

# Emergency Department Survey Report

Feedback Report



September  
2021



---

# Contents

- Introduction..... 3**
- Methodology ..... 3**
- Key findings..... 4**
- Detailed findings ..... 6**
  - Torbay Hospital, Torquay .....6
  - Derriford Hospital, Plymouth ..... 29
  - North Devon District Hospital, Barnstaple ..... 52
  - Royal Devon & Exeter Hospital, Exeter ..... 75
  - Online feedback centre ..... 98
- Statement from NHS Devon Clinical Commissioning Group ..... 111**
- Recognition ..... 111**
- Appendix ..... 112**
- Contact us..... 118**



# Introduction

Healthwatch in Devon, Plymouth, and Torbay is the independent consumer champion for people using health and care services in Devon. Healthwatch listens to what people like about services and what could be improved, and shares those views with those who have the power to make change happen. Due to recent increased pressure on emergency departments, Healthwatch was asked by the NHS Devon Clinical Commissioning Group to find out what brought patients to emergency departments, whether patients were visiting emergency departments because they were unable to access other services, and if patients' visits were related to recent hospital discharges or conditions for which they were on waiting lists.

## Methodology

Healthwatch volunteers and staff conducted surveys in four emergency departments (EDs) across Devon: Torbay Hospital (Torquay), Derriford Hospital (Plymouth), North Devon District Hospital (Barnstaple), and the Royal Devon and Exeter Hospital (Exeter). The Healthwatch Engagement visiting team asked patients questions about their visit to the ED, including whether they sought advice or treatment from any other services before arriving, if they were unable to access any other services, and if their visit to the ED is related to hospital treatment they are waiting to receive or have recently received. A risk assessment was carried out before the engagement began. All members of the Healthwatch visiting team were double-vaccinated against COVID-19 and wore personal protective equipment. 407 people completed the surveys across the 4 EDs in Devon.

Healthwatch also gathered feedback via its three local websites from people who had used one of the four EDs in the past two months. The Healthwatch online feedback centre was promoted using social media via Facebook, Twitter, and Instagram, its three websites, and regularly via the three separate weekly email 'eBulletins' for Healthwatch Devon, Healthwatch Plymouth, and Healthwatch Torbay (see Appendix 1). A total of 32 posts were made across social media, with a combined reach of 56,480 and a combined engagement of 1,796. 103 people gave their feedback via the online form.



# Key findings

- Most of the respondents at Torbay Hospital (82.47%), North Devon District Hospital (71.74%), and Royal Devon & Exeter Hospital (62.07%) did not come to the ED because they were unable to access another service. For respondents at Derriford Hospital, this figure was just under half (49.47%), meaning over half of respondents said they came to ED because they were unable to access another service.
- Torbay Hospital had the highest percentage of respondents who had sought treatment or advice from NHS 111 before coming to the ED (46.60%), followed by Derriford Hospital (33.33%), Royal Devon & Exeter Hospital (28.0%), and North Devon District Hospital (26.26%). Royal Devon & Exeter Hospital had the highest percentage of respondents who sought advice or treatment from their GP (37.0%), followed by Derriford Hospital (32.35%), Torbay Hospital (24.27%), and North Devon District Hospital (22.22%).
- The percentage of respondents who came to the ED because they were unable to access GP services was considerably lower at Torbay Hospital (5.15%) compared to North Devon District Hospital (18.48%), Royal Devon & Exeter Hospital (20.69%), and Derriford Hospital (29.47%).
- The percentage of respondents who came to the ED because they were unable to access NHS 111 was higher at Derriford Hospital (12.63%) compared to Royal Devon & Exeter Hospital (9.20%), Torbay Hospital (7.22%), and North Devon District Hospital (5.43%).
- Relatively few respondents were on a waiting list for hospital treatment, ranging from 10.64% at Royal Devon & Exeter Hospital to 21.0% at Derriford Hospital. Relatively few had recently been discharged from hospital, ranging from 6.38% at Royal Devon & Exeter Hospital to 17.17% at North Devon District Hospital. Of the small number of respondents who were on a waiting list or had recently been discharged, most said that their visit to the ED was related to that condition.



# Hospital Comparison Table

	Torbay & South Devon Hospital	Derriford Hospital	North Devon District Hospital	Royal Devon & Exeter Hospital
Number of survey respondents	103	103	100	101
Number / Percentage of patients who did not come to the ED because they were unable to access another service	80 / 82.47%	47 / 49.47%	66 / 71.74%	54 / 62.07%
Number / Percentage of patients who had sought treatment or advice from NHS 111 before attending ED	48 / 46.6%	34 / 33.33%	26 / 26.26%	28 / 28%
Number / Percentage of patients attending ED who were unable to access GP services	5 / 5.15%	28 / 29.47%	17 / 18.48%	18 / 20.69%
Number / Percentage of patients attending ED who were unable to access NHS 111 services	7 / 7.22%	12 / 12.63%	5 / 5.43%	8 / 9.2%
Number / Percentage of patients attending ED who were on a waiting list for hospital treatment	16 / 15.84%	21 / 21%	13 / 13.4%	10 / 10.64%
Number / Percentage attending ED related to that condition	9 / 56.25%	11 / 55%	5 / 38.64%	2 / 20%
Number / Percentage of patients attending ED who had recently been discharged from hospital	9 / 8.74%	17 / 16.67%	17 / 17.17%	6 / 6.38%
Number / Percentage attending ED related to that recent discharge	5 / 55.56%	12 / 70.59%	8 / 50%	4 / 66.67%

# Detailed findings

## Torbay Hospital, Torquay

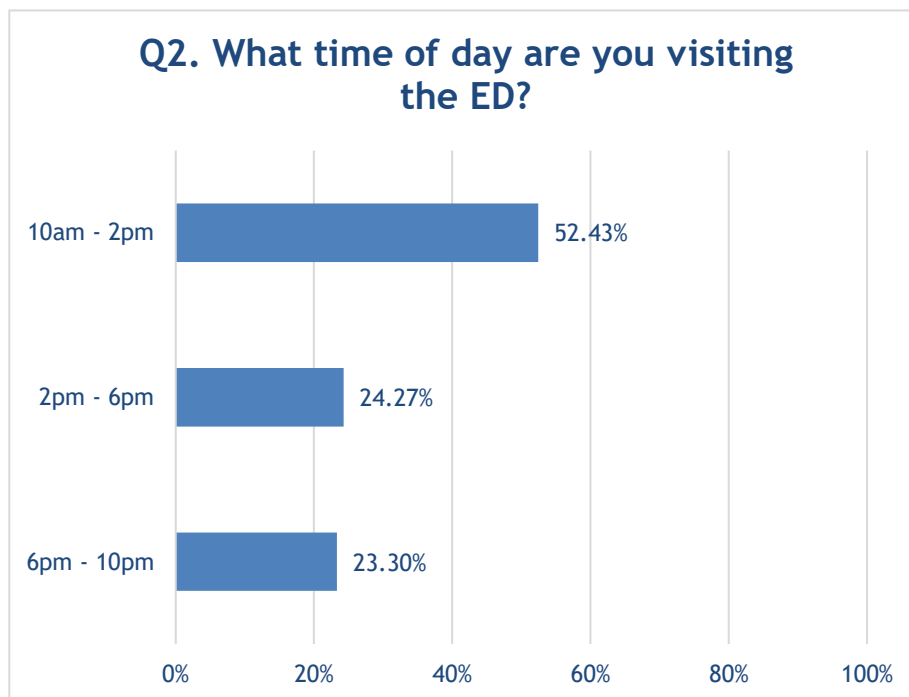
The Healthwatch Engagement team visited Torbay Hospital five times between 28<sup>th</sup> July and 1<sup>st</sup> August. Two sessions took place between 10am and 2pm, two sessions took place between 2pm and 6pm, and one session took place between 6pm and 10pm. Four sessions took place on weekdays and one session took place on a weekend.

### Question 1. Which emergency department are you visiting today?

103 respondents completed the survey at Torbay Hospital.

### Question 2. What time of day are you visiting the ED?

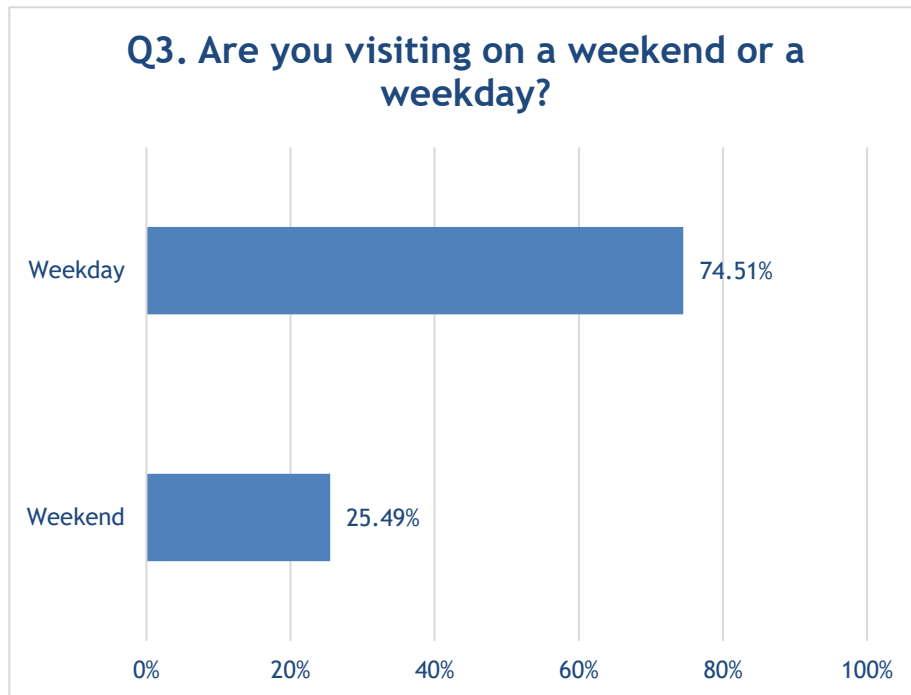
All 103 respondents answered this question. 52.43% of respondents (54 people) were attending between 10am and 2pm, 24.27% (25 people) were attending between 2pm and 6pm, and 23.30% (24 people) were attending between 6pm and 10pm.





### Question 3. Are you visiting on a weekday or a weekend?

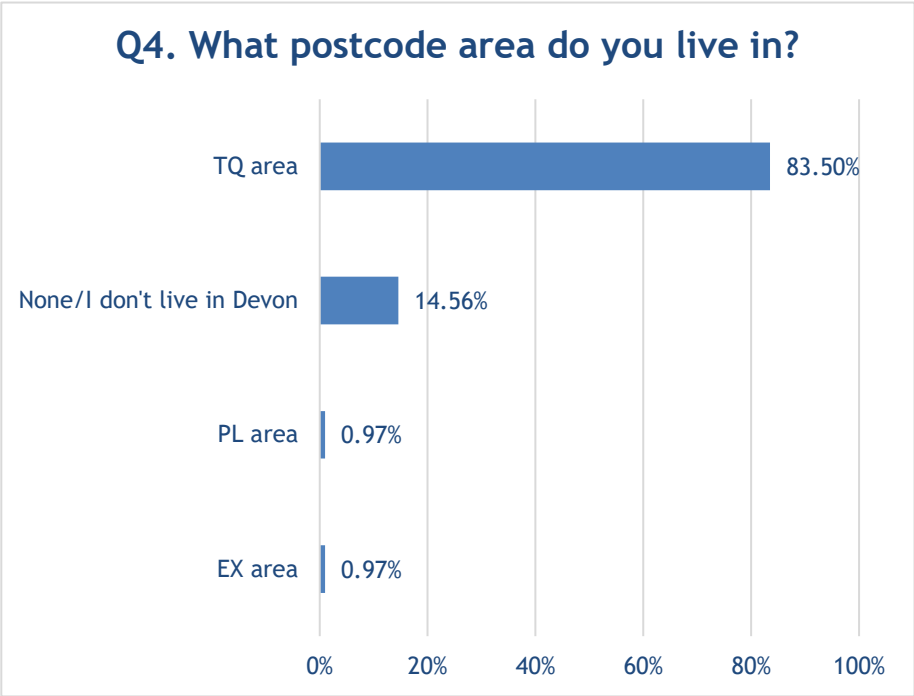
102 respondents answered this question and one did not answer. 74.51% of respondents (76 people) were attending the ED on a weekday and 25.49% (26 people) were attending on a weekend.





**Question 4. Which postcode area do you live in?**

All 103 respondents answered this question. Of the respondents who lived in Devon, 83.50% (86 people) lived in the TQ postcode area and 14.56% (15 people) lived outside of Devon. The PL and EX postcode areas were each represented by one respondent (0.97% each).





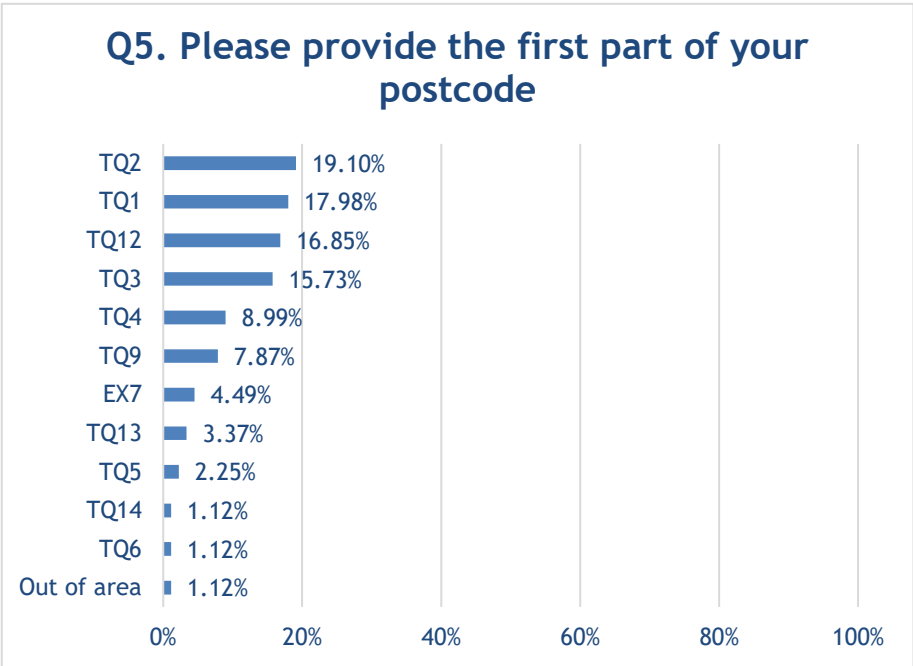


**Question 5. If you live in Devon, Plymouth, or Torbay, please provide the first part of your postcode**

89 respondents answered this question and 14 did not answer. Twelve different local postcodes were mentioned in the responses. The five most common postcode areas were:

- TQ2 (19.10%; 17 people)
- TQ1 (17.98%; 16 people)
- TQ12 (16.85%; 15 people)
- TQ3 (15.73%; 14 people)
- TQ4 (8.99%; eight people)

A detailed breakdown of all responses is available in Appendix 2.





### Question 6. If you live in Devon, Plymouth, or Torbay, which GP surgery are you registered with?

88 respondents answered this question and 15 did not answer. In total, 30 different local surgeries were named in response to this question. Two respondents said their surgery was not in Devon and one respondent gave an unclear answer. The five most common GP surgeries were:

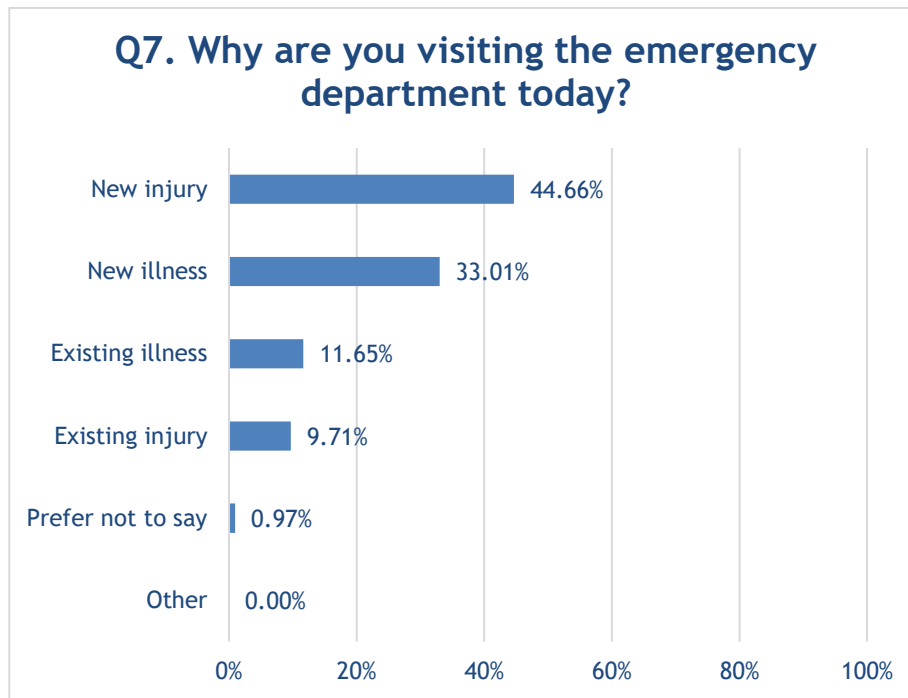
- Chelston Hall Surgery (11.49%; 10 people)
- Pembroke House Surgery (10.34; nine people)
- Corner Place Surgery (8.05%; seven respondents)
- Mayfield Medical Centre (8.05%; seven respondents)

A detailed breakdown of all responses is available in Appendix 3.



### Question 7. Why are you visiting the emergency department today?

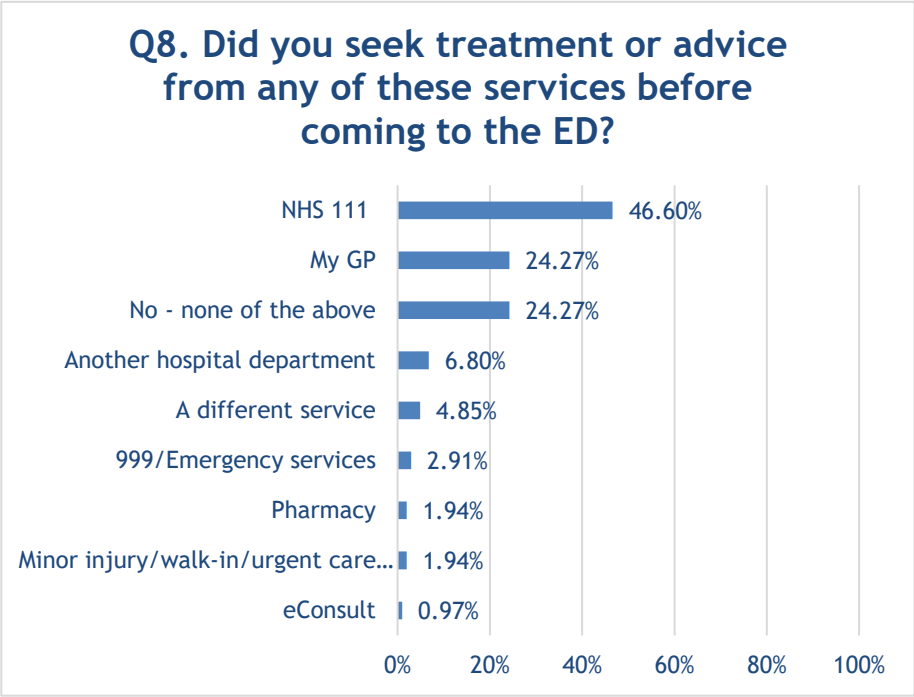
All 103 respondents answered this question. 44.66% of respondents (46 people) were visiting due to a new injury, 33.01% (34 people) were visiting due to a new illness, 11.65% (12 people) were visiting due to an existing illness, 9.71% (10 people) were visiting due to an existing injury, 0.97% (one respondent) said they would prefer not to say.





**Question 8. Did you seek treatment or advice from any of the following services before coming to the emergency department today?**

All 103 respondents answered this question. As respondents were able to select more than one answer, percentages may total more than 100. 24.27% of respondents (25 people) did not seek treatment or advice from any services before arriving. 46.60% of respondents (48 people) said they sought treatment from NHS 111, 24.27% (25 people) sought treatment from their GP, 6.80% (seven people) sought treatment from another hospital department, 2.91% (three people) sought treatment from 999, the ambulance service, or paramedics, 1.94% (two people) sought treatment from a pharmacy, 1.94% (two people) sought treatment at a minor injury, walk-in, or urgent treatment centre, and 0.97% (one respondent) sought treatment via eConsult. 4.85% of respondents (five people) sought advice elsewhere; one respondent sought advice from Totnes and Newton Abbot hospitals, one from Devon Doctors, one from Specsavers, one from a local GP (not the respondent’s own), and one sought advice from a family member.





## Question 9. If you answered yes to the question above, what advice were you given?

82 respondents answered this question and 21 skipped it. 21 respondents said that NHS 111 advised them to attend the ED, 20 respondents said they were advised to attend the ED but did not specify where this advice came from, 15 respondents said their GP advised them to visit ED, nine respondents made their own decision to visit the ED, and eight respondents were advised to attend or brought to the ED by 999 or the ambulance service.

Eight respondents described difficulties accessing other services before attending the ED. Three of these people said there was a long wait for an ambulance or paramedics, two said they waited too long or struggled to access 111, two said they struggled to access their GP, and one person said they could not attend the hospital they were originally advised to attend (Newton Abbot) due to lack of transport. Six respondents said they were directed to the ED by another service; two respondents said Newton Abbot hospital directed them to ED, three said another hospital/MIU directed them but they did not specify which, and one person said Devon Doctors advised them to visit ED.

### *Directed or referred to ED*

#### *Directed by NHS 111 (21 respondents)*

- “NHS 111 advised me to come here.”

#### *Unspecified advice to attend ED (20 respondents)*

- “They booked [me in] here.”
- “[I was] advised to come here”

#### *Directed by GP (15 respondents)*

- “My GP told me to come to ED immediately.”

#### *Directed by 999, the ambulance service, or paramedics (eight respondents)*

- “111 [called an] ambulance.”

#### *Directed by another medical service (six respondents)*

- “Referred to A&E by MIU and pharmacy.”
- “Advised to come to Torbay by Newton Abbot Hospital.”
- “GP and Devon Doctors asked me to come here.”
- “Hospital sent me here.”

#### *Self-directed to ED (nine respondents)*

- “Looked online but [I was] directed to A&E - no mention of any walk in centres close by, and as [I’m] on holiday I don’t know the area.”
- “I did Google what was happening to me. It told me to come here.”

#### *Difficulty or inability to access other services (eight respondents)*

- “NHS 111 [told me] to wait for paramedics. Took eight hours.”

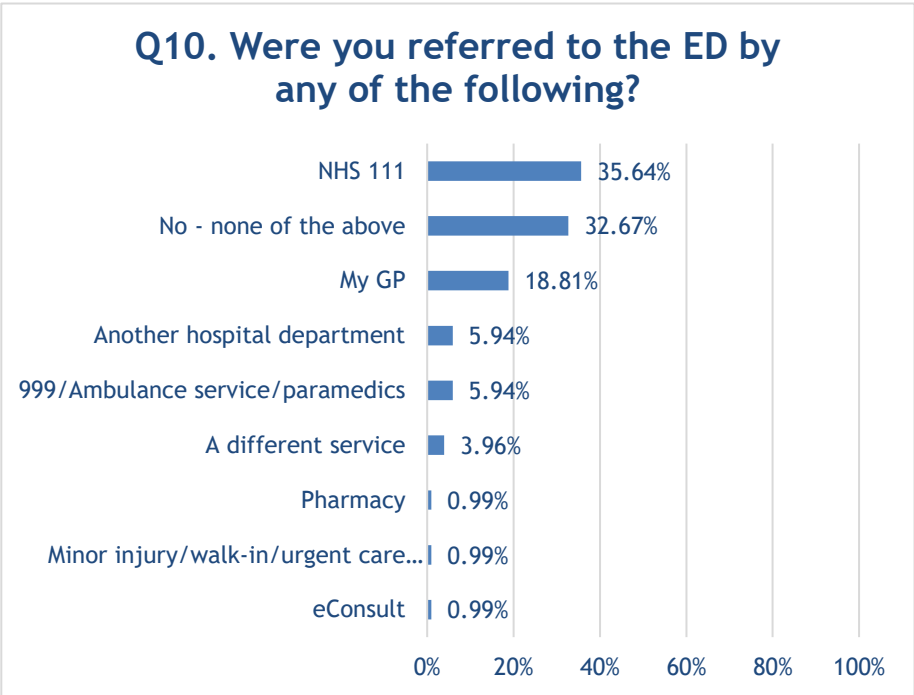


- “Advised to go to Newton Abbot but I couldn’t get a lift to come home if needed.”
- “Police called 999, but [there was] no ambulance available, so I came here myself.”
- “Called 999. Could not get through to my GP.”
- “Could not get through to 111 so came to A&E.”



**Question 10. Were you referred to the emergency department by any of the following services?**

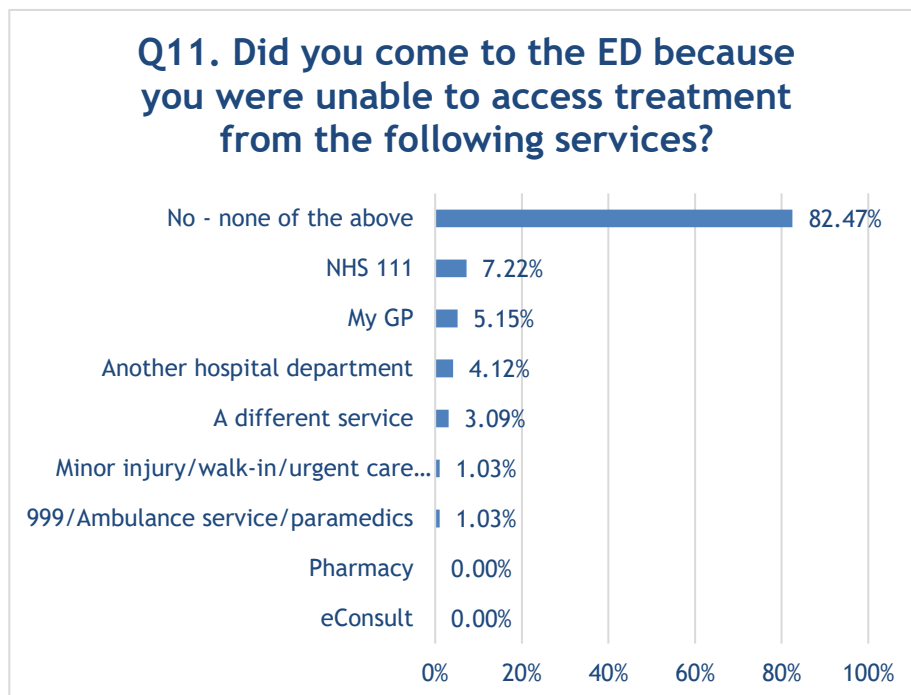
101 respondents answered this question and two did not answer. As respondents were able to select more than one answer, percentages may total more than 100. 32.67% of respondents were not referred to the ED by any services. 35.64% of respondents (36 people) were referred by NHS 111, 18.81% (19 people) were referred by their GP, 5.94% (six people) were referred by another hospital department, 5.94% (six people) were referred by 999, the ambulance service, or paramedics, 0.99% (one person) was referred by a pharmacy, 0.99% (one person) was referred by a minor injury, walk-in, or urgent treatment centre, and 0.99% (one person) was referred by eConsult. 3.96% (four people) said they were referred by another service; these services were Devon Doctors, Newton Abbot hospital, Specsavers, and a local GP (not the respondent’s own).





### Question 11. Did you come to the emergency department because you were unable to access treatment from any of the following services?

97 respondents answered this question and six did not answer. As respondents were able to select more than one answer, percentages may total more than 100. 82.47% of respondents (80 people) said they were not unable to access treatment anywhere. 7.22% of respondents (seven people) said they came to the ED because they were unable to access treatment via NHS 111, 5.15% (five people) were unable to access GP treatment, 4.12% were unable to access treatment from another hospital department, 1.03% (one person) was unable to access treatment at a minor injury, walk-in, or urgent treatment centre, and 1.03% (one person) was unable to access treatment from 999, the ambulance service, or paramedics. 3.09% of respondents (three people) said they were unable to access treatment from a different service; these services were Newton Abbot hospital (mentioned by two respondents) and Specsavers. None of the respondents said they were unable to access treatment from a pharmacy or eConsult.

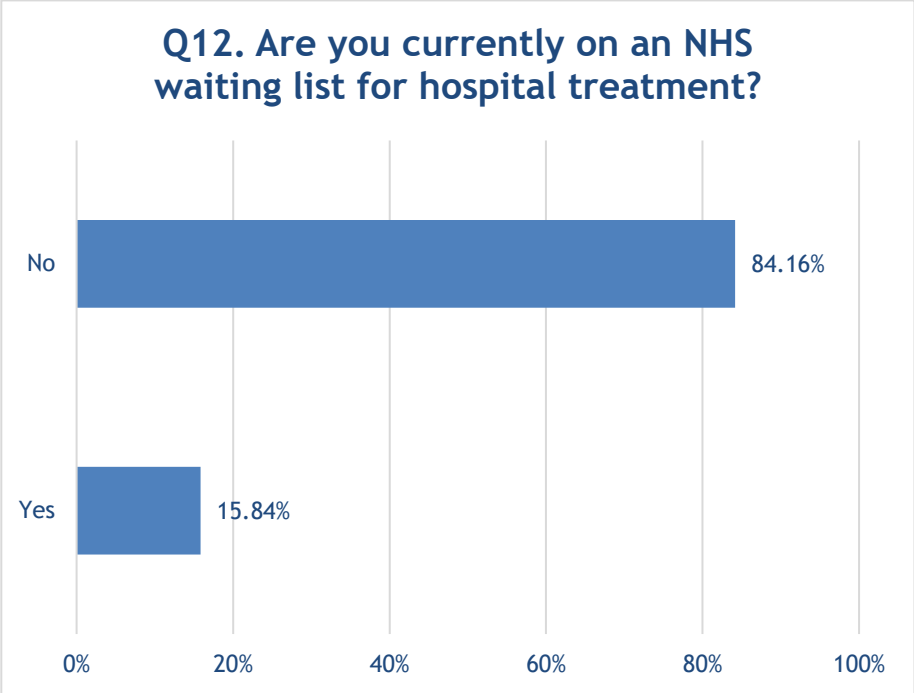






**Question 12. Are you currently on an NHS waiting list for medical treatment or surgery?**

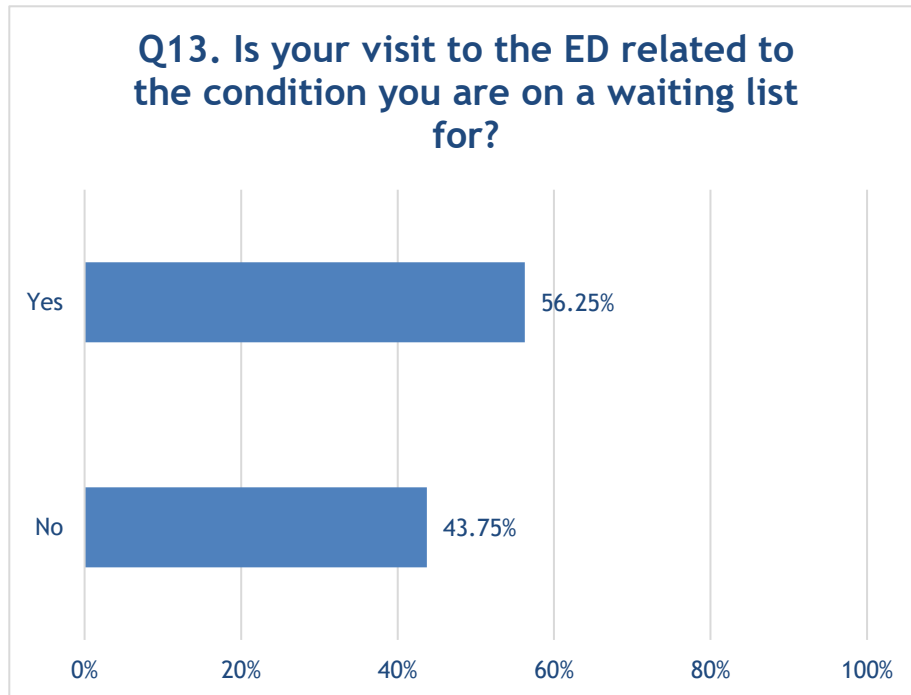
101 respondents answered this question and two did not answer it. 84.16% of respondents (85 people) said they were not on a waiting list and 15.84% (16 people) said they were.





