, from outside the town centre to attend the hospital would mean taking multiple buses especially for those who may not be able to afford taxis or do not have relatives or friends willing to assist them.

Therefore, the following aspects will need to be considered when making the case for change.

- Does the proposal ensure reasonable accessibility for the general public to include transport services, parking and disabled access?
- Is there an education element to the changes being proposed to ensure that the public are made aware of appropriate use of NHS services?
- Do the proposed changes ensure that those sites that are being utilised will be sufficiently prepared for the volume of patients?
- Will the change improve outcomes for patients and improve their healthcare experience?

Respondents have recognised that there is a financial element to the need for change within the NHS, and that there is a need to ensure that services are providing both quality health care and value for money. Whilst the predominant opinion is against change the majority of respondents agreed with all the principles against which the changes are being measured.

## Appendix

### 1. Q1 - If you wish, please give a reason for your choice:

Option 1- Current urgent care services remain the same. This options means that the two urgent care centres in the town centre and Manor Road Hospital would remain open and GP out of hours and NHS 111 services would remain the same.

If you wish, please give a reason for your choice:	Q1 - Topics
Your reason for changing i.e., so that urgent care is less complicated - you need to solve this by organisational/information that is given at the outset at point of delivery. GP's referral to urgent care needs to be streamlined. Its internal communication amongst GP/Urgent care that needs to be consistent and in one direction. That is the reason people find urgent care services complicated.	Internal communication issue, inappropriately used service
You still have A&E as an alternative for anything more serious	A and E for serious health concerns
You need it open as you got a choice to go	choice
You can never get an appointment with your own doctor even in an emergency	demand for service
Would provide a more consistency	consistent service
Would be able to see doctor without waiting for appointment	waiting times
Without this service I wouldn't be able to get treatment as quickly	Quality of service
Without the urgent care centre people will suffer for longer, it take 2 weeks to get in my doctors	demand for service
with GP appointments difficult and elderly and people who do not drive the town centre urgent care is a god send and easily accessed closing it would cause great difficulties for many in the town	accessibility, demand for service
Why change it if pressure has been reduced on hospital staff? Even with the proposed new centre I believe the issue would rise again	reduce pressure on A and E
When you phone GP first thing in the morning they don't have appointments 10 mins into opening times and they advise you to go to the walk in centre.	demand for service
when you have young children who get ill you want to get them checked quickly	accessibility
when struggle to get to see my own GP this is better than waiting for an appointment	demand for service
We use it regularly for the kids	demand for service
We need to be able to access healthcare with ease	accessibility
We need it in town centre for disable people such as visually impaired. If centre is moved to WMH we will need to get a taxi	accessibility
We need h/c and not "on the cheap"	demand for service
We have a terrible service from our GP Practice Limes Medical Centre. I cannot imagine the ill effect of closure of this centre	demand for service
We can never get appointments at our own doctors	demand for service
Walsall urgent care centre is very useful	useful for emergencies
Waiting time is already long at Manor hospital	waiting times
Very useful as an older person. It is difficult to get an appointment from my doctors. Very useful for urgent needs at weekends	accessibility, useful for emergencies, demand for service
Urgent care, its all in the name people need places like this open as me for example needed an urgent appointment and struggle to get to see my doctor due to appointments not being available	demand for service

## Walsall Urgent Care report

Urgent Care within the hospital struggles to cope with the already increasing demand to patients without putting even more on them	demand for service
Urgent care should be convenient and still in the town centre as promised from last consultation	accessibility
Urgent care needs to provide a separate service to Walsall Manor	demand for service
Urgent care is vital and reduces visits to A & E option 2 would add to parking problems at Manor	demand for service, reduce pressure on A and E, Parking
Urgent care centre is desperately needed in Walsall. I have used it when I cannot make a GP appointment and it's not serious enough for A&E	useful for non-serious illness, demand for service
Urgent care centre in town is more accessible. Service is efficient & purpose built. Parking is easy and very close to bus station	accessibility, Parking, Quality of service
Urgent care centre has been a lifesaver when GP surgery is closed	demand for service
UCC town centre less busy than manor	waiting times
Two centres would mean a lower waiting time so more people can be seen	waiting times
Two centres means better ease of access for more people and more parking availability	accessibility, Parking
Travelling to the Manor if reliant upon public transport or walking is not always convenient especially if you're not feeling well	accessibility
Town centre urgent care centre serve is already well used closing this would over crowd the manor and waiting times at hospital are already 4 to 6 hours waiting.	reduce pressure on A and E, demand for service
Too many people to be catered for within Walsall in order for the centre to be closed.	demand for service
Too join two in one in space at manor is daft. no room now.	lack of space at manor
To help out overstretched hospitals	reduce pressure on A and E
this would provide a service to aid the relief on ae and other ooh services	reduce pressure on A and E
This walk in service provides care for patients when their own GP can't see them. Walk in is an excellent service	demand for service
This provides optimum service for the people in Walsall	Quality of service
This place needs to stay the way it is but with more advertising, took me ages to find it after the mover, which caused stressed when we could not get to the doctors in time.	demand for service
This is local to people who need to use this service. On a bus route and the opening times are good, people don't generally predict when they will need to rely on the service	demand for service, accessibility
This is an excellent service that is needed by our community. It is very hard to get to the Manor hospital when you can't drive this service is easily accessible to all yeah.	demand for service, accessibility
This is a vital service for Walsall residents specifically when own GP's cannot provide appointments closing this site will put further pressure on the hospital if anything the hours at this site should be extended to meet the basic needs of the service users	reduce pressure on A and E ,demand for service
This is a very good service, and within reach of amenities e.g.: Central to town Centre. Looks like this centre was built under false pretences as always waste tax payers money and then close a very good service and make patients suffer.	accessibility, Quality of service
This is a convenient location - easy parking opposite for sick patients.	accessibility, Parking
They give a good care service and the doctors and nurses are very good and helpful	friendly staff, Quality of service
They are always there for me when i can't get into the doctors very convenient to me.	demand for service
These services are really needed. it would be unfair on the public in the local area to make these services closer away	demand for service

## Walsall Urgent Care report

There is a need for greater access and I believe it will lead to more delays	demand for service
There is a large strain on NHS service especially for A&E, Urgent care reduced the strains for emergencies	reduce pressure on A and E
There are more patients in our country now than ever so we need the centres to stay open. ONE is not enough	demand for service
The whole system requires revising and the options given each involve major problems	none of the above
the waiting times for care in all centres is already a long enough wait normally 1 hour so it is stretching the team urgent as it is the centre in the town is also a lot more convenient	waiting times
The urgent care centre should stay here because it saves time for people and reduced the amount of people visiting the hospital	reduce pressure on A and E accessibility
The urgent care centre needs to remain open at its current address it stops the waiting time at own GP of up to 2 weeks and it is appropriate where it is	demand for service
The Urgent Care Centre is a good service and central to town it is convenient and always very busy.	accessibility, demand for service, Quality of service
The urgent care centre in Bridgeman St is accessible by public transport and there is parking.	accessibility, Parking
The two urgent care centres are within a mile of each other so makes sense to move to the Manor hospital with a better service with better parking free at out of hours the saddler centre urgent care should not have been implemented	centralised services, Parking
The town walk in centre is better as the waiting times is less. Plus it is closer.	accessibility, waiting times
The town centre urgent care service is already busy closing this would over crowd the manor hospital, the hospital cant keep us at it is	reduce pressure on A and E, waiting times
The town centre urgent care service is already busy, closing this would over crowd the manor Hospital, the hospital can't keep as it is, it's already been in the paper many times.	reduce pressure on A and E
The Town Centre UCC is easy to access, both by car and public transport. Parking costs are high at the Manor Hospital.	accessibility, Parking
The town centre is a much more current location, its more spacious. The Manor Hospital is quite a small space. The Option 1 is more practical option as it is providing the meet the needs of the country.	accessibility
The service is in demand	demand for service
The savings are minimal, massively out weighted by benefits convenience of this site. 500000/3822x12 = 610pp cost - Is that worth it	Financial sense
The reason for my choice is because I had excellent care & respect so therefore I do not think you should take the walk in centre away from where it is, it's convenient for elderly people and needs to stay where it is i would it the best walk in centre i have ever know, I would recommend the walk in centre as the best for the people	accessibility, friendly staff, Quality of service
The reason for above is that being a parent and for myself i have used both services for myself when im at work i work in Walsall an the manor hospital for my child which is closer	demand for service
The position of the centre is excellent being right on the town centre. Sending more people to the Manor hospital would not only cause congestion but hold increase waiting times and put more strain on already overstretched resources	accessibility, waiting times, reduce pressure on A and E
The Manor is very busy anyways	reduce pressure on A and E
The Manor is currently not able to deal with its level of demand, merging two services will put too much strain on the system	demand for service, reduce pressure on A and E
The manor is busy always as it is, it doesn't need another service. It is convenience for people to come to the urgent care centre as it isn't usually busy.	reduce pressure on A and E, accessibility
The manor hospital urgent care is already flooded with people from A&E the town centre is also easier for people to get to who have to travel by public transport	accessibility, waiting times
The location is ideal and the treatment is first class	accessibility, Quality of service
The hospital is difficult for many people to get to and is already very busy	waiting times, accessibility
The hospital cannot cope at the moment and i think waiting times would increase even more if just hospital was providing urgent care.	reduce pressure on A and E



## Walsall Urgent Care report

The facility at the Manor is overcrowded with long waits to close the Saddlers Centre would make it worse. Demand is increasing not contracting	waiting times, demand for service
The care both give is excellent and needs both open at same time	Quality of service
The car park could not cope with the demand if it were moved to the Manor Hospital, and it is not as easy for people to access the service some may have to catch an extra bus to the hospital from town. Both urgent care centres cannot manage with the demand anyway so I believe if they were to merge it would still end up disastrous. for someone like me who is at work all day struggles to get into my GP and i would go to the town centre before I would go to the hospital as I feel they are much faster at diagnosis and you don't have to see 3 other people before you see a Dr	demand for service, Quality of service
The 24/7 access to the urgent care centre is priceless for people who have already tried the chemist for their problems and have had no improvement in their health, those that cannot get an appointment with their GP due to already stretched services in most medical centres, and those with problems that are not severe enough to take up the valuable time of A&E	accessibility, useful for non-serious illness, demand for service
The GPs close early and are unavailable over the weekends. This surgery provides the crucial care needed by working people like myself who need treatment but cannot take time off work during the day. The hospital is a mess as it is so to add patients will only deteriorate the service even further.	Bad reputation of Manor Hospital, demand for service
Still have to wait at the hospital	waiting times
Stay the same as we need them both because they become over crowded quickly	demand for service
sometimes people are unable to attend GP appointments and so this is the best option.	demand for service
Sometimes appointment with GP are hard to get in an emergency	demand for service
Some People fear hospital settings	fear of hospital
Simply a lot easier to come to the walk in if i cant be seen by my GP	accessibility, demand for service
Reducing hours of the Walsall (town centre) UCC would have confound impacts of the waiting times at the UCC at Manor Road. To even consider closing one and not alleviating it through extended GP hours would be detrimental to an already strained service.	waiting times
Quicker service that Manor hospital urgent clinic	waiting times
Provides answer option for medical assistance. Less pressure on hospital	reduce pressure on A and E
price of parking	Parking
People need easy access to health care	accessibility
People have to go into Walsall town and then bus to hospital and same back	accessibility
Patients need choice. The urgent care service at the Manor is difficult to access. There would be a huge demand on the service at the manor. Longer waiting times, waiting rooms will be rammed	choice, accessibility, demand for service, waiting times
Parking is good and close to home	Parking, accessibility
Option 1 - to remain same as I feel its difficult at times to get an appointment with GP Option 2 - If this is the only way to keep this service open then reduce hours whilst GP office is open	demand for service
Open hours are good time for working people as drs times are sometimes had to meet or get in. Also especially with young children and babies.	demand for service
offer a service when we cannot get an appointment at our own GPs	demand for service
Obviously the town centre location is easier for people to get to	accessibility
Nothing wrong with the current system keep it going	It's not bust
not good idea to put all in one place. spread load and people	localised services

## Walsall Urgent Care report

Not everyone wants to go to the hospital to wait 4 + hours to be seen	waiting times
Not everyone can get to see their doctor on the day needed urgent care centre provide this service if it isn't and emergency	demand for service
Needs for the appointments and free parking over the road	Parking, demand for service
Much prompt services, A & E went on Saturday was advised 3 hours wait walked straight out.	waiting times, Quality of service
More space more convenient	accessibility
More convenient to have urgent care centre in the town	accessibility
manor is way too busy	waiting times
Manor hospital too busy	demand for service
Manor Hospital is always full so with both open it reduces the waiting time	waiting times
Manor hospital are always busy and waiting times are ridiculous	waiting times, reduce pressure on A and E
manor cannot cope with waiting times	waiting times
Manor A&E way too busy as it is	waiting times
manor is ridiculous as a mother waiting with your sick child for 5 hours is not good. walk in centre is cleaner and better	waiting times, cleanliness
Makes waiting times much better than having to go to the Manor	waiting times
makes waiting times much better than having to go to the Manor hospital	waiting times
Makes no sense to have two in the same hospital, parking is so expensive their also very busy	Parking, waiting times
Location is better and more convenient, especially if the issue has occurred in town. It means less time to get here i.e. transport and it feels less like gang to the hospital for those who struggle to get seen because they don't like hospitals	accessibility
local, doctors cant be called away, less busy, new buildings would be a waste	waiting times, Financial sense, demand for service
Less waiting times if the urgent care services remain the same	waiting times
less waiting times if 2 options no parking fees, easy to get to on bus	waiting times, Parking, accessibility
Less waiting time than A 7 E. Very difficult to get appointment at local GP. Parking fees can get expensive at Manor Hospital	waiting times, Parking, demand for service
Less waiting time	waiting times
Less waiting time	waiting times
less parking and expensive to park	Parking
Leave it as it is because the waiting time is terrible as it is!	waiting times
knowing there is somewhere to go in emergency	demand for service
Keeping the current UCC open reduces hospital attendees & A&E visits	reduce pressure on A and E
its so much better than the hospital	better than hospital

