



ENTRANCE



Feedback Report (July 2017-January 2018)

NHS Halton Urgent Care Centres

Table of Contents

Acknowledgement	2
A day in the life of Halton Urgent Care Centres.....	3
Mini Summary	4
Recommendations and observations	4
Introduction	5
What are the NHS Halton Urgent Care Centres?	5
Survey Methodology	6
Survey - results & findings	7
Recommendations and observations	18
Providers & Commissioner Responses	20
Response from NHS Halton CCG	20
Response from Bridgewater Community Healthcare NHS FT	21
Appendix 1	22
Urgent Care Survey - Questionnaire	31

Acknowledgement

We would like to thank all the staff and patients at both Urgent Care Centres for their help and support during our visits.

A day in the life of Halton Urgent Care Centres.

In December 2015 we carried out full day visits to the two recently opened Urgent Care Centres in Halton. Our aim was to ask patients why they visited the Urgent Care Centres and to find out if the centres were helping to divert people away from the overstretched A&E units.

Results from the visits in 2015 showed that 50% of people would have attended A&E if the Urgent Care Centre had not been open, highlighting the vital role the centres play in the local health system. Our visits also raised issues around an apparent lack of appointment availability at some local GP practices.

Following the visits we produced a report on each Urgent Care Centre, '*A day in the life*' which was sent to the commissioner and providers of the services. We also agreed to return, at a future point, to revisit the two centres and find out how, and if, they were progressing.

For the follow up visits we decided to visit the centres regularly over a period of months to gather the views of as wide a range of patients as possible.

Mini Summary

The UCCs are open 365 days of the year from 7.00am through to 10.00pm. We carried out a total of 6 visits to each UCC on the following dates:

- 21st July 2017 - 7.15am to 9.50pm (Runcorn) and 24th July 7.15am to 7.15pm (Widnes)
- 6th September 2017
- 12th October 2017
- 20th November 2017
- 4th December 2017
- 31st January 2018

As in 2015, our survey consisted of two parts. Part one was completed with the patient while they were waiting to receive treatment. Part two was completed by the patient after treatment.

During our latest set of visits, a total of 241 **people** took part in our survey. Of these, **111 were visiting the Widnes UCC and 130 visiting the Runcorn UCC.**

43% of people said it was the first time they'd used the Centres in the previous 12 months.

The patients who had used the UCCs previously had averaged 3.3 visits in the past 12 months.

60% hadn't looked for help anywhere else before attending the UCCs.

Over 50% would have gone to the local A&E department if the UCCs hadn't been available.

Recommendations and observations

We have made a number of recommendations and observations from our visits and these are listed on page 18 of this report.

Introduction

What are the NHS Halton Urgent Care Centres?

Dependant on the severity of the condition, the Urgent Care Centres can treat a wide variety of problems including but not limited to:

- Cuts and grazes
- Sprains and strains
- Broken bones (fractures)
- Bites and stings
- Infected wounds
- Minor head injuries
- Eye problems, such as minor eye infections, scratches or something that is stuck in your eye
- Low severity chest pain
- Respiratory problems like asthma
- Abdominal pain
- Fever
- Rashes
- Water infections
- Diarrhoea and vomiting
- Any new or exacerbation of a long-term health problem that needs urgent attention

Survey Methodology

To capture patient feedback we undertook a survey in two parts. Part one consisted of nine questions which were completed face to face with the patient while they were waiting to receive treatment. These questions focused on asking how people had made the decision to visit the UCCs and their initial views of the service.

Part two consisted of three questions, to be completed after treatment, asking for people to rate their experience and add any comments they would like to make about their experience.

A copy of the survey is included in Appendix 1.

Due to rounding, numbers presented throughout this and other documents may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

The UCCs are open 365 days of the year from 7.00am through to 10.00pm. We carried out a total of 6 visits to each UCC on the following dates:

- 21st July 2017 - 7.15am to 9.50pm (Runcorn) and 24th July 7.15am to 7.15pm (Widnes)
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Survey - results & findings

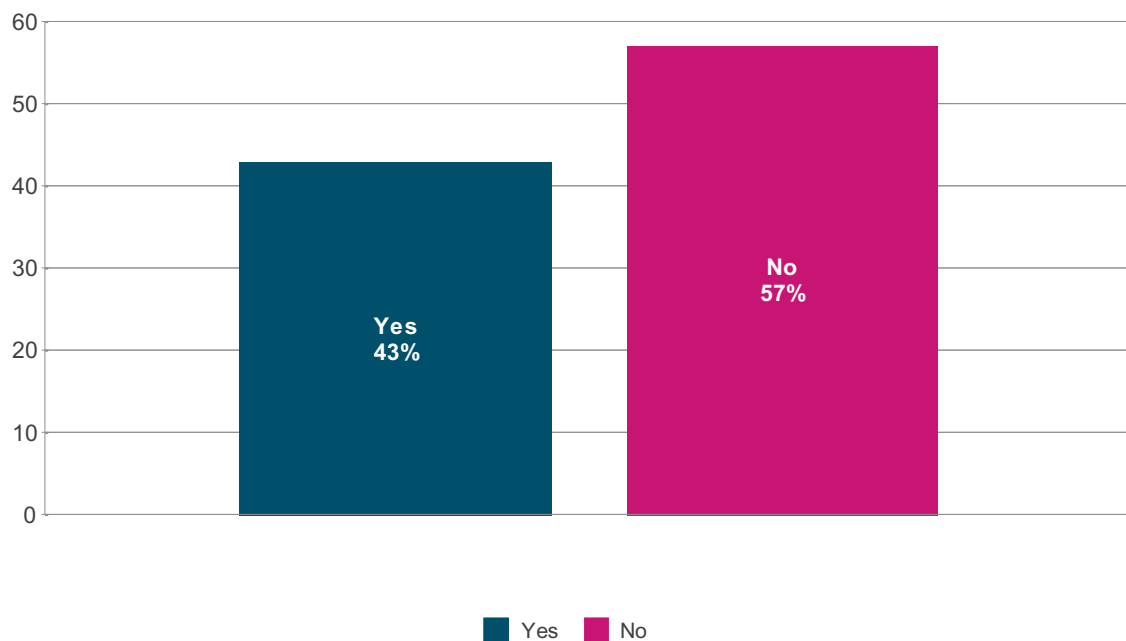
A total of 241 people completed part 1 of the survey (Runcorn 130, Widnes 111)

Q1. Please tell us if it is you who is seeking help today?

