

# The big conversation about urgent care

Briefing 4 – August 2018



The 'Big Conversation' ran from 21 May – 6 August. The purpose of this conversation was to understand from local people their experiences of urgent care and what matters to them when they have an urgent care need.

Thank you to everyone who took part in the 'Big Conversation', it is really important for us to understand what is important to local people and use this insight to inform options for the future of urgent care.

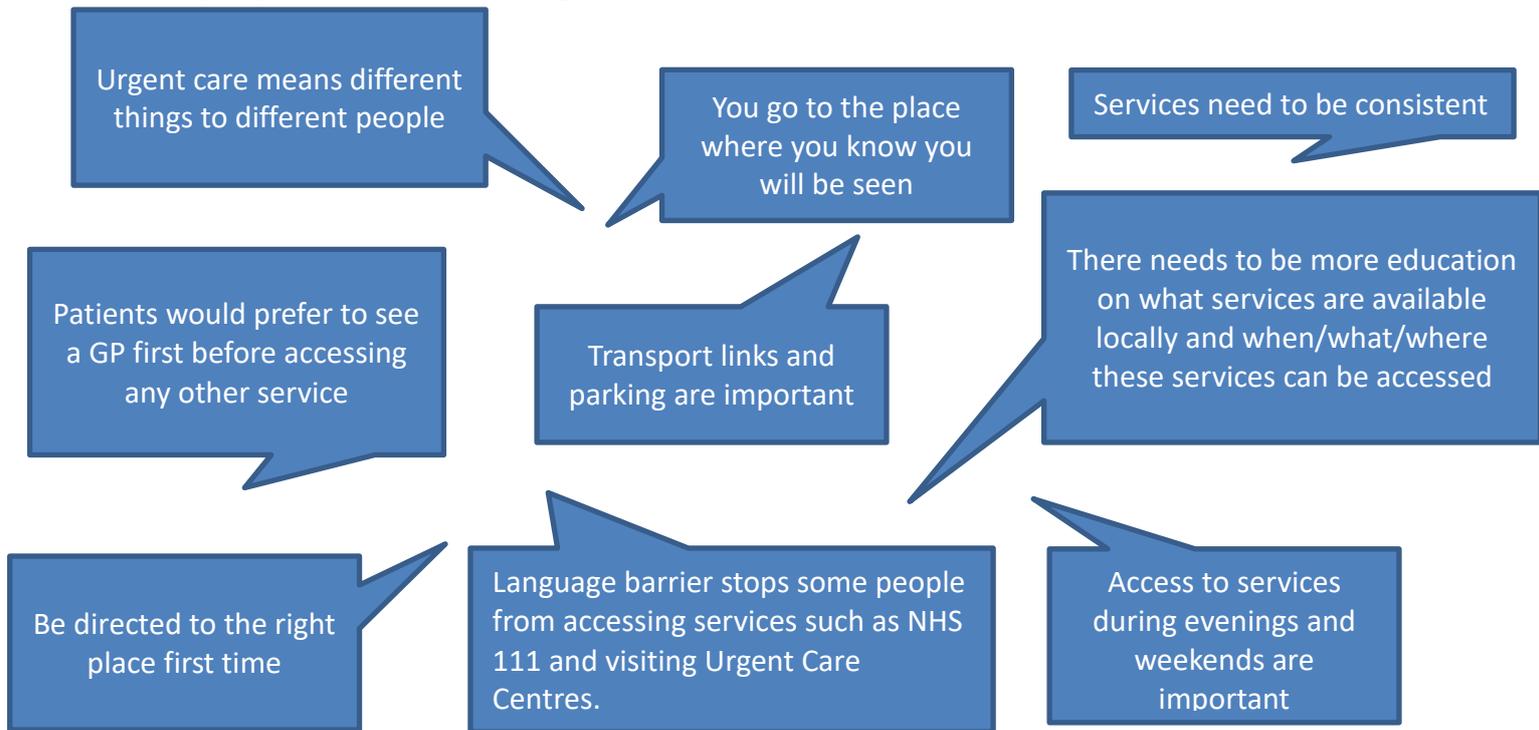
The conversation ran over two phases. During the first phase we held 9 public meetings, visited 19 community groups and ran two online 'Cover it Live' sessions. During this first phase we reached 538 people. Our second phase was via a survey. The survey was designed to test out with local people some of the things we had heard from the first phase and to reach a wider audience. We received 1778 responses to our survey. ***In total we have reached 2316 people – 0.5% of the CCG's population.***

The CCG is grateful to so many partners in practices, patient groups and the statutory, voluntary and community sectors, which encouraged people to take part in the 'Big Conversation'.

