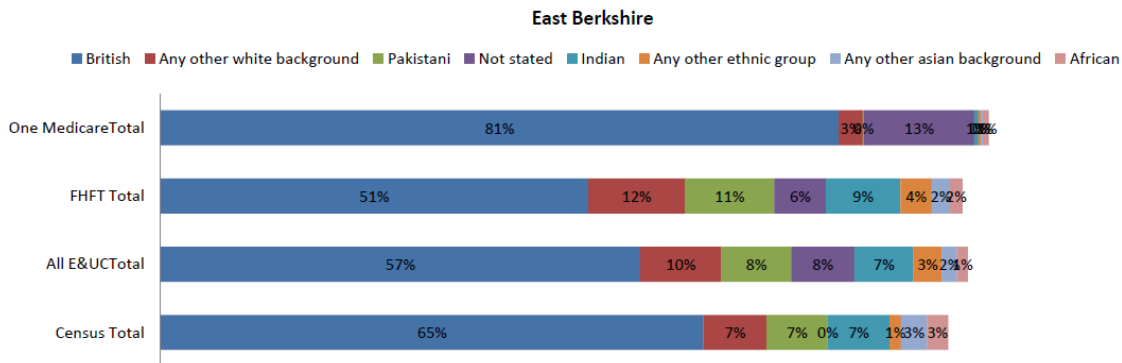


Appendix 2 – Groups using urgent care services more than average

The data we had available to us was for the Emergency Department (Frimley A&E), Brants Bridge Urgent Care Centre and NHS 111 (from April 2016-March 2018). We would have liked to have drawn on data from St Marks and Slough Walk in Centre, but we did not hold data on these services.

Ethnicity:

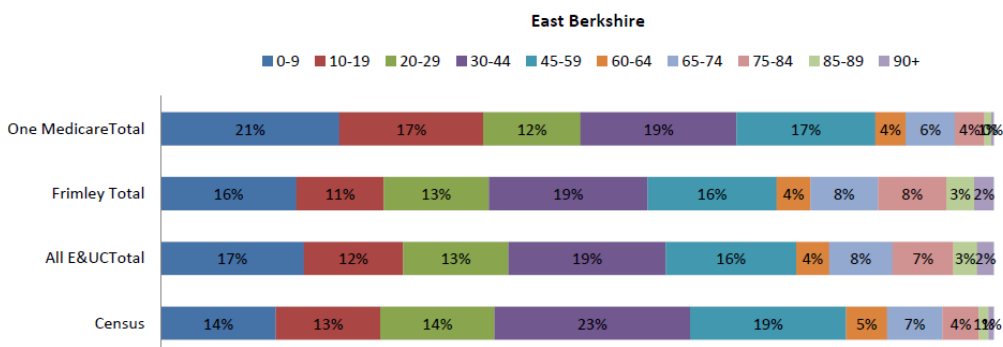


Groups Overrepresented:

- Any other white background represent 7% of the total population, however represent 10% of activity within a urgent and emergency care setting
- Pakistani represent 7% of the total population, however represent 8% of activity within a urgent and emergency care setting
- Other ethnic group 1% of the total population, however represent 3% of activity within a urgent and emergency care setting. It was not possible to conclude which groups these were.

We made provision to get the views from these groups.

Age:

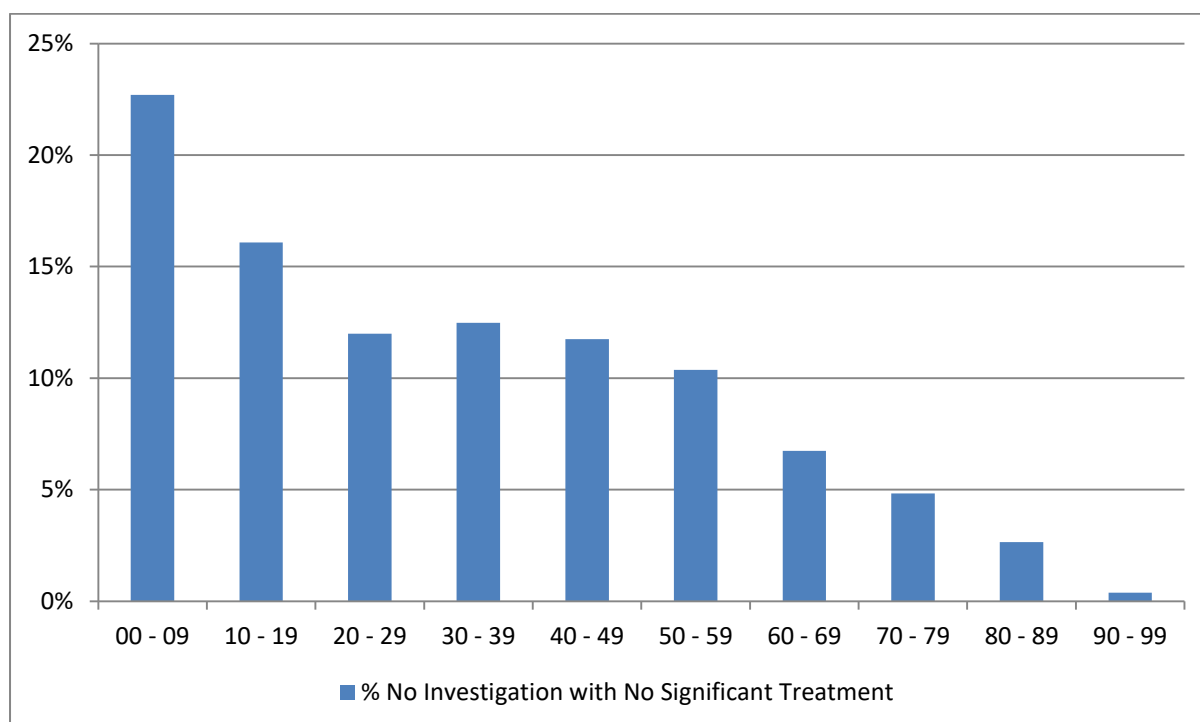


Groups Overrepresented:

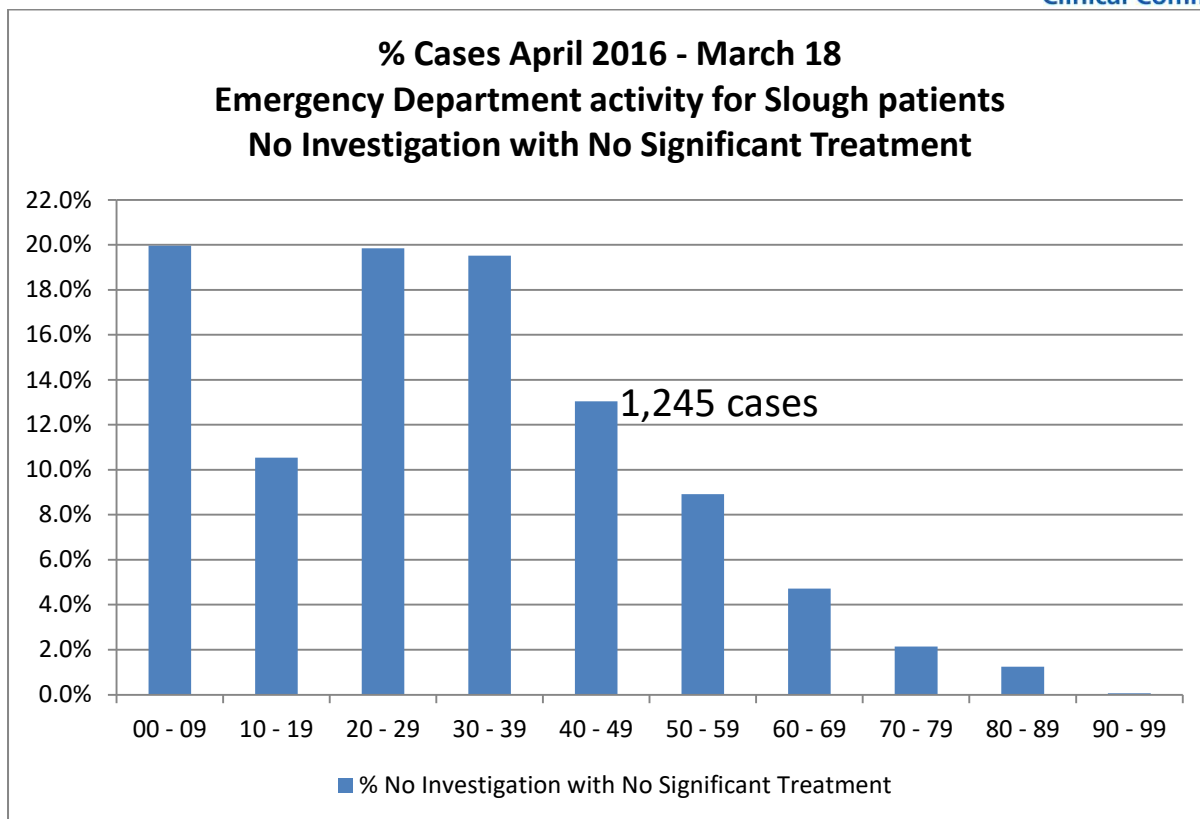
- 0-9 year old cohort represent 14% of the total population, however represent 17% of activity within a urgent and emergency care setting

