

# Same day urgent care in West Somerset

June 2022



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# About us

Healthwatch Somerset is the county's health and social care champion.

We're here to listen to your experiences of using local health and care services and to hear about the issues that really matter to you. We are entirely independent and impartial, and anything you share with us is confidential. We can also help you find reliable and trustworthy information and advice to help you to get the care and support you need.

As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. This report is an example of how your views are shared.

Healthwatch Somerset is part of a network of over 150 local Healthwatch across the country. We cover the geographical area of Somerset County Council, which includes the districts of Mendip, Sedgemoor, South Somerset, and Somerset West and Taunton.



## Background

The aim of this project was to gather the views of people living in West Somerset about same day urgent care. This is care for people who need treatment on the same day for an urgent problem that has been caused by an accident or illness.

Somerset NHS Clinical Commissioning Group (CCG) asked us to carry out this work as part of a review into how urgent care is provided in Somerset. In July 2021, the Minor Injuries Unit (MIU) at Minehead ended its overnight service due to patient safety concerns, and in early March 2022, the overnight service was closed permanently.

Initial views shared indicated that there were public concerns about access to urgent and emergency care services more widely across the West Somerset area. Our project aimed to explore this further, talking to people in West Somerset and gathering their views about same day urgent care. A particular focus of the project was to engage with more seldom heard groups. We wanted to find out what people knew about same day urgent care, their experience of accessing and using it, and what they would like to see in the future.

## What we did

An information sheet was prepared for local people providing an overview of the project and how they could be involved. Working with Somerset CCG we put together a survey that could be completed face to face, online, by telephone or on paper. This identified some key themes that were also used as a basis for more informal conversations.

Our engagement used a mixture of qualitative and quantitative methods:

- 1:1 interviews through visits to existing groups and settings
- Online survey promoted through existing groups and settings
- Telephone interviews with care homes in the area.

We looked to gather the views of anyone living within the West Somerset area. We also tailored our engagement approach to reach young families, older people and those who are considered isolated, including the experiences of care homes and their residents. To do this we planned and carried out seven visits to community groups and services across the West Somerset area.

We also shared information about our project on social media and with voluntary and community organisations active in the West Somerset area and asked them to share this with those who used their service. Information was also shared with care providers via the local Registered Care Providers Association.

Our survey ran from 5–20 March 2022 and our visits took place within that time. Some follow up interviews were carried out up to 31 March. We were limited in the time we had available due to a pre-election period.

## Who we spoke to

The total number of those involved in our engagement was 291. This was made up of:

- 210 responses to our survey
- 76 people providing comments at groups
- five interviews with care homes.\*

Our engagement visits were to a variety of groups including talking cafes, lunch clubs and toddler groups. We interviewed those attending and where time allowed, we also spoke to staff and volunteers there. We visited groups in Porlock, Dulverton, Minehead, Watchet and Williton.

We carried out interviews with five care homes, three inside the West Somerset area, and two others who were close to the area and wanted to share their views.

We collected demographic data from our survey respondents. Some key points to note are:

- About three quarters of our respondents were female and one quarter were male.
- There were respondents from all age groups from 18–25 up to over 85.
- We had the highest number of responses from people aged 56–65 and 66–75.
- The majority (95%) were of White British ethnic origin.
- 12% of our respondents had children under the age of 16.
- 20% of respondents considered themselves to be carers.
- 41% considered themselves to have a long-term condition or disability.

## Our volunteers

Healthwatch Somerset has a team of trained volunteers. Ten were involved in this project, contributing about 30 hours of their time by:

- Helping to promote the engagement
- Supporting the visits to local groups
- Sharing the online survey
- Inputting data from hard copy surveys.



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\* Care homes interviewed were made up of one nursing home and three care homes for older people, and one care home for people with learning disabilities

## Key messages

We collected lots of information about people's use and views of same day urgent care, and we identified several key messages:

- Not everyone was aware of the services that offered same day urgent care.
- Most people had not seen any information about same day urgent care.
- People felt that information would be useful and identified ways of sharing it.
- Feedback about experience of using same day urgent care services was mixed.
- Transport was identified as an issue affecting use of same day urgent care.
- It was suggested that greater and more flexible use of community transport might help people access same day urgent care.
- There was preference for same day urgent care for minor injury and illness to be provided close to home.
- Some people told us that they had used 999 or Accident and Emergency (A&E) because they had been unable to access other health care services.
- Not everyone was aware of the 111 service, and others were not confident in it.
- Most people were aware of what services to use in certain circumstances.



