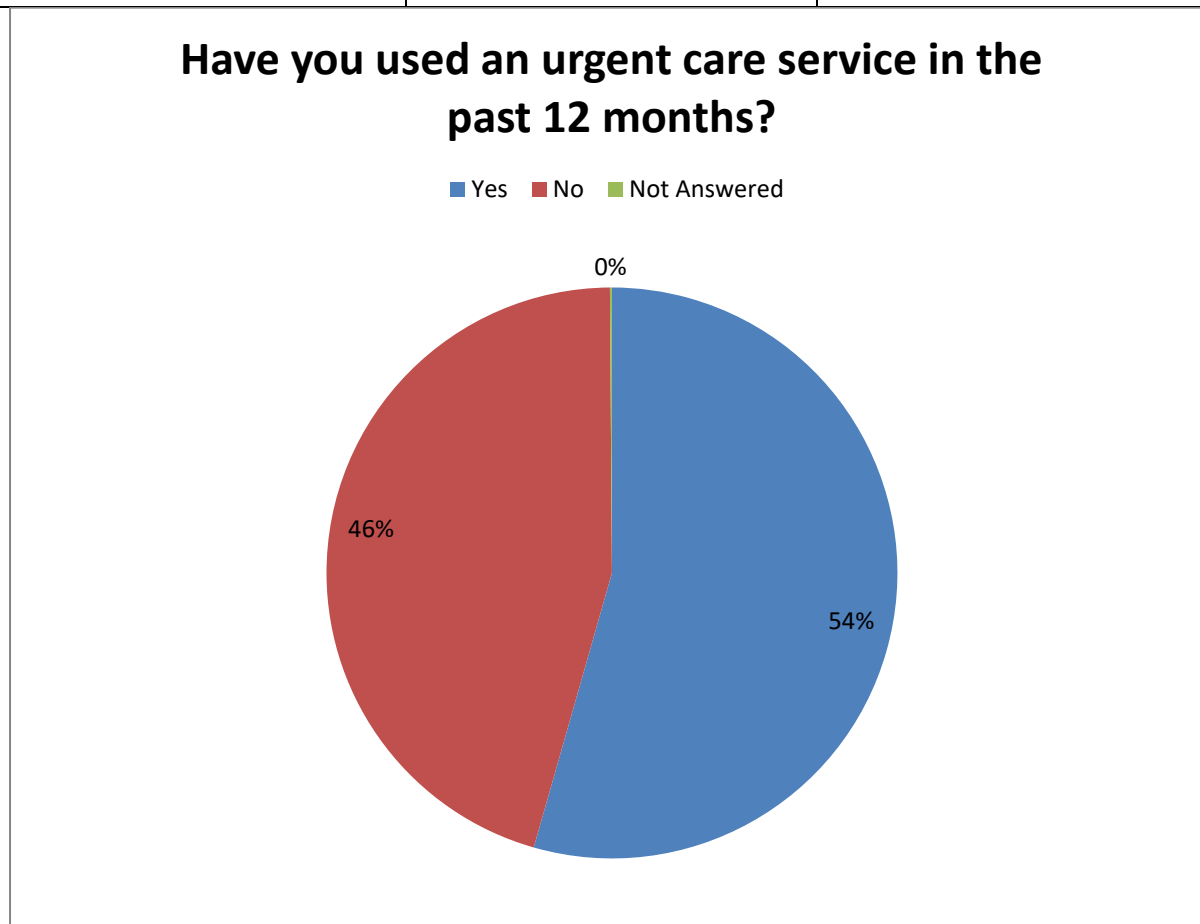


## Appendix 7: Survey responses

The first question asked the respondents to consent that they had read and agree to the CCG privacy policy.

**Question 2: Have you used an urgent care service (e.g. NHS 111, an urgent care centre - Slough Walk in Centre, St Mark's Urgent Care Centre, Bracknell Urgent Care Centre, Out of Hours, Extended access to GP appointments) in the past 12 months?**