**Question 13. If you are on a waiting list, is your visit to the emergency department related to the injury or illness you are on a waiting list for?**

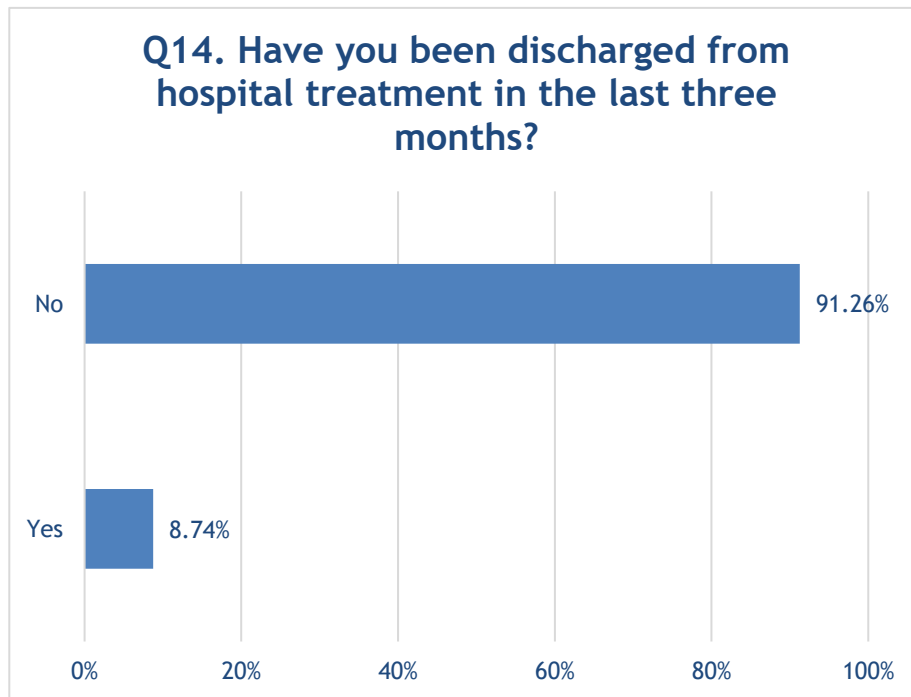
Only respondents who answered “yes” to the previous question were included in this analysis; all 16 of those respondents answered this question. 56.25% of these respondents (nine people) said their visit to the ED was related to the condition they were on a waiting list for and 43.75% (seven people) said their visit was not related.





### Question 14. Have you been discharged from hospital treatment in the last three months?

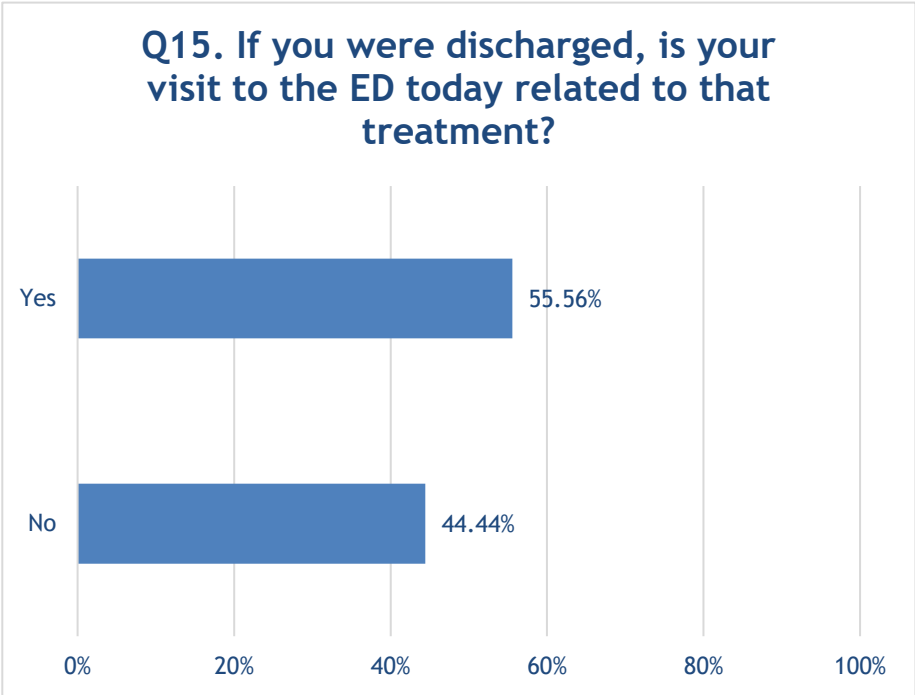
All 103 respondents answered this question. 91.26% of respondents (94 people) had not been discharged from hospital treatment in the last three months, and 8.74% (nine people) had been discharged.





**Question 15. If you were discharged from hospital treatment in the last three months, is your visit to the emergency department related to that treatment?**

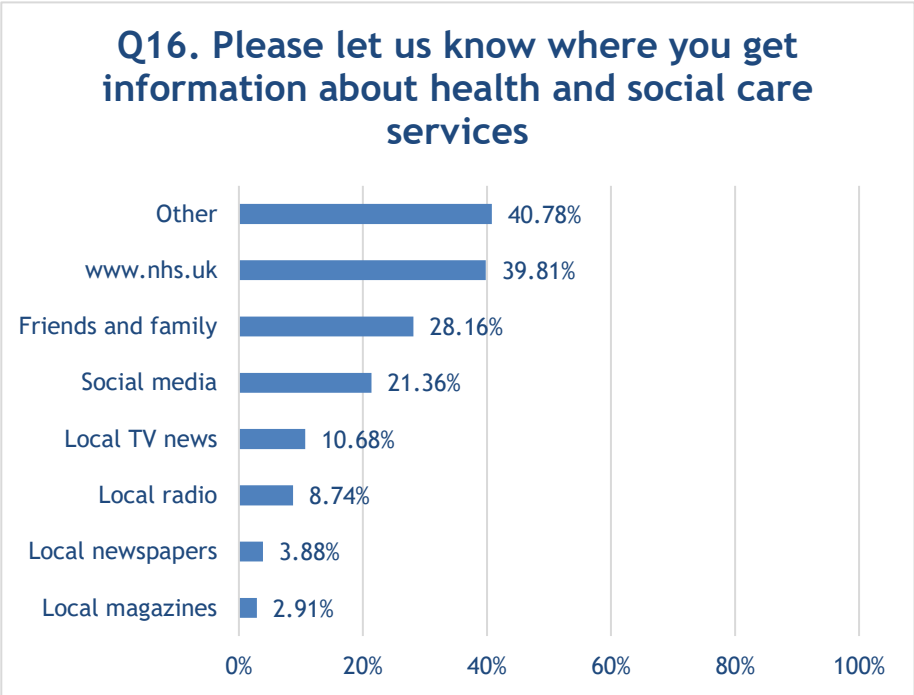
Only respondents who answered “yes” to the previous question were included in this analysis; all nine of those respondents answered this question. 55.56% of respondents (five people) said their visit was related to their hospital treatment and 44.44% (four people) said it was not related.





**Question 16. Please let us know where you go to get information about health services you use.**

All 103 respondents answered this question. As respondents were able to select more than one answer, percentages may total more than 100. 39.81% of respondents (41 people) said they got information from [www.nhs.uk](http://www.nhs.uk), 28.16% (29 people) got information from friends and family, 21.36% (22 people) got information from social media, 10.68% (11 people) got information from local TV news, 8.74% (nine people) got information from local radio, 3.88% (four people) got information from local newspapers, and 2.91% (three people) got information from local magazines. 40.78% (42 people) said they got their information from a different source; of these, 26 people got information from search engines or the internet, nine people said they didn't get information from a specific source, three people got information from their local healthcare services, three people got information via word-of-mouth, and one person got information from "scientific reports."

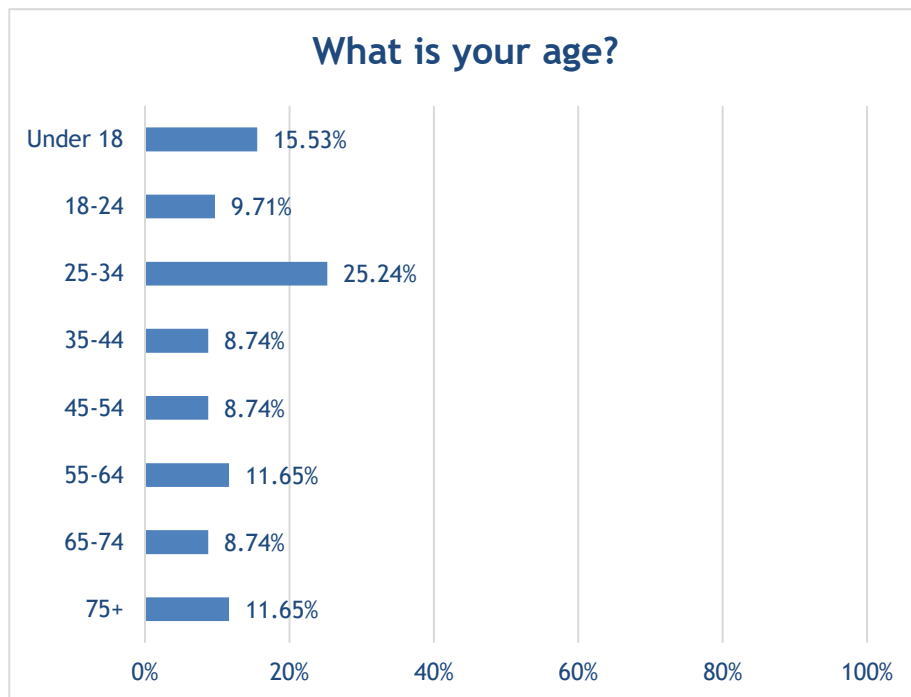




## Demographics information

### *What is your age?*

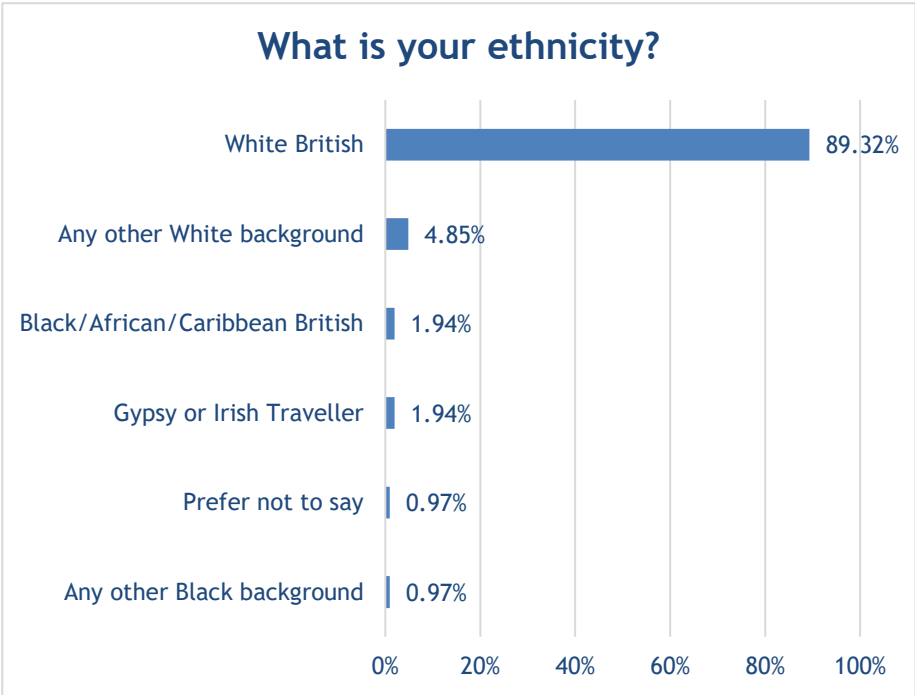
All 103 respondents answered this question. 15.53% of respondents (16 people) were under 18, 9.71% (10 people) were aged 18 to 24, 25.24% (26 people) were aged 25 to 34, 8.74% (nine people) were aged 35 to 44, 8.74% were aged 45 to 54, 11.65% (12 people) were aged 55 to 64, 8.74% were aged 65 to 74, and 11.65% were aged 75 and over.





*What is your ethnicity?*

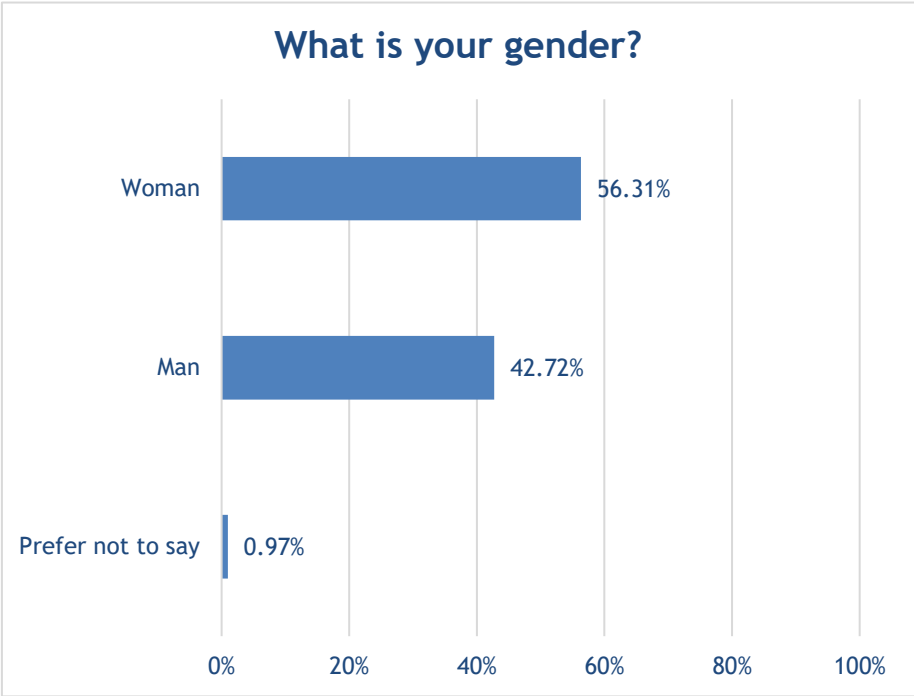
All 103 respondents answered this question. 89.32% of respondents (92 people) said they were White British, 4.85% (five people) said they were of another White background, 1.94% (two people) said they were Black/African/Caribbean British, 1.94% said they were Gypsy or Irish Traveller, 0.97% (one person) answered “prefer not to say,” and 0.97% said they were of another Black background.





*What is your gender?*

All 103 respondents answered this question. 56.31% of respondents (58 people) said they were women, 42.72% (44 people) said they were men, and 0.97% (one person) answered “prefer not to say.”

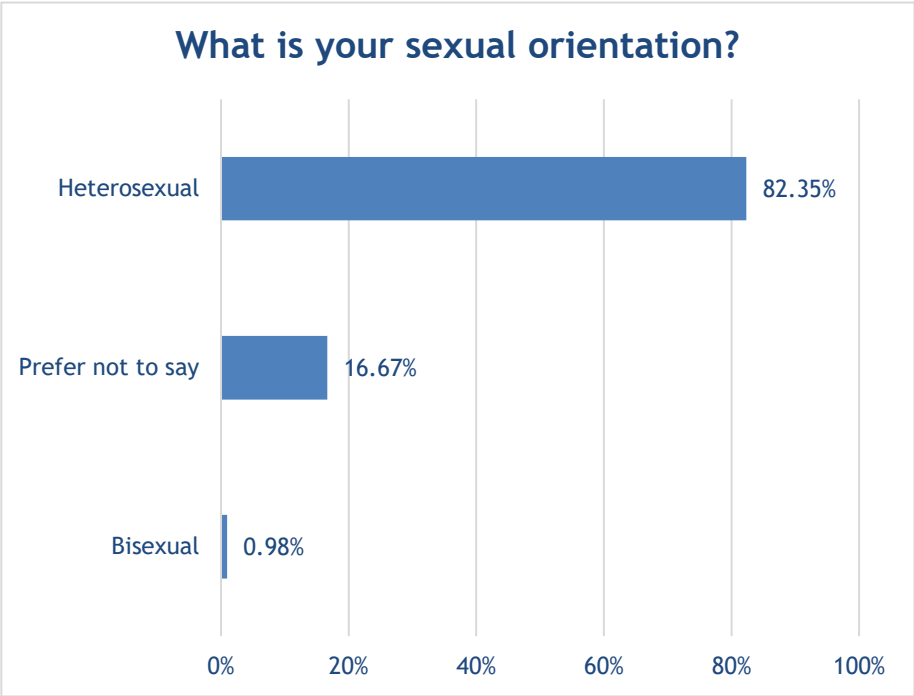






*What is your sexual orientation?*

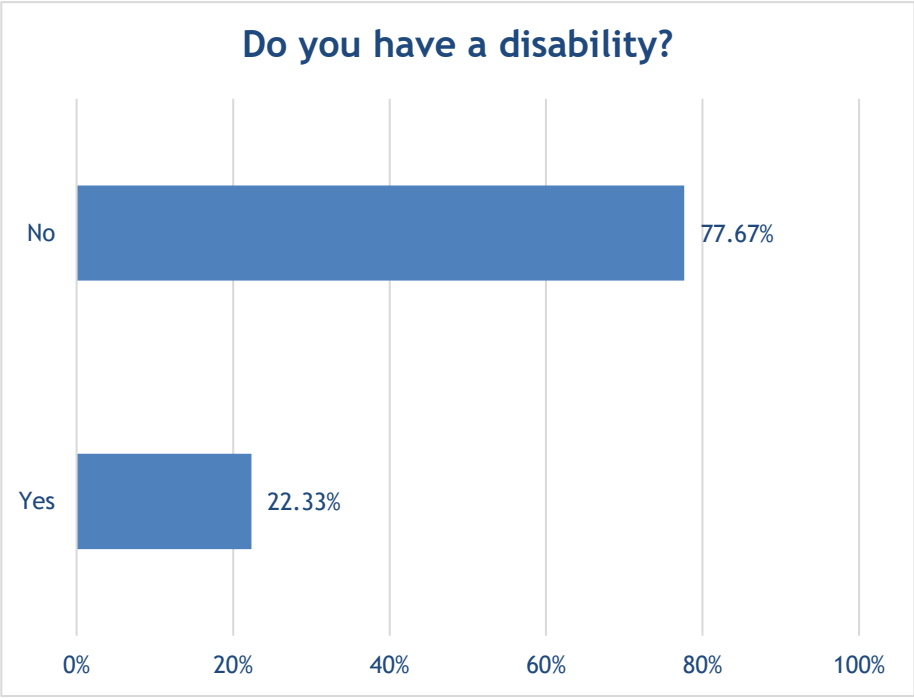
102 respondents answered this question and one did not answer. 82.35% of respondents (84 people) said they were heterosexual, 16.67% of respondents (17 people) answered “prefer not to say,” and 0.98% (one person) said they were bisexual.





*Do you have a disability?*

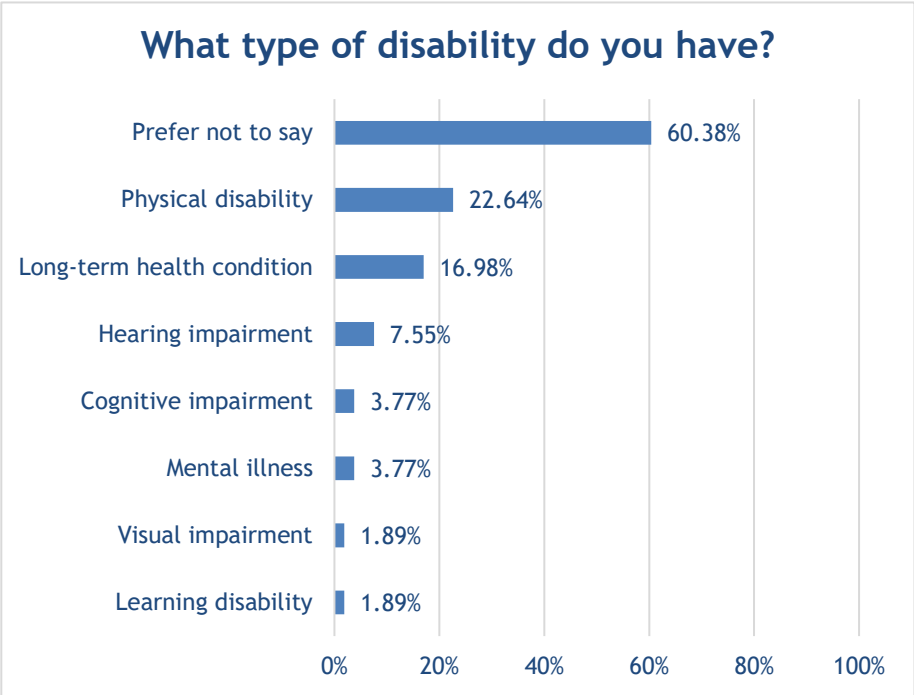
All 103 respondents answered this question. 77.67% of respondents (80 people) answered “no” and 22.33% (23 people) answered “yes.”





*If you have a disability, what type of disability do you have?*

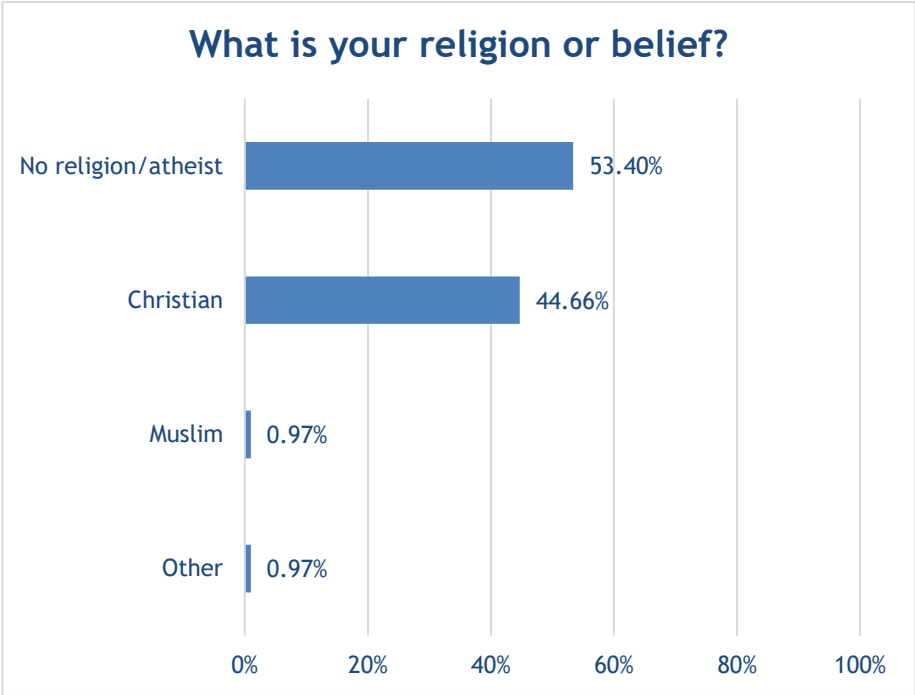
53 respondents answered this question and 50 did not answer. As respondents may select more than one answer, percentages may total more than 100. 60.38% of respondents (32 people) answered “prefer not to say,” 22.64% (12 people) said they had a physical disability, 16.98% (nine people) said they had a long-term health condition, 7.55% (four people) said they had a hearing impairment, 3.77% (two people) said they had a cognitive impairment, 3.77% said they had a mental illness, 1.89% (one person) said they had a visual impairment, and 1.89% said they had a learning disability.





*What is your religion or belief?*

All 102 respondents answered this question. 53.40% of respondents (55 people) said they had no religion, 44.66% (46 people) said they were Christian, and 0.97% (one respondent) said they were Muslim. One respondent (0.97%) selected “other” and said they were Spiritualist.



## Derriford Hospital, Plymouth

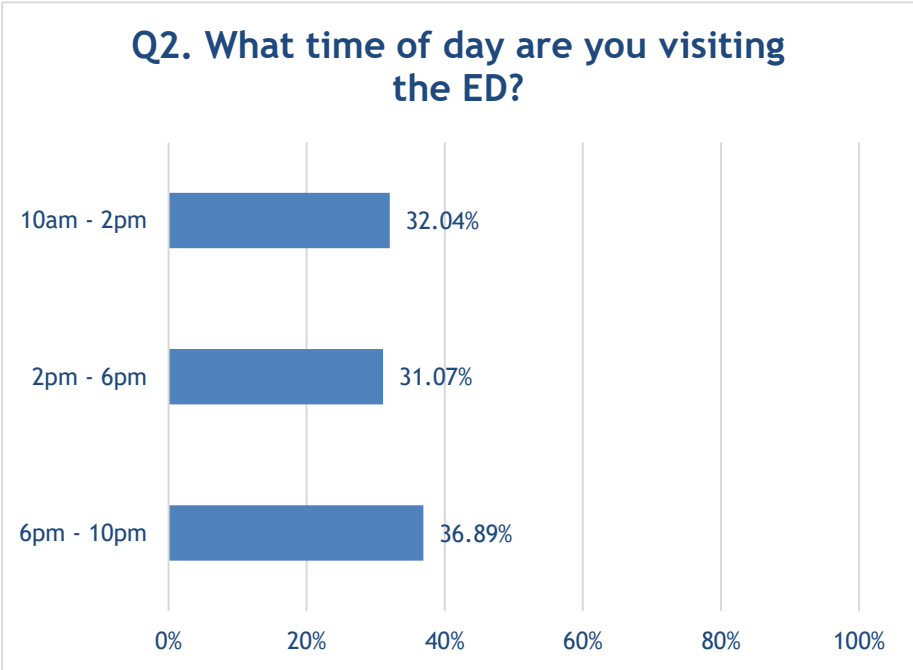
The Healthwatch Engagement team visited Derriford Hospital four times between 30<sup>th</sup> July and 12<sup>th</sup> August. One session took place between 10am and 2pm, two sessions took place between 2pm and 6pm, and one session took place between 6pm and 10pm. Three sessions took place on weekdays and one session took place on a weekend.

### Question 1. Which emergency department are you visiting today?

103 respondents completed the survey at Derriford Hospital.

### Question 2. What time of day are you visiting the ED?

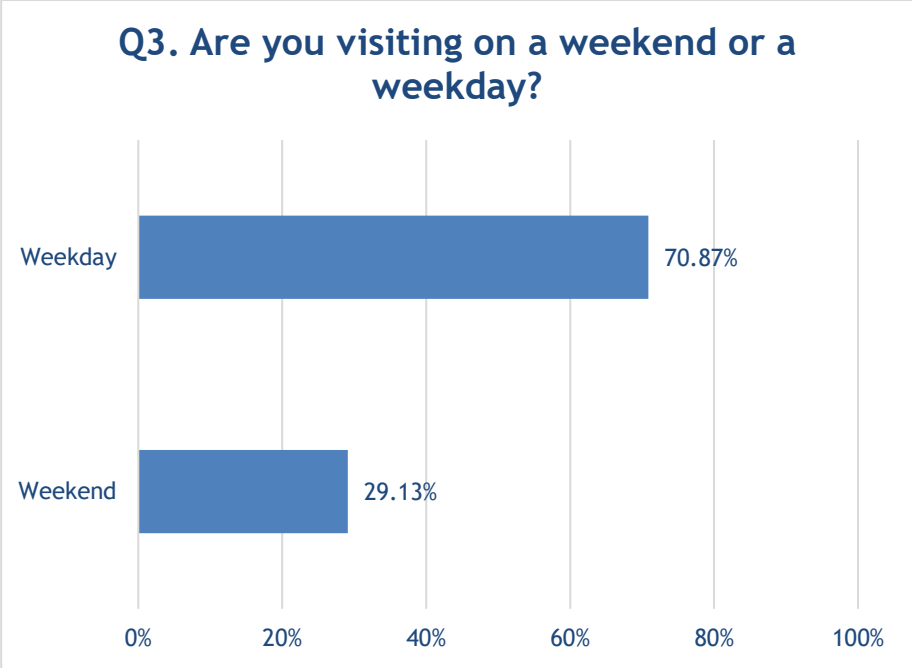
All 103 respondents answered this question. 32.04% of respondents (33 people) were visiting between 10am and 2pm, 31.07% (32 people) were visiting between 2pm and 6pm, and 36.89% (38 people) were visiting the ED between 6pm and 10pm.





