



A&E Survey, Whipps Cross

27 October - 1 November 2014

Overview of Findings - Children & Young People

Healthwatch Waltham Forest surveyed 517 patients at Whipps Cross Emergency and Urgent Care Centre (EUCC) between 27 October - 1 November 2014, 129 of which were Children and Young People under the age of 18.

This report looks specifically at those aged under 18 years of age. Comparisons with the overall survey group and the 18-34 age group are made where appropriate.

THIS ANALYSIS

Key Findings Include:

44% of the under 18 age group visited Whipps Cross Emergency & Urgent Care Centre (EUCC) from 4-8pm.

At least 1/3 of of the under 18 age group were directed to the GP services in the EUCC, with a further 10% not sure which service they were waiting for.

42% of the under 18 age group attended for reasons of being 'sick 'or 'unwell' (potentially not serious). This compares with 20% of the overall survey group and 9% of the 18-34 age group.

50% of the under 18 age group self-referred to EUCC. This is similar to the overall survey group and the 18-34 age group (both 46%).

37% were referred to EUCC by their GP or NHS 111. This compares to 32% from the overall survey group and 28% for the 18-34 age group.

Of the 79 patients aged under 18 who did consider going to their GP first, 1/3 were referred to A&E anyway and another 1/3 couldn't access their GP.

Of 49 patients aged under 18 who did not consider going to their GP first, 43% either had doubts about access or reported the surgery was closed.

Only 5% reported not being registered with a GP. This compares with 10% for the overall survey group and 18% of the 18-34 age group.

Patients were from a variety of practices across the borough with the following being the top 3 GP practices: St James Medical Practice; Dr Shaitir Practice, Forest Road Medical Centre; Allum Medical Centre.

81% did not consider their pharmacy first. This is similar to the the overall survey group (83%) and the 18-34 age group (86%).

Of the 23 patients aged under 18 who did consider the pharmacy first, 48% (11ppl) found the pharmacy treatment not effective.

Of the 104 patients aged under 18 who did not consider the pharmacy first, 49% thought the pharmacy was "not appropriate" or the condition/complaint was "too serious".

THIS ANALYSIS CONTINUED

Key Findings Continued.

71% of the under 18 age group did not consider NHS 111 first, and within this group, 34% were not aware of the service. This is similar to the overall survey group and the 18-34 age group.

Of the 26% who did consider NHS 111 first, 40% were referred to A&E anyway.

84% did not consider the Oliver Road (or other) walk-in centre/polyclinics first. This is similar to the overall survey group and the 18-34 age group.

48 patients aged under 18 had used GP out-of-hours service on a previous occasion and 81% reported a positive experience of this service.

The majority of the under 18 age group (56%) reported having a family/community network they could go to for healthcare advice/support.

40% of the under 18 age group identified using the internet as their main source of health care information, most notably "googling symptoms", with another 40% identifying named NHS sources (GP, NHS Choices, leaflets, nurse, pharmacist, 111, hospital).

When compared with 2011 census data, Asian and Black communities were over represented in our survey of this age group, and White British communities underrepresented.

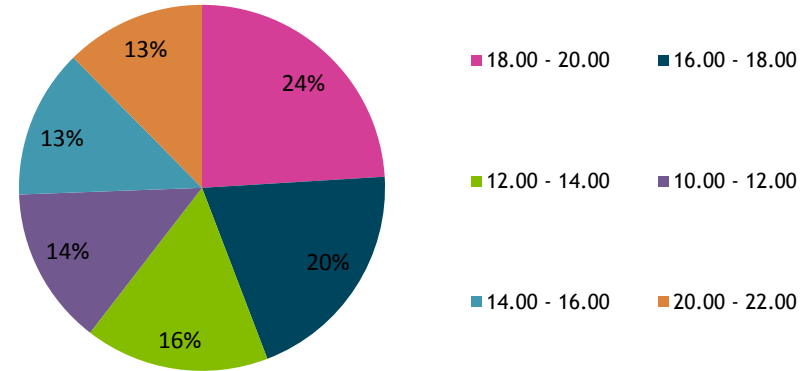
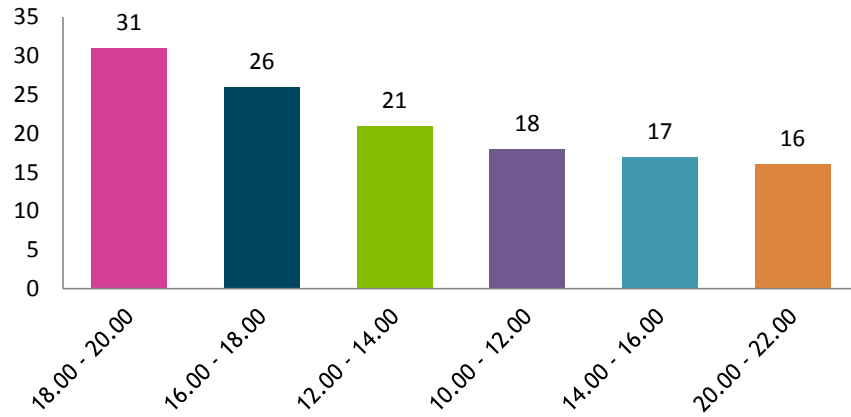
15% of the under 18 age group attending EUCC were from the Asian Pakistani ethnic group. This compares to 9% of the overall survey group and 8% of the 18-34 age group.

12% of the under 18 age group attending EUCC were from the Asian Other ethnic group. This compares to 8% of the overall survey group and 7% of the 18-34 age group.