## Walsall Urgent Care report

Its ridiculous spending so much making a new walk in centre in Walsall to close it a few months later theirs reasonably priced parking and its location is accessible and in a good place	accessibility, Parking, poor financial sense
its more easily accessible	accessibility
Its easy and convenient to come to the care centre that going to queue at Manor to be seen by a doctor after waiting 3 hours	waiting times
Its difficult to get emergency appointments with your GP, having these services helps a lot when you need to be seen urgently	demand for service
its convenient and easy to find and park	Parking, accessibility
Its an ideal location	accessibility
it's a very good service and convenient to access.	accessibility, Quality of service
It's very helpful	Quality of service
It's much easier to get to the one in town for many people than to get to the manor. Especially if using public transport	accessibility
It's easier to access and covers more areas where professions are available to come to	accessibility
It's easier for travel and closer to the town centre	accessibility
It's convenient saves Pt's travelling to manor and waiting for ages to be seen. Walsall can't cope with present load. Its better to actually centres in each locality	waiting times, localised services, reduce pressure on A and E
It's closer to home and can be accessed whilst shopping	accessibility
It suits me and my family. It is convenient when the doctors does not have appointments available	accessibility, demand for service
It should say the same its better and works out	It's not bust
it provides care for people working different hours and shift patterns	demand for service
It makes sense to keep this UCC in town because its a convenient way to get care as immediate as this centre does. The Manor cant barely cope with the demand it has now and this place helps to ease that	demand for service, accessibility, reduce pressure on A and E
It is well suited in the town centre and is easy to get to within the means of transport.	accessibility
It is very difficult to get to the Manor by public transport especially at weekends from the north of the Borough. None of the options address this point	accessibility
It is very convenient to people who cannot get to GP. Very easy to get too	accessibility, demand for service
It is sometimes difficult to get an appointment at the main doctor medical practice straight away usually need to wait a week.	demand for service
It is so convenient to come walk in centre when GP doesn't give appointments	demand for service
it is re-assuring that this service is available when the problem is not serious enough to go to hospital	useful for non-serious illness
It is not always possible to get an appointment without local GP.	demand for service
It is not always easy getting into GP for appointments. therefore second opinion is walking centre	demand for service
It is impossible to get a GP appointment within two weeks of a phone call and what happens to people who can't see their GP and can't go to the UCC? They go to A&E because they are scared and need help. But A&E is overstretched, even in summer, and is not equipped to deal with concerns that should be covered by GPs. The original article talks about the UCC in the town not being used enough- every time I or people I know have had to use it, it has been full and there has been a considerable wait. A possibility exists that they could do a study of peak times at the town centre UCC- I'm guessing that it is busiest in out of hours times- maybe the opening times could be adjusted accordingly.	demand for service

## Walsall Urgent Care report

It is harder to get an appointment with the GP. The urgent care centre is more reliable and convenient	accessibility, Quality of service, demand for service
It is easier for the public specially when I can't get an appointment at GP. as I have little children. They are very helpful.	demand for service
It is convenient and more appropriate to have two urgent cares as they can cover all of Walsall	demand for service, accessibility
It is close to town centre and is easier to get to it would be a loss to the community were it to be closed and the thought of it closing is worrying	demand for service, accessibility
It is central for everyone in the Walsall Area.	centralised services
It is a very popular service and one that i have used many times for myself and my children	demand for service
It is a good service and provide excellent care	Quality of service
It is a good service & provide excellent care.	Quality of service
It is a closer place and there is parking available next to the UCC. Also the people who cannot drive could walk here like us. Thank you.	accessibility
It helps a lot	demand for service
It better to be near town which is a very big help to most of aged the side of town	accessibility
Increased pressure on the hospital waiting times made longer separate illnesses. Injuries reduces pressure on staff at hospital more accessible on bank holidays.	accessibility, waiting times, reduce pressure on A and E
Increase in waiting times at the Manor	waiting times
In the past 4 weeks i have been using the urgent care centre in town every day to have my dressings changed as i couldn't get an appointment every day with my nurse at my doctors after having major Surgery	demand for service
In the centre of town which is handy for everyone. Parking across the way free no waiting times like the Manor Hospital and excellent service.	accessibility, Parking, waiting times
if you have no transport it can be difficult to get to the hospital	accessibility
if you go to the manor there is a 4 hour wait	waiting times
If we need a GP urgent in town all we have to do is walk in and they will see their and then depending on how urgent	demand for service
If they close it down and you need to see a doctor your stuck. Need to keep it open all times	demand for service
if the centre closes it would be inconvenient as i find easy to get to. Services at the centre and staff are amazing and very helpful, there are sometimes issues with obtaining appointment, therefore 8am to 8pm and open 7 days really helps me and my three children.	accessibility, friendly staff, Quality of service, demand for service
if the centre closes it would be inconvenient as i find it easier to get to services at the centre and staff are amazing and very helpful, there are sometimes issues with obtaining a GP appointment, therefore 8am-8pm and pen for 7 days really helps me, and my four children	accessibility, friendly staff, demand for service
If both services are running to cope it would be under greater pressure closing one. town centre location is better for many people. Bus, parking etc. GP out of hours' service in Walsall is poor and care from a reliable service. 111 good service but always change of misdiagnosis and many prefer face to face.	accessibility, Parking, demand for service
Ideal parking ease of use	Parking, accessibility
I'm currently having to visit the centre on a daily basis and having to do it around childcare issues so I think it should stay open for the hours	accessibility
I'm able to be seen this way quicker - less time	waiting times
I'm a pensioner but find it helpful for the walk in centre to be open and for people who do work it must be handy for them	accessibility
I work Monday to Friday, to get an appointment at my GP can take weeks. For the working class these services should remain the same	demand for service

## Walsall Urgent Care report

i use this service for less urgent problems (out of hours) my experience of urgent care at the manor is very hectic and LONG waiting times	waiting times, useful for non-serious illness
I use this regularly	demand for service
I think walk in centre its good options for a people who need help with a not serious illness	useful for non-serious illness
I think town centre urgent care should stay open because if it shuts down it gonna be too much for urgent care manor to long waiting times	waiting times
I think town centre urgent care should remain, good parking seen fairly and quickly.	Parking, Quality of service
I think its a brilliant place to come in if your normal doctor can't see you	demand for service
I think if this service is taken away more people would end up at A&E that do not need that service	reduce pressure on A and E
i have used this service many a time	demand for service
I have used all services on many occasions and had it not been for these services my families health maybe different	demand for service
I have two children/accidents often cannot wait for a 2 week appointment date at my GP.	demand for service
I feel the urgent care centres need to remain open as GPs are stretched & sometimes takes 2 weeks to get an appointment - therefore by closing this more pressure will be added to A&E	reduce pressure on A and E, demand for service
I feel the current services are limited as they are without reducing them further.	already limited service
I feel that we need all the services open to help waiting times within other services	waiting times
I feel having the urgent care would not meet the demand for the area. It would increase the waiting time	waiting times, demand for service
i don't drive and one is needed in the centre for Walsall	accessibility
I do prefer option 1 however if it did need to move to Manor Hospital due to cost, staffing issues, etc. I would be happy with this option too.	understand financial issues
I can never get an appointment at my Dr I have lung disease so when I'm unwell I go to the walk in centre.	demand for service
I and my family have always found the walk in centre most helpful when the doctors at the GPs can't give you an appointment at your own GP surgery. They have helped my family a lot	Quality of service, demand for service
husband has dementia and cant cope with waiting in a hospital so i cant take him or go myself as i cant leave him	accessibility
However i feel Brownhills, Norton canes, Walsall wood every place should have an urgent care centre if someone is vomiting taxi bus wouldn't allow them on	localised services
Have to rely on public transport or taxis, when live in Bloxwich the Manor would be two buses away	accessibility
Hard to get appointment at GP practice	demand for service
GPs are more and more difficult to access for urgent needs	demand for service
Good the way it is	It's not bust
Good Service easier to get to	accessibility, Quality of service
Good service	Quality of service
Good for patients who can't get apt in the day so they can be seen in the day. and a benefit to be seen on evening out of GP hours	demand for service
Good for care homes that cannot get appointments	demand for service
Gives the most opportunity to people with children and workers	demand for service, accessibility

## Walsall Urgent Care report

Getting appointments with your GP is impossible, waiting time is over 3 weeks so keeping this service open is a massive help to take community	demand for service
get appointment quicker than GP	demand for service
From where i live in Sheffield, I can catch one bus to reach the town centre. If i had to go to the Manor i will need to catch another bus at more cost / time incurred. I have a serious pre-existing condition which means i need to be seen quickly; at times frequently. It is impossible to get an urgent GP appointment and NHS 111 usually refer me to the UCC. Having a facility in the town centre is very important for me as it is easier to reach and ensure i can receive advice / treatment rapidly.	accessibility, demand for service, Quality of service
free parking, seen quickly	Parking, waiting times
Fantastic service- people of Walsall need this	Quality of service
Excellent facilities and takes pressure off A&E and GP's. Central location and easily accessible by car or public transport	reduce pressure on A and E, accessibility
easy to get to and see someone, have trouble seeing own GP	demand for service
Easy to get to	accessibility
Easy to access when you cannot get a doctor's appointment.	demand for service
Easy access, helpful and friendly staff and convenient	accessibility, friendly staff
easy access, good facilities, and very clean	accessibility, cleanliness, Quality of service
Easy access when no doctors are open. Just so simple to walk in and wait for a doctor or nurse to see you	demand for service
Easy Access to Walsall town centre	accessibility
easy access new unit	accessibility
Easy access for patients	accessibility
Easily reached from bus station and ample car parking over the road on Aldi car park	accessibility, Parking
easier to get to and less waiting times	accessibility, waiting times
Easier location/access. Close the UCC in the Manor instead if you need to save money	accessibility
easier for people to get to	accessibility
Easier for people on the bus to get to the urgent care unit	accessibility
Easier access for local people shorter waiting times	accessibility, waiting times
Ease the pressure of A&E	reduce pressure on A and E
Ease of parking and appointments	Parking, accessibility
Don't want to put extra pressure on A+E and urgent care at hospital.	reduce pressure on A and E
Do not close the walk in centre as it is much needed as i use it a lot you cannot see a doctor for weeks	demand for service
Difficult to get seen by own doctors. Wait too long at the Manor if you close this waiting times will be doubled if not tripled	waiting times, reduce pressure on A and E, demand for service
difficult to get GP appointments, easy to get to, walking distance from the bus station	accessibility, demand for service

## Walsall Urgent Care report

difficult to get a doctor's appointment that fits my working week. with the 2 centres i can still be seen	demand for service
Demand on hospital service is already high and with reduced hours or closure of the town centre UCC would result in more people attending the hospital UCC then when waiting times are long in that service people will just walk to A&E to get seen quicker putting services under more pressure than they already are	reduce pressure on A and E
Convenient, Easy parking facilities, Quick service, Equipped & better building	accessibility, Quality of service
convenient location. Cost of parking at the manor is exorbitant. Good to have options for care	choice, accessibility, Parking
Convenient less waiting time parking	Parking, accessibility, waiting times
convenience, better parking facilities, good service.	accessibility, Parking, Quality of service
Closing the town centre care would make the manor become overcrowd and make the waiting time even longer	waiting times
Central and more accessible for patients. Less waiting times	waiting times, accessibility
Care received at Manor hospital is rubbish. Urgent care centre in town has less waiting times, easily accessible, friendly staff and patient is always put first and care received is first class	waiting times, accessibility, friendly staff, Quality of service
Cannot get in to see a Doctors 2/3 weeks - Rushall and Pelsall	demand for service
cannot get appointment with own GP	demand for service
C.U.C services should remain the same as it is so important for people that there is somewhere equipped to meet their needs when required - but not to be abused for simple things	demand for service
By reducing out of hours' services access to appropriate services would be dramatically reduced. I feel this would impact on the safety of peoples care	demand for service, safety implications
Brilliant service, absolute nightmare in manor urgent care services	Bad reputation of Manor Hospital, Quality of service
Brilliant Service	Quality of service
Bridgeman St UCC provided on excellent practice - few better than service provided at Manor UCC	better than hospital, Quality of service
better parking, withdrawing patient away from A&E dept., quick, and efficient service	Parking, reduce pressure on A and E, Quality of service
Better option	better than hospital
better for us	personal choice
Better access for patients - GP wait times too long	accessibility, demand for service
Best for parking opposite because no spaces rear the one at the hospital	Parking
best for me and my family	personal choice
Benefit local community	demand for service
Because you don't have to wait for an appointment and you can get seen straight away	waiting times
Because when your doctor cancels your appointment, because its closer to Walsall convenient and safer to reach instead of going further walk in are friendly, caring, very good, take privately serious, reliable,	accessibility, Quality of service, demand for service
Because Urgent care centre in town is so good and useful its just opened and if its moved or closed what a waste of money and service to us. Please keep it in town me and my family use it often	accessibility, poor financial sense, Quality of service, demand for service