Respondents	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Total	241	111	130
Please tell us if it you who is seeking help today?			
Yes	169	68	101
No	72	43	29

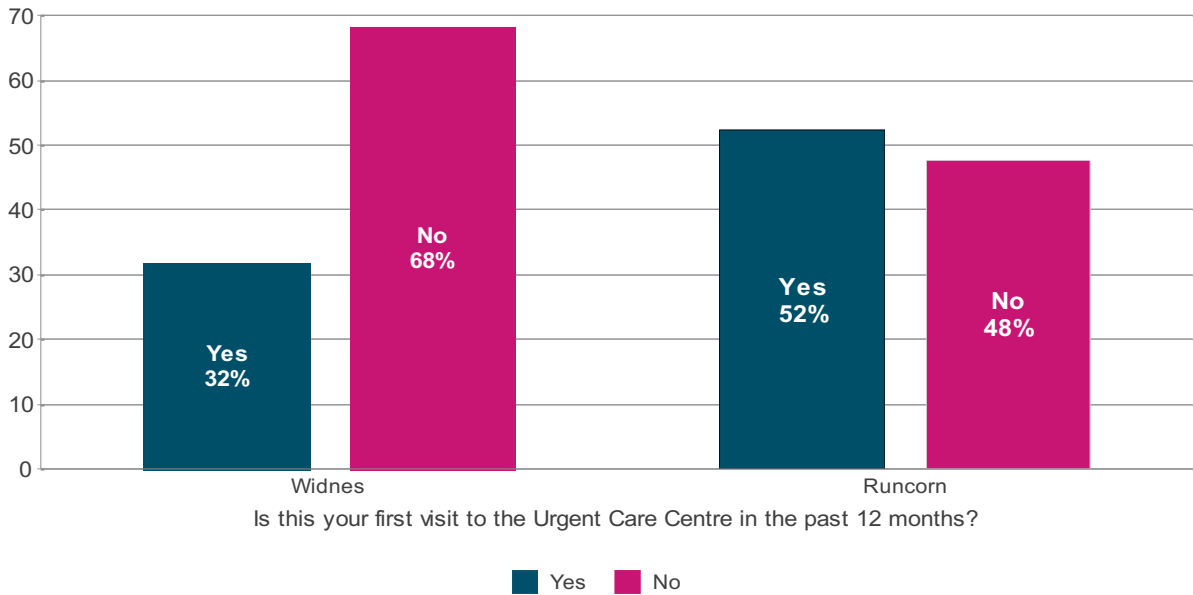
Of the **241** people we surveyed, **169** were receiving treatment themselves and **72** had brought a family member to receive treatment.

Q2. Is this your first visit to the UCC in the past 12 months?



43% of people said it was their first visit to the Urgent Care Centre in the past 12 months. Breaking these figures down by each centre we can see that there is a pronounced difference in the number of repeat visits to each centre.

Q2 - Breakdown by each Urgent Care Centre



68% of people visiting Widnes UCC told us they had used the centre on more than one occasion in the past 12 months.

Just under half, (48%) of people visiting Runcorn UCC told us they had visited the centre more than once in the past 12 months.

Those people who visit more than once average 3.28 visits per year

Do health and care services know what you really think?



Q4. Did you seek help elsewhere before coming to the UCC?

Respondents	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Total	241	111	130
Did you seek help elsewhere before coming to the UCC?			
Yes	98 40.7%	46 41.4%	52 40.0%
No	143 59.3%	65 58.6%	78 60.0%

59% of people told us they went straight to the UCCs without seeking help anywhere else. This was very similar for both UCCs and similar to the figure from our original report 'A day in the life' of 61%*

Although not a question on the survey, we also asked people to comment on why they had not looked for help anywhere else. While some commented that they felt their need was urgent, the majority of people said they didn't think their GP would have an appointment available for that day.



Do health and care services know what you really think?



Q5 If you answered 'Yes' to Q3a, please tell us where you sought help

Number of respondents = 98 Number of responses = 105	
If you answered 'Yes' to Q3a, please tell us where you sought help: (multiple choice)	
NHS 111	6 6.1%
GP	89 90.8%
Pharmacy	1 1.0%
Family member	1 1.0%
Other	8 8.2%

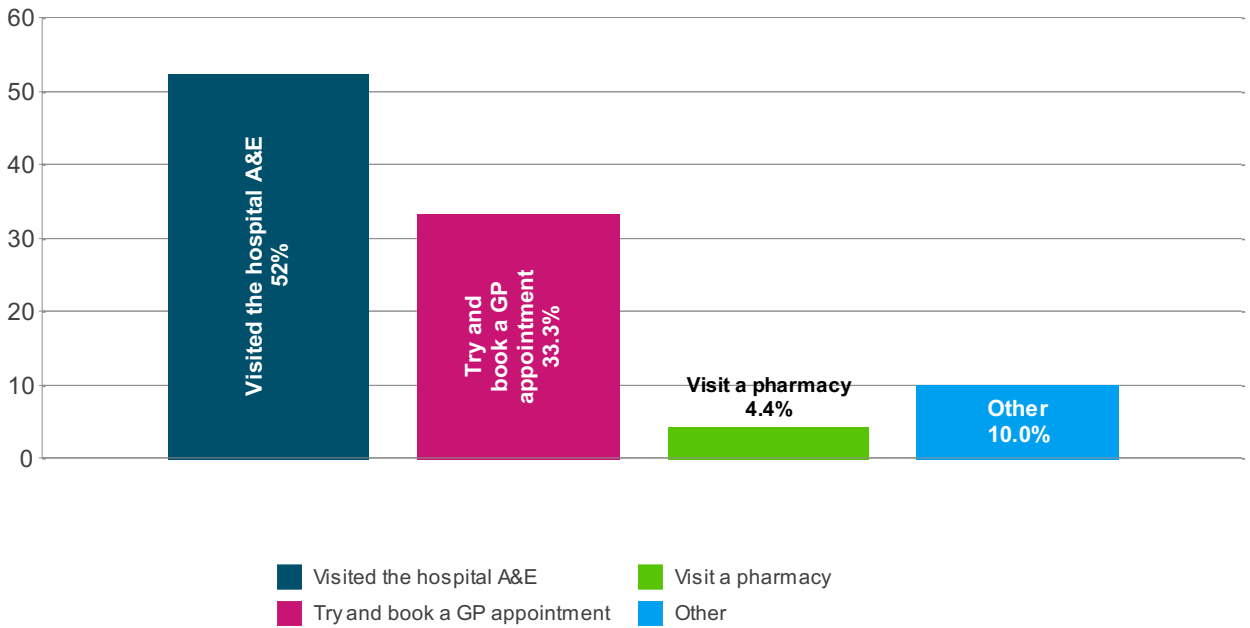
Of the 98 people who had tried for help elsewhere before attending the UCC, 91% (89 people) had contacted their GP practice first. Of these, 5 had been advised to visit the UCC by their GP practice. The remainder had been unable get book appointments to be seen on the day.

