



Warrington's
VIRTUAL VOICES

Tell us about your experiences of
Urgent Treatment Centers
and **GP Enhanced Access**

Fill out the survey for **YOUR** chance to win this month's
£20 voucher for Warrington Market



GP SURGERY WARRINGTON
NHS

This month's Virtual Voices Warrington we want to hear about **YOUR** experiences of accessing these services.

Have **YOUR** say

www.healthwatchwarrington.co.uk/virtual-voices

healthwatch
Warrington
Your local health and social care watchdog

Virtual Voices

Urgent Treatment Centre and GP
Enhanced Access

March 2023

Contents

Introduction.....	2
Results.....	4
Appendices	Error! Bookmark not defined.

Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voice heard and win vouchers to be used at local businesses.

Each month Virtual Voices ask its members and the Warrington public, their views on various subjects. In February 2023 We asked Warrington residents their experiences of Using Urgent Treatment Centres and GP Enhanced Access over the last 6 months.

Methodology

The survey was sent to our Virtual Voices mailing list of over **400** members, as well as being widely shared across our social media platforms.

There were **119** responses to the survey.

Acknowledgements

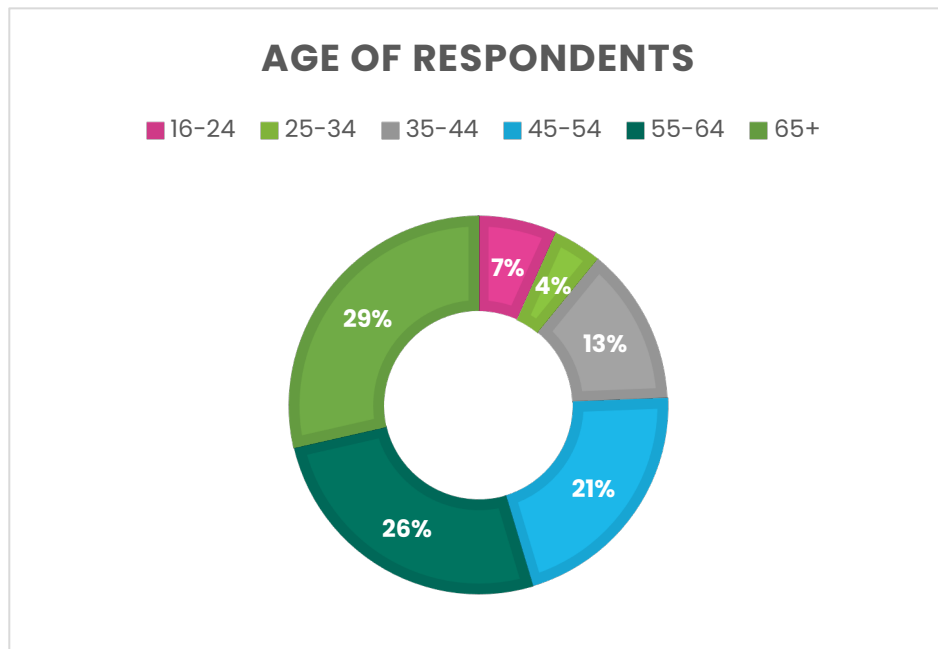
Healthwatch Warrington would like to thank all members of our Virtual Voices and members of the public who took part.

Disclaimer

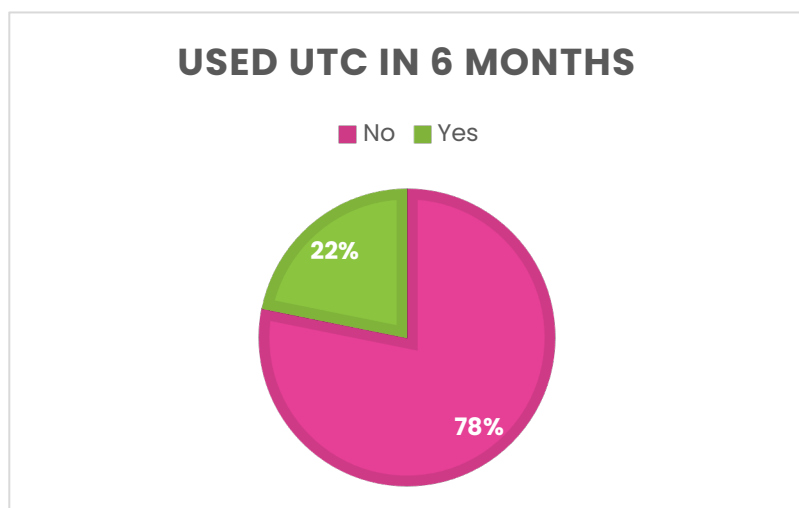
Please note that this report relates to findings of the results from our Virtual Voices survey and is not meant to be a comprehensive sample of all Warrington residents.

