



Urgent and Emergency Care Engagement - Wakefield District

Why do people attend A&E?

A Healthwatch Working Together survey of 218 people attending Mid Yorkshire Hospitals NHS Trust Accident and Emergency Departments during October and November 2016



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Response from Mid Yorkshire Hospitals NHS Trust

"We are really grateful to Healthwatch for carrying out this survey, which helps us to understand why people choose to come to a hospital emergency department.

It is reassuring to see that most people have considered the other services that might be able to help them before coming to hospital. Emergency departments are for people who have serious illness or injuries that can't be treated at home or by a GP.

Staff in our emergency departments work incredibly hard and it's great to see so many people commenting positively about the way staff treated them."

David Melia
Deputy Chief Executive/Director of Nursing and Quality
Mid Yorkshire Hospitals NHS Trust
January 2017

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Context

In July 2015 NHS England announced there would be eight new Vanguards for urgent and emergency care. This included the West Yorkshire Urgent and Emergency Care Network that will oversee the improvement of urgent and emergency care for more than three million people in West Yorkshire.

www.england.nhs.uk/ourwork/new-care-models/vanguards/care-models/uec/wyuec/

The Urgent and Emergency Care Vanguard now falls under the West Yorkshire and Harrogate Sustainability and Transformation Plan, and is one of its priorities. West Yorkshire and Harrogate was also identified as the only urgent and emergency care 'acceleration zone' nationally in September 2016.

www.southwestyorkshire.nhs.uk/west-yorkshire-harrogate-sustainability-transformation-plan/

Healthwatch organisations across West Yorkshire and the Harrogate District embarked on an engagement exercise over a four week period in October and November 2016 to find out why patients access urgent and emergency care services, such as A&E. This included going into A&E departments to talk to patients and also promoting the survey through social media. The report from this West Yorkshire engagement is available on all the West Yorkshire Healthwatch websites.

www.healthwatchwakefield.co.uk

Analysis of Wakefield data

The data presented in this report is purely for Wakefield District. It was collected over a four week period by staff and volunteers at Healthwatch Wakefield during visits to Pinderfields, Pontefract and Dewsbury hospitals. A total of 218 people participated in the survey; 153 from face to face interviews in A&E departments and 65 completed online via social media.

Key findings:

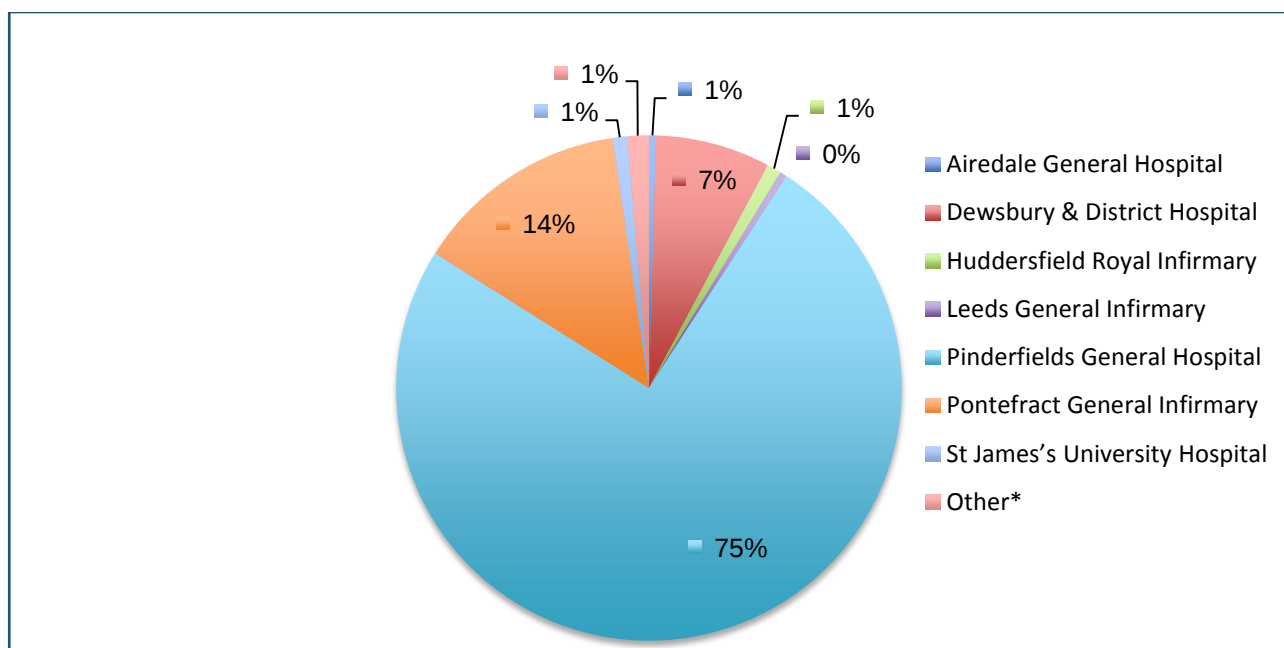
- **42%** of people attending said it was due to a medical emergency
- **20%** said it was to get tests or other treatment that wasn't available elsewhere
- **10%** because they couldn't get a GP appointment.
- **51%** of people surveyed had been advised to come to A&E by someone.
- Of these people **69%** were advised to attend A&E by a health professional in some capacity including **47%** by their GP/nurse.
- **20%** of those people were either not sure or did not think A&E was the right place for them to be.