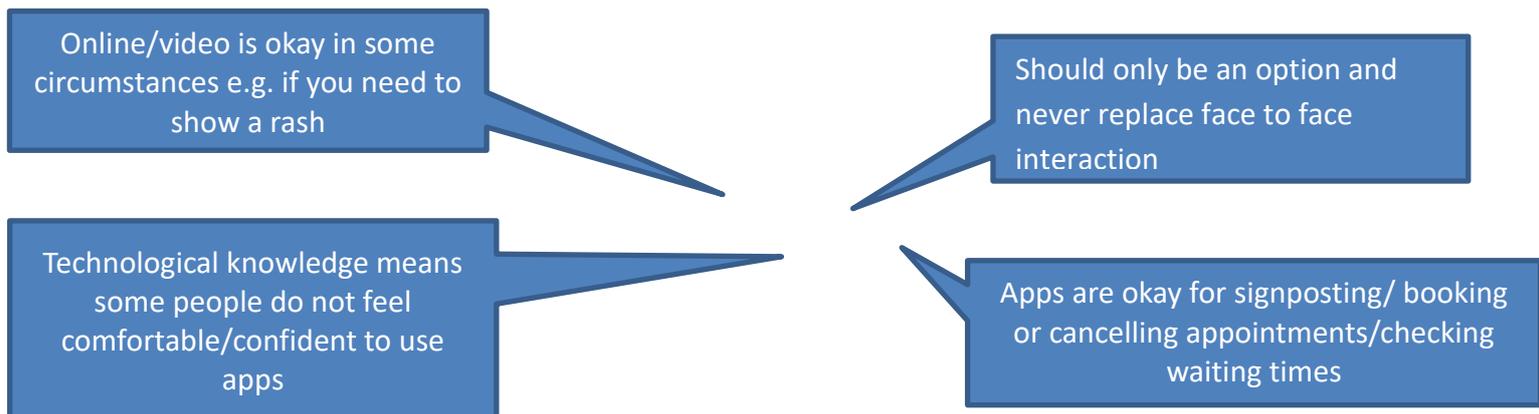
This past month we have been busy analysing all of this information, so that we can use what we have heard to develop options for the future. The full Engagement Report can be viewed on our website: <https://www.eastberkshireccg.nhs.uk/wp-content/uploads/2018/08/Engagement-Report-Web.pdf>

Below are some of the messages we heard from local people.

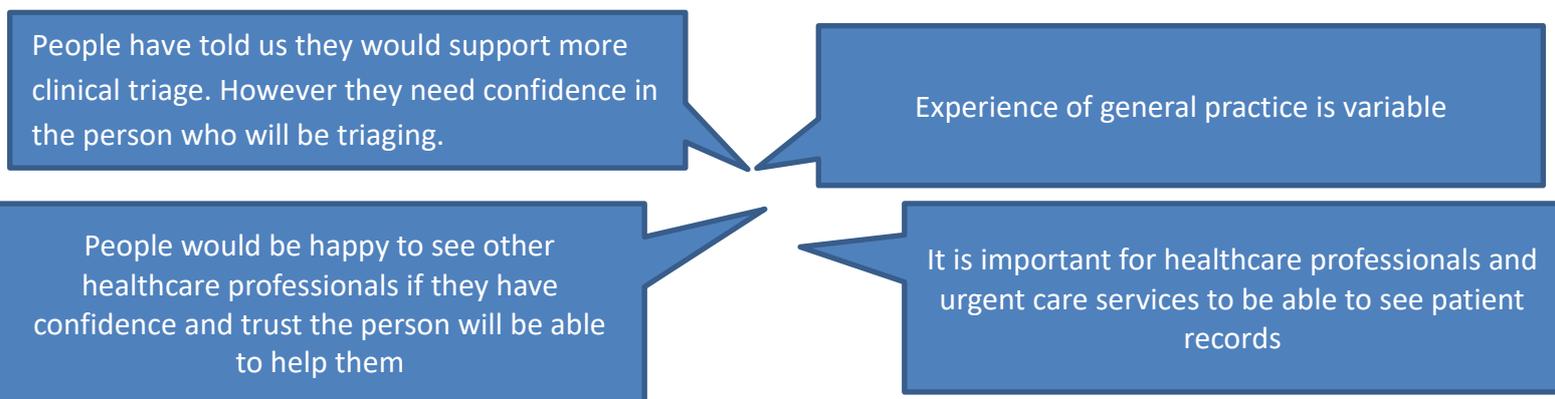
## How do people decide which urgent care service to use?



## What are the benefits/downsides to using websites and apps for urgent care?



## How would people feel about seeing another member of the general practice team?



## How do people feel about grouping services together?