Yes	968	54%
No	808	46%
Not answered	2	0%



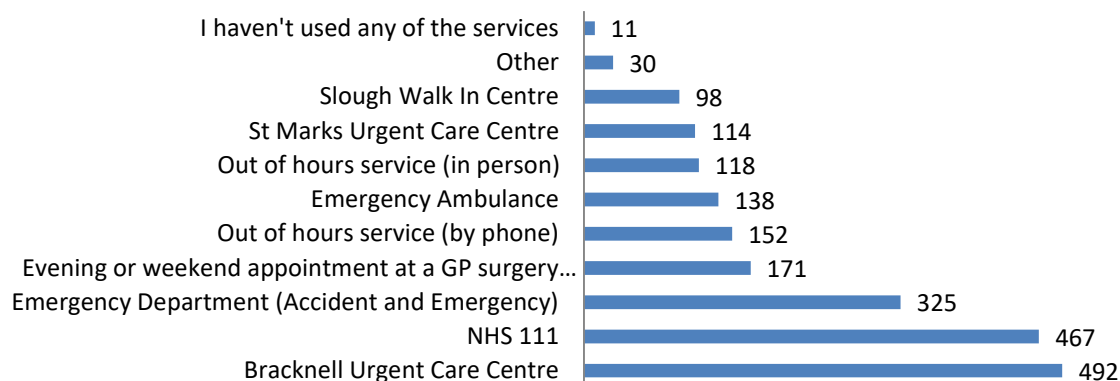
The respondents that had not used an urgent care service in the last 12 months were re-directed to question 8.

**Question 3: Which of the following services have you used in the last 12 months? Please tick all that apply.**

965 respondents had used an urgent care services in the last 12 months, 813 respondents had not.

The services people had used are:

## Services used in the last 12 months (tick all that apply)

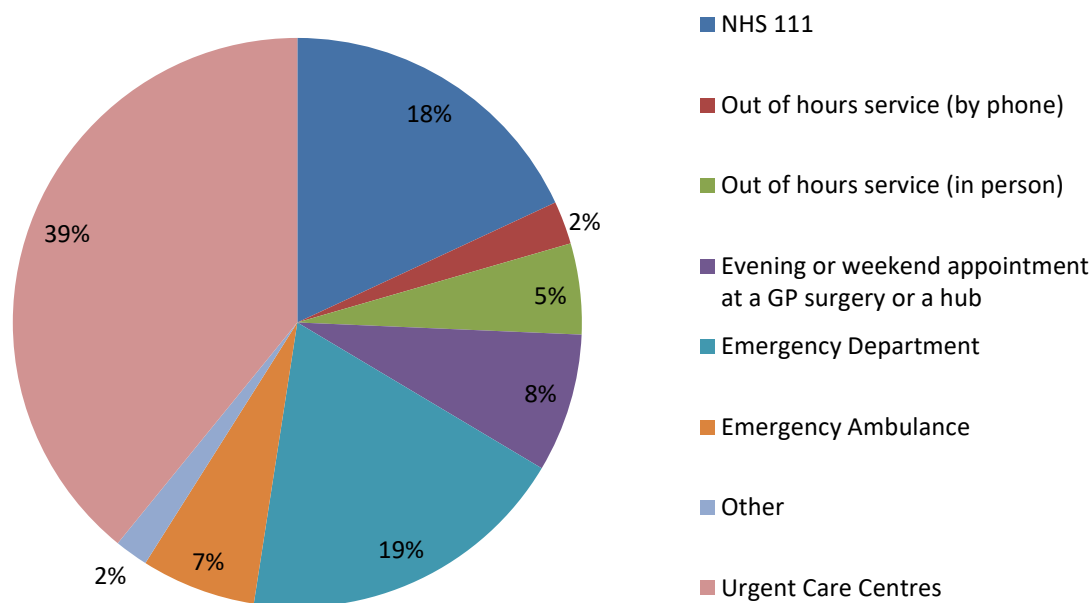


### Question 4: If you ticked more than one service, which was the most recent service you used?

There were 737 responses. 228 people that had responded to the previous question and said they had used an urgent care service in the last 12 months (question 3) didn't answer this question.

Most recent service	Total	%
NHS 111	133	18.05%
Out of hours service (by phone)	18	2.44%
Out of hours service (in person)	38	5.16%
Evening or weekend appointment at a GP surgery or a hub	58	7.87%
Emergency Department	139	18.86%
Emergency Ambulance	48	6.51%
Other	14	1.90%
<b>Urgent Care Centres (See below for the breakdown by Urgent Care Centre)</b>	<b>288</b>	<b>39.08%</b>
• Bracknell Urgent Care Centre	197	68% of the 39%
• Slough Walk in Centre	47	16% of the total 39%
• St Marks Urgent Care Centre	45	16% of the total 39%