**Question 3. Are you visiting on a weekday or a weekend?**

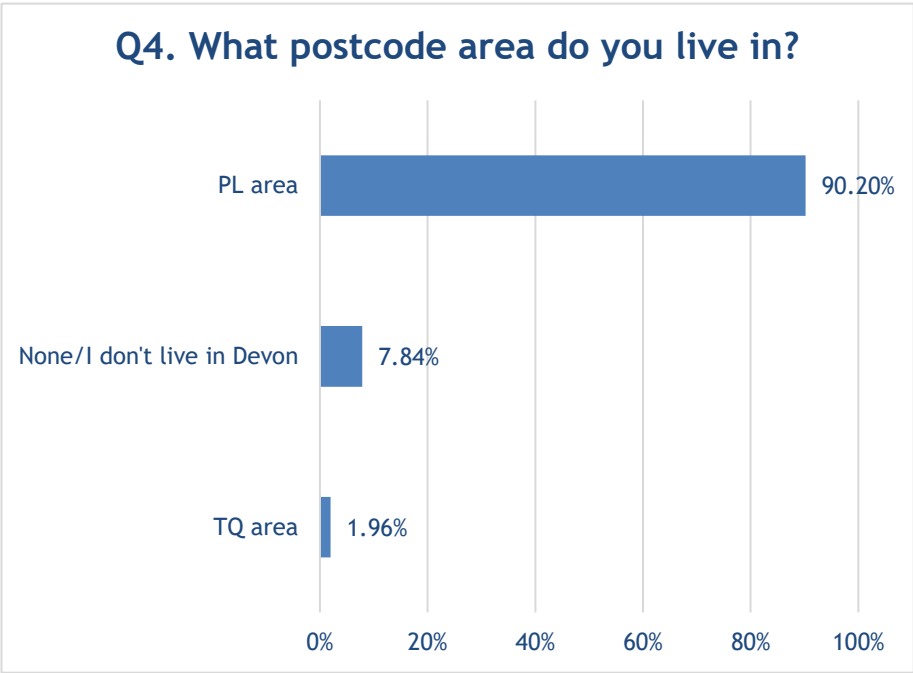
All 103 respondents answered this question. 70.87% of respondents (73 people) were visiting the ED on a weekday and 29.13% (30 people) were visiting on a weekend.





**Question 4. Which postcode area do you live in?**

102 respondents answered this question and one did not. 90.20% of respondents (92 people) lived in the PL area, 7.84% (eight people) lived outside Devon, 1.96% (two people) lived in the TQ area, and none of the respondents lived in the EX area.



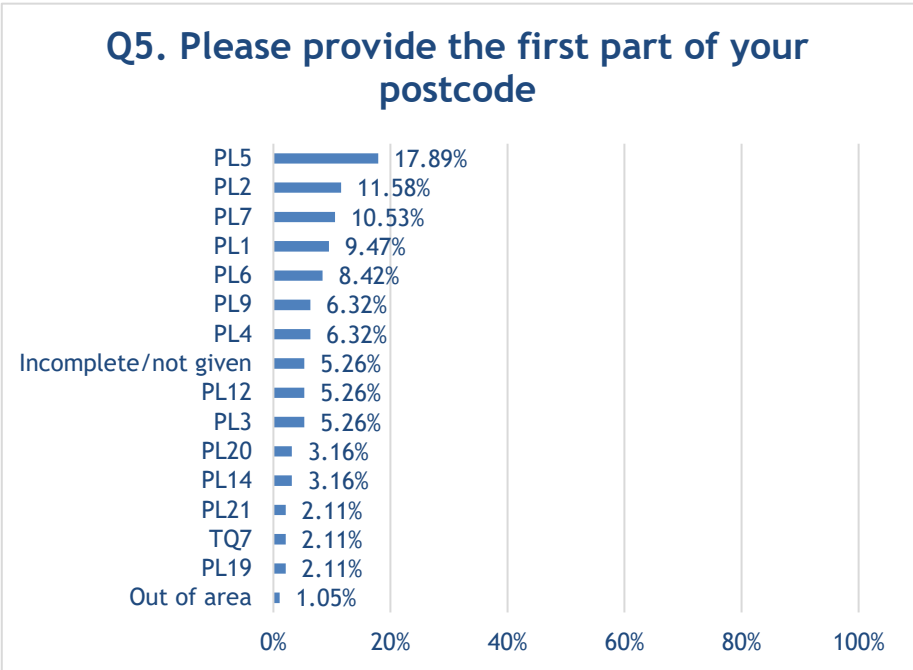


**Question 5. If you live in Devon, Plymouth, or Torbay, please provide the first part of your postcode**

95 respondents answered this question and eight did not. In total, 14 different local postcodes were mentioned in the responses. The five most common postcode areas were:

- PL5 (17.89%; 17 people)
- PL2 (11.58%; 11 people)
- PL7 (10.53%; 10 people)
- PL1 (9.47%; nine people)
- PL6 (8.42%; eight people)

A detailed breakdown of all responses is available in Appendix 4.







## Question 6. If you live in Devon, Plymouth, or Torbay, which GP surgery are you registered with?

87 respondents answered this question and 16 did not. In total, 39 different local surgeries were named in response to this question. Six respondents (6.90% or six people) gave unclear or incomplete responses.

The most common GP surgeries were:

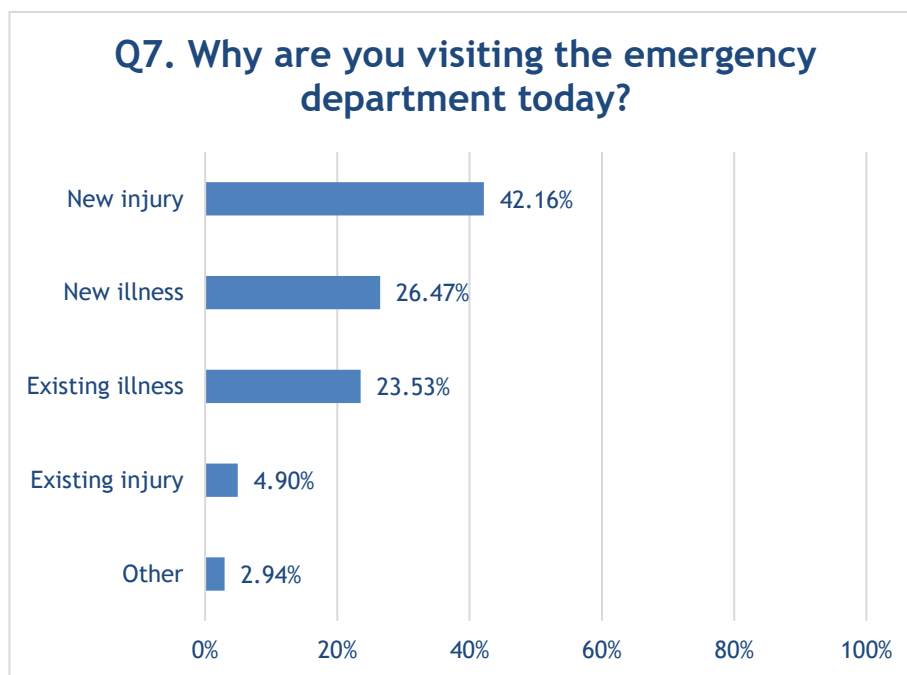
- Mayflower Medical Group (13.79%; 12 people)
- Beacon Medical Group (10.34%; nine people)
- Pathfields Medical Group (6.90%; six people)
- St Levan (5.75%; five people)
- Budshead, Peverell Park, Knowle House (4.60% each; four people each)

Mayflower surgeries included Stirling Road (three people), Ernesettle (two people), Mannamead (two people), and Mount Gould (one person). Four people said they were registered with a Mayflower surgery but did not specify which. Pathfields surgeries included Crownhill, Beaumont Villa, and Plympton (one person each). Three people said they were registered with a Pathfields surgery but did not specify which. Seven of the nine people who said they were registered with a Beacon surgery did not specify their surgery; the two people who did specify said they were registered with Chaddlewood. A detailed breakdown of all responses is available in Appendix 5.



### Question 7. Why are you visiting the emergency department today?

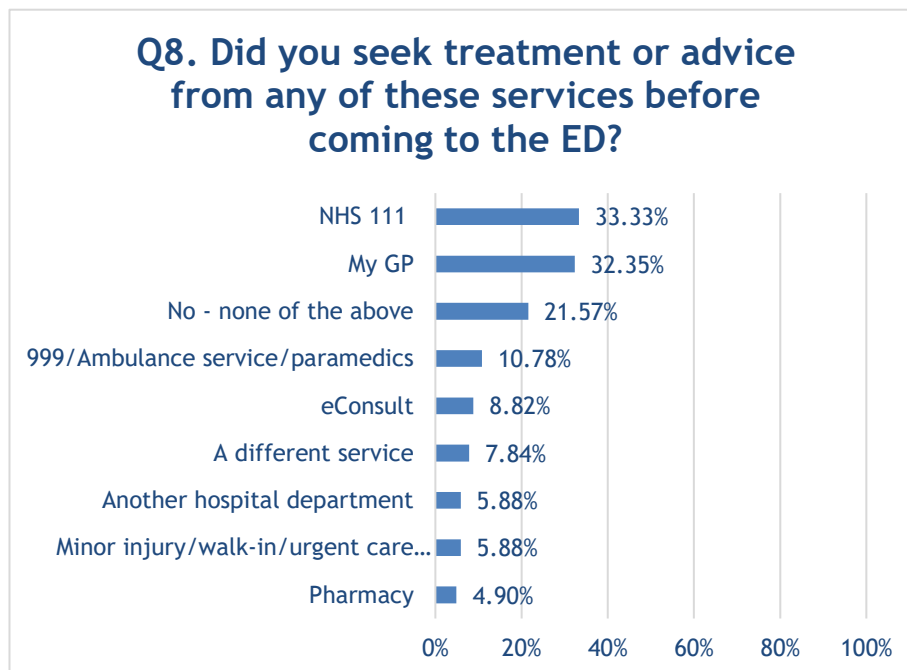
102 respondents answered this question and one did not. 42.16% of respondents (43 people) were visiting due to a new injury, 26.47% (27 people) were visiting due to a new illness, 23.53% (24 people) were visiting due to an existing illness, 4.90% (five people) were visiting due to an existing injury, and 2.94% (three people) said they were visiting for another reason. Of these three respondents, one was visiting for a dressing change, one was visiting for a combination of existing illness and injury, and one did not specify the nature of their condition.





### Question 8. Did you seek treatment or advice from any of the following services before coming to the emergency department today?

102 respondents answered this question and one did not. As respondents were able to select more than one answer, percentages may total more than 100. 21.57% of respondents (22 people) did not seek treatment or advice from any services before arriving. 33.33% of respondents (34 people) sought treatment from NHS 111, 32.35% (33 people) sought treatment from their GP, 10.78% (11 people) sought treatment from 999, the ambulance service, or paramedics, 8.82% (nine people) sought treatment from eConsult, 5.88% (six people) sought treatment from another hospital department, 5.88% (six people) sought treatment from a minor injury, walk-in, or urgent treatment centre, and 4.90% (five people) sought treatment from a pharmacy. 7.84% of respondents (eight people) said they sought treatment from a different service; three sought treatment from the Cumberland Centre, three sought treatment from dentists, one sought treatment from Devon Doctors, and one sought treatment from the police.





## Question 9. If you answered yes to the question above, what advice were you given?

71 respondents answered this question and 32 did not. Some responses to this question were vague or difficult to understand.

Most of the respondents to this question simply said they were advised to attend the emergency department. 32 respondents said they were directed to the ED but did not provide further detail, six respondents said they were directed or referred by their GP surgery, and five respondents were directed or referred by NHS 111. Four respondents were advised to go to the ED by another healthcare service; two were directed by Liskeard Hospital, one was directed by a dentist, and one was directed by a doctor, though it was not clear which service the doctor worked for. Two respondents received advice from 999, the ambulance service, or paramedics prior to arriving, although it was sometimes unclear whether respondents were brought to the ED by ambulance or if they brought themselves to ED after speaking with 999 or the ambulance service.

Nine people said they struggled to access services before visiting the ED. Four of these respondents said their GP surgery did not have the capacity to treat them or was unable to provide treatment in a timely manner, and three could not contact their surgery because it was outside opening hours. Two of the nine struggled to use or access 111, including one of the respondents who also struggled to access their GP. One respondent was advised to travel to the ED as an ambulance would not be available in a timely manner.

Five respondents said they received advice to use a different service. Two of these respondents were told to go to the Cumberland Centre, but could not access it, as it was closed. Three respondents said they were directed to other services but did not clarify whether they attempted to access these services before coming to the ED; these services were the Cumberland centre, 999, and an unnamed minor injury unit.

### *Directed or referred to ED*

#### *Unspecified advice to attend ED (32 respondents)*

- “They advised me to attend A&E within the hour.”
- “[I was told that] if pain progresses or gets worse, to visit A&E.”
- “[I was advised to] go straight to the nearest ED.”

#### *Directed by GP surgery (six respondents)*

- “Spoke to GP about a condition - [they] said if it gets worse, go to ED.”
- “GP arranged admission.”
- “GP contacted ED yesterday... patient had a telephone call from the hospital requesting he come to ED this morning.”

#### *Directed by NHS 111 (five respondents)*

- “[111] dispatched an ambulance after consultation.”
- “[I] rang 111, they said [to go] to ED.”
- “111 staff were worried about physical condition, dizziness, pain.”



*Directed by another service (four respondents)*

- “Liskeard ED suggested going to Derriford”
- “[Doctor’s name] told me to come here every Wednesday”
- “Seen by dentist the day before, and [advised to visit ED if condition worsened].”

*Prior contact with 999, the ambulance service, or paramedics (two respondents)*

- “[I was told] an ambulance would come to me.”
- “999 [was] called and they advised [me] to attend hospital. Ambulance sent.”

*Struggled to access services*

*GP surgery - lack of capacity or timely response (four respondents)*

- “They [the GP surgery] were too full.”
- “Called [111] again and arranged for [a] GP to contact me and nobody contacted me.”
- “[I was told] to wait for a call, but [it] could be up to this evening.”

*GP surgery - outside opening hours (three respondents)*

- “Surgery couldn’t conduct blood and stool samples at the weekend”

*NHS 111 (two respondents)*

- “Called 111 twice. I was told I’d have a phone call. Didn’t get one. Called again and arranged for a GP to contact me and nobody contacted me.”

*Ambulance (one respondent)*

- “[I was advised] to get my husband to bring me as it would be quicker [than an ambulance].”

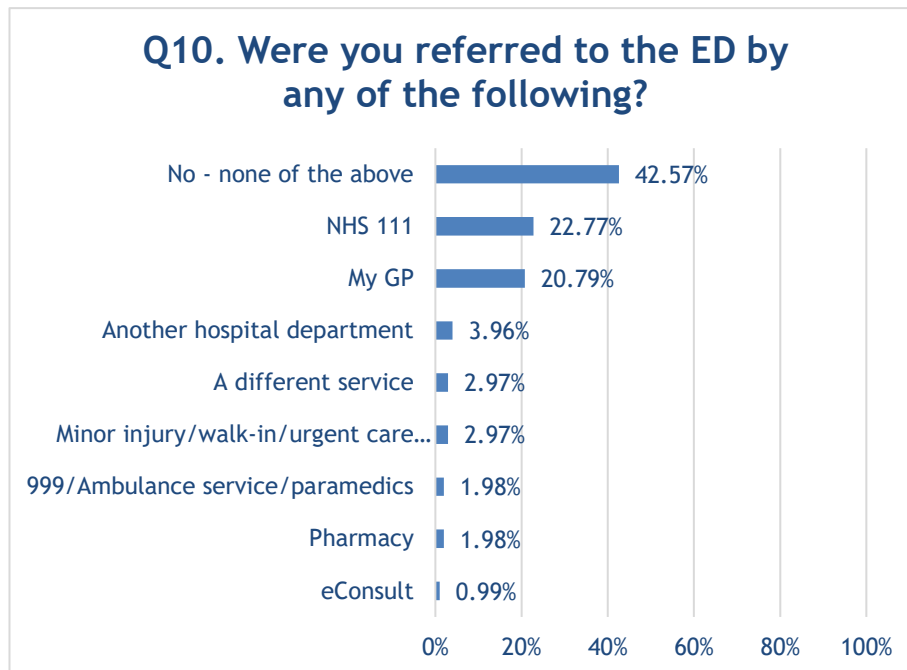
*Advised to use another service (four people)*

- “[I was told to go to the] Cumberland centre immediately but [it] was closed.”
- “[I was] told [the pharmacy] was unable to administer first aid, and told to visit [a] minor injury clinic.”
- “[I was advised] to call 999.”



## Question 10. Were you referred to the emergency department by any of the following services?

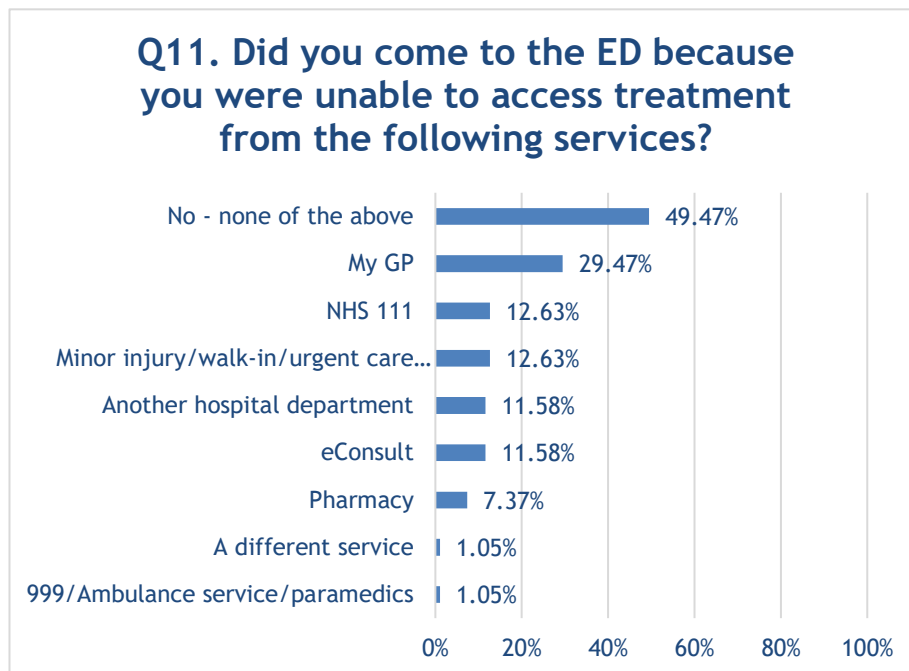
101 respondents answered this question and two did not. As respondents were able to select more than one answer, percentages may total more than 100. 42.57% of respondents (43 people) were not referred to the emergency department by any services. 22.77% (23 people) were referred by NHS 111, 20.79% (21 people) were referred by their GP, 3.96% (four people) said they were referred by another hospital department, 2.97% (three people) were referred by a minor injury, walk-in, or urgent treatment centre, 1.98% (two people) were referred by 999, the ambulance service, or paramedics, 1.98% (two people) were referred by a pharmacy, and 0.99% (one person) was referred by eConsult. 2.97% (three people) named a different service; two of these respondents said they were referred by a dentist and one said they were referred by the police.





### Question 11. Did you come to the emergency department because you were unable to access treatment from any of the following services?

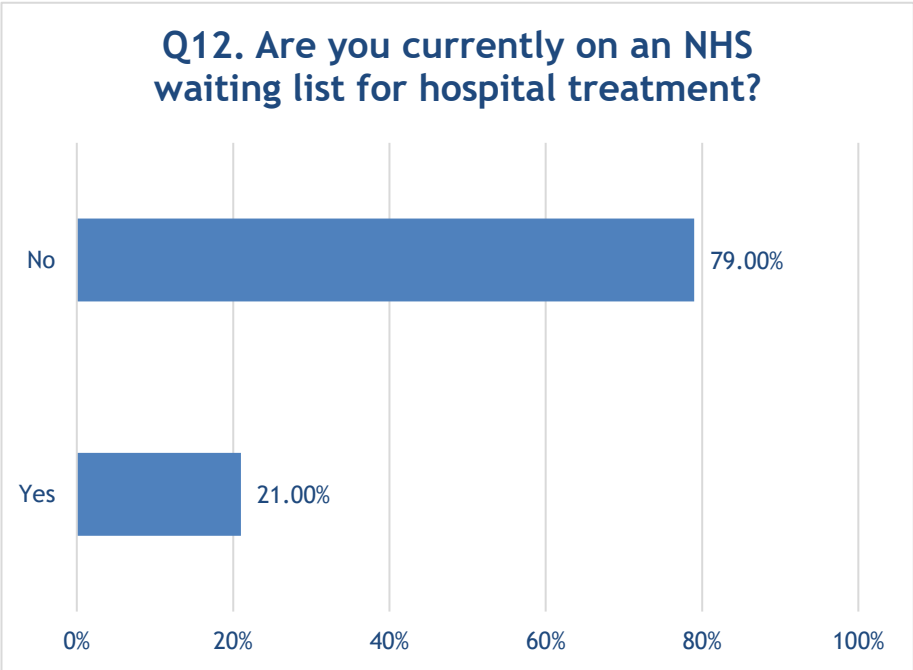
95 respondents answered this question and eight did not. As respondents were able to select more than one answer, percentages may total more than 100. 49.47% of respondents (47 people) said they were not unable to access treatment from any of the services. 29.47% (28 people) were unable to access their GP, 12.63% (12 people) were unable to access NHS 111, 12.63% (12 people) were unable to access a minor injury, walk-in, or urgent treatment centre, 11.58% (11 people) were unable to access another hospital department, 11.58% (11 people) were unable to access eConsult, 7.37% (seven people) were unable to access a pharmacy, and 1.05% (one person) was unable to access 999, the ambulance service, or paramedics. One respondent (1.05%) named another service; this respondent said they were unable to be treated by an emergency dentist.





**Question 12. Are you currently on an NHS waiting list for medical treatment or surgery?**

100 respondents answered this question and three did not. 79.0% of respondents (79 people) were not on a waiting list and 21.0% (21 people) were on a waiting list.

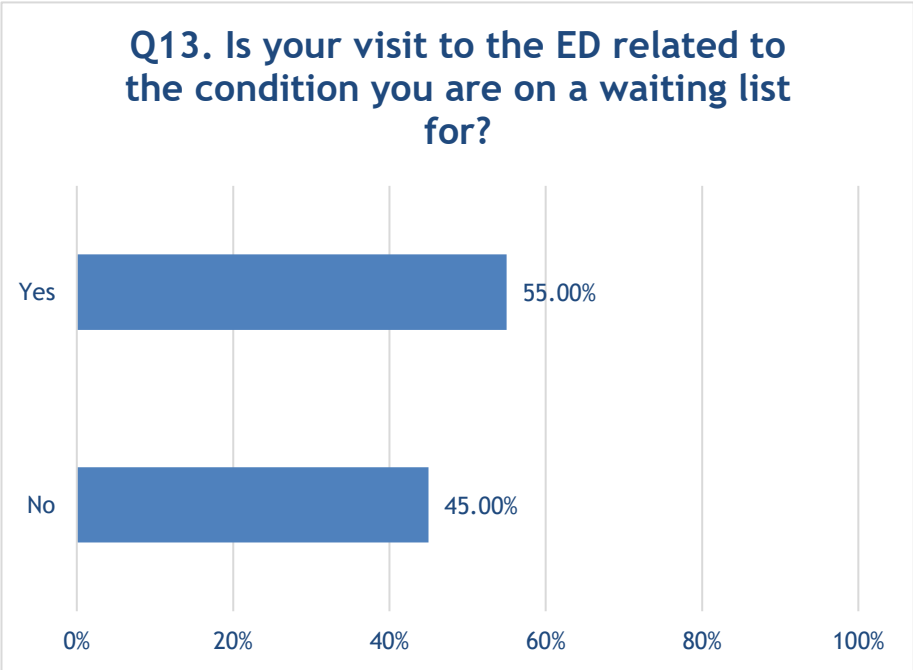






**Question 13. If you are on a waiting list, is your visit to the emergency department related to the injury or illness you are on a waiting list for?**

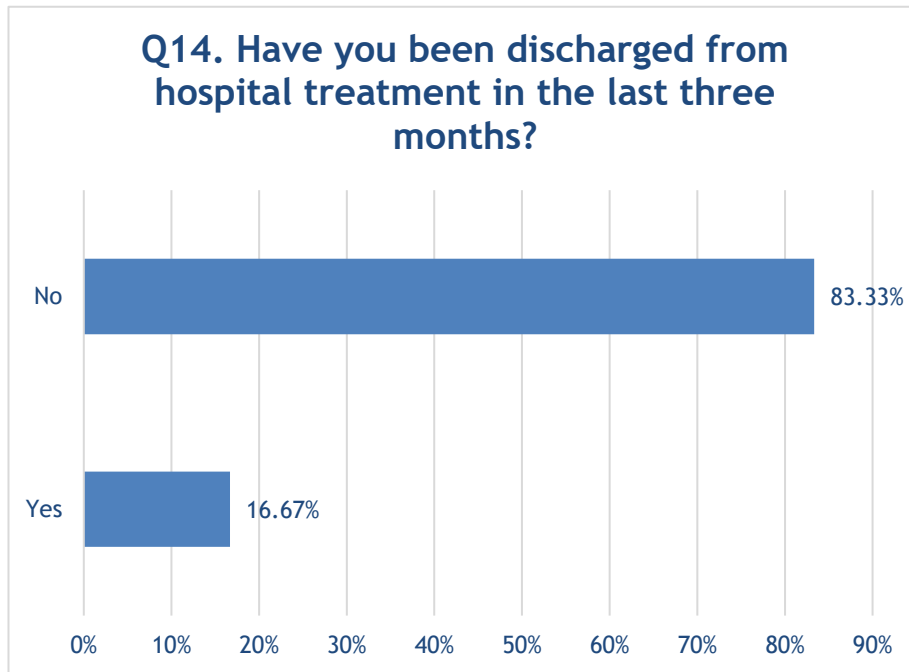
Only the 21 respondents who answered “yes” to the previous question were included in this analysis; 20 of those respondents answered this question and one did not. 55.0% of respondents (11 people) said their visit was related to the condition they were on a waiting list for and 45.0% (nine people) said it was not.





**Question 14. Have you been discharged from hospital treatment in the last three months?**

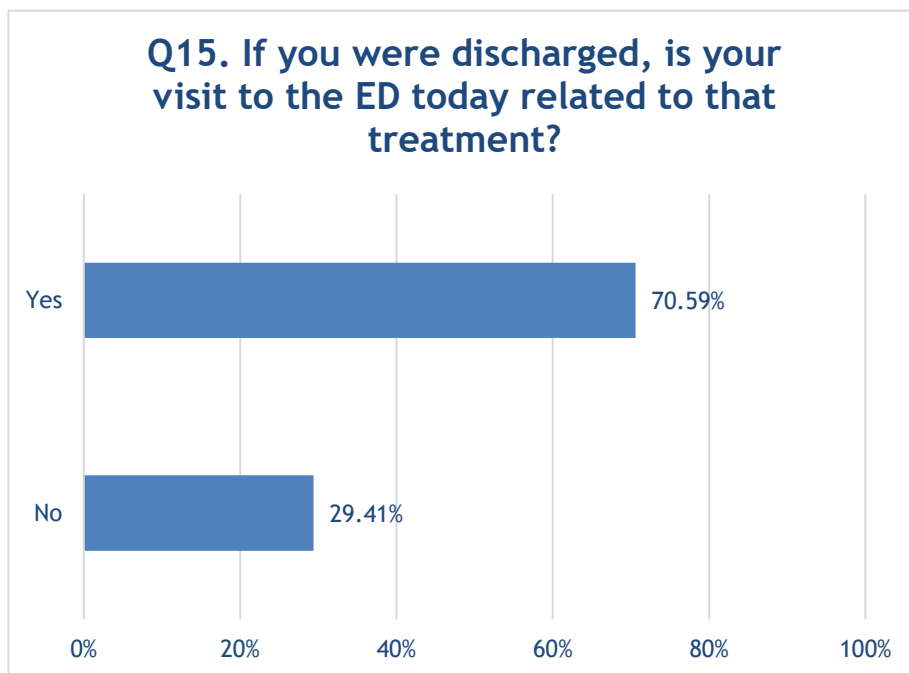
102 respondents answered this question and one did not. 83.33% of respondents (85 people) had not been discharged from hospital treatment in the past three months and 16.67% (17 people) had been discharged.





**Question 15. If you were discharged from hospital treatment in the last three months, is your visit to the emergency department related to that treatment?**

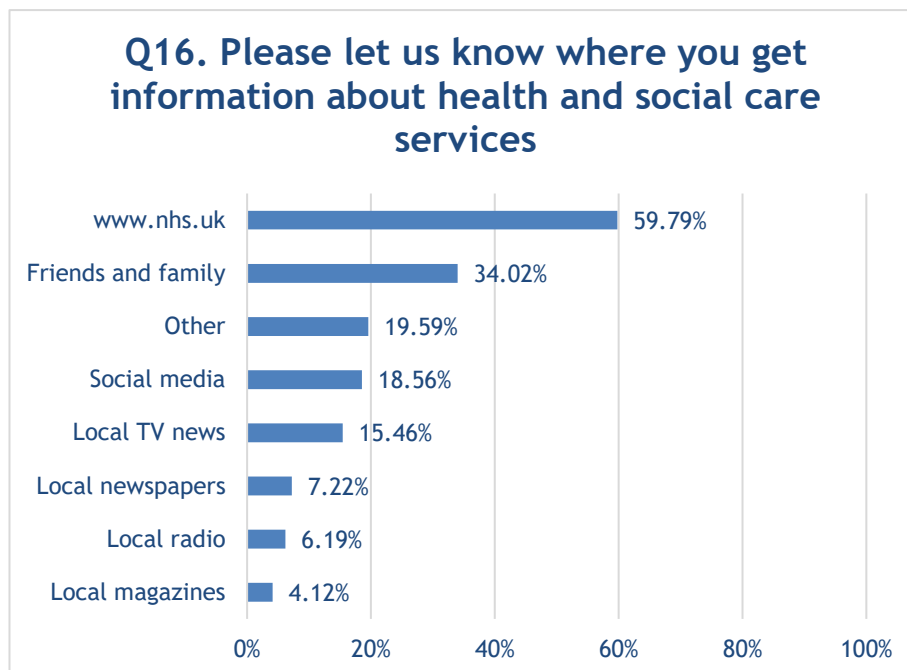
Only the 17 respondents who answered “yes” to the previous question were included in this analysis; all of those respondents answered this question. 70.59% of respondents (12 people) said their visit was related to the treatment from which they were discharged and 29.41% (five people) said it was not related.





## Question 16. Please let us know where you go to get information about health services you use.

97 respondents answered this question and six did not. As respondents were able to select more than one answer, percentages may total more than 100. 59.79% of respondents (58 people) got information from [www.nhs.uk](http://www.nhs.uk), 34.02% (33 people) got information from friends and family, 18.56% (18 people) got information from social media, 15.46% (15 people) got information from local TV news, 7.22% (seven people) got information from local newspapers, 6.19% (six people) got information from local radio, and 4.12% (four people) got information from local magazines. 19.59% of respondents (19 people) named a different source of information; ten respondents got information from the internet, six respondents got information from their local surgery or healthcare services, two respondents did not get information from a specific source, one respondent got information via word-of-mouth and one respondent got information from a charity support worker.

