

**Accident & Emergency/Emergency
Department**

PATIENT / PUBLIC

SURVEY FEEDBACK REPORT

October 2020



1. Introduction

The Humber Coast and Vale (HCV) Health and Care Partnership is a collaboration of 30 different organisations across a geographical area of more than 1500 square miles, taking in cities, market towns and remote rural and coastal communities.

The partnership collaborates to plan for the future of health and care services in the local area and to find new ways to tackle the challenges faced locally.

The following organisations are working together to develop a communications campaign across the HCV advising those who use Accident & Emergency/Emergency Departments (EDs) of the wide range of services that are available, helping them make the right choice the next time they require urgent care.

- Hull Clinical Commissioning Group
- East Riding of Yorkshire Clinical Commissioning Group
- North East Lincolnshire Clinical Commissioning Group
- North Lincolnshire Clinical Commissioning Group
- North Yorkshire Clinical Commissioning Group
- Vale of York Clinical Commissioning Group
- Hull University Teaching Hospitals NHS Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- York Teaching Hospital NHS Foundation Trust
- City Health Care Partnership CIC

We know that finding the right place to go when people become ill or injured can be confusing. Prior to undertaking the communications campaign the group needed to gain a greater understanding of who and why people were accessing EDs and their knowledge of alternative urgent care services. The report has been written by the East Riding of Yorkshire Clinical Commissioning Group on behalf of all of the HCV organisations listed above.

2. Purpose of this report

The purpose of this report is to explain the approach Clinical Commissioning Groups (CCGs) and Trusts took to understand the reasons why people attend A&E/ED and to present the analysis and outcomes from the survey. The findings will help inform local decision making in regards to ongoing communications campaigns.

The aim of the survey was to:

- Identify the profile of people who are using A&E/ED across the HCV area.
- Gain a better understanding of what motivates people to go to A&E/ED.
- Understand the extent of knowledge people have of alternative urgent care services such as NHS 111, Urgent Treatment Centres and other treatment options such as Pharmacy, etc.
- Use feedback from respondents to develop a campaign using key messages and communication channels to affectively target key audiences, raising awareness of the wide range of NHS services that are available to support people with their urgent care need.

People were encouraged to fill in an online survey from 22 July 2020 to 25 August 2020. In addition, hard copies were available for people to complete in the waiting areas at a number of A&E/ED departments throughout Humber Coast and Vale area.

3. Methodology

Over 3000 printed surveys were distributed to a number of A&E/ED departments in the Humber Coast and Vale area enabling people to complete them whilst they were waiting for assessment and treatment. People were also supplied with disposable pencils they could keep in line with maintaining a COVID-19 secure environment. The surveys were available in the Emergency Departments at Hull, Scarborough and York. These were not available in the Emergency Departments at Grimsby and Scunthorpe due to lack of space in the waiting areas resulting from COVID-19 social distancing restrictions. All printed surveys included a Freepost return address and were available in alternative formats and languages, on request.

All five Emergency Departments displayed posters promoting the survey and encouraging people to scan a QR code that took them directly to the survey online via Smart Survey. Paid for social media via Facebook became powerful in engaging with audiences in the Humber Coast and Vale area, driving people to complete the Smart Survey online. The online survey was also promoted through each organisation's own Facebook and Twitter accounts as well as websites. More information about Social Media reach and comments are in section 5 (page 27). The survey was also circulated to key stakeholders such as Healthwatch, Patient Participation Groups and voluntary & community sector partners for onward cascade.

The response rate is the percentage of people who respond to a survey. High survey response rates help to ensure the survey results are representative of the target population. A survey must have a good response rate in order to produce accurate and useful results. The aim of any survey is to have the largest number of people respond as possible. Larger response rates generally tend to lead to increased precision when comparing with the overall target population.

Whilst the survey was specifically aimed at people who had recently attended Emergency Departments at Hull, Grimsby, Scunthorpe, Scarborough and York, the online survey reached people who had attended EDs elsewhere in the country.

In total there were **2008** responses collected and we would like to thank everyone for supporting the survey and taking part. The footfall, responses and response rates for each A&E/ED can be seen in the table below.

	Hull	Grimsby	Scunthorpe	Scarborough	York
Footfall between 22/7/20 - 25/8/20	11615	7192	6459	4052	7502
Responses from attendees	331	311	271	313	648
Response rate	2.85%	4.30%	4.20%	7.70%	8.60%

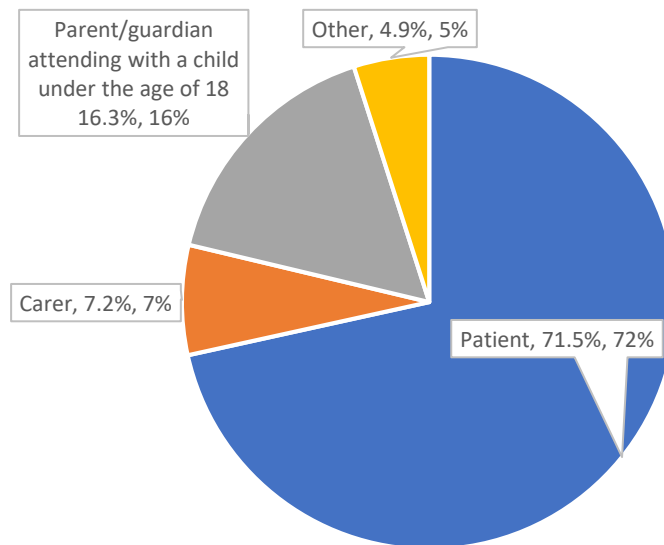
4. Main survey findings

2008 people responded to the survey. Please note that respondents did not have to answer every question and the analysis on each chart reflects this.

The responses are presented below as an overall summary for each question followed by a breakdown for each individual A&E/Emergency Department (ED) in the Humber area and colour coded for trusts, as follows: **Hull University Teaching Hospitals NHS Trust (Hull ED)**, **Northern Lincolnshire and Goole NHS Foundation Trust (Grimsby and Scunthorpe EDs)**, **York Teaching Hospital NHS Foundation Trust (Scarborough and York EDs)**. Due to the survey being publicised on social media, some respondents stated they had attended other EDs as shown in Q12 and these responses are summarised on the breakdown under Other.

1. Please let us know who is completing this survey?

2007 people responded to this question.



The majority of respondents to the survey were patients attending the ED, 71.5%, with parents attending with a child under the age of 18 giving the 2nd highest response rate at 16.3%.

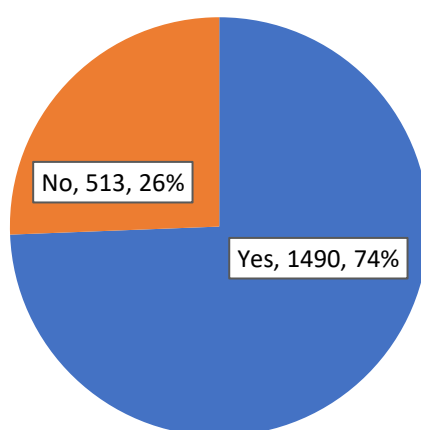
From the 99 responses where 'Other' was selected, one was a nurse completing for a patient, one response said 'Adult Social Care', one is unidentified as the response says 'Facebook user', two had been left blank, three responses can be identified as a patient from their answers. The remaining 91 responses could be identified as a 'Carer' due to the answers being either a family member or friend of the patient. Examples being spouse, son/daughter of elderly parent, parent of child over 18, grandparent and auntie/uncle.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Patient	229 (69.2%)	222 (71.4%)	205 (75.6%)	233 (74.4%)	452 (69.8%)	93 (72.7%)
Parent attending with a child under 18	58 (17.5%)	49 (15.8%)	32 (11.8%)	38 (12.1%)	136 (21.0%)	10 (7.8%)
Carer	27 (8.2%)	26 (8.4%)	21 (7.7%)	21 (8.3%)	33 (5.1%)	15 (11.7%)
Other	17 (5.1%)	14 (4.5%)	13 (4.8%)	13 (5.1%)	27 (4.2%)	10 (7.8%)
Total	331	311	271	313	648	128

2. Have you ever seen or been given information about when it's appropriate to visit A&E/ED?

2003 people responded to this question.



Almost three quarters, 74.4% of all respondents said that they have seen information about when it's appropriate to visit A&E/ED.

Below is a breakdown of the responses by individual hospital.

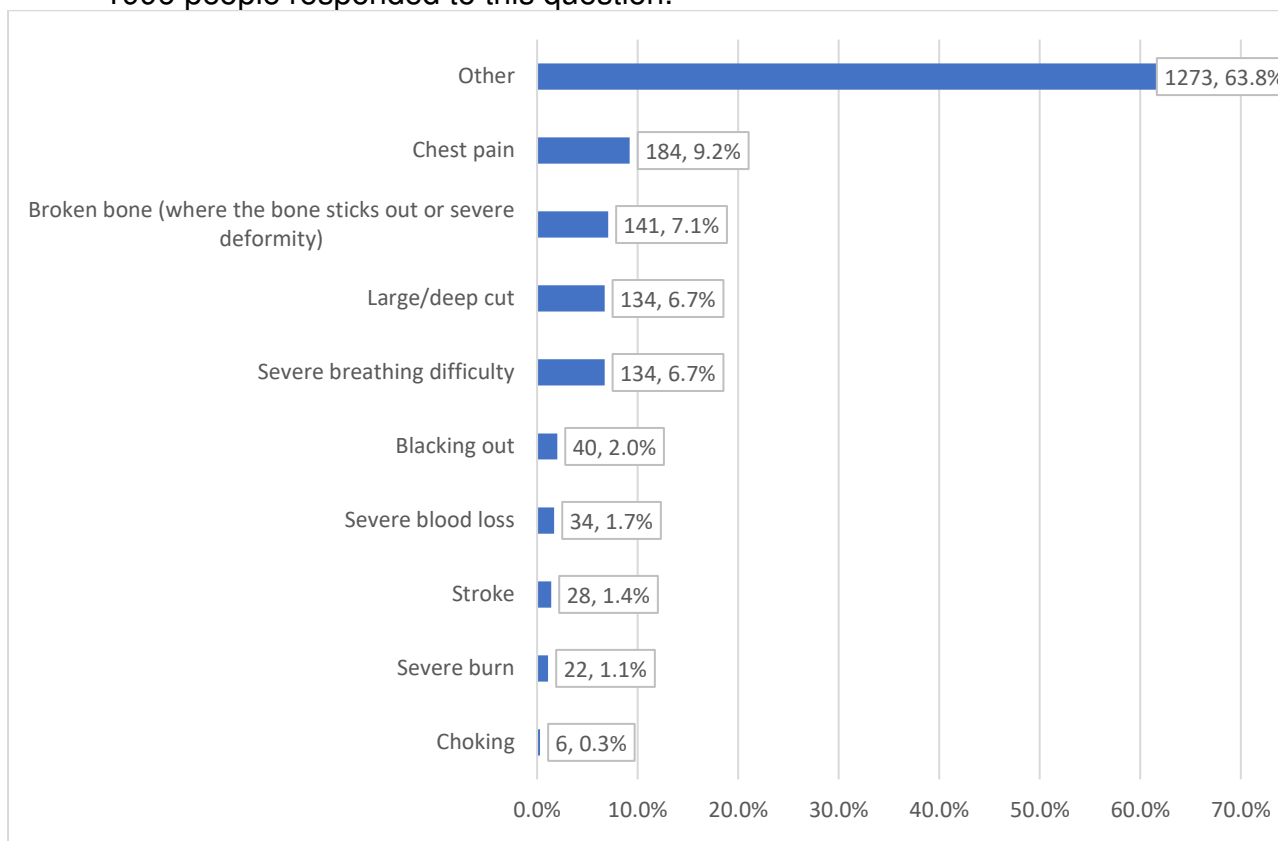
	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Yes	283 (85.5%)	231 (74.5%)	195 (72.0%)	218 (69.9%)	475 (73.4%)	84 (66.1%)
No	48 (14.5%)	79 (25.5%)	76 (28.0%)	94 (30.1%)	172 (26.6%)	43 (33.9%)
Total	331	310	271	312	647	127

Respondents visiting Hull Royal Infirmary returned the highest return for people who had seen or been given information about when it's appropriate to visit A&E/ED with 85.5% saying they had seen this information.