Hospitals visited by Wakefield residents

Three quarters of all respondents living in Wakefield visited Pinderfields Hospital. Some went to hospitals out of the district (this information came from the online surveys).

Hospital visited	No. people	
	Outreach	Social Media
Airedale General Hospital	-	1
Dewsbury and District Hospital	9	7
Huddersfield Royal Infirmary	-	2
Leeds General Infirmary	-	1
Pinderfields General Hospital	119	44
Pontefract General Infirmary	23	7
St James's University Hospital	2	-
Other*	-	3

*Sheffield Northern General and Rotherham Hospital

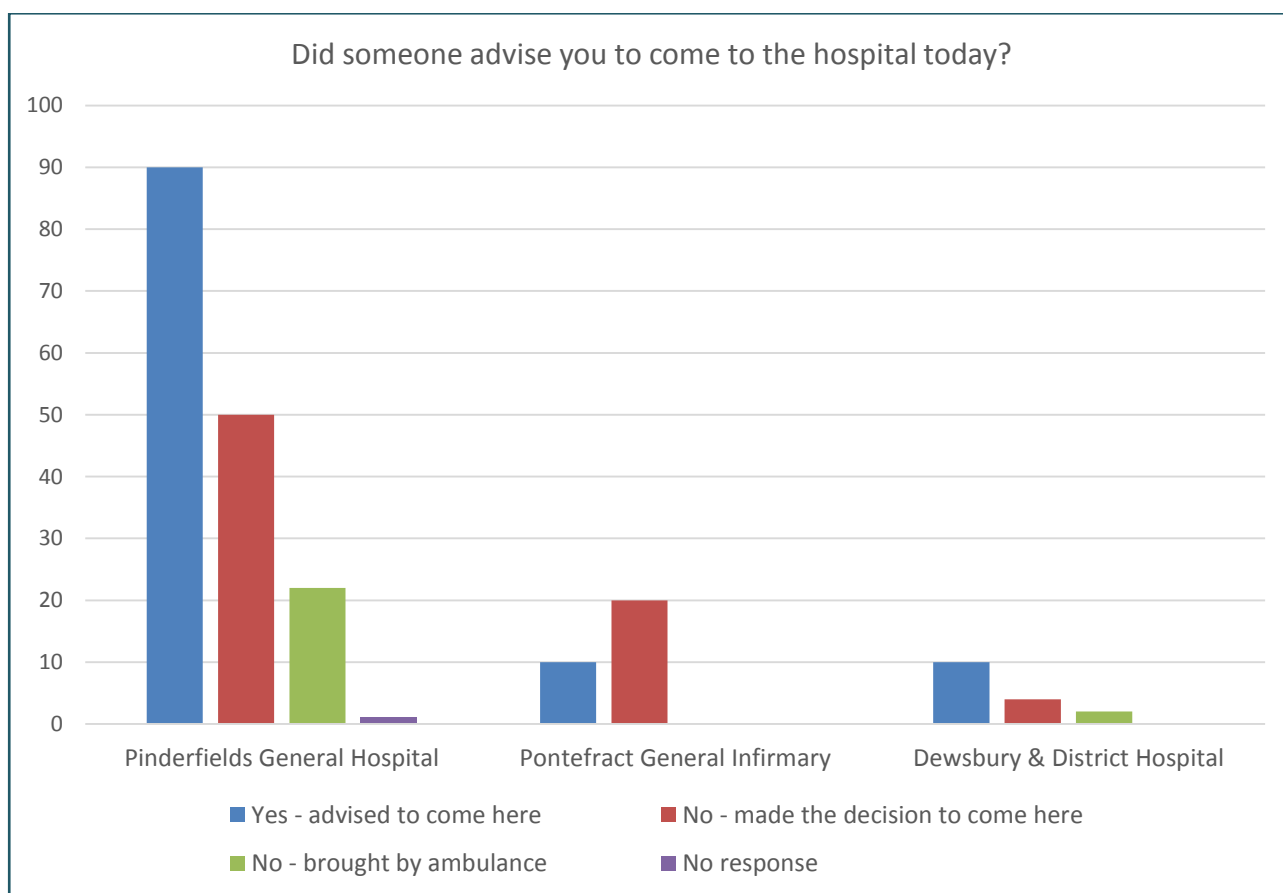


The majority of people were being seen at A&E, with a few other people seeing the emergency GP, or attending the urgent care or walk in centre.