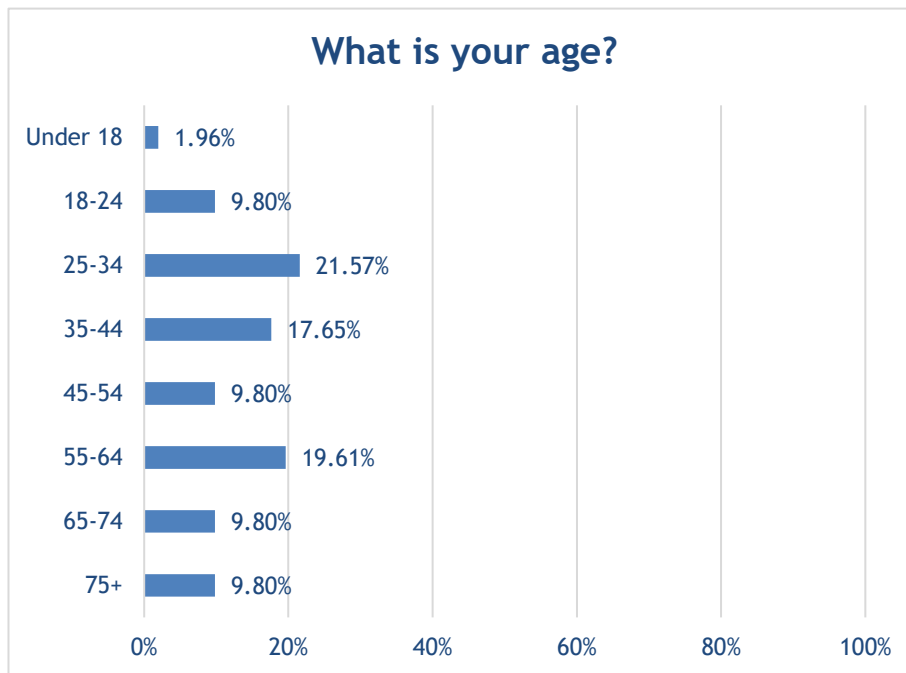




## Demographics information

### *What is your age?*

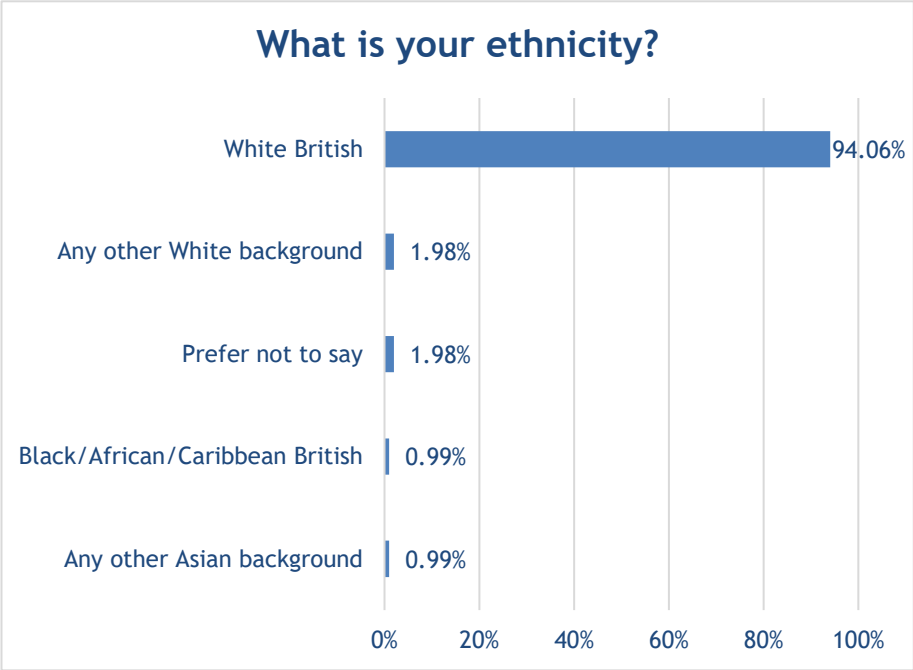
102 respondents answered this question and one did not. 1.96% of respondents (two people) were aged under 18, 9.80% (10 people) were aged 18 to 24, 21.57% (22 people) were aged 25 to 34, 17.65% (18 people) were aged 35 to 44, 9.80% (10 people) were aged 45 to 54, 19.61% (20 people) were aged 55 to 64, 9.80% (10 people) were aged 65 to 74, and 9.80% (10 people) were aged 75 and over.





*What is your ethnicity?*

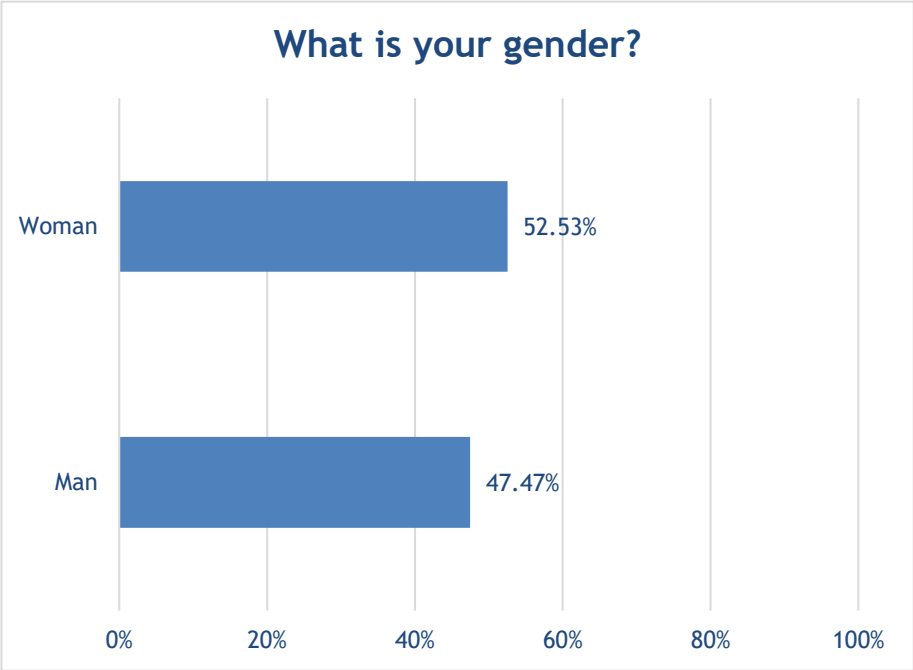
101 respondents answered this question and two did not. 94.06% of respondents (95 people) said they were White British, 1.98% (two people) said they were of another White background, 1.98% (two people) answered “prefer not to say,” 0.99% (one person) said they were Black/African/Caribbean British, and 0.99% (one person) said they were of another Asian background.





*What is your gender?*

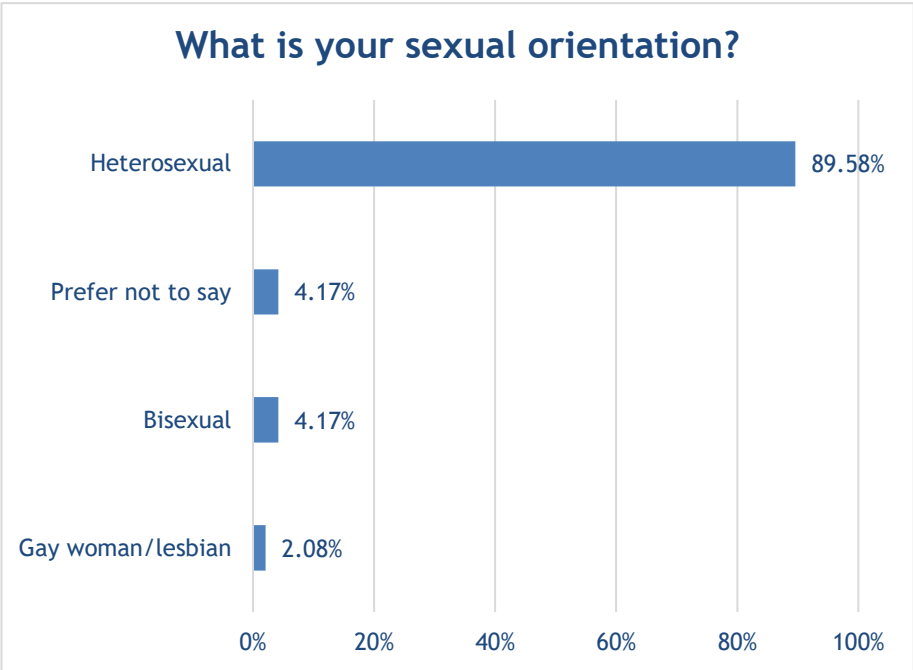
99 respondents answered this question and four did not. 52.53% of respondents (52 people) were women and 47.47% (47 people) were men.





*What is your sexual orientation?*

96 respondents answered this question and seven did not. 89.58% of respondents (86 people) said they were heterosexual, 4.17% (four people) said they were bisexual, 4.17% (four people) answered “prefer not to say,” and 2.08% (two people) said they were lesbians/gay women.

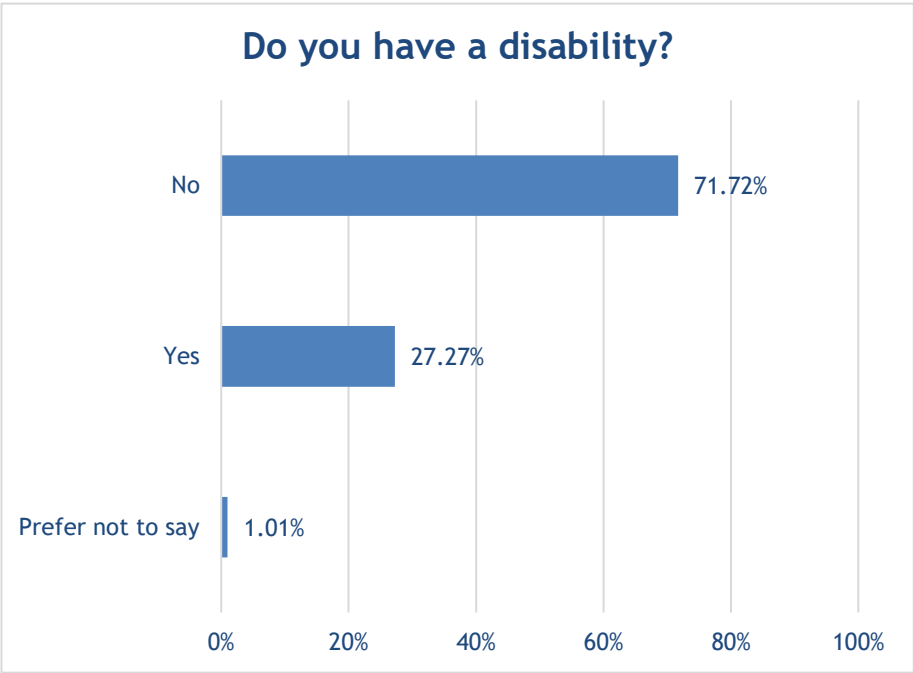






*Do you have a disability?*

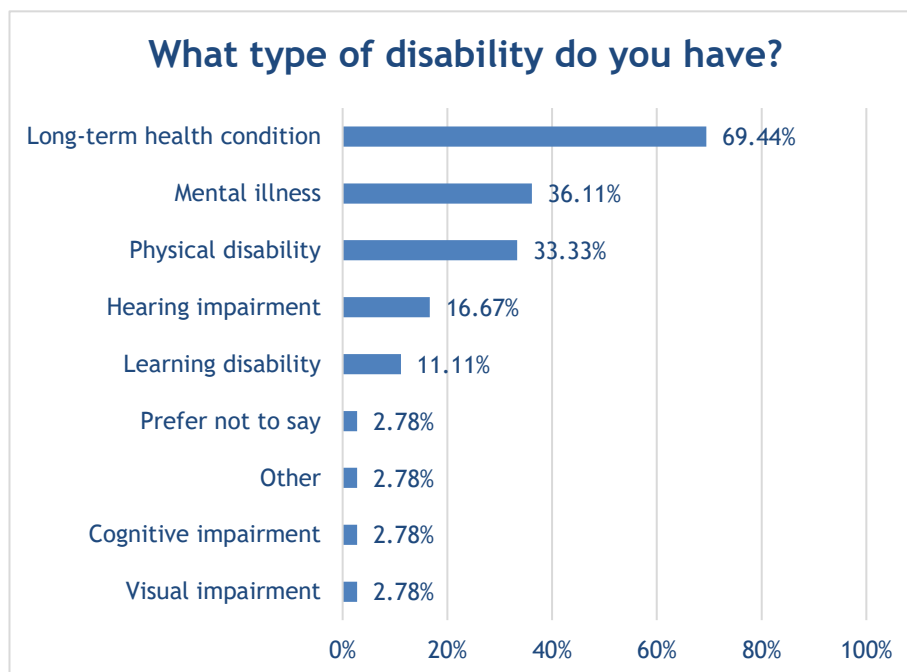
99 respondents answered this question and four did not. 71.72% of respondents (71 people) said they did not have a disability, 27.27% (27 people) said they did have a disability, and 1.01% (one person) answered “prefer not to say.”





### *If you have a disability, what type of disability do you have?*

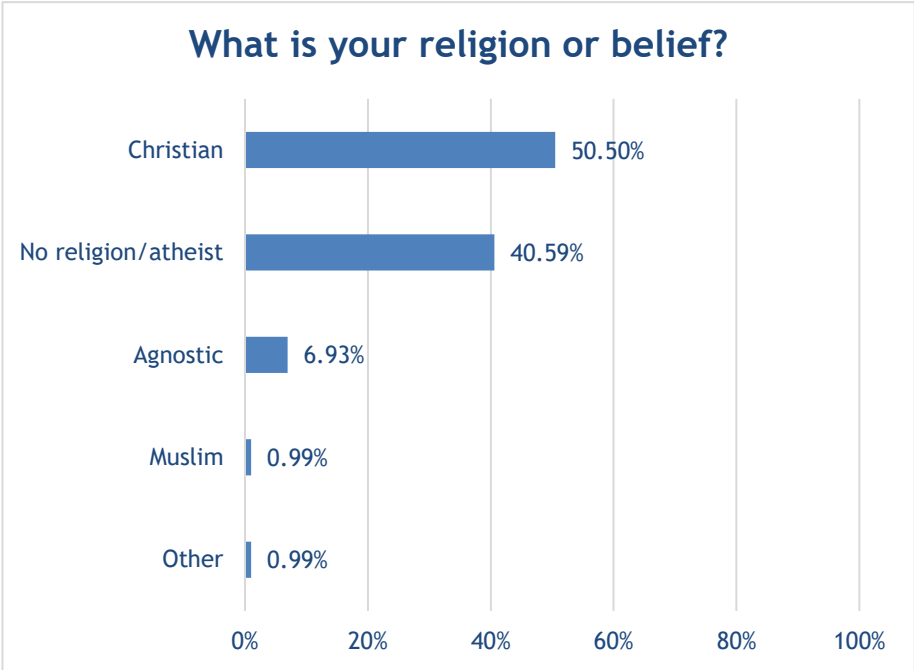
36 respondents answered this question and 67 did not. As respondents were able to select more than one answer, percentages may total more than 100. 69.44% of respondents (25 people) had a long-term health condition, 36.11% (13 people) had a mental illness, 33.33% (12 people) had a physical disability, 16.67% (six people) had a hearing impairment, 11.11% (four people) had a learning disability, 2.78% (one person) answered “prefer not to say,” 2.78% (one person) had a cognitive impairment, and 2.78% (one person) had a visual impairment. One respondent (2.78%) selected “other” and said they had ADHD and autism spectrum disorder.





*What is your religion or belief?*

101 respondents answered this question and two did not. 50.50% of respondents (51 people) said they were Christian, 40.59% (41 people) said they had were atheist or had no religion, 6.93% (seven people) said they were agnostic, and 0.99% (one person) said they were Muslim. One person (0.99%) selected “other” and said they were Spiritualist.



## North Devon District Hospital, Barnstaple

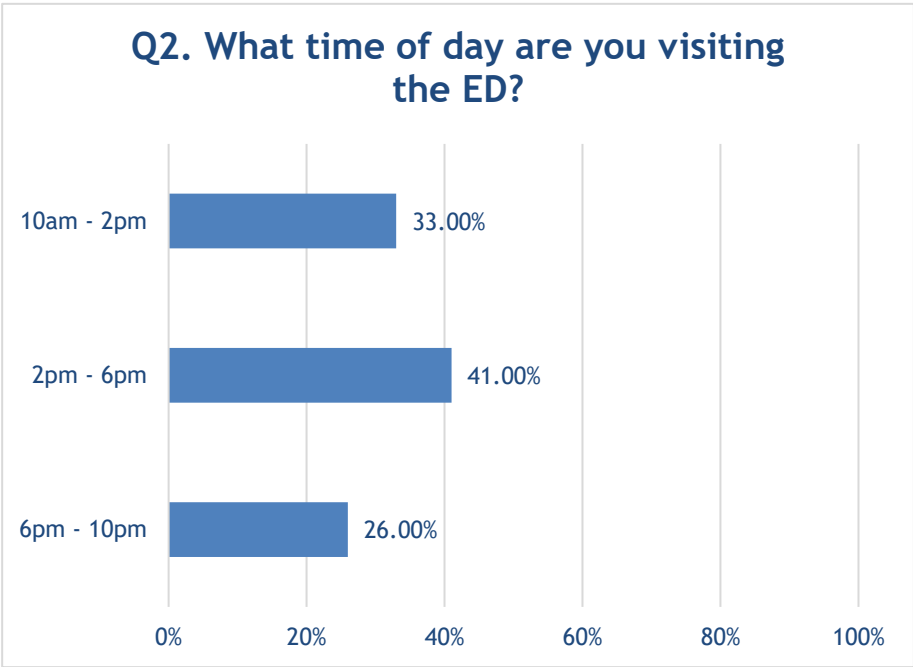
The Healthwatch Engagement team visited the North Devon District Hospital four times between 9<sup>th</sup> August and 24<sup>th</sup> August. Three sessions took place between 2pm and 6pm, and one session took place between 6pm and 10pm. Three sessions took place on weekdays and one session took place on a weekend.

### Question 1. Which emergency department are you visiting today?

100 respondents completed the survey at Barnstaple Hospital.

### Question 2. What time of day are you visiting the ED?

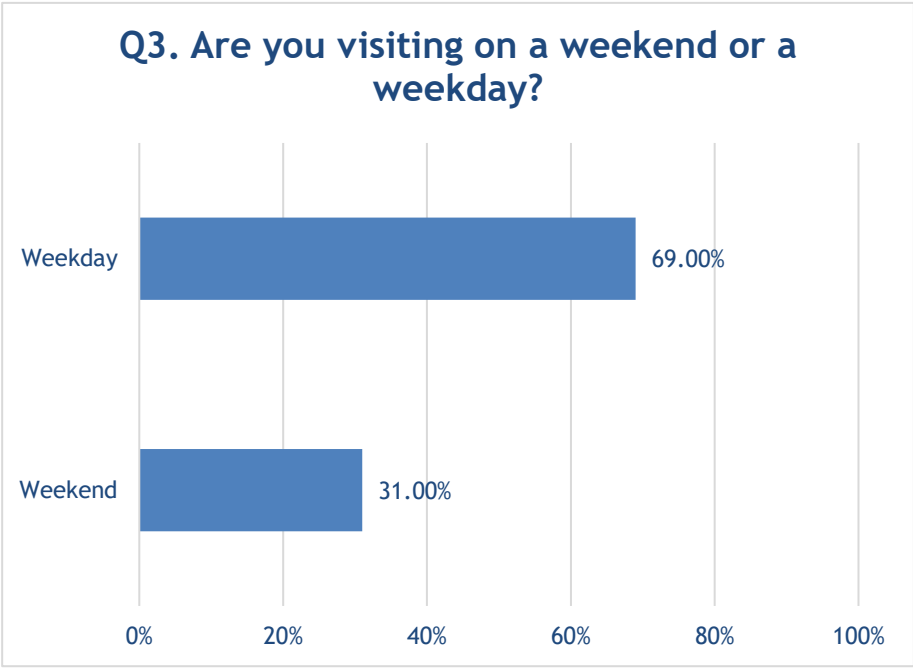
All 100 respondents answered this question. 33.0% of respondents (33 people) were visiting the ED between 10am and 2pm, 41.0% (41 people) were visiting between 2pm and 6pm, and 26.0% (26 people) were visiting between 6pm and 10pm.





**Question 3. Are you visiting on a weekday or a weekend?**

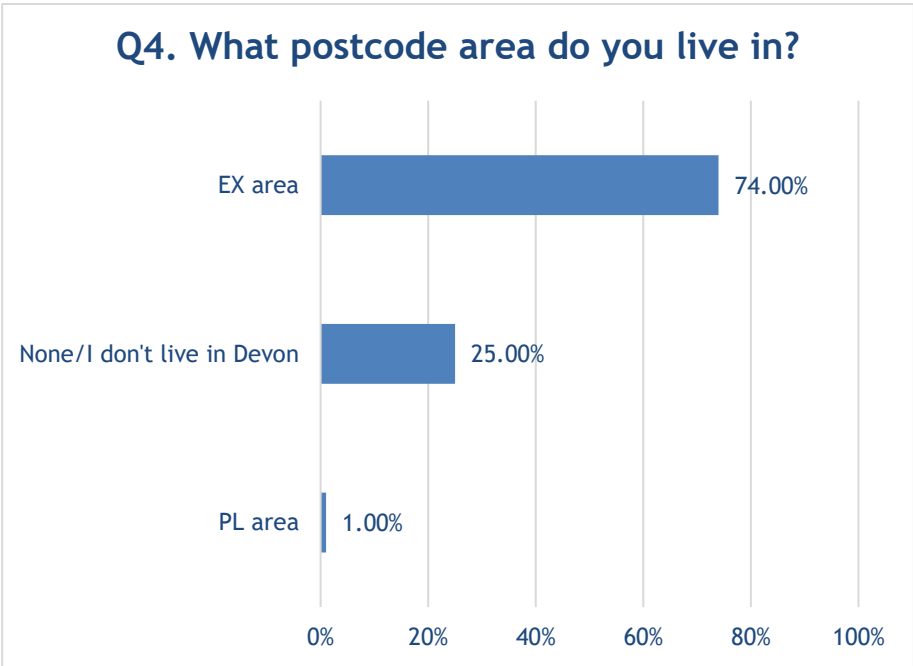
All 100 respondents answered this question. 69.0% of respondents (69 people) were visiting the ED on a weekday and 31.0% (31 people) were visiting on a weekend.





**Question 4. Which postcode area do you live in?**

All 100 respondents answered this question. 74.0% of respondents (74 people) lived in the EX postcode area, 25.0% (25 people) lived outside Devon, and 1.0% (one respondent) lived in the PL area. None of the respondents lived in the TQ area.



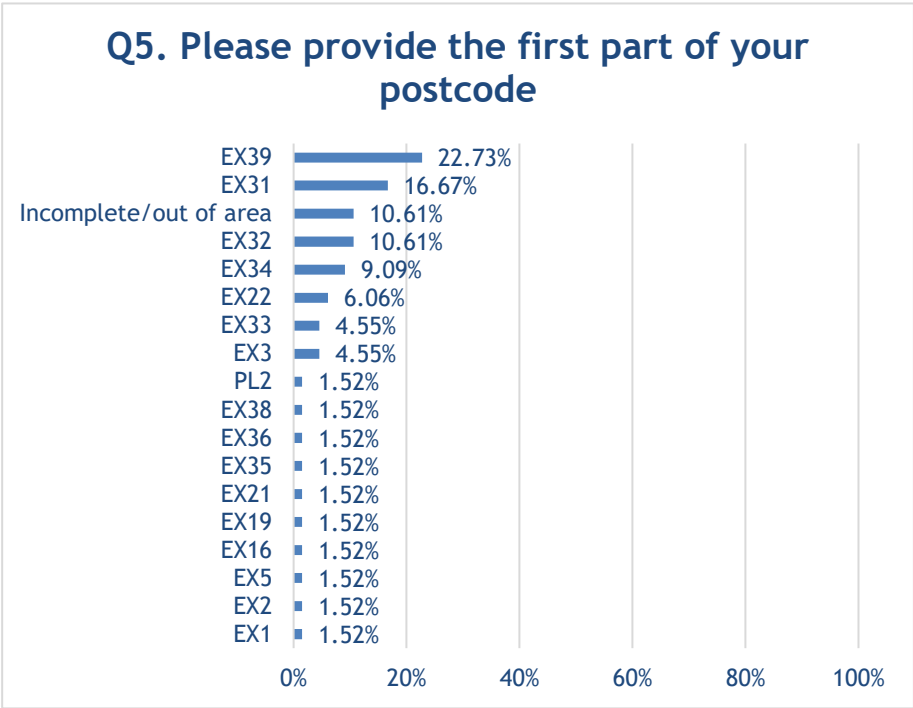


**Question 5. If you live in Devon, Plymouth, or Torbay, please provide the first part of your postcode**

66 respondents answered this question and 34 did not. In total, 17 different local postcodes were named in the responses. The five most common postcodes were:

- EX39 (15 people)
- EX31 (11 people)
- EX32 (seven people)
- EX34 (six people)
- EX22 (four people)

A detailed breakdown of all responses is available in Appendix 6.





### Question 6. If you live in Devon, Plymouth, or Torbay, which GP surgery are you registered with?

63 respondents answered this question and 37 did not. In total, 22 different local surgeries were named in the responses. The five most common surgeries were:

- Wooda Surgery (seven people)
- Brannum Medical Centre (six people)
- Northam Surgery (five people)
- Combe Coastal Practice (five people)
- Litchdon Medical Centre (five people)

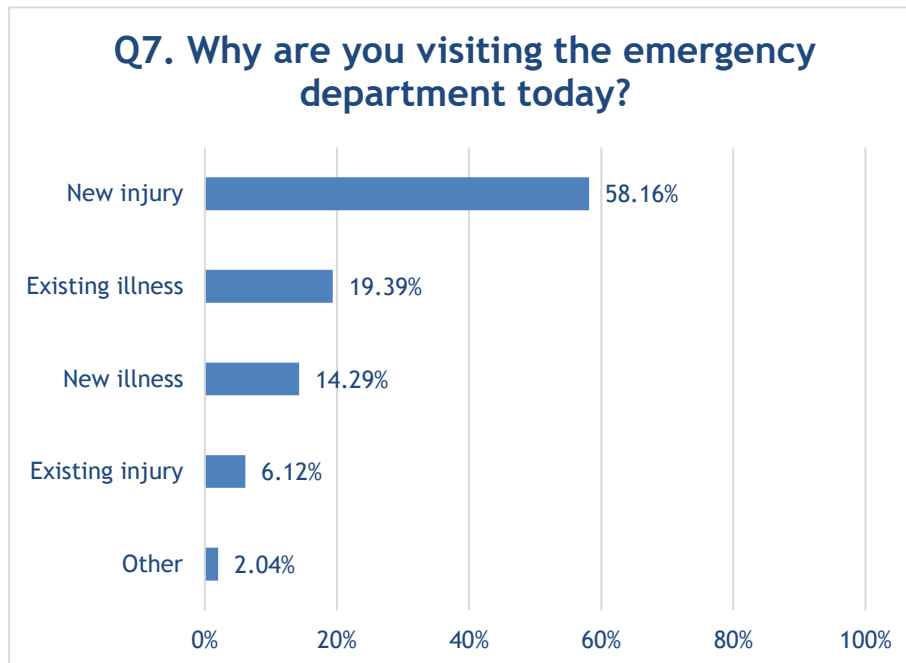
A detailed breakdown of all responses is available in Appendix 7.





### Question 7. Why are you visiting the emergency department today?

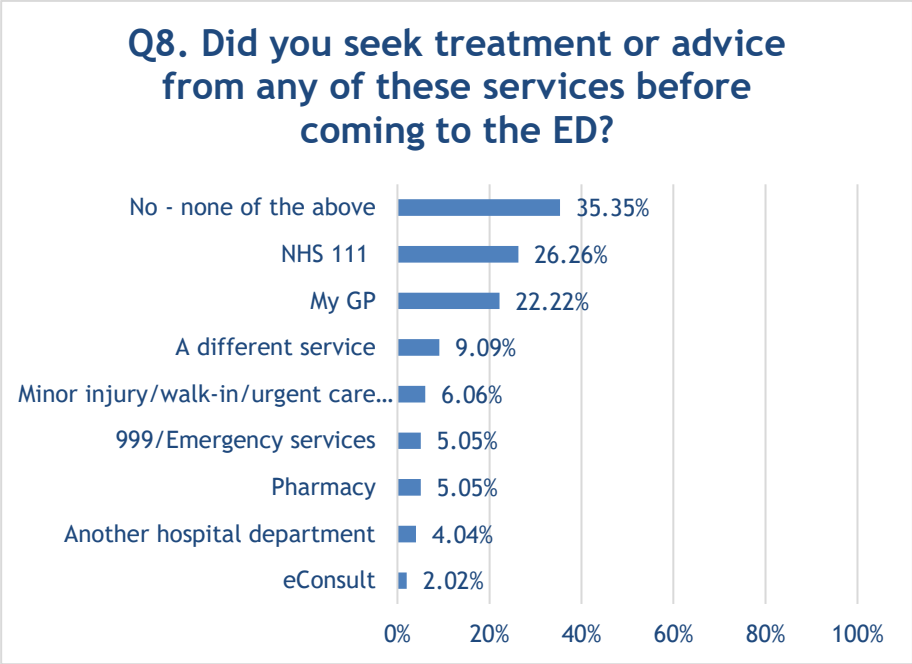
98 respondents answered this question and two did not. 58.16% of respondents (57 people) were visiting the ED due to a new injury, 19.39% (19 people) were visiting due to an existing illness, 14.29% (14 people) were visiting due to a new illness, and 6.12% (six people) were visiting due to an existing injury. One person was visiting for both a new injury and a new illness, and another respondent did not specify whether their condition was new or existing.





**Question 8. Did you seek treatment or advice from any of the following services before coming to the emergency department today?**

99 respondents answered this question and one did not. As respondents could select more than one response, percentages may total more than 100. 35.35% of respondents (35 people) said they did not seek treatment or advice from any services before attending the ED. 26.26% (26 people) sought treatment from NHS 111, 22.22% (22 people) sought treatment from their GP, 6.06% (six people) sought treatment from a minor injury, walk in, or urgent treatment centre, 5.05% (five people) sought treatment from 999, the ambulance service, or paramedics, 5.05% (five people) sought treatment from a pharmacy, 4.04% (four people) sought treatment from another hospital department, and 2.02% (two people) sought treatment from eConsult. 9.09% (nine people) named another service; these services were lifeguards (two respondents), an oncology department, a first aider, a dentist, a midwife, an optician, a vet, and a friend who was a medical professional (one respondent each).





## Question 9. If you answered yes to the question above, what advice were you given?

57 respondents answered this question and 43 did not. Some responses to this question were vague or irrelevant. 34 respondents said they were advised to come to A&E but did not specify who gave them this advice. Seven respondents had prior contact with their GP surgery; four of these respondents said their GP advised them to go or referred them to the ED, and three were unable (or seemingly unable) to access their GP. Six respondents had prior contact with another healthcare service before coming to ED; three were unable to access MIUs, one person was unable to get an emergency dentist appointment, one was unable to get an optician appointment, and one person was advised to attend ED by a leg clinic. Three respondents had contact with 999, the ambulance service, or paramedics before coming to the ED; one respondent said an ambulance brought them to the ED, and two respondents were told to call 999 or wait for ambulances, though it was not clear whether this advice was followed or successful. Two respondents said they had contact with NHS 111; one said they were advised to go to the ED and one said they could not get through to 111 after two hours. In total, nine respondents indicated that they came to ED after being unable to access services elsewhere.