Findings

Age range of respondents



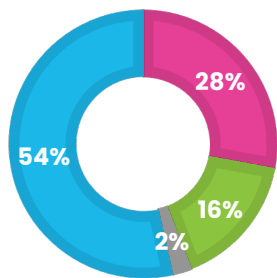
Have you used Urgent Treatment Centre in the last 6 months?



Those that answered Yes were asked what centre they attended.

URGENT TREATMENT CENTRE

■ Runcorn ■ Widnes ■ St Helens ■ Other

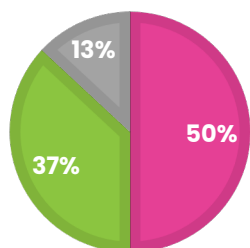


Other Urgent treatment centres listed were Leigh and Trafford General.

Do you know where your nearest Urgent Treatment Centre is?

NEAREST URGENT TREATMENT CENTRE

■ No ■ Yes ■ I think so



"Warrington desperately needs a walk in centre that is close to the town centre. Not everybody is able to get to Runcorn or Widnes, so these people are then flooding into A&E. The wait times in A&E are astronomical and this could be reduced if we had a walk-in centre in the town centre."



"only waited 40 minutes was given antibiotics very good service and staff, I had to get a taxi from Warrington which was costly though."



Most respondents didn't know where their nearest Urgent Treatment Centre was, however they did know it wasn't Warrington.

The overall comments were that it would be beneficial for Warrington to have a central location that was accessible by public transport. Many people explained that if you don't have access to a car - accessing the services would be difficult especially when in pain.

Warrington needs its own Urgent Treatment Centre

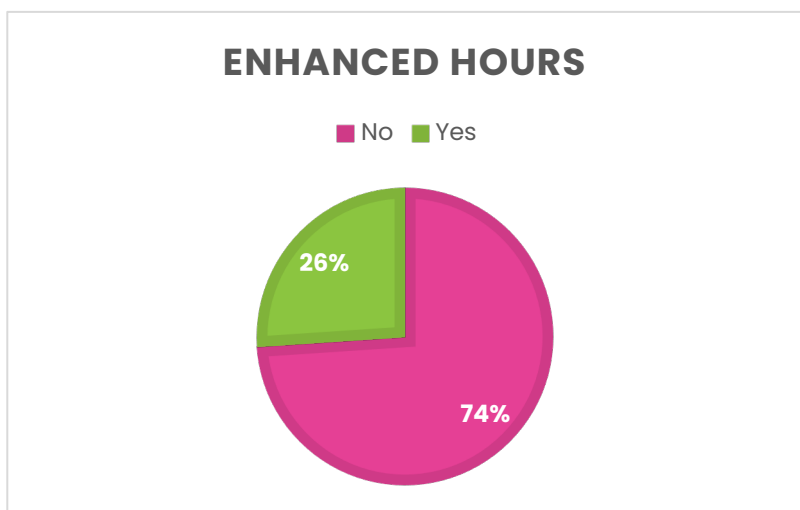
Enhanced GP Hours

In October 2022 after a [consultation](#) and due to system pressures, [GP Enhanced Access](#) was introduced in Warrington to help reduce waiting times. - Practices are offering a pre-bookable, routine appointment at a time and place that suits you.

Remote and face-to-face appointments are available - there is an array of clinicians available who can be seen remotely or face to face, such as GPs & nurses.