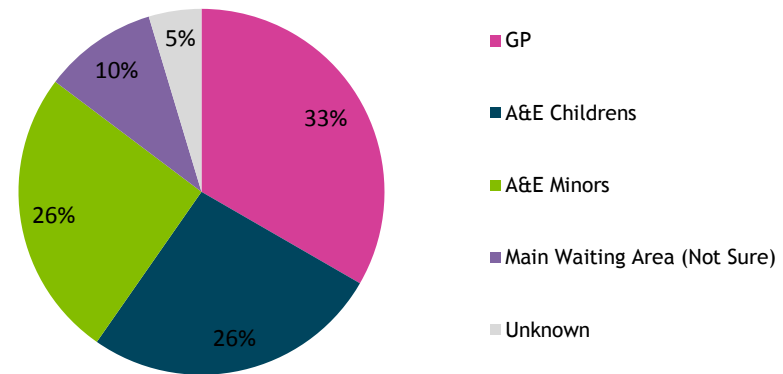
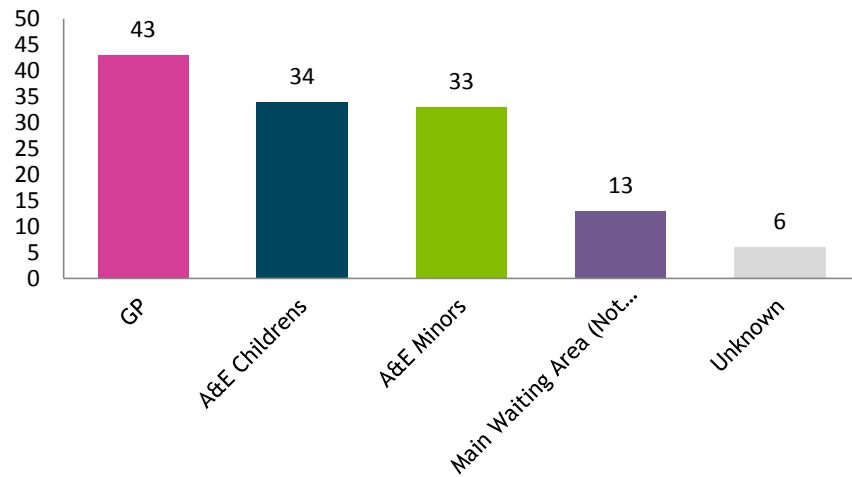
32% of the under 18 age group were from the Walthamstow area. This compares with 26% the overall survey group and 26% of the 18-34 survey group.

TIME & LOCATION

Patients were met at the following times of day:

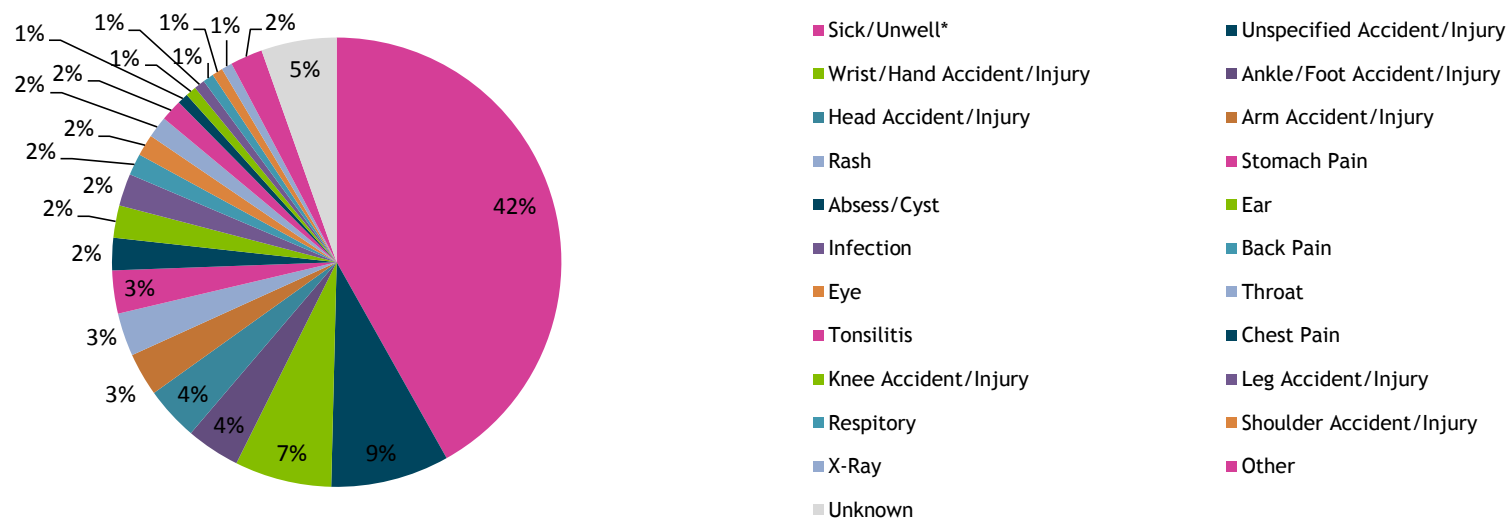
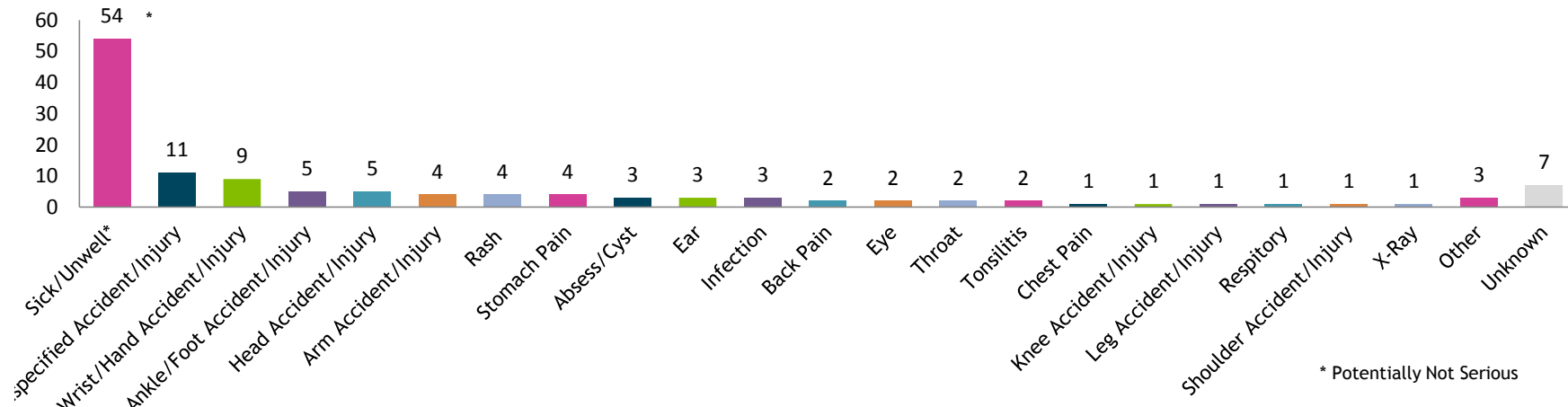