## Recent urgent care service used in the last 12 months



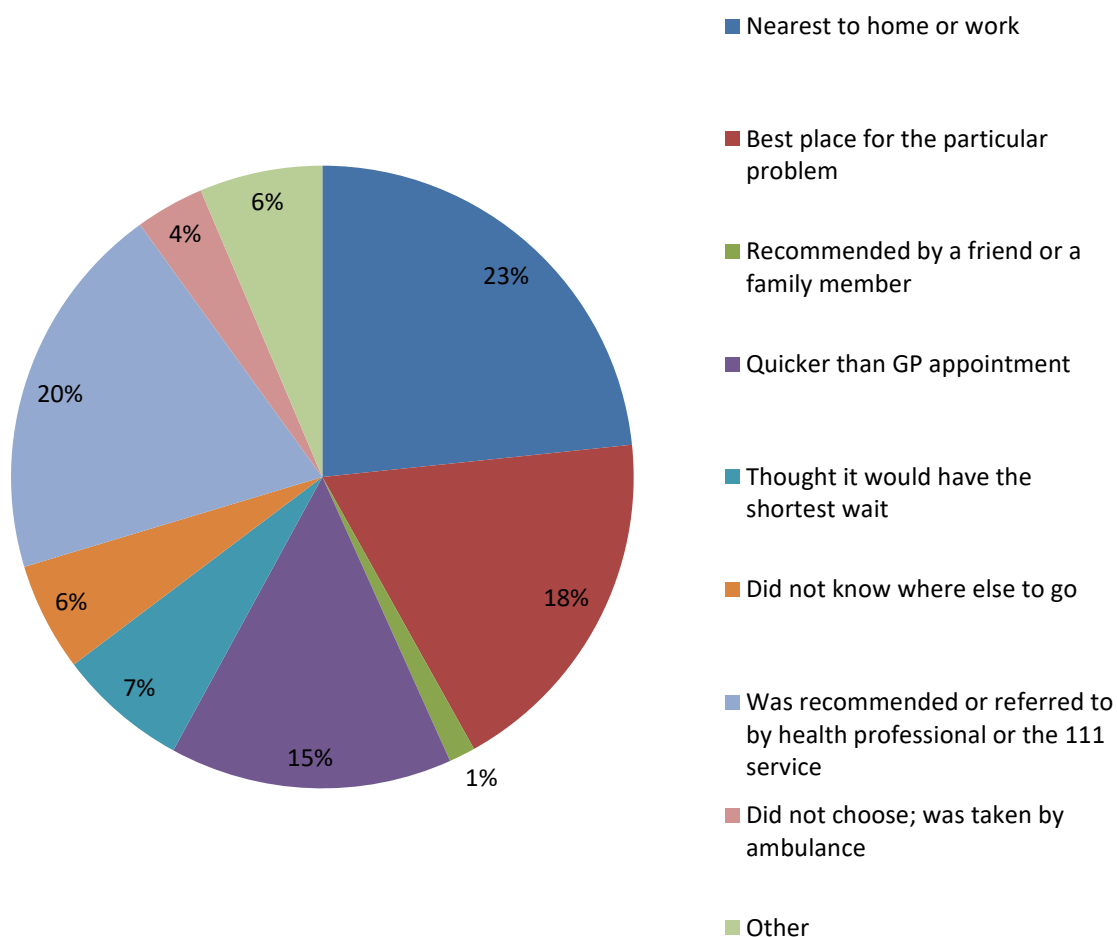
14 people selected 'Other':

- 5 people said they had accessed multiple services for the same issue for example:
  - Called 111 which led to out of hours appointment
  - Called 111 referred to out of hours and they referred to Emergency Department (Frimley)
- 1 person said Out of area urgent care centre
- 2 person said GP
- 1 person Triage at Frimley
- 1 person Eye care Royal Berkshire
- 1 person said Windsor eye clinic
- 1 person said MHCT
- 1 person said Rapid Response Service
- 1 person said Ambulatory care

**Question 5: Thinking about your most recent experience of urgent care service, please tell us why you chose this particular service. Please tick all that apply.**

950 people responded to this question.

## Thinking about your most recent experience, tell us why you chose this service?



There were 94 additional comments:

Reason	Total	% (of the 94 people who commented)
Bank holiday/weekend/early morning/evening Appropriate place to go	29	31%
Referred by service	10	11%
Couldn't get GP appointment	9	10%
GP was closed	9	10%
GP told me to go	8	9%
Appropriate place to go	6	6%
Emergency	6	6%

Needed advice ASAP	4	4%
Booked appointment	3	3%
Didn't want to go to A&E	2	2%
Didn't want to burden GP	2	2%
Was away from home	2	2%
Convenient time	1	1%
Couldn't wait for 111 to call me back	1	1%
Used it before	1	1%
Wanted second opinion	1	1%

### Question 6 – What was good about the service you used?

912 people responded to this question. This is what they told us:

Option	Total	% (of the 912 people that commented)
Speed of service	418	46%
Professional/Experienced/Helpful Staff	274	30%
Efficient Treatment	131	14%
Excellent referral onto other services e.g. A&E	58	6%
Given Advice/Clear Information	54	6%
Close to home	54	6%
Got seen	47	5%
Convenient time	42	5%
Staff thorough	40	4%
Excellent care and support	35	4%
Nothing	34	4%
Help available out of hours	31	3%
Premises pleasant/clean	29	3%
Gave Reassurance	28	3%
Parking	23	3%
Good quality easy to use service	23	3%
Given medication	22	2%
Staff listened	20	2%
Doctor kind/understanding/helpful	20	2%
Triage worked well	18	2%
Walk in service	15	2%
End to end care	14	2%
X-ray department	13	1%
Directed me to appropriate place	12	1%
Appointment time was given	8	1%
Time to discuss issue	7	1%
Offered a Service GP does not provide	6	1%

No. of professionals on site	5	1%
Access to facility needed	4	0%
Everything	4	0%
Kept me informed	4	0%
Accurate diagnosis	2	0%
Could access my details online	2	0%
Good with children	2	0%
Specialist child doctor	2	0%
Adequate	1	0%
Next to 24 hour pharmacy	1	0%
Separate waiting area for children	1	0%
Treated at home at night	1	0%

### Question 7: What could be improved about the service you used?

788 people responded to this question. This is what they told us:

Option	Total	% of 788 comments received
Nothing	446	57%
Waiting time	161	20%
Healthcare staff having better knowledge/understanding of problem	132	17%
Attitude of staff	76	10%
More staff	41	5%
Communication to patients	37	5%
Longer opening hours	36	5%
Advertise service more	26	3%
Waiting area	24	3%
Patient record sharing	22	3%
Being able to book a timed appointment slot	20	3%
Building	18	2%
Standardisation within the services	16	2%
Have x-ray facility	15	2%
Quicker triage	15	2%
Seen by wrong person	15	2%
Evening/Weekend Appointment	13	2%
Parking	13	2%
Other patients	12	2%
Follow up appointment	10	1%
more services blood tests etc	9	1%
Being able to book appointment via my	8	1%

GP		
Too many questions	7	1%
Cafe could've been open	6	1%
Pharmacy onsite	6	1%
Free parking	5	1%
More money	5	1%
Follow up was never carried out	4	1%
More Appointments	4	1%
More Resources	4	1%
Everything	3	0%
No Dr available	3	0%
GP to follow up on appointments	2	0%
Local service	2	0%
Positive experience Brants Bridge	2	0%
Positive experience out of hours	2	0%
Toilet facilities	2	0%
Location	1	0%
Needs of older patients	1	0%
Phone coverage	1	0%
Provide water	1	0%
Skype/Face time	1	0%

**Question 8: Below are listed some ways of finding information about what to do if you had an urgent health need. Please tick, against each, how you feel about using them.**

The % below are based on the 1778 that completed the survey.

	would be the first thing I thought of	would try this if they couldn't get a response from other sources	Wouldn't use this option	No answer
<b>Telephone call with NHS 111</b>	33%	46%	11%	10%
<b>Telephone call with your GP</b>	53%	26%	11%	10%
<b>Visit an NHS premise e.g. Brants Bridge, Slough Walk in centre or St</b>	27%	49%	12%	12%

Marks				
Use an app	7%	24%	52%	17%
Video call e.g. skype	4%	27%	52%	17%
Live text chat	4%	33%	47%	17%
Google or another online search engine	19%	31%	35%	15%
Ask a family or friend	17%	35%	31%	16%

There were 397 additional comments. The % in the table below is based on the total 397 comments received.

Option	Total	% of the total 397 comments received
not relevant to question	60	15%
It depends	42	11%
111 negative	39	10%
Access to GP appointment	39	10%
Better communication of range of services available	34	9%
Go to GP first	28	7%
Face to face better	28	7%
Live chat/telephone calls good	23	6%
111 good when GP closed	17	4%
Go to pharmacy first	14	4%
NHS choices for advice	14	4%
Go to A&E	13	3%
Family/friends with experience	12	3%
Apps/online chat okay if not urgent	11	3%
999 if emergency	9	2%
Brants Bridge for minor injury	9	2%
Video call response time	9	2%
NHS 111 - risk averse	7	2%