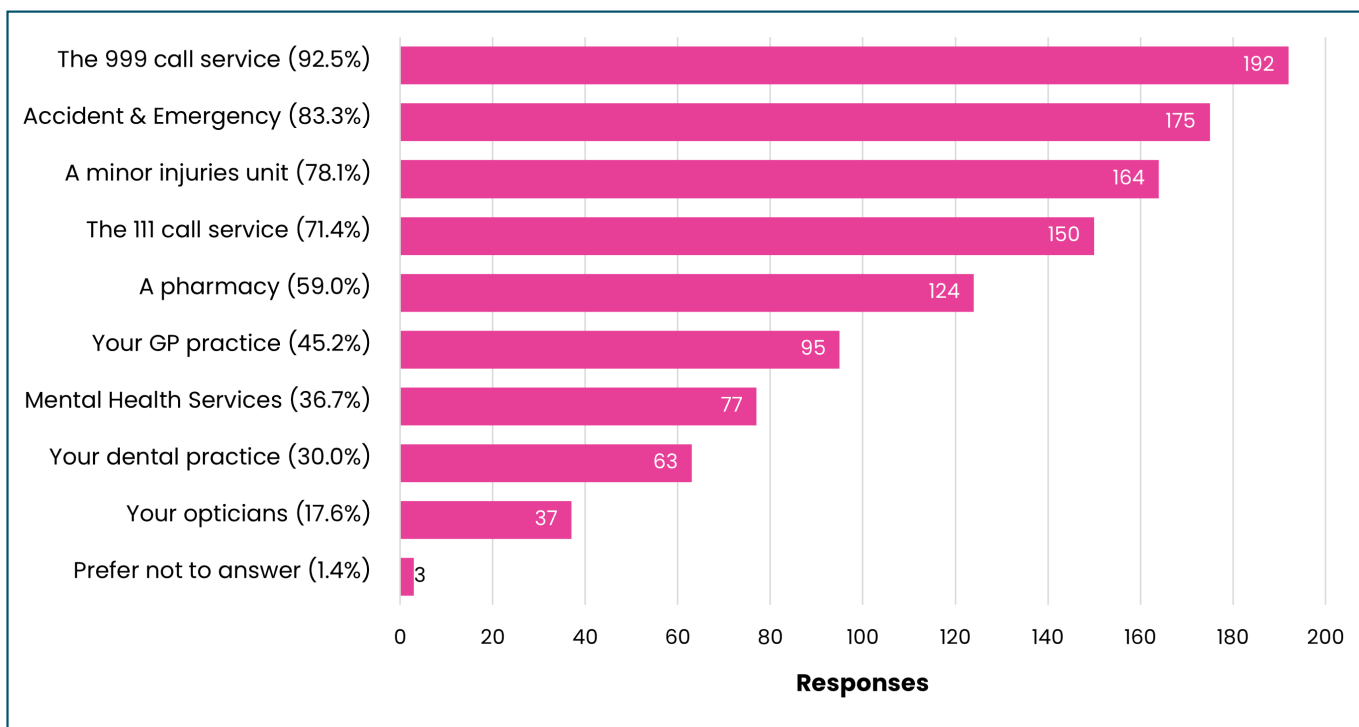
# What people told us

## Information and communication

One of the aims of the project was to find out what people knew about same day urgent care services, and how they would like to receive information about these.

We began by asking people to identify which services from a list they thought offered same day urgent care. Their responses can be seen in the chart below.

**Figure 1. Services offering same day urgent care**



We then asked people what information they had seen recently about local services where they could get urgent healthcare on the same day. An analysis of the free text responses to this question shows that of the 179 people who responded:

- 59% said they had not seen any information recently
- 20% had seen information about overnight closure of Minehead MIU
- 17% said they had seen some information recently.

The 17% who said they had seen information gave a variety of sources, including social media, auto messages at a GP surgery, local papers and posters in a pharmacy.

We asked how people would like to receive information. The top sources identified were social media, GP website and local press. However, responses to this were quite spread, indicating that use of a variety of information sources is likely to be most effective in reaching local people.



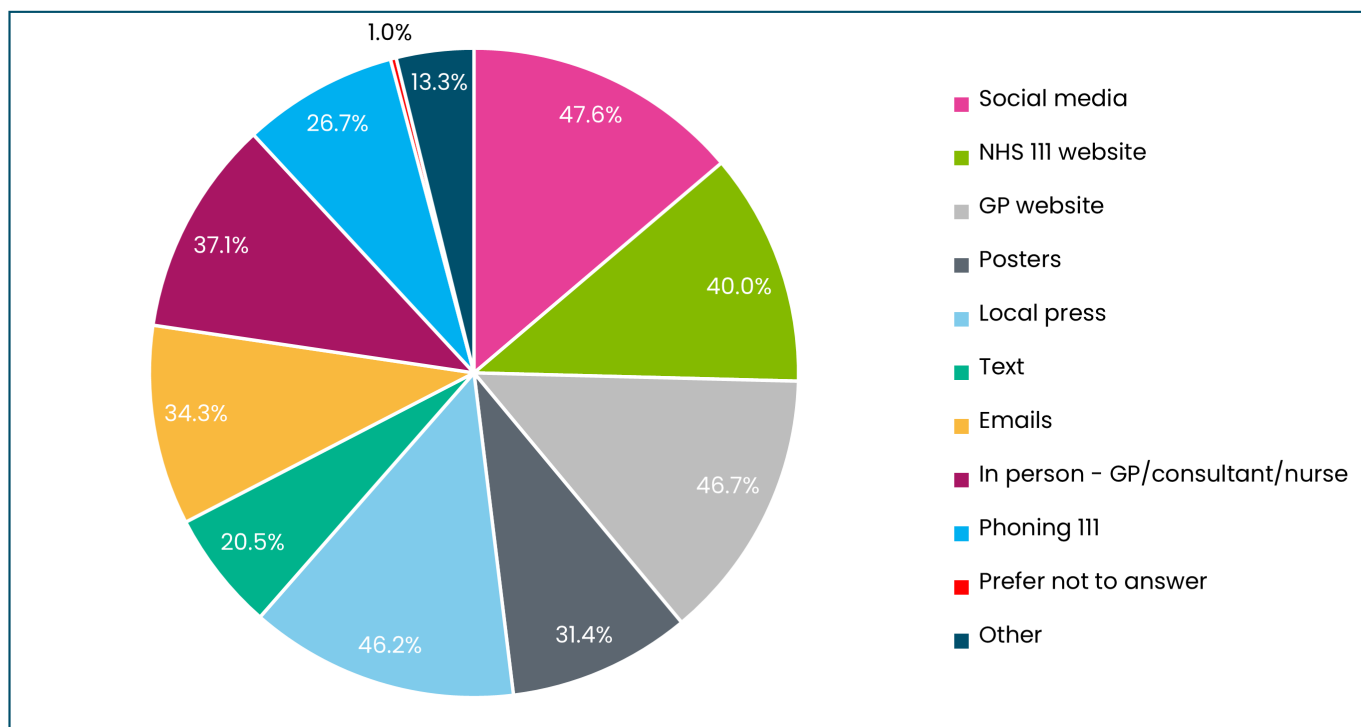
**We like to know what's going on, I like to be kept informed.**



**There needs to be a reference point everywhere. Dedicated phone, media site or website.**



**Figure 2. Sources of information**



We analysed responses to look for any key differences according to age and we found that:

- The NHS 111 website was a preferred source by many more people aged under 65 (54%) than those over 65 (24%).
- Email was more popular with those over 65 (39%), than those under 65 (30%).
- Local press was preferred by 55% of those over 65, compared to 40% under 65.
- Social media was preferred by 54% of those under 65, compared to 40% over 65.

From our conversations in the groups we visited we found that there seemed to be more older people who were not aware of the 111 service or what it offered, whereas young parents were more likely to know about and have used this.

We asked people how often they thought that the NHS should communicate with the public about same day urgent care services. The principal choice was the most frequent option of ‘monthly’ which was chosen by 38% of people; the next popular choice was ‘when a service is developed or changed’ which was chosen by 37% of people. ‘Yearly’ was the least popular option chosen by just 2% of people. Many of those who left comments indicated that they thought communication was important and should be frequent:



**Weekly adverts in local papers and social media. People will not remember unless they have cause to need it.**



**Constantly - many people still don't know what is and isn't available.**



**'Daily with an ad on social media platforms (free advertising). Weekly in papers (small section with contact numbers). Monthly/bimonthly/quarterly in the small 'What's on' in Minehead. Book daily on TV. Short ad with a brief explanation and contact numbers for the elderly and non-technology using people.**



## Experience of using same day urgent care services

We asked people to share their experiences of using same day urgent care services, what had worked well and what they thought could be improved. We received lots of feedback, both in our survey and the groups we visited. Although the feedback was mixed, some common themes were identified.