I tried my GP and there were no appointments for 4 weeks. I rang NHS111 and they advised using the UCC'

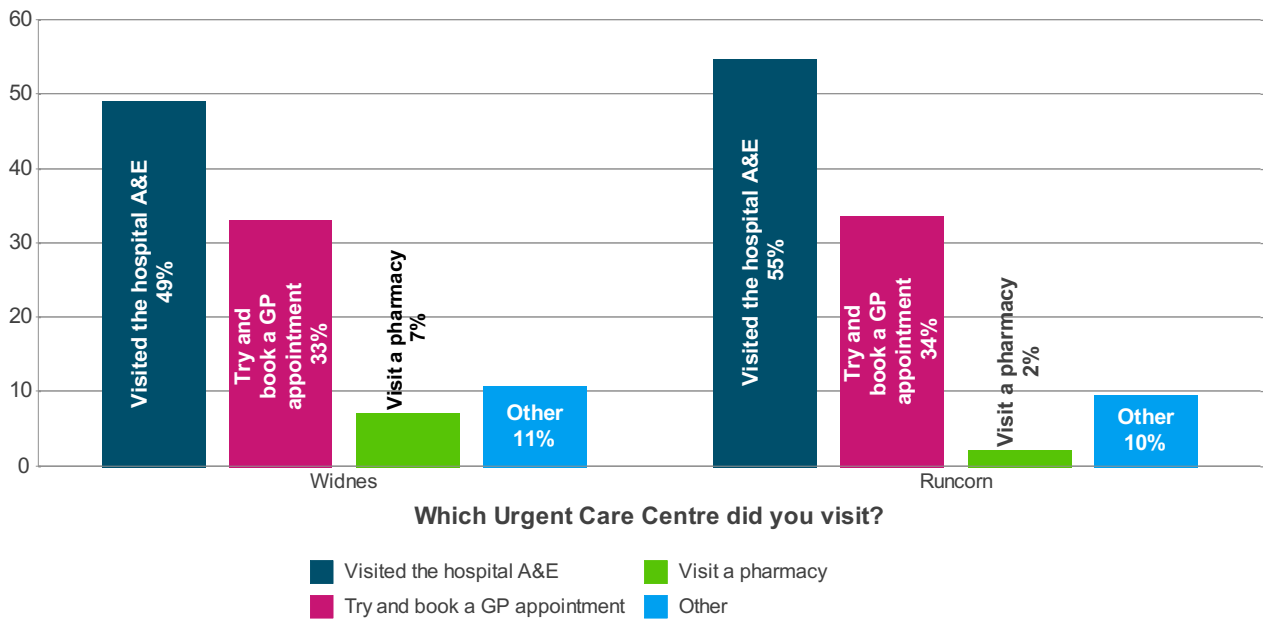
Do health and care services know what you really think?



Q6. What would you have done today if there wasn't an Urgent Care Centre



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According to NHS Halton CCG, one of the main targets for the Urgent Care Centre was to help reduce A&E attendances locally by 15%¹. We posed Question 6 to see what alternatives patients would have chosen if there hadn't have been a local Urgent Care Centre to visit.

One in two patients said they would have gone to A&E if there hadn't been the option of an Urgent Care Centre.

From the results we've gathered it would seem that in addition to helping reduce A&E attendance locally, the two centres have also indirectly reduced some of the pressure on GP Practices.



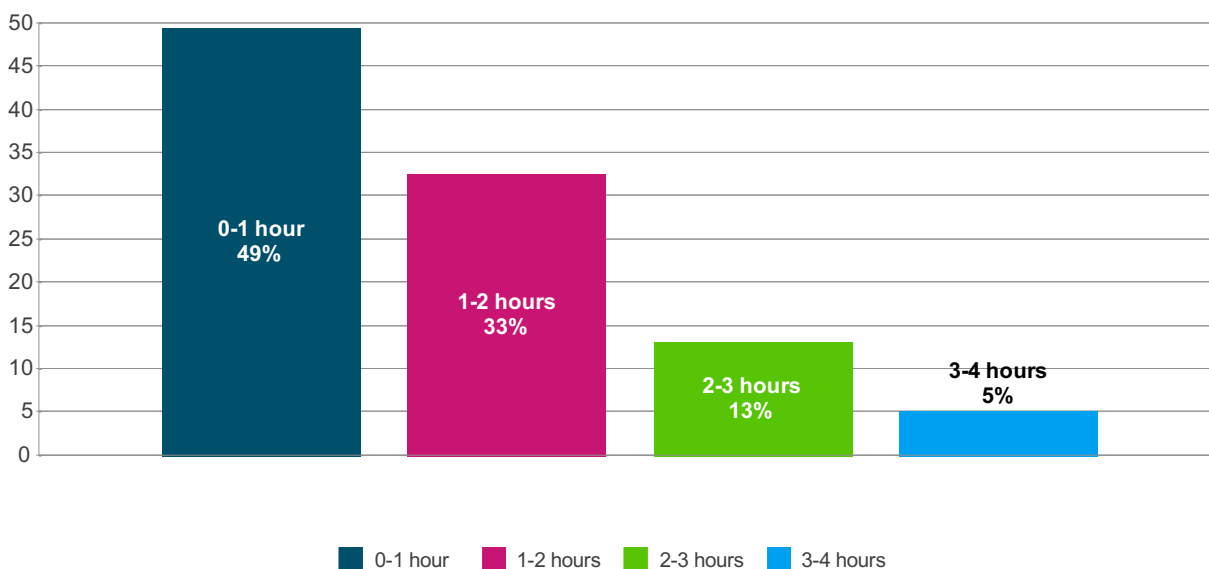
¹ *Bringing urgent care closer to patients' homes and unlocking potential system savings in Widnes* - <http://www.fabnhsstuff.net/2015/09/23/bringing-urgent-care-closer-to-patients-homes-and-unlocking-potential-system-savings-in-widnes/>

