



**Vale of York**  
Clinical Commissioning Group

# **Survey of patients attending the Emergency Department at York Teaching Hospital NHS Foundation Trust**

**Tuesday 6 August 2019**

## Background:

The Emergency Department (ED) and Urgent Treatment Centre (UTC) at York Hospital has, over last six months, been under increasing pressure. As part of a review into the department and to understand why patients present at ED a survey was conducted.

## Aim:

- To understand why patients have chosen to attend the Emergency Department, and if they have accessed other healthcare options such as a GP or pharmacist before their visit.
- To understand the public's aware awareness of the NHS111 service.

## Method:

- **Duration of survey:** 7.30am-7.30pm
- **Date:** Tuesday 6 August 2019
- **Location:** In ED department
- **Conducting the survey:** DBS checked staff from the CCG and Healthwatch volunteers (12 people in total)

When patients access the Emergency Department through the front door they book in and are triaged by clinical staff to assess whether the patient will be seen in the ED or within the Urgent Treatment Centre.

The survey staff waited for patients to book into ED and be triaged by the streaming nurse on duty. They then approached patients whether they took a seat in the ED or UTC area and asked the survey questions face to face. The majority of patients who presented at the ED desk were captured as part of the survey. Five patients declined to take part in the survey.

## Key headlines from ED survey

- **103** people answered the survey, all face-to-face
- **23** people (22%) were from out of area - either visiting York on holiday or from a GP outside of NHS Vale of York CCG area (E.g. some were from Leeds or Malton area and others as far as China, Portsmouth and Wales).
- **75%** of people said they had accessed another health care option before presenting at ED. Some had tried to access more than one option.
  - **21** patients said they had been referred by 111
  - **17** had been to a GP appointment in the day/s before and been referred to ED
  - **12** tried to make a GP appointment but there were none available
  - **7** sought advice from a pharmacy before coming to ED
  - **7** people had contacted their GP practice and were referred to ED without an appointment
  - **5** tried to treat themselves
  - **5** had used an online symptom checker
  - **2** people had been referred from another NHS site
  - **1** person saw a physio and 1 person accessed an optician
- **Reasons for attendance included:** referrals from 111 and GPs, brought in by ambulance (via 111), fall, minor injuries/breaks, chest pain, general pain, injuries to children, on holiday and not near own GP, unable to get GP appointment, injury at work, eye injury, and symptoms have worsened since seeing a HCP, patients who tried to attend ED on Monday but it was too busy and had a 9 hour wait.
- **12** people we surveyed had brought their child (all under 16).
- Busiest times **9am-3pm**. It peaked around 9-10am, and 12pm. There was a low number of attenders between 4-6pm. It picked up again at 7pm.
- Majority of patients were of working age.
  - 12% under 16
  - 13% were 16-24
  - 27 % of patients were age 25-44
  - 27% were 45-65
  - 10% were 65-74
  - 11% were over 75
- **44%** identified as male and **56%** as female

