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North of England
Commissioning Support

North Tyneside General Hospital Accident and Emergency

Report on survey findings

North Tyneside General Hospital, Rake Lane, North Shields, NE29 8NH

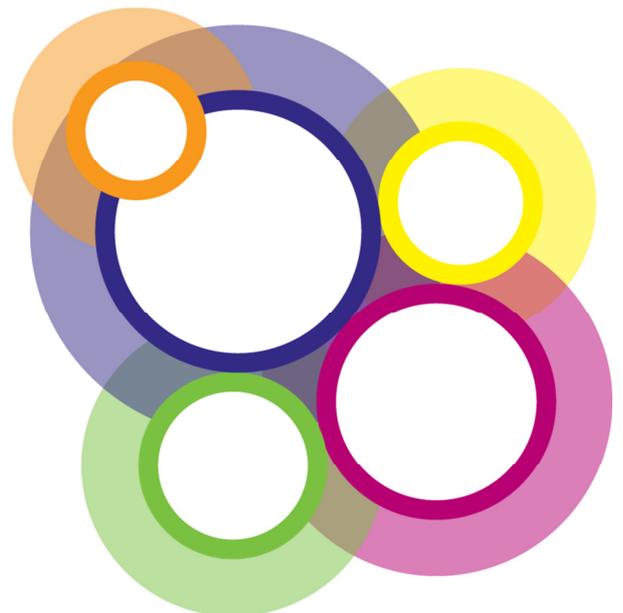


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Executive summary

Background

There are over 21 million attendances at accident and emergency (A&E) departments each year.

NHS describes the services offered by A&E as 'A&E departments assess and treat patients with serious injuries or illnesses. Generally, you should visit A&E or call 999 for life-threatening emergencies'

North Tyneside General Hospital A&E department is provided by Northumbria Healthcare NHS Foundation Trust.

On January 18 2013 NHS Medical Director Professor Sir Bruce Keogh announced a comprehensive review of the NHS urgent and emergency care system in England. This is one of the priorities in the planning guidance for clinical commissioning groups (CCGs) called [Everyone Counts: Planning for NHS services 2013/14 \(PDF, 944kb\)](#).

Keogh states the need for a review of urgent and emergency care services due to the following:

Rising Demand, Rising Expectations-

- Demand for NHS services rising year on year for urgent and emergency care
- The growth in demand set to continue as people are living longer with increasingly complex long term conditions
- Rising expectations due to world of rapid knowledge transfer with mobile devices etc.

Confusion in the system:

- New facilities have been developed to deal with demand but have led to confusion as there are a lot of similarly named facilities which provide similar services
- Systems are too complicated to help people make informed decision

Opportunity to meet people's urgent care needs closer to home

- Most urgent care needs are not life-threatening
- A large proportion of emergency admissions are avoidable

- 40% of patients who attend A&E are discharged without requiring any treatment
- When people are better informed, they are able to self-care correctly

This report outlines the findings from a recent patient survey.

Introduction

69 patients attending **North Tyneside General Hospital Accident and Emergency department** took part in the survey during the 8 sessions arranged during May and June.

These 69 patients were interviewed as follows:

5 patients on a Monday **between 10.00am and 1.00pm**

5 patients on a Wednesday **between 12.00pm and 3.00pm**

10 patients on a Wednesday **between 5.00pm and 8.00pm**

26 patients on a Thursday **between 5.00pm and 9.00pm (2 sessions)**

11 patients on a Friday **between 11.00am and 4.00pm (2 sessions)**

12 patients on a Saturday **between 10.00am and 1.00pm**

Objectives

The main objectives of the survey were to understand:

- The types of patients who attend this A&E department
- The types of services used by patients at this A&E department
- The reasons for choosing this A&E department over other providers
- What the patient would have done if the A&E department was not available

Research findings

This report contains analysis of the 69 surveys conducted. The key findings are as follows:

Patient demographics

Ages of patients were quite evenly spread with the lowest numbers of patients being between the ages of 0 to 2 and 45 to 54. Gender was almost even with 43% females surveyed and 57% males surveyed.