People who provided other reasons for visiting hospital needed to see a paediatrician, and the oncology department. One person had visited Leeds General Infirmary on the advice of a GP/nurse thinking they had early onset dementia.

Did someone advise you to come to hospital today?

Analysis of all the surveys showed that just over half (51%) of all respondents were advised to come to hospital, and 36% made the decision themselves.



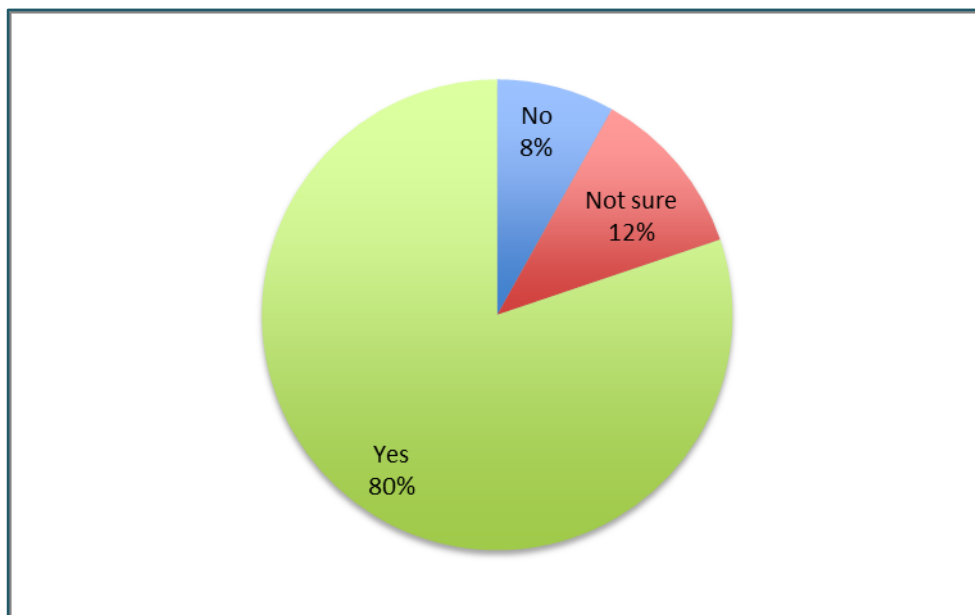
Who advised you to come to hospital today?

The full data set shows that 47% of those people advised to go to hospital were told to do so by their GP or a nurse, followed by 17% being encouraged by their friends or family and another 13% by the 111 service. Some of the other answers given included health professionals; in fact 69% of people advised to go to hospital were advised to do so by a health professional in some capacity.