Feedback about people's experience using Minehead MIU, especially in respect of treatment for minor issues, was largely positive. There were frequent comments that the staff came across as kind and caring. Generally, people's experience was that waiting times were short and they got the right treatment. Our survey took place following an announcement that the unit was going to be permanently closed at night and a number of people said they were disappointed about this.

**MIU at Minehead used when toddler injured self. Seen quickly and all issues dealt with.**

**Recently fell in the street and injured wrist. Went to Minehead MIU to get it checked out - couldn't fault service received. Speedily assessed and only waited 15 mins for an X-ray to check for a break. Fortunately not broken and was given a splint to allow the tendons to heal. Total time of visit around 35 mins.**

**After a brief exposure to an accidental chlorine gas escape from the local sewage treatment works, I went to the local MIU at Minehead. They immediately ran a comprehensive series of tests in order to decide whether I needed to be sent to Musgrove Park Hospital for more specialised treatment. Tests showed no further action was required. Staff were efficient, methodical, caring and reassuring. In my opinion, nothing could have been improved.**

One negative comment mentioned regarding the MIU was that people felt they often had to be sent on to A&E in Taunton as the unit was unable to deal with their issue. Some were unsure of what services were offered and when. For example, it was not clear when X-rays were available, and ultrasound was another service identified as being there but not always available. Due to this, some people opted to go straight to A&E rather than finding out if the MIU could help. Others told us that they telephoned the unit first to check the issue could be dealt with and that this was a positive experience.





People talked about their experience of using the 999 ambulance service and their feedback was mixed. Comments regarding staff and treatment were generally positive. Those about response times were more mixed, with some saying they experienced a good response and some that it was too slow. This was something also raised in our interviews with care homes. Particularly in cases where there was a suspected injury and a resident could not be moved. Two incidences of waiting times in excess of seven hours were reported where a resident could not be moved from a corridor floor.

Used ambulance (999), timing was good, very good service.

999 when my daughter was having seizures, the call operator and crew were fab and arrived to us in less than 30 mins.

I called 999 recently for a man who had collapsed, was unconscious and his wife said he'd been complaining of chest pains. An ambulance arrived two and a half hours later. Response times could definitely be improved.

Called 999, I was having a heart attack just before midnight and it took over two hours for the ambulance to arrive. I had a cardiac arrest just after it arrived.

People told us about their experience of using the A&E department at Musgrove Hospital. Some people mentioned short waiting times, but most reported long waiting times, and views were mixed about whether this was acceptable. The majority were happy with their treatment, once they were seen. People said the department seemed very busy and felt it was over stretched. Some said they thought this led to staff being terse at times and concern was raised about the care of vulnerable older people who were waiting to be seen.



Wife to A&E with minor dog bite. Short delay; treatment excellent.

I had been waiting with my son for two hours and asked what was happening – I was just told to sit down.

A&E fantastic despite the pressure they are under.

We were also told that the A&E department could be a difficult environment for parents with young children. It was suggested there should be a separate waiting area for parents and children. A young mother described having to take her child into the toilet with her and place them on the toilet floor while they used the toilet.



Use of 111 service was mentioned, both in our survey and in our engagement visits. Several older people at the groups we visited did know of this service. Other people spoke of using the service. There were some positive comments about use of this service but we also received feedback that people experience had not been positive. One aspect of this concerned recorded messages were difficult to understand or navigate.

**I rang 111 on a bank holiday with suspected mastitis; had an appointment with a GP who assessed me and prescribed antibiotics. Went straight to pick them up and I was home again all within about an hour. Amazing service.**

**The 111 line had a filtering system so misleading and labyrinthine. I gave up on it and rang 999.**

**I tried to call 111 and gave up eventually as I was passed from one recorded message to another and then back to the start.**

**Phoned 111 promised a return call within 6 hours. Didn't get it until 18 hours later.**

Some people told us they did not feel listened to by 111 call handlers. This came up in our survey responses and in interviews with care homes. We were told that this led to treatment being delayed for some. A number of care homes said they were dissatisfied with the attitude of call handlers towards care home staff and residents.

**I called 111 as my wife had become unconscious. The respondent repeatedly asked to speak to her. Useless!**

**Not so good experience with 111 service. Used to have frequent UTIs and was told by urologist that I would always need antibiotics if I developed an infection. Phoned on Saturday and was told to see GP on Monday. Did get antibiotics in the end after speaking to several people. Was feeling really unwell at the time and could have done without the delay. I am well versed with my condition and felt that I was not listened to.**

There were not many comments regarding the use of primary services for same day urgent care. Most of the feedback received suggested that people felt their GP practice would not be accessible for same day urgent care. Getting through to the GP practice on the phone was frequently reported as being difficult. However, some said they had received same day care from their GP. Young families at groups in particular told us of positive experiences and said they found GPs responsive to health concerns in young children. All the care homes we spoke to said they had a good relationship with their GP practice. We were told that GP visits to care homes were less frequent, but other forms of support were in place.

Q **Needing urgent assistance from GP. Doctor called back within 2-3 hours and appointment given same day.**

Q **Phoned GP with symptoms of possible DVT in arm - had to wait 2 weeks for an appointment. Hardly same day urgent care!**

Q **Normally not possible to see Doctor same day so have to call 999 or 111; this involves very long waits!**