100% of the patients surveyed were White - British

Attending on behalf of

Most of the 69 people surveyed were attending the A&E department for themselves (62%), with the second highest option being for their child (26%). Other responses included grandchild, partner, mother/father and friend with these only accounting for 12% in total.

Journey to the walk in centre

Most patients surveyed had visited the walk in centre from home (74%) with the next highest amount of responses having travelled from place of study (9%) or 'other' (9%). Others had travelled from a relative's home, friend's home or work.

68% of patients travelled for less than 10 minutes with 29% travelling between 10 and 30 minutes. Only a small amount of patients travelled for between 31 minutes and one hour (1.5%) or for over one hour (1.5%).

Reason for choosing the A&E department

88% of those surveyed did not try to contact their GP Practice before attending the A&E department with half of these stating several 'other' reasons for not contacting their GP, mainly that they felt A&E was more appropriate due to the nature of their injury/illness.

Contact with other services

The majority of patients (98%) did not contact their pharmacist before attending the walk in centre. Only 37% of these patients were aware of the services offered by Pharmacists.

67 out of the 69 patients (97%) did not contact NHS 111. Only 38 of these stated that they were aware of the service and the 2 patients who did contact NHS 111 were not advised to attend A&E however one patient reported that they were advised to attend if their condition did not improve.

96% of patients had not tried to self care prior to attending A&E.

Reason for choosing this A&E

64% of patients stated that they chose North Tyneside General Hospital A&E as it was close to their home. 11.5% chose to attend due to the range of services on offer (mainly for xray) and equally another 11.5% stated 'other' reasons including that they needed xray services or that they felt A&E was the suitable place for their condition/complaint.

Purpose of visit

The highest reasons for attending were suspected fracture/broken bone (29%), sprain or strain (25.5%).

Registration with GP Practices

Almost all patients (98%) were registered with a GP Practice with 76% registered with a Practice in the North Tyneside area.

Previous visits

Almost a quarter of patients (20.5%) had never been to this A&E before with 16% stating that they had been once before and 20.5% around 2 or 3 times. 30% stated that they had been between 3 and 12 times with only 12% stating that they had visited the walk in centre more than 12 times.

Of those who had attended the A&E previously, 29% stated that the service they had received was excellent, 35% stated that it was very good, 27% good and only 2% reported acceptable and 5% poor service.

The highest number of patients (38%) stated that they had known about the A&E for a long time and couldn't remember how they first found out about it.

Alternatives

90% of patients stated that they would still have attended the A&E if they had been required to make an appointment with many reporting that they thought an appointment system might be a good idea.

Almost half of patients (46.5%) stated that if the A&E was not open, they would have gone to an alternative A&E (usually linked to earlier reporting that if they anticipated the need for xray facilities then A&E was the most appropriate place for them), 36% advised that they would have gone to a walk in centre. Only small percentages of patients would have chosen alternative options.

Analysis

Patient demographics

Age

Age of patient	No of patients	Percentage of patients
0 to 2	2	3%
3 to 10	10	14%
11 to 15	9	13%
16 to 24	7	10%
25 to 34	9	13%
35 to 44	11	16%
45 to 54	9	13%
55 to 64	4	6%
65+	8	12%