Those who had responded from Scarborough Hospital had the highest return for people who had not seen this information with 30.1% saying they had not seen or been given information about when it's appropriate to visit A&E/ED.

3. What was the main reason for your visit?

1996 people responded to this question.



A large percentage of the respondents chose 'other' as the main reason for visiting A&E/ED with a breakdown of those answers in the appendix. From the pre-set answers provided in the survey, chest pain, 9.2% and severe blood loss, 6.7% were the two most commonly selected answers.

1273 people said they attended A&E/ED for another reason other than the options given. Each has been put into a group which categorises them into a common area based on the answer given. The groupings were not completed by a trained clinician and therefore shouldn't be considered definite.

Pain, Injury and Break/Fracture areas had the most responses for why people had visited A&E/ED. Each has been grouped together for the purpose of the report and the top answers are shown in the next table.

202 people who responded with 'Pain', of these most commonly stomach pain was mentioned with 122 responses, pain where no specific area was identified had 16 responses and back pain had 11.

'Injury' to a part of the body had 192 responses with eye injury receiving 52, head injury 34, muscle injury 28 and back injury 21 responses respectively.

'Fracture / break' of varying parts of the body received 133 responses when grouped together. A fracture/break where no part of the body was mentioned had 34 responses, with hand/wrist having 23 and foot having 22.

There were 25 responses where the answer was grouped as Mental Health, which included suicide attempts and self-harming. There is a likelihood that other attendances at A&E/ED with a physical injury/condition are due to an underlying Mental Health condition.

Reason Given	Response rate	Reason Given	Response rate	Reason Given	Response rate
Pain	202	Injury	192	Fracture/break	133
Infection	79	Fall	73	Advised to attend	69
Bleeding/blood clot	37	Miscarriage/pregnancy	34	Baby Unwell	27
Fever/high temperature	25	Mental Health	25	heartrate/palpitations	24
Long term condition	24	Swelling	23	allergic reaction	21
Bite	20	Rash/sepsis	20	Seizure/concussion	20
Dizzy/collapse	18	Ear Nose & throat	18	Stroke	18
Appendicitis	16	Road accident	15	Vomiting	15
Overdose	15	Blood pressure	14	Left Blank	10
Diagnostics	10	Cancer	8	Dental	8
Burn/scald	7	Covid-19	7	Headache/migraine	7
Poisoning	7	Swallowing	6	Short of breath	5
Unwell	5	Gynaecological	3	Accident	2
Assault	2	Pneumonia	2	Post-surgery	2
No GP Appointments	2	Torsion	1		

A clinician was then asked to look through the responses, and from the respondents answer, state whether the injury/condition was appropriate for A&E/ED, UTC, GP or to see a Pharmacist. Where it was unclear as to the severity the most senior service was chosen. Below are the results.

Appropriate for A&E/ED – 768 (60.3%)

Appropriate for UTC – 247 (19.4%)

Appropriate for GP – 234 (18.4%)

Appropriate for Pharmacist – 4 (0.3%)

In total, the percentage of respondents whose overall choice was deemed appropriate to attend A&E/ED (1491, 74.7%) is slightly more than the results shown for question 2 which suggests that overall those who have seen or been given information for when its appropriate to visit A&E/ED have chosen the correct service.

In total, there are around 25% of respondents who attended A&E/ED with conditions/injuries that could have been treated at one of the other services available to them.

It should also be noted that just over half of those who said they were advised to attend (35 out of 69) could potentially have been referred direct to the required specialty rather than via A&E/ED.

Below is a breakdown of the overall responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Choking	2 (0.6%)	1 (0.3%)	0 (0.0%)	0 (0.0%)	2 (0.3%)	1 (0.8%)
Chest pain	36 (11%)	34 (11.0%)	26 (9.6%)	18 (5.8%)	63 (9.8%)	7 (5.6%)
Stroke	5 (1.5%)	8 (2.6%)	5 (1.8%)	2 (0.6%)	7 (1.1%)	1 (0.8%)
Blacking out	7 (2.1%)	2 (0.6%)	7 (2.6%)	5 (1.6%)	17 (2.6%)	2 (1.6%)
Severe blood loss	6 (1.8%)	5 (1.6%)	3 (1.1%)	9 (2.9%)	9 (1.4%)	2 (1.6%)
Severe breathing difficulty	18 (5.5%)	28 (9.0%)	25 (9.2%)	17 (5.5%)	40 (6.2%)	6 (4.8%)
Broken bone (where the bone sticks out or severe deformity)	24 (7.3%)	22 (7.1%)	22 (8.1%)	23 (7.4%)	46 (7.1%)	4 (3.2%)
Large/deep cut	17 (5.2%)	18 (5.8%)	27 (10.0%)	16 (5.1%)	44 (6.8%)	12 (9.5%)
Severe burn	4 (1.2%)	3 (1.0%)	1 (0.4%)	1 (0.3%)	8 (1.2%)	5 (4.0%)
Other	209 (63.7%)	189 (61.0%)	155 (57.2%)	220 (70.7%)	410 (63.5%)	86 (68.3%)
Total	328	310	271	311	646	126

Where respondents chose other, the top three responses from the groupings for each hospital are listed below.

Hull – Stomach Pain 22 (6.7%), Fall 17 (5.2%) and Infection 11 (3.6%). Mental Health had 6 responses (1.8%).

Grimsby – Stomach pain 21 (6.8%), Fracture/break (unspecified body area) 11 (3.5%) and Advised to attend 11 (3.5%). Interestingly Mental Health had zero responses.

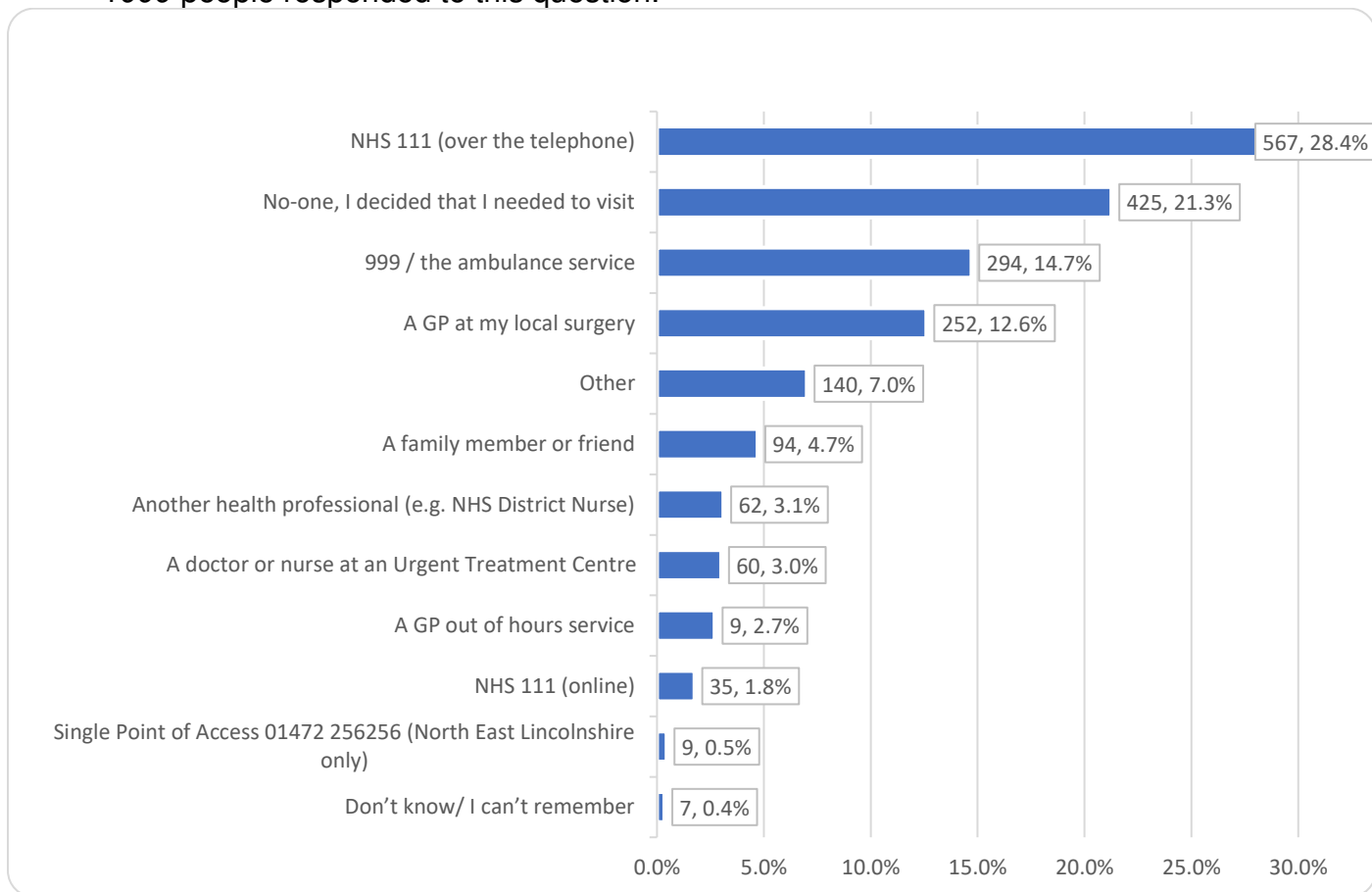
Scunthorpe – Advised to attend 12 (4.4%), Stomach pain 11 (4.1%) and Eye injury 9 (3.3%). Mental Health had only 2 responses (0.7%).

Scarborough – Stomach pain 21 (6.8%), Infection 13 (4.2%) and Advised to attend 13 (4.2%). Mental Health had 5 responses (1.6%).

York – Stomach pain 40 (6.2%), Infection 25 (3.9%) and Fall 23 (3.6%). There were 9 responses for Mental Health (1.4%).

4. Who advised you to attend the A&E/ED department?

1999 people responded to this question.



28.4% of all respondents said that they visited A&E/ED after speaking to NHS 111 over the telephone with 21.3% saying no one told them to attend A&E/ED, they decided themselves that they needed to visit.

The answers to the 140 respondents that chose 'Other' have been categorised based on their responses. Many of these responses were options in the main question: 27 can be identified as decided to visit A&E/ED themselves, 9 can be put into the NHS 111 over the telephone category, two respondents as NHS111 online, two people were directed by calling 999, 7 respondents were directed to attend A&E/ED from an Urgent Treatment Centre, 16 people stated that they were advised to attend by a GP or receptionist at their GP practice, 42 respondents responses can be identified as another health professional, 10 peoples answers can be identified as family member or friend and six of those state that they were health service staff, two peoples' answers state that a reoccurring problem means that they need to reattend A&E/ED,