Q **It is impossible to obtain a GP appointment.**

## Accessing services

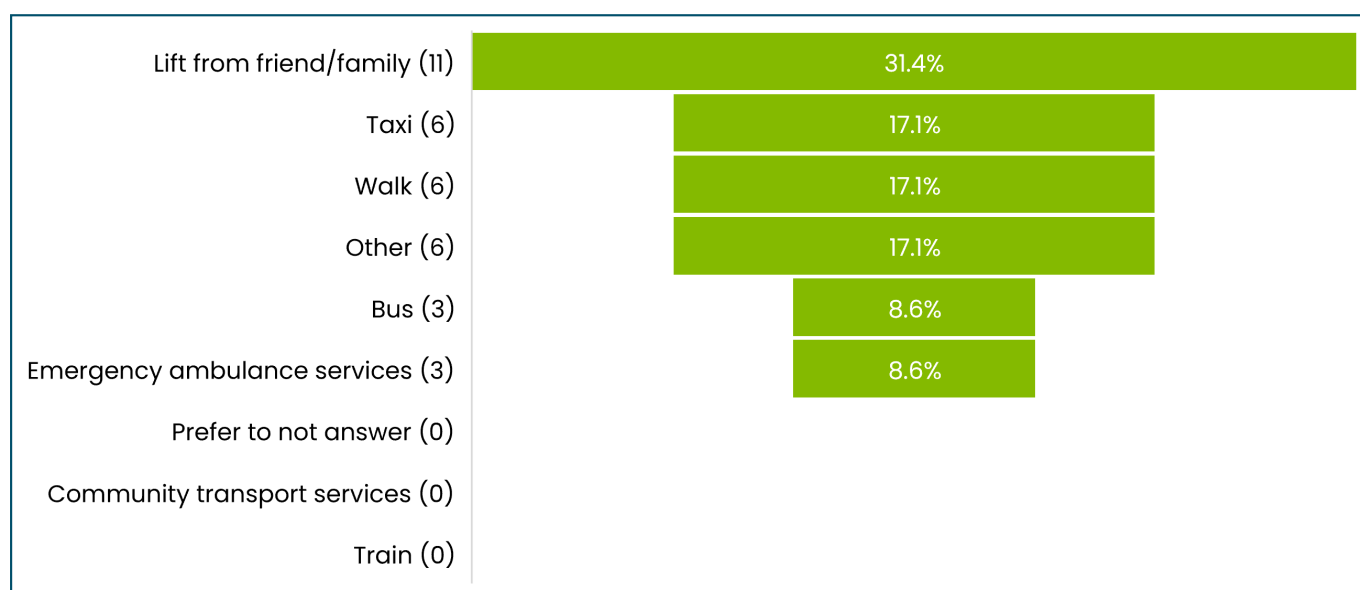
Another important aspect of our project looked at how and when people accessed same day urgent care.

### Transport

The majority of our respondents (83%), said that they had access to their own transport. 17% of people over 65 and 15% of those under 65 said they did not have access to their own transport.

We asked those who did not have transport how they would travel to same day urgent care if they had a minor injury or illness and their responses are shown in the chart below.

**Figure 3. Getting to same day urgent care without own transport**



Those who chose 'other', said that it might depend on the nature of the issue and where they needed to travel to.

It was mentioned in the survey responses and at the groups that it was not possible to book community transport for travel on the same day. Therefore although it was used for people to attend health appointments and people said they found it useful, they could not use it for urgent same day care. It was clear from those we spoke to that community transport, with volunteer drivers, was regarded as a valuable resource. This was mentioned more frequently in conversations with older people.

Wheels/community car via village agent. Need to let them know a few days in advance.

Community transport wouldn't work for me as you cannot book it on the same day. I would have to use the emergency ambulance and that would be a waste.

We asked if there were any ways that people thought public and patient transport could be improved to help them access same day urgent care services, and we received lots of comments regarding this.

Public transport was frequently identified as being difficult to use in order to access same day urgent care. Comments included reference to lack of transport at night, irregularity of services, the lack of direct services to minor injuries units and hospitals, and the length of travel time. This was raised from people across all of West Somerset, but particularly in locations further from Taunton, for example in Dulverton and Porlock.

The bus from Minehead to Taunton should go via Musgrove. On Butlin changeover days there should be more buses; the buses are full. There are no evening buses.

It takes 1hr and 55 minutes on the bus to Musgrove, Taunton and it can be as much a three [hours].

There is a chronic shortage of public transport in West Somerset.

If someone comes in an ambulance to Taunton, they could end up stranded and not able to get home. I think this would put people off going there. It would put me off, however much I needed help.

Transport is a real barrier for many living in West Somerset. It's just not practical to get a bus if not in good health, and they do not run in the evenings or night time. Ambulance response times can be 12/14 hours for non-life-threatening and hours sometimes when it is. Patient transport not really set up for urgent same day care.



Our respondents also talked about patient and community transport. This was thought to be useful for helping people to access medical appointments, but as previously noted, respondents mentioned that it was not possible to access this for same day emergency health care.

The main suggestions for improvement were:

- Improve public transport with direct services to Musgrove and Minehead hospitals.
- Free or subsidised taxi service for those who need it.
- Increased resources for ambulance service.
- Expand the use of patient and community transport, greater use of volunteer drivers so it can be used for same day urgent care.
- Provide services more locally so transport is not needed.
- More information of self-care and other services to reduce demand.

Are there any local voluntary services that can be on call seven days a week to drive patients to hospital needing emergency help? This is how the lifeboat association works and I think it should be implemented immediately in all rural areas where there is little public transport and properties can be remote.

Given the current challenges surrounding accessing care and the incredible waiting lists, there has to be a one off comprehensive package of information given to every household about all aspects of healthcare, with an emphasis on self-care too but clear that services are there. Then provide updates say every 6 months.

Ambulance shortages could be backed up by first responders.

A volunteer service of drivers who can help people either without access to a car or too injured to drive themselves.

Local car services for patients needing to go to doctors/hospitals, and a free taxi service paid for by councils, especially for children and OAPs.

We should be able to get to A&E at Musgrove Hospital by direct bus from Minehead. Many people here have to ring for an ambulance to access A&E rather than making their own way.



## Use of different services

We asked people which service they would use for a range of different injuries and illnesses. On the whole, it seems that the majority would use the most appropriate service. However, the results suggest that there is significant minority who use a service not best placed to meet their needs.