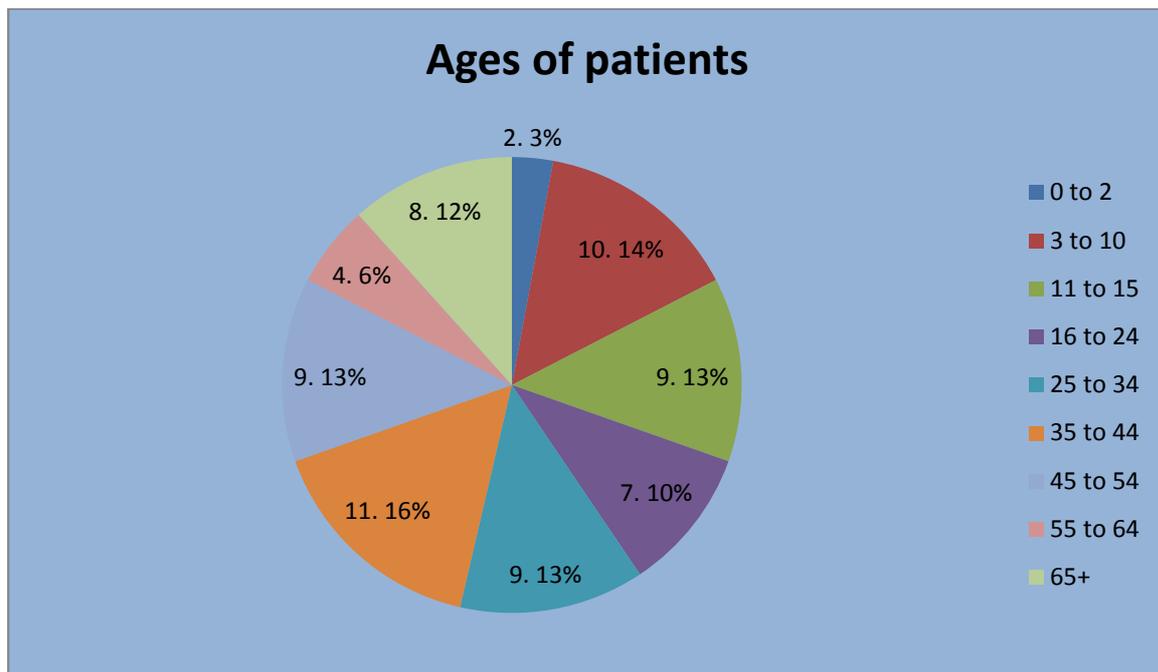


Figure 1

Gender

30 out of the 69 patients were **Female (43%)**

39 out of the 69 patients were **Male (57%)**

Ethnicity

100% of patients surveyed were **White – British**

Attending on behalf of

Question: Are you attending on behalf of yourself or someone else?

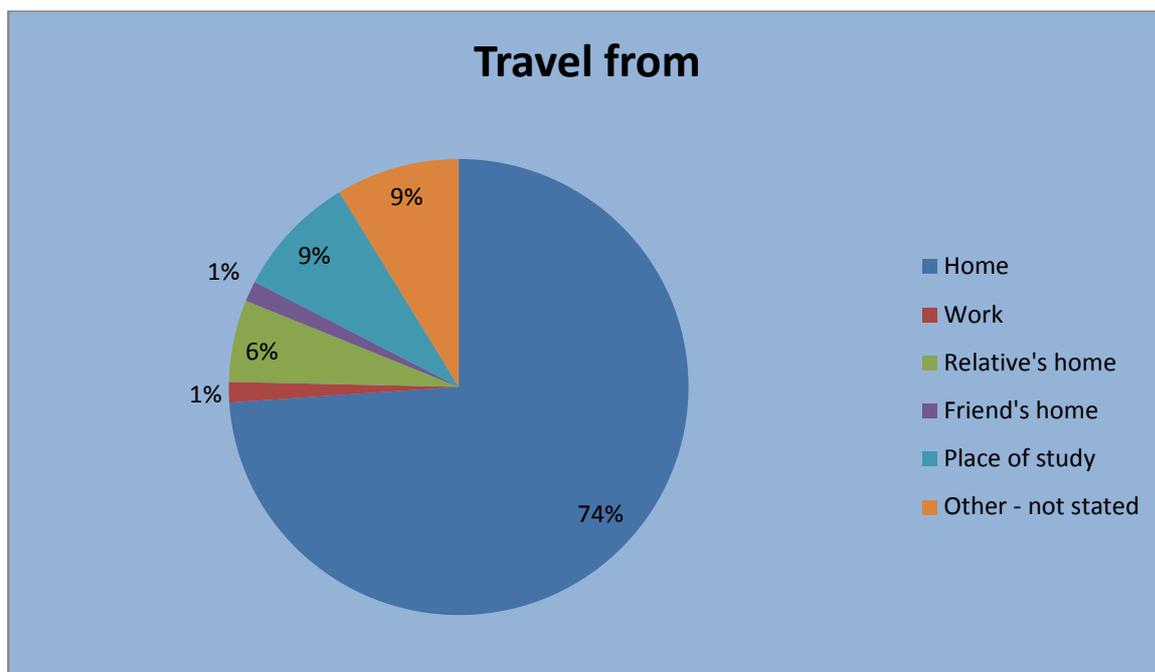
Patient	No of people	Percentage of people
Yourself	43	62%
Your child	18	26%
Your grandchild	1	2%
Your partner	1	2%
Your mother/father	3	4%
Other	3	4%