### *Unspecified advice to attend ED (34 respondents)*

- “[I was advised to] go to A&E for assessment of my injury.”
- “[I was told] to go straight to ED.”
- “[I was told if my condition] continued or got worse, to go to A&E/GP. Lots of pain warranted a trip to A&E.”

### *Prior contact with GP surgery*

#### *Directed or referred by GP surgery (four respondents)*

- “The doctor made arrangements for me to come in at 8am to A&E.”
- “[I was advised to] go to A&E with a letter from my GP.”

#### *Unable to access GP services (three respondents)*

- “[I was told my] GP would contact me [but I received] no call.”
- “GP said that if my wound went septic I should go to A&E.”
- “GP said come here... not based on consultation, this was just the receptionist.”

### *Prior contact with other services*

#### *Unable to access other services (five respondents)*

- “Optician did not have any available appointments.”
- “[I tried to] get an emergency dentist appointment... none available.”
- “[The minor injury unit] at Bideford was closed.”
- “I was advised to] go to the MIU in Tiverton. This was too far.”



*Directed by other services (one respondent)*

- “[The] leg clinic said if my wound gets bad at the weekend to go to A&E.”

*Prior contact with 999, the ambulance service, or paramedics (four respondents)*

- “[I was advised to] wait for ambulance crew.”
- “[I was told to] dial 999.”

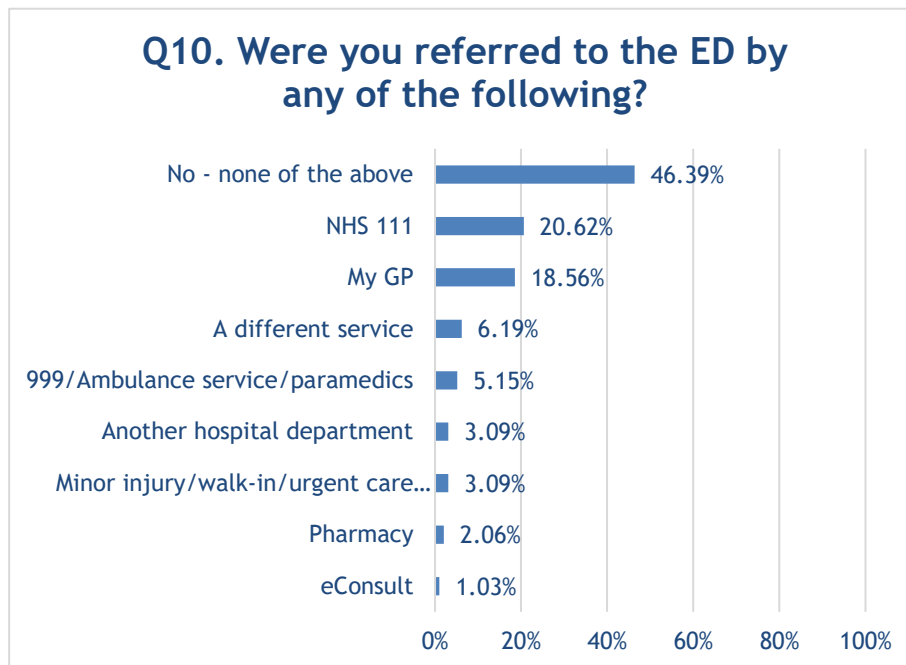
*Prior contact with NHS 111 (two respondents)*

- “[I] couldn’t get through after a 2 hour wait to 111, I got cut off so I came to A&E.”
- “[I tried to] get an emergency dentist appointment... none available... 111 advised A&E as [my condition was] getting worse.”



## Question 10. Were you referred to the emergency department by any of the following services?

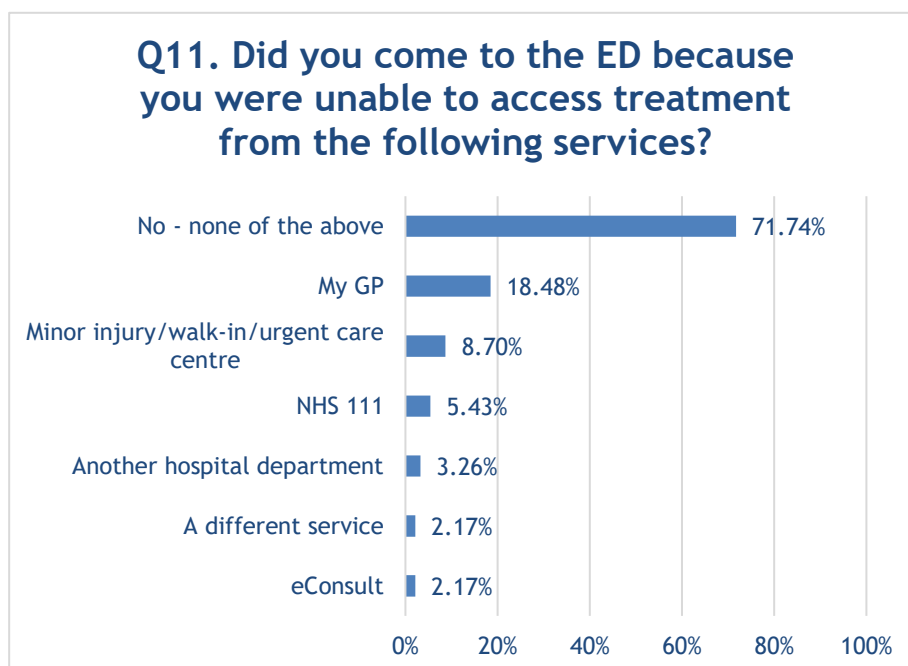
97 respondents answered this question and three did not. As respondents could select more than one response, percentages may total more than 100. 46.39% of respondents (45 people) said they were not referred to the emergency department by any service. 20.62% (20 people) were referred by NHS 111, 18.56% (18 people) were referred by their GP, 5.15% (five people) were referred by 999, the ambulance service, or paramedics, 3.09% (three people) were referred by another hospital department, 3.09% (three people) were referred by a minor injury, walk-in, or urgent treatment centre, 2.06% (two people) were referred by a pharmacy, and 1.03% (one person) was referred by eConsult. 6.19% (six people) named a different service; these were RNLI first aiders (two respondents), a lifeguard, a local GP (not the respondent's own), a vet, and the police (one respondent each).





### Question 11. Did you come to the emergency department because you were unable to access treatment from any of the following services?

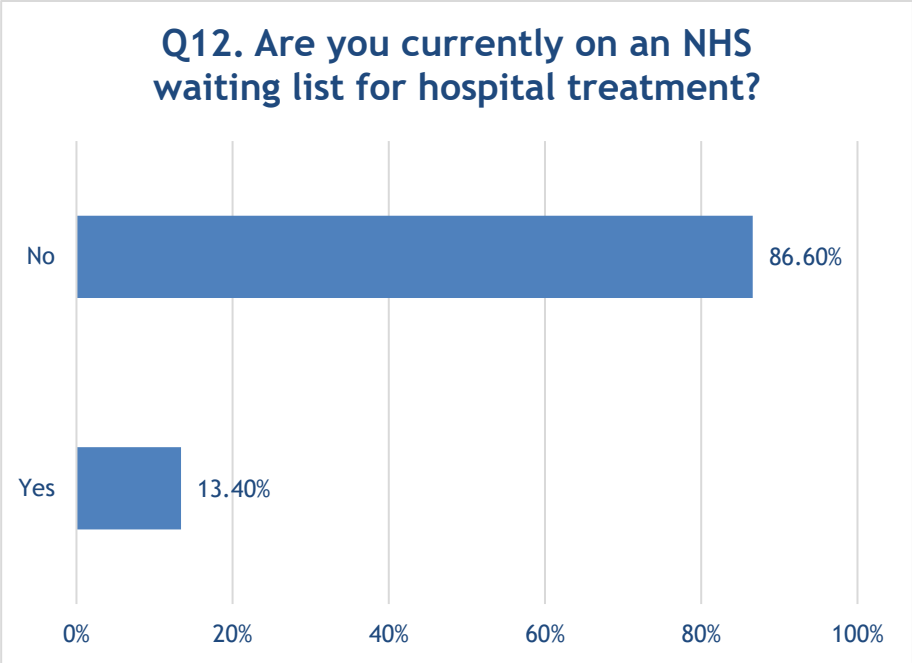
92 respondents answered this question and eight did not. As respondents could select more than one response, percentages may total more than 100. 71.74% of respondents (66 people) were not unable to access treatment at any services. 18.48% (17 people) were unable to access their GP, 8.70% (eight people) were unable to access a minor injury, walk-in, or urgent treatment centre, 5.43% (five people) were unable to access NHS 111, 3.26% (three people) were unable to access another hospital department, and 2.17% (two people) were unable to access eConsult. 2.17% (two people) named a different service; these were an optician and a dentist (one respondent each).





**Question 12. Are you currently on an NHS waiting list for medical treatment or surgery?**

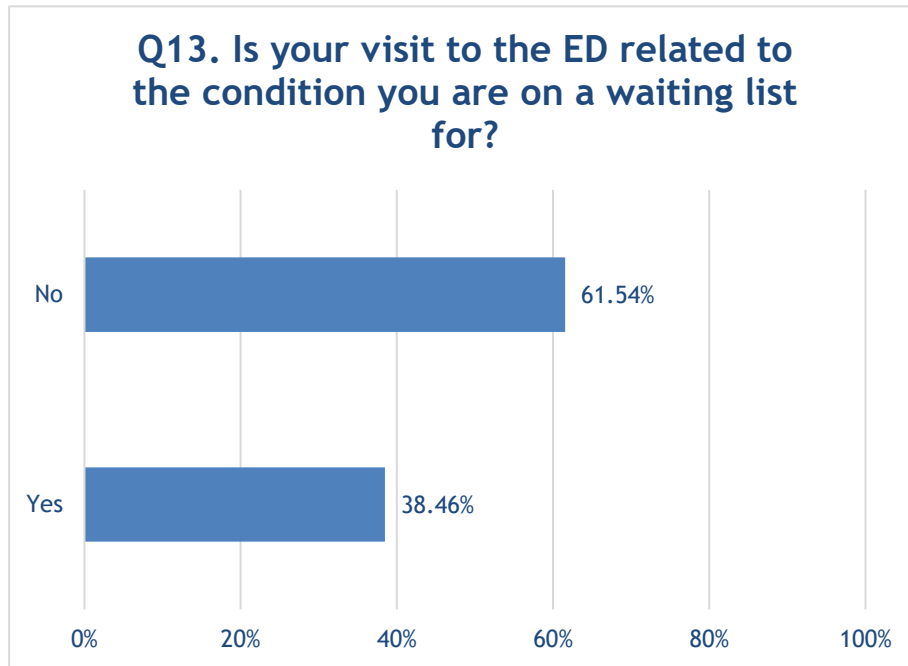
97 respondents answered this question and three did not. 86.60% of respondents (84 people) said they were not on a waiting list and 13.40% (13 people) said they were.





**Question 13. If you are on a waiting list, is your visit to the emergency department related to the injury or illness you are on a waiting list for?**

Only respondents who answered “yes” to the previous question were included in this analysis; all 13 of those respondents answered this question. 61.54% of respondents (eight people) said their visit was not related to the condition they were on a waiting list for and 38.46% (five people) said it was.

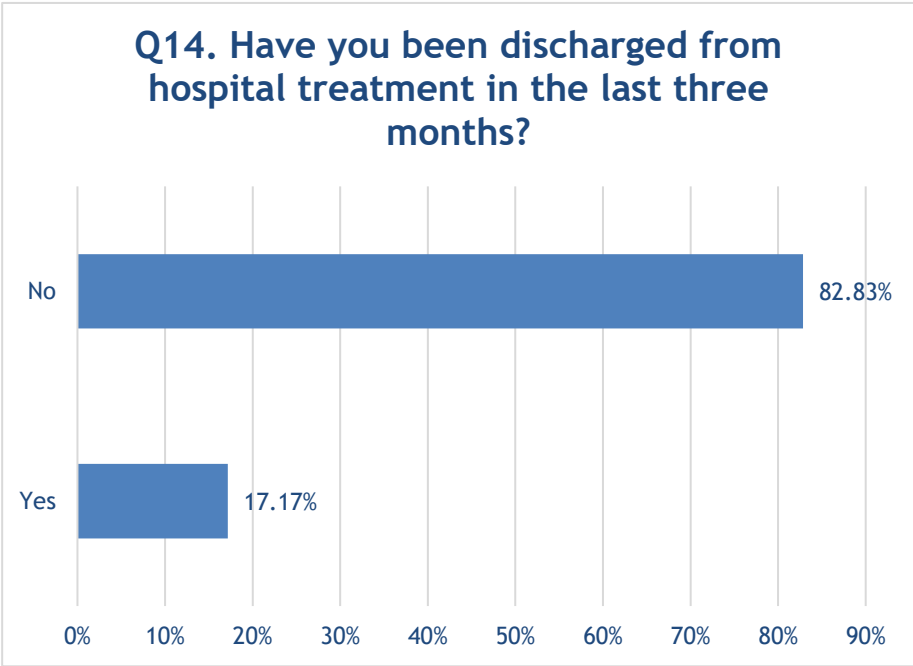






**Question 14. Have you been discharged from hospital treatment in the last three months?**

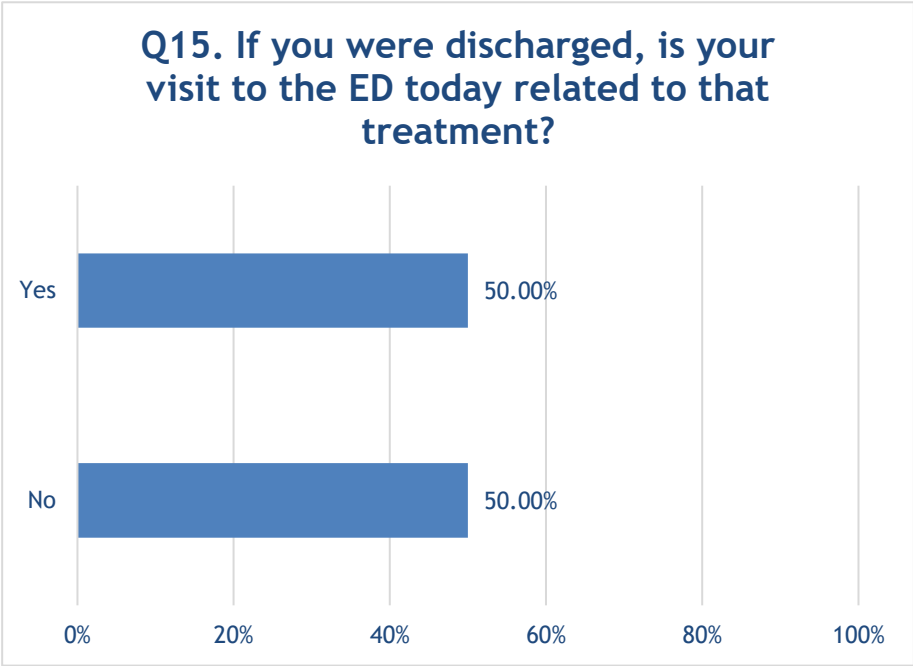
99 respondents answered this question and one did not. 82.83% of respondents (82 people) said they had not been discharged from hospital treatment in the past three months and 17.17% (17 people) said they had.





**Question 15. If you were discharged from hospital treatment in the last three months, is your visit to the emergency department related to that treatment?**

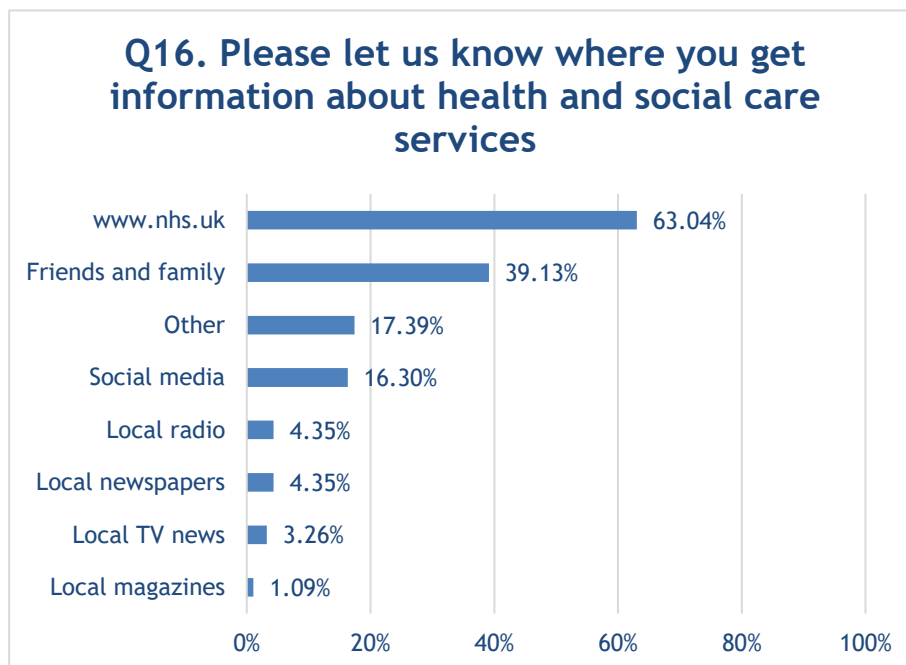
Only respondents who answered “yes” to the previous question were included in this analysis; 16 of those respondents answered this question and one did not. 50.0% of respondents (eight people) said their visit was related to their recent discharge and 50.0% (eight people) said it was not.





## Question 16. Please let us know where you go to get information about health services you use.

92 respondents answered this question and eight did not. As respondents could select more than one response, percentages may total more than 100. 63.04% of respondents (58 people) got information from [www.nhs.uk](http://www.nhs.uk), 39.13% (36 people) got information from friends and family, 16.30% (15 people) got information from social media, 4.35% (four people) got information from local radio, 4.35% (four people) got information from local newspapers, 3.26% (three people) got information from local TV news, and 1.09% (one person) got information from local magazines. 17.39% (16 people) named another source; eight respondents got information from local healthcare services, six respondents got information from the internet and search engines, and two respondents did not get information from any specific source.

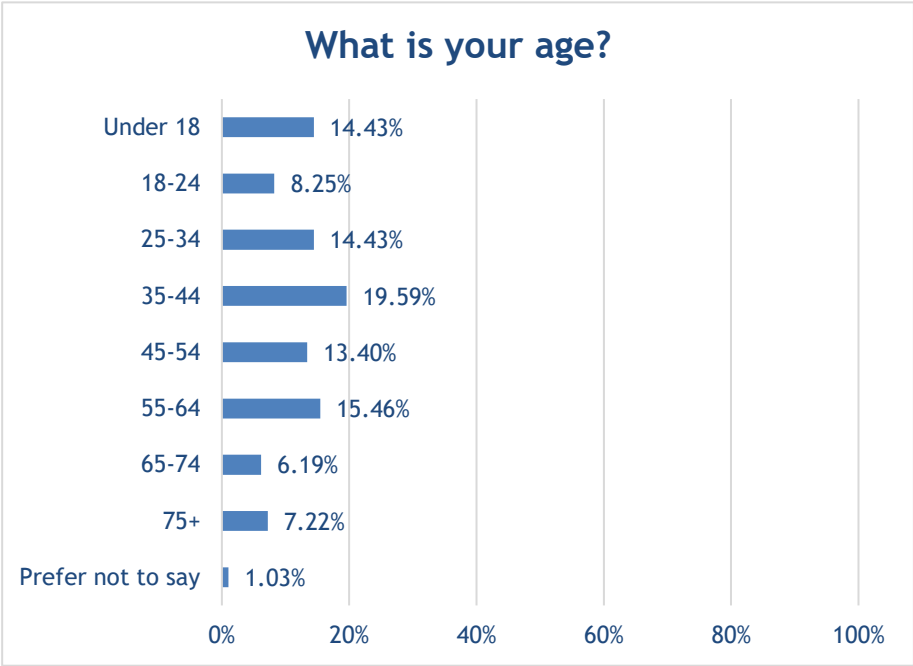




## Demographics information

### What is your age?

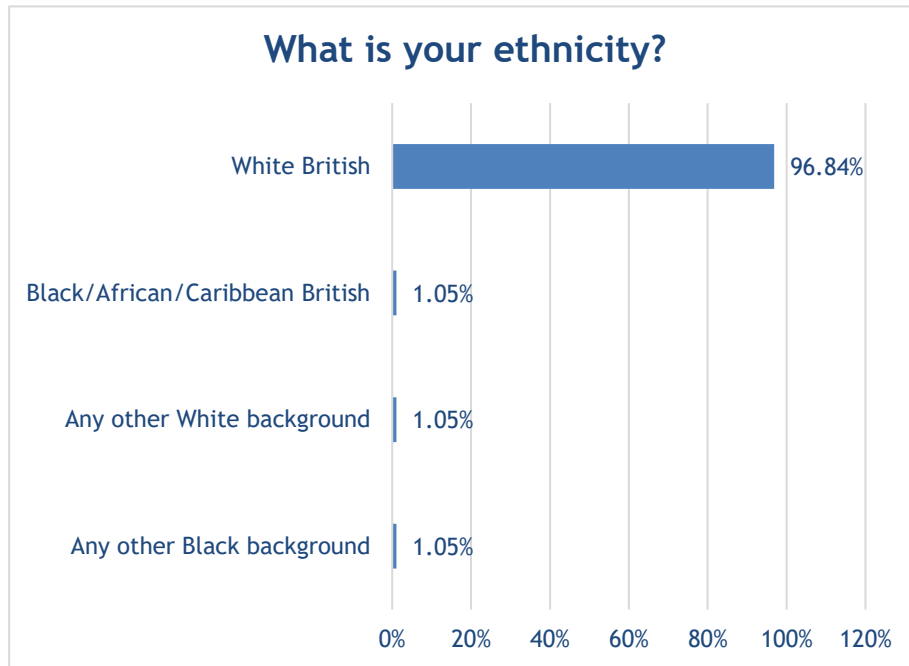
97 respondents answered this question and three did not. 14.43% of respondents (14 people) were under 18, 8.25% (eight people) were aged 18 to 24, 14.43% (14 people) were aged 25 to 34, 19.59% (19 people) were aged 35 to 44, 13.40% (13 people) were aged 45 to 54, 15.46% (15 people) were aged 55 to 64, 6.19% (six people) were aged 65 to 74, 7.22% (seven people) were aged 75 and over, and 1.03% (one person) answered “prefer not to say.”





*What is your ethnicity?*

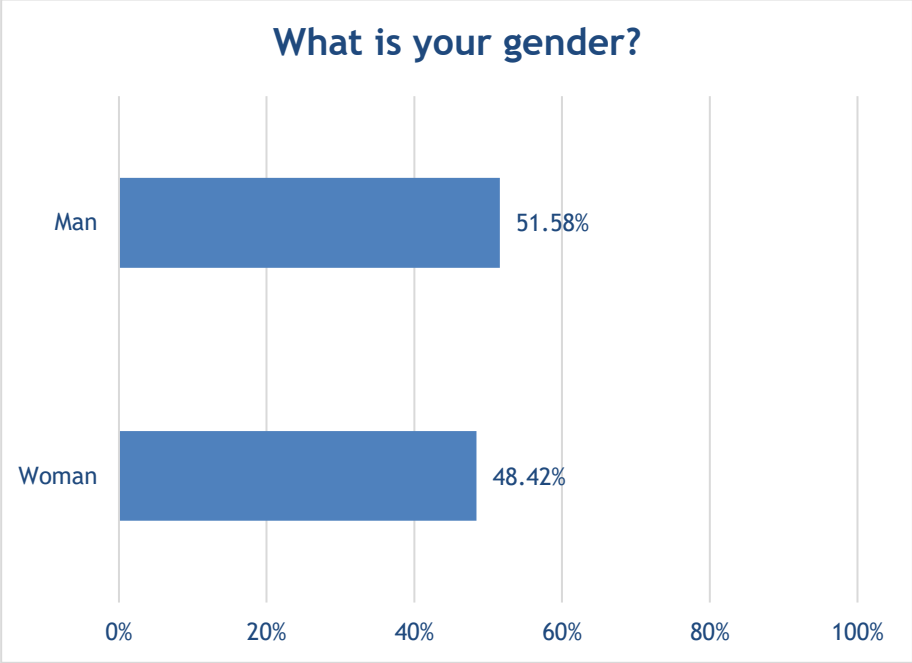
95 respondents answered this question and five did not. 96.84% of respondents (92 people) were White British, 1.05% (one person) was Black, African, or Caribbean British, 1.05% (one person) was of another White background and 1.05% (one person) was of another Black background.





*What is your gender?*

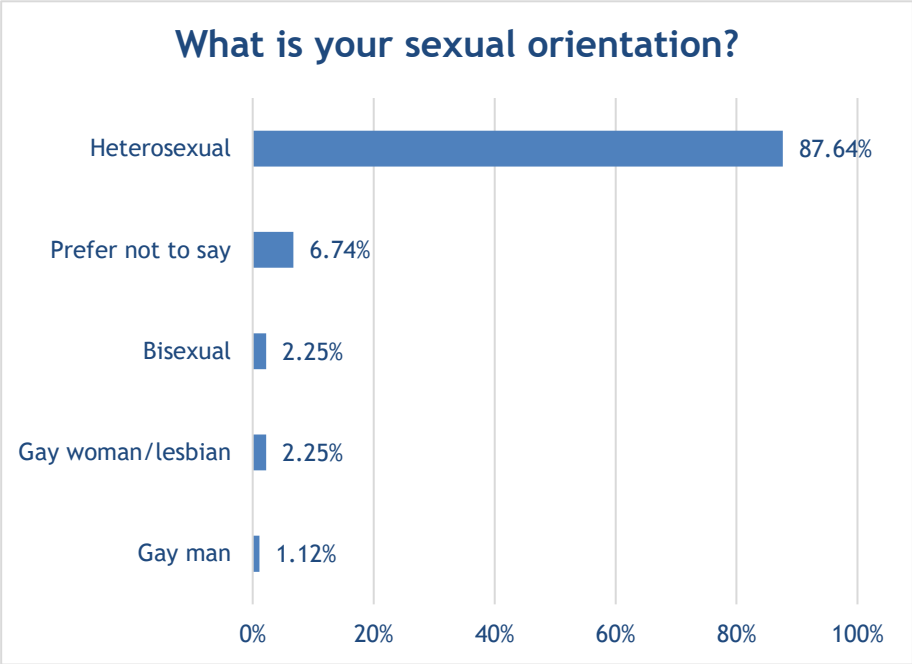
95 respondents answered this question and five did not. 51.58% of respondents (49 people) were men and 48.42% (46 people) were women.





*What is your sexual orientation?*

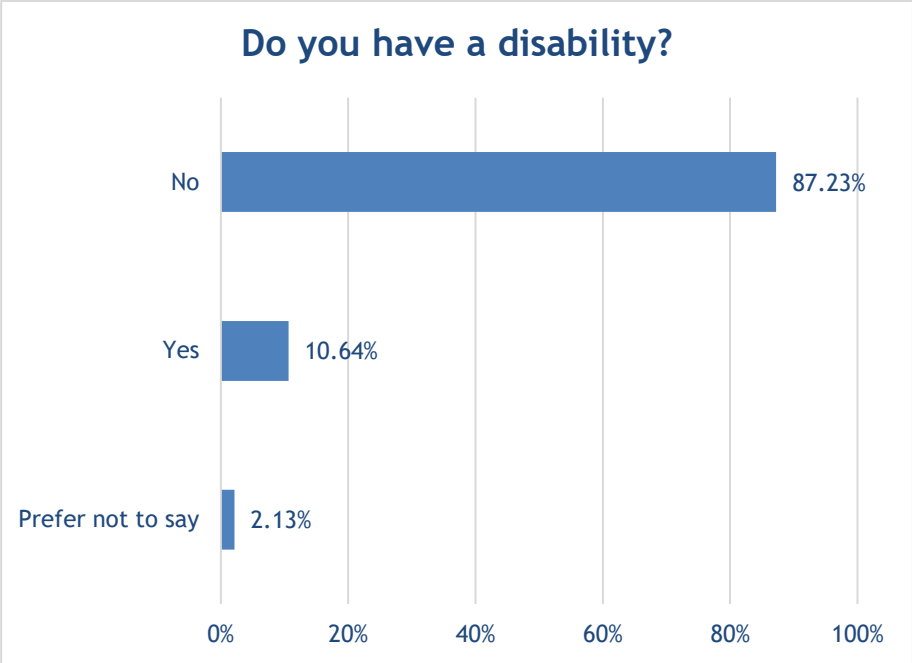
89 respondents answered this question and 11 did not. 87.64% of respondents (78 people) were heterosexual, 6.74% of respondents (six people) answered “prefer not to say,” 2.25% (two people) were bisexual, 2.25% (two people) were lesbians or gay women, and 1.12% (one person) was a gay man.





*Do you have a disability?*

94 respondents answered this question and six did not. 87.23% of respondents (82 people) did not have a disability, 10.64% (10 people) did have a disability, and 2.13% (two people) answered “prefer not to say.”