Patients waited in the following area:



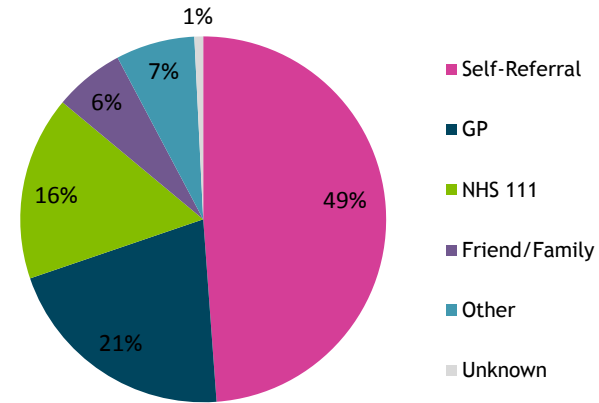
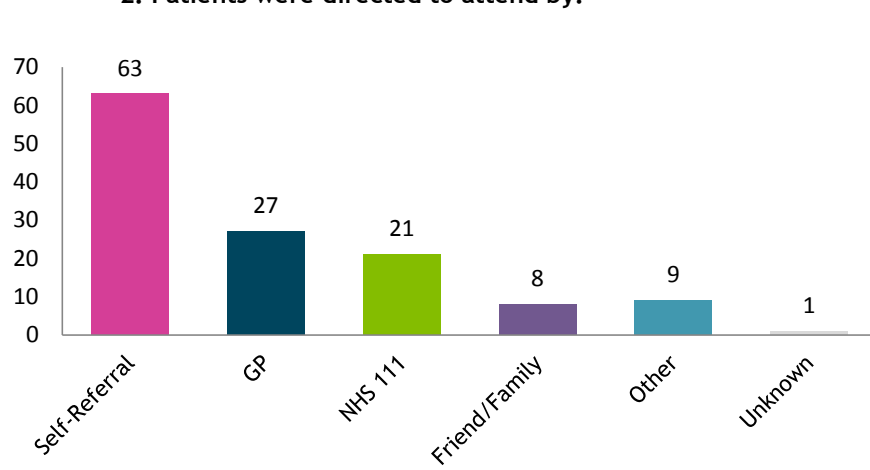
REASON FOR ATTENDING

1. Patients were in attendance for the following reasons:

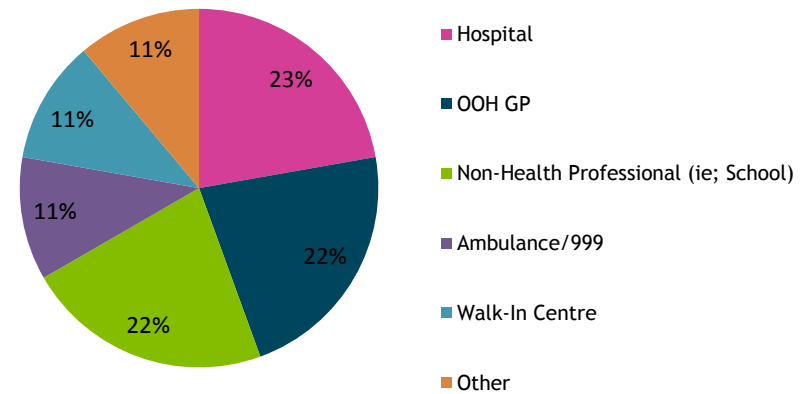
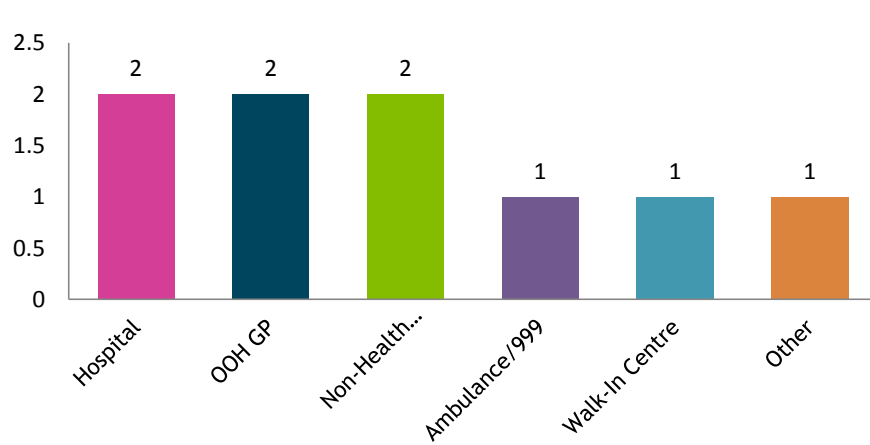