The 'other' on all 3 occasions related to a friend

Journey to A&E

Question: Where did you travel from today?

Travel from	No of patients	Percentage of patients
Home	51	74%
Work	1	1%
Relative's home	4	6%
Friend's home	1	1%
Place of study	6	9%
Other – not stated	6	9%



Question: How long did it take you to get to A&E today?

47 out of the 69 patients (**68%**) travelled for **less than 10 minutes** to get to A&E

20 patients (**29%**) travelled for **between 10 and 30 minutes** to get to A&E

1 patient (**1.5%**) travelled for **between 31 minutes and 1 hour** to get to A&E

1 patient (**1.5%**) travelled for **more than 1 hour** to get to A&E

Question: How did you arrive at A&E today?

Transport	No of patients	Percentage of patients
Walk	2	3%
Car	51	74%
Bus	5	7%
Taxi	7	10%
Someone dropped me off	4	6%

Reason for choosing this A&E

Question: Did you try to contact or book an appointment with your GP Practice before attending A&E today?

58 out of the 69 patients (88%) had not tried to contact their GP before attending the walk in centre

Question: Why did you decide not to contact your GP Practice before coming here today?

Reason for not contacting GP Practice	No of patients	Percentage of patients
Wouldn't have been able to get a convenient appointment	11	19%
Didn't think about it	7	12%
Didn't want to bother their GP	1	2%
GP practice closed	10	17%
Other reason	29	50%
Total	58	100%

'Other' reasons stated were:

'Need xray' – this was the most common

'Already seen GP 4 times and no improvement to condition'

'GP not appropriate due to nature of injury'

'Wanted to come straight to A&E'

'Feels nature of complaint requires A&E'

'Need to be seen following op'

'Personal reason'

'Was not appropriate'

'Had an accident, GP not appropriate'

'A&E right place'

'Been to GP and Walk in Centre previously and now getting worse'

'Live close to A&E'

'On holiday, need urgent prescription'

'Need stitches'

Question: Did you do any of the following prior to coming to A&E today?

Speak to a Pharmacist/Chemist?

Did patient contact a pharmacist/chemist?	No of patients	Percentage of patients
Yes	1	2%
No	68	98%

Question: If yes, were you advised to attend A&E

Only 1 out of the 69 patients spoke to a Pharmacist/Chemist before attending A&E

They were not advised to attend A&E

Question: If no, are you aware that Pharmacies can help with a range of common conditions and minor injuries, such as aches and pains, uncomplicated cystitis, colds and skin rashes

68 patients did not speak to a Pharmacist.

Of these 68, only 25 were aware that Pharmacists were able to deal with a range of minor ailments and injuries.