## Walsall Urgent Care report

Because this is close to a car park and it is good	accessibility, Quality of service
Because the wait alone at the Manor site so on Advantage 4-5 hours alone closing the town centre will increase this time at the Manor site.	reduce pressure on A and E, waiting times
Because of waiting times and the convenience	accessibility, waiting times
Because of great demand of NHS services any reduction will be disastrous	demand for service
Because need it	demand for service
Because many doctors are fully booked and if you need help urgently you have somewhere to go	demand for service
because its a good service for people that cannot get doctor's appointment	demand for service
Because its a good place to come when you can't get appointments at your doctors	demand for service
Because it is nearer and to my car backs	accessibility
because if it wasn't for this place we have to wait longer to be seen	waiting times
Because I can never get into my doctors and always have better treatment at the urgent care centre,.	demand for service, Quality of service
Because care centre is very useful and easy to get too	accessibility, demand for service
Because a+es are busy enough without sending needless patients to ED	reduce pressure on A and E
Atrocious to even consider thinking of shutting down any urgent care centre	bad decision
As they covers a wide range of illnesses	breadth of service
As the population increases services need to cope with these increases	demand for service
As sometimes you can't get appointment in your own GP its more accessible to most people	accessibility, demand for service
as its an important service and wherever, I haven't been able to get a GP appointment for either myself for my baby i would go to urgent care centre. My surgery is poor and cannot get appointment sometimes for 2 week which is not good enough	demand for service
as it saves doctors plenty of time on more urgent patients. less pressure on the hospital	reduce pressure on A and E
As it is the walk- in service is fantastic. My GP surgery never seem to have any appointments. If this place is closed down many will suffer	Quality of service, demand for service
As gives a wider choice and more services	breadth of service
as doctors don't always have emergencies appointment, urgent care services is useful to go to in emergencies.	useful for emergencies, demand for service
As a person with a demanding career, time flexibility is an important factor when i am in need of health care treatment	accessibility
As a member of the public with chronic physical illness that can come on suddenly, the Urgent Care Centre very much benefits me and my health when my GP surgery appointment list is full or appointments are hard to get.	demand for service
Always able to see someone when GP is full - don't want to wait 4 hours in A&E	waiting times, demand for service
Although the use of the town centre service is less than envisaged it is still significant and I doubt that other services can cope with the extra workload	reduce pressure on A and E
Already difficult to see your GP need to keep this available	demand for service
Allows all to access both services effectively. Locations are reflective of all	accessibility

## Walsall Urgent Care report

accessibility, parking and flexibility	accessibility, Parking
access in the town ctr is easy, but getting to the Manor is both time consuming and expensive	accessibility
Access available for more range of people	accessibility
a very good service already long waiting times at Manor and Hub.	waiting times, Quality of service
A very good alternative when unable to contact GP or if GP'S have n appointments available when needed	demand for service
A valuable service its not busy don' t try and fix it	It's not bust
2 options to visit if in an emergency or out of hours	useful for emergencies
- you state the services at the manor hospital site are already overstated and over capacity. - Surely keeping more people, traffic away from the manor hospital site is a good thing. - the wait even at under used site is in town is very long - losing it or combining it will any length twice waiting time	waiting times, reduce pressure on A and E

Option 2- Urgent Care Centre (Town Centre) is closed and the Urgent Treatment Centre is created at Manor Hospital. This option means that the Urgent Care Centre in the town centre would close and services at the Urgent Care Centre (Manor Road) would remain open and be enhanced so it becomes an Urgent Treatment Centre. The GP out of hours and NHS 111 services would remain the same.

If you wish, please give a reason for your choice:	Q1 - Topics
why need 2 when you have the Manor Hospital one.	Already have MIU at the Manor Hospital
We have to understand that saving have to be made	understand financial issues
town centre UCC is used more as a convenience rather than genuine urgent care needs	inappropriately used service
The Manor is already in the town centre	Already have MIU at the Manor Hospital
The car parking situation at the Manor hospital needs addressed. The £500,000 saving should be used to reduce parking cost which are disgusting	Parking
Streamlining of resources but like to be aware of swelling of numbers particularly at certain time of the year, i.e. Christmas	demand for service
Simplification and extension of hours of service provided	centralised services
Seems more appropriate and cost effective	Financial sense
reduce pressure on A&E, better financially	reduce pressure on A and E, Financial sense
Parking available at the hospital ,buses available to the hospital easier disabled parking at hospital if hospital treatment is required you are on the same grounds ,but parking will need to be extended by the clinic maybe a multi-storey car park on the staff car park with certain levels for staff and some for patients ,plus by 2020 all urgent care will need to be incorporated into hospital sites any way	Parking
Option 2 seems the best option as it saves money and this also can be used to improve the services it would reduce the strain on A&E, Which seems overwhelmed at times the only throwback as mentioned would be parking.	reduce pressure on A and E
Option 2	option 2

## Walsall Urgent Care report

Not sure why you need two centres so close to each other	centralised services
My option choice is dependent on the manor being suitable enhanced- staffing, equipment, finance etc.	suitable enhancements to manor hospital needed
More in line with national thinking and financially more sound.	Financial sense
More benefits	demand for service
Location, parking, opening hours	accessibility, Parking
location means you are already at the hospital if you need to be referred and its easier for me to get to	accessibility, centralised services
Keep the urgent care in one place	centralised services
It would be good to have the UCC at the hospital	UCC in Manor Hospital
It does not make sense to have multiple urgent care services in a short distance from the hospital, plus having it based at the hospital will allow quick additional treatments if needed.	centralised services
it centralised care/services, and offers a clearer understanding of access and availability. The scheme seems well considered	centralised services
If I needed to use the Urgent Care Centre travelling to the Manor Hospital site would not be very much further from my home in Aldridge. On the only occasion I have used the centre for advice for my husband we were transferred to A and E when it was determined his needs were more appropriately met there. It was helpful that the transition could be made smoothly.	accessibility
If hours were reduced it would result in people not knowing where to go and when. Either way people tend to head to A&E and they can't cope but would the centre take over more of the parking space?	reduce pressure on A and E, Parking
I think option 2 is best because all the care you need will be under one roof. And possibly wouldn't cause confusion	centralised services
I have worked at the Manor myself and the amount of people that go to the UCC and hospital over the slightest thing is a joke. Urgent care at the Manor will get busy but hopefully will then make people realise its urgent care.	inappropriately used service
I have never used the town centre urgent care centre so I would rather enhance the manor road care centre	personal choice
Helping to achieve the 4 hour waiting time standard for A&E service would be an advantage because when patients are actually sick they need to be treated as soon as possible	Achieving A and E targets
Having UCC at Manor Rd Hospital provides optimum care, as you are on-site for hospital treatment or GP type care. We recently visited with a leg injury to attend UCC and the nurse was quickly able to assess what treatment was needed. She offered Emergency Care instead. Otherwise UCC might have had to send us to hostile emergency at a different site.	centralised services
Everybody knows Manor hospital	centralised services
Enhancement of Urgent Care Centre would be positive if: access times were improved & range of services available improved e.g. requests for blood tests	centralised services
efficient transfer of patients if illness cannot be treated at urgent centre	Quality of service
Difficult always to get to the Central Care Centre. How many people use it?	accessibility
Convenience & more considerate to your illness	accessibility, friendly staff
Centrally accessible links to A & E reduced waiting times	waiting times
Care would be enhanced to become a treatment centre. Easier for patients /general public as central location - simple if all in one place	centralised services
Better service. doctors will check you very well	Quality of service
Because in all the time it's been open I've never used it	never used it

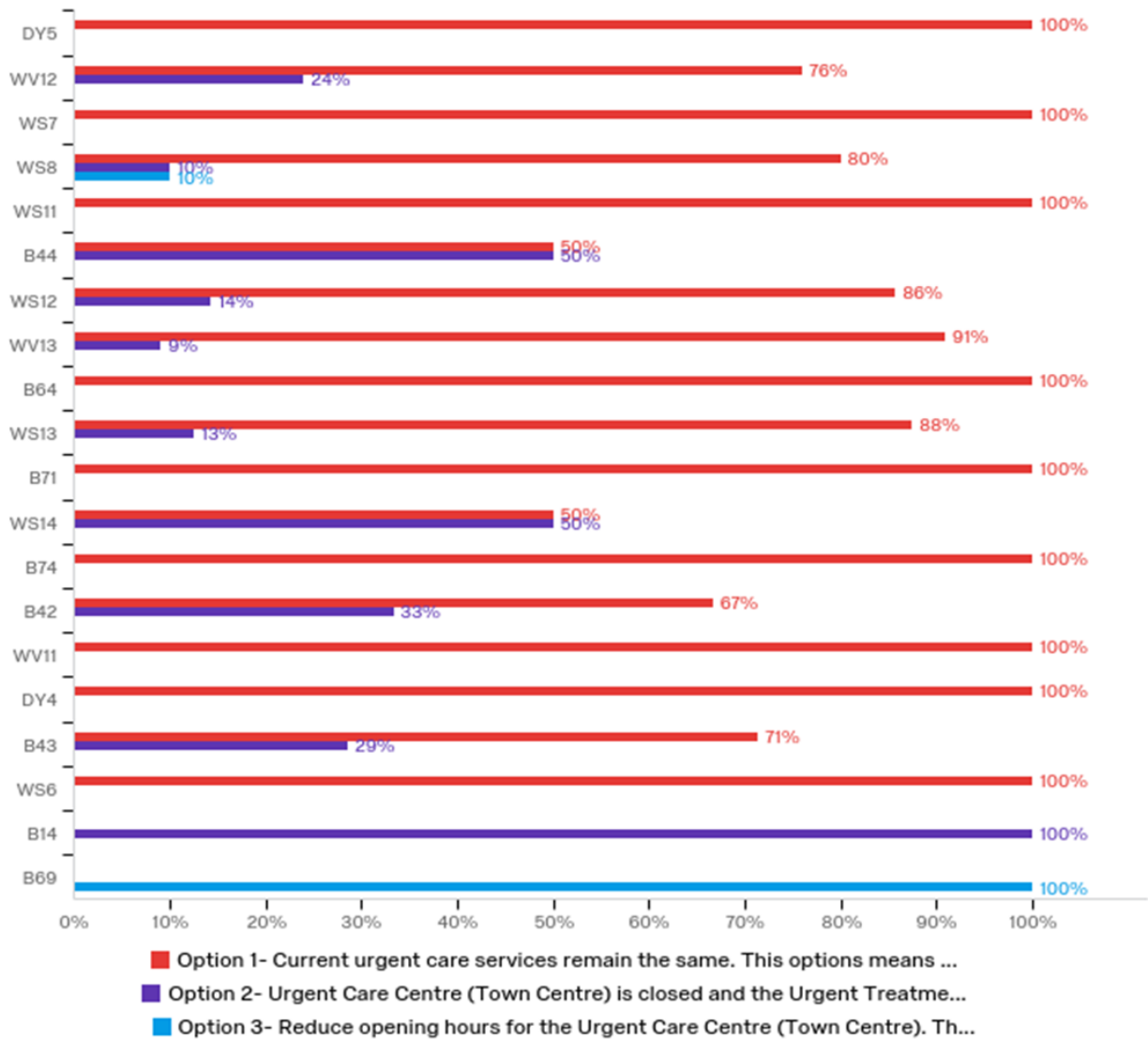
## Walsall Urgent Care report

All options at one place would be better and easier to Park than in town	centralised services, Parking
All in one place	centralised services
1. Provide an opportunity for Manor Hospital to provide a service and prevent it from closing down. 2. Patients across the whole of Walsall will benefit, not just those near town. 3. Parking is and always has been an issue at the Manor	demand for service

Option 3- Reduce opening hours for the Urgent Care Centre (Town Centre). This options means that the Urgent Care Centre in the town centre would reduce its opening hours. The Urgent Care Centre (Manor Road), GP out of hours and NHS 111 services would remain the same.

If you wish, please give a reason for your choice:	Q1 - Topics
Though a reduction in opening hours will only be a minor cost cut, an out of town UCC would be a big hardship and inconvenience on people who have to use public transport	accessibility
This centre benefits a lot of people like myself. It is in a good location which is easy to get to, unlike the Manor	accessibility
The volume of people within town centre, make a town centre facility convenient for some.	accessibility
The hospital base will only work properly of course if there is easy access from the town centre to the hospital e.g. there is hospital.	accessibility
So we don't need to wait long	waiting times
Saving money on the Urgent Care centre in the town now comes too late you should have thought about this before you spent all the money relocating it rather than just closing the old site. Also it is A and E at the manor which needs the most urgent upgrade and not the Urgent Care Centre.	poor financial sense
It may be easier and closer for some people to attend.	accessibility
Independent	personal choice
In the day people should encouraged to go to their GP	inappropriately used service
I like everything about 3	personal choice
Better than nothing and understand if its to do with money	understand financial issues

### 2. Q1 by geographical area (excluding postcodes from previous table)



3. Q2 Impact result reasons

Positive impact (please describe)

You know you have somewhere to go in an emergency but not bad enough for A&E and no appointments available, close to Walsall town centre

You can receive medical treatment if you are unable to see your own GP which is becoming more frequent

You can never get an appointment at the doctors - much easier here

Would be further to travel

working as a teacher at a school in Walsall. i understand the needs of our parents and how important location is for an important service

wont have to travel all the way to manor with two small children and wait hours to be seen

Will relieve Manor Hospital of patients.