Source of advice	No. of respondents
Ambulance staff	1
GP/Nurse	56
Friends/Family	20
111	15
Someone at work	8
Someone at school or college	5
Police	2
999	2
Consultant	1
Optician	1
Pharmacist	1
Physiotherapist	2
Pontefract Hospital	1
Receptionist at GP surgery	1
St James's University Hospital	1
Walk-in centre	2

If you were advised to come to A&E, do YOU feel this was the best place to come for the treatment that you need?

80% of these people felt that the hospital had been the best place for them to receive treatment.

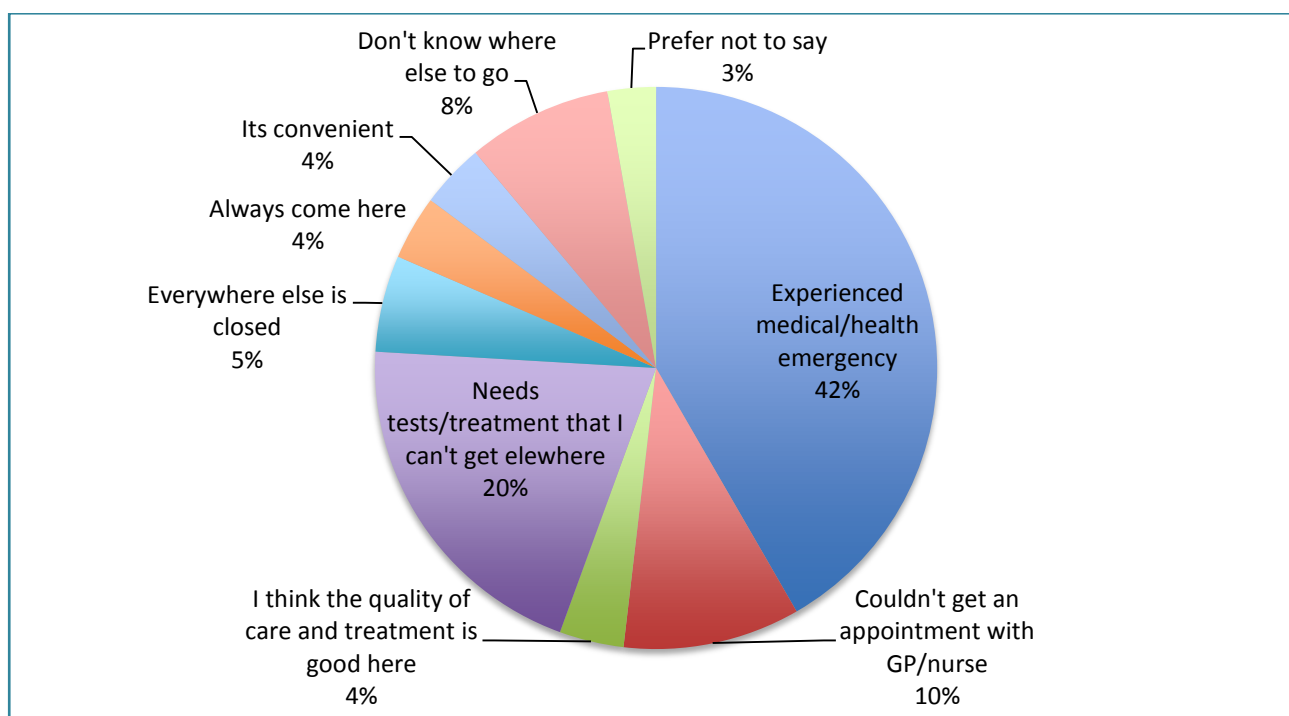


Most people did not provide a reason for their answer. However, those people who did supply further information gave the following reasons:

- Those who did not feel that hospital was the best place to receive treatment could not get an appointment to see their GP or specialist, or weren't sure if they really needed the treatment they had been sent to hospital to receive.
- People who weren't sure if they needed to come to hospital felt their GP could have dealt with their problem, were advised to do so by 111, had symptoms that needed to be dealt with, or felt that it was more cost effective than going elsewhere.
- Respondents who felt confident that hospital was the best place to receive treatment were there to have their symptoms investigated further, required medical treatment, had been sent to hospital by their GP or 111, received life-saving treatment, or needed a scan/MRI. Other explanations included a walk-in centre being closed, being unable to see a GP, the convenient location of the hospital, or that the hospital was nice and clean.