43 patients were unaware that Pharmacists offered this service

Contact your GP Practice?

Did patient contact GP practice?	No of patients	Percentage of patients
Yes	11	16%
No	58	84%

Question: If yes, were you advised to attend A&E?

11 out of the 69 patients contacted their GP practice before attending A&E

Out of these 11, 4 were advised to attend the walk in centre by the receptionist

Question: If no, what was your reason for not contacting them?

58 out of the 69 patients did not contact their GP practice prior to attending A&E

The reasons given by these 58 were:

What was your reason for not contacting them?	No of patients	Percentage of patients
My GP Practice was closed (evening or weekend)	13	22%
I didn't want to bother my GP	1	2%
I thought I would be seen here more quickly	8	14%
I consider my condition 'urgent' and I didn't know if my GP was available	3	5%
Other	33	57%
Total	58	100%

'Other' reasons stated included:

'Already seen GP 4 times re complaint'

'Wanted to come straight to A&E'

- 'Need an xray'
- 'Didn't think about it'
- 'GP not suitable'
- 'Personal reason'
- 'Live close to A&E'
- 'Stitches needed'
- 'School advised to attend A&E'
- 'GP out of area'
- 'Previously been to GP and walk in centre but condition getting worse'

Call the 111 service?

Did you call the 111 service before attending A&E?	No of patients	Percentage of patients
Yes	2	3%
No	67	97%

Question: If yes, were you advised to attend A&E?

2 out of the 69 patients contacted the NHS 111 service prior to attending A&E

Neither of these were advised by NHS 111 to attend A&E immediately, however one patient was advised to attend A&E if there was no improvement to their condition.

Question: If no, are you aware of the 111 service?

Of the 67 who did not contact NHS 111, 38 stated that they were aware of the service

Self-care?

Did you self-care before attending A&E?	No of patients	Percentage of patients
Yes	3	4%
No	66	96%

Only 3 out of the 69 patients had tried to self-care prior to attending A&E

Question: Why did you choose to visit this A&E today?

Why did you choose this A&E?	No of patients	Percentage of patients
Convenience of location		
It's close to home	44	64%
It's close to work/place of education	2	3%
Ease of getting here	6	9%
Quality and range of services		
The range of services that are offered at the centre	8	11.5%
Privacy reasons		
Unlikely to see anyone I/we know	1	1%
Other reasons	8	11.5%

'Other' reasons stated were:

'Was in the building for another appointment'

'This hospital has a children's unit, Wansbeck doesn't'

'RVI is too busy'

'Had operation here and may need to be admitted to ward'

'Advised by GP receptionist'

'On holiday, used Sat Nav to find the nearest'

Purpose of visit

Question: What is the purpose of your visit to A&E today?

Purpose of visit	No of patients	Percentage of patients
Injury		
Sprain or strain	17	25.5%
Cut , bruise or abrasion	6	9%
Burn or scald	1	1.5%
Injury to the shoulder	1	1.5%
Insect and animal bites	1	1.5%
Suspected fracture / broken bone	20	29%
Head injury	2	3%
Illness		
Stomach ache	2	3%
Ear / eye infection	3	4%
Pain in chest	1	1.5%
Pain passing urine / urinary tract infection	1	1.5%
Other		
Prescription	1	1.5%
Other	12	17%
Prefer not to say	1	1.5%

Question: How would you describe the condition that led to today's visit?

How would you describe your condition today?	No of patients	Percentage of patients
Urgent and requiring immediate attention	42	61%
Not urgent	19	27%
Other	8	12%

'Other' includes:

4 patients who required an xray

1 patient who advised that there condition wasn't urgent but they were having problems walking

1 patient who was unsure

2 patients who did not specify

Question: Is your reason for attending.....