Some examples of this include:

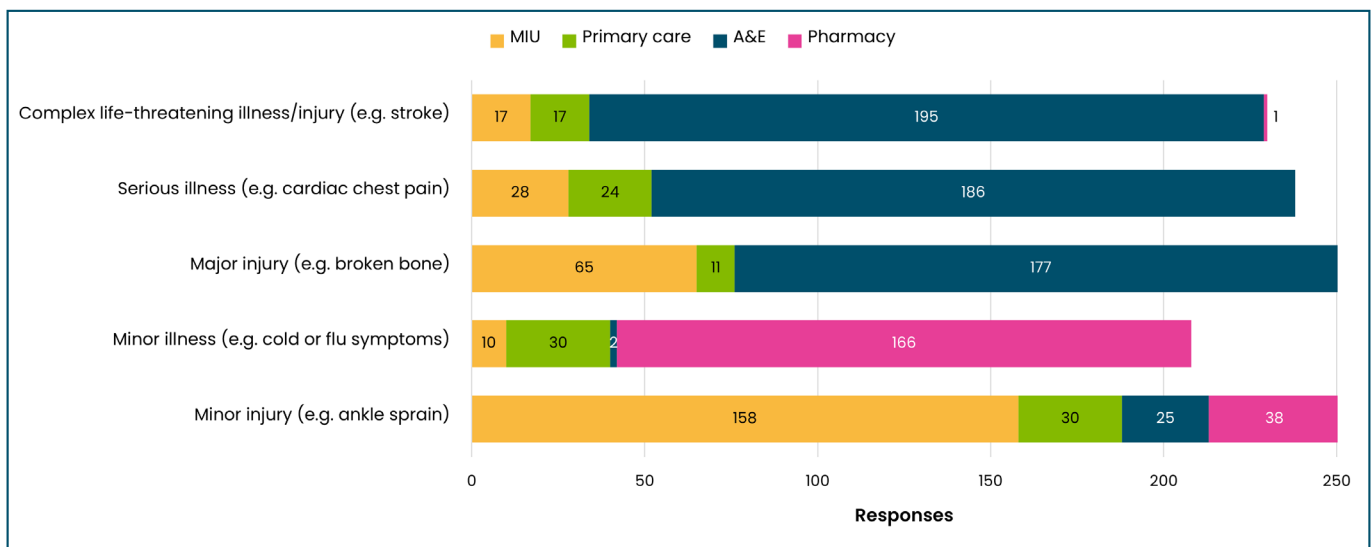
- 10% (25 people) selected A&E as an option for a minor injury (e.g ankle sprain)
- 25% (65) selected MIU as an option for a major injury (e.g. broken bone)
- 22% (52) selected MIU or primary care as an option for a serious illness (e.g. chest pain)
- 15% (34) selected MIU or primary care as an option for complex life-threatening injuries that required specialist intervention.

During our discussions at groups we visited, we noted was that even in the case of a serious illness there were quite a few older people who would not use either 999 or 111 in the case of a serious or life-threatening condition. These people frequently said that they would contact either a relative or neighbour or use their pendant alarm in such circumstances.

The chart below shows the full breakdown of responses, and people were able to select more than one service they might use.

**I'm not sure what I would do if it was something serious (e.g. chest pain). I think I would ring my daughter or my friend. I would not ask for help for most things.**

**Figure 4. Services used for different injuries or illness**



## Self-care at home for a minor injury or illness

The majority (70%) of our survey respondents said they felt confident to look after themselves at home if they had a minor injury or illness. Only 5% answered no to this question, 7% said that it would depend on the nature of the injury or illness and 18% answered maybe to this question. When broken down further by age we found that more people over 65 (77%) said they felt confident in this, as compared to those under 65 (63%).

We also asked what sort of information or support might help people feel more confident to look after themselves a range of suggestions were given. Those most frequently mentioned were:

- Information about the specific condition including treatment and side-effects.
- Access to a speak to someone knowledgeable on the phone.
- Regular check-ups.
- Knowing that help would be available immediately if needed.
- Care, equipment and companionship for those who live alone.

Would be happy talking to health professional on the phone for advice. Have also used local pharmacy and found them very helpful. I don't think they are used enough.

A single, available first point of access.

Telephone support or a visiting clinician. BUT it would need to be available and timely.

Nurse support visits while vulnerable. Meals On Wheels organised for elderly.

Good access to GP advice and appointments.

I am 79 and live alone so it is important that vulnerable people like me are not left out in the cold when it comes to human contact when sick. I know the services are on their knees and that I am asking the impossible but loneliness in itself is a killer and add an injury or sickness into the equation and it is a pitiful plight to be in.

A phone call from a reliable, trustworthy and conscientious professional healthcare worker who had excellent communication skills.

If I lived on my own I would like someone to phone daily to see if I was ok and needed anything.

Virtual contact with a dedicated assigned clinician.

A direct phone line to speak to someone in Minehead MIU if out-of-hours which would free up the overstretched 111 phone system.

To be made fully aware of my condition, how it is treated and made aware of symptoms indicating a worsening of the condition.

Be able to speak or see a doctor or nurse without delay. Same day.



## Getting to the appropriate care service for more serious injury or illness

We asked how long people thought it would take for the ambulance services to get patients to the most appropriate care service in West Somerset. We found there was consensus that getting those with an immediate life-threatening injury to the right care would be quicker than that for a major injury, as might be expected.

However, responses varied. For example, 57% said they thought it would take under an hour to get someone with an immediate life-threatening injury or illness to the right care, and 43% thought it would be over an hour. For those with a potentially life-threatening illness, for example chest pain, 40% of those we spoke to thought it would take under an hour, and the remaining 60% thought it would take over an hour for an ambulance to get people to the right care. For a major injury or illness such as a broken bone, 18% of people thought this would take up to an hour, 54% said they thought it would take 2-4 hours, and 27% of people said they thought it would take five hours or more.

## What is important for minor illness and injury?

We asked people to tell us what would be most important to them if they had a minor injury or illness (e.g. cold and flu symptoms, cut and sprains) by selecting their top three from a list of options. Results show the three most common choices were distance of travel to service, ability to receive effective treatment in a single visit, and being quickly signposted to the most appropriate service.

When we collated the number of respondents who picked an option as one of their top three, the options considered important are:

- Being able to walk into a service without an appointment time (but being willing to wait).
- Ability to have injury or illness managed effectively in a single appointment.
- Effective self-care support so you can manage your care from home.
- Distance of travel to service.
- Being quickly signposted to the most appropriate service.

When collated across the top three options, the options least commonly chosen were:

- Good transport links to and from the service.
- Online or virtual access to a service.
- Telephone access to a service.

The full list of options and results can be found in the Appendix 1.



Those we spoke to during our engagement visits gave similar responses, that highlighted being able to get the right care locally was important. This may explain why good transport links were not thought to be important, as responses suggest most people want to be able access care for minor illness or injury locally, without the need to travel. Access to primary care services was something that was raised in relation to this issue. People reported difficulties accessing a GP appointment and in general there was a perception that primary care services were not able to provide same day urgent care. This was something that was more commonly expressed by older people, than young families.

At the moment you have to have a [GP] telephone appointment first before a face-to-face one. I don't think they are providing urgent care on the same day.