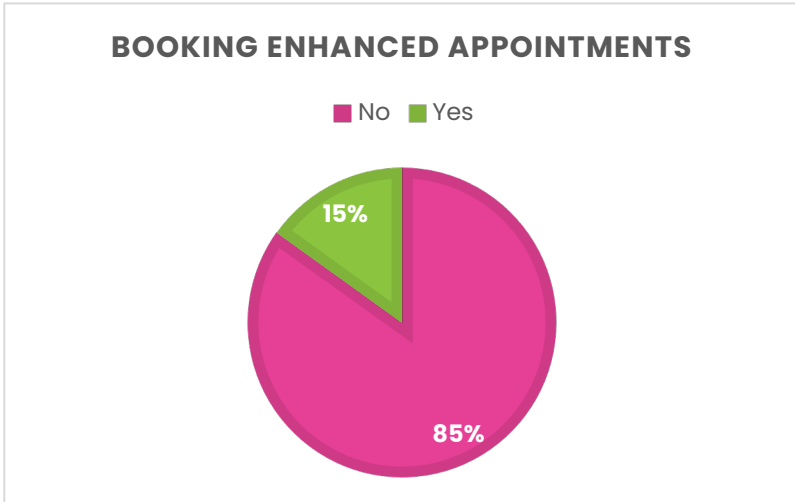
Appointments are available at various GP practices and Orford Jubilee during weekday evening.

Did you know about the extra hours?



88 people weren't aware of the enhanced hours. 31 said they were.

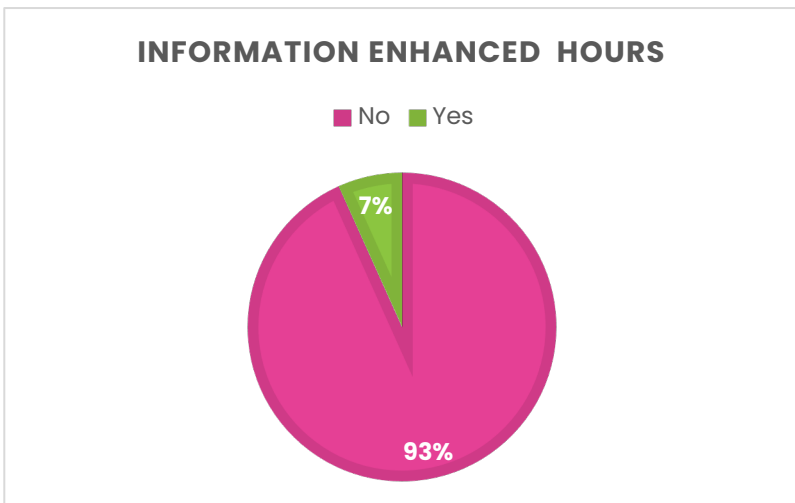
Did you know about the extra hours?



When asked if they knew how to book one of these appointments 101 people weren't sure.

13 of those that knew about the extra hours didn't know how to access them.

Have you been given any information about your GP Practices Enhanced Hours?



111 people said they hadn't been made aware about these hours from their GP/PCN.

One person stated *"I tried to use the enhanced access at Eric Moore Partnership on a Saturday morning at around 10:20am but when I rang (as instructed on their website) they had said they were closed yet on their website said the extended hours were Saturdays 9am-5pm."*



"They should send information out via text email or post to let people know more. All I know is we have an out of hours service telephone number to call to make appointments and there is the Widnes centre for things like X-rays and minor issues. To avoid going to A&E"



"Used the Enhanced Service after a E Consult. Go from the service rang me and then asked me to attend. Very quick and efficient service. GP was able to reassure me and provide helpful information".



Appendix 1

Appendix 1: Comments from Poll: Urgent Treatment Centre

Are there any other facilities that you think would encourage you to use the Hub?

I would always sign post patients to urgent care if unable to get to a GP, rather than attend A&E. Wait times are a lot quicker

Excellent service, good car parking, good waiting area, great staff, quickly seen

It would be great if we had one in Warrington to ease A&E waiting times. It would be beneficial to have one in Warrington easier for those with no transport

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It would be great if we had one in Warrington to ease A&E waiting times

It would be beneficial to have one in Warrington easier for those with no transport

I think they are a vital part of the NHS system

Difficult to get to if you don't drive as the closest one is 8 miles away

Refused to see my 3-year-old who was very poorly because she had cold symptoms - went to Widnes who did and she had Scarlet fever and tonsillitis. Wasted time and made child sicker by refusing to see her

Didn't even know we had these and I have lived in Warrington for 10 years. They cannot be advertised very well.