Service & satisfaction

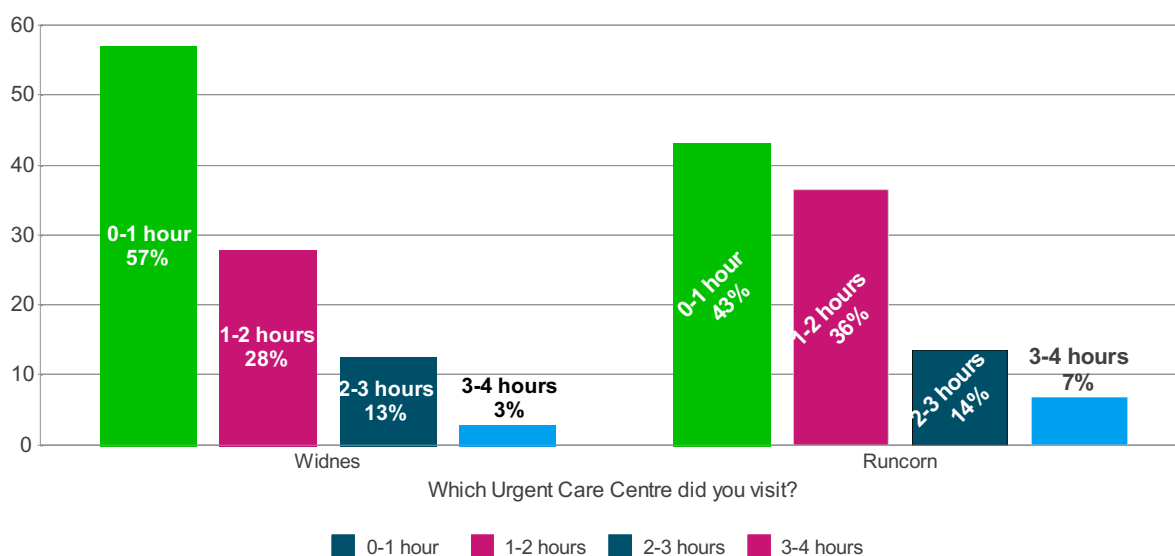
Part 2 of our survey was for patients to complete after they had been treated and were ready for discharge.

160 people completed and returned Part 2 of the survey. Of these, 79 (49%) were triaged and treated within one hour of attending. 100% of respondents were treated and discharged within 4 hours

Q12. How long has it taken from arrival at the Urgent Care Centre to being treated and discharged?



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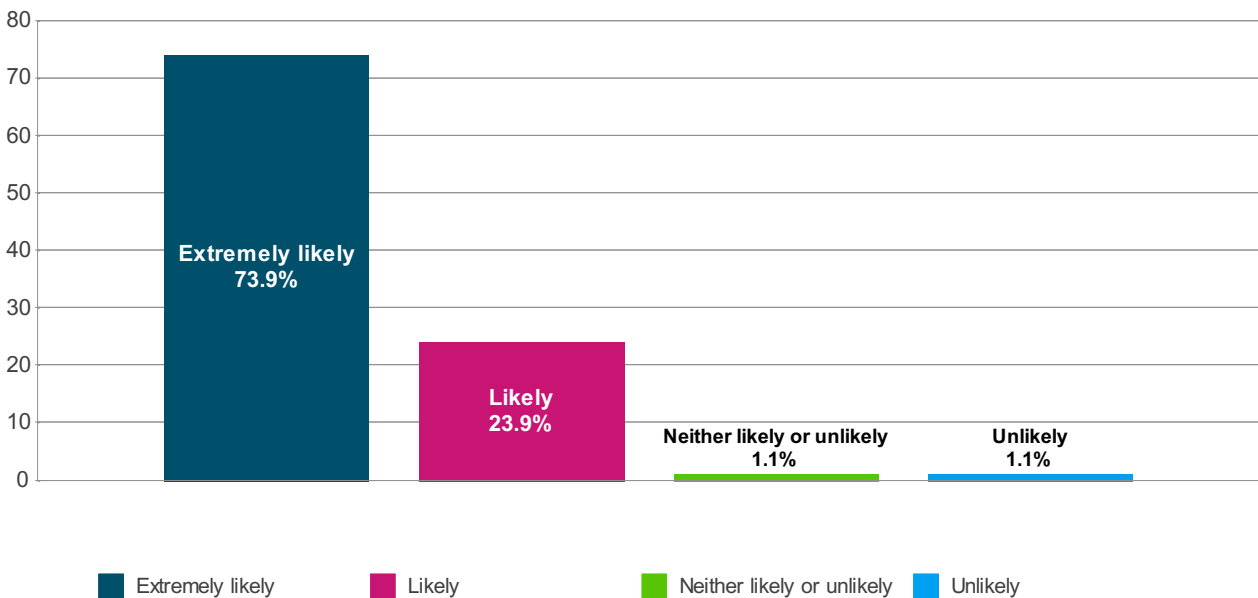


Q13. On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.

Break % Respondents	Combined	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Base	160	71	89
On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.			
5 star	64.4%	63.4%	65.2%
4 star	23.8%	23.9%	23.6%
3 star	9.4%	8.5%	10.1%
2 star	1.9%	2.8%	1.1%
1 star	0.6%	1.4%	-

We found that the overwhelming majority of people attending the UCCs had a very good experience on the day with more than **88% giving it a 4 or 5 star rating**.

Q14. How likely would you be to recommend this service to a friend or family member