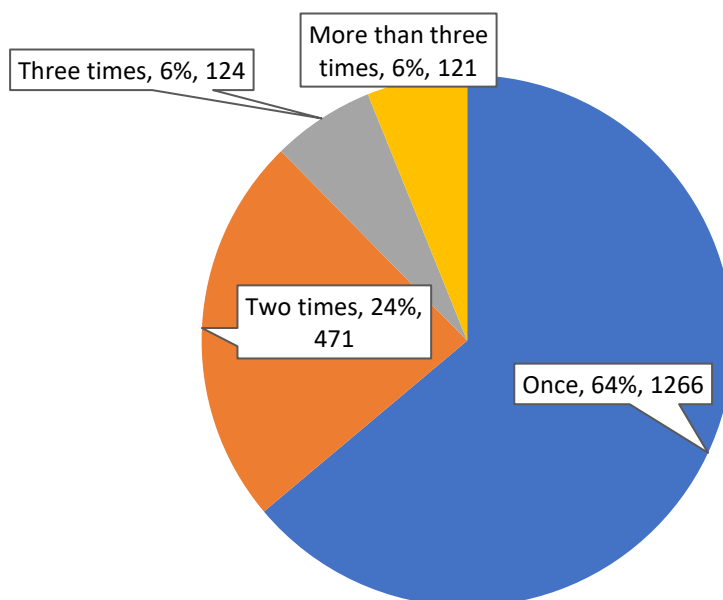
Other responses were: 10 people attended A&E/ED after consulting a pharmacist, three people attended A&E/ED after the school advised to attend after an injury, 6 respondents visited A&E/ED after a first aider at work advised them to attend and two people had attended A&E/ED after advice from the police.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
No-one, I decided that I needed to visit	49 (14.8%)	70 (22.5%)	73 (27.1%)	69 (22.1%)	130 (20.2%)	34 (26.8%)
NHS 111 (over the telephone)	105 (31.8%)	76 (24.4%)	54 (20.1%)	83 (26.6%)	220 (34.1%)	28 (22.0%)
NHS 111 (online)	6 (1.8%)	4 (1.3%)	6 (2.2%)	5 (1.6%)	7 (1.1%)	7 (5.5%)
Single Point of Access 01472 256256 (North East Lincolnshire only)	0 (0.0%)	9 (2.9%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
999 / the ambulance service	58 (17.6%)	42 (13.5%)	33 (12.3%)	39 (12.5%)	103 (16.0%)	18 (14.2%)
A doctor or nurse at an Urgent Treatment Centre	16 (4.8%)	6 (1.9%)	3 (1.1%)	13 (4.2%)	16 (2.5%)	6 (4.7%)
A GP out of hours service	14 (4.2%)	13 (4.2%)	6 (2.2%)	6 (1.9%)	11 (1.7%)	4 (3.1%)
A GP at my local surgery	39 (11.8%)	50 (16.1%)	45 (16.7%)	43 (13.8%)	63 (9.8%)	11 (8.7%)
Another health professional (e.g. NHS District Nurse)	10 (3%)	6 (1.9%)	9 (3.3%)	11 (3.5%)	23 (3.6%)	3 (2.4%)
A family member or friend	10 (3%)	15 (4.8%)	17 (6.3%)	18 (5.8%)	26 (4.0%)	8 (6.3%)
Don't know/ I can't remember	2 (0.6%)	2 (0.6%)	1 (0.4%)	1 (0.3%)	1 (0.2%)	0 (0.0%)
Other	21 (6.4%)	18 (5.8%)	22 (8.2%)	24 (7.7%)	45 (7.0%)	8 (6.3%)
Total	330	311	269	312	645	127

5. How many times have you visited A&E/ED in the past year?

1982 people responded to this question.



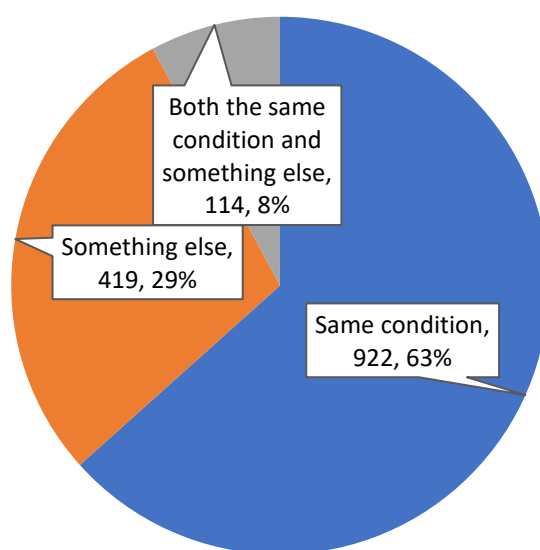
63.9% of respondents said they had only visited A&E/ED once in the last year, including the visit in question when they filled out the survey. 23.8% had visited two times including the current visit, with only 6.1% saying they had attended A&E/ED more than three times in the last year.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Once	218 (66.7%)	198 (64.9%)	160 (60.2%)	189 (61.0%)	411 (64.0%)	88 (68.8%)
Two times	71 (21.7%)	75 (24.6%)	66 (24.8%)	79 (25.5%)	153 (23.8%)	25 (19.5%)
Three times	15 (4.6%)	16 (5.2%)	21 (7.9%)	22 (7.1%)	43 (6.7%)	7 (5.5%)
More than three times	23 (7%)	16 (5.2%)	19 (7.1%)	20 (6.5%)	35 (5.5%)	8 (6.3%)
Total	327	305	266	310	642	128

6. Was it for the same condition or something else?

1455 people responded to this question.

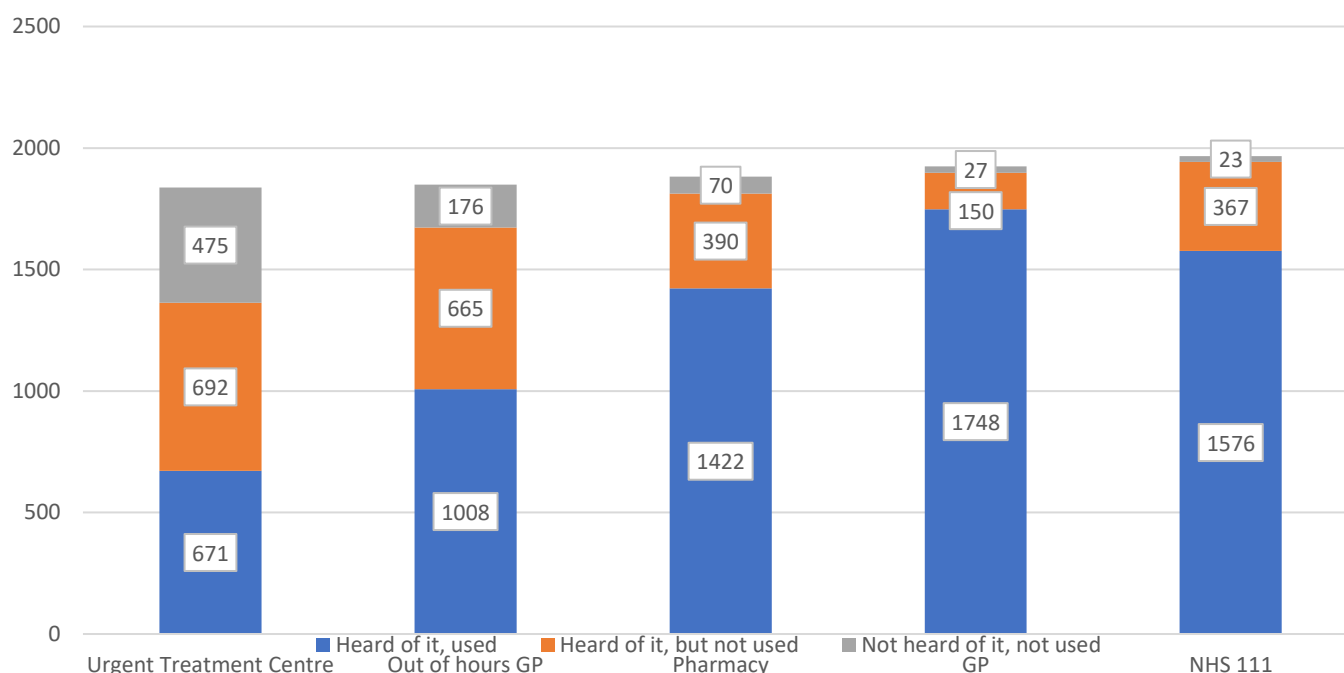


560 people skipped this question. 63.4% said that their visit was for the same condition as a previous visit.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Same condition	155 (66.5%)	145 (63.6%)	116 (59.2%)	139 (60.7%)	305 (63.9%)	60 (67.4%)
Something else	55 (23.6%)	72 (31.6%)	64 (32.7%)	68 (29.7%)	137 (28.7%)	22 (24.7%)
Both the same condition and something else	23 (9.9%)	11 (4.8%)	16 (8.2%)	22 (9.6%)	35 (7.3%)	7 (7.9%)
Total	233	228	196	229	477	89

7. Have you heard of and/or used the following for treatment or advice?

1988 people responded to this question.



Both GP services and NHS 111 had high responses where people had both heard of and used or heard of but not used and only a small amount had not heard of or used them. The two services with the highest response rate where respondents selected not heard of or used were Urgent Treatment Centres and Out of hours GP services. Out of hours GP and Urgent Treatment Centres also had a similar amount of responses to heard of but not used.

The UTC at all of these hospitals other than Hull are in the same building as the A&E/ED departments, this is called co-located. This is perhaps why the respondents from those hospitals believe they have not heard of, or used the UTC as they are seen by the appropriate staff when presenting at either of those hospitals.

Below is a breakdown of the responses by individual hospital.

Responses for Hull	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	45 (13.8%)	5 (1.5%)	276 (84.6%)	326
Pharmacy	52 (16.6%)	9 (2.9%)	251 (80.4%)	312
Urgent Treatment Centre	95 (30.6%)	36 (11.6%)	180 (57.9%)	311
GP	20 (6.3%)	0 (0.0%)	295 (93.7%)	315
Out of hours GP	96 (31.5%)	31 (10.2%)	178 (58.4%)	305

Responses for Grimsby	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	83 (27.3%)	3 (1.0%)	218 (71.7%)	304
Pharmacy	65 (22.5%)	10 (3.5%)	214 (74.0%)	289
Urgent Treatment Centre	116 (42.0%)	105 (38.0%)	55 (20.0%)	276
GP	36 (12.2%)	8 (2.7%)	252 (85.1%)	296
Out of hours GP	93 (32.2%)	15 (5.2%)	181 (62.2%)	289

Responses for Scunthorpe	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	56 (20.9%)	6 (2.2%)	206 (76.9%)	268
Pharmacy	55 (21.8%)	10 (4.0%)	187 (74.2%)	252
Urgent Treatment Centre	118 (48.4%)	88 (36.0%)	38 (15.6%)	244
GP	25 (9.7%)	3 (1.2%)	230 (89.1%)	258
Out of hours GP	100 (40.0%)	24 (9.6%)	126 (50.4%)	250

Responses for Scarborough	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	61 (19.9%)	4 (1.3%)	241 (78.8%)	306
Pharmacy	72 (24.8%)	14 (4.8%)	204 (70.4%)	290
Urgent Treatment Centre	100 (35.1%)	74 (26.0%)	111 (38.9%)	285
GP	21 (7.0%)	5 (1.7%)	274 (91.3%)	300
Out of hours GP	113 (39.8%)	33 (11.6%)	138 (48.6%)	284

Responses for York	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	88 (13.9%)	4 (0.6%)	543 (85.5%)	635
Pharmacy	118 (19.1%)	19 (3.1%)	480 (77.8%)	617
Urgent Treatment Centre	215 (35.5%)	145 (24.0%)	245 (40.5%)	605
GP	37 (5.9%)	6 (1.0%)	588 (93.1%)	631
Out of hours GP	217 (36.0%)	57 (9.4%)	330 (54.6%)	604

