

East London Citizens' Panel update

Survey 1 – Winter and the NHS

Highlight results and next steps



Winter and the NHS survey - overview



- Our first survey (November 2018) asked panel members about where they go when they need urgent and emergency care services, why they use those services, and their view of the NHS over winter.
- Panel members had two weeks to fill in the survey and we received 227 responses.

Highlights of what people told us

- 94% know what NHS 111 is for
- 52% would use online GP consultations/appointments
- 63% use an internet search to find urgent treatment advice
- 18% said they, or someone they know had been to A&E when they knew they could have been seen elsewhere – of these almost 60% thought telling people what other services were available would prevent them from going to A&E unnecessarily.

Winter and the NHS survey – What we're doing with the results

The results of the survey were analysed, and will be considered in detail by our urgent and emergency care team. From the responses from the panel a number of shorter-term actions were identified that we will be taking forward:

- Many people look for information on the internet, so we're going to make sure our services are quick to find and easy to understand online
- It can be difficult to know what services are available, so we will look to raise awareness of how to get urgent help and make it simple
- We are using people's feedback to bust myths about urgent services and raise awareness of where to go when you need urgent medical advice
- We will promote new online GP services
- We will do further promotion of urgent same day GP appointments so people know how to get an urgent appointment with a GP when they need one.

Winter and the NHS survey – Results

GP appointments

- 37% of people who went to A&E when it wasn't an emergency found it difficult in general to get a GP appointment that worked for them.
- 34% of people find it difficult, but not impossible, getting a GP appointment that works for them
- Those that find it difficult to get an appointment that works for them are more likely to think the NHS will be worse in a year's time (69%, compared to average of 56%)
- 53% believe more appointments outside usual GP hours, or pharmacies open later (25%) would reduce unnecessary A&E attendance
- 4% of respondents hadn't visited their GP in the last 12 months.

Digital services

- 52% would use digital GP services
- Of those that said no, 44% would use it if it was real-time interaction – eg. video or instant message
- Two thirds of those who said they wouldn't use digital services were aged over 55.



Winter and the NHS – Results

Using A&E

- 18% went to A&E when it wasn't an emergency
- The main reason people went to A&E was they couldn't get a GP appointment quick enough (49%), not because they didn't know where else to go (16%)
- 93% of those who went to A&E when it wasn't an emergency know what NHS 111 is for
- 45% have been to A&E as they were referred by a GP, and 27% by NHS 111
- 56% think telling people about other services would stop them going to A&E (this rises to 58% amongst those who went to A&E when it wasn't an emergency)
- 40% believe front desk triage at A&E, and more services on hospital sites (50%) would stop people going to A&E when it wasn't an emergency.



Winter and the NHS survey – Results

NHS 111

- 94% know what NHS 111 is for
- 13% have used it since August 2018, when the service changed to include clinical assessments.

Of those that used the new NHS 111 Clinical Assessment Service:

- 47% spoke to a clinician
- 57% were assessed and referred to an appropriate urgent care service
- 50% were satisfied with the 111 service
- Quite a few people gave comments about their experience of the 111 service and their views on the quality of 111 service/staff to give robust advice.



Winter and the NHS – Results

Where you get information

Sources of information

- Majority of people use an internet search to find urgent treatment advice (63%), and 58% by calling 111, or from information in their GP practice
- 6% of people use social media to get information on health services.

Views on the NHS

- 23% of people believe the NHS is underfunded
- 20% of people believe people using the wrong NHS service mean the NHS struggles to cope during winter
- 56% of people think the NHS will be worse in a year's time.

Winter and the NHS – using your feedback

A&E is for serious or life-threatening emergencies. Same day urgent #GP appointments are available in your area in the evenings & at weekends.



If you need urgent medical advice and your GP practice is closed, call #NHS111. You can get urgent advice over the phone from a nurse, paramedic, pharmacist or GP if needed.



We have already used the feedback to:

- ✓ Raise awareness of where to get urgent care
- ✓ Change people's perceptions of NHS 111 – which is also available online
- ✓ Promote digital GP services.

We will continue to promote these services.

The free #NHS 111 Clinical Assessment Service helpline offers urgent advice over the phone from a nurse, paramedic, pharmacist or GP if needed. If your GP practice is closed and your need is urgent call 111



Our A&E's are very busy. Remember, unless your situation is life-threatening or serious, there are lots of ways to get urgent medical treatment, including calling #NHS111 if your GP practice is closed: ow.ly/pAcf30n9Vua



Future surveys

- We plan to send a survey to the panel every four to six weeks to get their feedback and ideas on topics including:
 - Health and wellbeing (survey now closed)
 - Mental health
 - Cancer screening
 - Digital services
 - Our plans and priorities
 - NHS England's long-term plan.
- We will continue to keep panel members updated on how their feedback from the surveys is being used.



Join the East London Citizens' Panel to have your say on local health and care services.



Help us to recruit more local people to the panel.
Encourage your family/friends to register by visiting
www.eastlondonhcp.nhs.uk