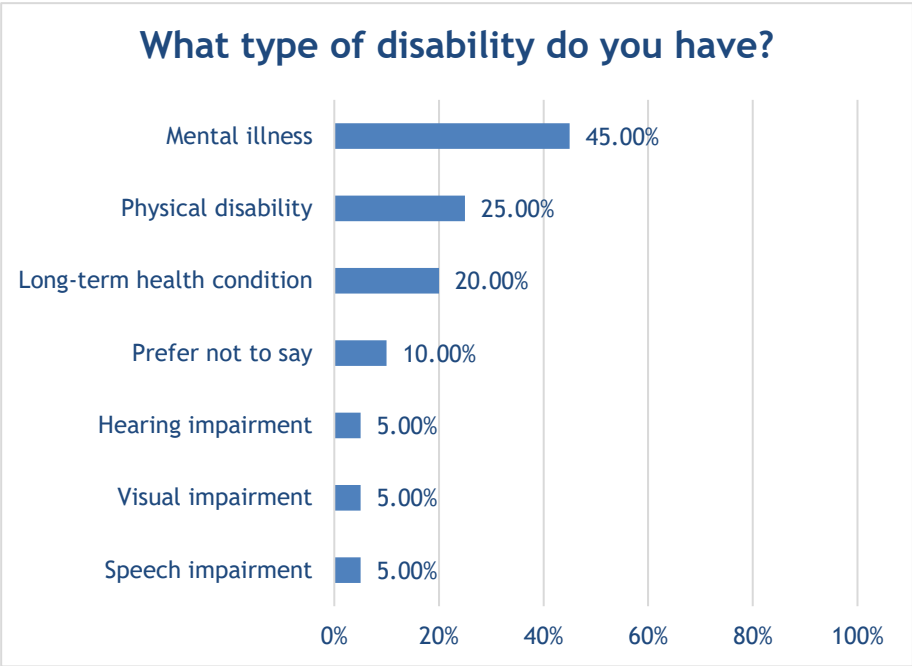






*If you have a disability, what type of disability do you have?*

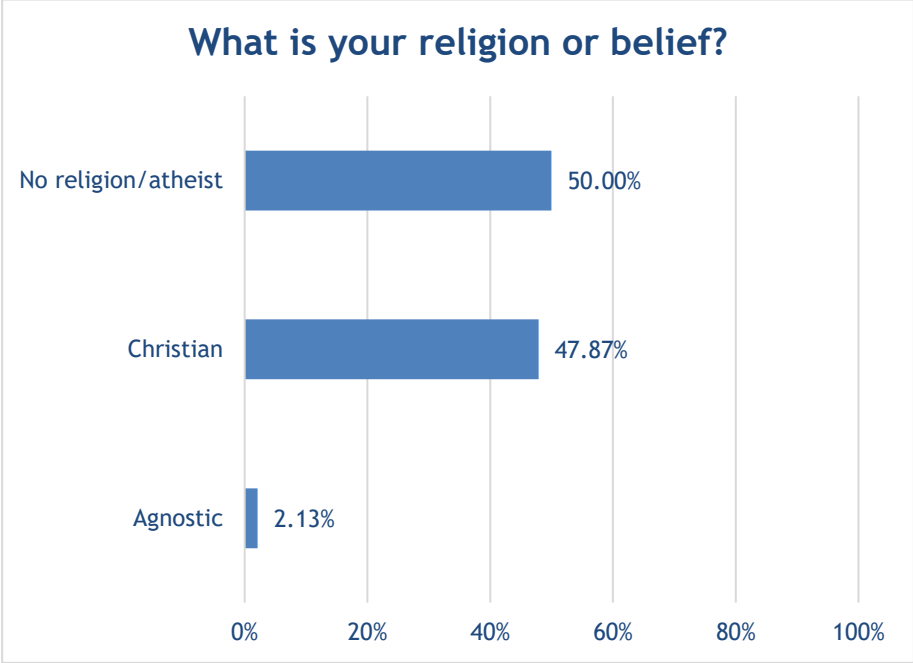
20 respondents answered this question and 80 did not. As respondents could select more than one answer, percentages may total more than 100. 45.0% of respondents (nine people) had a mental illness, 25.0% (five people) had a physical disability, 20.0% (four people) had a long-term health condition, 10.0% (two people) answered “prefer not to say,” 5.0% (one person) had a hearing impairment, 5.0% (one person) had a visual impairment, and 5.0% (one person) had a speech impairment.





*What is your religion or belief?*

94 respondents answered this question and six did not. 50.0% of respondents (47 people) had no religion or were atheists, 47.87% (45 people) were Christian, and 2.13% (two people) were agnostic.



## Royal Devon & Exeter Hospital, Exeter

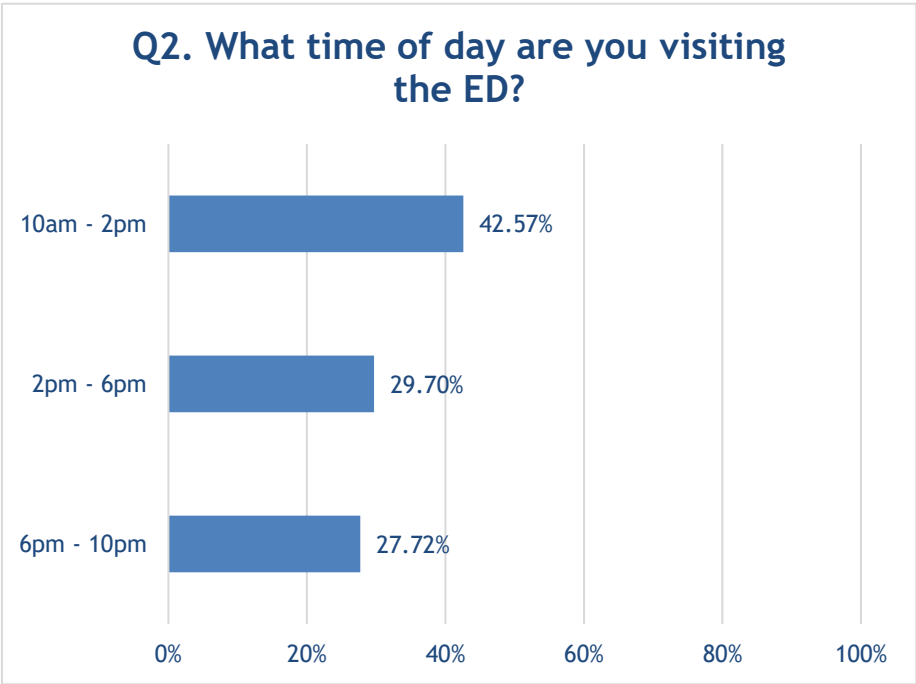
The Healthwatch Engagement team visited the Royal Devon & Exeter Hospital twice between 18<sup>th</sup> August and 21<sup>st</sup> August. One session took place between 10am and 2pm and one session took place between 6pm and 10pm. One session took place on a weekday and one session took place on a weekend.

### Question 1. Which emergency department are you visiting today?

101 people completed the survey at the Royal Devon & Exeter Hospital.

### Question 2. What time of day are you visiting the ED?

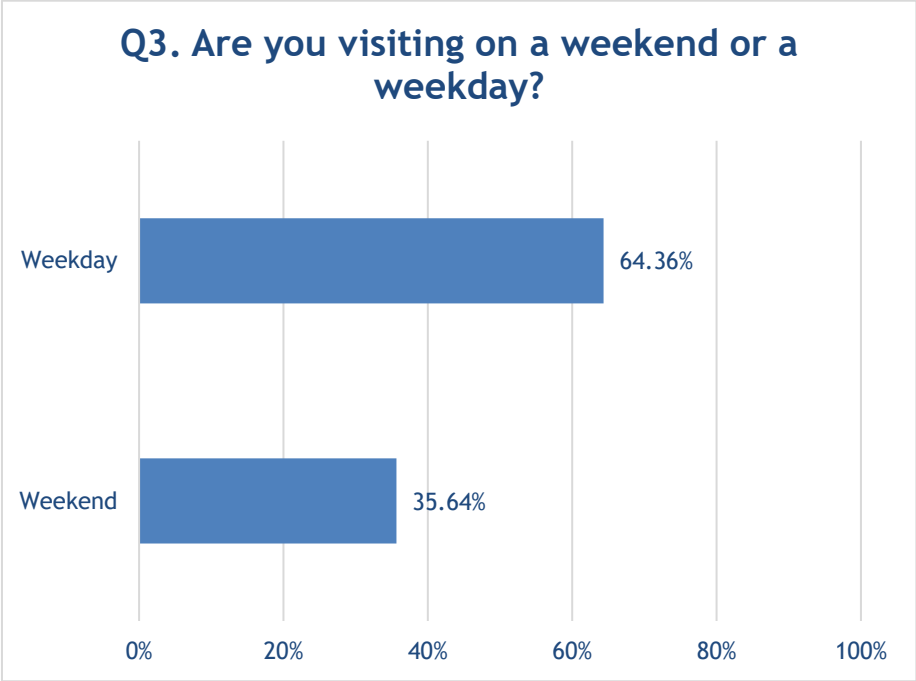
All 101 respondents answered this question. 42.57% of respondents (43 people) were visiting the ED between 10am and 2pm, 29.70% (30 people) were visiting between 2pm and 6pm, and 27.72% (28 people) were visiting between 6pm and 10pm.





**Question 3. Are you visiting on a weekday or a weekend?**

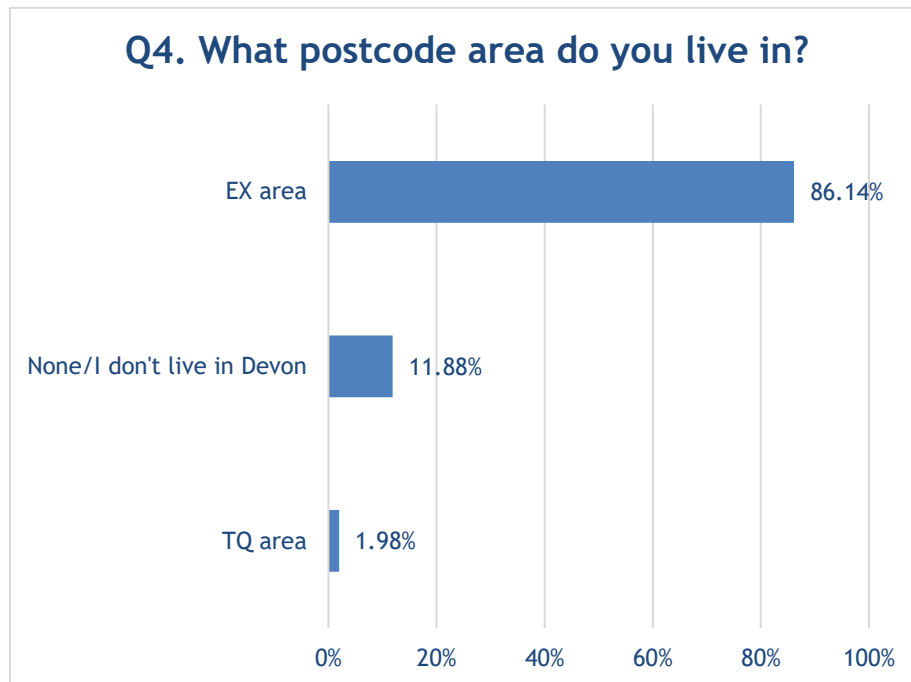
All 101 respondents answered this question. 64.36% of respondents (65 people) were visiting the ED on a weekday and 35.64% (36 people) were visiting on a weekend.





#### Question 4. Which postcode area do you live in?

All 101 respondents answered this question. 86.14% of respondents (87 people) lived in the EX postcode area, 11.88% (12 people) lived outside Devon, and 1.98% (two people) lived in the TQ postcode area. None of the respondents lived in the PL postcode area.



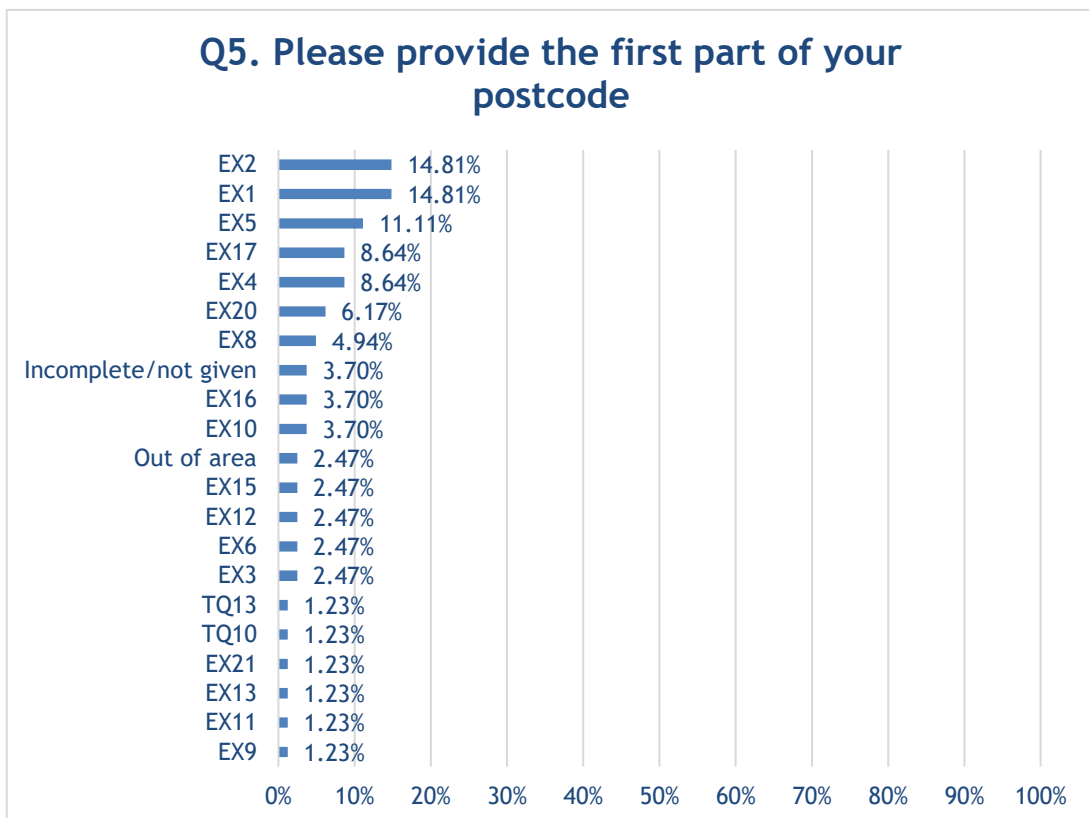


## Question 5. If you live in Devon, Plymouth, or Torbay, please provide the first part of your postcode

81 respondents answered this question and 20 did not. In total, 19 different local postcodes were named in response to this question. The five most common postcodes were:

- EX2 (14.81%; 12 respondents)
- EX1 (14.81%; 12 respondents)
- EX5 (11.11%; nine respondents)
- EX17 (8.64%; seven respondents)
- EX4 (8.64%; seven respondents)

A detailed breakdown of all responses is available in Appendix 8.





### Question 6. If you live in Devon, Plymouth, or Torbay, which GP surgery are you registered with?

79 respondents answered this question and 22 did not. In total, 48 different local GP surgeries were named in response to this question. The five most common surgeries were:

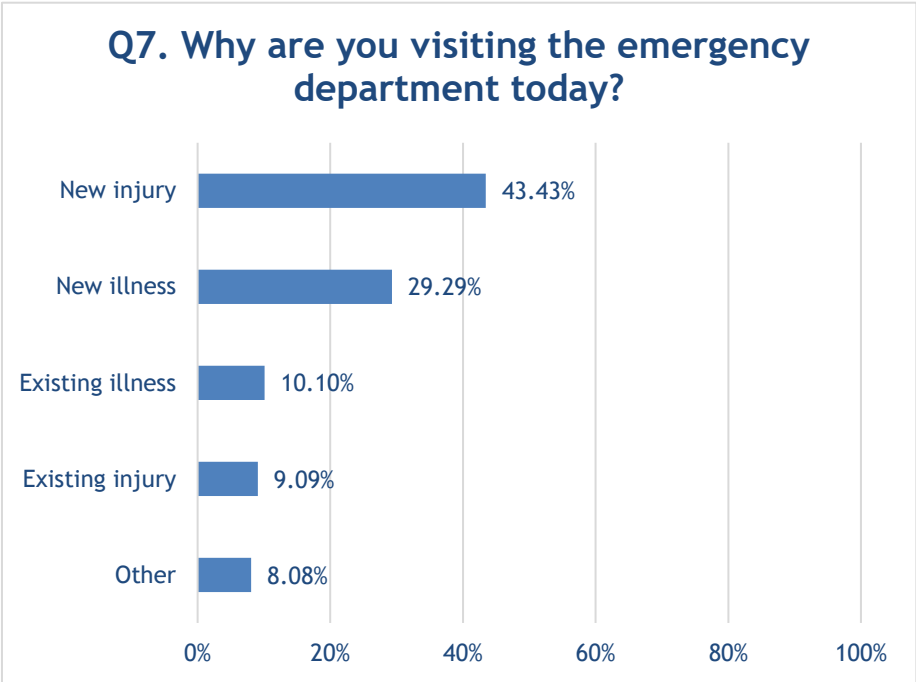
- Pinhoe Surgery (seven people)
- The Heavitree Practice (six people)
- Topsham Surgery (four people)
- Okehampton Medical Centre (four people)
- Barnfield Hill Surgery (three people)

A detailed breakdown of all responses is available in Appendix 9.



**Question 7. Why are you visiting the emergency department today?**

99 respondents answered this question and two did not. 43.43% of respondents (43 people) were visiting due to a new injury, 29.29% (29 people) were visiting due to a new illness, 10.10% (10 people) were visiting due to an existing illness, and 9.09% (nine people) were visiting due to an existing injury. 8.08% (eight people) said they were visiting for another reason; one of these respondents said they were visiting due to both a new and existing injury and seven did not specify the nature of their condition.

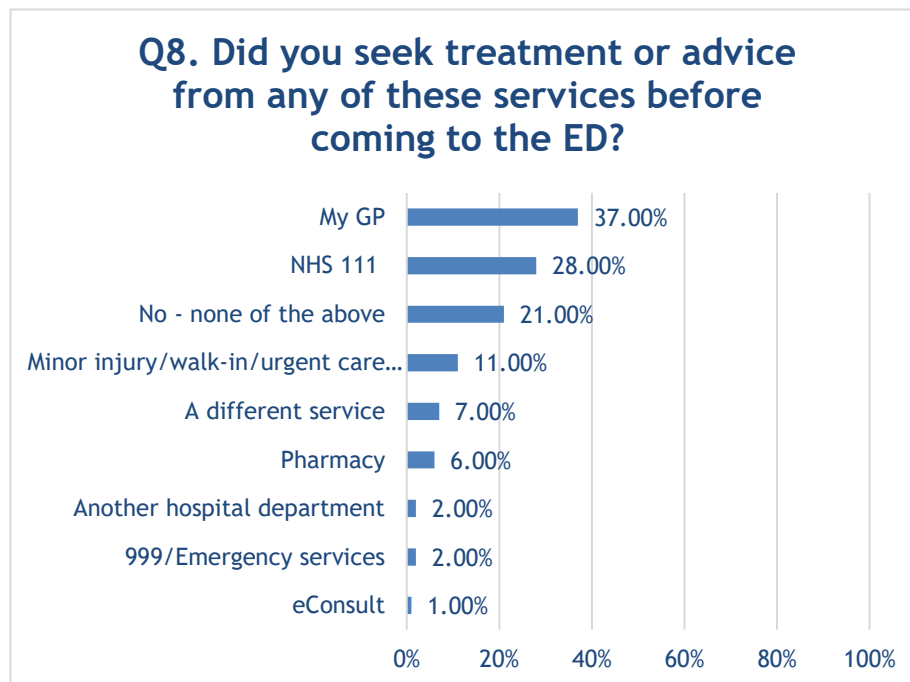






### Question 8. Did you seek treatment or advice from any of the following services before coming to the emergency department today?

100 respondents answered this question and one did not. As respondents were able to select more than one response, percentages may total more than 100. 21.0% of respondents (21 people) did not seek treatment from any of the services before arriving at the ED. 37.0% of respondents (37 people) sought treatment from their GP, 28.0% (28 people) sought treatment from NHS 111, 11.0% (11 people) sought treatment from a minor injury, walk-in, or urgent treatment centre, 6.0% (six people) sought treatment a pharmacy, 2.0% (two people) sought treatment from another hospital department, 2.0% (two people) sought treatment from 999, the ambulance service, or paramedics, and 1.0% (one person) sought treatment from eConsult. 7.0% (seven respondents) named another service; these services were Care UK, the HANDi app, Okehampton Medical Centre, a physiotherapist, a dentist, an optician, and a festival medic.





## Question 9. If you answered yes to the question above, what advice were you given?

71 respondents answered this question and 30 did not. Some of the responses to this question were vague or ambiguous.

41 respondents said they were advised to attend or referred to the ED, but did not specify who gave this advice. A further three respondents said they received alternative advice (e.g. pain management), but it was not clear who gave this advice.

10 respondents had contact with their GP before visiting the ED. Seven of these respondents were told by their GP surgery to come to the ED; three of these respondents needed x-rays. Two of the respondents were given advice to manage their condition. One respondent was told by their GP to call 111, which then referred them back to their GP, who then told them to visit the ED.

Eight respondents were referred to the ED by another service. Seven of these respondents said they were sent to ED by a minor injury or urgent treatment centre; two respondents named Honiton Hospital and Tiverton Urgent Care Centre, but the remaining five respondents did not specify which unit sent them. One respondent said they were sent by Okehampton Hospital, but did not specify which department sent them. One respondent was sent to ED by a dentist. Three of the respondents who were sent by MIUs were sent to ED because they required x-rays.

Six respondents had contact with 999, the ambulance service, or paramedics before visiting the ED. Two of these respondents were told to go to a hospital or ED, one person was brought to the ED by ambulance, and one respondent was told there would be a long wait for an ambulance. One person said they were advised to call 999 before they came to the ED, but it was not clear whether they did.

Six respondents contacted NHS 111 before coming to the ED. Two of these respondents were told to go their GP and another was told to go to an urgent care centre; all three respondents were then referred to ED by these services. One respondent was told to go straight to the ED. Two respondents said they gave up on their 111 call because they waited too long to speak to someone.

### *Unspecified advice to attend ED (41 respondents)*

- “[I was] advised to attend A&E.”
- “[I was told to] come to RD&E as soon as possible.”

### *Contact with GP surgery (10 respondents)*

- “[The] GP arranged admission.”
- “GP said call 111, 111 said wait for GP, GP then said go to A&E.”
- “[The] GP said [an] x-ray was needed.”

### *Referred by another service (eight respondents)*

- “[I was] told that [the MIU] had no-one in their x-ray department for the afternoon.”



- “[The dentist] said [to] come here.”
- “Referred from 111 to Tiverton Urgent Care Centre, then transferred to [RD&E].”

*Contact with 999, the ambulance service, or paramedics (six respondents)*

- “Paramedics attended and recommended going to A&E.”
- “[I] was called by the ambulance [service] and told [there were] 200 people waiting.”
- “Was called back after one hour by a paramedic, then after another [hour and a half I was] admitted by ambulance to hospital.”

*Contact with NHS 111 (six respondents)*

- “I couldn’t get through due to delays in answering and didn’t want to wait, so [I] came to A&E.”
- “[I was advised to] go to A&E and get an x-ray.”

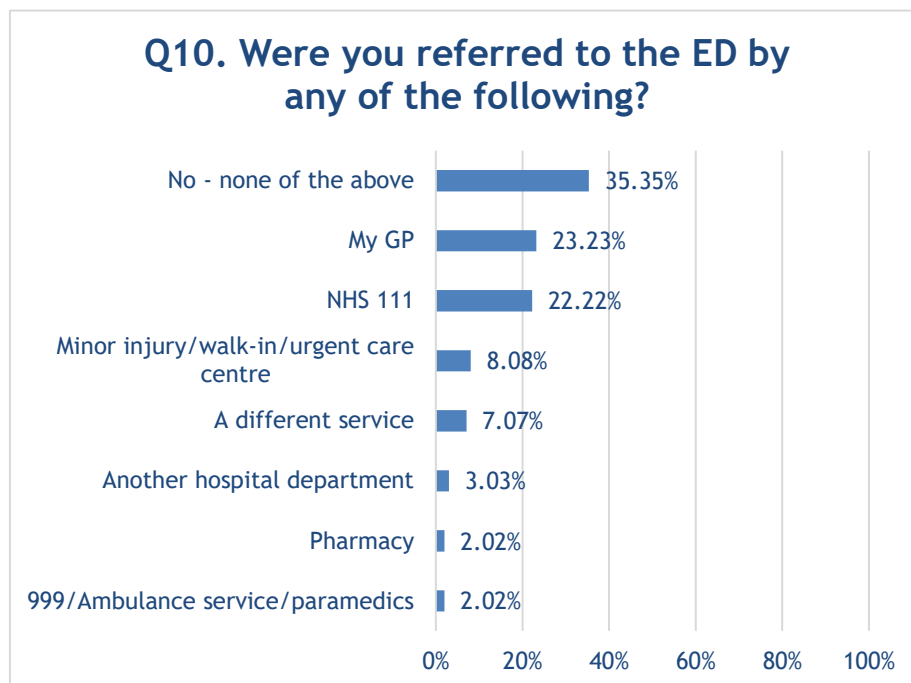
*Other advice (three respondents)*

- “[I was advised to] wait, [the condition] should go by itself.”
- “[I was advised to] use ibuprofen cream and tablets.”



## Question 10. Were you referred to the emergency department by any of the following services?

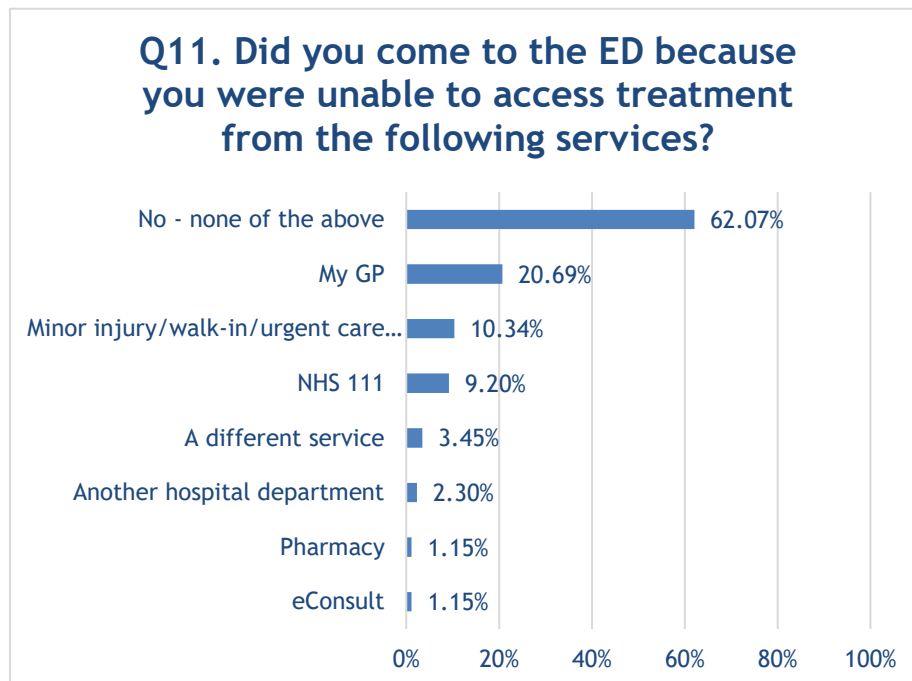
99 respondents answered this question and two did not. As respondents were able to select more than one answer, percentages may total more than 100. 35.35% of respondents (35 people) said they were not referred to the ED by any of the services, 23.23% (23 people) were referred by their GP, 22.22% (22 people) were referred by NHS 111, 8.08% (eight people) were referred by a minor injury, walk-in, or urgent treatment centre, 3.03% (three people) were referred by another hospital department, 2.02% (two people) were referred by a pharmacy, and 2.02% (two people) were referred by 999, the ambulance service, or paramedics. 7.07% (seven people) named a different service; these services were Okehampton Medical Centre, Honiton Hospital, Care UK, the HANDi app, a dentist, an optician, and a physiotherapist.





### Question 11. Did you come to the emergency department because you were unable to access treatment from any of the following services?

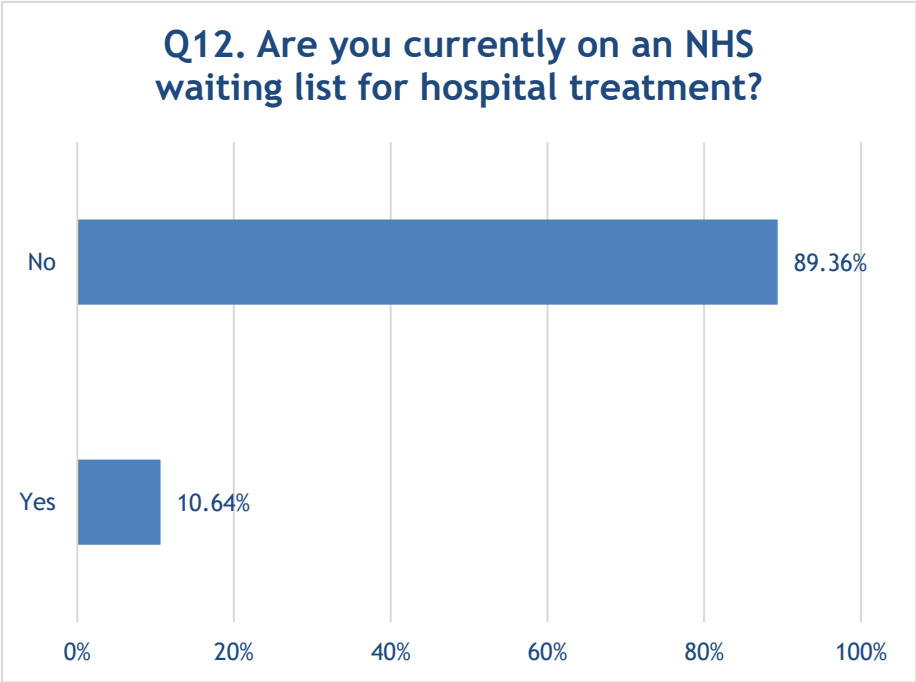
87 respondents answered this question and 14 did not. As respondents were able to select more than one answer, percentages may total more than 100. 62.07% of respondents (54 people) said they were not unable to access treatment at any of the services. 20.69% (18 respondents) said they were unable to access their GP, 10.34% (nine people) said they were unable to access a minor injury, walk-in, or urgent treatment centre, 9.20% (eight people) were unable to access NHS 111, 2.30% (two people) were unable to access another hospital department, 1.15% (one person) was unable to access a pharmacy and 1.15% (one person) was unable to access eConsult. 3.45% (three respondents) named another service; these services were Okehampton Medical Centre, a dentist, and an optician.





**Question 12. Are you currently on an NHS waiting list for medical treatment or surgery?**

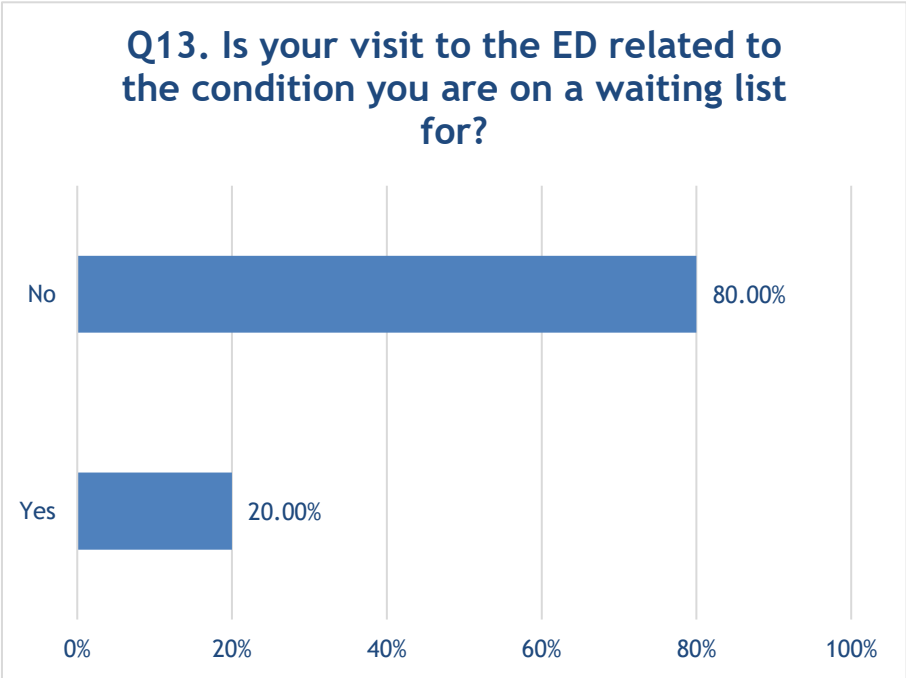
94 respondents answered this question and seven did not. 89.36% of respondents (84 people) said they were not on a waiting list and 10.64% (10 people) said they were on a waiting list.