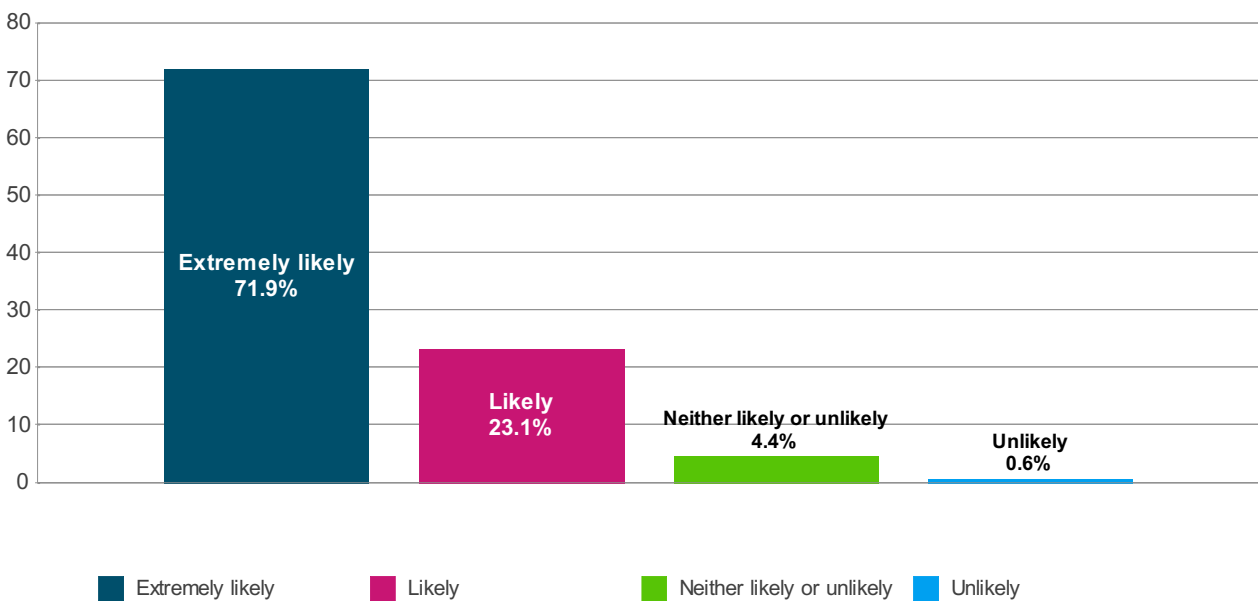


Q14. How likely would you be to recommend this service to a friend or family member

Respondents	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Base	160	72	88
How likely would you be to recommend this service to a friend or family member			
Extremely likely	71.9%	69.4%	73.9%
Likely	23.1%	22.2%	23.9%
Neither likely or unlikely	4.4%	8.3%	1.1%
Unlikely	0.6%	-	1.1%

When asked how likely they would be to recommend this service to a friend or family member, if they needed similar care or treatment, **95% of people** replied they would be **'Extremely Likely' or 'Likely'**, to recommend the service. There was a slight difference between the individual scores of the two centres.

Q14. How likely would you be to recommend this service to a friend or family member



Sundry questions & comments

How did you arrive here today? by Which Urgent Care Centre did you visit?

Counts Break % Respondents	Total	Which Urgent Care Centre did you visit?	
		Widnes	Runcorn
Base	240	110	130
How did you arrive here today?			
Public Transport	13 5.4%	8 7.3%	5 3.8%
Taxi	10 4.2%	7 6.4%	3 2.3%
Car	187 77.9%	82 74.5%	105 80.8%
Walked	28 11.7%	12 10.9%	16 12.3%
Other please state?	2 0.8%	1 0.9%	1 0.8%

- The majority of people arrived at the UCC's by car

As a supplementary question, we asked if there were any difficulties in parking at the Urgent Care Centres. The feedback we received was very positive regarding the ease of parking once on the hospital site for Runcorn UCC, although a few people raised concerns over the lack of signage for the UCC on the surrounding roads.

Many people told us they found it difficult to park at the Widnes UCC due to limited space on the Caldwell Road car park. We pointed out that there was a car park specifically for the UCC, immediately across the dual carriageway from it. The majority of people we spoke with were unaware of this, and



many had to park further away in the local college car park. The signage on the main road directed cars towards Caldwell Road rather than the larger car park.

Demographics

Of the 241 people, 234 gave details of their registered GP practice as follows:

Halton GP Practices	
Grove House	25
Castlefields	23
Newtown	19
Tower House	19
Peelhouse Plaza	17
Brookvale	15
Beaconsfield	12
Appleton	11
Weavervale	11
Murdishaw	9
The Beeches	8
Bevan Group	4
No registered GP	3
Heath Road	2
Hough Green	2
Oaks Place	2
Upton Rocks	1
West Bank	1

Outside area	
Other	35
Penketh	9
The Knoll, Frodsham	6

Recommendations and observations

Overall, we found the service offered to patients to be of a very high standard at both centres, certainly that's the feedback we've received from the public.

The Widnes Centre generally had more patients attending it on the days we were there. We noted that waiting times often rose around the times of staff changeovers, this is something that we feel needs to be looked at and improved on.

All the staff we've met and spoken with during the past 6 months of visits have been professional and a delight for us to work with.

Staff at both centres should be highly praised.

1. Waiting times

- We heard from patients during our visit that they really valued being kept informed on the waiting times for treatment.
- Following our report last year, an Information Screen was installed at Runcorn UCC which shows the waiting times and numbers for triage and treatment and is updated automatically from the treatment rooms. Waiting times at the Widnes UCC are written manually on a whiteboard at one end of the waiting area. This was not always easy for people to see or follow. We would like to see a similar system to the Runcorn one introduced in Widnes.

2. Signage and car parking

- Many people told us they found it difficult to park at the Widnes UCC due to limited space. We pointed out that there was a car park specifically for the UCC, immediately across the road from it. The majority of people we spoke with were unaware of it, and many had to park further away in the local college car park. We highlighted this in our previous report as the car park was built, at no small expense, with the aim of reducing the congestion on Caldwell Road from people attending the UCC. This car park is currently poorly signposted and, from our experience, underused by patients. It does though seem to be well used by people working at or visiting local businesses. We would recommend that some clear signage and directions are given to the new car park.

3. Comfort

- Patients visiting the Runcorn UCC have access to a free water dispenser and the option to buy a hot drink within the waiting area. There is also a snack machine in the main corridor. As patients can sometimes have a long wait for treatment we feel it is important they have access to these. We had mentioned in our previous report that Widnes UCC didn't have a free water dispenser, only an option to buy drinks from a vending machine. We'd like to see the Widnes UCC offering this facility.

4. Promotion of the services

- We've noted the increased promotion of the two centres, particularly through the Widnes Vikings campaign, 'Beat the Scrum'. We still feel there is some work to be done around awareness of the two services, particularly on what types of conditions the centres can treat. We'd like to see more information on the Urgent Care Centres being widely displayed in our local hospitals, GP practices and pharmacies.
-

Provider & Commissioner Responses

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

Response from NHS Halton CCG

Thank you to Halton Healthwatch for the invaluable report which will enable Halton CCG to make the necessary improvements. Patient feedback is extremely valuable, and it is positive that on the whole patients are receiving a high standard of care from the Urgent Care Centres.