Will not have to wait as long at the either site

Will keep waiting times down. More patients than doctors these days

will go in when its close by if its an emergency

will allow for my family to receive treatment sooner. Rather than my current Dr surgery 2-3 wait for an appointment no matter the problem

When no appointment available at GP the urgent care centre is always open

we will still have the benefits it has always have

We need the place

we feel that you have listened to us

We are able to have access to the urgent care centre if the GP are unavailable

Walk in centre plays a vital role in catering to health needs. I get to talk to clinicians

Very useful when you have children that need seeing to or when have them with you and you need help. Easy to be seen while your work in town too

Very useful

Very convenient. Manor waiting time is very long

useful service

use the walk in centre when I cannot get into my doctors

Urgent care is there when i need it

Urgent care in town centre more accessible (bus) then Manor hospital

Urgent care centre in Walsall is the best

Urgent area is useful in my area

Unable to get a GP appointment - centre always able to see

Treatment will be given straight away

Travel distance shorter. I know where it is. Staff want change

To know the site is available in town, which me & family have used is a relief

To access other services before health issues get to serious

This service is required

This means that most important urgent cases could go to the manor and non urgent could be treated at walk in

This is local to me so easier for me to come. If I have any problems regarding my health

This is an important service for many people. as it close for many people to access, also when there are more services lesser waiting times for patients

This is a very valuable service and I would miss it greatly

This allows for good access

There will be an extra UCC

there when needed

Their place when needed as GPs overrun

then we can come to you when we need your

The Walsall town centre service is more convenient

The walking centre with give me positive impact a lot because its near to my house, and for all public in case of emergency, near to town and if GP don't have no appointments, we could date been seen by a doctor at this service.

The walk in centre is easier for me to get to than the Manor Hospital

the walk in centre always have a lot more people in fast and efficiency Not like the doctors

The town centre one is convenient and easy access and the Manor one for more urgent cases

The service remains available

The service is very much needed, I've used it many times for myself and my children

The service is excellent at the moment, easily accessed and less waiting hours as doctor appointment are hard to get and manor hospital waiting hours is very long

The service here at walking is great so wouldn't want it to change

the manor should be for emergencies and centres should be for less urgent cases

The Manor hospital should be for emergency's & centre should be for less urgent cases .

The Manor hospital should be for emergency & centre should be for less urgent cases.

The manor hospital is for emergencies urgent care should be for less urgent and not life threatening

Taking my child to the manor hospital n autism spectrum can be a daunt when an incident in town happens like muggings/fights people have some where immediate to go i helped a man with cancer into the walk in centre after mugging with walk in staff - he was suffering shock/heart attack

Takes pressure off hospitals

suits my needs for access

still use it out of hours as any other time i would see my GP

still receive great service

Still on option to be seen when needed if appointment cant be made with own GP.



Still have a job

Status quo is needed. Continuation of the excellent service currently provided

Staff are helpful

Somewhere to go for urgent care without having to go to hospital.

Somewhere to go for treatment that is accessible., Where I can be seen in a timely manor

Sometimes we cannot make emergency appointment at the doctor, so we could come here and it is very helpful and the staff is very helpful.

Sometimes illnesses start quiet quick and i feel ok about going to urgent care town centre. Also when i have problems with my health and it lands on say an evening the doctors are shut

so i can use this facility

So close to Walsall town centre - Staff very polite

service still available

Services remain the same as usual cant get an appointment with the GP so walk in is my second option

See above comment

Satisfied. happy

SATISFIED

Safe in the knowledge there's somewhere to go in confidence knowing someone is there to care for you

reliable service

Recently my sister in law as admitted to ward 1 we were able to see her the next day. The manor is close to home

Reassuring that assistance is available in town centre, especially for the elderly

Reasons given above

Quicker to get to

quicker service, and built for purpose

Quicker service

Positive impact for the long run

People will get soon asap of waiting for long appointments

Peace of mind that help is at hand

Parking easier/cheaper reduced pressure on A 7 E more convenient only to go hospitals in emergencies

Our Own GP Never has any appointments

Other way to see doctor quickly

one bus instead of two

On the day prescription

not so busy than hospital less stressful

Not much waiting times

Not always able to get a doctor's appointment and having the walk in centre in town comes in handy

Not able to get GP app for 3 weeks

Normal GP appointments takes too long, not available for weeks

non urgent care available more often.

No stress

Needed if urgent appointment

Near to attend town centre

My GP surgery only looks at patients who call in very early in the morning. This means that if i feel unwell later in the day they can't see me whereas the urgent care centre can see me anytime

My family friends and myself will be happy.

My doctors you have to wait days

My doctors is always unavailable/ no appointments - easier to get seen on the same day

much closer to home, great service free parking not much waiting

more spaces and less time in waiting leaving both open

More options, if i need them

more options for care when GP is not available

More easily accessible

More convenient, no need to wait.

more convenient

More convenient

More choices to use out of hours Dr's services and appointments for urgent care to take strain off A & E

More choice

More accessible when have no transport and cannot get appointment at normal surgery.

more accessible than manor

more access available

Means I won't have to wait hours at Manor hospital to be seen as this service is more convenient

Means i do not have to travel as far

Means i do not have to travel as far

Means i can access emergency care without clogging up A&E

manor hospital is too busy

Long House ideal location

Location, Convenience

location is close by

Location

Living alone. I may at some time regular this service

Life line, I never can get an appointment less than a month later

Less waiting times its because more accessible to most people as I've said above

less waiting time. easier to get to

less waiting time at walk in centre

Less waiting time at hospital

Less people attending A&E for pointless reasons such as a cold

Knowing there is always somewhere to go with regards to medical help/ information and knowing you can be seen that day can be a calming feeling, especially for parents

Knowing I can see someone at virtually any time.

Keep my mind at rest to know I have various options if I can't get into GP

I've had to use urgent care many times when i cant get in to see my GP

Its what im used to it works

Its not so far away

Its more convenient than going to the hospital

its in central to all bus routes.

Its easily accessible

Its easier and more feasible for people that work to make it. its more difficult to be booked in at the GP especially on the day (or even to see the nurse)

Its always there if needed

It's quick, easy and efficient

It's easy to get to and they provide a good service

It's easier to get to the town for me. I've used the urgent care centre in town and I am so grateful it is there

It would endure necessary health care & treatment (should i or my family require it) remains a reliable option. E.G. if i needed to see a nurse. My GP currently has a 3 week waiting

It would be easier to get yourself checked

It would be a good place to attend if your own GP is full or its not exactly urgent

It will still be there for me to use

it will be good because if it closes it will put more pressure on the NHS/hospital

It will allow me to get healthcare when my GP is not available to see me

it is very difficult to get an appointment at GP so this service is very important to stay open to serve the community

It means that these is less waiting for small children and i will have two places to take my daughter

It is within a 10 minutes bus drive if i need it

it is very helpful and has been helpful to my family

It is too hard to get an appointment with your local GP

It is reassuring for elderly people to know that they can easily reach somewhere in the centre of town in times of need

It is important to have this service for the people of Walsall

It is handy to have this service. If everything is moved to the hospital then it seems that it could get very busy there.

it is getting more and more difficult to see my own GP!

It is getting more and more difficult to see my own GP!

It is getting more and more difficult to see my own GP!

it is easy to get to the care centre where it is

It is easy access to get there

It is always difficult to get an appointment or be seen by the GP at my local surgery so this is a benefit to me

It is a positive impact because if there are two urgent care centre, if there is a queue in one of them, you could go to the other.

it gives us more choice and reduces numbers at manor hospital which is busy as it is.

It a good place to come when you have young kids you don't have to wait hours to see someone

is is very difficult to get appointment with GP and people who are at work cannot always get appointment to fit around GP opening times.

if you can't get an appointment at your doctors the walk in centre is better option than manor

if service remains the same it will mean a shorter waiting time at both urgent care centres

If it remains the same everyone will be happy

If i need to see someone urgently, I'd rather go to urgent care than A&E unless it was life threatening

I'm currently having to get dressings changed every other day and my GP nurse is away and I also don't drive so the manor is awkward to get to as I have a wound on leg and can't walk

I'm able to use this health centre as its easier on its way

I wouldn't be able to get faster treatment

I would use A & E if this facility was not available

I work nearby and can pop in if needed also GP usually doesn't have appointments when called

I work long hours and the urgent care centre is around the corner from my work which gives me easy access when not being able get an appointment with my GP

I work and live in Walsall so this is easy access on foot

I will not have to waste time at the Manor. They have a very slow service

I will know that I can use this service for my family and myself if needed to

I will have options and probably shorter waits and access to treatment

I will have convenient access to a service which is greatly valued and needed

I will have access 24 hours top the care my family may need

I will get better access and service

I will continue to visit the clinic with my family at convenient times that do not affect my work life meaning I remain productive yet getting treatment so I do not impact the overall economy of the country

I will be safe thinking if U got called from work to attend to any of my kids being sick there's some where they can get attended to faster than the hospital or GP.

I will be able to see a doctor when my GP has no appointments

i will have a better choice when GP doesn't see me and A&E is very time consuming

I will able to access the correct/appropriate health care when needed/when the doctors are fully booked

I use the walk in in Walsall town centre when it's not an emergency and can't get to doctors. It's a great service

I sometimes use this when I can't get GP appointment

I personally want the services remain the same because it has been really helpful for me with my children

I live locally to the urgent care centre and as its getting more and more difficult to book doctors' appointments. i appreciated having this centre near me as i have small children

I know I can get here easily and at convenient times

I know I can access the Services in the Town Centre if I need to, and I don't have to negotiate the busy Manor car park

i will be happy if it stays open

I have used these serves very often more than my own GP as can never get an appointment

I have two children and I feel at peace knowing that if my children became ill during the hours my GP is closed I can bring them here for treatment or at least seen by a Dr

i have terrible history with the health care offered in Walsall so knowing that i can get urgent care here in town really makes the difference KEEP IT OPEN

I have a choice between two Urgent Care centres and can choose the one nearest my current location.

I have 5 children and a mom who has had 2 strokes its becoming increasingly difficult to get an appointment when i actually need at my GP

I have 3 small children who are hardly ever seen by their GP due to lack of appointments. The walk in centre has been a blessing to all 3 of my children

I had sharp right side pain not long ago and used the service in the town centre rather than A&E. I ended up with a letter and went straight through from UCC town centre to the surgical assessment unit for investigations for appendicitis. This is clearly helping the overstretched A&E department as this would have been my alternative.

I don't have to waste time

I do not use the service much but I do think it is a good service

I constantly struggle to get a consultation with my own GP. And do rely on this service when the need arises

I can get appointment when I need it

I can continue to receive urgent medical attention when needed

I can come whenever i want when needed

I can come when needed as I have just moved a couple of minutes away

I can be seen quickly as Doctors surgery is always busy and appointments are difficult to obtain

i and my family have used it many times and is a positive aspect of Walsall

I am currently having to use the services and will do in the future

I am a career for 2 people in my family with disabilities and this walk in centre in town is and does help when you can't get to the hospital. Far too busy at A&E

Helps to have an option of where they wish to go relieve pressure at hospital

Having the urgent care open when it is very available and benefits many

Have to rely on public transport so is far easier to get to

Have great difficulty getting appointments at own doctors this service at care centre is great asset

have choice. town centre is better and cleaner

Have access to see someone if my GP is unable to offer an appointment

Happy for community

happy - common sense

HAPPY

happy

Happy

Happy

happier

great service, good experience

good for speed of being seen

Good for my daughters need

Good doctors and nurses. Quicker service than in urgent centre in Manor

Give the option to use this service when Gp's are closed and feel confident with the service you get from Doctors and staff

Get help when needed

for community benefit

Fast convenient services in Walsall town making the community healthier

Explained above

easy, accessible, opening times are perfect.

Easy to reach without having to bother doctor or hospital

Easy to park nearby

Easy to park and close to bus station

Easy to get to/good location

easy to get to, easier for us to get care as my husband copes better here due to shorter wait than at manor

easy to get to and opening hours are really good

Easy to get to

Easy to get any worries quickly relieved and treatment quicker

easy accessible, opening times are perfect

Easy accessible and perfect as always unable to gain GP appointment.

Easy Accessible and perfect as always to gain GP appointment



Easy access to services when needed.

Easy access to good medical treatment when my children are with me

Easy access to get emergency treatment

Easy access increased appointment and two centres

easy access incise of emergency

easy access for appointments

easy access and quicker wait times for parents with children

Easy access

easily accessible and have more options

Easily accessible, good opening hours and services

Easier to access treatment quickly and more economically as described above.

