



Partners in improving local health



North of England
Commissioning Support

Battle Hill Walk in Centre Report on survey findings

Battle Hill Walk-in Centre, Battle Hill Health Centre, Belmont Close, Wallsend, NE28 9DX



Table of Contents

Executive summary	3
Background	3
Introduction	3
Objectives	4
Research findings	4
Analysis	7
Patient demographics	7
Age	7
Gender	7
Ethnicity	8
Attending on behalf of	8
Question: Are you attending on behalf of yourself or someone else?	8
Journey to the walk in centre	8
Question: Where did you travel from today?	8
Question: How long did it take you to get to the walk in centre today?	9
Question: How did you arrive at the walk in centre today?	9
Reason for choosing this walk in centre	10
Question: Did you try to contact or book an appointment with your GP Practice before attending the walk in centre today?	10
Question: Why did you decide not to contact your GP Practice before coming here today?	10
Contact with other services	Error! Bookmark not defined.
Question: Did you do any of the following prior to coming to the walk in centre today?	11
Question: If you were not advised to come here, why did you choose to visit this walk in centre today?	14
Purpose of visit	15
Question: What is the purpose of your visit to the walk in centre today?	15
Question: How would you describe the condition that led to today's visit?	16
Question: Is your reason for attending	16
GP Details and previous visits	16
Question: Are you registered with a GP practice?	16
Question: If yes, which GP Practice are you registered with?	17
Question: Have you visited this walk in centre before?	18
Question: How would you rate the service you received on your last visit?	19
Question: How did you first find out about this walk in centre?	19

Executive summary

Background

Although there is no standard NHS definition, Monitor defines an NHS walk in centre as a site that provides routine and urgent primary care for minor ailments and injuries with no requirement for patients to pre-book an appointment or to be registered at the centre or with any GP practice.

The aim of setting up walk in centres was to improve patients' access to primary care, modernise the NHS to be more responsive to patients' busy lifestyles, and offer patients more choice.

Battle Hill walk in centre is provided by Freeman Clinics Ltd.

Introduction

This section details the responses from the **62 patients** who attended **Battle Hill Walk in Centre** and took part in the survey. These 62 patients were interviewed as follows:

10 patients on a Monday **between 1.00pm and 5.00pm**

18 patients on a Tuesday **between 9.00am and 1.00pm**

2 patients on a Tuesday **between 1.00pm and 5.00pm**

6 patients on a Tuesday **between 5.00pm and 8.00pm**

14 patients on a Friday **between 9.00am and 1.00pm**

10 patients on a Saturday **between 9.00am and 1.00pm**

2 patients on a Saturday **between 1.00pm and 5.00pm**

Objectives

The main objectives of the survey were to understand:

- The types of patients who attend these walk-in centres
- The types of services used by patients at these walk-in centres
- The reasons for choosing these walk-in centres over other providers
- What the patient would have done if the walk-in centre was not available

Research findings

This report contains analysis of the 62 surveys conducted. The key findings were as follows:

Patient demographics

Ages of patients were quite evenly spread with the lowest numbers of patients being between the ages of 45 to 54 and 55 to 64. Gender was almost even with 47% females surveyed and 53% males surveyed.

The majority of these patients were of White British ethnicity (95%) with only 5% of patients having other ethnic backgrounds.

Attending on behalf of

Most of the 62 people surveyed were attending the walk in centre for themselves (63%), with the second highest option being for their child (31%). Other responses included grandchild, partner and nephew with these only accounting for 6% in total.

Journey to the walk in centre

Most patients surveyed had visited the walk in centre from home (71%) with the next highest amount of responses having travelled from work (11%). Others had travelled from relatives' and friends' homes, places of study, nursery, shopping or 'other'. These responses were evenly spread.

71% percent of patients travelled for less than 10 minutes with the other 29% travelling between 10 and 30 minutes. No one travelled for longer than this. The majority of these also travelled by car (88%).

Reason for choosing the walk in centre

63% of those surveyed did not try to contact their GP Practice before attending the walk in centre with almost half of these (49%) stating that the reason for not contacting their GP was that they would have been unable to get a convenient appointment.

Contact with other services

A large percentage of patients (82%) did not contact their pharmacist before attending the walk in centre. However the majority of these patients were aware of the services that Pharmacists offer. Of the 11 patients who did contact a Pharmacist, only 7 were advised to attend.