111 first

Never sure when I can go to Halton and when I can go to Warrington

Where is my nearest UTC?

It would be helpful to know where they are.

It is so hard to try to get an appointment with a GP and A&E in Warrington is ridiculously busy that I think it would be very beneficial to have an urgent care centre in Warrington. There are plenty of empty buildings that aren't being used that can be used for this.

Having to travel from Warrington to Widnes with a sick child isn't ideal if you don't have a car

I did have to wait but only 2 hours. Staff were lovely. We really need one in Warrington to help the pressure on hospital staff

It's a shame we have to travel to Halton to access UTC. It would be more convenient if there was one in Warrington

Is there one in Warrington?

the centre at Haalton is a great facility for minor ailments we would really benefit from one here.

only waited 40 minutes was given antibiotics very good service and staff, i had to get a taxi from Warrington which was costly though.

It's difficult to get on the day or pre planned gp appointments at surgeries for basic medical needs and it's not always necessary to sit around in a and e for care that could be done by a group of gps in one place with practice nurses too. So keep the practice gps free to do the more complex medical issues like new symptoms lasting more than 3weeks or known medical issues that require history and routine treatment and let the urgent mcc deal with the needs to see someone who needs on the day care that can't wait. Then arrange follow up appointments with your own gp thereafter. We definitely could do with one that is accessible to all in Warrington. Leigh street centre would be ideal as it central. Easy to access via public transport and it's not more than 5 miles away for most people living in Warrington.

Warrington needs its own Urgent Treatment Centre

Well it isn't in Warrington so I wouldn't be able to get there by myself easily particularly if I was ill

They were extremely busy and I was triaged and asked to return next day. I was then diagnosed with a fractured elbow. I was supposed to be contacted by the virtual fracture clinic but they never called, the phone number given wasn't answered and my email to them was ignored. 3 weeks on, the only guidance on recovery has come from a physio friend.

No

Warrington needs an urgent treatment centre like Widnes

This is not a well publicised facility. I think it might be Halton but I am aware that Warrington has just opened up a new urgent or emergency care unit.

No idea how to find one or what I might use it for

Warrington desperately needs a walk in centre that is close to the town centre. Not everybody is able to get to Runcorn or Widnes, so these people are then flooding into A&E. The wait times in A&E are astronomical and this could be reduced if we had a walk in centre in the town centre.

I assume it is the A&E department at Warrington Hospital.

I tried Altrincham first, thinking it was open after checking online only to find it's never reopened after Covid

It's unacceptable that Warrington does not have its own UTC. I travelled to Widnes only to be told that there was no capacity to be seen that evening, I would have to return at 8.00 am the next morning and queue again. Too many people in Warrington are being given no option other than attend at A&E. we are constantly being asked not to attend A&E unless necessary, provide the people of Warrington with an alternative and stop treating us as second class.

GP Services are now set up simply to divert people away from surgeries who appear to be operating on Locums . I have not seen my GP for 3 yrs . When you ring the surgery you are simply given multi options which are basically another block to accessing your GP . It is no wonder that people opt to attend A+E due to all the barriers in place.

Where is it

Widnes is too far

We should have one in Warrington.

Warrington need an urgent treatment centre

I took my wife to widnes

Sadly, I have needed to use the Runcorn Urgent Treatment Centre over a dozen times since New Years eve. I have found it to be excellent. Great car parking, good waiting times, excellent staff and service. I have felt slightly guilty using the service for wound checks and redressing, but this is because i could not access our GP's district nurses and I couldn't get the appointments I needed at Bath Street or Orford Jubilee, in fact, staff at both clinics argued against the advice I was given at the Urgent Care Centre. I was told my wound needed reviewing every two to three days, and staff at the clinics said they did not have capacity. I know of a friends dad that who couldn't travel to Runcorn, so made do with weekly appointments at Orford Jubilee, the wound got that badly infected he nearly lost his leg. Whatever happened to GP Practice Nurses and District Nurses?

would be useful to have a walk in for Warrington. I have a car but I know some people don't.

I have no idea that we even had this in Warrington.

We should have an urgent treatment centre in Warrington. Not everyone has a car or can afford to take a taxi. Public transport is not a good idea if you are very ill or in pain.