Easier to access

Easier for me and my family when there are doctors' appointments

Easier for me and my family when there are doctors' appointments

Easier for family

Easier access to medical services

Easier access to it here

Easier Access

Ease of access, see a GP faster than waiting times at Manor A& E and Manor Urgent Care hours are excellent

each time my son has ill i have brought him to the centre in the town. i find that this is easier to access and not as much hussell and bussell as the hospital

Don't use it but may in the future

Doctors always full

CONVENIENCE

Convenient with parking getting to and also less waiting times

Convenient to get too

Convenient location

Convenient

Convenience of being within a town centre as I do not have access to my own transport. The Manor hospital is too far

Convenience and Options

continue to help people of Walsall

Constant care for babies

Common sense

closer to home so more convenient. Patients can also be seen quicker if A&E are busy

Closer to home

Close to my address and lesser waiting times from my experience

Close to home hassle free

Close to home, able to be seen by a doctor without having to wait a long time

close by easy to travel to

Choice of places to go depending on health issue

Choice of options

choice of centres

cause it a good place to bring your kids i cant step through the doors

Cant get appointment with my doctor easily. Need this option to see a doctor in an urgent situation

can wait 2 weeks at my Dr. for an appointment. this place is valuable

Can get help with any ongoing age

Can be seen on a Saturday

Better waiting times difficulty to get Gp appointment. Essential for holidays/weekends Easier venue, better parking

Better services than GPs

better safer environment

Better healthcare

Better for my family

Better care options as care can be shared less waiting times for me and other users. "I have called my own GP for 3 days they have no appointments I'm glad this service was available to me"

Better care options

Better availability

Being treated faster

Being able to see a doctor out of hours while not unnecessary going to A & E

Being able to be seen more easily when GP is closed

Because when i cant get in doctors i will have to suffer, if centre was closed

Because we would know where to go in our unusual circumstances when we can't get to the manor

Because one of the services are close to me

Because just incise I lose my inhalers and that causes an emergency

Because if you can get into the doctors its easy just to come here and get treated

Because I would not have to go to the hospital

Because i got the help if needed with a doctor

Be seen quicker because the one in the Manor hospital gets to crowded and you can rely on the people to give you the right results

be able to see someone when not able to get an appointment at doctors

be able to go after work as GP is closed once i finish work

Available treatment at Manor hospital. Structured more positively

Availability, if unable to obtain services of own doctors, and without attending A&E - Waiting time

Availability of appointments

Availability of appointment to see a doctor

At least its a local service for local people

Assurance that there will continue to be urgent care available due to lack of urgent care from GP. If not available people will just go to A&E

as there is a long wait at the hospital when a child is ill i would like to see doctor ASAP i have done number visit to their centre in 2017 i prefer this over hospital much better

As stated above many of us in the community use it. I've spoken to many people at work who say if they are ill or anything they go there its great service and people are great plus its just opened why move it to hospital makes no sense plus you've spent so much money to open this and i know it was only temp but its really good.

As someone who often requires treatment/being seen outside usual GP hours - plus the struggle to book a an appointment with my GP and also my partner requiring constant care, the town centre service can be vital

AS not always able to get into GP for weeks.

AS my son is disabled, needs urgent care at times and doctors surgery is not easy to be seen urgently

As i work long hours i don't find my GP service can offer me regular appointments due to my working hours and their opening times

As GP waiting times are currently strained, the reassurance of two UCC within Walsall would benefit all.

As above it allows 24/7 care and attention when all other options are exhausted

as above

As above

Appropriate health care

Always able to get an appointment

Alternative to doctors. When you can't book in

Accessibly is positive Quality of service is great. and better than my own GP Surgery. I cant event get an appointment with my current GP Surgery.

accessible and essential service directly to community

Accessible

Access to better practice

able to use when n GP appointments are available

Able to see a GP without having to wait at the hospital or 3 weeks for own GP

Able to see a GP

Able to see a GP

Able to see a dr

Able to go to the doctor when I need to

Able to get to the centre when my gp is full

Able to be seen at short notice when doctors aren't available

Able to be given instant advice and treatment

Able to access U C

able to access flexible well located service

Able to access a GP

a good impact because you have somewhere to go

a choice of urgent care

a better service

-

-

-

-

-

easy access and central less waiting time

Negative impact (please describe)

Easier for people to get to than the Manor Hospital. May I suggest that you put a sign to show where you are especially when coming from the Bus station in Bradford Place, the reason for the lower attendance is because people can't see where it is. the reason being the present signs is on the wall flat

-

Any enhanced care at the centre would be beneficial to all.

Appointments are never available at GP surgeries

closures would create problems

Easy to get to, so more convenient

hard to get to Manor.

Hospital already overworked and understaffed

I have no problem where it would be in the Manor Hospital and if i could reach it. I cannot walk well and can use a taxi to there.

I have urgently needed this service on two occasions and on both, have received treatment that gave me great relief from awful pain. I had to wait perhaps go somewhere else. Seen but both this compared to a three week wait to see a doctor at my surgery

I have used this service a few times this year, staff are very friendly, i got the care i needed as i couldn't get an appointment with my doctor for at-least a week

I know I will be able to get medical at anytime

I live local and can't get treatment in emergencies far more easier at manor

I live outside Walsall but work in the manor Hospital therefore the urgent care centre does not directly affect me but it will obviously affect people who are in and around the town centre

I would prefer to enhance the manor rd. as I use this service, it would benefit from being an treatment centre

If the doctors you are under cannot see you there are good staff here to help

increase waiting time

Longer waiting times

Longer waiting times parking charges

Longer waits at A&E

longer waits, reduced care

Manor Road Centre is very time consuming and needs reorganisation.

more and more people at A&E

My GP has been too busy to provide an appointment and insisted i contacted the urgent care centre. At the urgent care centre they miss-diagnosed chicken as Pityriasisrosea and as a consequence my child could have infected others.

need more doctors so it can be quicker

Parking expensive at manor and too small

Restricted access

See above

See above

The waiting times to be treated.

Today called GP first available appointment is 31 September. if this service is move to The Manor and travelling parking issues.

We all deserve help if needed same as everyone deserves this. It takes a long time to see a GP.

will double waiting times at the manor

Will not get to see a doctor got asthma

#### 4. Q3 – Impact reason results

Positive impact (please describe)

Would have to go to local doctors and can never get in

Will ensure simple, easy service to access at hospital if moved. If closed completely will have negative impact on general public

What would patients do with out this centre if removed

Treatment given in a safer environment

Transferring to hospital that is already running at maximum will have a knock on effect

town centre is more convenient

Too had to get to the manor as have to rely on public transport. Also the waiting times will be horrendous. If you are feeling ill you don't want to wait 4 hours to see someone

Then we don't have to walk to far just of a Dr

The waiting times at the Manor are always extremely long. Waited 4 hours when last took my daughter.

the fact you have to wait days with your own gp i like the fact i can come straight here and my children is looked at

Should have local care

quick treatment

Parking and bus service to Walsall better than the hospital

No alternative option

Means I can access the centre better than going to A & E

Manor waiting times are ridiculous

Less accessible alternatives

nowhere to go for urgent care without having to go to hospital.

It will be difficult for many people to get treatment

It will be difficult for many people to get treatment

It takes longer to get a doctor appointment

it opens 7 days a week 12 hours a day

it is closed where I like

is convenient for me. Only 20 mins on the bus

I wouldn't have anywhere closer to go as I do not have a car.

I will have to source needed services elsewhere out of my living area. Travel would be difficult

i don't feel comfortable with going to the manor as we as a family have experienced negative responses and poor treatment for me the services outside the manor have been more reliable e.g. town centre urgent care and Walsall LED midwife unit

I didn't know where it was until recently. Everyone knows where the manor hospital is

Hopefully my GP will provide appointments not referrals

having a chance to have medical attention if unable to access gp

GP only opens short hours

Further to travel as don't drive and Walsall needs it, needs to be kept open

for emergency use very convenient and local

Extra travel and time, why do they need to move the centre to the Manor when there is already an A&E there

Delays in treatment

convenience

can't get into my doctors, means i will take a bed at manor hospital

Better to have service on hospital site which provides immediate sign posting if further treatment is required on the day.

Because it would mean me using the A&E Department at the Manor Hospital

. cant get to see your own doctor peace of mind coming help is on hand. 1 doctor on today no appointment today try tomorrow, I could be dead



Negative impact (please describe)

harder to get to, longer waiting times

longer waiting times at hospital urgent care and harder to get to

transport to manor is not good

cannot see own gp come here instead

wait longer to be looked at

longer waiting times and no parking at manor

manor will be over run

too far to walk

please we need the care centre town centre to be open

sadfwesfwergtwe45y ghj56hrwetbq3gb xfghsrn t hje56uhjsrn th

The urgent care centre in Walsall is a value service its easy to access i feel that that care centre reduces demand at the hospital

Where would I go

Nowhere to go for urgent care without having to go to hospital.

We will have to rely on GP. Or longer wait at The Manor Hospital - where urgent care I received there was Shambolic! Not to mention having to pay car park. Fees for Urgent Care where you could be waiting up to 4 hours.

No access to services i may require

This would not be good this centre is needed as hospital are already stretched

More people will use urgent care centre at the hospital. This will impact on waiting times.

Would have to travel further to get to the clinic

less chance, reduced service

Limited health care options. Longer wait to receive medical help

People need help

more local, easy access

inconvenient

means going to the hospital then having to pay for parking. which not knowing how long you are going to be and that car park is expensive

try to access GP when possible but the urgent care centre in the town is my next option, however if the services were improved at the manor it would be another option especially in A&E dept. The travel time isn't different but parking and accessing the right department can be difficult.

not able to get an appointment with doctor when working mon-fri

the hours open

Walsall town is easier and better for adults and kids

I prefer to come to this location

We never get an appointment from doctor surgery it will be very hard

Longer waiting

Its bad because i have to spend more waiting time an emergency in Manor

This would place more pressure on A&E department

Means have to travel to hospital and waiting times are ridiculous

will not be very good trying to get seen at A&E. Putting more pressure on A&E

Easy to get to from bus station

It would mean having to arrange child care and pay for a taxi to get to the manor

More travelling

I would have to possibly wait a number of weeks for an appointment with my GP - Not quick enough

As stated GP usually don't have appointment and work wise i can just go to centre

Closing the town centre urgent care will mean patients will have a much longer waiting time, also doctors cannot spend the time with each patient as would like

I would have to wait a long time to be seen by my GP

There will be nowhere to take my daughter

access to the manor hospital is difficult to most people

as above

have to travel further for urgent care

waiting time in hospital will increase

we will have nowhere to go

We will have nowhere to go

IT will feel like a big loss, because before there was the walking in centre on the market and to be honest i use to it being there so it is for my selfish health reasons

Its going to be a long waiting hours against, its there one created to Walsall Manor

Unable to attend GP out of hours

with 3 children we need both centres

I use the care centre a lot for my children for emergencies as we don't always get doctor's appointment.

Longer waiting times for appointments

More likely to be seen quicker at Urgent Care than at hospital

I use the urgent care centre a lot because i cant get appointments straight away

Cause there a good place who helped people in need

It's the closest emergency place, other than the hospital. So sometimes its unable to make it to the hospital straight away

i do not drive so closing it would mean getting to another centre more difficult

less chance of being seen by a GP

Waiting times are bad enough now. What on earth will it be like if there is only one centre

more patients at the UCC at the manor hospital meaning longer waiting times

Further to travel

easier to get to in town cheap/ free parking

Making more waiting time and delay patient care

Longer waiting times to be seen

would have to go hospital for care

have to go hospital for care

AS the surgery does not always have appointments

Having to use hospital which can take time

more delays at manor hospital

To far

long delays at hospital and parking charges would be applicable

Difficult to get in at doctors

staff and services are essential

we wouldn't have known where to go when the surgery is shut

I recently was diagnosed with an IBD. My local GP was only able to give me an appointment 2 weeks ahead. the Urgent care centre saw me immediately where o was ambulated to hospital and treated after an 8-day stay. Thank you

Longer waiting to be seen if everyone has to go to the manor to be treated

doctor appointments take days to get one

It means we may have to wait days. Weeks to see GP nurse

Have to wait long at hospital

Can never get in GP and same times cannot get to the Manor

we will have to go to manor hospital wait about 4 hours or more pay for parking

To have longer waiting time at Manor

Waiting time will double at Manor Hospital UCC

there are people who are ill who will not get to see a doctor and could die

Longer waiting times at A & E further to travel

I have to travel out further to be seen

Struggle to get speedy help

I would probably go to Wolverhampton A&E Newcross

Need to find somewhere good as this

i will not be able to take time off work to attend A&E

I would have to wait in A & E which is extremely waiting times

Struggle due to working hours, further to travel if relocated

It's the closest place to go if we are ill and cannot get in the doctors

It will be harder and difficult to get through to another place

Limits access to services and increases likelihood of use of A&E when not needed.

No availability of quick appointment at my own doctor means I will have to wait a long time for medical advice.

I have used this service several times and it is conveniently located. I believe that if this service is closed, then this would reduce services overall and patient care will become reduced.

If I need it and is not available

It could impact on people

Less option for when i cannot get into the doctors

i will have to ensure a longer wait at the manor hospital due to the volume of patients

Because it is good and close then we will have to go to another place.