A large percentage (95%) of patients did not contact the 111 service. This was a total of 60 patients. 50 of these stated that they were aware of the service and the 2 patients who did contact 111 were not advised to attend the walk in centre.

Reason for choosing this walk in centre

Almost half of those surveyed (43%) stated that they chose Battle Hill as it was close to their home. 14% stated that it was close to their place of work/education and another 14% due to not having to make an appointment. Other reasons given were evenly spread.

Purpose of visit

The highest reasons for attending were cough, cold and sore throat (17%), ear/eye infection (17%) and skin conditions eg eczema, rashes, psoriasis, boil etc (12%). The remaining minor ailments shown in the report were evenly spread aside from 11% who described their condition as 'other'. 50% of the total patients described their condition as 'Urgent'. 74% also stated that their condition was new.

Registration with GP Practices

94% of patients were registered with a GP Practice. In total 89% were registered with a Practice in the North Tyneside area.

Previous visits

Over a quarter of patients (27%) had never been to this walk in centre before with 29% stating that they had been once before and 29% around 2 or 3 times. 13% stated that they had been between 3 and 12 times with only 2% stating that they had visited the walk in centre more than 1 times.

Of those who had attended the walk in centre previously, 58% stated that the service they had received was Very Good. Other responses were excellent and good with

only 4.5% stating that the service had been acceptable and no one stating that they had a poor experience.

Most patients (44%) found out about the walk in centre from a family member or friend

Alternatives

71% of patients stated that they would still have attended the walk in centre if they had been required to make an appointment with most of these patients commenting that this would be on the condition that an appointment was available that day.

The highest number of patients (30%) stated that if the walk in centre was not open, they would have gone to an alternative walk in centre with 25% stating that they would have waited to see their own GP and 21% stating that they would have attended A&E.

Analysis

Patient demographics

Age

Age of patient	No of patients	Percentage of patients
0 to 2	8	13%
3 to 10	10	16%
11 to 15	6	10%
16 to 24	10	16%
25 to 34	7	11%
35 to 44	11	18%
45 to 54	3	5%
55 to 64	2	3%
65+	5	8%