## Survey questions and responses:

### Q1. What led you to choose the Emergency Department today?

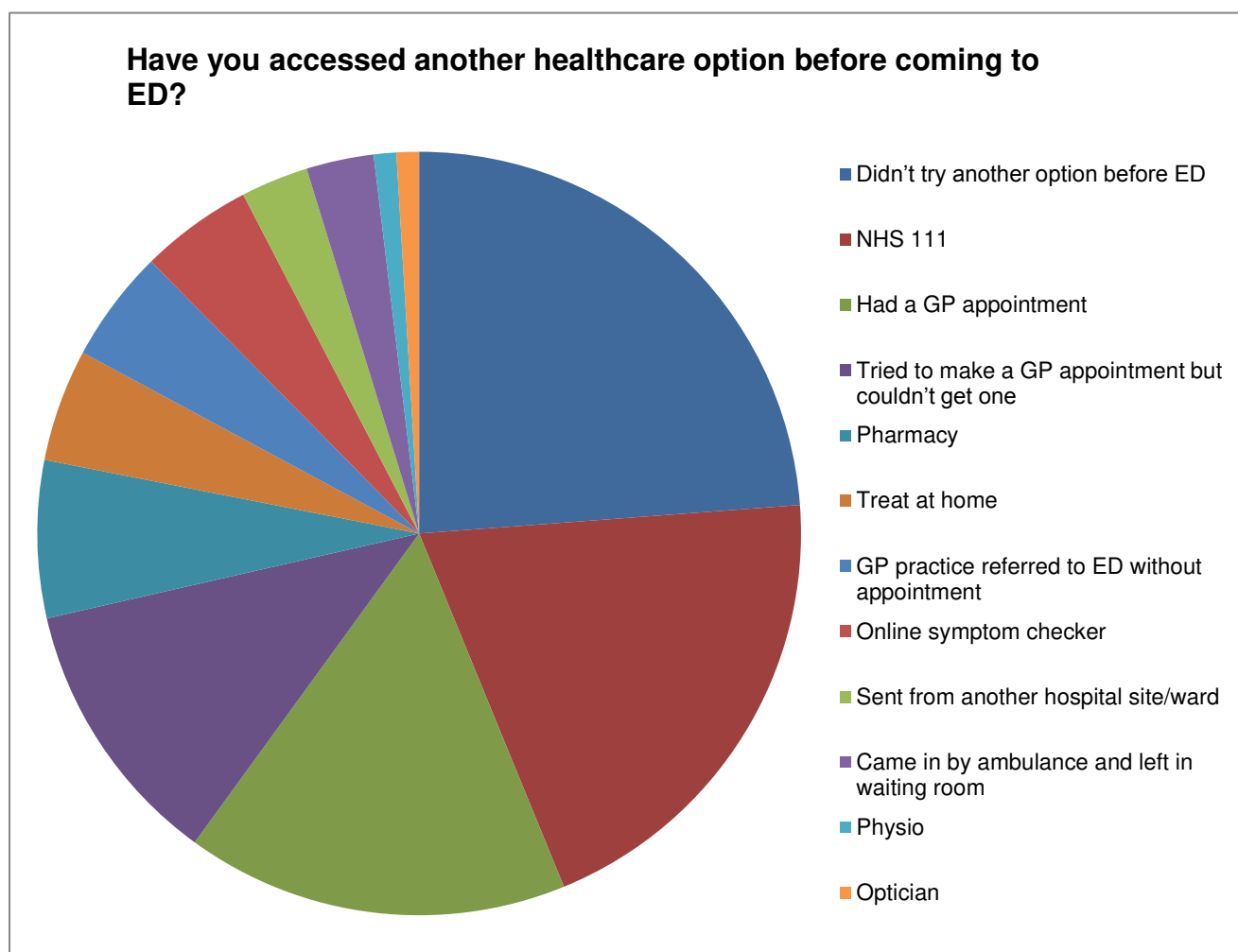
(Please note that this was the initial reason they gave to person conducting the survey. For example if someone said they had come to the ED for chest pain, they may also have been referred by 111 or a GP. The patient journey to ED is explored in question two.)

Reason for attending ED	Number
Referred by 111	9
Fracture/minor injury	8
Been to GP and was referred	8
Chest pain/Breathing difficulties	8
Condition deteriorated	7
Child	7
No GP appointment	5
Fall	5
Was nearby	4
Eye injury/infection	4
111 Ambulance	4
On holiday so no access to GP	4
Work accident	4
Head injury	3
Pain	3
Referred from another hospital	4
BPAS	1
TiA a few weeks ago	1
Other	1

### Quotes:

- 'Came straight here, cannot get appointment with the GP.'
- 'I was in ED a few weeks ago for heart issues and they said that I should come back if it got worse.'
- 'My child has fallen off a horse and probably broken her arm.'
- 'I am visiting York on holiday, but due to weather ia m using my inhaler more. It has almost run out and I have been to two pharmacists to get a new prescription, but they wouldn't prescribe. I rang 111 and they said to go to ED/UTC for a prescription.'
- 'I have injured by thumb at work on a tool and have been sent up by work.'
- 'I went to the GP and he put me on tablets but they are not working and I am still in pain.'

## Q2. Before coming to the ED have you accessed another health care option?



Health care option accessed before ED (could have chosen more than one)	Number of instances
Didn't try another option before ED	25
NHS 111	21
Had a GP appointment	17
Tried to make a GP appointment but couldn't get one	12
Pharmacy	7
Treat at home	5
GP practice referred to ED without appointment	5
Online symptom checker	5
Send from another hospital site/ward	3
Came in by ambulance and left in waiting room	3
Physio	1
Optician	1

**There were 24 comments left by patients/visitors. A selection of quotes:**

- 'Tried ED day before but was long wait so came back today.'
- 'Transferred from Selby units.'
- 'Asked to come in by ward.'
- 'Been to ED in past couple of weeks and told to come back if happens again.'
- '111 advised me to come to ED.'
- 'I got advice from family member who is a nurse practitioner.'
- 'GP not accessible.'
- 'I was sent by the BPAS.' (abortion clinic)
- 'I had an out of ours GP appointment overnight and they said to come in the morning.'
- 'I rang the GP and they said to go to ED.'