GP poor experience	5	1%
NHS 111 first	5	1%
Brants Bridge good service	4	1%
NHS 111 takes too long for call back from clinician	4	1%
Specialist urgent support - e.g. post chemo	4	1%
Brants Bridge poor service	3	1%
Charge people for using A&E inappropriately	3	1%
GP for illness	3	1%
Need information about special needs/ conditions	3	1%
Need to understand what apps etc can provide	3	1%
Negative experience - Brants Bridge	3	1%
Not live chat	3	1%
Telephone triage at practice good	3	1%
Urgent care centre only place for urgent help	3	1%
What type of conditions constitute urgent care	3	1%
Utilise online apps e.g. to book appointments, find out waiting times, send images, email	2	1%
Communication skills	2	1%
Access to other professionals	2	1%
Advice from reliable source is most important	2	1%
Call private GP	2	1%
Heatherwood could do more	2	1%
I know which options to choose	2	1%
Mental health problem use services such as Samaritans	2	1%
midwife when pregnant	2	1%
Need fewer steps to get problem resolved	2	1%
Need local services	2	1%
Need out of hours doctors rota	2	1%
No option except A and E and put more service there	2	1%
Not everyone can access online services	2	1%
Out of hours poor experience	2	1%

Self-treatment	2	1%
Access to medical records	1	0%
GP good experience	1	0%
Ambulatory care	1	0%
Better education about chronic care	1	0%
Blood test facilities at Brants Bridge	1	0%
Call paramedic	1	0%
Community nurses	1	0%
Contact careline	1	0%
Duplication - GP in out of hours and UCC	1	0%
Go to GP for less straightforward cases e.g. someone with autism	1	0%
If GP not available then A and E	1	0%
Integrated health hub	1	0%
Let patients know the cost of treatment	1	0%
Mental health can prevent you from using any of these options	1	0%
Need access to records	1	0%
Need more walk in facilities	1	0%
Need to be able to easily book urgent appointments	1	0%
Need to understand waiting time in a service	1	0%
Online access to GP for urgent care	1	0%
Out of hours Frimley - good experience	1	0%
Patients need to be more aware of costs	1	0%
People use different sources if they don't agree with the message they are hearing	1	0%
Pharmacist- poor experience	1	0%
Pharmacists should be able to prescribe more	1	0%
Poor experience Wexham	1	0%
Provide clear online information	1	0%
Services need to improve	1	0%
St Marks - positive	1	0%
St Marks for minor injury	1	0%
St Marks needs updating	1	0%

Standards required - time, distance etc	1	0%
Upton - poor experience	1	0%
Urgent care centre staff not able to deliver the full range of services	1	0%
Use the WAITLESS app	1	0%
Walk in services limited diagnostics	1	0%
You might not make the right choices in an urgent care situation	1	0%

**Question 9: If you chose to contact the NHS via telephone or online first before being seen in person, what would be important to you about the service?**

<b>Dealing with your special requirements/language needs</b>		
Very important/important	907	51%
No view either way	449	25%
Not important	145	8%
Not important at all	204	12%
Not answered	72	4%
<b>Having access to a variety of professionals</b>		
Very important/important	1569	88%
No view either way	110	6%
Not important	24	1%
Not important at all	12	1%
Not answered	62	3%
<b>Having access to your records</b>		
Very important/Important	1462	83%
No view either way	164	9%
Not important	66	4%
Not important at all	19	1%
Not answered	66	3%
<b>Being directed to the right service to treat you</b>		
Very important/Important	1716	97%
No view either way	5	0%
Not important	0	0%
Not important at all	4	0%
Not answered	52	3%
<b>Speed of response</b>		
Very important/Important	1706	96%
No view either way	11	1%
Not important	1	0%
Not important at all	1	0%
Not answered	58	3%

There were 258 additional comments. The % below are based on the 258 additional comments:

<b>Comment</b>	<b>Total</b>	<b>%</b>
Staff need to be knowledgeable, medically trained and not follow scripts	46	18%
No comment	39	16%
Access to medical records	16	6%
To be directed to right place first time	16	6%
Staff need to communicate clearly with patients	14	5%
Staff need to listen to patients	13	6%
NHS 111 negative experiences	11	4%
Speed of call back response	10	4%
Having access to a variety of professionals	10	4%
Timely clinical investigation	8	4%
Call needs to be answered straightaway	8	4%
To be directed to a place convenient for patient	8	4%
Triage system	7	3%
Phone/online technology needs to be accessible	7	3%
Online/apps not suitable for everyone	7	3%
NHS 111 positive experiences	7	3%
Face to face service	6	2%
Not too many questions	4	2%
Confidence in person on the other end	4	2%
Education on the role of healthcare professionals	4	2%
Services need to speak to each other	4	2%
Online/Apps need to provide functionality to share images/email	3	1%
Clinical system needs flags for patient circumstances	3	1%
Available 24/7	3	1%
GP negative experience	3	1%
Mental health needs to be taken into consideration	2	1%
Need fewer steps to get problem solved	2	1%
Urgent care services need to have range of services e.g. ex-rays, phlebotomy	2	1%
Get appointment quickly	1	0%
Offer home visits	1	0%
Phone/online not appropriate if you know where to go	1	0%