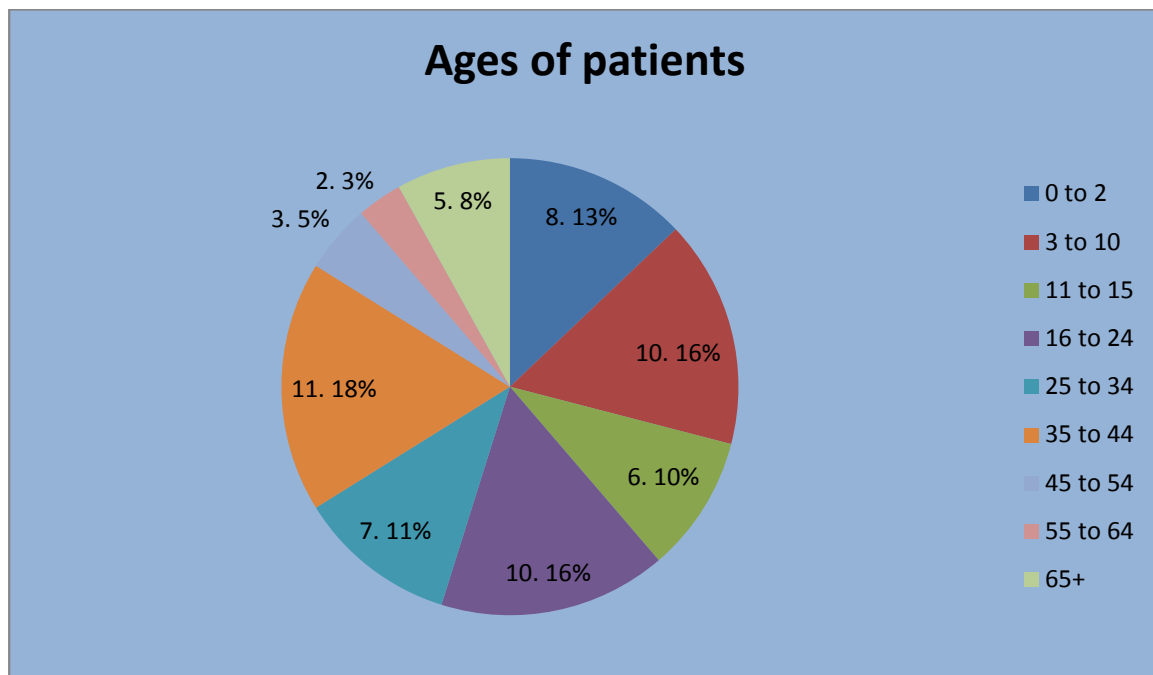


Figure 1

Gender

29 out of the 62 patients were **Female (47%)**

33 out of the 62 patients were **Male (53%)**

Ethnicity

59 out of 62 patients surveyed were White – British

1 patient was Chinese

1 patient was Mixed – White and Black African

1 patient was Black or Black background – any other black background

Attending on behalf of

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

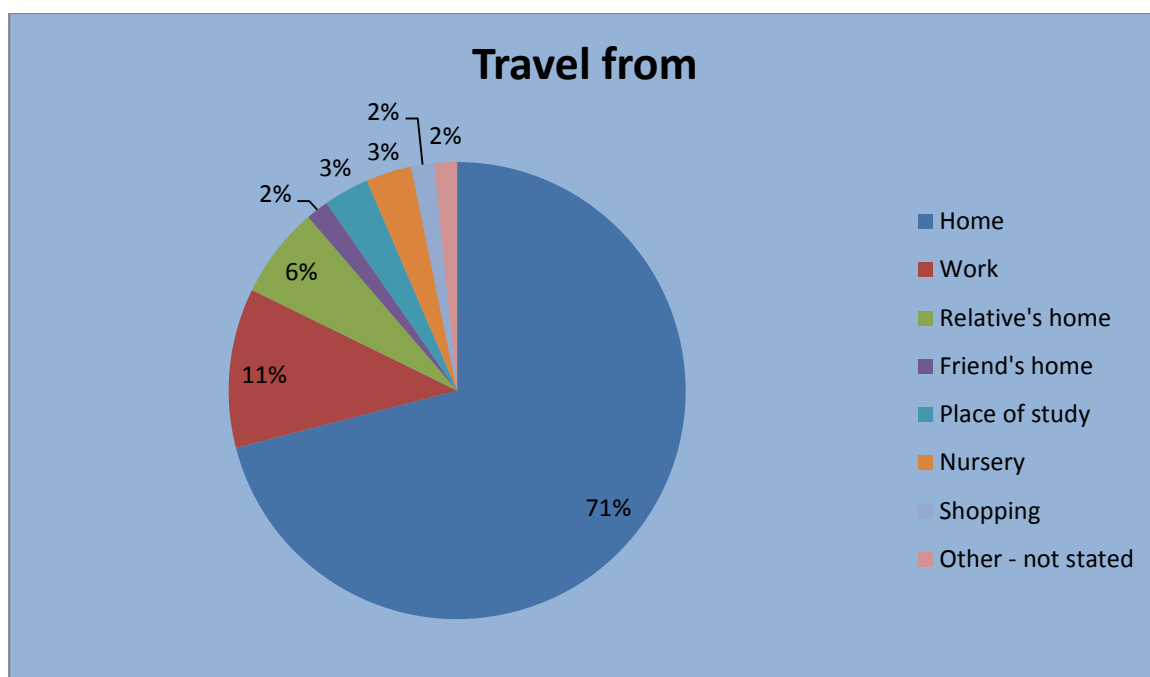
Patient	No of people	Percentage of people
Yourself	39	63%
Your child	19	31%
Your grandchild	2	4%
Your partner	1	1%
Other	1	1%

The 'other' in this instance was 1 person attending on behalf of their nephew.

Journey to the walk in centre

Question: Where did you travel from today?

Travel from	No of patients	Percentage of patients
Home	44	71%
Work	7	11%
Relative's home	4	6%
Friend's home	1	2%
Place of study	2	3%
Nursery	2	3%
Shopping	1	2%
Other – not stated	1	2%



Question: How long did it take you to get to the walk in centre today?

44 out of the 62 patients (**71%**) travelled for **less than 10 minutes** to get to the walk in centre

18 out of the 62 patients (**29%**) travelled for **between 10 and 30 minutes** to get to the walk in centre

Question: How did you arrive at the walk in centre today?

Transport	No of patients	Percentage of patients
Walk	5	8%
Car	55	88%
Bus	1	2%
Taxi	1	2%

Reason for choosing this walk in centre

Question: Did you try to contact or book an appointment with your GP Practice before attending the walk in centre today?