REFERRAL

2. Patients were directed to attend by:

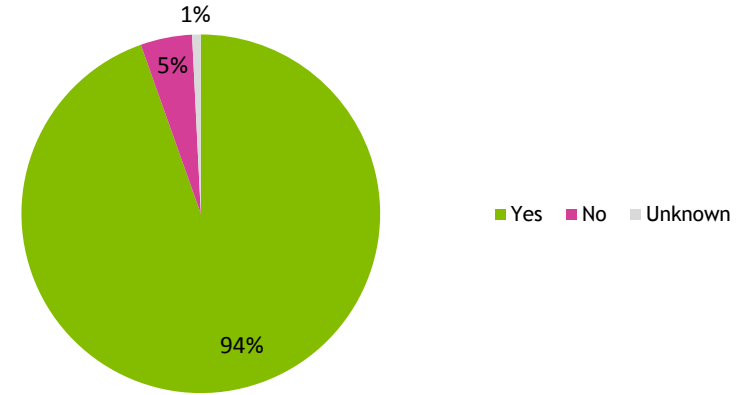
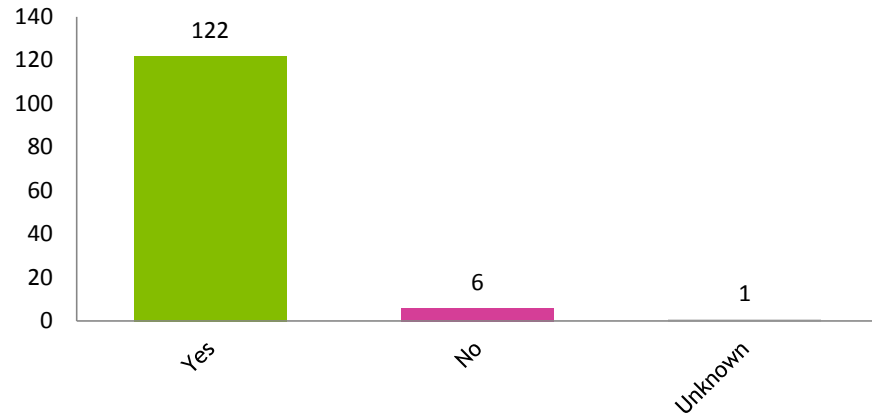


2.1 Breakdown of Other:

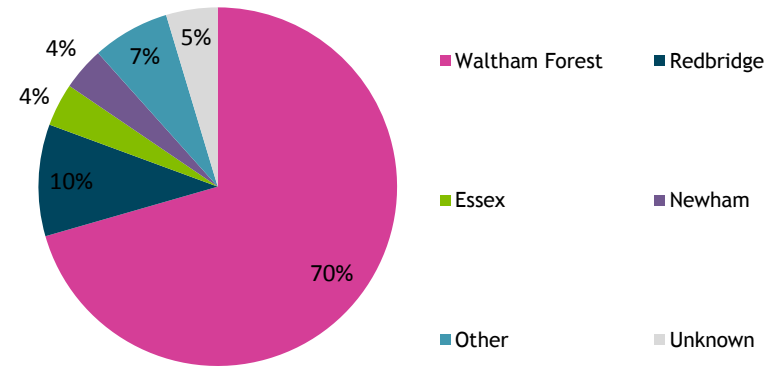
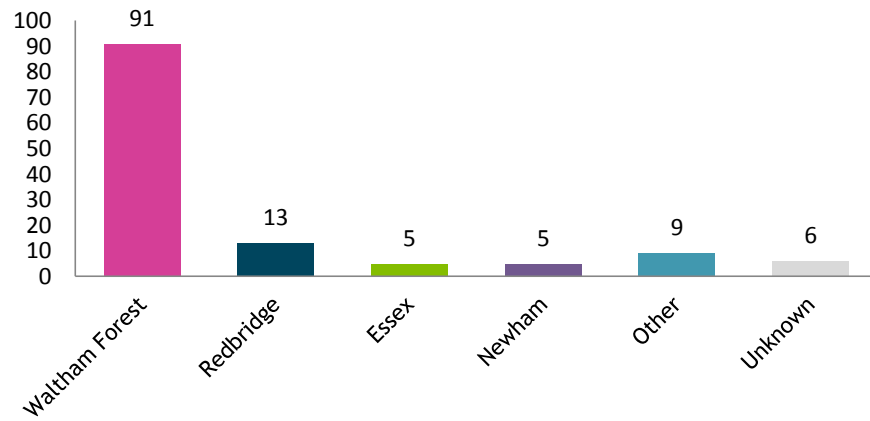