As Commissioners of the service we are seeking to improve the services offered by the Urgent Care Centres and as part of our improvement plan for 18/19 we will address the recommendations within the report and ensure our Urgent Care Centres are part of an integrated urgent care system and meet the national directive of Urgent Treatment Centres.

It is anticipated through the development of Urgent Treatment Centres, in conjunction with current providers, we will be looking to enhance and better promote the ranges of services provided and raise more awareness of the centres as suggested in the recommendations.

Nicky Ambrose-Miney, Senior Commissioning Manager Urgent Care, NHS Halton CCG

Response from Bridgewater Community Healthcare NHS FT

Healthwatch Halton report response – Widnes NHS Urgent Care Centre

Bridgewater Community Healthcare NHS Foundation Trust said:

This report clearly demonstrates the high quality patient care provided at NHS Widnes Urgent Care Centre and the key role the centre plays in alleviating the pressures on local accident and emergency departments.

We are pleased that this report shows high patient satisfaction rates and that many of our users are repeat visitors to the service. However, we are committed to continually improving so patients visiting our service have the best experience possible. As a result, we will be working hard over the coming months to implement many of the suggestions raised by Healthwatch Halton. This includes:

- Reviewing the times we are busy and adapting our staff rota to ensure we meet the needs of patients.
- Working towards adopting a new appointment system to reduce waiting times.
- Installing an electronic information screen.
- Working with Halton Council to improve signage for the Widnes Urgent Care Centre car park.
- Improving signage in the centre to make patients aware that free water is available from reception.
- More widely promoting the ailments, illnesses and injuries that can be treated at the centre through a social media campaign and working more effectively with our health partners.

We continue to welcome feedback from patients. If you have a comment, compliment or complaint about Widnes Urgent Care Centre please contact Bridgewater's Patient Services Team on 0800 587 0562 or Patient.Services@bridgewater.nhs.uk.

Appendix 1

Comments

Listed below are the comments we received through the survey.

Did you seek help elsewhere first?

- I was advised by NHS111 to visit UCC
- Yes, Lydiate Walk in Centre
- I've had a recent triple bypass. I need to have my dressing changed and Bridgewater have no appointments available for the district nurses for over a week.
- I rang the GP 36 times and gave up
- Tried the Emergency Dental Service.
- I tried my GP, Peelhouse Lane, no appointments
- I rang my GP for an appointment, they had none.
- Tried my GP - Newtown, no appointments
- No appts - Peelhouse Lane
- My GP was unable to assist with this issue
- I couldn't get through to the GP Practice (x3)
- No appointments available at my GP (x34 replies)
- No appointments available this morning
- No appointments available in a good time frame
- No appointments so they told me to come to the UCC instead
- There were no appointments at the GP so they advised I attend the UCC
- No appointments available this morning
- I was offered a GP appointment but it was not soon enough
- GP appointment was offered but it was 9.30pm!
- There were no appointments at the GP. I also tried the Breathing Clinic, they suggested coming to the UCC
- I was told to come to the UCC by my GP
- My GP advised me to come to the UCC
- Tried GP no appointments, tried NHS111 they said to go to UCC
- NHS 111 told me to try Calpol for my child. My GP had no appointments available
- I was triaged by my GP practice and told I was OK!
- I had been to the UCC on Saturday

- Tried the Emergency Dental Service.
- I came straight to the UCC as it is good and I needed hospital in the past
- I have an x-ray appointment at the UCC
- I have a relative who is a nurse, I rang them.
- Advised to come to UCC by GP
- Midwife
- District Nurses
- I rang NHS111 and was advised to visit the UCC
- The earliest I could get an appointment was 2 weeks
- I tried my GP and there were no appointments for 4 weeks. I rang NHS111 and they advised using the UCC
- I was sent here from the x-ray department

What would you have done if there hadn't been a UCC to visit?

- Visited the optician as I have a problem with my eye. My contact lens has slipped around my eye.
- I trapped my thumb in the car door
- Gone back to Lydiate walk in centre
- Waited to get an appointment at my GP
- I felt my daughter's injury was urgent enough to come to the UCC
- I would have rang a relative who's a nurse and asked her.
- Don't know, I'm not registered with a GP at the moment
- I would have tried another UCC
- I'd try the GP tomorrow
- I would have gone to Whiston A&E for an xray
- Asked family
- Cried!
- I may have called the emergency GP
- Left it to see how I felt
- I would have called the GP out of hours service
- Try GP again!
- Rang NHS 111 again
- I'm here to have a dressing changed - I would have asked my wife to try and change the dressing

- I would have gone to Warrington A&E
- I would have suffered!
- I would not have sought any other help
- I would have gone to A&E
- I would have gone up to Warrington Hospital with my daughter
- Phoned NHS111
- My GP said go to the UCC or A&E
- This was my last resort! There was no emergency GP
- Don't know
- I would try and get a GP appointment tomorrow
- GP told me to come to the UCC
- I have an appointment for next week to see my GP but I needed help now for the pain now
- St Helens Walk in Centre
- St Helens Walk in Centre
- I would have tried another UCC
- I would have tried to get my GP appointment moved forward from 2 weeks away

Staff, service and waiting times

- All staff were very friendly & extremely helpful.
- Receptionists are really kind and friendly.
- Very good, I was in and out within 1 hour.
- Son had a bang on the head, we came straight to the UCC, otherwise we would have gone to A&E.
- I visited the Widnes UCC last night after 8.00pm and they triaged me but they told me they couldn't treat me and to come to the hospital.
- Staff are very nice. I think my wait will be long though as it's currently 2-3 hours.
- Son injured his ankle at school. Think it may be broken. The staff have been very helpful.
- Very good - my daughter was seen and treated within 1 hour.
- Three hours wait is too long. Should have been told when checked in. Staff were nice.
- Well treated - the staff were really nice.
- Very helpful.
- I was really well treated. The staff were superb.

Q11. Any other comments about your experience?