39 out of the 62 patients (63%) had not tried to contact their GP before attending the walk in centre

The 39 then gave the following reasons:

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	19	49%
Didn't think about it	7	18%
Didn't want to bother their GP	1	3%
GP practice closed	6	15%
Not registered with a practice	2	5%
Other reason	4	10%
Total	39	100%

'Other' reasons stated were:

'Couldn't find the telephone number for their practice'

'Advised to attend the walk in centre by the police'

'GP practice is too far away'

'Visiting the area – on holiday'

Question: Did you do any of the following prior to coming to the walk in centre today?

Speak to a Pharmacist/Chemist?

Did patient contact a pharmacist/chemist?	No of patients	Percentage of patients
Yes	11	18%
No	51	82%

Question: If yes, were you advised to attend the walk in centre

11 out of the 62 patients spoke to a Pharmacist/Chemist before attending the walk in centre

Out of these 11, only 7 were advised to attend the walk in centre

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

51 patients did not speak to a Pharmacist.

Of these 51, 42 were aware that Pharmacists were able to deal with a range of minor ailments and injuries.

9 patients were unaware that Pharmacists offered this service

Contact your GP Practice?

Did patient contact GP practice?	No of patients	Percentage of patients
Yes	23	37%
No	39	63%

Question: If yes, were you advised to attend the walk in centre?

23 out of the 62 patients contacted their GP practice before attending the walk in centre

Out of these 23, only 4 out of these were advised to attend the walk in centre

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

39 out of the 62 patients did not contact their GP practice prior to attending the walk in centre

The reasons given by these 39 were:

What was your reason for not contacting them?	No of patients	Percentage of patients
My GP Practice was closed (evening or weekend)	9	23%
I find it difficult to get through on the phone to reception at my GP surgery	3	8%
I didn't want to bother my GP	1	2%
I thought I would be seen here more quickly	13	33%
I consider my condition 'urgent' and I didn't know if my GP was available	3	8%
Other	10	26%

'Other' reasons stated were:

1 patient was not registered in the area as they were on holiday

1 patient was advised to attend the walk in centre by the police

1 patient advised that the walk in centre was close to where they work

1 patient could not find the telephone number for their GP practice

2 patients stated that they did not think about contacting their GP

1 patient advised that they wouldn't have been able to get an appointment

2 patients were not registered with a GP practice

1 patient had already contacted their GP practice for another family member so knew that no appointments were available

Call the 111 service?

Did you call the 111 service before attending the walk in centre?	No of patients	Percentage of patients
Yes	2	5%
No	60	95%

Question: If yes, were you advised to attend the walk in centre?

2 out of the 62 patients contacted the NHS 111 service prior to attending the walk in centre

Neither of these were advised by NHS 111 to attend the walk in centre

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

Of the 60 who did not contact NHS 111, 50 stated that they were aware of the service

Self-care?

Did you self-care before attending the walk in centre?	No of patients	Percentage of patients
Yes	19	31%
No	43	69%

19 out of the 62 patients had tried to self-care prior to attending the walk in centre

Question: If you were not advised to come here, why did you choose to visit this walk in centre today?

55 patients in total were not advised to attend the walk in centre

Their reasons for choosing this walk in centre were as follows:

Why did you choose this walk in centre?	No of patients	Percentage of patients
<u>Convenience of location</u>		
It's close to home	24	43%
It's close to work/place of education	8	14%
Ease of getting here	2	4%
<u>Convenience of appointments</u>		
Not having to phone ahead to book an appointment	8	14%
Short expected waiting times	2	4%
The time of day or week that appointments are offered	2	4%
<u>Quality and range of services</u>		
The range of services that are offered at the centre	2	4%
<u>Other practical reasons</u>		
Not having to register with a GP Practice	1	2%
Needed to see someone urgently	1	2%
Other reasons	5	9%

'Other' reasons stated were:

2 patients stated that this was the only walk in centre that they were aware of (other)

1 patient stated that they were concerned about their condition and did not want to wait to be seen (other)

1 patient stated that it was close to their parents house (other)

1 patient stated that they were advised to attend the walk in centre by their health visitor (other)

Purpose of visit

Question: What is the purpose of your visit to the walk in centre today?