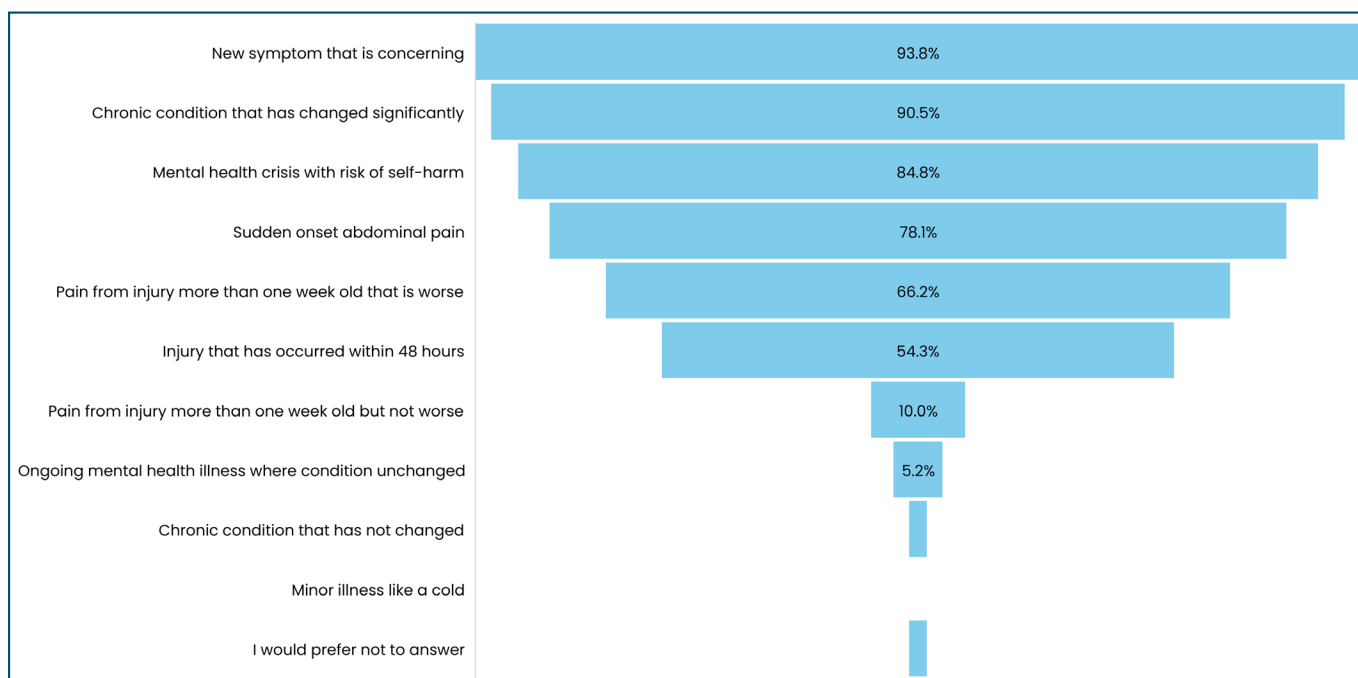
With my GP it depends on the urgency. You need to show some kind of urgency to be seen.

Some people said they found answering this question difficult as their priorities might depend on particular circumstances at the time, and the nature of the minor illness or injury.

### What health concerns did people think needed same day urgent care?

We asked people to say which of a number of health issues they thought would require same day urgent care. The general spread of responses to this question was as expected with most people picking the most serious conditions. However, a small proportion of people indicated that they didn't think any of the issues required same day urgent care, and this proportion increased for people who didn't think same day urgent care would be needed for a mental health crisis, or where there was a risk of self-harm or sudden onset abdominal pain. Their responses are shown in the chart below.

**Figure 5. Health concerns that require same day urgent care**





## Other things people mentioned

At the end of our survey we asked if there was anything else that people wanted to tell us. The main points raised from the survey and our engagement visits were:

- Concerns regarding access to GPs and lack of face-to-face appointments.
- The rural nature of West Somerset leaving some areas feeling isolated and cut off.
- Disappointment at the discontinuation of the 'Bumble' cancer treatment bus and concern that this could lead to inequity of treatment across Somerset.
- Concern regarding access to same day urgent care for people without transport, young families, older people and vulnerable people.

## Recommendations

It is clear that the provision of same day urgent care is complex for a rural area. The people we spoke to had a preference that care was provided locally, but understood that this was more challenging for more serious issues that would require complex care.

People were also understanding of the demands placed on services due to the COVID-19 pandemic and had an appreciation that health care workers were working in a pressurised environment. There was also frustration expressed where people had difficulties accessing same day urgent care.

We would like Somerset Clinical Commissioning Group to consider the following recommendations, based on what people have told us:

- Look at increasing information provision about same day urgent care and what different services offer by developing a robust communication strategy.
- Consider whether there are any further ways to enable same day urgent care for minor illnesses and injuries to be accessed more locally across West Somerset. This could include raising awareness of services currently available.
- Work with partners to explore opportunities for using community transport for access to same day urgent care.
- Liaise with Council partners about improving public transport to hospitals.
- Explore any initiatives that might reduce pressure on ambulance services with the aim of reducing waiting times.
- Consider further information and support to help people to care for themselves at home.

## Next steps

This report has been shared with Somerset CCG. This work and our findings will form part of a review into how urgent care is provided in Somerset, and we will be working with the CCG to respond to the issues raised during this engagement.

## Stakeholder response

**Somerset CCG** would like to thank the residents of West Somerset who participated in this survey, providing the information needed to help improve access to services, as well as Healthwatch for providing the team who undertook and managed the engagement process on behalf of Somerset CCG and the rest of the health care system in West Somerset.



Next actions will include:

1. Explore the findings to support the development of a same day urgent care communication strategy. This will include the use of different media types and supporting a number of different services across West Somerset.
2. Development of access to resources to support patients in self-care.
3. Working to ensure the population fully understand and can access the available same day urgent care services in West Somerset.
4. Somerset CCG and partners have developed a task and finish group which is looking at the improvement of all elements of same day urgent care mentioned in the recommendation within this engagement report.

## Thank you

Healthwatch Somerset and Evolving Communities would like to thank everyone who took the time to share their views and experience through the engagement activities that were part of this project.

Thank you also to our dedicated volunteers who supported this project, along with Somerset CCG and the voluntary and community sector organisations who helped to support the engagement activity.



# Appendices

## 1. Survey questions and results

### West Somerset Same Day Urgent Care



#### Who are Healthwatch Somerset?

We are Healthwatch Somerset, the county's independent health and social care champion. We take your ideas and experiences of local health and social care services to the decision-making bodies, so together we can make a difference. We do this because we are passionate about having a health and social care service in Somerset which is shaped by the people who use it, one which works for everyone.