**Question 13. If you are on a waiting list, is your visit to the emergency department related to the injury or illness you are on a waiting list for?**

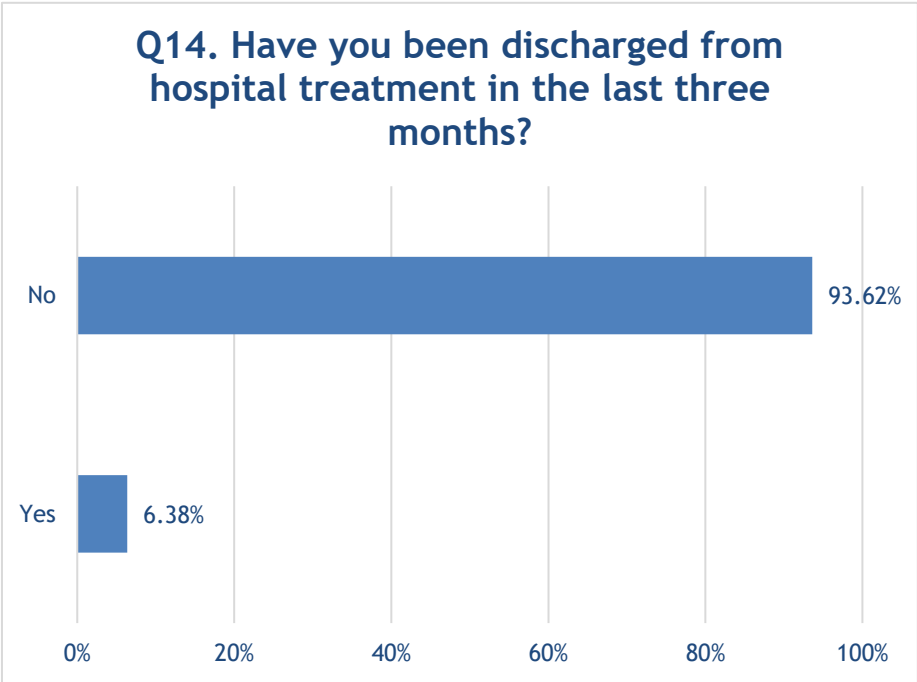
Only respondents who answered “yes” to the previous question were included in this analysis; all 10 of those respondents answered this question. 80% of respondents (eight people) said their treatment was not related to the condition for which they were on a waiting list and 20% (two people) said it was related.





**Question 14. Have you been discharged from hospital treatment in the last three months?**

94 respondents answered this question and seven did not. 93.62% of respondents (88 people) said they had not been discharged from hospital treatment and 6.38% (six people) said they had been discharged.

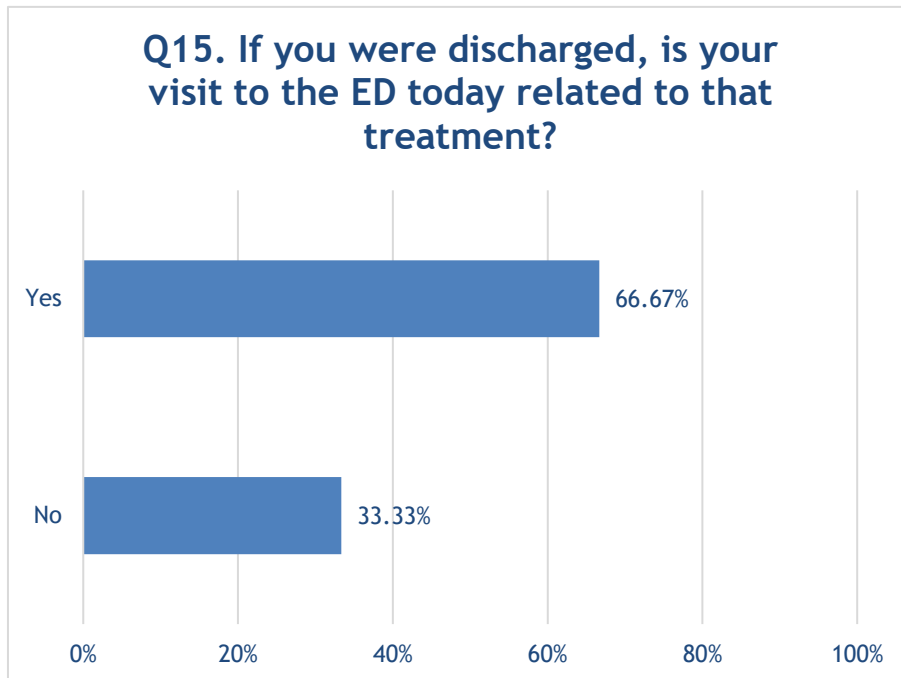






**Question 15. If you were discharged from hospital treatment in the last three months, is your visit to the emergency department related to that treatment?**

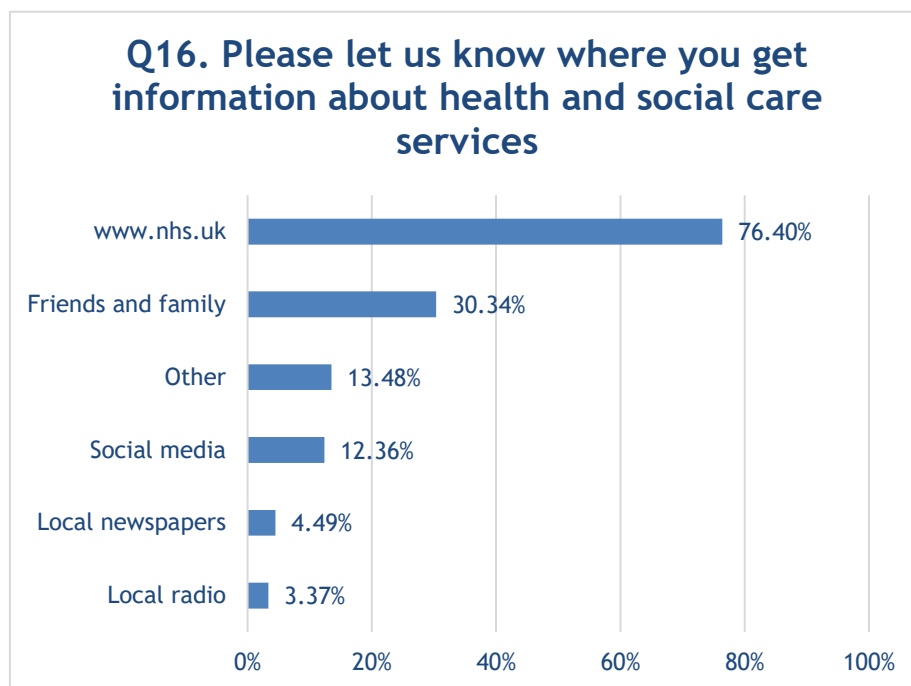
Only respondents who answered “yes” to the previous question were included in this analysis; all six of those respondents answered this question. 66.67% of respondents (four people) said their visit to the ED was related to their recent discharge and 33.33% (two people) said it was not related.





### Question 16. Please let us know where you go to get information about health services you use.

89 respondents answered this question and 12 did not. As respondents could select more than one answer, percentages may total more than 100. 76.40% of respondents (68 people) got information from [www.nhs.uk](http://www.nhs.uk), 30.34% (27 people) got information from friends and family, 12.36% (11 people) got information from social media, 4.49% (four people) got information from local newspapers, and 3.37% (three people) got information from local radio. 13.48% (12 people) got information from another source; seven got information from their healthcare services, four got information from the internet or search engines, and one used “background knowledge.”

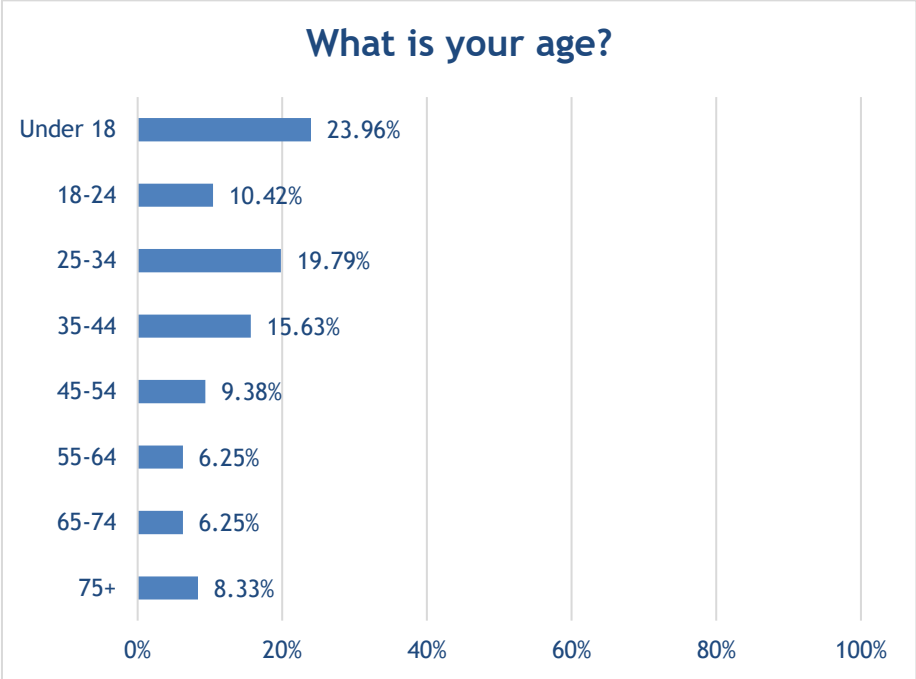




## Demographics information

### What is your age?

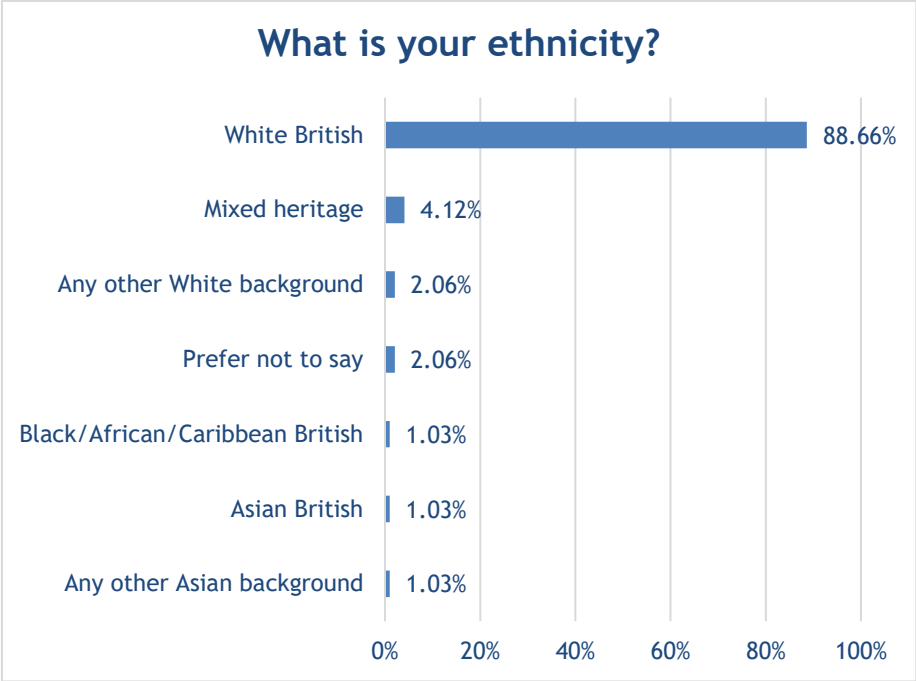
96 respondents answered this question and five did not. 23.96% of respondents (23 people) were aged under 18, 10.42% (10 people) were aged 18 to 24, 19.79% (19 people) were aged 25 to 34, 15.63% (15 people) were aged 35 to 44, 9.38% (nine people) were aged 45 to 54, 6.25% (six people) were aged 55 to 64, 6.25% (six people) were aged 65 to 74, and 8.33% (eight people) were aged 75 and over.





*What is your ethnicity?*

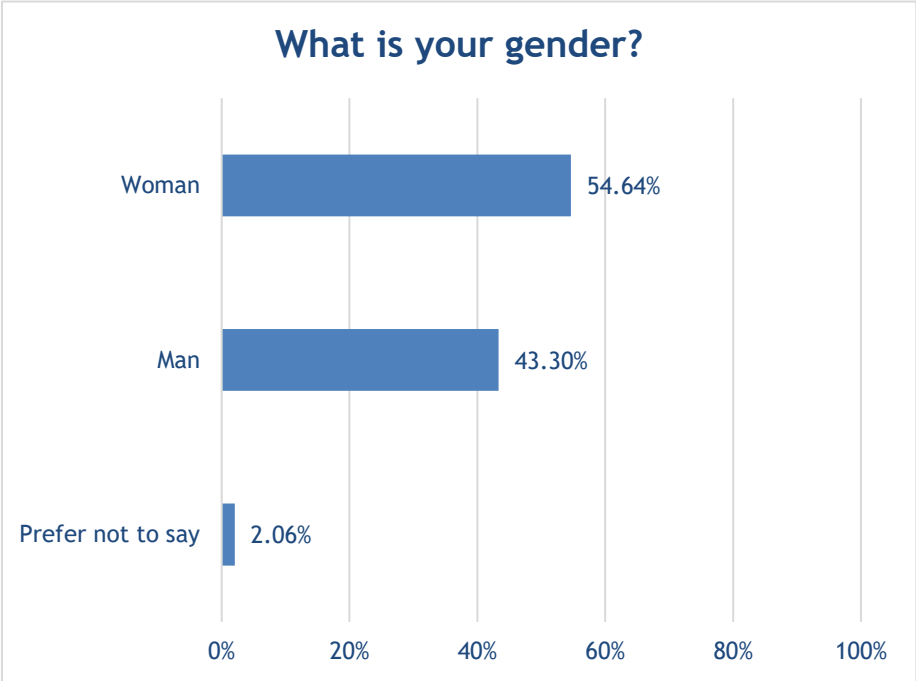
97 respondents answered this question and four did not. 88.66% of respondents (86 people) were White British, 4.12% (four people) were of mixed heritage, 2.06% (two people) were of another White background, 2.06% (two people) answered “prefer not to say,” 1.03% (one person) was Black, African, or Caribbean British, 1.03% (one person) was Asian British, and 1.03% (one person) was of another Asian background.





*What is your gender?*

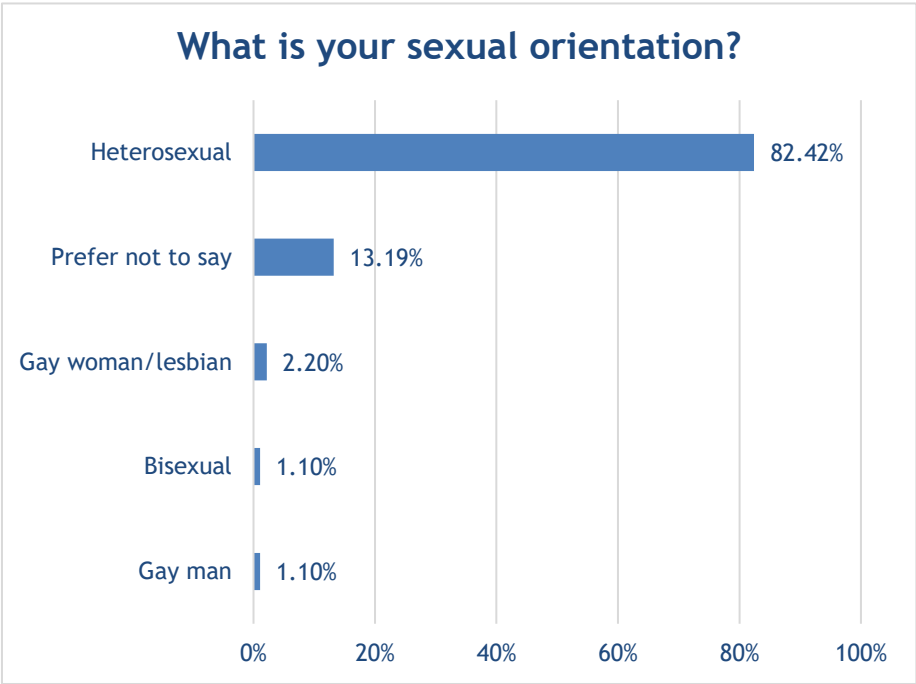
97 respondents answered this question and four did not. 54.64% of respondents (53 people) were women, 43.30% (42 people) were men, and 2.06% (two people) answered “prefer not to say.”





*What is your sexual orientation?*

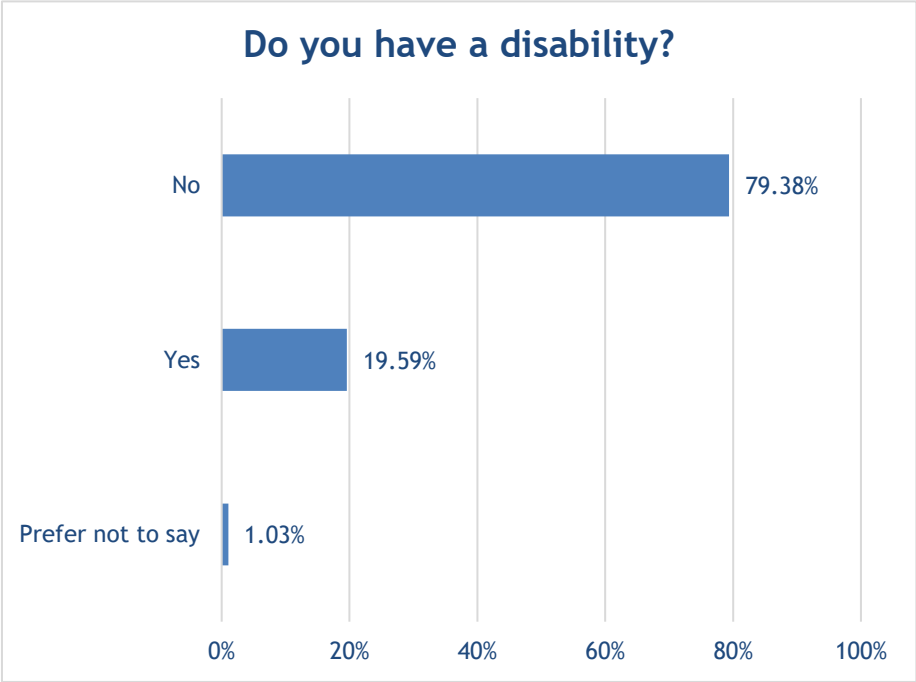
91 respondents answered this question and 10 did not. 82.42% of respondents (75 people) were heterosexual, 13.19% (12 people) answered “prefer not to say,” 2.20% (two people) were lesbians/gay women, 1.10% (one person) was bisexual, and 1.10% (one person) was a gay man.





*Do you have a disability?*

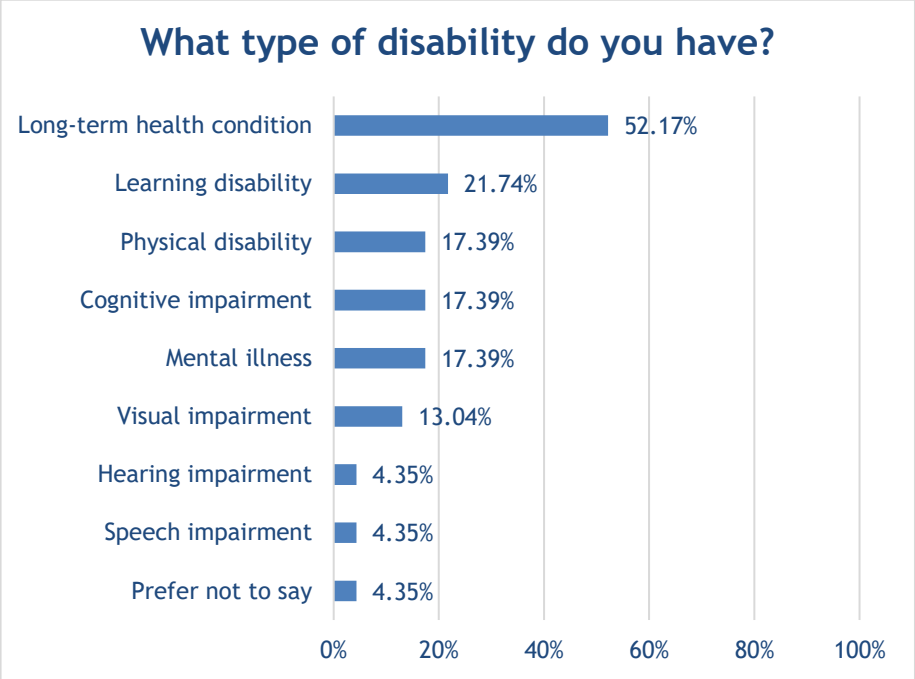
97 respondents answered this question and four did not. 79.38% of respondents (77 people) did not have a disability, 19.59% (19 people) did have a disability, and 1.03% (one person) answered “prefer not to say.”





*If you have a disability, what type of disability do you have?*

23 respondents answered this question and 78 did not. As respondents could select more than one answer, percentages may total more than 100. 52.17% of respondents (12 people) had a long-term health condition, 21.74% (five people) had a learning disability, 17.39% (four people) had a physical disability, 17.39% (four people) had a cognitive impairment, 17.39% (four people) had a mental illness, 13.04% (three people) had a visual impairment, 4.35% (one person) had a hearing impairment, 4.35% (one person) had a speech impairment, and 4.35% (one person) answered “prefer not to say.”

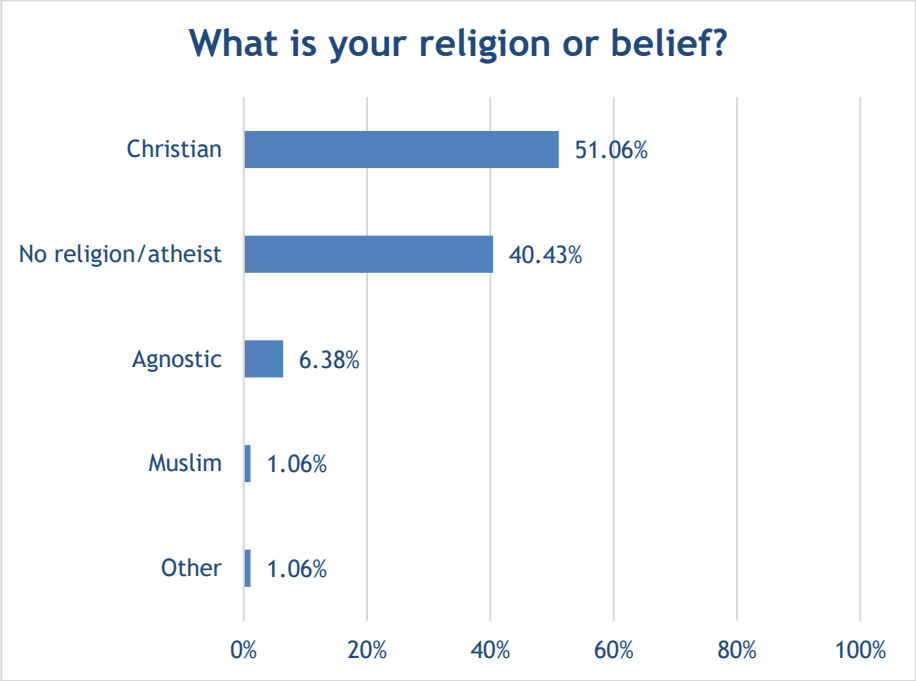






*What is your religion or belief?*

94 respondents answered this question and seven did not. 51.06% of respondents (48 people) were Christian, 40.43% (38 people) were atheist or had no religion, 6.38% (six people) were agnostic, and 1.06% (one person) was Muslim. One respondent (1.06%) answered “other” and said they were Pagan.



## Online feedback centres

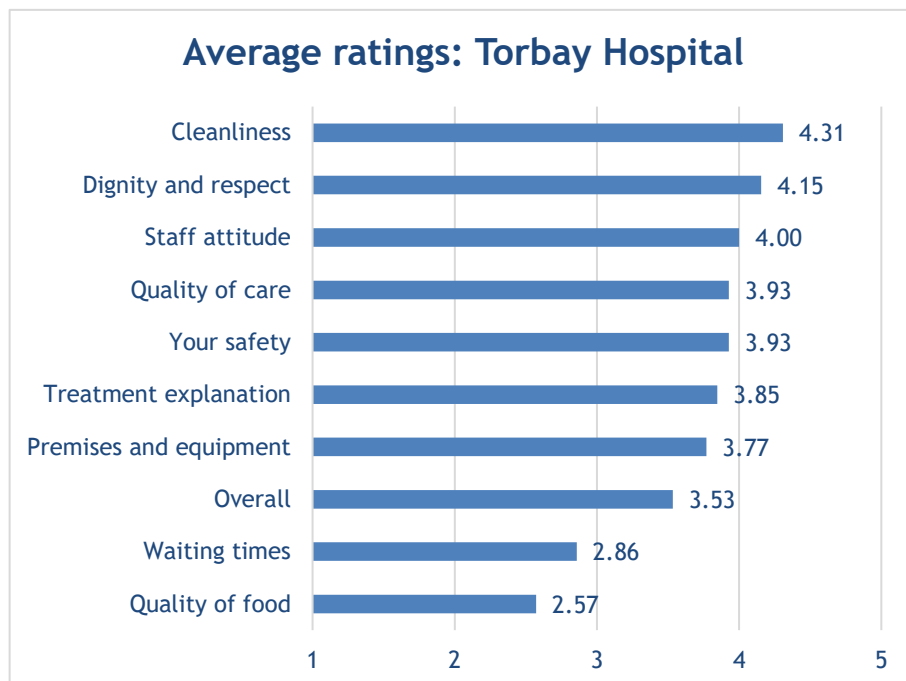
Our three local Healthwatch websites in Devon, Plymouth and Torbay each act as an online feedback centre or ‘rate and review’ system, allowing the public to rate a recent experience with a local healthcare service anonymously online via a series of standard questions and in some cases receive a response from the provider. This section shows the ED reviews received from the feedback centres during the time the ED survey was live.

### Torbay Hospital, Torquay

15 respondents used the online feedback centre to give feedback about Torbay Hospital, though not every respondent answered each question. Two respondents sent in written feedback to Healthwatch via email.

#### Ratings

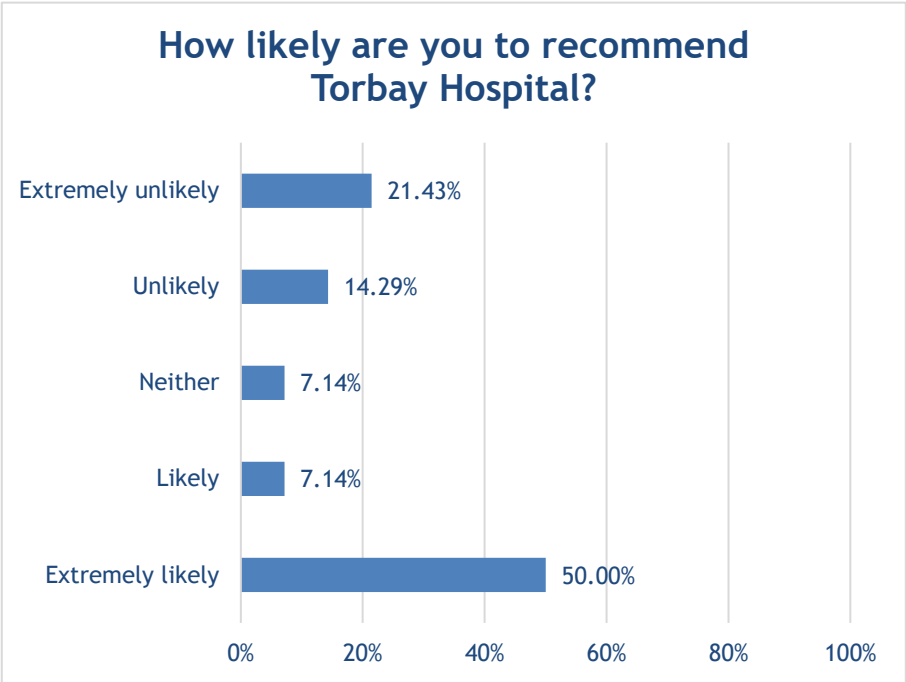
The average ratings for each aspect of care are shown in the graph below. Some respondents did not provide a rating for every aspect of care. Torbay Hospital received an overall rating of 3.53. The highest ratings were for cleanliness (average rating: 4.31), dignity and respect (average rating: 4.15), and staff attitude (average rating: 4.0). The lowest ratings were for quality of food (average rating: 2.57), waiting times (average rating: 2.86), and premises and equipment (average rating: 3.77).





*How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?*

14 respondents answered this question and one did not. 50% of respondents (seven people) were extremely likely to recommend Torbay Hospital, 7.14% (one person) was likely to recommend it, 7.14% (one person) was neither likely nor unlikely to recommend it, 14.29% (two people) were unlikely to recommend it and 21.43% (three people) were extremely unlikely to recommend it.





### *Written feedback*

17 respondents gave written feedback regarding Torbay Hospital (15 from the online feedback centre, two via emailing Healthwatch). The feedback was analysed to identify the most common and relevant themes. Some respondents left comments that were insufficiently detailed or irrelevant. Nine respondents had positive comments about visiting ED; six of these were entirely positive and three were mostly positive. Of the three comments that were not entirely positive, two mentioned understaffing and one mentioned waiting times. Four respondents commented on the length of time they waited for treatment, three respondents felt that ED was an inappropriate service for some of the patients directed there, two respondents remarked on the ED being busy or understaffed, and one respondent said they were refused entry to ED despite having a broken ankle.

#### *Positive experiences (nine respondents)*

- “Although there was a long wait, the service my husband received was thorough and excellent.”
- “Sprained knee; triage and into injuries within the hour, x-ray and brace fitted within three hours.”

#### *Waiting times (four respondents)*

- “Waited 10 hours to see a doctor. Then I was told I was going to a ward. Nothing happened all night.”

#### *ED being inappropriate for some patients (three respondents)*

- “All I was trying to obtain was a blood sugar level check at the surgery. I was advised to use the surgery website which steered me to the local A&E?”

#### *ED being busy or understaffed (two respondents)*

- “Brilliant service from a very stretched, very understaffed team.”