Why did you choose this walk in centre?	No of patients	Percentage of patients
<u>Injury</u>		
Sprain or strain	3	4%
Cut , bruise or abrasion	3	4%
Injury to the back or shoulder	1	2%
Insect and animal bites	1	2%
Suspected fracture / broken bone	3	4%
Something in ear or eye	1	2%
Head injury	1	2%
<u>Illness</u>		
Cough, cold, sore throat	11	17%
Nausea / diarrhoea		
Stomach ache	4	6%
Skin conditions eg eczema, rashes, psoriasis, boil etc	8	12%
Ear / eye infection	11	17%
Breathing or asthma problems	2	3%
Dizziness	1	2%
Female issues eg thrush	1	2%
Pain passing urine / urinary tract infection	1	2%
Headache	1	2%
Other		2%
Removal of stitches	1	2%
Other	7	11%
Prefer not to say	1	2%

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	31	50%
Not urgent	25	40%
Other	6	10%

'Other' includes:

2 patients described their condition as not urgent but that they needed to be seen that day

1 patient advised that they needed to be seen that day due to the nature of their job

3 patients described their condition as 'other' but did not elaborate

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

Is your condition...?	No of patients	Percentage of patients
A new condition	46	74%
A recurring condition	14	23%
Part of a long term condition/complaint	2	3%

GP Details and previous visits

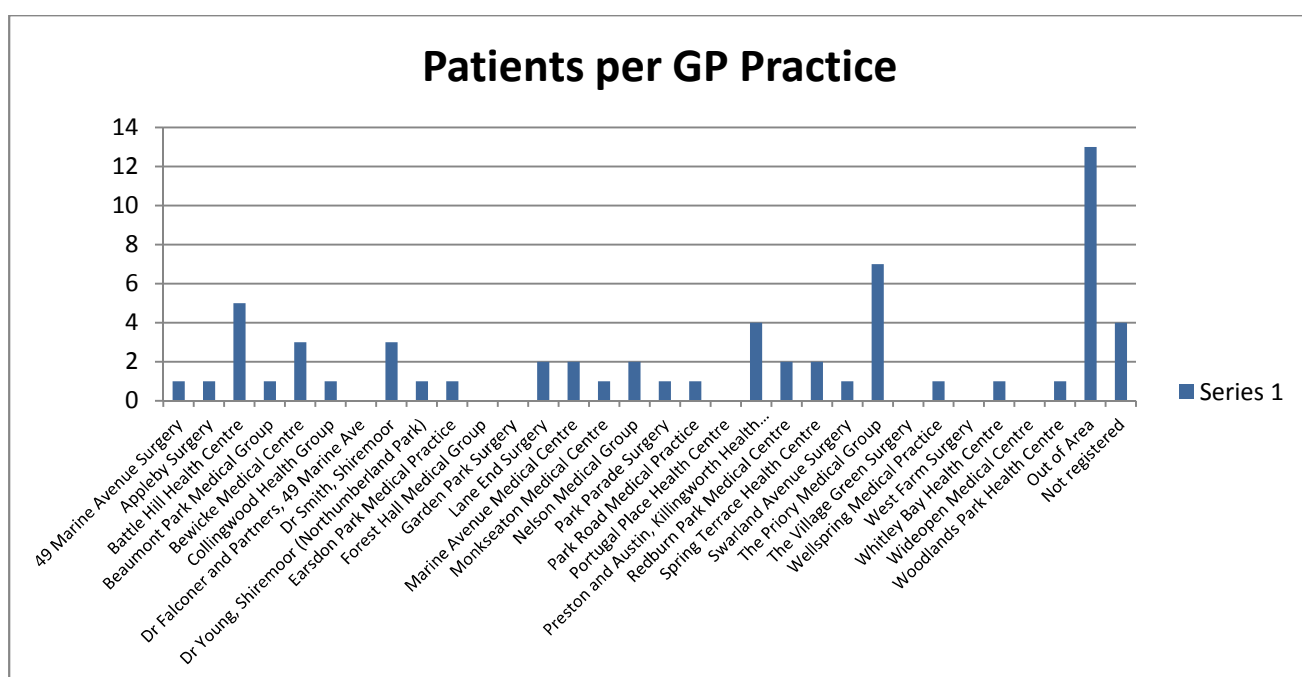
Question: Are you registered with a GP practice?