Longer waiting times at the manor

Hardest way to get help if GP is busy

Longer drive, dealing with more traffic, no parking

Because its hard to get appointments quick at my doctors

Have to catch double buses or pay taxi as Manor hospital is inconvenient

Because this is the closest walk in centre to which I can get to.

Too far to walk to Manor

Easy to get to. Easy to see doctors

Hard to say as it depends on your own situation waiting time at the surgery

no urgent care closed by home

Very good for emergencies and children

Better i stay here so it does not clog the Manor hospital

Longer wait to be treated

Its a lot easier to get to manor waiting in no good.

Because you wouldn't be able to see a doctor until next appointment or waiting ages in A&E

Its commitment for myself and family to have urgent care centre close to home

Longer waiting hours at the hospital. More staff will be rushed off their feet and patients will not receive the correct treatment professionally

Won't be able to receive urgent care when is needed

may need to call in sick (work) to get an appointment at the main doctors surgery.

A&E would be strained more and busier

Getting a same day appointment in an emergency for my kids is a problem as the urgent care unit is another way to get seen and sorted without attending the hospital

Its needed where it is

Stressed

The waiting time would increase too much

If this centre closed and we can't get a GP appointment, A&E will be the only option. A&E = long waiting hours and are only for emergencies

If it closed then we wouldn't be able to use it and the hospitals will be crowded

Less choice in an emergency

Will have to go for and went for long appointments

It snice to know there is help available when needed

Nightmare won't know where to come

I will struggle to get to a place for my children to get medical advice or attention when they are resident with me

i live alone with no transport i have to use a bus and it would mean getting a taxi to hospital

Have to travel Further

people would really struggle with out this centre

we can never get an appointment at our doctors and sometimes this is out only access to medical help

i will have to wait for ridiculous amounts of time at the hospital

you will have to wait a long time in the hospital

No point of contacts for out of hours Drs and urgent care

I have little faith in NHS 111. Therefore, other than GP. i would prefer to come to walk in centre

Wasting time getting to hospital

cannot receive local care, quickly and effectively as i do now

Will not get to see Doctor work 25 hours a week

same as question 2 as not always able to get to the manor hospital

I think it is better to keep this centre open

Struggle to get GP appointment

There will be longer wait times at Manor Hospital

Not as easy to get to

Less doctors to see

My doctors hardly open can take weeks for an appointment

I will never be able to see a doctor

I will have to travel far and wait longer for same service

Will just attend Urgent care at Manor instead

GP does not always give appointments

colleagues i work with would not have a facility that is easy to access, patric the none drivers

Potentially have to travel further to hospital

We have to wait long time for an emergency appointment that we cannot wait for

I have a son with long term illness and always gets in GPs

Lack of choice. Greater demand for the care centre at the manor and longer waits. Where will all the extra patients fit in

I could use a reliable source of healthcare the staff here are lovely and my sister has been given great health care from here less waiting times

further to travel

Long wait at hospital if i needed to be seen i would prefer to go GP as hospital wait is ridiculous

I probably would not bother getting seen, which would result in the issue getting worse and definitely needing hospital treatment

If my GP i closed I would struggle as I would prefer for them to be seen at the town centre Urgent Care Centre. I feel that I don't have to wait here as much as I have to at the Manor hospital Urgent Care Centre

it's the closest to me i can walk there

My doctors is very hard to get an appointment, so if the walk in closed we'd be left waiting weeks to see a doctor

If I can't get a GP appointment I will have to wait hours at A & E

Means I will have to sit and wait hours in Manor hospital and will put parent health and safety at risk due to long waiting hours at hospital

My GP are hard to get appointments

Meaning longer waiting in the hospital with unreliable customer services.

Its helped me when im not well but not enough to go hospital

.reduce waiting times at Manor Hospital surely more cost effective on the NHS increase in waiting hours A & E

Appointments with GP are hard to get

More time consuming and costly to reach the UCC at the hospital by Public Transport.

Can never get into see my GP due to no apps or work

When in need it will be hard to get an appointment elsewhere

you can walk anytime

Longer waiting times

I would have to travel further. Would incur parking costs at the Manor. Car park/road congestion

Because I would have to travel long way to another service

I will feel like i wont have anywhere reliable to go

Would be a further journey to manor hospital and the longer waiting times

Difficult to park at the hospital; do not know where there is a nearby chemist.

Because there will only be one place to be seen and can get very crowded and you can be seen quickly (within 5 mins)

Because when you cannot get an appointment at your doctors then where would we go

Never any GP appointments available. The CCG should be looking at resolving the Gp Surgery problems in the borough instead of closing one of Walsall most valuable services.

we might have long waiting hours to the new proposed place and long distance

Easier to access the Town Centre UCC by public transport. Potentially more costly to park at the hospital.



AS sometimes we cannot get appointment through our GP so its best to have an emergency please to go to

It will potentially be more difficult or costly to reach the centre at the Manor. The current centre in the town centre is easy to access, convenient and well situated.

Longer waiting times with sick children

Will be more difficult to be seen by a GP when unwell

Awkward to get to the manor

No transport to get o the Manor if did, parking would be a problem

Please refer to previous comment

I would have to go Manor Hospital which would require transport

Long waiting times at A&E and other providers

Terrible impact. It is more convenient for people to go to the task centre one, especially the elderly. Parking is already crammed in hospitals and this will get worse if the services moved to the hospital. More pressure will be put in the NHS - longer waiting times.

Because doctors will have a lot more appointments and will be a lot harder to get into be seen

Probably never see my GP, has can never get an appointment

My family would have to go to another centre that is far away instead of come to one that is close.

Its easier for me to get to town centre rather than Manor

would have to search for new WHS

No service on bus route

Making seeing

Its an effective and helpful service and is easier to access than A&E

No idea how may use it. Tends to be folks not registered with a GP possibly.

Where will I go for an emergency because you get to get seen in a que whilst its my GP you have to wait for an appointment

long wait at A&E the other service is horrid - dirty place less care given to people

Harder to get to service - Manor will take longer and cost more waiting

Having to travel further and wait longer to be seen

Having to travel further and wait longer to be seen

longer waiting times not been seen as quick and prolonged treatment

Its harder to get somewhere else

This will be very frustrating if all patients have to go to the manor hospital this will mean more pressure and longer waiting times

Long waits for GP appointments & increased demand at A&E

I do not have a car and the Manor is difficult for me to get to at weekends when i have urgent need for a doctor

I would have to wait a very long time for an appointment at my doctors

Very important for my health needs

Because the wait at the Manor site will increase and will impact on everyone

means going and sitting in the manor which cannot keep up already what should take one hour takes 7.

have to have private transport

More pressure for the hospital which it is already under immense strain. It would prove pointless to close this vital and valuable service

Would have to wait over a week for an appointment

Not being able to see a doctor if I can't get into my own GP

a lot of impact because can never get in my own doctors

As I stated my GP surgery lack appointments so my family will suffer ill health

Manor far plus long waiting times

Not able to access this service

If A&E is full less chance of getting seen

More difficult to receive urgent treatment. I receive better care for my daughter here than my own Dr's Ultimately rep to hosp

Further travel when we need to visit

Less accessible help

difficulty going to the Manor

Will not be able to see a GP. longer waiting hours at the hospital

It would mean i would probably be required to take 1/2 day or maybe even full day off work for even minor health issues. Based on my experience of both options

If the Urgent Care Centre closed I would have to wait until it opened or go to the hospital

i would be sad

i believe it will make A&E more congested

Harder to get through to doctors, and I would have to wait more to get to see a doctor.

If i can't get an appointment at the surgery, i can come here if it is urgent. It is also closer to my house than Manor Hospital

Because I would have to go to a further Urgent Care Centre

Would not be seen as quickly as needed when not able to get an appointment at doctors

No Urgent Care would mean waiting for a GP's appointment

I'd have further to travel

I will no longer have a local Urgent Care Centre as a backup for when my health declines

I will not be able to see a doctor on the day of my illness and instead will have to travel to A&E for a minor problem

It will mean having to catch extra buses. due to being disabled this will cause hardship

Manor waiting times will increase from 3 hours to 5 hours easily

I will have to suffer

struggle to get to the manor right care taxis inconvenience i use if doctors let me down

Never can get a doctor's appointment with my doctors when needed

No doctors' appointments at my surgery and longer waiting times at the Manor

Cant visit incise of problems

because where are you to go if you can't get into the doctors

Manor is much further away. Parking is very expensive. Waiting times would increase

I think the manor hospital one is not easily accessible

We need this care centre as it is the closest to us

I have access to my own transport, but if i was away from home/unavailable my wife/son would find reading the manor more difficult

Full waiting room of patients in Manor Hospital

it will make treatment more difficult when ill esp. when family GP is closed and will put A&E services under more unnecessary pressure

Would have to rely on appointment with GP not always easy to get.

Find it difficult to get an appointment with my GHP, urgent care centre is truly helpful

Would be very disappoint because a lot of people as well as myself, rely on service which are helpful, and always here out of hours if GP are close or have no appointments till 2 week which is awful

which means if this service is to close all the patients how attend the site will go to the main manor and will have longer waiting times. Also car parking will also be an issue as parking gee are very high as the Manor Hospital

Won't get the help

travel further

Difficulty in seeing a GP. Walsall Manor hospital is already over serviced by the population

Will have to go the hospital as doctors is always full

We would have to always go either to the Drs who is not open weekends or the manor and it would be difficult

1 - distance to the hospital (stuck in traffic) 2 - longer time to wait

It is important to keep this centre

I currently have the peace of mind that me or a family member can have somewhere to go where the GP is not an option and the hospital is not the correct place to go

Tie up parking spaces within hospital. Difficult to get urgent doctor appointments

Trouble with getting there, extended waiting times. Parking troubles. Blocking A&E department

Convenient

Ni easy access to emergency services

Higher waiting times - less resources

Long waiting time

I would have to wait for appointments that are urgently needed. i had to wait 2 weeks for one at my doctors once

Long waiting time

Because is so difficult to get to GP doctor and (Town Centre) is always open

Long waiting time

Very convenient. Next to bus station, Ideal parking

Unable to access service if cannot get appointment with GP - evening and weekend urgent care is easy to access

Often used this for my daughter

Doctors see limited patients often waiting over a week for appointments, at least I can be seen and my mind eased if urgent care is available

Needs to remain open for the needs of the people

I won't be able to be seen

No access to emergency urgent care

I'll probably have to wait longer

A lot more difficult to get to

Long wait in A 7 E as other UCC not as nice placement

we can never get an appointment at our doctors so if its urgent we go there

As appointment are rarely available with GPs

see comment question 2

Going to A & E unnecessary due to doctors being in work times

This would remove the convenience described in question two elderly people could find it difficult to travel further to get medical help

It will be a disaster eating to happen as Manor Hospital is dirty, A & E is pathetically slow and disorganised patients from visiting dir to its stale attitude

Its a service I have relied on in the past and now

I will no longer be able to access medical help quickly/efficiently. this will also mean doctors will become more hectic and A & E will be put under more stress.

Can give us unpleasant impact

When GP is full would mean going to hospital which could result in huge wait times

No available options to see a GP in an emergency. There is to much overcrowding

It will make it much more difficult for me to get my dressings changed

Sometimes if my doctor does have appointments I have to come here for myself and child

We need the urgent care here

The manor is too far for me to access as a first port of call

I will have to travel further which will deter me from seeing medical help

Because you would have to go Manor and would have to wait ages to be seen

Not always able to get an appointment with gp closure would mean having to go to A&E  
Unnecessarily

Some have previous difficulty

It will mean that people will have to go to the doctors increasing the amount of time it takes to get in. walk in centre is most convenient

I Will have to travel a while in an emergency

Less likely to seek medical attention

Useless alert at care homes because not always gets to the doctors

If my GP cant get me in or my children in urgent, this place is so important to give us the appointment out own GP cant

Less options

Going to the hospital can be stressful enough more germs and infections due to seriously ill patients with longer times to wait

We can't always get doctors' appointments and cannot always wait a week if your ill

It will help me in case of emergency advice what to do about my symptom

Further to travel as i do not drive longer waiting times

Less choice - longer waiting times

i come here when i a unable to get in contact or get an appointment with my DR if the urgent care centre was not here it would mean i or my child would have to wait days even weeks to be seen meaning the condition could become worse

I find it difficult to get to see my GP (week wait ) this services provided is ex

We cannot get treated if we are unwell and we would not have an alternative place to go to.

it will have a negative impact because the manor road hospital is far away from us

see above

I won't be able to get the help when is needed

I won't be able to get me and my son better when we're ill which will be very bad because my doctor never has appointments

can never get an appointment at doctors

-

It's easy to get to and buses very close

It's my local walk in

I wouldn't be able to get urgent treatment

When my children are ill on a weekend

less care facilities

Having to wait weeks for a doctor's appointment

There will be too many people in the Manor

I would be unable to access & will needed service with good doctors

-

Because doctor appointment is a disappointment for emergency and Manor hospital waiting hours are too long, where is people going to go

-

-

-

Location/access is so much harder to get to

as described above

It will mean greater difficulty when trying to obtain medical treatment. Location is also very important

it will mean greater difficulty when trying to obtain medical treatment. Location is also very important.

It will mean greater difficulty when trying to obtain medical treatment. Location is also very important

it is not always convenient to get appointment with gp.