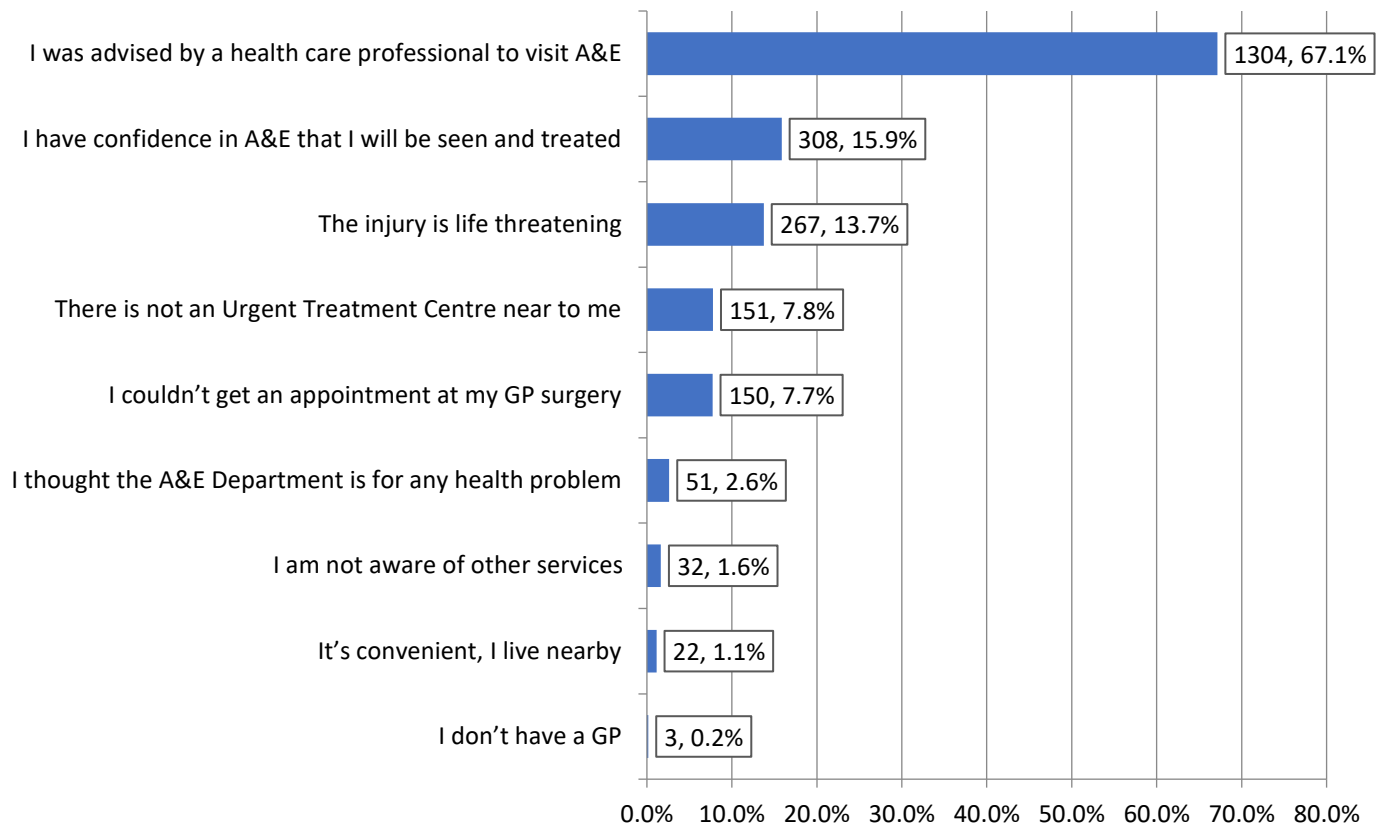
Responses for Other Hospitals	Heard of it, but not used	Not heard of it, not used	Heard of it, used	Response Total
NHS 111	33 (26.8%)	1 (0.8%)	89 (72.4%)	123
Pharmacy	28 (23.5%)	7 (5.9%)	84 (70.6%)	119
Urgent Treatment Centre	45 (39.4%)	27 (23.7%)	42 (36.8%)	114
GP	11 (9.0%)	5 (4.1%)	106 (86.9%)	122
Out of hours GP	43 (37.7%)	16 (14.0%)	55 (48.3%)	114

Below are the comments left by respondents for this question.

- Walk in centre (2)
- NHS website (2)
- NHS111 online
- NHS 111 was slow and unhelpful
- There is no urgent treatment centre here
- no local minor injury unit available
- Apparently, no urgent treatment centre in Grimsby
- in York there isn't a UTC or OOH GP. have used UTC in different area.
- Do not know numbers for out of hrs GP or urgent care centre. Would be helpful if these were publicised which may stop people accessing A&E as a first choice. Maybe triage could take place over the phone locally. 111 nearly always advise A&E visit
- Out of hours GP message was for emergency
- I do not have OOH GP, just 111
- GP is not doing face to face during covid19. I knew I only needed an X ray.
- Went to walk in centre they couldn't deal with the problem no dr on duty
- GP just prescribed pain killers, if I didn't go to A&E I wouldn't of known
- Continuum team, Townsend court
- Hospital specialists and hospital specialist nurses, charities (especially coeliac UK and asthma UK, patient groups
- None of these were helpful.....in fact the person on 111 sounded to be around 10 years old and kept telling me to ring my GP..... At 8pm on a Saturday!!
- What about emergency mental health centres like Crisis Cafes
- Qualified in first aid
- I have 2 accident prone children...
- both visits my granddaughter got an appt however due to delay in been seen my granddaughter became time critical asthma and was moved into ed paed resus. We tried everything prior GP to prevent ed attendance but delay in responses resulted in harm to my granddaughter. Both occasions she was admitted discharged after 8 days stay and diagnosed as asthmatic with asthma treatment plan. She 2 and half. We try to avoid ed but using other resources can cause harm. NHS 111 was shocking
- None other applies
- not relevant to the A&E attendance
- I THINK MY ASSESSMENT OF A FRACTURE WAS ACCURATE AND THEREFORE DID NOT DELAY TREATMENT REQUIRED
- Great Ormond Street heart failure team nurses' specialists
- Transplant team
- Consultant
- Camera

8. Why did you choose A&E/ED?

1942 people responded to this question.

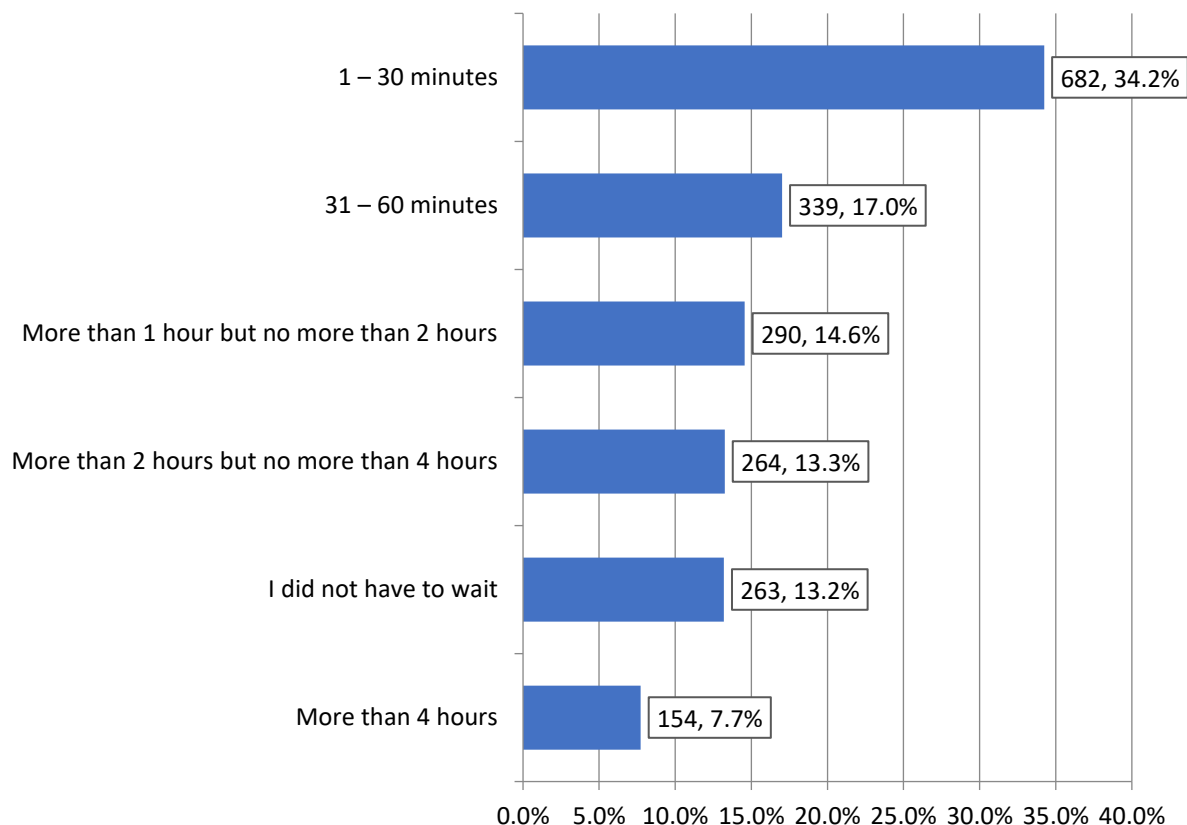


The majority of responses to this question were 'I was advised by a healthcare professional to visit A&E/ED' which mirrors the responses to question 4 with 67.1% of respondents being directed to A&E/ED by a health care professional from NHS 111 or another service such as a local GP or by calling 999.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
The injury is life threatening	46 (14.3%)	41 (13.7%)	37 (14.3%)	36 (11.9%)	92 (14.5%)	15 (12.0%)
I was advised by a health care professional to visit A&E/ED	242 (75.2%)	206 (68.9%)	151 (58.3%)	198 (65.6%)	427 (67.5%)	78 (62.4%)
I am not aware of other services	3 (0.9%)	1 (0.3%)	6 (2.3%)	2 (0.7%)	16 (2.5%)	4 (3.2%)
I have confidence in A&E/ED that I will be seen and treated	39 (12.1%)	46 (15.4%)	47 (18.1%)	56 (18.5%)	95 (15.0%)	25 (20.0%)
It's convenient, I live nearby	0 (0.0%)	2 (0.7%)	3 (1.2%)	2 (0.7%)	10 (1.6%)	5 (4.0%)
I don't have a GP	1 (0.3%)	1 (0.3%)	0 (0.0%)	1 (0.3%)	0 (0.0%)	0 (0.0%)
I couldn't get an appointment at my GP surgery	13 (4.0%)	31 (10.4%)	14 (5.4%)	27 (8.9%)	50 (7.9%)	15 (12.0%)
There is not an Urgent Treatment Centre near to me	17 (5.3%)	22 (7.4%)	27 (10.4%)	27 (8.9%)	49 (7.7%)	9 (7.2%)
I thought the A&E/ED Department is for any health problem	6 (1.9%)	13 (4.3%)	5 (1.9%)	10 (3.3%)	14 (2.2%)	3 (2.4%)
Total	322	299	259	302	633	125