- I have fibromyalgia. I am in great pain. I trapped my thumb in the car door and the central locking closed!
- I was advised to come to the UCC by my GP Practice as they said it would be quicker
- I was advised by my GP to attend as I was in too much pain.
- I was advised by NHS111 to attend. I had tried ringing my GP, I was waiting in the phone queue for ages and finally hung up and called NHS111 instead.
- We were advised to attend by the GP. I think they should have a paediatric doctor available so we don't have to be sent up to Warrington Hospital.
- Back here with a recurring issue with my father. They are very good here!
- I tried my GP but there no appointments available today.
- We've just returned from holiday. Our grandson has bad sunburn
- Very good service. I work at the Cheshire & Merseyside Treatment Centre and the nurses there insisted I should come and get my eye looked at.
- My daughter was visiting us from Cambridge with our granddaughter. Granddaughter was taken ill and my GP advised we come to the UCC.
- My son got a bead stuck up his nose!
- I've just picked up my daughter from nursery. Her hand has swollen up and she has a rash on her arm. I was worried she was having a reaction to something she had at nursery.
- It's always a very good service here. Very friendly staff
- I've injured my jaw.
- My daughter injured her ankle on a school trip. I'm waiting to get it checked out.
- Good. I'm here for a follow up appointment after a visit here last week.
- My daughter needed stitches removed from around her mouth. My GP couldn't do it. I tried the District Nurses but the earliest appointment with them was next Friday (7 days).
- I was walking in Delamere Forest with my dogs when they pulled me over and I hurt my ankle. I think it may be broken.
- I'm here for a check as I'm pregnant
- There were no appointments available for my doctor
- All ok. It looks like a good service
- My daughter's leg needed dressing. Staff were excellent. We've just moved to the area, still with old GP
- Very quick
- Great service. Really well looked after. This is a follow up visit as daughter had trapped her finger in a segway and we came to the UCC last week.

- No appointments available with my GP
- Very good. Without this place we'd be visiting A&E at Warrington a lot more!
- FAB
- I rang my gp this morning and was triaged as not needing treatment. I feel worse now so have come to the UCC
- I had a tooth removed at Church Street Dental on Wednesday. It has swollen up and I've been advised by the emergency dental service to come to the UCC as I need antibiotics.
- I was treated very well
- Young son is very ill. He's not been right for a few days, wont drink. He's had lots of ear infections recently. He had a hearing test at Caldwell Road in Widnes. He needs to go back but we have to wait 2 months for the next appointment.
- I have chest pains and tingling in my arm> I would have rung for an ambulance if the UCC wasn't available locally
- I think my baby is having an allergic reaction to Amoxycillan. He's come out in a rash and high temperature. We are now waiting to see the Out of Hours GP.
- Follow up appointment to have a dressing changed. I had an op in Warrington on Thursday. I need to drop in here to get the dressing sorted
- My eyes are very sore, I'm struggling to see as they are watering. It started last night.
- I tried the GP and there were no appointments. I would have had to try again tomorrow.
- I rang my GP for an appointment, none available today.
- There were no appointments available at my GP
- I've come for a follow up appointment after a visit here on Thursday
- I'm working in Halton at the moment
- A one month wait to see my GP at Newtown. Too long - elderly / child still a long wait
- I came to the Urgent Care Centre yesterday but need to check my medication
- Excellent service
- I have an appointment to have my stitches removed following on from an operation at the hospital
- There were no appointments available at my GP so I decided to come to the UCC
- I contacted NHS 111 and then my GP. GP was closed for training!
- Currentlly a 90 minute to 2 hour wait as no GP/Nurse prescribers available!
- Very quick today, 5 minutes and I was in triage.
- I was in the area visiting family and needed to come to the UCC
- I work in Halton so came to the UCC as not feeling well
- Whiston Hospital is great! Warrington Hospital my experiences have been poor.

- I had an operation recently and need to have the stitches removed. They should have been removed a week ago but I can't get an appointment to see a District Nurse until 13th December, 9 days away. I've tried ringing the district nurse service constantly but no luck with appointment.
- Everyone has been professional and attentive

Car parking

- This service is a great thing for Runcorn. Also free parking is good.
- I was not aware of the free parking for patients at the UCC so I parked outside the hospital grounds to avoid any charges.
- Car Parking - I wasn't aware about the free parking for patients at the UCC.
- We're new to the area so we weren't aware of the system for car parking.
- I was not aware of the free parking system for the UCC.
- Fantastic that they have free parking.
- I was not aware of the free parking until I arrived here. It was a nice surprise.
- I didn't know about the free parking for patients at the UCC and I paid.
- I'd already paid for my car parking when I arrived. I didn't know about the free parking.
- Parking - I wasn't aware before I arrived that parking was free - Very good!

Part 2 - Q3. Any other comments about your experience today?

- Brilliant
- Very well looked after, thanks!
- Quickly seen by doctor. Friendly staff, clean waiting area
- Lovely
- All the staff are extremely helpful and knowledgeable, and it is a pleasant wait at this service to be seen. I really don't think there is anything that needs improving if my visits have been as good as they have.
- The treatment at the centre was very professional and the staff helpful and pleasant.
- Everything was good. No waiting time for triage. I was seen very quickly. Service with a smile. In the children's area I then waited over 2 hours to be seen with my 3 year old.
- Excellent Service, First Class Treatment. Staff extremely professional & polite. Service is very efficient. More centres are required like this to alleviate the pressure on A&E dept's and GP practices.
- Brilliant treatment given from nurse and plenty of reassurance given
- Dealt with quite quickly
- Very professional however friendly, caring and informative on arrival. Initial triage nurse was knowledgeable, caring and professional also. Thorough in her questioning so made me feel at ease.
- Quick professional service. Staff polite.
- Very quick and made my daughter feel at ease.
- Very good. Made my daughter feel very relaxed. She was very brave!. We were seen in less than 30 minutes.
- The nurses were very friendly
- Treatment was excellent. Reception staff & nurses really helpful - Top Notch
- I have been seen, I'm now waiting on blood test results coming back from Warrington Hospital.
- Fortunately, we arrived and nobody was here, straight through to be seen. On other occasions we have waited for 4-5 hours but the care is still good.
- Fantastic care for my son, thank you!
- Waiting time told 10 minutes to be seen. 1hr 10 minutes later was seen
- Lovely staff, very professional
- The emergency nurse was fantastic
- Patient is being taken up to Warrington Hospital
- They are really good here