Brants Bridge negative experience	1	0%
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**Question 10: What would you do if you had an urgent care need? Please choose in order of preference (1st, 2nd and 3rd choice).**

- 908 people said they would try to get a GP appointment
- 329 would call NHS 111
- 200 people would go to Bracknell Urgent Care Centre
- 75 people would visit pharmacist
- 98 would go to the emergency department
- 22 people would try to get an evening or weekend appointment at GP surgery or a hub
- 48 people would go to St Marks Urgent Care Centre
- 16 would go to the Slough Walk in Centre
- 23 ticked 'Other'

There were 147 additional comments:

Comment	Total number of comments	% of 147 comments received
It depends - on what it is	43	29%
It depends - on what time	22	15%
No additional info about question	19	13%
Family and friends discuss with	12	8%
Pharmacist	12	8%
Call 999	10	7%
Emergency Department	7	5%
Online	5	3%
Need evening and weekend appointments	4	3%
Private GP	4	3%
GP hard to get appointment	3	2%
NOT pharmacist	3	2%
Request for urgent telephone call with GP	3	2%
Need to understand what urgent care is	2	1%
Number given after specialist treatment e.g. chemo	2	1%
Samaritans or other third sector	2	1%
Self-care	2	1%

System needs to be easy for people to navigate and they would use more responsibly	2	1%
111 for advice	1	1%
111 poor experience	1	1%
Apps not helping with future bookings/ continuity	1	1%
Ashford urgent care - excellent	1	1%
Brants Bridge - good service	1	1%
Brants bridge - poor experience	1	1%
Brants Bridge closing early	1	1%
children - more likely to go to GP or A and E	1	1%
Chiropractor/ osteopath	1	1%
Contact specialist service	1	1%
Extended hours do not provide the full service general practice does	1	1%
Heatherwood was good	1	1%
Not 111	1	1%
Not sure if not emergency	1	1%
Only go to urgent care service if recommended by another service	1	1%
Should be local	1	1%
St Marks rather than Slough of Bracknell	1	1%
Talk to my GP	1	1%
Told to go to WIC as no appointments at practice	1	1%
Transport an issue	1	1%
Urgent care centre if injury	1	1%
Urgent to me is life threatening	1	1%
Weekends - out of hours	1	1%
Would not go to Bracknell Urgent Care Centre again	1	1%
Would try all options	1	1%
Wouldn't try any of these options	1	1%

**Question 11: If you had to visit somewhere for your urgent care need what would be most important to you?**

	Very important	Important	No view either way	Not important	Not important at all
How close it is to home or work	856	689	156	41	10
Confidence you would be treated on the same day	1378	351	24	1	2
Whether there was parking	747	769	152	47	27
Confidence that staff would be able to help you	1501	251	2	1	0
Whether you could access it on public transport	225	274	476	422	335
Whether it had a range of health professionals on site	1011	624	100	12	4
Whether it had a range of services	865	716	147	13	1
Be able to book a timeslot	578	687	376	76	21
Length of time you have to wait	686	795	215	45	10
Availability outside of office hours (e.g. evenings and weekends)	1051	548	102	37	15

There were additional comments:

Comments	Total
Attitude of staff (compassionate, caring, listen)	21

Confidence and competence of staff	19
Right place first time	15
Extended opening hours for urgent care centre's	13
To be told waiting times	13
Range of services	12
Speed of treatment	12
Triage service	12
Access to medical records	11
Clear communication	11
Communicate services clearly	9
Ease of access to services e.g. transport	9
Free parking	9
Reduce waiting times	8
Treated with respect	7
Seen on same day	6
Services should be local for access	6
Depends on the situation	5
Disabled access	5
Environment of service e.g. clean, appropriate temp, water facilities	5
Lots of parking	4
Open longer to avoid Emergency Department	4
Access to doctors	3
Made to feel like you shouldn't be there	3
Records shared with GP without delay	3
Emergency Department bad experience	2
Equipment	2
Non-medical health professionals being able to refer to services e.g. physio	2
Staff having local knowledge to be able to signpost	2
Time slot should be given for follow up appointments	2
Access to professional by skype	1
Access to support workers e.g. mental health	1
Booked into the service with appointment time	1
Face to face rather than phone	1
Live chat/skype/video chat	1
Not relevant to the Qs	1
Parking charges - make payments easier e.g. pay by app	1
Pharmacy	1
See other GPs other than my own	1
Seeing the same GP	1



service needs to be able to deal with your problem first time	1
Staff can dispense medication	1