9. How long did you have to wait to be examined by a healthcare professional?
1992 people responded to this question.



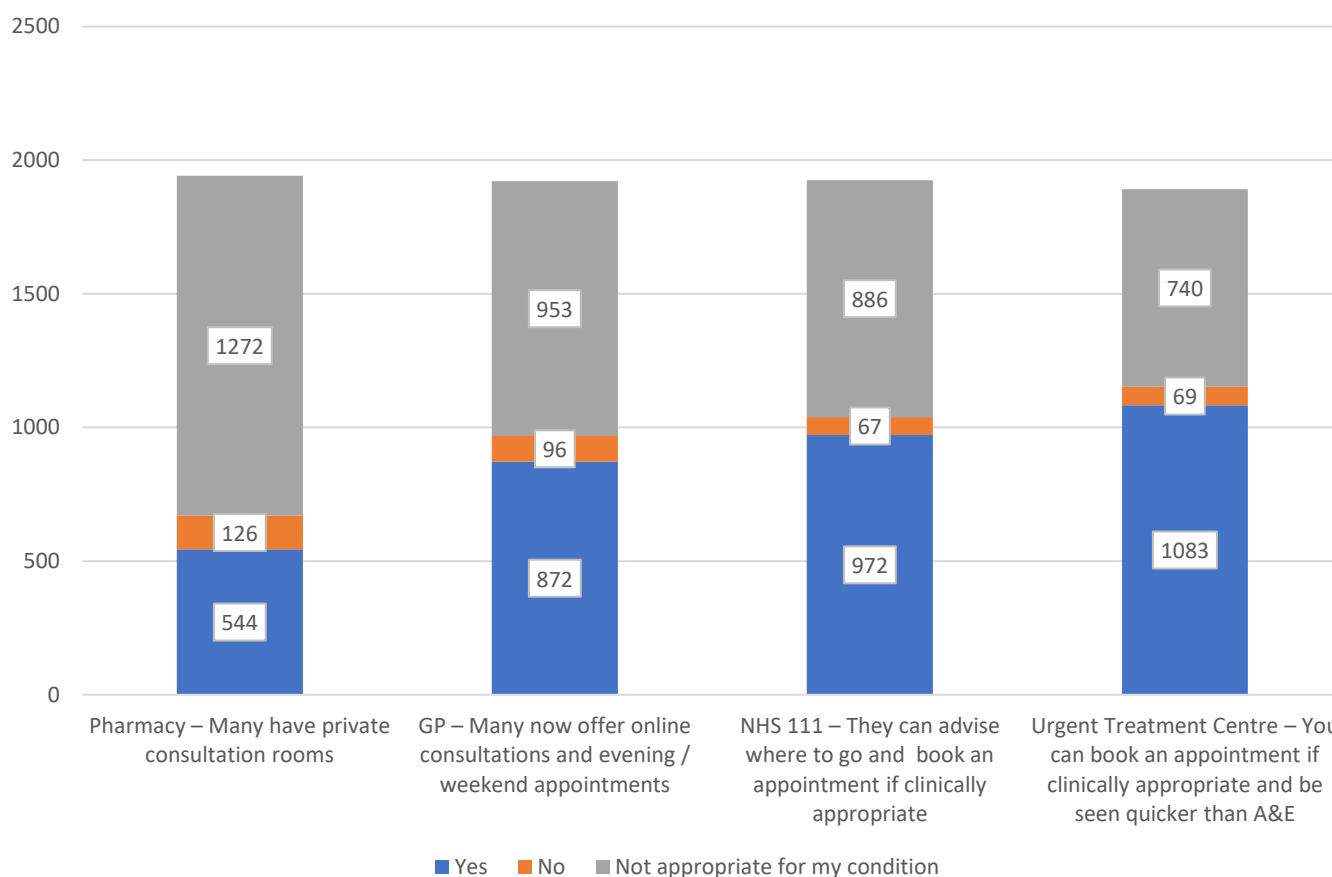
Around a third of all respondents to this question waited less than 30 minutes to be examined by a health care professional once at the A&E/ED department, and 17% waiting up to one hour. 7.7% stated that they waited over 4 hours.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
I did not have to wait	47 (14.2%)	46 (14.8%)	48 (17.8%)	26 (8.5%)	81 (12.5%)	15 (12.0%)
1 – 30 minutes	103 (31.2%)	91 (29.3%)	102 (37.8%)	107 (35.0%)	226 (35.0%)	52 (41.6%)
31 – 60 minutes	62 (18.8%)	59 (19.0%)	46 (17.0%)	51 (16.7%)	102 (15.8%)	18 (14.4%)
More than 1 hour but no more than 2 hours	45 (13.6%)	47 (15.1%)	41 (15.2%)	44 (14.4%)	93 (14.4%)	19 (15.2%)
More than 2 hours but no more than 4 hours	46 (13.9%)	45 (14.5%)	23 (8.5%)	54 (17.6%)	83 (12.8%)	13 (10.4%)
More than 4 hours	27 (8.2%)	23 (7.4%)	10 (3.7%)	24 (7.8%)	61 (9.4%)	8 (6.4%)
Total	330	311	270	306	646	125

10. If a healthcare professional could see and treat you/the patient quicker, would you use an alternative service?

1986 people responded to this question.



From the alternative services listed, Urgent Treatment Centres received the most responses, with NHS 111 also receiving a substantial number of responses where they would use an alternative service.

It is important to note that the respondents were asked to state if their condition was appropriate for the services listed and though their choices may be right, they may not be clinically trained to accurately state whether their injury or condition could be directed to one of the other four services.

Below is a breakdown of the responses by individual hospital.

	Yes	No	Not appropriate for my condition	Response Total
Responses for Hull				
Pharmacy – Many have private consultation rooms	88 (27.5%)	16 (5.0%)	216 (67.5%)	320
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	178 (55.3%)	8 (2.5%)	136 (42.2%)	322
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	173 (54.6%)	9 (2.8%)	135 (42.6%)	317
GP – Many now offer online consultations and evening / weekend appointments	150 (46.6%)	13 (4.0%)	159 (49.4%)	322

	Yes	No	Not appropriate for my condition	Response Total
Responses for Grimsby				
Pharmacy – Many have private consultation rooms	77 (26.0%)	21 (7.1%)	198 (66.9%)	296
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	136 (46.1%)	13 (4.4%)	146 (49.5%)	295
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	153 (53.9%)	9 (3.2%)	122 (42.9%)	284
GP – Many now offer online consultations and evening / weekend appointments	120 (40.5%)	19 (6.4%)	157 (53.1%)	296

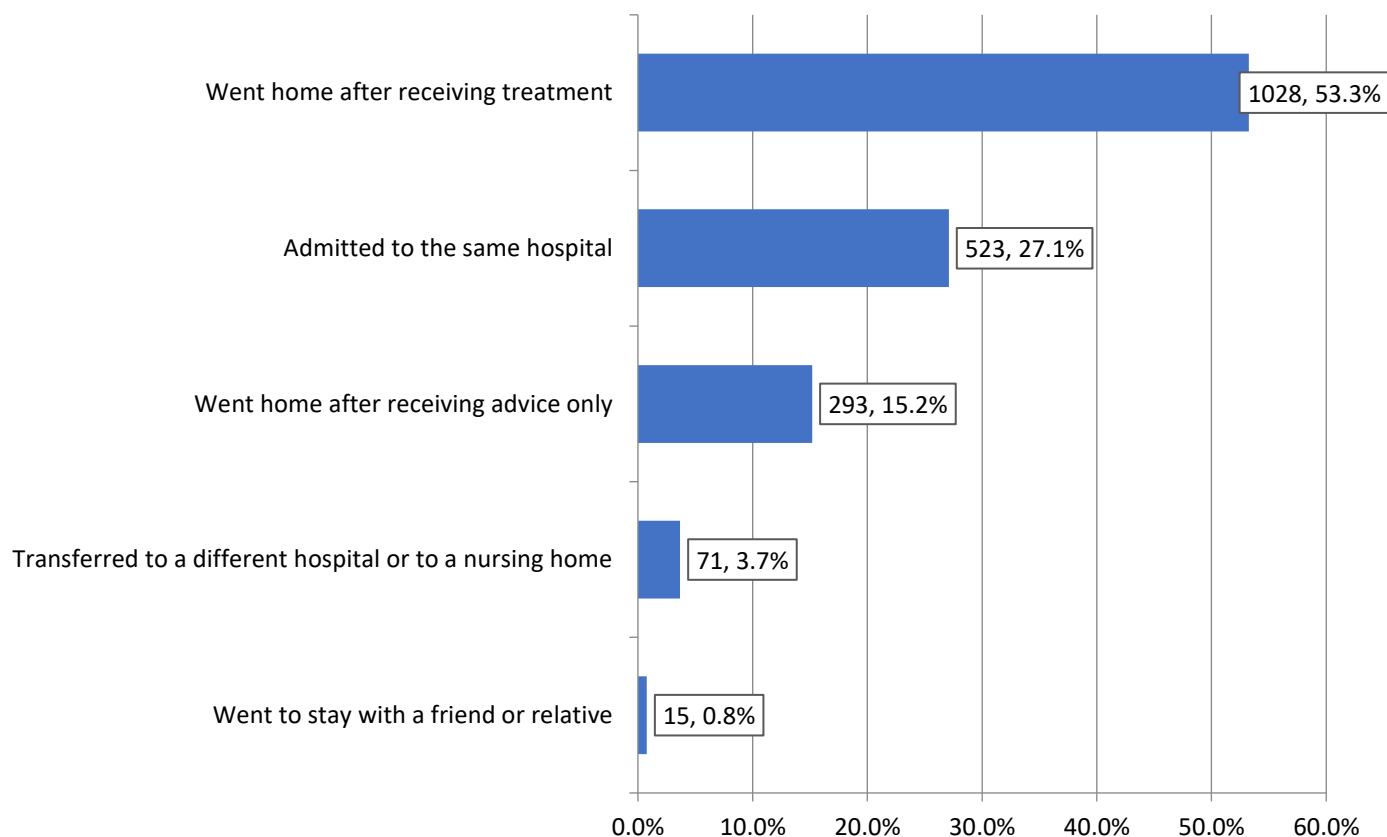
	Yes	No	Not appropriate for my condition	Response Total
Responses for Scunthorpe				
Pharmacy – Many have private consultation rooms	73 (27.7%)	18 (6.8%)	173 (65.5%)	264
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	119 (45.9%)	11 (4.2%)	129 (49.9%)	259
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	133 (52.0%)	15 (5.9%)	108 (42.1%)	256
GP – Many now offer online consultations and evening / weekend appointments	104 (40.1%)	16 (6.2%)	139 (53.7%)	259

	Yes	No	Not appropriate for my condition	Response Total
Responses for Scarborough				
Pharmacy – Many have private consultation rooms	85 (28.2%)	23 (7.6%)	194 (64.2%)	302
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	152 (5.7%)	12 (4.0%)	136 (45.3%)	300
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	169 (57.3%)	15 (5.1%)	111 (37.6%)	295
GP – Many now offer online consultations and evening / weekend appointments	135 (45.8%)	13 (4.4%)	147 (49.8%)	295

	Yes	No	Not appropriate for my condition	Response Total
Responses for York				
Pharmacy – Many have private consultation rooms	180 (28.4%)	39 (6.1%)	416 (65.5%)	635
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	332 (52.8%)	18 (2.9%)	279 (44.3%)	629
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	385 (62.0%)	17 (2.7%)	219 (35.3%)	621
GP – Many now offer online consultations and evening / weekend appointments	310 (49.1%)	26 (4.1%)	295 (46.8%)	631

	Yes	No	Not appropriate for my condition	Response Total
Responses for Other Hospitals				
Pharmacy – Many have private consultation rooms	40 (33.1%)	8 (6.6%)	73 (60.3%)	121
NHS 111 – They can advise where to go and book an appointment if clinically appropriate	54 (46.2%)	5 (4.3%)	58 (49.5%)	117
Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E/ED	69 (59.5%)	4 (3.4%)	43 (37.1%)	116
GP – Many now offer online consultations and evening / weekend appointments	52 (45.6%)	8 (7.0%)	54 (47.4%)	114

11. What happened to you at the end of your visit to the A&E/ED Department? 1939 people responded to this question.



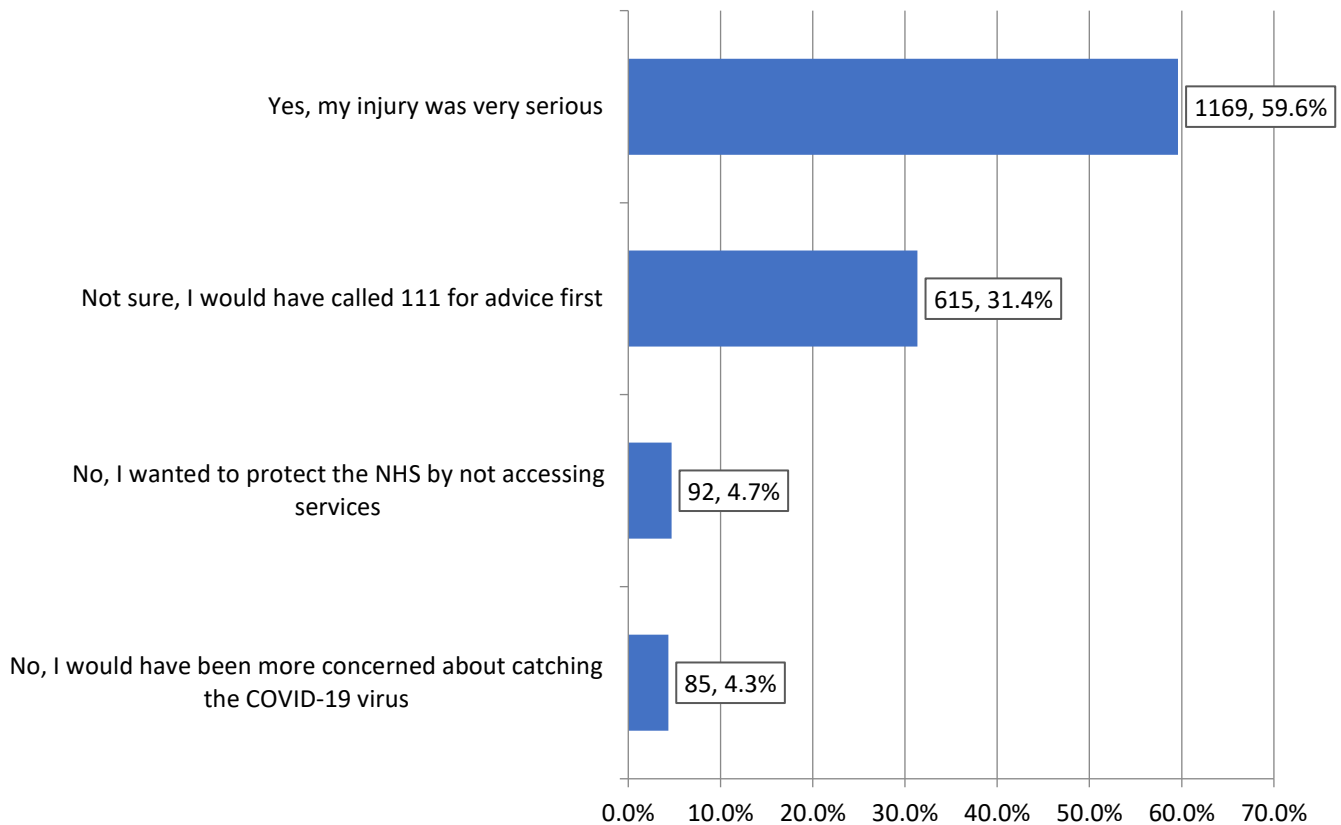
Over half of the respondents, 53.3% were sent home after receiving treatment at A&E/ED, 27.1% admitted into the same hospital and 3.7% needed transferring to a different hospital or nursing home.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Admitted to the same hospital	105 (33.1%)	77 (24.8%)	70 (26.0%)	65 (22.8%)	183 (29.5%)	23 (18.4%)
Transferred to a different hospital or to a nursing home	12 (3.8%)	19 (6.1%)	9 (3.3%)	11 (3.9%)	5 (0.8%)	15 (12.0%)
Went home after receiving treatment	152 (47.9%)	167 (53.9%)	154 (57.2%)	157 (55.1%)	333 (53.6%)	63 (50.4%)
Went home after receiving advice only	45 (14.2%)	45 (14.5%)	34 (12.6%)	49 (17.2%)	96 (15.5%)	23 (18.4%)
Went to stay with a friend or relative	3 (0.9%)	2 (0.6%)	2 (0.7%)	3 (1.1%)	4 (0.6%)	1 (0.8%)
Total	317	310	269	285	621	125