Why isn't there an urgent treatment centre in Warrington ?

Thank You to all concerned with helping us all during this time

Crowded with non urgent cases.most urgent casehad had problem for 2 weeks,hah,, urgent has new definition now

I preferred the booking process during COVID, as I couldn't get in on one day and had to return the following day despite being told to attend urgent care via 111.

The day I went the staff were very rushed and it felt as though they do not have time for you and the nurse told me to use home remedies and I will be fine but I ended up back in the next day and the dr was very helpful, listened to me as I felt worse and told me I had a chest infection and prescribed antibiotics for me. Some staff were very poor but others the second day I went were amazing.

Is there anything else you would like to share about Enhanced Access?

have not been made aware of the extended hours at my surgery as they have told me they do not operate any out of hours appts

I knew nothing about it, even when I needed urgent treatment, I wasn't told by the nurse. I feel GP services are not what they were before the pandemic. Access to appointments are impossible, even when accessing one service they insist on a separate appointment. I nearly lost a badly infected toe as I was told, yes it needs treatment but you will have to send in a photo via e-consult only to find it closed over the New Year. Thank goodness for the Walk-in Centre.

Can't get through on the phone to book any appointments

Didn't know about this. You used to be able to get a GP appointment same day or next day. Now it is 14 or so days for a face to face one. This has happened since Covid

I'd like to know more...

Sometimes, Stockton heath medical centre, doesn't even have a doctor there for you to see. Usually, by 9am all the appointments with either a doctor or a nurse practitioner, are all full for the day so you have to try back the next day. The e-consultation is very good and easy to use for some people but not for the older generation

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I haven't needed any enhanced access but there is information on their website detailing what is available.

i was not advised by my practice they could have sent on text app surely

They should send information out via text email or post to let people know more. All I know is we have an out of hours service tel number to call to make appointments and there is the Widnes centre for things like X-rays and minor issues. To avoid going to an and e.

Demand greatly exceeds capacity

I needed to access GP services and it was difficult and lengthy, I don't believe that this option was made available to me

I don't think it exists at Holes lane surgery

I am unaware of any information being sent. Do we need to ask about it at the practice?

More info required for local people

Sounds like a fantastic idea, I wish I had been aware of it before this survey.

I think that it would help G.Ps and the hospital if we had an urgent treatment centre in Warrington. Halton is a small Borough and they have one?

If referring to econsult find it very hard to access during working hours however when urgently required a phone call to the surgery resulted in the care required.

I've not heard about this.

Why are GO's still not allowing full access to face to face appointments and appointments that can be booked online in advance. Seems like GP service has no intention of returning to the pre Covid service which is unacceptable.

Used the Enhanced Service after a E Consult. Go from the service rang me and then asked me to attend. Very quick and efficient service. GP was able to reassure me and provide helpful information

Get GP surgeries back to operating pre Covid , when GP,s actually provided a service to the community

Not much use if no one knows anything about it.

Heard very little about it certainly not from Gp

Struggling to get any appointments

Must be one of the best kept secrets in Warrington. If I were cynical, I would say that its a great way to show its not needed, simply don't tell patients about it...

Should be advertised

I have heard that a member of my family called this on New years eve day, but the practice that was advertised as being open for extra cover was closed. As she called the surgery and it just said closed on the answering machine. She then had to travel all the way to the urgent treatment centre in Halton in alot of pain.

I'm embarrassed that I don't know about it!

I tried to use the enhanced access at Eric Moore Partnership on a Saturday morning at around 10:20am but when I rang (as instructed on their website) they had said they were closed yet on their website said the extended hours were Saturdays 9am-5pm.

I find the process of just getting a regular appointment is labyrinthine. I would like to be able to view routine appointments online and make a booking in the way you describe. Not have to go through 20 questions on e-consult which may or may not be open for a restricted time

each morning. I would like to be able to phone for a more urgent appointment as in the past. The difficulty of booking during the time I was a family carer led to neglect of my own health.

I would be willing to use this service if i was offered it

It would be a good idea to email all patients who have an email address. Text others. Also a LARGE notice next to the Reception area so that people can read it whilst waiting.

Don't know anything to add

I didn't know it existed

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