It's hard enough to see the doctor at the surgery

it will mean having to go to A & E Hub and waiting long hours at Manor and there will be allot of traffic and people collision.

Long wait at A&E, own GP always full

more wait in hospital

long waiting times at a & E and other providers.

It would mean having to go to the manor which will have an impact on parking in the area as parking charges are too expensive

see above

long waiting times @ A &E and other service, patients already have been send down to hear, imagine the impact on waiting hours this will cause another good service and tax payers money been wasted.

easy to get to.

Like any service that closes the pressure then is put on already stretches areas. I am able to access all services where ever I am

It is already bad that I cannot get in to see my GP, I cannot see my GP in working/school hours. If this were to close I would end up having to continue being in pain.

manor not as easy to get too.

I live closer to Manor Hospital and would use this instead

#### ACCESS TO SERVICES

No appointments at my own GP for over 2 weeks - need to be seen urgently

as above, this would lead to greater pressure on other services, possibly to greater waiting times for appointments

It will mean going to A&E, they are already complaining about the waiting time. This will increase the waiting time .

busier urgent care centre at Walsall manor hospital

Not able to see my own GP for weeks!

The parking at hospital is costly and having to go the manor hospital will pact people wanting to actually use hospital facilities causing extra pressure on hospitals

two buses instead of one

Easier to get to in town than hospital

Would go to A&E

Services get caught up in the busy Manor. Making it more difficult to park, a good distance from car park and I have mobility problems

No gp appointments at own gp

we couldn't go to manor so would have to wait for gp to open. husband has dementia and couldn't cope with wait at manor so neither so us would get treatment

Congestion and more difficulty getting to hospital, longer waiting times for hospital who are understaffed and impersonal. Parking costs

Unable to get emergency appointments at my doctor's surgery for my son. Waiting times at Manor Hospital urgent care are way to high

Very bad impact I mean it takes me ages to get appointment at drs and I can't stand the long ques on 111 plus manor hospital has long ques I know mhs going through so cuts but please please keep it open

If treatment needed I would have to travel further afield

the car parking issues at the manor are horrendous also the waiting area and the service at the urgent care service at the manor is beyond poor

4 week wait to see my own GP at the moment

Reduce availability of emergency care

Less choice, less Urgent Care support in town (central location - the Manor isn't for a lot of people).

Further waiting times at Manor Road- increased inappropriate A&E visits as well as a diminished perspective of Walsall NHS trust leadership competencies

More people would go to A&E when it is not required

It is more accessible and you don't have to pay extortionate parking to use it.

one less place to go to

More waiting at hospital.

Longer waiting times

It would make the centre at the manor much busier and waiting times longer

The Manor is more inaccessible

long waits at the manor

Longer waiting times at the manor, parking charges

recently visited UCC in Town centre as couldn't get a GP appointment for 7 days or more, this is fine for routine care but not for urgent care

MORE TRAVELLING - LONG DELAY IN HOSPITAL, PARKING COSTS

Problems with parking at Manor

I've been in the position of needing to take elderly relatives for care, and the Bridgeman St centre works well for this.

Long waits at the urgent care in manor

Friends who are stroke victims / hear attack victims

ANGRY



annoyed

long delay in hospital

long delay in hospital

visit hospital

long waits in hospital. parking

long delays to be seen in hospital

HOSPITAL VISIT

long waits in hospital

DIS-SATISFIED

long delays at hospital

Potentially increased traffic the central UCC which has limited space and capacity to deal with volume of patients.

Car Parking nightmare, and charges

I wouldn't be able to get my dressings changed on a daily basis

have to travel to hospital

you don't care about the people of Walsall

LONG WAITS IN HOSPITAL

more waiting time

Will not be able to access care conveniently.

less chance of being seen by medical professional longer waiting time in hospital service parking cost increased

working various hours i would struggle to get appointment with my gp

Longer waiting time.

Nowhere to go - urgent care in the manor had a 3.5-hour wait. The one in town - 15 minutes. The wait at A&E will surely be longer as more people will be using it and there won't be more doctors

No choice and longer waits at Manor

No Dr. appointments available

Would have to wait longer to see own doctor

All patients turning up at A&E

Be without a job,

difficulties getting an appointment with gp practice

service no longer available

More a and e attendance

I wound end up waiting HOURS in ed for simple fix at week did

Harder to travel to a place in case of emergency as I rely on buses and the bus stops right outside as above

Long wait at manor hospital and massive impact on ae services

Always useful to have an urgency care service and if the one in town is closed then the one in the manor will be twice as busy and it's busy enough as it is

Less likely to utilise services when needed. The location is perfect and needs to remain open to ensure the people of Walsall can access services without delay.

Limited care option

I would need to get two buses one to town and one to the manor. The buses are not that regular to the manor. You don't want to have to get two buses when you're feeling quite poorly

Think waiting times would be increased.

Further to walk

Walsall urgent care centre closing down means seeing a gp out of surgery hours becomes more difficult for injuries that are no life threatening

Unable to get GP appointment with own GP for 3 weeks

I am member of staff at town centre site

Wait at the manor is too long as it is already

#### 5. Q4 Impact results

Positive impact (please describe)

need a place like this

-

Again having to go elsewhere for treatment.

as above

at least we can still use the service

Because its always there when you cannot get in doctors or need of emergency care

Convenient only 20 mins on the bus. If you reduce your hours then I'll have to travel far.

Delays in treatment

depends on hours due to working

Depending on how severe as service is only need in emergencies

Difficult to get doctor's appointment when working

I do believe that to make use of the facility it should be open 8am till 11am and 4pm till 9pm.

I have no transport so that would make it difficult for me

I have used the centre twice and really appreciate the urgent nature of it

I mean if it meant not closing but reducing hours would be better then nothing but as long as the staff is the same or more so it's not so busy

If I need it

Im okay with this as better than not being open at all

It will delay any help i may need

Its necessary to have a centre like this in emergency in the town centre

Leave hours some. Fits in with people who work. Can see a doctor never get turned away

Less working hours

Many people will suffer

Many people will suffer

More awkward to get to Manor as it requires getting two buses.

Not being able to come when little one is ill

Not easy to get GP appointment when at work.

not good at all

Never know when you will need it

reducing its hours is better than being closed down completely

See above

Sometimes i get stomach ache and im still trying to sort this problem out

staying open is the main thing, save money by reducing hours, this is positive impact as it stays open

Then we lots of time to come and easy for us to come on time

There are many people that need help and reducing hrs is a no brainer

Urgent care centre need to kept open as we cannot get an appointment at GPs

Will make some impact but will be better than closing

Would have to travel for a doctor

Would still be able to see someone outside of work hours

you putting a price on life

Negative impact (please describe)

---

reduced hours would not be as bad as losing it all together

---

opening times at moment are good

---

can't get to see my gp. wait at manor will be unbearable

---

I go when cant be seen by gp

---

should not reduce its hours

---

manor will be overrun

---

lot of mental health service patients use this and will have nowhere to access

---

please some of us finish job late but to care centre the time to see the Dr. it helps a lot

---

I find there is some demand for urgent care services in this areas it is getting more difficult

---

Longer hours work around works times

---

reduction in hours will require to go to Manor see above

---

Would find it difficult to find time to get here

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Access at a time I need it

---

I work full time so at the moment i am able to attend around my daily job if i need to

---

As I work nights its hard to get the right hours anyway

---

inconvenient

---

no point in being open a few hours

---

the hours open

---

It will be hard because some patients are working it would be hard for them

---

Cants be seen as quick

---

See Question 3

---

Work till 6PM in Birmingham use service regularly. Open till 8PM suits people who work

---

People at work need centre to attend not just aged

---

As i work hard to get appointment at doctors

---

A service like this is needed 24 hours a day as you never know when you will need it

---

We would attend the Manor instead

---

Obviously less access to the care centre

---

Hours reduce means not being able to get checked with GP or care centre

it entirely depends on the hours

waiting times will increase in hospital and walk in centre rush will increase

the GP does not do out of hours service

The GP does do out of hours service

See above

Hard to see GP in working hours

children often need help out of hours

Very negative impact as we use to the urgent care centre in Walsall a lot for my children.

Less chance of being seen when needed

I work during the day so weekends and evenings are the only time i can access the service

Cant get in when you want it

may be unable to attend due to work hours

Same as above

as above

Patients care service

people will get less time to go less people will be served

May not be able to access

Not able to access

less chance of being able to use it

Because more people will be going to hospital and they are already understaffed

Confidence in the knowledge I will be looked after need, and my family will reduce significantly

Be at the hospital we have to wait long

more pressure at manor and longer ones

Due to working I may not be able to make the opening hours

Annoyed but no personal impact. Local amenities should be kept.

Need more hours

I have a very busy time schedule with both work and studies. I won't have time to visit A&E

Same as above

see above

It needs to be open till midnight - not to reduce hrs - especially weekends - so that pressure on A&E can be reduced.

The best feature of urgent care centre in town is that the timing, opening hours means patients can be seen as and when required

Convenient times to go in and get appointment

Peace of mind knowing longer hours are available

I work nights and sometimes I cannot come in day due to I'm asleep so at least I can go later on in the day.

reduced hours is still negative impact for those people who work.

Because its better, the hours a flexible

need flexibility due to work, i.e. sometimes not possible to get to an appointment during work). In last minute, emergency cases - having a care centre with late opening hours is very useful.

not able to see a doctor

working and can only get here after work

Good customer service and good does /Nurses

Should stay the same

I like the long hour service. Without this I would end up using Manor Hospital always

Time now is suitable

As it should be open all hours of the day really to help people

Urgent Care Centre could possible only open after lunch around 12-1.00pm

Same reason as above

Longer waiting times as more people would need to be seen in a shorter space of time.

same as above

Out of hours will suffer and have bottle neck at A&E at Manor

This would be my second option. At least it is not closed but would still be negative for Manor hospital

only need help very occasionally

If hours get reduced, that will only result in long waiting hours for people who are poorly

Will still crowd the hospitals A&E as accident happen at all times of the day

Keep as it is

You never know when you are going to need help.

More difficult

Less hours means less time available for people to be seen and this pressure on the staff trying to cater to all the people who need the service

it is open later than the doctors you can just go in and wait your turn without making an appointment if it was closes we will have to travel further

i work full time so it would course problems with times

I think that the hours are restricted enough every time i have been in the town centre one it has been very busy does this not demonstrate enough that it is available serve within our community

because of the hours i work i can come before and after work

early hours means you can get seen quickly late hours means you can come after work

in case of an emergency but unable to get to the hospital because its far

I wanted access to out of hours services and when unable to get Doctors appointment when ill, no facility available.

See above

less availability on times as need

it is not always possible to be able to come in to see the Gp during short hours

No good for people at work

Hours of work are always difficult

Longer wait times - for the opening hours

Less availability

It would just put more strain on the service

As above

I already think its not open long enough

Need out of work hours

Means a longer waiting period elsewhere due to lack amen

Nowhere to go but A&E if urgent care is needed!

Those people are working they will affected.

Drs don't accommodate working people and struggle to get an appointment

Reducing the hours will only benefit whoever pays the light bills keeping the current opening hours is great for last minute care after work

Less hours to see consultants and having to work restricts access to these services.

longer wait as most people prefer coming here with children

It may be closed outside of my Gp opening hours

limit as to when i get there

means it will be more busier and harder to see someone

With the centre open late its better than GP

Mainly use this later in the day - due to carried working hours - helpful if hours reduced

Longer waiting times

Potential for more time to be wasted / expense incurred when travelling to the other UCC.

same as above

Restricted times

I like the current flexibility as i work during the day

Anyone could need it anytime

Longer waiting times at manor hospital

If the hours get reduced there could be a long waiting list which could result in appointments being weeks long and early hours with some people could not make

Due to working hours

this means less patients to be seen by doctors which is not good

Possibly inconvenient to reach the hospital by public transport at unsociable hours, or difficult to find a parking space.

Will have to travel Manor with sick children and parking busier

You may not always find a date or time

i finish work at 6pm therefore i can attend UCC as its open till if they reduce hours it will have a significant impact on myself and my children

I think the hours provided at present are good for the working people

if someone was to come later after work, they might find it closed because it would have reduced it hours.

People that work do not get a chance to go to their local GP. I myself don't get time to see my GP or nurse are usually fully booked. The urgent care centre is convenient.

Its useful for being seen late evening if GP is closed

No one will ever know times!

Please keep the centre open to help people. thank you

less able to gain an appointment for these who work

See above

See above

Because i work and i probably won't be able to get in

Longer waiting times not been seen as quick and prolonged treatment



I will not be able to get an appointment after 6pm

Its hard to get into see the doctor due to work hours

less able to gain appointment for those who work

Unable to come during work hours

The centre opening times are very useful.

This could make it hard for me to come whenever I have a problem and cannot get appointment from GP.

Because the time the site is open will be shorter and will mean going for the manor site if you have this need to get to GP.

Hours nee extending to meet the needs of service users its a comfort to know this service is her for us !!

Its hard to get into my own GP. Opening hours is perfect the way it is for minor emergency.