12. If the reason for your visit to A&E/ED had occurred during the height of the COVID-19 pandemic, would you still have attended A&E/ED?

1961 people responded to this question.



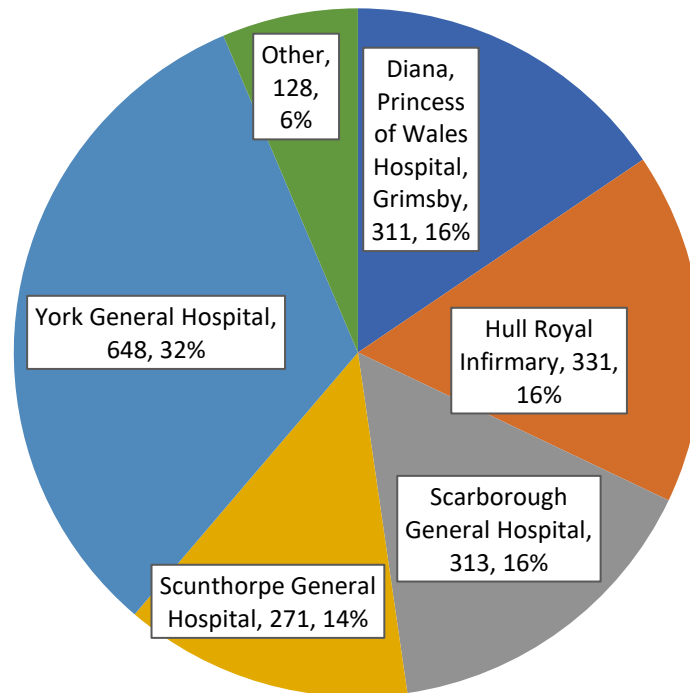
59.6% of all respondents said they would still have attended A&E/ED if their injury had happened in the height of the Covid-19 pandemic, as their injury was very serious, perhaps suggesting trust and belief in the NHS. 31.4% would have called 111 for advice first, however may still have been happy to attend if directed to do so.

Below is a breakdown of the responses by individual hospital.

	Hull	Grimsby	Scunthorpe	Scarborough	York	Other
Yes, my injury was very serious	200 (61.9%)	182 (59.5%)	158 (60.3%)	204 (66.0%)	349 (54.7%)	74 (61.7%)
Not sure, I would have called 111 for advice first	99 (30.7%)	102 (33.3%)	76 (29.0%)	77 (24.9%)	229 (35.9%)	32 (26.7%)
No, I would have been more concerned about catching the COVID-19 virus	7 (2.2%)	11 (3.6%)	11 (4.2%)	13 (4.2%)	32 (5.0%)	10 (8.3%)
No, I wanted to protect the NHS by not accessing services	17 (5.3%)	11 (3.6%)	17 (6.5%)	15 (4.9%)	28 (4.4%)	4 (3.3%)
Total	323	306	262	309	638	120

13. Which A&E/ED Department did you visit?

2002 people responded to this question.



32.4% of all respondents had visited A&E/ED at York General Hospital, the other four hospitals in our area had similar response rates with Diana, Princess of Wales Hospital 15.5%, Hull Royal Infirmary 16.5%, Scarborough General Hospital 15.6% and Scunthorpe General Hospital 13.5%. 6.4% had visited other hospitals, listed in the appendix.

	Response Percent	Response Total
Diana, Princess of Wales Hospital, Grimsby	15.5%	311
Hull Royal Infirmary	16.5%	331
Scarborough General Hospital	15.6%	313
Scunthorpe General Hospital	13.5%	271
York General Hospital	32.4%	648
Other	6.4%	128
Total		2002

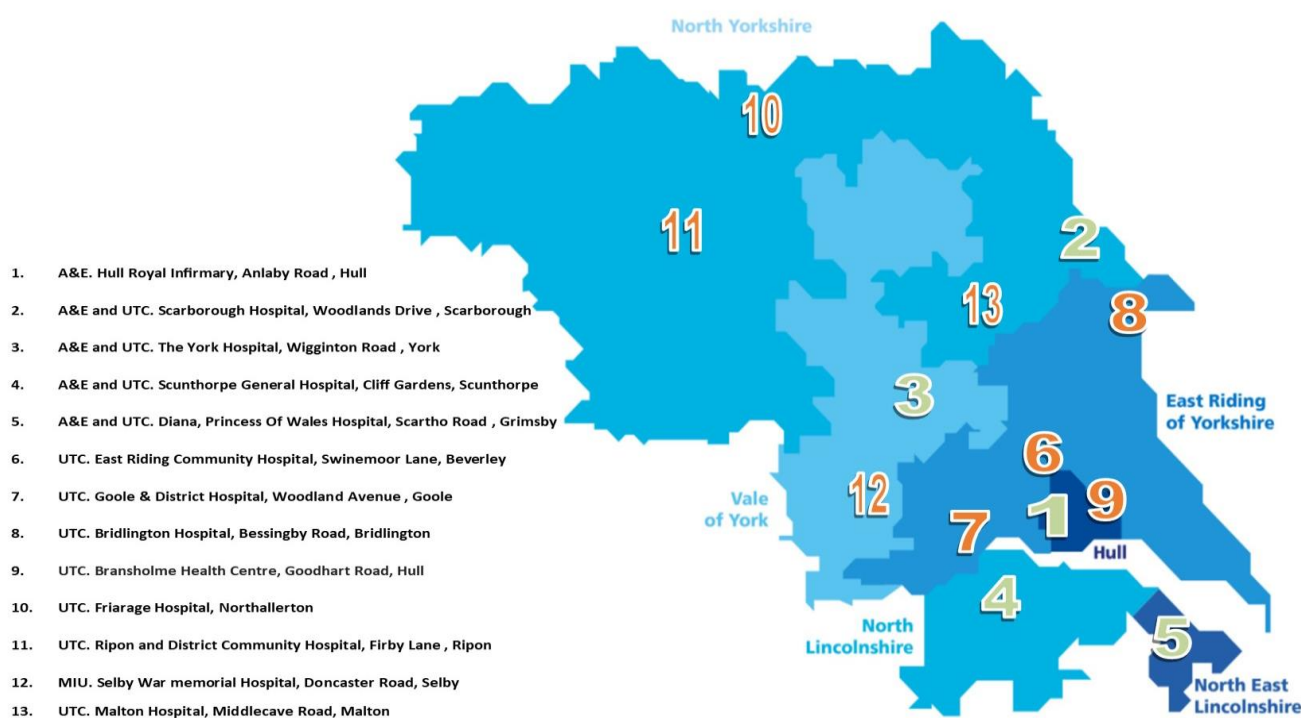
Although most of the answers given by the respondents are Accident and Emergency departments (A&E/ED), some are Urgent Treatment Centres (UTCs) or Minor Injury Units (MIUs). To help clarify which each answer is, A&E/ED departments are shown with Red text, UTCs in Blue Text and MIUs in Green text. Any answer which doesn't directly identify which hospital a respondent used or none A&E/ED remains in black text.

Whilst researching the category of each answer given in question 13, other, it was noticed that Malton hospital is categorised as both an MIU and a UTC on different NHS websites. A clear message needs to be communicated as to the category of NHS services for the public to ease confusion and maintain consistency. It could also be debated that this issue contributes to why UTCs had the highest response in question 7 to 'not heard of it, not used' with 475, 25.8% selecting this answer. Similar issues were also noted for Ripon and Selby hospitals.

Below is a breakdown of responses where 'Other' was chosen for this question.

Answer	Number of responses	Answer	Number of responses	Answer	Number of responses
Harrogate	14	Doncaster	13	Lincoln	10
Selby	6	Bridlington	6	Beverley	5
Louth	4	Goole	4	Pinderfields	4
York	3	Dewsbury	3	Malton	3
Leeds Infirmary	3	St James Leeds	3	Pontefract	2
Derby Royal	2	Bransholme	2	James Cook	2
Nottingham	2	Manchester Royal	1	Sunderland	1
Leicester	1	Burton Upon Trent	1	Hull Eye Hospital	1
Transferred to Grimsby	1	Bangor	1	Bassetlaw	1
Airedale Hospital	1	Bradford Royal	1	London College	1
Cornwall Truro	1	James Paget	1	And Scunthorpe	1
Norfolk & Norwich	1	Worcestershire	1	Sheffield	1
Stoke Mandeville	1	Keighley	1	Winchester	1
Grimsby and Scunthorpe	1	Huddersfield	1	Chesterfield	1
Northallerton	1	Barnsley	1	Darlington	1
Kendal	1	Hairmyres	1	Frimley Park	1
Shrewsbury	1	Friarge	1	Kings Lyn	1
Re-attended	1	Saturday night - no other option	1	None - Withernsea hospital closed	1
Camera	1	Surgery by orthopaedic Consultant	1		

Map to show locations of A&E/ED and UTC services across the Humber, Coast and Vale footprint.



14. What are the first four characters of your postcode?

1930 people responded to this question.

A word cloud has been used to show the most frequent postcodes given. The larger the postcode in the diagram the higher returns received.