GP REGISTRATION

3. Patients registered with a GP:

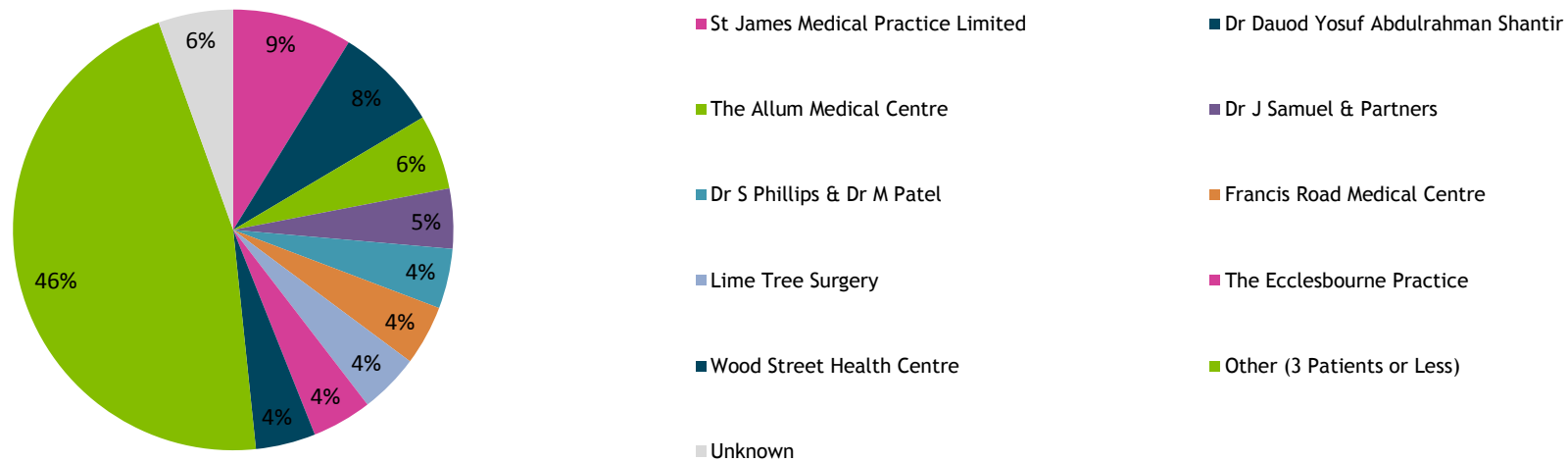
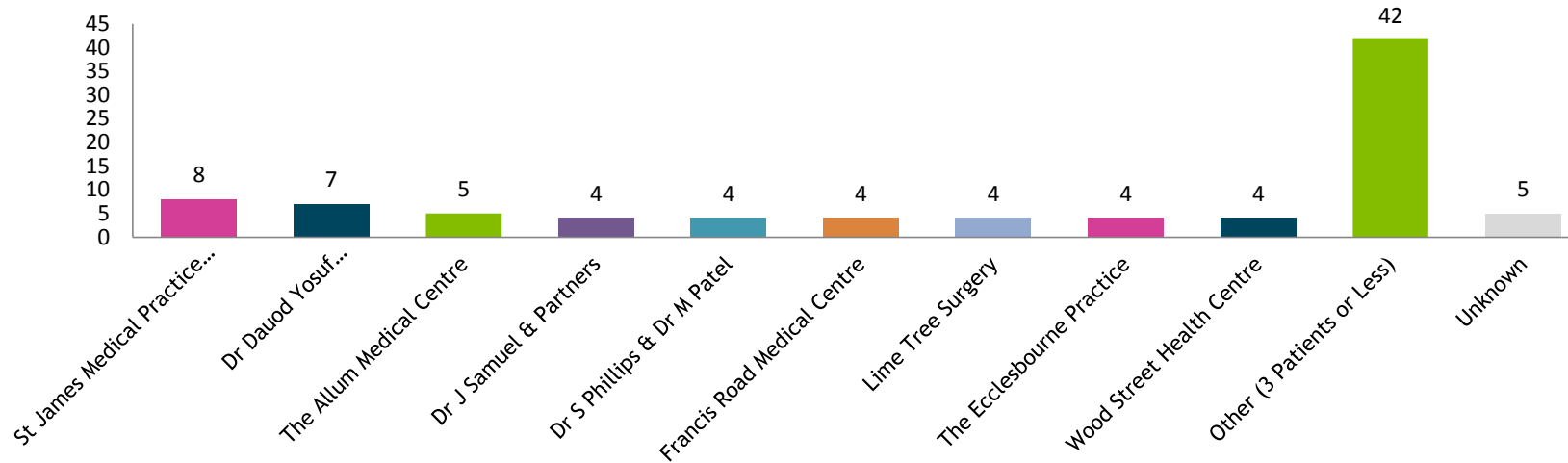