May not be open when i need it to be

This will not help people who work

The other option is Manor which is going to be a longer waiting time

Should be accessible all hours to reduce strain on the hospital

Less accessible help

Working people like myself will not be able to see a GP and condition could get worse as I would not like to use the emergency services at hospital as that is for real emergencies

Services would be decreased/GP appointments difficult to get. Waiting times would be presumably being extended if at the Manor. Inconvenient at Manor. Always had city centre location

This too would probably have a negative impact on my own working day should i require use of the service

it all depends on what the new hours will be

Foe people that work

Same as above

Longer wait at other centres

I would not be able to get myself checked quickly enough and would have to find a different way.

I would not be able to come after school or early in the morning. People won't be able to come after work

There will be more people at one time

Emergency care or attention would take longer

Cant always get to my GP during the day. the urgent care centre is very convenient and free parking

AS I live on the other side of the borough, it will make it harder for me to get there before closing time.

Its ideal for when im at work can just pop into the manor rather than suffering in pain

I'll be limited in getting help

I have to rely on family to bring me so i may not be able to get there in the shortened hours due to their commitments

Its extremely convenient when cant get appointment at own doctors

at least it will still be open if it reduces its hours rather then closed

The urgent care centre is so good because it operates non-standard hours

Obviously it can only be accessed

because there is nowhere else to go when doctors are closed

see above reason

My Family will be put at risk as they will not have an immediate access to treatment

Should increase hours

Therefore, it will have time available as before, less seen by doctors or nurses and would be closed early which will be no point. We rely on services such as this

Harder to get seen

Will have to attend during different opening times which may well impact on the work commitments for the rest of the community as well.

We would probably need it which it wasn't open which would waste our precious time

reduced hours will equal longer time spent o less appointments

The whole point is to be open when the GP surgery is closed.

It is essential for people who work to be able to have access out of normal hours

it will be too far

With all the funding cuts happening, the choices of getting access to availability services will be limited for me and my family, as well as for wider community.

Surely to reduce the impact of numbers on the manor hospital site and services is a good thing

Longer waiting times

Convenient

Restricted access to emergency services and longer wait times

A & E is already over stretched 4 hours plus waiting times at the moment

Long waiting time

Will have to wait longer for urgent appointments and sometimes that is impossible

Long waiting time

Long hours is good, because any time and day you can come

Long waiting time

Would have to go to Walsall manor and wait a long time

Possibly awkward and restricting

Less variability

Less time to get appointments

I suppose it would be a negative because that convenience & service will be taken away

I work long hours and its difficult to get appointments at my GPs so its good its open late so I can go after work.

Unable to get there within time if after work

I work shifts so may not be able to attend when needed

see comment question 2,3

Won't able to attend during work hours

See answers 2,3

Read above

Less time - less appointments, this will also increase demands as appointments when open

same as above

Have a reduced chance of seeing a doctor if required.

I work strange hours so would like the premises open as many hours as possible

As i need to fit changing dressings around work

I have work/college so may not be able to attend if hours reduced

This is a treatment centre, patients cannot access treatment of it if shut

I will have a time frame to see someone

It would be packed even more because of the time it shuts

as above

Difficult when working because doctors not open as late 8am-8pm is a good time

something may need to be dealt with at a letter time due or ward or time problem accrued

Less places to visit

Hard to work around with education and work

Urgent care centres are usually busy more less the better

Less convenient

I work until 7pm so sometimes i cant go doctors so its handy for small illnesses

I look after my granddaughter whist her parents are at work if she's ill i bring her to here because she can't get an appointment from her doctors if its shut she would have to wait or go to the manor.

Obviously no one knows when you will take ill so reducing hours especially with 5 children will have a define negative impact

Less time to use the service

as long as the service is running, regardless of hours it benefits the community. however the longer opening hours are ideal for these that work

Myself and my son use the walk in centre. He is in school so the hours matter

-

I will not be able to get here because I'm working

I may not be able to attend to get urgent treatment

less hours for 111 people

-

-

longer opening hours gives you more options if you need it

the waiting hours will increase which will annoy me

-

-

-

-

-

Will no longer be able to get emergency treatment

It is not possible to determine when medical assistance will be required. Why restrict hours?

It is not possible to determine when medical assistance will be required. Why restrict hours?

It is not possible to determine when medical assistance will be required. Why restrict hours?

working people and weekends its not always possible to see your gp.

The opening hours should remain the same, as above it's difficult to see gp there is always a three week waiting list for appointments.

longer waits to be seen

i finish work at 6pm, therefore i can attend UCC as it opens till 8pm, if they reduce hours it will have a significant impact on myself and my three children.

This will mean going and sitting at Manor Hospital which can't keep up already & what should take one hour will take 7 hours. The public will really be pleased.

see above

less able to gain appointment for those who work.

working during the day, very convenient

Unable to access if he's reduced before I go to work or accessing after work

ACCESS TO SERVICES

Working until 5pm - my own GP closes as 6 and usually fully booked

as above

more waiting at urgent care at hospital and less chance to see clinician

I work Monday to Friday 9-5 - my own GP doesn't offer weekend or evening appointments

The purposes of walking in centre is because people can't get to their GP.

ideally it would be 24 hours

More likely to access the service out of hours which means going to the Manor

I work 9-5 Monday to Friday

same as above. we couldn't get treatment due to husbands dementia

longest waiting lists for gp and hospital with parking costs and extended waiting times

Increased waiting times or no access to care

Should be open for as long as possible if funding allows

too many people in one place

I work 9-5 so only able to see my GP in the evening

Reduce availability of urgent care

Higher influx of visitors to the hospital- especially at busy hours would not only pose an unnecessary security risk but also restrict the availability of services staff can provide to patients.

This is really according to how they reduce the hours. If it is done in such a way that they are accessible to people who work full time or for school children so they don't go to A&E with their ear infections or whatever, then fine. If they put it to 9-5, they might as well close it. This service plugs a huge gap- GPs seem to only see their long term patients for reviews but if you have tonsillitis you need to see someone today but it is a waste of resources to go to A&E. People cannot easily access the UCC at the Manor, and most people don't even know that it exists to use it. The town UCC is more visible and people know that is an option for their health needs.

there is no time frame on urgent care we get unwell 24/7

less availability especially for working people

See above

Obvious!

Less available

This service is available at the moment when I'm unable to get a GP appointment

reduces accessibility and flexibility

POOR SERVICE

Means going to A & E when not open

It is open when GP surgeries are not.

Lack of availability

LONG WAIT IN HOSPITAL

annoyed

need to go to hospital

delay in hospital

may have to visit hospital

have to go to hospital

long delays to be seen in hospital

longer waits to be seen

reduction of treatments and will become less convenient

HOSPITAL VISIT

long waits in hospital

UNHAPPY

long delays at hospital

need to travel to hospital. not good for me

poor access for us

POOR SERVICE- LONG WAITS WHEN IT OPENS

more waiting time

Smaller window of which a doctor is available.

as i work full time will not have as much of an option to seek medical advice

i work various hours

Longer waiting time, more ques

Less times.

Long hours worked

The manor cannot cope with additional patient load

harder for working people as most gp practices close early

More a and e attendance

As above

I wouldn't be able to access it at times I might need

again puts pressure on manor hospital

Still make it difficult to gain gp appointment and rush time impacts on ae

Working hours means it can be a nightmare to attend at any other times.

You can fall ill at any time so the longer it's open for during the day/evening, the better. Otherwise it means travelling further

Think waiting times would be increased.

The times are very convenient as attending during work hours is not good

Hours i work

Stable times are a good thing - no confusion when they are and are not open then

*6. Q5 – Opening hours suggestions*

Other, please specify

24 / 7

8am-10pm 7 days

same

8am-10 7 days

stay same

-8 7 days

8-8 7 days

8am -10pm 7 days

8am - 10pm

please please and please it helps so much and kids and family very important

Hours shouldn't be reduced

6pm - people compelled to work cannot attend until late evening

Weekday i would stay 8 to 8 weekends 8 to 6

every day until 10.00pm (Starts at 00:00am

8am -6pm in week. 8am - 4pm Saturdays

should not reduce

it should be open later than 6pm for workers to use the service

same opening hours

No reduced hours

8pm - 10pm

2pm - 10pm Mon-Fri or 7 day per week

10am to 10pm

same hours as now

Increase Hours

Keep same hours or increase

24 hours open somewhere else

8 - 10pm all week and weekend

10 - 8.00pm

There's a hospital up the road, no need for the Urgent care 24/7. I am only using the urgent care because i know it is there, I really wouldn't mind having to go to the hospital

10 - 8, 7 days a week.

10am to 9pm

Don't know but I would like to think it was available

8am - 8pm - weekdays. 8am - 10pm weekend

Keep same hours

8am to 10pm

Leave time same not broken and need to fix it

Make no difference

12:20:00 Monday - Friday 12:00 - 18:00 weekends

8am-9pm weekdays. 8am - 11pm weekends



i think 6pm is too early to shut the centre i think it will also put more pressure on the manor hospital a service which is already struggling hours be at least 8am-8pm 7 days a week

i feel out of hours service might be a better opening times as everyone should have access to a GP during normal hours

24 hours in 7 days a week

Current times

Leave hours as current

Don't see what difference this makes

Needs to be open later to take the pressure off A&E

It should stay as 8-8pm

9am - 5pm

8am - 6pm Mon - Friday. 8am - 4pm Sat - Sun.

8-6pm Monday - Friday and 8am - 10pm weekends

i like later hours due to work etc.

Increased until 10pm

7am - 10pm, 7 days a week.

8am -6pm 7 days a week and 6pm - 10pm Monday to Friday or 8am - 10pm at the week end

Not sure current usage so cant really comment.

increase till 10

in week till 10

Same times

I would not be sick to order

8 - 8pm

8-8 same as it is

Can't get Dr's appointment

8am - 6pm 7 days a week. because school finishes at 3pm so you have 3 extra hours to get to the care centre immediately

Please keep the same

Say 9-11am & 6-8pm

Times its currently at

No please leave the hours as they are

9am - 8pm - Monday to Friday 11am - 8pm weekends

it would be an overflow to the hospital on a weekend

8-8 week days and weekend

Just one hour less

Stay the same

8.30am-6pm - Monday to Friday 9-1pm Saturday and Sunday

8am - 6pm Mon, Wed, Sunday - Least busy evening. 8am - 8pm other days

remain the same, as GP surgeries cannot accommodate extra during surgery hours

Not sure

open till 10pm - increase hours not reduce

9 - 9pm

Read above

People going before and after work

Because it should be open 24/7

12.00 - 8pm Mon - Fri. 8am - 10pm weekends - i.e. when able to access gp surgeries

8am - 10pm 7 days a week

It should not restrict its hours

It should not restrict its hours

It should not restrict its hours

stay as they are.

it should open 8 to 10pm, i have people been turned away as the centre is to full and it closes at 8pm.

Stay the same

leave hours as same

increase till 10pm

to remain the same or extend too 10pm.

8 to 8pm

increase till 10 pm, already people are turned away as closing time is at 8pm.

Keep the same

Please keep the same

When you cannot get into a GP and out of hours times when A&E are bursting to capacity

8-8

should not reduce hours but increase them

Should not be reduced

For as long as possible

6pm- 11pm Monday to Friday and 8am- 11pm weekends. Although the hours would be reduced weekly, the focus of opening times would provide key support post GP closure. Then providing key support for A&E as well as UCC Manor Road pressures on weekends, which see the most cases of unnecessary cases through the hospital doors.

10AM - 10PM 7 days

KEEP SAME CURRENT HOURS

24/7 would be ideal,

Please keep them the same

KEEP SAME HOUR

keep same

same current hours

keep same

keep same hours

keep same hours

keep same

longer waits to be seen

LEAVE AS CURRENT

same current hours

KEEP SAME TIMES AS CURRENT

keep same

9am - 4pm, Monday to Friday

leave current times

leave times as they are

SAME TIME AS CURRENT

same hours as current

stay the same or increase to 10.00pm

9 -8 weekdays, 10 to 8 weekends

Stay the same hours

---

8-8 pm To stay the same

---

8am-8pm, 7 days a week

---

Reduction in hours will mean patients will be turned away sooner as they may not get time to be seen within their business hours.

---

It should be 24 hours. No discussion needed

---

Increase hrs till ten pm week day Or 10.00-2200

---

8am - 8pm 7 days a week

#### *7. Demographics – marital status*

Other- please tell us

---

Wife living in residential care

---

relationship with a man who does not live at my house

---

Partnered

---

In relationship not married

---

Gaia

---

complicated

---

-

#### *8. Demographics – Religion and beliefs other please tell us:*

Other, please specify

---

spiritual

---

Jehovah Witness

---

I believe in myself and science

---

Atheist

---

Pagan

---

J W

---

Agnostic

9. Demographics – carer for someone with long term condition

Other, please describe

---

Work at Manor Hospital - Nurse

---

Walsall EYES Director for Charity

---

use to look after my mom before she went into a home

---

They are bed ridden

---

Son/daughter with cerebral palsy

---

shopping

---

Possibly my daughter currently under review

---

language barrier

---

I help 83 year old wife who is now registered partially blind and has a degree of deafness

---

i have 4 children who i support

---

husband with health issues

---

Grandma- dementia Parkinson

---

grandchildren

---

Family of deaf people

---

Family members

---

Family member

---

disabled parent

---

Dementia

---

Dementia

---

Children

---

Cancer

---

Cancer

---

Asthma