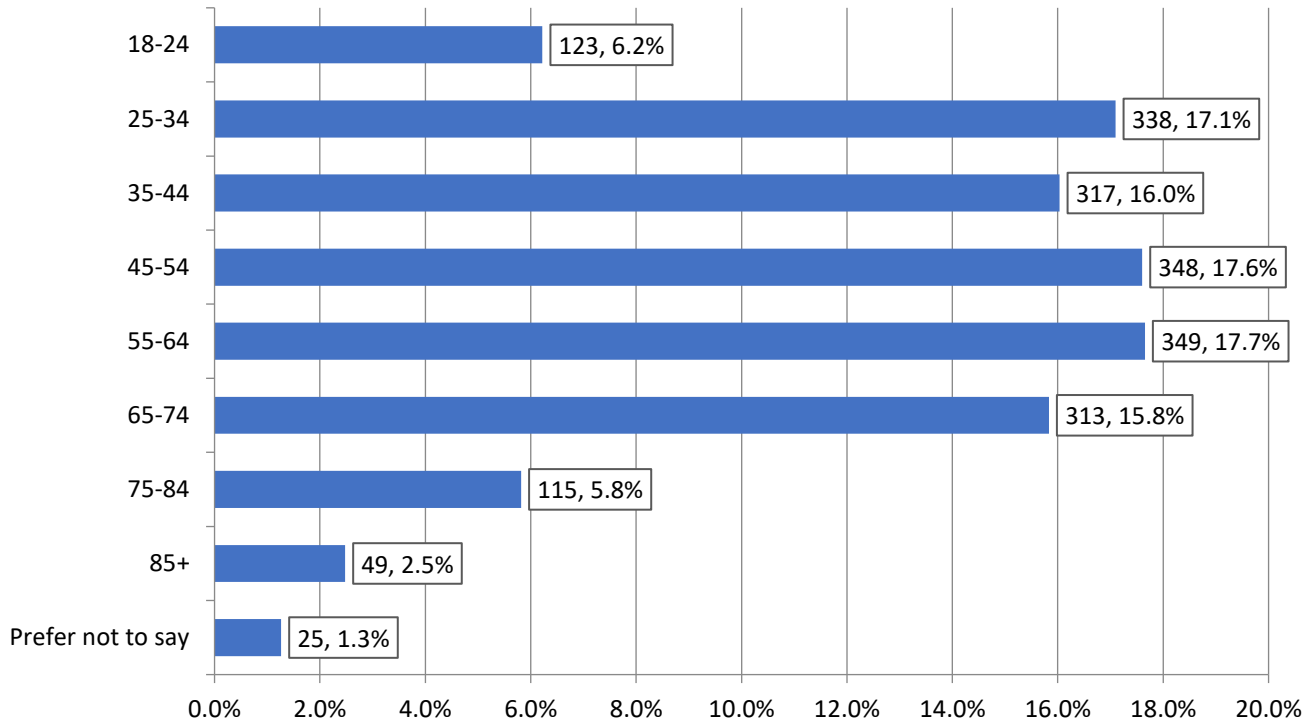
The postcodes for the five A&E/ED hospitals looked at are:

- Hull Royal Infirmary – HU3
- Diana, Princess of Wales Hospital, Grimsby – DN33
- Scunthorpe General Hospital – DN15
- Scarborough General Hospital – YO12
- York General Hospital – YO31



15. What is your age?

1977 people responded to this question.



The ages captured from respondents was similar in 25-34, 35-44, 45-54, 55-64 and 65-74 ranges.

	Response Percent	Response Total
18-24	6.2%	123
25-34	17.1%	338
35-44	16.0%	317
45-54	17.6%	348
55-64	17.7%	349
65-74	15.8%	313
75-84	5.8%	115
85+	2.5%	49
Prefer not to say	1.3%	25
Total		1977

16. Which of the following best describes your ethnic background?

1999 people responded to this question.

	Response Percent	Response Total
White English / Welsh / Scottish / Northern Irish / British	96.1%	1921
Prefer not to say	1.4%	27
White other	1.0%	20
Other (see below)	1.0%	19
Mixed / Multiple Ethnic group	0.4%	7
Asian / Asian British	0.3%	5
Black / Black British	0.0%	0
Total		1999

Answer	Response Total	Answer	Response Total
Irish	6	Australian	1
American	2	White Caribbean	1
European	2	Danish	1
Left Blank	2	Greek	1
Lithuanian	1	Not Sure	1
White British	1	Total	19

17. What is your gender?

2000 people responded to this question.

	Response Percent	Response Total
Male	20.1%	401
Female	78.4%	1568
Transgender	0.4%	7
Prefer not to say	0.9%	17
Other (please specify):	0.4%	7
Total		2000

From the respondents who chose other, Non-Binary and Gender Fluid were some of the answers given.

5. Social Media

The results for the paid for social media are as follows:

Campaign: A&E Questionnaire

Campaign date: 29 July –12 August 2020

Channel: Facebook PPC

Area	Spend	Reach	Impressions	Frequency	Unique Clicks
East Riding of Yorkshire	£200	50379	224034	4.44	157
North East Lincolnshire	£200	27591	109452	3.97	708
North Lincolnshire	£200	27839	104238	3.74	738
North Yorkshire	£200	34544	94126	2.73	841
Vale of York	£200	33497	104743	3.13	748

Each CCG was asked to post the electronic link to the survey to their social media channels for the duration the survey was open to promote it and aide the response rate. Some of those posts received comments from the public. The results of social media posts and comments from each CCGs are shown below (where received).

North East Lincolnshire CCG had a reach of 111,000 on Facebook and 30,000 impressions through Twitter. The comments received are below.

- Via ambulance for suspected TIA
- I retired from the NHS in Grimsby Hospital in March this year and unfortunately have been ill since
- I ended up in A & E in July query a stroke I could not fault the way that i had been looked after unfortunately from then I was blue lighted and ended up in Scunthorpe hospital after being thoroughly checked over was told I had Bell's Palsy the same again could not fault the staff and Consultant that looked after me
- Yes I did mine the nurses were really good at Grimsby
- Went almost 3 weeks ago, in a room on my home, no buzzer left to hand, checked just a couple of times, vivid tested, was told there was a bed ready at 8.15pm, from 2.30, still there till 2.15am, was in for 3 days needed 3 units of blood, suspected mds/aml relapse. The staff I did see, very caring, but 12 hours, nothing to eat, nothing to drink but a beaker of water, and I am diabetic
- Water & chest infection. A lump in my collar bone giving me so much pain (for the best part of 3/4 weeks. Heart rate almost double what it should be and blood pressure way up! 22 days in hospital!! But I felt completely fine when I went in, I only rang 111 to ask for advice and the ambulance was there for me before I had actually finished with the operator!!
- With my 4week old daughter who had sepsis just as we went in to lockdown....we was the only ones in a&e just shows how many people abuse the service....
- It was spotless & staff where amazing as always
- Pneumonia during lockdown via Ambulance
- Been twice in two months. Pneumonia and cellulitis together both times.
- that's very good althouvh over the last couple of yrs some GPS can't fit you in for 2 ta 3 wks due to there being a national shortage of GPS so folk go to AE got better results from them since lock down to be fair
- I would never go to gy a& e or the hospital, done to much damage to me. Hull Royal & Castle Hill r fabulous hospitals they had to sort me out after all the damage caused by gy hospital. Can't fault them at all nurses, doctors all the staff can't do enough 4 u. I go from cleethorpes but I know they know what they r doing.

- I'm in castle Hill now in the queens centre, they do care well for you here, as far as wards are concerned in grimsby, I've only been on 3 occasions, the care there was good x
- yes I had treatment at Castle Hill the queen's centre and also stayed on one of the wards six yrs ago and was very pleased with the brilliant care I had doctors consultants and nurses were spot on I couldn't complain about anything.

Hull CCG posted on Facebook and had the following results and comments.

Total Reach	Total Engagement	Link clicks	Boosted post reach	Boosted post engagement
5,794	397	50	5,350	97
21,172	470	50	19,208	324
22,232	677	83	22,232	364

- I was in the Emergency Department a few weeks back due to a suicide attempt (Aspirin overdose). My mental health hasn't been too good at the moment. But I'm now getting help from Miranda House and it has improved a lot. All the staff at Hull Royal Infirmary was amazing. Couldn't fault them in anyway.
- Done And very good and friendly service yesterday. Thank you
- Took my 4 year old in to have his head glued, was seen within 10 mins and straight out 😊
- I was blue lighted to Hull Royal end of April due to icd firing was looked after very well at the time ended up in Castle Hill for 5 days. They got me back into rhythm but didn't come anywhere near me. Was discharged a few days later. I had terrible chest pains but couldn't get my Dr to hear me just take the medication. I was getting very scared so called the heart nurse no joy there either was told it didn't sound cardio. Anyway the only thing they came up with was anxiety. Still can't get to see a Dr. Seems they won't see you unless you're in an ambulance.
- End of December broken shoulder.
- Done but I found the options about why I attended A&E limiting. My daughter had a deep cut (she had eight stitches under GA) but I wouldn't have considered it life threatening.
- Attended A and E only 3 days ago I had a fall and having X Ray on my foot I received excellent treatment for 2 brakes and soft tissue and ligaments damage the next day I received two telephone calls to see how I was coping and exercises by e mail followed by physio telephone conversation the next day and appointment on Monday to see physio couldn't prays H R I enough for their excellent treatment thank you to all N H S staff.
- My mum had a seizure in April but never made it to A&E as the ambulance refused to take her and said she will just die in her sleep. Luckily she pulled through, no thanks to the NHS.
- 9 weeks ago I called 111 for my mum. They told us it was a stomach bug. The out of hrs GP who called 1.5 hours later called and declared it a stomach bug. At 4am I called an ambulance and the grumpy paramedic said he was only taking her in because of palpitations. They wouldn't even help my very weak, stroke survivor mum to the chair they had left outside. I had to hold her up! I waved her off and at 10am I got a call. Mums in resus getting a blood transfusion and going up to theatre. At 5pm consultant rang and very thoroughly went over what had happened. Took 3 days to tie off all her bleeds. I have no complaints over how she was handled when she arrived in A&E or theatre staff or ICU. The issue with the ward and everything prior to A&E was ridiculous and would have cost my mum her life. The issue she had has an extremely high mortality rate. A&E is fine. Training etc. required in all the other sectors!
- May 17 took in COVID positive struggling to breath seen by Dr x-ray then told ctpa see if had clots then told straight to icu from scan seen to very quickly but nurse had time to talk to me even though positive made me feel better xx

- I think Wilberforce centre should be open 24/7 then if need be sent to A n E also because my swollen leg foot was over 7 days couldn't see doctor at BEVERLEY Health centre
- A and e do a wonderful job while g p surgeries get worse waiting ages for appointments be at see them it's all over the phone this is why everyone turns up at A&E
- Seems to be my only option to go to A&E at some point because my GP are useless and playing on COVID many working from home and the receptions think their medical advisors. Can never get a triage or anything else. I've not gone to A&E as dealing with COVID But how else do 8 get my referral in to see specialist neurologist etc. Very frustrating and annoying wev our NHS on the front line and our GPs tucked up good money at home safe with none face diagnosis. Disgusting
- Been to A & E twice in February. My mother is very frail and has dementia and she didn't understand about all the hours of been made to wait and keep still. This was very upsetting for us, she was very weak due to dehydration caused through a care home, She nearly dropped to the floor when asked to stand to be put on a trolley when we had seen the doctor, finally we got told she had to be admitted and had to sit in a corridor at the a & e door until a bed was available another 5 hours later. In total 8 hours. ..My point is the frail/elderly should get priority treatment like kids a special department. Or even joint with the kids department.
- Asked GP for referral to ophthalmologist. Reply: you need to see the GP first. GP secretary was busy. Couldn't book an appointment then.
Some weeks later checked with 111 for symptoms. NHS 111 advised to see GP immediately. GP gave me appointment 2 weeks later. After insisting got one within a few days. Got told: I don't think you have a problem. We don't do referrals to ophthalmologist. You need to see an optician. ASDA optician: 1 week later. Boots: next day. Got a referral to Eye Hospital and a call a few days later to attend. Consultant said: You should have come immediately to A&E. But you are lucky, that nothing serious happened. Next time the same symptoms: go to A&E of eye hospital immediately I'd prefer a single contact. A health manager who knows me, and knows what health service is available locally and what he cannot do. Like a family doctor.
- I was advised by 111 to take my 1yo to A&E after he was bleeding from his ear after falling. He was fine, just a small superficial cut in the skin in his ear canal from the air pressure of the fall. We were seen very quickly, it was quiet, and staff were great. I have never been to A&E without being told to by 111 first
- Excellent care and support. I was in hospital a week ago after a tooth abscess burst and entered my blood stream. The staff where excellent and couldn't thank them enough.
- I have COPD and have had bad difficulties in breathing due to I later found out a bad chest infection they the doctors gave me the wrong type of antibiotic which they corrected later but I would not go to the HRI because of COVID and I am still waiting for my turn to have my wrists fused because the joints are immovable and cause a tremendous amount of pain in the 9 to 10 scale but have had no letters to say when they will start the treatment/operation schedules again.
- Daren't go anywhere near a hospital right now no matter how bad things get, no contaminated test kits coming near me and you're afraid once you go in you don't come out unless it's to a care home to die 😞
- I fell on a concrete path and dislocated my shoulder. The paramedics were wonderful. When I got to the hospital I was quickly x-rayed and my shoulder put back while I used gas and air and I never felt a thing. Really pleased how well I was looked after.
- Water works problem
- Fractured spine. Thank you NHS for giving me excellent care and a back brace to relieve the pain. Still on medication to cope with the pain but thank you NHS fir your wonderful care.
- Broken inside ankle and chip off heal excellent treatment and physio care
- Gallstones, had to have emergency surgery to remove gallbladder end of May
- Kidney problem got admitted for two days at Easter.
- Broke my right shoulder

- Suspected stroke!
- Gallbladder stones
- My granddaughter fractured her wrist thank you wonderful NHS
- For chest x ray and foot x-ray after fall

East Riding of Yorkshire CCG posted three times on Twitter and twice on Facebook.