Why did you decide to come to hospital today?

Most respondents (42%) had experienced a medical or health emergency, which is why they had decided to come to hospital. 20% stated that they needed tests or treatment they couldn't get elsewhere.

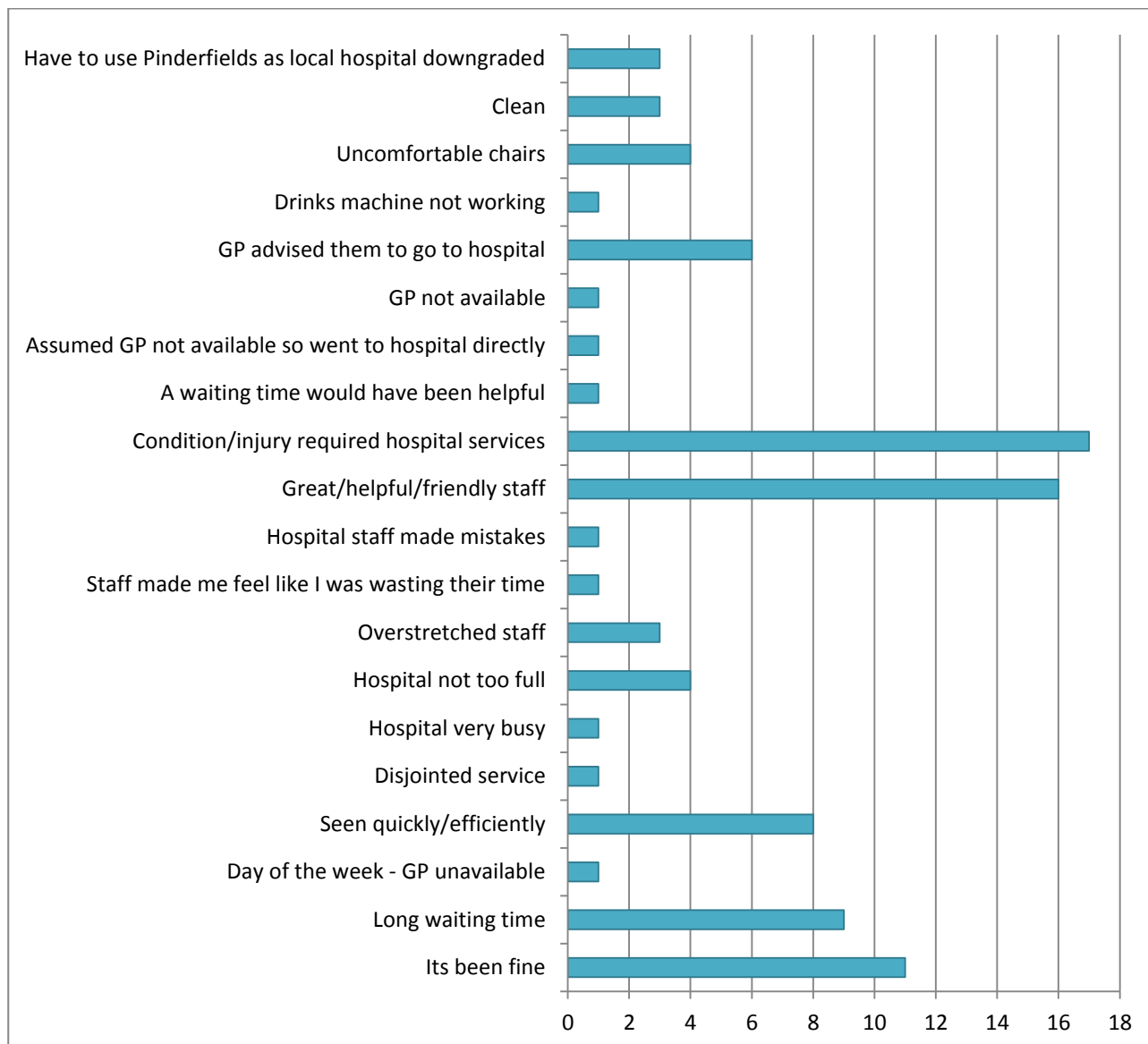


Did you go anywhere else or try to go anywhere else for advice or treatment before going to the hospital?