- I have sat in Warrington A&E for 5 hours for the same reason as today. The service here is fantastic and speedy
- I didn't expect it to take this long but overall helpful and got answers.
- Short & sweet
- Quite a long wait for something I could have dealt with myself if advised to do so on my last visit.
- A slightly longer wait due to a blood test. Very good service
- Wonderful service
- All very good
- I was finished within 20 minutes of arriving. So much easier than going to Whiston, especially as I work in Widnes and haven't needed to take a lot of time out of my day.
- The experience was positive. Thank you
- Very happy with the care given. Thank you.
- Excellent Service
- Very Friendly and helpful staff and we have been seen to very quickly.
- All staff were very helpful
- Very good treatment
- Triaged very quickly then a bit of a wait to be seen. There is no alternative equivalent service local to my home in Frodsham
- Great care and advice, waiting times are always a minimum. I live nearer to Warrington Hospital and I always come to Halton for treatment. There should be more places like this.
- I have been referred to another service as the Urgent Crae Centre couldn't help me today.
- Although the wait was long it is a great and friendly service
- Staff pleasant, cleanliness good, treatment received very good.
- The waiting time was ridiculous. We was told when we were triaged that the waiting time was 30-45 minutes. We arrived at 12.30pm and never got seen till after 3.00pm
- Good service provision when not an emergency (no hospital time taken) but treatment is needed.
- I was happy with the service received. No doctor available but I still say it's not their fault. I got good treatment and they were very helpful staff
- Didn't really get any answers to my problem. I was referred back to my GP
- Very quick, efficient and informative
- I have been twice within the last two months. Both times I have been dealt with speedily and professionally and been given good advice. Thank you for the service
- They could do with more children's toys available

- I needed to have a dressing looked at and I couldn't get an appointment at my GP practice for a week
- Very good and friendly staff. Excellent care
- I was looked after very well. Especially by Sandy (sister)
- Quick in and out
- Very efficient. Couldn't get an appointment at my GP practice so I was referred to the Urgent Care Centre by the staff at the GP.
- Very quick and professional service given by all staff. Would certainly use again.
- Treatment was satisfactory, but lack of information about waiting times made for an unpleasant experience. There was no information to say where you are in the queue. This would alleviate people's anxiety. They should have separate departments, i.e. injury and other ailments
- Waiting times are extortionate. Junior doctor was really good in sorting my problem out
- I have decided to go home and see my GP on Wednesday. I am feeling a fraud sat here.
- Very good service
- It was busy, but I was seen within a reasonable time
- It could do with a shorter waiting time
- Waited some time to be seen by Doctor, very satisfied and glad this place is here. We would be lost without it. It's the best backup system for GP's I have ever known
- Could do with a better system for calling patients in for treatment. I couldn't hear them calling my name out as it was a busy environment.
- Very friendly and helpful staff
- Despite being in some discomfort from pain the treatment I had contributed to a pleasant experience. The staff were all very professional, attentive and caring. I cannot fault the treatment I received and although I hope I do not have to use the service again I would not hesitate to do so. Thanks to all
- Despite receiving very good service, I have only circled 'likely' because of the difficulty in getting here from my area and the 'potentially' long wait.
- Reception were friendly warm and welcoming. Seen by triage nurse within 15 minutes of arrival. Longer wait after that!
- All good. Effective and efficient processes to manage my treatment. Well done to all concerned!
- Very good service Everything was fine with my assessment.

Urgent Care Survey - Questionnaire

Ref No:

healthwatch
Halton

Urgent Care Centre Survey - Part 1

Healthwatch Halton is the independent consumer champion created to gather and represent the views of the public and people who use the services are taken into account.

We would like to ask you some questions today about your visit to this UCC arrived. We would also like you to complete a short form after you have received your treatment, to let us know about your experience while at the UCC.

We are not asking you to divulge any medical or confidential information about your visit. The information you provide in this survey will be anonymised and will help us to provide a local picture of people's experiences of accessing urgent care.

Q1 Please tell us if it you who is seeking help today?

- Yes No

Q1a If you answered 'No' to Q1, are you:

- Parent / family member Friend / Work colleague
 Partner/Spouse Prefer not to say

Q2 Is this your first visit to the UCC in the last 12 months?

- Yes No

Q2a If 'No', how many times have you visited in the past 12 months?

- 2 3 4 5 6 7+

Q3 Did you seek help elsewhere before coming to the UCC?

- Yes No

Q4 If you answered 'Yes' to Q3a, please tell us where:

- NHS 111 GP
 Pharmacy Family member
 Other

Other - please state

Q5 What would you have done today if there wasn't an Urgent Care Centre locally?

- Visited the hospital A&E Try and book a GP appointment Visit a pharmacy Other

Other - Please state

Q6 How did you arrive here today?

Public Transport

Taxi

Car

Walked

Other please state?

Other

Q7 Approximately, what time did you arrive at the UCC?

Q8 To help us analyse these results and ensure the answers you have given help improve access to services, please could you tell us the following:

Your Postcode

Q8a Your Registered GP Practice

Q9 What age group are you?

16 to 24

25 to 44

45 to 64

65+

Q10 Are you male or female?

Male

Female

Transgender

Prefer not to say

Q11 Any comments?

Thank you for taking part in this survey.

Ref No:

Urgent Care Centre Survey - Part 2

Thank you for taking part in the first part of our survey. We would appreciate it if you could now answer the three questions below and return the survey in the attached FREEPOST envelope.

1. How long has it taken from your arrival at the Urgent Care Centre to being treated and discharged?

- 0-1 hour
- 1-2 hours
- 2-3 hours
- 3-4 hours
- 4-5 hours
- more than 5 hours

2. On a scale of 1 to 5, (1 being poor and 5 being excellent), please rate your experience today.

- ★
- ★ ★
- ★ ★ ★
- ★ ★ ★ ★
- ★ ★ ★ ★ ★

3. How likely would you be to recommend this service to a friend or family member if they needed similar care or treatment?

- Extremely likely
- Likely
- neither likely or unlikely
- Unlikely
- Extremely unlikely

Any other comments about your experience today?

Your postcode (1st 4 digits)

Name (optional)

Telephone or Email (optional)

- Please enter me into the next FREE Healthwatch Halton quarterly prize draw for a chance to win one of three £25 gift vouchers. (Please supply contact details above)

Return this slip using the attached FREEPOST envelope to:
FREEPOST - RTKC-YEJX-UEXR, Healthwatch Halton, St Marie's, Lugsdale Road, Widnes WA8 6DB

Thank you for taking part in this survey

your **voice** counts

We want to hear about the treatment and care you receive from our local health and care services

Hospitals, GP's, Dentists
Opticians, Social Care Services
Non-emergency services

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Halton website today.

You can even leave feedback anonymously!



Leave feedback now:

www.healthwatchhalton.co.uk

Telephone: 0300 777 6543 Email: enquiries@healthwatchhalton.co.uk
Healthwatch Halton, St Maries, Lugsdale Road, Widnes, WA8 6DB