Are you registered with a GP practice?	No of patients	Percentage of patients
Yes	58	94%
No	4	6%

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

GP Practice	No of patients	Percentage of patients
49 Marine Avenue Surgery	1	1.6%
Appleby Surgery	1	1.6%
Battle Hill Health Centre	5	8.1%
Beaumont Park Medical Group	1	1.6%
Bewicke Medical Centre	3	4.8%
Collingwood Health Group	1	1.6%
Dr Falconer and Partners, 49 Marine Ave	0	0%
Dr Smith, Shiremoor	3	4.8%
Dr Young, Shiremoor (Northumberland Park)	1	1.6%
Earsdon Park Medical Practice	1	1.6%
Forest Hall Medical Group	0	0%
Garden Park Surgery	0	0%
Lane End Surgery	2	3.2%
Marine Avenue Medical Centre	2	3.2%
Monkseaton Medical Centre	1	1.6%
Nelson Medical Group	2	3.2%
Park Parade Surgery	1	1.6%
Park Road Medical Practice	1	1.6%
Portugal Place Health Centre	0	0%
Preston and Austin, Killingworth Health Centre	4	6.5%
Redburn Park Medical Centre	2	3.2%
Spring Terrace Health Centre	2	3.2%
Swarland Avenue Surgery	1	1.6%
The Priory Medical Group	7	11.3%
The Village Green Surgery	0	0%

Wellspring Medical Practice	1	1.6%
West Farm Surgery	0	0%
Whitley Bay Health Centre	1	1.6%
Wideopen Medical Centre	0	0%
Woodlands Park Health Centre	1	1.6%
Out of Area	13	21%
Not registered	4	6.5%



Question: Have you visited this walk in centre before?

Previous visits	No of patients	Percentage of patients
Never – this was the first visit	17	27%
Only once previously	18	29%
About 2 or 3 times	18	29%
Between 3 and 12 times	8	13%
More than 12 times	1	2%

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

45 out of the 62 patients surveyed had attended the walk in centre before. They rated the service they received on their last visit as follows:

Previous visits	No of patients	Percentage of patients
Excellent	11	24%
Very good	26	58%
Good	6	13.5%
Acceptable	2	4.5%
Poor	0	0%

Question: How did you first find out about this walk in centre?

Source	No of patients	Percentage of patients
Family member/friend said I should come	27	44%
Found it on a website	4	6%
I was directed here by a community organisation or another group	1	2%
I was directed here by another health professional	2	3%
I've known about it for a long time so I can't remember	6	10%
I was directed here by my GP Practice	4	6%
I was directed here by NHS 111	1	2%
I was directed here by A&E	1	2%
Other	16	25%

'Other' sources stated included:

'Letter/leaflet through post'

'On the radio'

'Saw it while driving past'

'Live near walk in centre'

'Work near walk in centre'

'Work colleagues'

'Registered at the GP practice on site'

'Work in another clinic which had info on walk in centre'

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	44	71%
No	18	29%

A large majority of patients stated that they would still use the walk in centre if they had to ring and make an appointment however, almost all of them commented that this would depend on them getting an appointment the same day.

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 walk in centre	19	30%
Treated myself	1	2%
Waited to see my own GP	16	25%
Gone to A&E	13	21%
Visited a pharmacy for advice	9	14%
Contacted my GP out of hours	1	2%
Phoned NHS 111 for	2	4%

advice about where to go		
Asked a friend/relative for advice and/or treatment	1	2%

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

Comments gathered from this question were:

'Walk in service ok. Has to use as was taken off books at Battle Hill due to missed appointments'

'Nice alternative to A&E'

'Sufficient medication is not available at walk in centre. They did not have Proxican last time (patient is a pharmacist)'

'Filling form in when you arrive with a sick baby on your knee is very difficult. Asked the receptionist if I could stand there and do it and was told I had to go and sit down.'

'More than one Dr needed, waiting times are too long'

'Really good & handy service'

'More walk in centres needed. Too many have been closed.'

'GP Practices should be open at weekends as a walk in centre. There should be a walk in centre at North Shields'

'Busy but obviously due to demand. Would use services again.'

'Phoned walk in centre, advised to attend. Very helpful, nice atmosphere, nice chairs, toilets clean and drinks facilities. Waiting time not too bad (not as bad as A&E). Important that WICs are kept open for when medical advice is needed and isn't available elsewhere at the weekend.'

'Very handy. Need these services. Don't want to go to A&E. Hard to get prescriptions anywhere else.'

'Triage didn't look at throat when it's suspected tonsillitis. No estimated waiting times given. If they didn't check throat is it worth waiting? Triage could have issued prescription to save time. Would have preferred to have been given a waiting time'