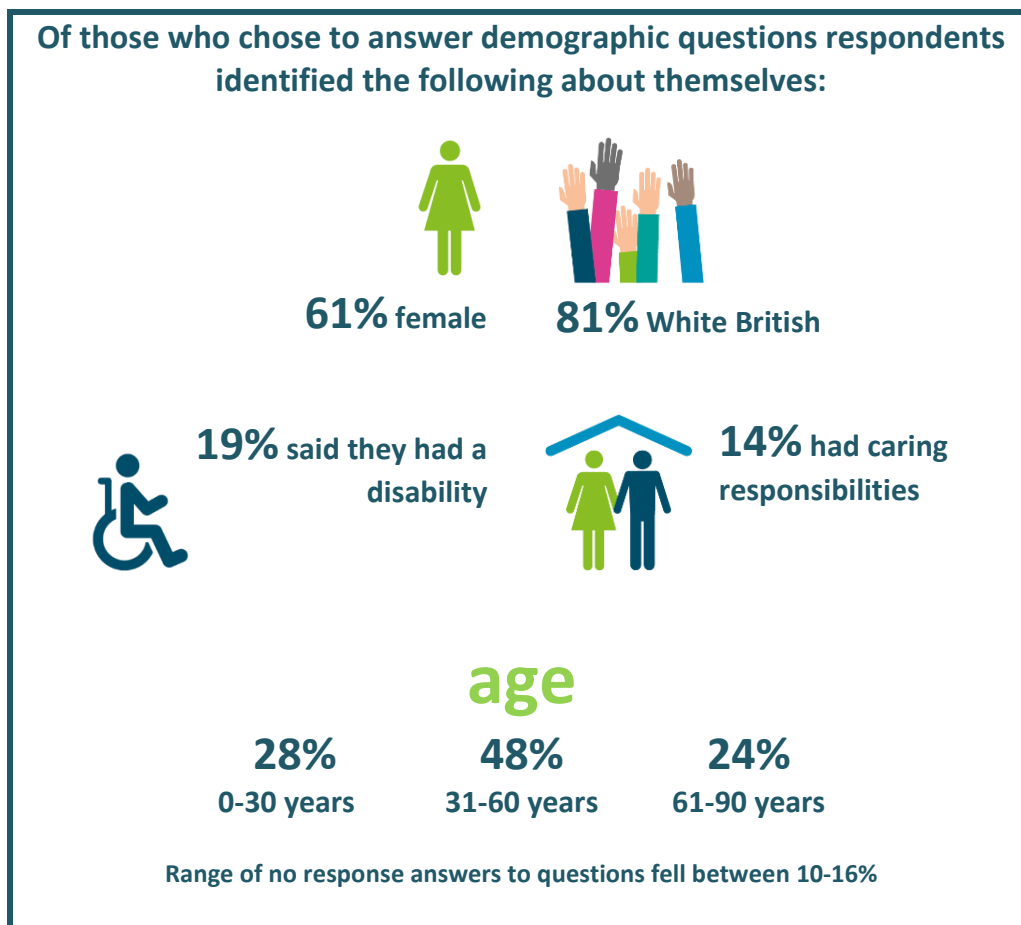
51% did not answer this question. 38% did not try to go elsewhere before going to hospital. 11% had tried other routes first, mostly visiting or trying to see a GP.

Other comments regarding the hospital visit

Our final question asked whether people had any other comments about their visit. The most common response was that people knew their condition required treatment. Many people also found the staff to be friendly and helpful. Positive and negative comments were made regarding waiting times, how busy the hospital was, staff attitudes, GP availability and factors contributing to the experience such as vending machines and the general environment.



Demographic data



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