#### What is this project about?

A review of how NHS urgent care is provided is being undertaken in Somerset. In July 2021, the minor injuries unit in Minehead ended its overnight service due to patient safety concerns and this overnight closure has since been extended ([find out more](#)). Some initial views shared have indicated that there are public concerns about access to urgent and emergency care services more widely across the West Somerset area. We believe that health and care providers can best improve services by listening to local people, so we are now looking at urgent care in more depth.

We are working with Somerset NHS Clinical Commissioning Group to find out what people in the West Somerset area think about **Same Day Urgent Care (SDUC)**. This is defined as any form of unplanned healthcare that is required on the same day as the patient becomes aware of the health need. It can include minor or major injuries or any form of acute illness.

Examples of different types of injuries/illnesses:

- A minor injury (e.g. sprain to ankle, a wound needing gluing)
- A major injury (e.g. broken bone, a head injury with neurological symptoms)
- A minor illness (e.g. cold and flu symptoms, a low grade fever)
- A serious illness (e.g. cardiac chest pain, sepsis, appendicitis)
- A complex life-threatening illness or injuries that require specialist intervention (e.g. heart attack or stroke).

#### What do I need to do?

This survey will take approximately 15 minutes to complete, depending on the answers you give. It will ask about your experience using and your awareness of Same Day Urgent Care Services.

You can skip any questions you do not want to answer, but your responses will only be recorded once you get to the last page of the survey.

#### What will happen to my data?

We will write a report highlighting common themes and recommendations for improvement. All feedback and responses will be anonymous. We will share our findings with partner organisations, health and care commissioners and service providers.

The report will be published on the Healthwatch Somerset website.

This survey will close on 20th March 2022.

#### Disclaimer

If you are concerned about a present healthcare condition please contact your GP, 111 or 999. The responses collected in this survey are for informational purposes and responses will not be followed up by a healthcare professional.

### 1. Which of the following services do you think offer same day urgent care services?

Answer Choice		Response Percent	Response Total
1	999 call service	91.4%	192
2	111 call service	71.4%	150
3	Minor Injuries Unit	78.1%	164
4	Pharmacy	59.0%	124
5	Your GP practice	45.2%	95
6	Mental Health Services	36.7%	77
7	Accident & Emergency	83.3%	175
8	Your dental practice	30.0%	63
9	Your opticians	17.6%	37
10	I would prefer not to answer this question	1.4%	3
		<b>answered</b>	<b>210</b>

### 2. Tell us about an experience of using a same day urgent service. What worked well and what could be improved?

Answer Choice		Response Percent	Response Total
1	Free text question - comments left by 171 people		171
		<b>answered</b>	<b>171 (81%)</b>
		<b>skipped</b>	<b>39 (19%)</b>

## Communication

### 3. What information have you seen recently about local services where you can get urgent healthcare on the same day?

Answer Choice		Response Percent	Response Total
1	Free text question - comments left by 179 people		179
		<b>answered</b>	<b>179 (85%)</b>
		<b>skipped</b>	<b>31 (15%)</b>

#### 4. How would you prefer to receive information about same day urgent care services?

Answer Choice		Response Percent	Response Total
1	Social media	47.6%	100
2	NHS 111 website	40.0%	84
3	GP website	46.7%	98
4	Posters	31.4%	66
5	Through the local press	46.2%	97
6	Text	20.5%	43
7	Emails	34.3%	72
8	In person through GP/consultant/nurse etc.	37.1%	78
9	Phoning 111	26.7%	56
10	I would prefer not to answer this question	1.0%	2
11	Other	13.3%	28
		<b>answered</b>	<b>210</b>

#### 5. How often do you think the NHS should communicate to the public about same day urgent care services?

Answer Choice		Response Percent	Response Total
1	Monthly	38.1%	80
2	Every six months	8.6%	18
3	Yearly	1.9%	4
4	When a service is developed or changed	37.1%	78
5	I would prefer not to answer this question	2.4%	5
6	Other (please specify):	11.9%	25
		<b>answered</b>	<b>210</b>

## Transport

#### 6. Do you have access to your own transport?

Answer Choice		Response Percent	Response Total
1	Yes	83.3%	175
2	No	15.7%	33
3	I would prefer to not answer this question	1.0%	2
		<b>answered</b>	<b>210</b>

7. If you had a minor injury or illness, how would you travel to a same day urgent care service?

Answer Choice		Response Percent	Response Total
1	Bus	8.6%	3
2	Train	0.0%	0
3	Taxi	17.1%	6
4	Walk	17.1%	6
5	Lift from friend/family	31.4%	11
6	Community transport services	0.0%	0
7	Emergency ambulance services	8.6%	3
8	I would prefer to not answer this question	0.0%	0
9	Other	17.1%	6
		<b>answered</b>	<b>35</b>
		<b>skipped</b>	<b>175</b>

8. Are there any ways you think that public and patient transport can be improved to help you access same day urgent care services?

Answer Choice		Response Percent	Response Total
1	Free text question- comments left by 154 people		154
		<b>answered</b>	<b>154 (73%)</b>
		<b>skipped</b>	<b>56 (27%)</b>

## Accessing Services

9. Which health service would you use if you had the following injury/illness?

Answer Choice		MIU	Primary care	A&E	Pharmacy	Response Total
Note: Survey allowed people to pick more than one option						
1	Minor injury (e.g. sprain to ankle)	158	30	25	38	251
2	Minor illness (e.g. cold and flu symptoms)	10	30	2	166	208
3	Major injury (e.g. broken bone)	65	11	177	0	253
4	Serious illness (e.g. cardiac chest pain)	28	24	186	0	238
5	Complex life-threatening illness or injuries that required specialist intervention (e.g. heart attack or stroke)	17	17	195	1	230
						<b>answered</b>
						<b>210</b>

10. With the correct information and support, would you be confident to look after yourself at home if you had a minor injury or illness?

Answer Choice		Response Percent	Response Total
1	Yes	69.5%	146
2	No	5.2%	11
3	Maybe	17.6%	37
4	I would prefer to not answer this question	1.0%	2
5	Other (please specify):	6.7%	14
		<b>answered</b>	<b>210</b>

11. What kind of information or support would make you feel more confident to look after yourself at home?

Answer Choice	Response Percent	Response Total
Free text question - comments left by 159 people		159
		<b>answered 159 (76%)</b>
		<b>skipped 51 (24%)</b>

12. How long do you think it takes for the ambulance services in West Somerset to get a patient to the most appropriate care service?