#### *Refused entry to ED (one respondent)*

- “Arrived in agony with a broken ankle. [Nurse] met me at the door and refused entry, stating I should go to Newton Abbot. Her response when I said I had no transport was “we’ll find someone to take you but you aren’t coming in here. I had to wait a further 24 hours before I could get a lift.”

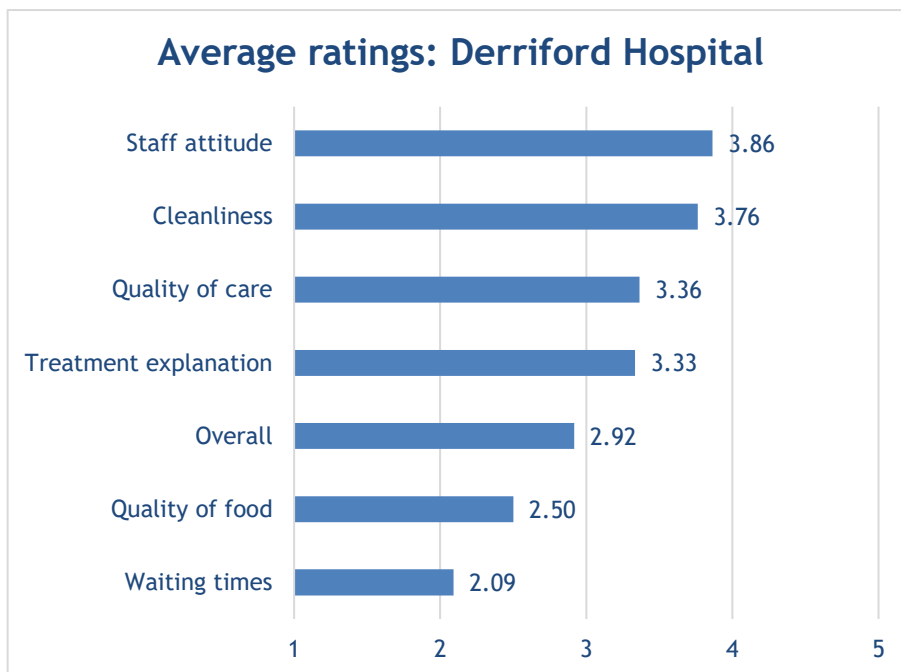


## Derriford Hospital, Plymouth

25 respondents used the online feedback centre to give feedback about Derriford Hospital, though not every respondent answered each question. One respondent sent in written feedback to Healthwatch via email.

### Ratings

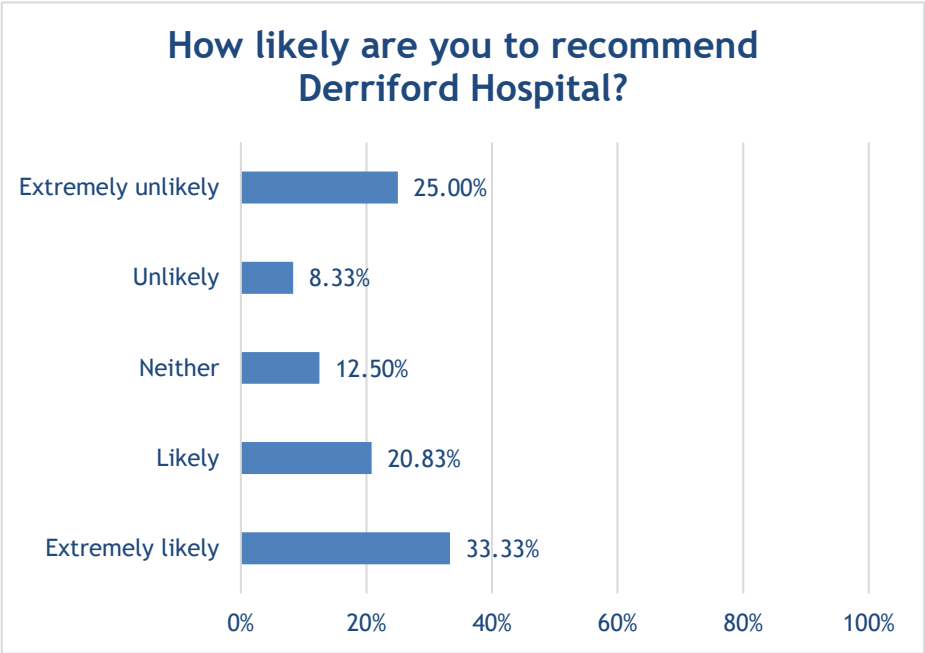
The average ratings for each aspect of care are shown in the graph below. Some respondents did not provide a rating for every aspect of care. Respondents providing feedback for Derriford Hospital were not asked to rate dignity and respect, safety, or premises and equipment. Derriford Hospital received an overall rating of 2.92. The highest ratings were for staff attitude (average rating: 3.86), cleanliness (average rating: 3.76), and quality of care (average rating: 3.36). The lowest ratings were for waiting times (average rating: 2.09), quality of food (average rating: 2.50), and treatment explanation (average rating: 3.33).





*How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?*

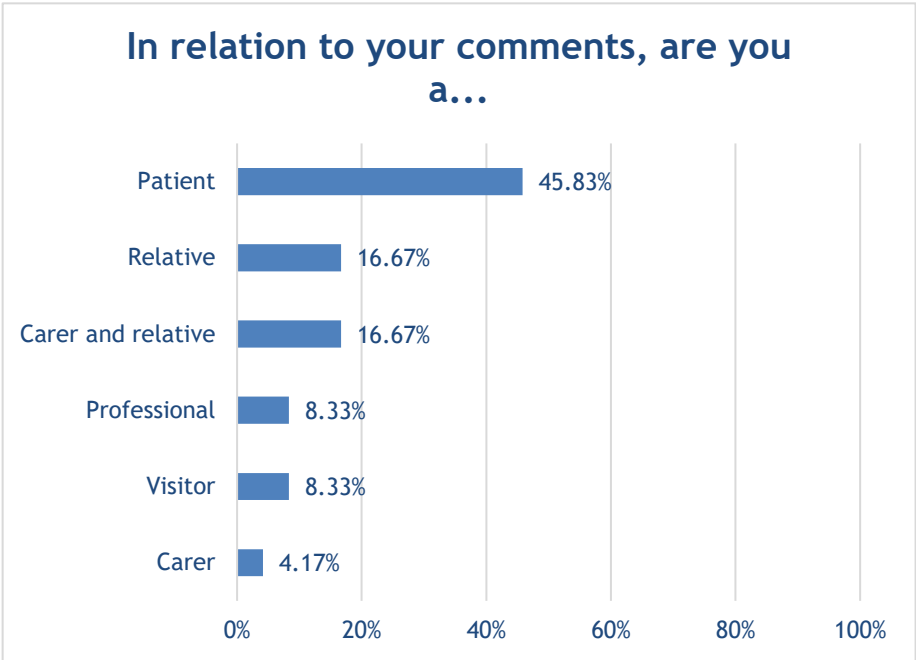
All 24 respondents answered this question. 33.33% of respondents (eight people) were extremely likely to recommend Derriford Hospital, 20.83% (five people) were likely to recommend it, 12.50% (three people) were neither likely nor unlikely to recommend it, 8.33% (two people) were unlikely to recommend it, and 25.0% (six people) were extremely unlikely to recommend it.





*In relation to your comments, are you a....*

This question was only asked on the feedback form for Derriford Hospital. All 24 respondents answered this question. 45.83% of respondents (11 people) were patients, 16.67% (four people) were relatives of patients, 16.67% (four people) were carers and relatives of patients, 8.33% (two people) were professionals, 8.33% (two people) were visitors, and 4.17% (one person) was a carer.





### *Written feedback*

25 respondents gave written feedback regarding Derriford Hospital (24 via the online feedback centre, and one by emailing Healthwatch). The feedback was analysed to identify the most common and relevant themes. Some respondents left feedback that was irrelevant or insufficiently detailed. 15 respondents commented on the length of time they waited for treatment, 13 respondents remarked on how busy and understaffed the ED appeared to be, five respondents remarked on ED being an inappropriate choice for some patients, four respondents commented on a lack of privacy or dignity in the ED, three respondents said they went to the ED due to minor injury or urgent treatment centres being closed, and two respondents said they experienced poor coordination or lack of follow-up between services.

#### *Waiting times (15 respondents)*

- “Triage time was over five hours, but once seen I was treated quickly and effectively.”
- “Son was in extreme pain and leg in waiting area for over four hours without any staff member visible to check on him.”

#### *ED being busy or understaffed (13 respondents)*

- “The overall experience was good but it was obvious that the department was extremely busy.”

#### *ED being inappropriate for some patients’ conditions (five respondents)*

- “There were lots of people in ED with minor injuries, who should be being seen at [a] minor injury [unit].”

#### *Lack of privacy or dignity in ED (four respondents)*

- “Went to Derriford where I had to shout my personal details in a crowded waiting area as the receptionist couldn’t hear me.”

#### *Attending ED due to closure of MIU or UTC (three respondents)*

- “My daughter sustained a minor sports injury one week ago. She went to minor injuries in the evening. She was told they had switched off their x-ray machine and told her to go to Derriford.”

#### *Poor coordination or lack of follow-up (two respondents)*

- “Husband attended A&E after 111 told him to go within an hour... was told someone would contact within two weeks... no contact for nearly three weeks. [We] had to contact PALS in the end.”



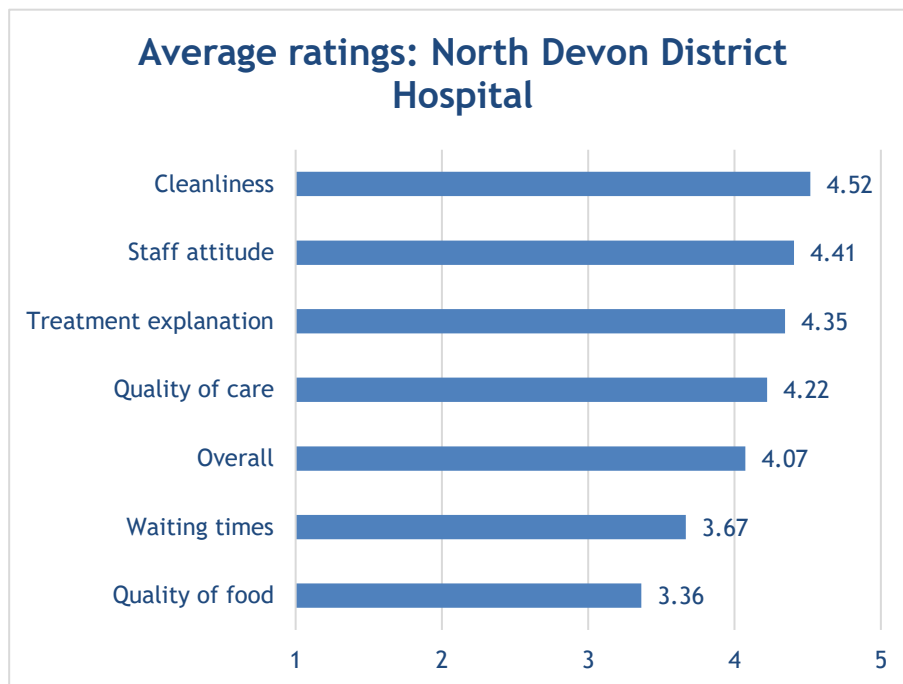


## North Devon District Hospital, Barnstaple

27 respondents used the online feedback centre to give feedback about North Devon District Hospital.

### Ratings

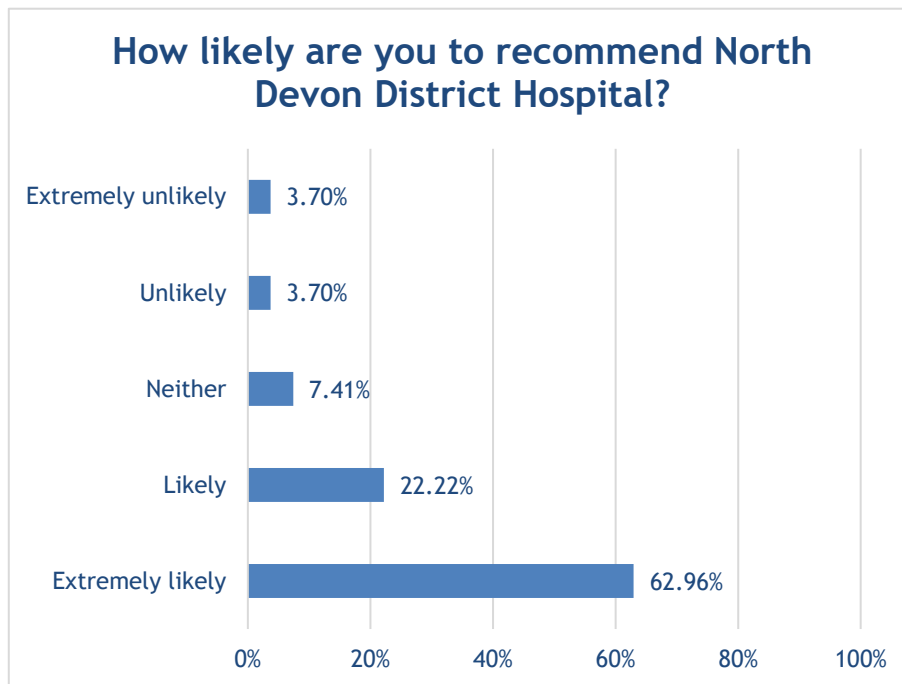
The average ratings for each aspect of care are shown in the graph below. Some respondents did not provide a rating for every aspect of care. Respondents providing feedback for North Devon District Hospital were not asked to rate dignity and respect, safety, or premises and equipment. North Devon District Hospital received an overall rating of 4.07. The highest ratings were for cleanliness (average rating: 4.52), staff attitude (average rating: 4.41), and treatment explanation (average rating: 4.35). The lowest ratings were for quality of food (average rating: 3.36), waiting times (average rating: 3.67), and quality of care (average rating: 4.22).





*How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?*

All 27 respondents answered this question. 62.96% of respondents (17 people) were extremely likely to recommend North Devon District Hospital, 22.22% (six people) were likely to recommend it, 7.41% (two people) were neither likely nor unlikely to recommend it, 3.70% (one person) was unlikely to recommend it and 3.70% (one person) was extremely unlikely to recommend it.





### *Written feedback*

27 respondents gave written feedback about North Devon District Hospital (all via the online feedback centre). The feedback was analysed to identify the most common and relevant themes. Eighteen respondents had positive comments about this ED, nine respondents commented on the length of time they waited for treatment, two respondents commented on their difficulty accessing other services before coming to ED, and one respondent commented on the number of patients in ED who seemingly did not need emergency treatment.

#### *Positive experiences (18 respondents)*

- “Very quick and efficient service following a referral from NHS 111.”
- “Put in a single occupancy ‘pod’ and seen immediately by a nurse, and then a HCA for blood pressure. Saw a doctor within 30 minutes. [They were] most helpful [and] explained what was happening with the blood tests, etc.”

#### *Waiting times (nine respondents)*

- “Referred by Devon Doctors at 3am, in a wheelchair, unable to walk and in extreme pain. [I was] not seen until 7am, where I was put on a trolley in a side room, not offered pain relief till shift change at 8am. Moved to a ward for a scan at 8:30am, which I finally had at 5pm.”

#### *Difficulty accessing other services (two respondents)*

- “[My] GP surgery was unresponsive to requests to be seen, later calling to tell us to attend A&E after we’d come back from A&E.”
- “What could’ve been a visit to minor injury in Bideford ended up in a three hour NHS 111 wait.”

#### *Patients in ED unnecessarily (one response)*

- “One bad point I would like to make is the number of people in the waiting room that did not need emergency care.”



## Royal Devon & Exeter Hospital, Exeter

29 respondents used the online feedback centre to give feedback about Royal Devon & Exeter Hospital, and four respondents sent in written feedback to Healthwatch via email.

### Ratings

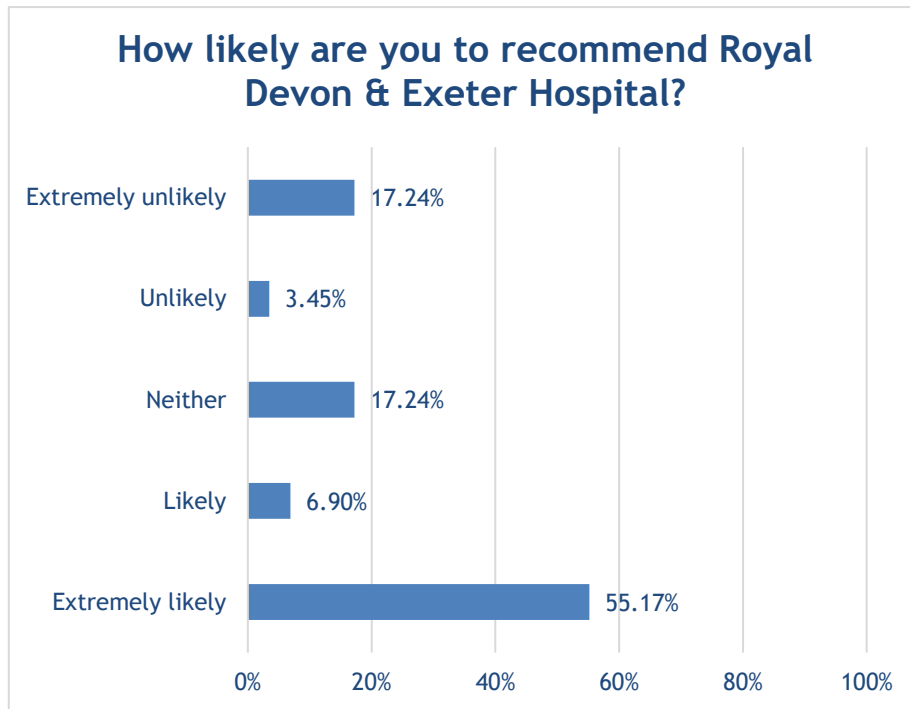
The average ratings for each aspect of care are shown in the graph below. Some respondents did not provide a rating for every aspect of care. Respondents providing feedback for Royal Devon & Exeter Hospital were not asked to rate dignity and respect, safety, or premises and equipment. Royal Devon & Exeter Hospital received an overall rating of 3.48. The highest ratings were for cleanliness (average rating: 4.19), staff attitude (average rating: 3.86), and quality of care (average rating: 3.54). The lowest ratings were for waiting times (average rating: 2.89), quality of food (average rating: 3.0), and treatment explanation (average rating: 3.45).





*How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?*

All 29 respondents answered this question. 55.17% of respondents (16 people) were extremely likely to recommend Royal Devon & Exeter Hospital, 6.90% (two people) were likely to recommend it, 17.24% (five people) were neither likely nor unlikely to recommend it, 3.45% (one person) was unlikely to recommend it, and 17.24% (five people) were extremely unlikely to recommend it.





### *Written feedback*

33 respondents gave written feedback regarding Royal Devon & Exeter Hospital (29 via the online feedback centre and four by emailing Healthwatch). The feedback was analysed to identify the most common and relevant themes. Some responses were insufficiently detailed or irrelevant. 14 respondents remarked on how long they waited to receive treatment, 14 respondents had positive comments about their experience using the ED, six respondents made comments about the ED appearing busy or understaffed, three respondents said they struggled to access other services before coming to the ED, two respondents experienced poor coordination or lack of follow-up between services, and two respondents remarked on patients in the ED who seemingly did not need emergency care.

#### *Waiting times (14 respondents)*

- “Over three-and-a-half hour wait to be seen. Two hours and I still hadn’t even been triaged.”
- “I was triaged at 10pm and told there was a six hour wait.”

#### *Positive experiences (14 respondents)*

- “[The patient] has nothing but praise about the care and treatment he received on all three times; he was seen immediately, tests were carried out and he was monitored overnight.”

#### *ED was busy or understaffed (six respondents)*

- “Staff clearly rushed off their feet but were still so positive and caring.”
- “The staff were to be praised for the care they gave under difficult working conditions.”

#### *Struggling to access other services (three respondents)*

- “No GP appointment available.”
- “There is no emergency dentist... we rang every service available and all pointed us to A&E.”

#### *Poor coordination or lack of follow-up (two respondents)*

- “After they spoke to me and I still expressed I was scared to go home, they sent me home with numbers to call if I felt suicidal, no follow up, no nothing.”
- “The nurse who triaged me told me she would transfer me to Wynward Ward. Four hours later when I still hadn’t been transferred, I asked for an update... I later found out they never made that referral.”

#### *ED being inappropriate for patients’ conditions (two respondents)*

- “Staff were wonderful but under severe conditons due to the volume of people not all requiring hospital but a visit to a local doctor.”
- “I belive that if 111 had sent us to Devon Doctors rather than A&E we probably would have been in bed at a sensible time with the same treatment



# Statement from NHS Devon Clinical Commissioning Group

NHS Devon Clinical Commissioning Group (CCG) thank Healthwatch Devon, Torbay and Plymouth for their support in this important piece of engagement with people in Devon and their use of urgent care services.

This report clearly demonstrates the thoroughness of the approach across all four of our hospital based emergency departments in Devon, and the findings have already been shared extensively within the CCG, with urgent care leads, with hospital trusts and other ICS partners, where the approach, engagement and findings have been welcomed.

The CCG has already begun to use these detailed findings to help improve services, patient experience and access to services across our system.

In response to this report, the urgent care system in Devon is in the process of developing an action plan, and the findings will be discussed this week at a system-wide urgent care summit. This action plan will determine the issues that need to be addressed within the wider system.

The CCG are hugely grateful for Healthwatch's continued support in championing the voice of the patients and people of Devon and providing the CCG with valuable insight and experience.

Kind regards

Dr Paul Johnson  
Chair, NHS Devon Clinical Commissioning Group

## Recognition

Healthwatch in Devon, Plymouth, & Torbay would like to thank everyone who took the time to complete the survey and provide their feedback. Healthwatch would also like to thank the volunteers and staff who visited the emergency departments to conduct the survey.



# Appendix

## Appendix 1. Social media posts promoting the online feedback form




Have you, or a loved one, used the Derriford Hospital emergency department (ED) in Plymouth in the last 2 months?

Due to the increased pressure on EDs across our local hospitals, we've been asked by the NHS Devon Clinical Commissioning Group and local hospital trusts to find out about ED experiences from people in Devon.

We'd like to know more about your experience, including:

- Why did you go to the ED?
- How did you find the experience?
- What worked well, and what didn't go so well?
- Were you signposted there, if so by who?
- Was the ED the most appropriate choice for your needs?

Please share your experience about Derriford Hospital ED by:




-  Filling in our form at this link: <https://bit.ly/2UZlfZp>
  -  Emailing us at [info@hwdevon-plymouth-torbay.org](mailto:info@hwdevon-plymouth-torbay.org)
  -  Or calling our contact centre team FREE on: 0800 520 0640
- Please note all responses will be anonymous.

It's our job at Healthwatch to listen to what people like about services and what could be improved, and share those views with those who have the power to make change happen!

[#haveyoursay](#)

Due to the increased pressure on emergency departments (ED), we've been asked by [@NHSDevonCCG](#) & local hospitals to find out about ED experiences in [#Devon](#)

Please share your story:

-  Visit <https://bit.ly/2UZlfZp>
-  Email [info@hwdevon-plymouth-torbay.org](mailto:info@hwdevon-plymouth-torbay.org)
-  Or call 0800 520 0640

[Read less](#)





## Appendix 2. Full list of postcode areas (Q5, Torbay Hospital)

- TQ2 (17 people)
- TQ1 (16 people)
- TQ12 (15 people)
- TQ3 (14 people)
- TQ4 (eight people)
- TQ9 (seven people)
- EX7 (four people)
- TQ13 (three people)
- TQ5 (two people)
- Out of area (one person)
- TQ6 (one person)
- TQ14 (one person)

## Appendix 3. Full list of GP surgeries (Q6, Torbay Hospital)

- Chelston Hall (10 people)
- Pembroke (nine people)
- Mayfield (seven people)
- Corner Place (seven people)
- Albany (four people)
- Brunel (four people)
- Southover (four people)
- Leatside (four people)
- Croft Hall (four people)
- Devon Square (three people)
- Old Farm (three people)
- Chilcotte (three people)
- Kingskerswell (three people)
- Out of area (two people)
- Parkhill (two people)
- Buckland (two people)
- Barton (two people)
- Bovey Tracey (one person)
- Compass House (one person)
- Torquay (one person)
- Riverside (one person)
- Exminster (one person)
- Den Crescent (one person)
- Kingsteignton (one person)
- Ashburton (one person)
- Glendevon (one person)
- Dartmouth (one person)
- Catherine House (one person)
- Buckfastleigh (one person)
- West Bank (one person)
- Channel View (one person)
- Unclear answer (one person)



#### Appendix 4. Full list of postcode areas (Q5, Derriford Hospital)

- PL5 (17 people)
- PL2 (11 people)
- PL7 (10 people)
- PL1 (nine people)
- PL6 (eight people)
- PL4 (six people)
- PL9 (six people)
- PL3 (five people)
- PL12 (five people)
- Incomplete/not given (five people)
- PL14 (three people)
- PL20 (three people)
- PL19 (three people)
- TQ7 (two people)
- PL21 (two people)
- Out of area (one person)

#### Appendix 5. Full list of GP surgeries (Q6, Derriford Hospital)

- Beacon Medical Group (unspecified; seven people)
- Unclear or N/A (six people)
- St Levan (five people)
- Mayflower (unspecified) (four people)
- Knowle House (four people)
- Peverell Park (four people)
- Budshead (four people)
- Stirling Road (Mayflower; three people)
- Pathfields (unspecified; three people)
- Saltash (three people)
- Chaddlewood (Beacon; two people)
- Church View (two people)
- Mannamead (Mayflower; two people)
- Ernesettle (Mayflower; two people)
- Adelaide Street (two people)
- Tavyside (two people)
- Dean Cross (two people)
- Devonport (two people)
- St Neotts (two people)
- Rosedean (two people)
- Friary House (two people)
- Oakside (two people)
- Stoke (two people)
- Oaktree (two people)
- Mount Gould (Mayflower; one person)
- Plympton (Pathfields; one person)
- Crownhill (Pathfields; one person)
- Beaumont Villa (Pathfields; one person)
- Lipsom Grove (one person)
- North Road West (one person)
- Tamar Valley (one person)
- Abbey Surgery (one person)
- Modbury (one person)
- Redfield Health Centre (one person)
- Elm Surgery (one person)
- Wycliffe (one person)
- Portview (one person)
- Yelverton (one person)
- Roborough (one person)
- Southway (one person)



---

## Appendix 6. Full list of postcode areas (Q5, North Devon District Hospital)

- EX39 (15 people)
- EX31 (11 people)
- EX32 (seven people)
- Incomplete/out of area (seven people)
- EX34 (six people)
- EX22 (four people)
- EX3 (three people)
- EX33 (three people)
- EX1 (one person)
- EX2 (one person)
- EX5 (one person)
- EX16 (one person)
- EX19 (one person)
- EX21 (one person)
- EX35 (one person)
- EX36 (one person)
- EX38 (one person)
- PL2 (one person)

## Appendix 7. Full list of GP surgeries (Q6, North Devon District Hospital)

- Wooda (seven people)
- Brannum (six people)
- Northam (five people)
- Combe Coastal (five people)
- Litchdon (five people)
- Queens (four people)
- Fremington (four people)
- Caen (four people)
- Out of area/not given (three people)
- Holsworthy (three people)
- South Molton (three people)
- Bideford (two people)
- Castle Gardens (two people)
- Braunton (one person)
- Hartland (one person)
- Chivenor (one person)
- St Levens (one person)
- Torrington (one person)
- Clare House (one person)
- St Thomas (one person)
- Stratton (one person)
- Lynton (one person)
- Blake House (one person)



## Appendix 8. Full list of postcode areas (Q5, Royal Devon & Exeter Hospital)

- EX1 (12 people)
- EX2 (12 people)
- EX5 (nine people)
- EX4 (seven people)
- EX17 (seven people)
- EX20 (five people)
- EX8 (four people)
- EX10 (three people)
- EX16 (three people)
- Incomplete/not given (three people)
- EX3 (two people)
- EX6 (two people)
- EX12 (two people)
- EX15 (two people)
- Out of area (two people)
- EX9 (one person)
- EX11 (one person)
- EX13 (one person)
- EX21 (one person)
- TQ10 (one person)
- TQ13 (one person)

## Appendix 9. Full list of GP surgeries (Q6, Royal Devon & Exeter Hospital)

- Pinhoe (seven people)
- Heavitree (six people)
- Topsham (four people)
- Okehampton (four people)
- Barnfield Hill (three people)
- Seaton & Colyton (two people)
- Cranbrook (two people)
- Coleridge (two people)
- Ide Lane (two people)
- Wonford Green (two people)
- South Lawn (two people)
- Out of area/not given (two people)
- New Valley (two people)
- St Thomas (two people)
- Hillbarton (two people)
- Sidmouth (Beacon) (two people)
- Sid Valley (Beacon) (one person)
- Woodbury (one person)
- Cheriton Bishop (one person)
- Fremington (one person)
- Claire House (one person)
- Axminster (one person)
- Whipton Branch (one person)
- Rille (one person)
- Westbank (one person)
- Claremont (one person)
- Mount Pleasant (one person)
- St Patricks (one person)
- Bovey Tracey (one person)
- St Leonards (one person)
- ISCA (one person)
- Witheringe (one person)
- Pembroke House (one person)
- Halton House (one person)
- Holsworthy (one person)
- Exeter (one person)
- Whipton (one person)
- Crediton (one person)
- Bramblehaies (one person)
- Exminster (one person)
- South Brent (one person)
- Wyndome House (one person)
- Imperial (one person)
- Chiddenbrook (one person)
- Redlands (one person)
- Mid Devon (one person)



- Townsend House (one person)
- Black House (one person)
- Lyme Regis (one person)

# Contact us



Jan Cutting Healthy Living Centre  
Scott Business Park  
Beacon Park Road  
Plymouth  
PL2 2PQ

[www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)  
t: 0800 520 0640 (Freephone)  
e: [info@healthwatchdevon.co.uk](mailto:info@healthwatchdevon.co.uk)  
tw: @HwDevon  
fb: [facebook.com/healthwatchdevon](https://facebook.com/healthwatchdevon)



Jan Cutting Healthy Living Centre  
Scott Business Park  
Beacon Park Road  
Plymouth  
PL2 2PQ

[www.healthwatchplymouth.co.uk](http://www.healthwatchplymouth.co.uk)  
t: 0800 520 0640 (Freephone)  
e: [info@healthwatchplymouth.co.uk](mailto:info@healthwatchplymouth.co.uk)  
tw: @HealthwatchPlym  
fb: [facebook.com/HealthwatchPlymouth](https://facebook.com/HealthwatchPlymouth)



Room 17  
Paignton Library  
Great Western Road  
Paignton  
TQ4 5AG

[www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)  
t: 08000 520 029 (Freephone)  
e: [info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)  
tw: @HWTorbay  
fb: [facebook.com/HealthwatchTorbay](https://facebook.com/HealthwatchTorbay)  
Registered Charity No: 1153450