Is your condition...?	No of patients	Percentage of patients
A new condition	56	81%
A recurring condition	8	12%
Part of a long term condition/complaint	5	7%

GP Details and previous visits

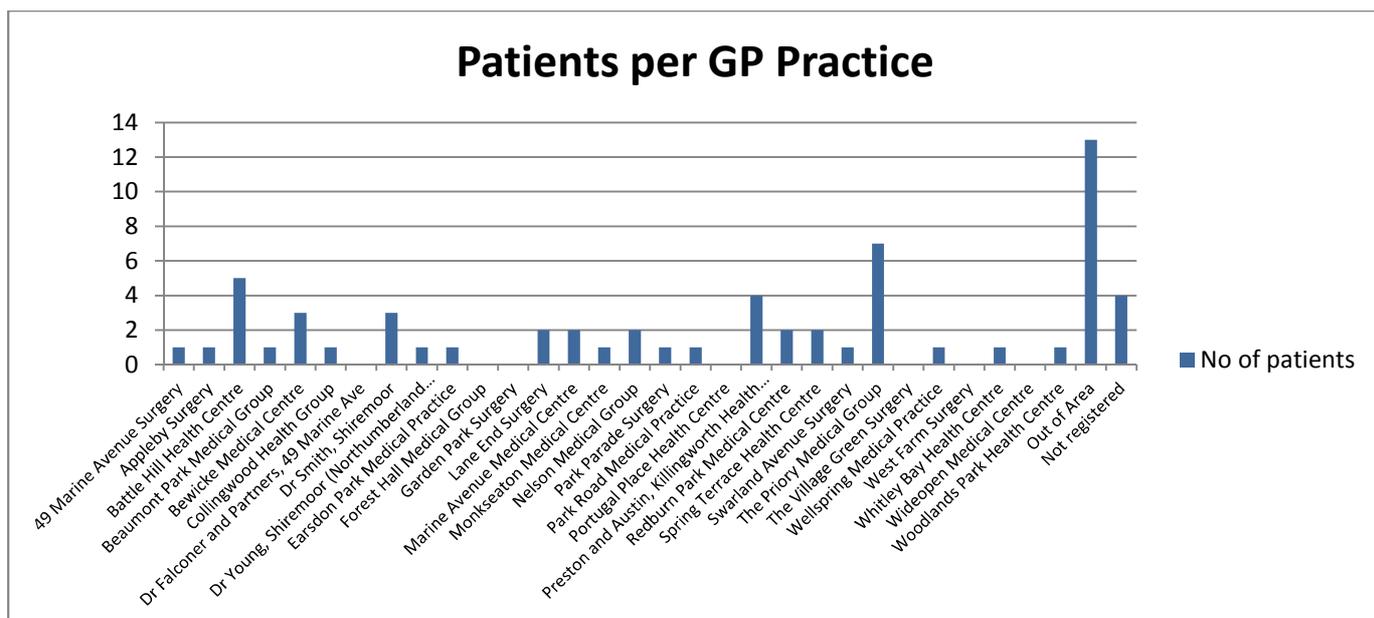
Question: Are you registered with a GP practice?

Are you registered with a GP practice?	No of patients	Percentage of patients
Yes	68	98%
No	1	2%

Question: If yes, which GP Practice are you registered with?

GP Practice	No of patients	Percentage of patients
49 Marine Avenue Surgery	2	3%
Appleby Surgery	1	1.6%
Battle Hill Health Centre	2	3%
Beaumont Park Medical Group	2	3%
Bewicke Medical Centre	1	1.6%
Collingwood Health Group	1	1.6%
Dr Falconer and Partners, 49 Marine Ave	0	0%
Dr Smith, Shiremoor	3	4%
Dr Young, Shiremoor	3	4%