- 65-74 year old cohort represent 7% of the total population, however represent 8% of activity within a urgent and emergency care setting
- 75-84 year old cohort represent 4% of the total population, however represent 7% of activity within a urgent and emergency care setting
- 85-89 year old cohort represent 1% of the total population, however represent 3% of activity within a urgent and emergency care setting

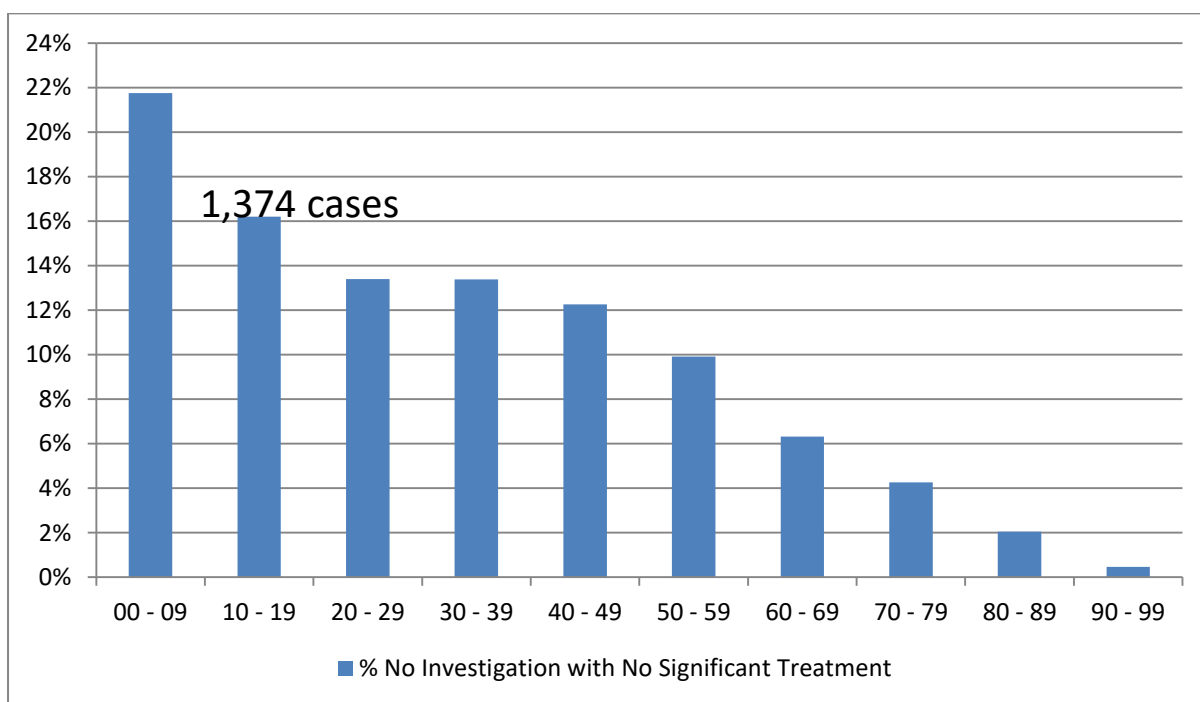
Bracknell and Ascot Patients – Emergency Department activity from April 2016 – March 2018 where there was no investigation/ no significant treatment



Slough Patients:



Emergency Department data for Windsor, Ascot and Maidenhead patients from April 2016 – March 2018:



We have tried to reach out and speak to the following groups:

- Ethnic Groups – White (other), Pakistani (over represented compared to the population)

- Age groups – 0-9 and 65 to 89 (over represented in urgent care services compared to the population)

We also reached out to groups we know are seldom heard e.g. the Nepali community and young people.