3.1 GP Location:



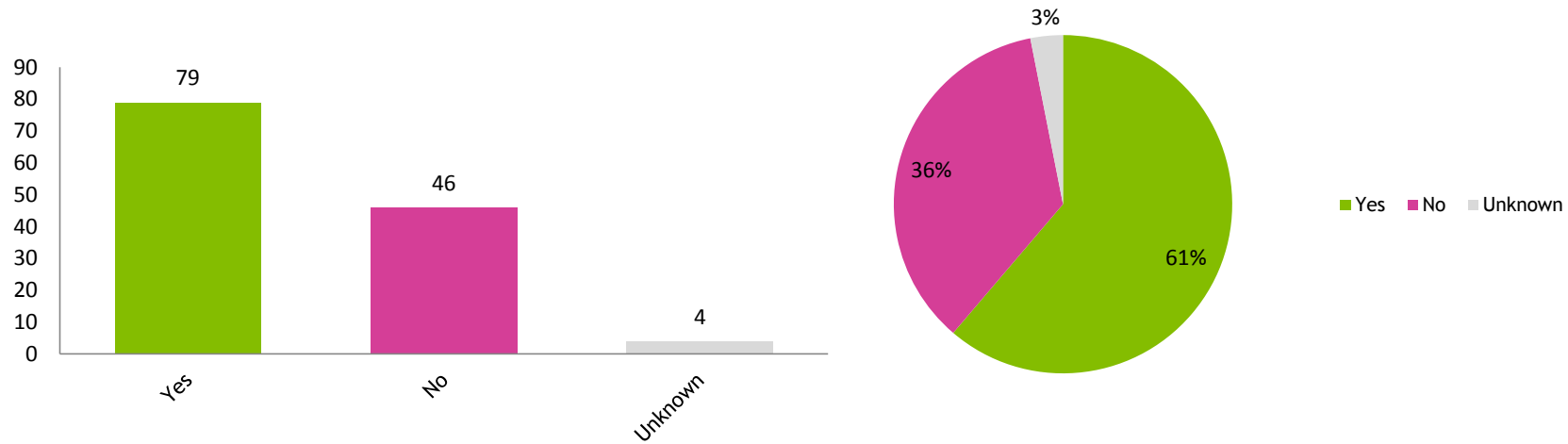
GP LOCATION - WALTHAM FOREST

3.2 Patients were registered with the following GP's in Waltham Forest:

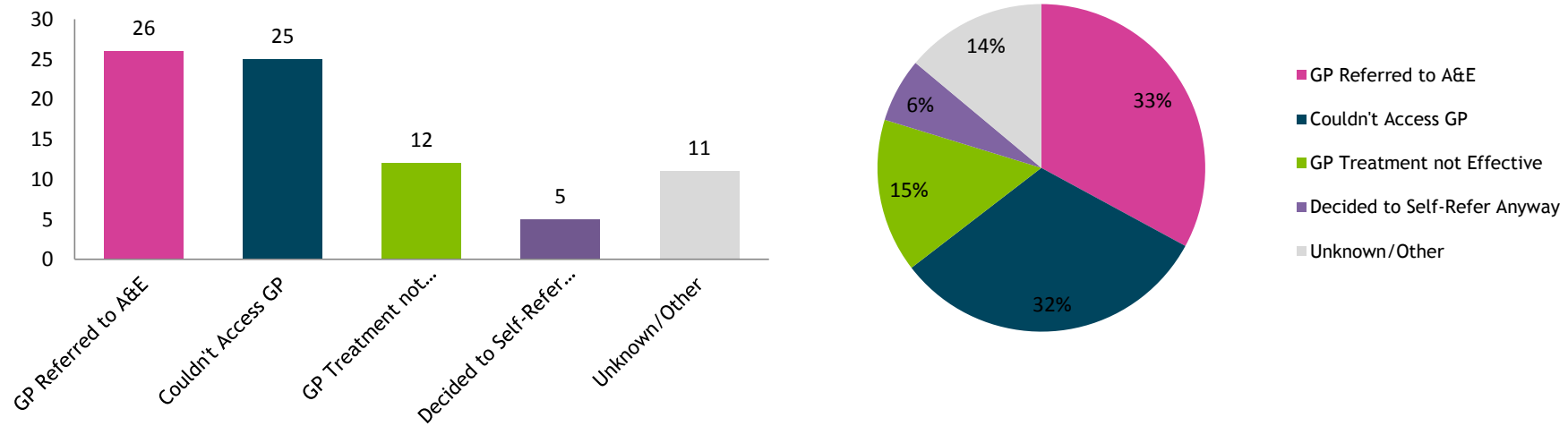


CONSIDERATION OF OTHER SERVICES - GP

4. Patients considering the GP first:

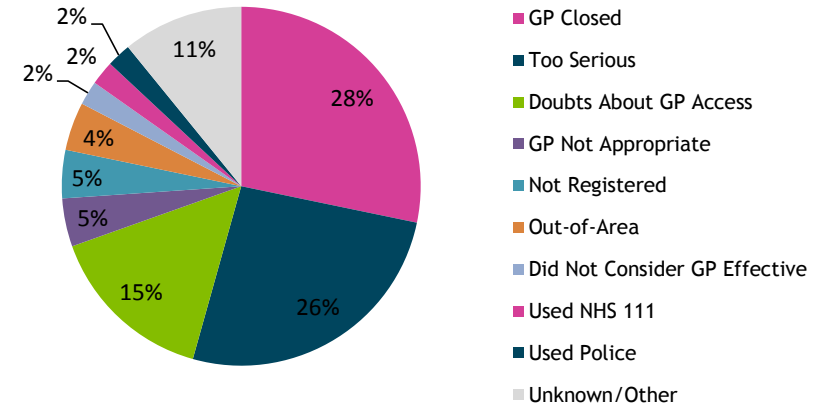
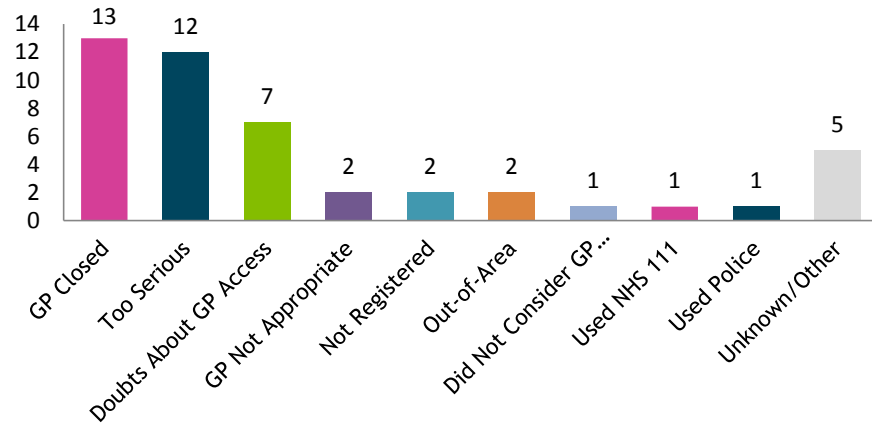