**Question 12: If you were expecting to see a Doctor for urgent care, but you were redirected to see one of the following health professionals, where it was appropriate to your level of need, how happy would you feel? (E.g. if you tried to book a GP appointment and the receptionist says that a nurse, community pharmacist or paramedic is the best person to help)**

<b>Paramedic</b>	
As long as I get seen I wouldn't mind	471
I would be happy if they could help with my particular need	1107
I'd prefer to be referred onto someone by my doctor	115
I only trust my doctor to diagnose what's wrong with me	69
Not Answered	15
<b>Nurse</b>	
As long as I get seen I wouldn't mind	434
I would be happy if they could help with my particular need	1141
I'd prefer to be referred onto someone by my doctor	97
I only trust my doctor to diagnose what's wrong with me	67
Not Answered	38
<b>Pharmacist</b>	
As long as I get seen I wouldn't mind	248
I would be happy if they could help with my particular need	1088
I'd prefer to be referred onto someone by my doctor	258
I only trust my doctor to diagnose what's wrong with me	123
Not Answered	60
<b>Physiotherapist</b>	
As long as I get seen I wouldn't mind	264
I would be happy if they could help with my particular need	1170
I'd prefer to be referred onto someone by my doctor	200

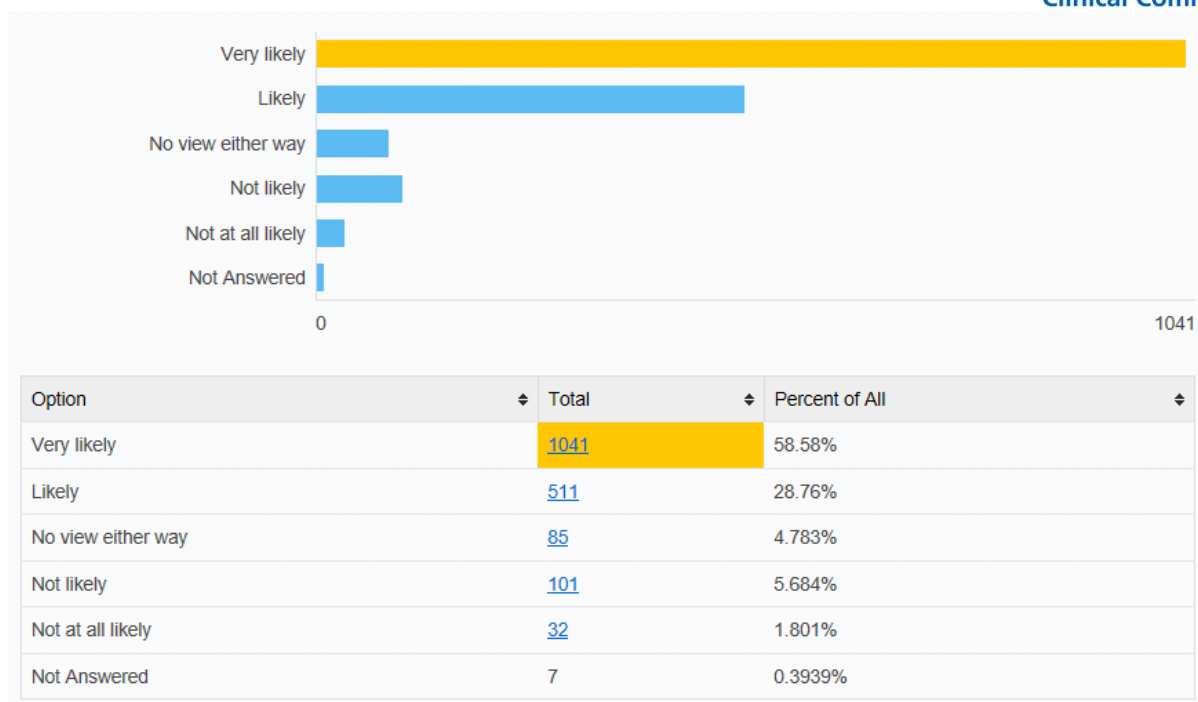
I only trust my doctor to diagnose what's wrong with me	76
Not Answered	67

There were additional comments.