Answer Choice	10-30 mins	30mins -1 hr	1-2 hours	3-4 hours	5-8 hours	9-12 hours	12 hours+	Response Total
1 Major injury or illness e.g. broken bone	7	30	44	65	35	13	7	201
2 Potentially life-threatening illness e.g. cardiac chest pain	31	49	71	37	7	2	2	199
3 Immediate life-threatening injury or illness e.g. cardiac arrest	42	73	53	26	4	1	2	201
								<b>answered 202 (96%)</b>
								<b>skipped 8 (4%)</b>



### 13. If you were suffering from a minor illness (e.g. cold and flu symptoms, cuts, sprains), what would be most important to you?

Select your top 3 from the list below.

Answer Choice		1	2	3	Response Total
1	Distance of travel to service	39	26	11	76
2	Able to have injury or illness managed effectively in a single appointment	37	26	21	84
3	Online or virtual access to a service	8	4	17	29
4	Telephone access to a service	19	17	9	45
5	Able to book an appointment at a convenient time	12	25	23	60
6	Able to walk into a service without an appointment (but willing to wait)	24	32	29	85
7	Good transport links to and from the service	7	6	16	29
8	Effective self-care support so you can manage your care from home	29	20	27	76
9	Being quickly signposted to the most appropriated service	32	20	23	75
Additional comments:					37
					<b>answered</b> 208 (96%)
					<b>skipped</b> 2 (4%)

## Making sure you have the right services

### 14. Which of the following do you think require same day attention?

Answer Choice		Response Percent	Response Total
1	Sudden onset abdominal pain	78.1%	164
2	Minor illnesses like a cold	0.0%	0
3	A new symptom that is concerning (e.g. weakness down one side, sudden onset severe headache, chest pain)	93.8%	197
4	A mental health crisis where there is risk of self-harm	84.8%	178
5	An ongoing mental health illness where the condition has not changed	5.2%	11
6	A chronic condition that has changed significantly in the last few days (increased shortness of breath, very high blood pressure)	90.5%	190
7	A chronic condition that has not changed much	1.9%	4
8	Pain concerns from an injury that is more than one week old and has not got worse	10.0%	21
9	Pain concerns from an injury that is more than one week old and has got worse	66.2%	139
10	An injury that has occurred within 48 hours	54.3%	114
11	I would prefer not to answer this question	1.9%	4
			<b>answered</b> 210










## 15. How many times a year do you use these services for same day urgent care?

Answer Choice	None	One to five	Five to ten	Ten to twenty	Twenty plus	Response Total
1 111 call service	108	81	2	1	1	193
2 999 call service	131	54	2	0	0	187
3 GP	38	129	26	9	1	203
4 Dentist	69	116	8	0	0	193
5 Pharmacist	60	85	26	13	5	189
6 Minor Injuries Unit	92	92	5	0	1	190
7 Accident & Emergency department	117	72	3	0	0	192
<i>answered</i>						<b>209</b>
<i>skipped</i>						<b>1</b>




## 16. Is there anything else you would like to tell us about same day urgent care services in West Somerset?

Answer Choice	Response Percent	Response Total
Free text question- comments left by 135 people		135
<i>answered</i>		<b>135 (64%)</b>
<i>skipped</i>		<b>75 (36%)</b>




## 2. Demographics

How old are you?			
Answer choices		Response percent	Response total
1 13-17		0.00%	0
2 18-25		0.95%	2
3 26-35		3.33%	7
4 36-45		9.52%	20
5 46-55		12.38%	26
6 56-65		27.62%	58
7 66-75		25.71%	54
8 76-85		15.71%	33
9 86+		3.81%	8
10 I'd prefer not to say		0.95%	2
<i>answered</i>			<b>210</b>







### Please tell us which gender you identify with:

Answer choices			Response percent	Response total
1	Man		24.52%	51
2	Woman		74.04%	154
3	Non-binary		0.00%	0
4	Prefer not to say		1.44%	3
5	Other (please specify):		0.00%	0
			answered	208
			skipped	2





### Is your gender different to the sex that was assigned to you at birth?

Answer choices			Response percent	Response total
1	Yes		4.57%	9
2	No		92.89%	183
3	I'd prefer not to say		2.54%	5
			answered	197
			skipped	13






### Please tell us which sexual orientation you identify with

Answer choices			Response percent	Response total
1	Asexual		4.55%	9
2	Bisexual		2.02%	4
3	Gay		1.52%	3
4	Heterosexual/Straight		80.30%	159
5	Lesbian		0.00%	0
6	Pansexual		0.00%	0
7	I'd prefer not to say		10.61%	21
8	Other (please specify):		1.01%	2
			answered	198
			skipped	12




## What is your ethnic group?

Answer choices			Response percent	Response total
<b>White</b>				
1	British		95.05%	192
2	Irish		0.50%	1
3	Irish Traveller		0.00%	0
4	Romany/Gypsy		0.00%	0
5	Other		1.98%	4
<b>Asian or Asian British</b>				
6	Indian		0.00%	0
7	Pakistani		0.00%	0
8	Bangladeshi		0.00%	0
9	Any other Asian background		0.00%	0
<b>Mixed</b>				
10	White and Black Caribbean		0.00%	0
11	White and Black African		0.00%	0
12	White and Asian		0.00%	0
13	Any other mixed background		0.00%	0
<b>Black or Black British</b>				
14	Caribbean		0.00%	0
15	African		0.00%	0
16	Any other black background		0.00%	0
<b>Other Ethnic Group</b>				
17	Chinese		0.00%	0
18	Any other Ethnic Group		0.00%	0
19	I do not wish to disclose my ethnic origin		2.48%	5
			answered	202
			skipped	8

### Do you consider yourself to be a carer, have a disability or a long-term health condition? (Please select all that apply)

Answer choices			Response percent	Response total
1	Yes, I consider myself to be a carer		20.00%	41
2	Yes, I consider myself to have a disability		8.29%	17
3	Yes, I consider myself to have a long-term condition		32.68%	67
4	None of the above		46.34%	95
5	I'd prefer not to say		1.46%	3
			answered	205
			Skipped	5

### Do you live in a care home setting?

Answer choices			Response percent	Response total
1	Yes		1.00%	2
2	No		98.51%	198
3	I'd prefer not to say		0.50%	1
			answered	201
			skipped	9



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