4.1 Of those using (or considering) the GP:



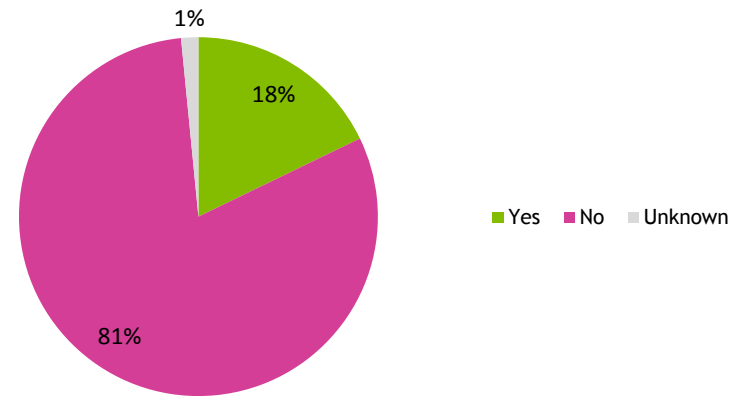
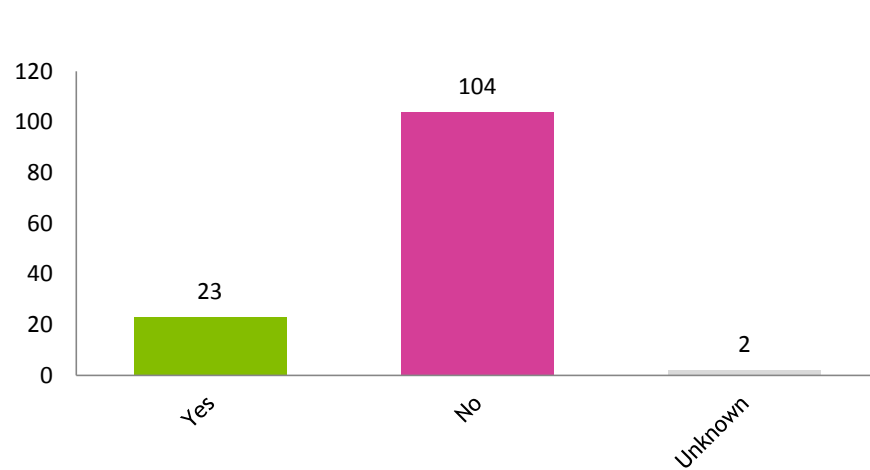
CONSIDERATION OF OTHER SERVICES - GP

4.2 Of those not considering the GP:

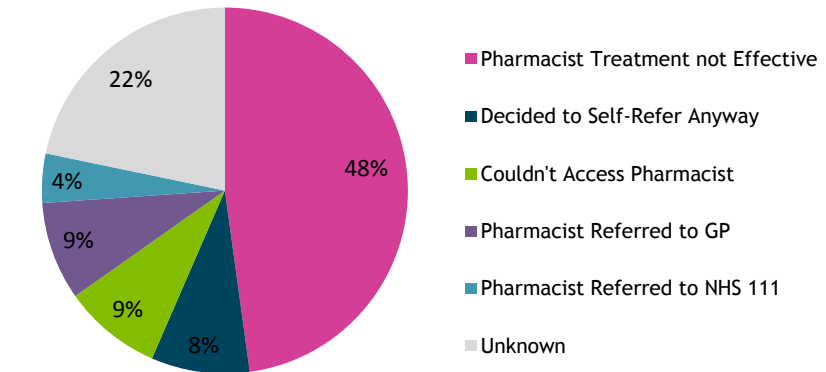
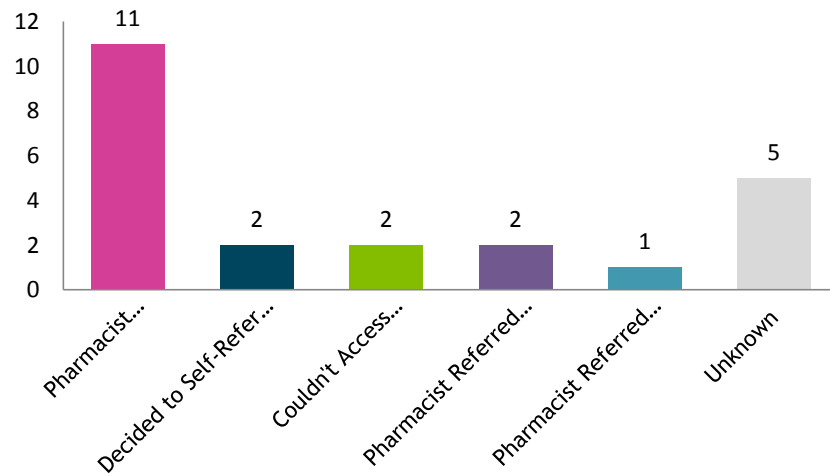