**Q3. If you didn't try a health care professional/option before coming to ED, why was this?**

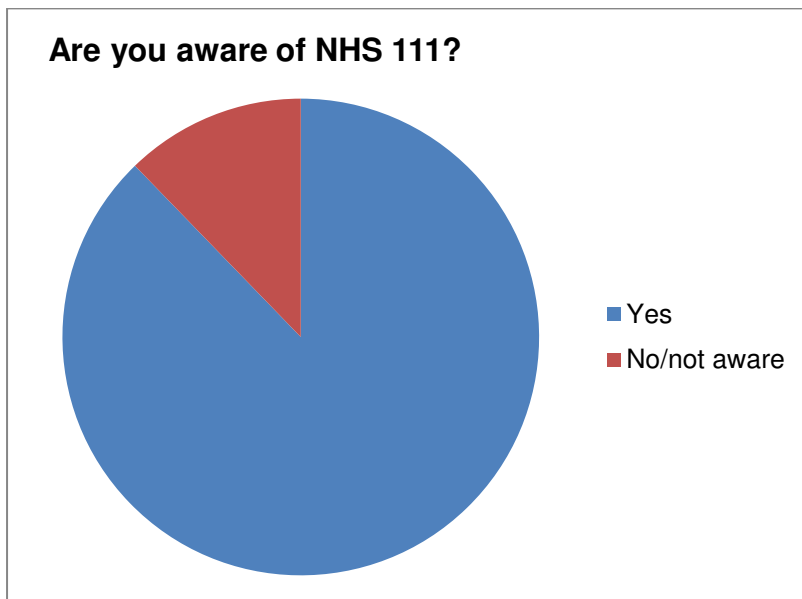
- Suspected break
- Child injury
- Not familiar with area/not live locally so just came to ED
- Work on site or was already on site
- Had to wait for a GP appointment
- Appropriate to attend
- Long term illness
- Face swollen
- Was advised to come by another department

**Some example stories to give context:**

- Person was visiting York on holiday and due to weather used inhaler more. It had run out and they went to two pharmacists to get a new prescription, but they wouldn't prescribe. They rang 111 and they said to go to ED/UTC for a prescriptions
- A person was working in York over the summer, but lived in Portsmouth. They had an eye infection and had got drops from a pharmacist that had made it worse. It was quite swollen. Pharmacist couldn't prescribe anything else and recommended the UTC.
- Person had an eye infection for over 3 weeks. GP told patient to come to A&E. GP advised 2 weeks before appointment could be given.
- Person had previously been in hospital and called the ward as condition worsened. Ward instructed to come to ED.

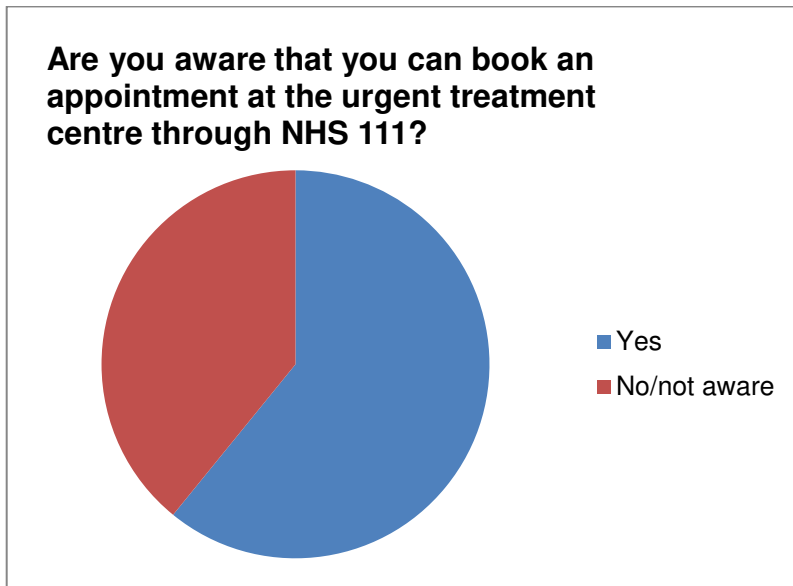
- Children with injuries included – a football injury to head, falling off a horse, broken arm, falling on edge of fire place and deep cut on head.
- A person was seen in ED 10 days ago after a fall on her shoulder (found no fracture). However been to physio and the physio thought there was a fracture and wanted the shoulder x-rayed. Sent to ED.
- Patient spoke to specialist stoma nurse at Leeds and they advised that GP would be unable to deal with issue and to come to ED.
- Person had had chest pain and was given medication by GP. They said it wasn't working so didn't want to go back to GP and came to ED as thought it would get looked at more quickly.
- Patient rang 111 and they suggested to go to ED after taking them through the questions.
- Patient had chest pains and there were no appointments at surgery, so they were told to dial 999