Twitter	
Posts	3
Total impressions	982
Total engagements	15
Survey link clicks	5
Engagement rate (avg)	1.50%

Facebook	
Posts	2
Total reach	663
Total engagements	13
Survey link clicks	4
Engagement rate (avg)	2.0%

One comment was received from Twitter:

- We haven't got one in the East Riding

North Yorkshire CCG did not post any additional information on their social media. Instead they promoted the link to the digital survey through their Loop virtual engagement network of some 400 members and in stakeholder bulletins which reach around 1000 organisations and individuals.

Northern Lincolnshire and Goole NHS Foundation Trust posted twice to Facebook and once on Twitter. They received no comments on any of the posts.

Twitter	
Posts	3
Total Facebook reach	4477
Total Twitter impressions	2079
Survey link clicks	29
Engagement rate (avg)	0.4%

Humber, Coast and Vale Health and Care Partnership posted on both Facebook and Twitter to help promote the survey. Here are the results from their social media posts:

No comments were received from any of the social media posts.

Twitter	
Posts	5
Total impressions	3,231
Total engagements	22
Survey link clicks	7
Engagement rate (avg)	0.60%

Facebook	
Posts	6
Total reach	3,610
Survey link clicks	37
Total engagements	97
Engagement rate (avg)	2.0%

York Teaching Hospital NHS Foundation Trust shared the survey link on both their Twitter and Facebook pages. No comments were received on any of the posts.

Tweet Date	Impressions	Total engagements	Likes	Retweets	Engagement rate
27/07/2020	2,194	93	4	13	0.50%
29/07/2020	1,510	34	2	3	2.30%
31/07/2020	965	9	1	1	0.90%
02/08/2020	1,217	12	4	2	1.00%
06/04/2020	1,096	8	2	0	0.70%

Date posted Facebook	Likes, comments and shares	People reached	Engagements	Shares	Post clicks
27/07/2020	81	10,939	490	55	409
29/07/2020	27	7,118	191	10	164
31/07/2020	2	4,514	23	0	21
02/08/2020	7	5,309	78	2	71
04/08/2020	6	5,269	70	3	64
06/08/2020	4	4,827	33	1	29

Hull University Teaching Hospital posted to Twitter and across six pages on Facebook. The results from those posts are below with the comments received.

Twitter posts	Impressions	Engagement	Link Clicks
13-Aug	918	17	3
11-Aug	710	12	3
08-Aug	977	31	6
05-Aug	862	16	3
03-Aug	1775	65	1
02-Aug	888	23	8
31-Jul	775	9	1

Facebook Posts	HUTH		HRI		CHH		WCH		HUTH JOBS	
	REACH	CLICKS	REACH	CLICKS	REACH	CLICKS	REACH	CLICKS	REACH	CLICKS
09-Aug 9.40AM	1.1K	18	2.2K	24	1.2K	39	3.3K	73	457	2
04-Aug 7.33PM	1.6K	23	2.1K	33	971	10	2.4K	58	330	3
31-Jul 7.00PM	1.1K	23	2.8K	119	794	43	3.1K	43	431	4

- I was in the Emergency Department a few weeks back due to a suicide attempt (Aspirin overdose). My mental health hasn't been to good at the moment. But I'm now getting help from Miranda House and it has improved a lot. All the staff at Hull Royal Infirmary were amazing. Couldn't fault them in anyway.
- Have compleyed survey! Xx
- I don't think that I have ever had to go to A&E
- An utter shambles but if you get wrecked for the day, your chances of been seen increase!!!

Terms:

Impressions are the number of times users saw the Tweet on Twitter.

Engagements are the number of times users interacted with the Tweet or Facebook post (all 'clicks' anywhere on the Tweet/post including hashtag, username, links, retweets, follows, likes etc.).

Reach is the number of unique people who saw the content on Facebook.

6. Recommendations

- Each Trust/CCG to audit their individual websites to ensure that the services offered in their hospitals are described accurately, i.e. A&E, ED, UTC or MIU. This will provide consistency throughout, be less confusing to the public and backup and 'Choose Well' campaigns.
- Overall 25% of respondents had not seen/given information when appropriate to visit A&E/ED and demonstrated by the results for question three, where 20% of reasons for visiting A&E/ED could have been treated at other, more appropriate services. Educational, 'Choose well' messages still need to be promoted to the wider population.
- Promote 'Think 111 First' as only 23 respondents had not heard of or used this service and will take any decision making away from the service user making sure that the most appropriate service is used as directed by the call handler.
- Promotion aimed at health professionals to refer service users direct to specialty where appropriate and avoid unnecessary attendance to A&E/ED.

7. Appendix

Copy of the poster which was displayed in A&E/ED waiting rooms.



10 If a healthcare professional could see and treat you/the patient quicker, would you use an alternative service?

Pharmacy – Many have private consultation rooms

- Yes No
 Not appropriate for my condition

NHS 111 – They can advise where to go and book an appointment if clinically appropriate

- Yes No
 Not appropriate for my condition

Urgent Treatment Centre – You can book an appointment if clinically appropriate and be seen quicker than A&E

- Yes No
 Not appropriate for my condition

GP – Many now offer online consultations and evening / weekend appointments

- Yes No
 Not appropriate for my condition

11 If your reason for attending today had occurred during the height of the COVID-19 pandemic, would you still have attended A&E?

- Yes, my injury is very serious
 Not sure, I would have called 111 for advice first
 No, I would have been more concerned about catching the COVID-19 virus
 No, I wanted to protect the NHS by not accessing services

12 Which A&E Department are you visiting today / did you visit?

- Diana, Princess of Wales Hospital, Grimsby
 Hull Royal Infirmary
 Scarborough General Hospital
 Scunthorpe General Hospital
 York General Hospital

About You

We know that people from different backgrounds access healthcare in different ways, have different health needs and sometimes have differing experiences of care. So that we can understand this, we would like a few details about you. Please select one option for each question. If you don't want to answer any of the questions, please select "Prefer not to say". Your responses to this section will be completely anonymous.

What is your postcode? (First 4 characters only)


What is your year of birth?

Which of the following best describes your ethnic background?

- White English / Welsh / Scottish / Northern Irish / British
 White other (Please specify in the space below)
 Asian / Asian British
 Black / Black British
 Mixed / Multiple Ethnic group
 Prefer not to say
 Other

What is your gender?

- Male Transgender
 Female Prefer not to say
 Other

 Thank you for completing this survey! The closing date is 9 August 2020. You can post the survey back to us using the address below.

ERYCCG A&E Survey
 FREEPOST RTTL-HSBE-BLHL
 Health House
 Grange Park Lane
 Willerby
 HU10 6DT



SICK OF WAITING AROUND?
FILL IN OUR SURVEY.



OR SCAN ME



We know that finding the right place to go when you become ill or injured can be confusing. Please help us to help you get the treatment you need by letting us know about your experience today.

Thank you for taking part in our Accident and Emergency (A&E) customer survey. Telling us about your visit helps us to look at what changes we can make to improve Accident and Emergency to ensure you receive the best treatment and help to reduce waiting times.



Completing the survey

Taking part in this survey is voluntary and anonymous.

For each question please tick the box that is closest to your views or closest to your experience.

If you are a parent or carer, please reply on behalf of the patient.

Don't worry if you make a mistake, just cross the mistake out and put a tick in the right box. **Please do not write your name or address anywhere on this survey sheet.**

Once completed simply post in the box, where you picked up the survey.

Any questions?

If you have any questions about this survey, or would like it in another language, please contact the Communications and Engagement Team by emailing ERYCCG.ContactUs@nhs.net.

Prefer to complete this survey online?

Not a problem, please visit smartsurvey.co.uk/s/HCAVESurvey or, using your smart phone, simply scan the QR code with your camera.



1 Let us know who is completing this survey.

- Patient
 Carer
 Parent attending with a child under the age of 18
 Other (please specify in the box below)

2 Have you ever been given or seen information about when it's appropriate to visit A&E?

- Yes
 No

3 What is the main reason for your visit?

- Choking Severe blood loss
 Chest pain Severe breathing difficulty
 Stroke Large/deep cut
 Blacking out Severe burn
 Broken bone (where the bone sticks out or severe deformity)

If none of the above, please let us know why you attended today in the box below.

4 Who advised you to attend the A&E Department? (Tick ONE only, if more than one option applies, tick the MAIN source of advice)

- No-one, I decided that I needed to visit
 NHS 111 (over the telephone)
 NHS 111 (online)
 Single Point of Access 01472 256256 (North East Lincolnshire only)
 999 / the ambulance service
 A doctor or nurse at an Urgent Treatment Centre
 A GP out of hours service
 A GP at my local surgery
 Another health professional (e.g. NHS District Nurse)
 A family member or friend
 Don't know I can't remember
 Other (please specify in the box below)

5 How many times have you visited A&E in the past year incl. today?

- Once Three times
 Two times More than three times

6 Was it for the same condition or something else?

- Same condition Something else
 Both the same condition and something else

7 Have you heard of and / or used the following for treatment or advice? Please tick all that apply.

- | | | |
|-------------------------|---------------------------------------|--|
| NHS 111 | <input type="checkbox"/> Yes heard of | <input type="checkbox"/> No not heard of |
| | <input type="checkbox"/> Yes used | <input type="checkbox"/> Not used |
| Pharmacy | <input type="checkbox"/> Yes heard of | <input type="checkbox"/> No not heard of |
| | <input type="checkbox"/> Yes used | <input type="checkbox"/> Not used |
| Urgent Treatment Centre | <input type="checkbox"/> Yes heard of | <input type="checkbox"/> No not heard of |
| | <input type="checkbox"/> Yes used | <input type="checkbox"/> Not used |
| GP | <input type="checkbox"/> Yes heard of | <input type="checkbox"/> No not heard of |
| | <input type="checkbox"/> Yes used | <input type="checkbox"/> Not used |
| Out of hours GP | <input type="checkbox"/> Yes heard of | <input type="checkbox"/> No not heard of |
| | <input type="checkbox"/> Yes used | <input type="checkbox"/> Not used |

Other (please specify in the box)

8 Why did you choose A&E? Please tick all that apply.

- The injury is life threatening
 I was advised by a health care professional to visit A&E
 I am not aware of other services
 I have confidence in A&E that I will be seen and treated
 It's convenient, I live nearby
 I don't have a GP
 I couldn't get an appointment at my GP surgery
 There is not an Urgent Treatment Centre near to me
 I thought the A&E Department is for any health problem

9 How long have you been waiting / did you have to wait to be examined by a healthcare professional?

- I did not have to wait
 1 – 30 minutes
 31 – 60 minutes
 More than 1 hour but no more than 2 hours
 More than 2 hours but no more than 4 hours
 More than 4 hours

8. Contact us

For any further information about East Riding of Yorkshire Clinical Commissioning Group please contact us in any of the following ways:

Mail:

East Riding of Yorkshire Clinical Commissioning Group
Health House
Grange Park Lane,
Willerby,
Hull,
HU10 6DT

Website: <https://www.eastridingofyorkshireccg.nhs.uk/>

Email: ERYCCG.ContactUs@nhs.net

Social media: @EastRidingCCG

Tel: (01482) 650700