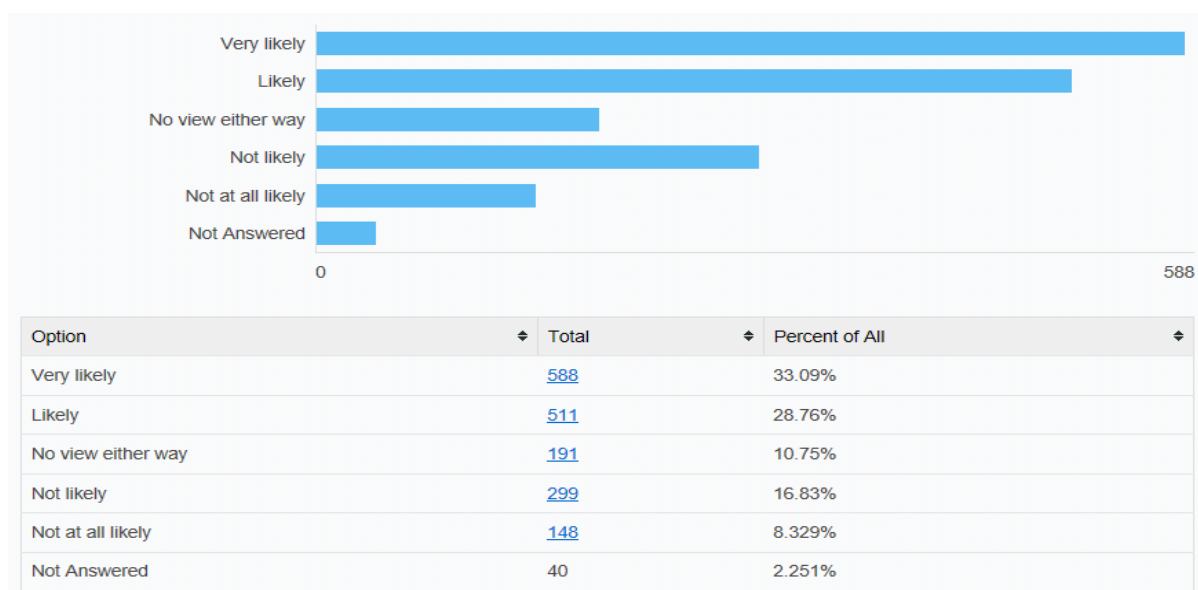
Option	Total
Not happy to be dealt with by receptionist	32
Don't mind as long as they are qualified and can help	26
Depends on situation	7
Add more options, e.g. counsellor, wellbeing advisors, support for mental health	7
Want to see a doctor	5
Don't want to speak to pharmacist	4
If other professional can't help they should refer patient to doctor	4
If they can prescribe/referrals	4
Increase public awareness of other healthcare roles	3
Negative experience of NHS physiotherapist	3
Positive experience of paramedic	3
Only want to see my GP	2
Positive experience of pharmacist	2
Professionals to have access to records	2
Triage to right professional	2
Clear communication by health professional	1
Don't want to be passed around	1
Negative experience of ED	1
Negative experience of GP	1
Prefer to speak to someone who does not have to stick to script	1

**Question 13: How likely would you be to use the following appointments at your GP if they were available?**

**Telephone consultation**



### Online consultation



### Question 14: Is there anything else you would like to add

Comment	Total
Support for telephone and online consultation if appropriate	24
Lack of availability of GP appointments	10
Need face-to-face support and advice	12

Unsure about telephone/online consultation	10
Communication for patients on range of services, what they offer, opening times	6
Access to medical records	4
Access to more evening and weekend appointments	4
Need to be directed to the right service first time	4
Continuity of care	4
Negative experience of urgent care	3
Self-care education	3
Unclear on what 'urgent' care means	3
Access to transport	2
Attitude of staff	3
National shortage of GPs	2
options too confusing	2
positive experience Urgent care centres	3
Positive experience NHS 111	2
Support for online booking appointments	3
Avoid A&E	1
Barriers of access to online/Skype	1
disquiet at the loss of Heatherwood	1
Healthcare professionals trust patient judgement - 2 way relationship	1
Home visit	1
Importance of seeing GP first for diagnosis	1
Negative GP experience	1
Positive experience pharmacist	1
Positive experiences GP	1
Prefer to have online option	1
Sandhurst access to Frimley as nothing else is local	1
Symptoms can be missed on telephone/online consultation	1
To be treated with respect	1