(Northumberland Park)		
Earsdon Park Medical Practice	2	3%
Forest Hall Medical Group	3	4%
Garden Park Surgery	2	3%
Lane End Surgery	1	1.6%
Marine Avenue Medical Centre	2	3%
Monkseaton Medical Centre	3	4%
Nelson Medical Group	1	1.6%
Park Parade Surgery	0	0%
Park Road Medical Practice	2	3%
Portugal Place Health Centre	3	4%
Preston and Austin, Killingworth Health Centre	2	3%
Redburn Park Medical Centre	2	3%
Spring Terrace Health Centre	3	4%
Swarland Avenue Surgery	0	0%
The Priory Medical Group	5	7.2%
The Village Green Surgery	2	3%
Wellspring Medical Practice	0	0%
West Farm Surgery	1	1.6%
Whitley Bay Health Centre	3	4%
Wideopen Medical Centre	1	1.6%
Woodlands Park Health Centre	0	0%
Out of Area	15	22%
Not registered	1	1.6%



Question: Have you visited this A&E before?

Previous visits	No of patients	Percentage of patients
Never – this was the first visit	14	20.5%
Only once previously	11	16%
About 2 or 3 times	14	20.5%
Between 3 and 12 times	21	30%
More than 12 times	8	12%
Don't know	1	1%

Question: How would you rate the service you received on your last visit?

55 out of the 69 patients surveyed had attended this A&E before. They rated the service they received on their last visit as follows:

Previous visits	No of patients	Percentage of patients
Excellent	16	29%
Very good	19	35%
Good	15	27%
Acceptable	1	2%
Poor	3	5%
Can't remember	1	2%

Question: How did you first find out about this A&E?

Source	No of patients	Percentage of patients
Family member/friend said I should come	12	17%
I was brought here by ambulance	1	1.5%
I've known about it for a long time so I can't remember	26	38%
I was directed here by my GP Practice	1	1.5%
Other	29	42%

'Other' sources stated included:

'Live near'

'Child was born in this hospital'

'Found someone lying in the street and had to bring them here'

'Saw hospital being built'

'Mother used to work in the hospital'

'Sat Nav directed me here as the nearest'

'Had operations here'

Question: If you had to phone ahead to book an appointment, would you have used this walk in centre today?

Would patients still have used the centre if they had to make an appointment	No of patients	Percentage of patients
Yes	62	90%
No	7	10%

Question: If this walk in centre was not open, which of the following options would you have chosen today?

Alternative choice	No of patients	Percentage of patients
Gone to another A&E	32	46.5%
Treated myself	1	1.5%
Waited to see my own GP	4	6%
Gone to a walk in centre	25	36%
Phoned NHS 111 for advice about where to go	2	3%
Other	5	7%

'Other' responses included

'Gone home'

'Spoke to the Dementia team'

'Attended again tomorrow'

'Waited until tomorrow'

Question: Is there anything else you would like to tell us about this A&E

Comments gathered from this question were:

'Parking is bad, not enough spaces. Took 20 minutes to get parked.'

'Good service, very caring'

'Always has a good service – used plenty of times as have 3 children'

'Use the hospital a lot, both A&E and other services always been great with us and the kids.'

'No indication of waiting times. No board showing classifications and wait times etc. No cups on water machine.'

'No wait times shown or given.'

'Not advised of waiting times.'

'Nice and clean. No one screaming and shouting.'

'Been waiting 25 minutes and 7 month old is very ill.'

'Has improved cleanliness'

'Need service, handy for people in area.'

'Service needs to be here. Better bus routes needed and Cramlington will be hard to get to.'

'It is good we have this service available.'

'Could do with more staff to get the services delivered faster.'

'Waiting times too long. Not enough nurses on. Waiting times should be on screen. Had to get nurse to go and look for wheelchair, not enough around.'

'Been quick so far. Triaged quickly. Easy to get here.'

'Busy. Waiting times long. Not triaged yet.'

'Good service. Good reputation.'

Very helpful eventually however on first visit was sent to Battle Hill who sent me straight back here for prescription.'

'Handy. Used to work here. Feels patients need to be better educated about where to go and when.'