**Q4. Are you aware of NHS 111?**



Answer	Number
Yes	86
No/not aware	12

**Q5. Are you aware that you can book an appointment at the urgent treatment centre through NHS 111?**

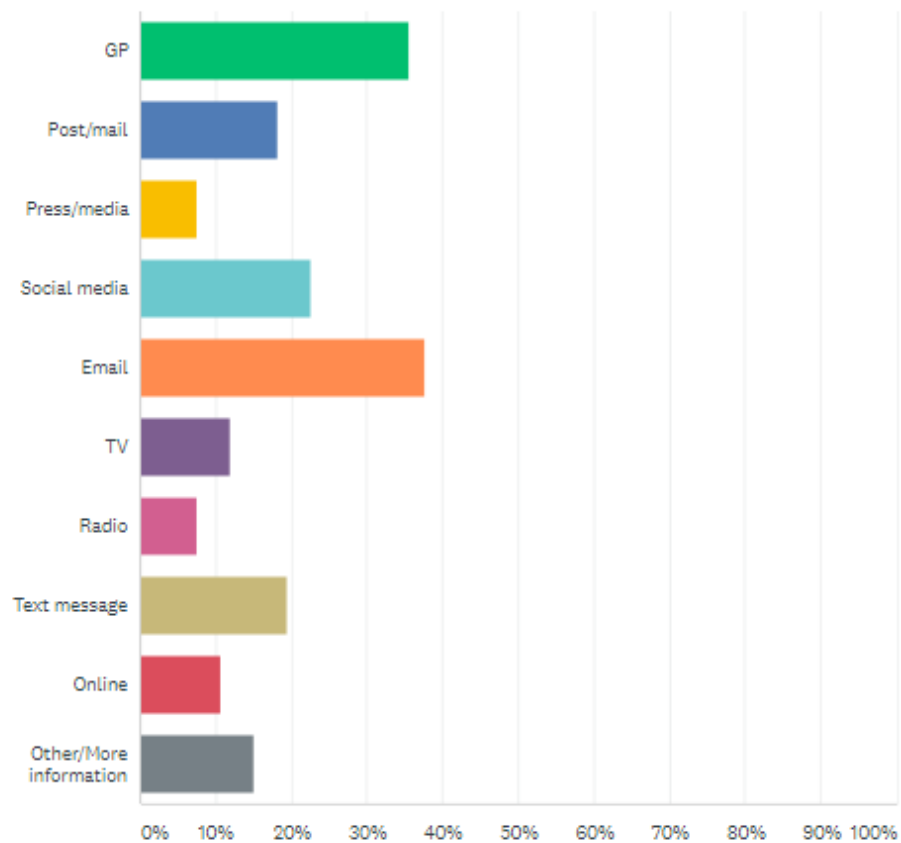


Answer	Number
Yes	56
No/not aware	36

Almost 40% of those surveyed were not aware that appointments for the UTC could be booked via NHS111.

**Q6. What is the best way to update you about health care services?**

Answered: 93 Skipped: 10





### Q7. Which GP practices were patients registered with?

GP practice	Number
Out of VOY Area	23
YMG	20
PMG	13
My Health	9
Haxby	8
Jorvik	4
Old School Medical	4
Posterngate	3
Scott rd	3
Millfield	3
Tollerton	2
Elvington	2
Dalton terrace	1
Front St	1
Sherburn	1
South Milford	1
Tadcaster	1
Stillington	1

### Recommendations:

Please find some initial recommendations below.

- **ED triage:** Scope opportunity to increase signposting from receptionist/triage nurse at ED and refer patients back into the community if their condition does not require an urgent or emergency care need.
- **Capacity in primary care:** Examine uptake of Improving Access to GP (IAGP) routine appointments in evening and at weekends. Explore opportunities to improve signposting to appointments from within primary care, and possibility of a public awareness campaign.
- **111 signposting:** Continue to push NHS111 through communication channels – in particular with tourist sites across the city.
- **Referral direct to hospital departments:** Several patients had been directed straight to ED by HCPs, or other sites and departments. Examine possibility for patients to be directed straight to departments, rather than entering through ED.

- **Advice and medication for tourists:** Work with pharmacy/local GPs to look at how to provide medication to patients who are on holiday, or staying away from their permanent residence.