CONSIDERATION OF OTHER SERVICES - PHARMACIST

5. Patients considering the Pharmacist first:

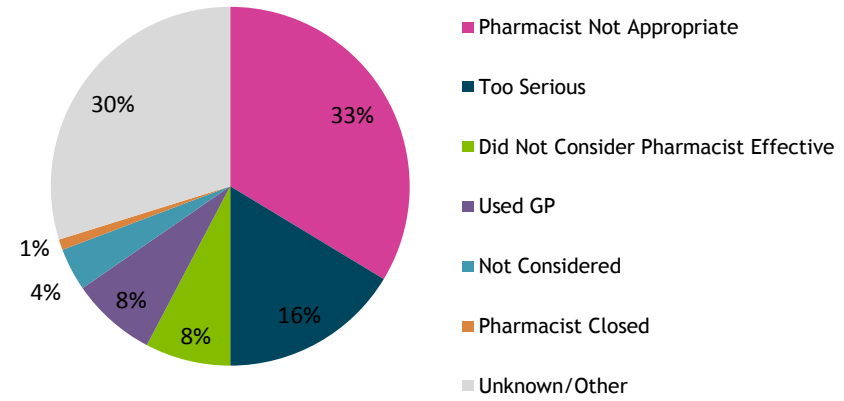
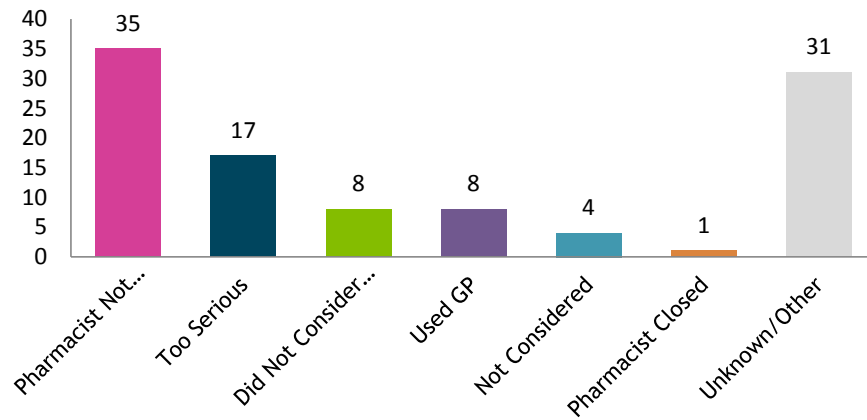


5.1 Of those using (or considering) the Pharmacist:



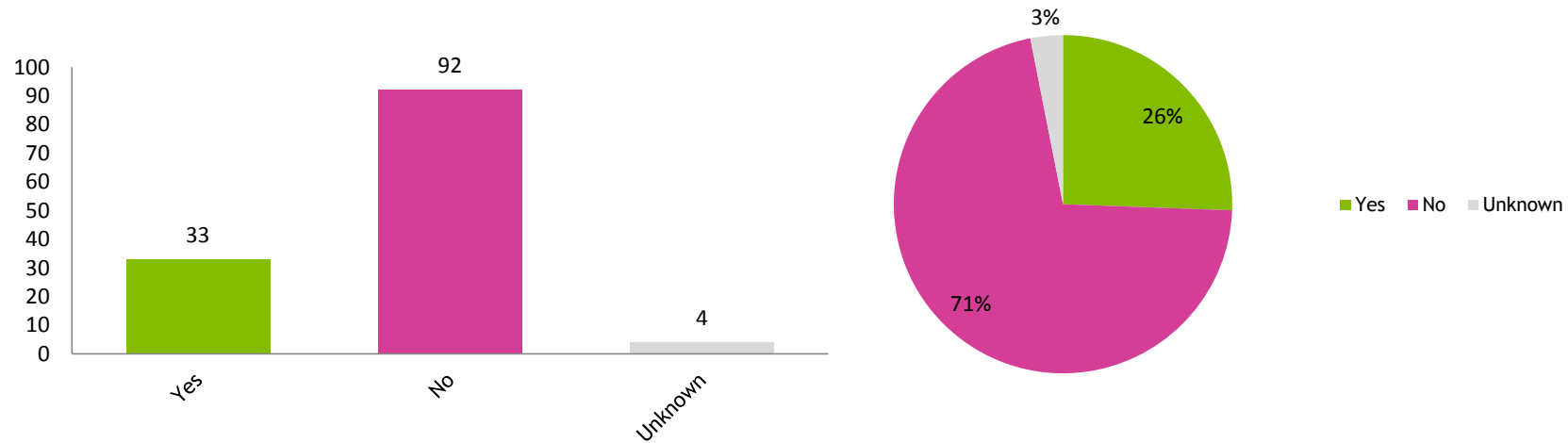
CONSIDERATION OF OTHER SERVICES - PHARMACIST

5.2 Of those not considering the Pharmacist:

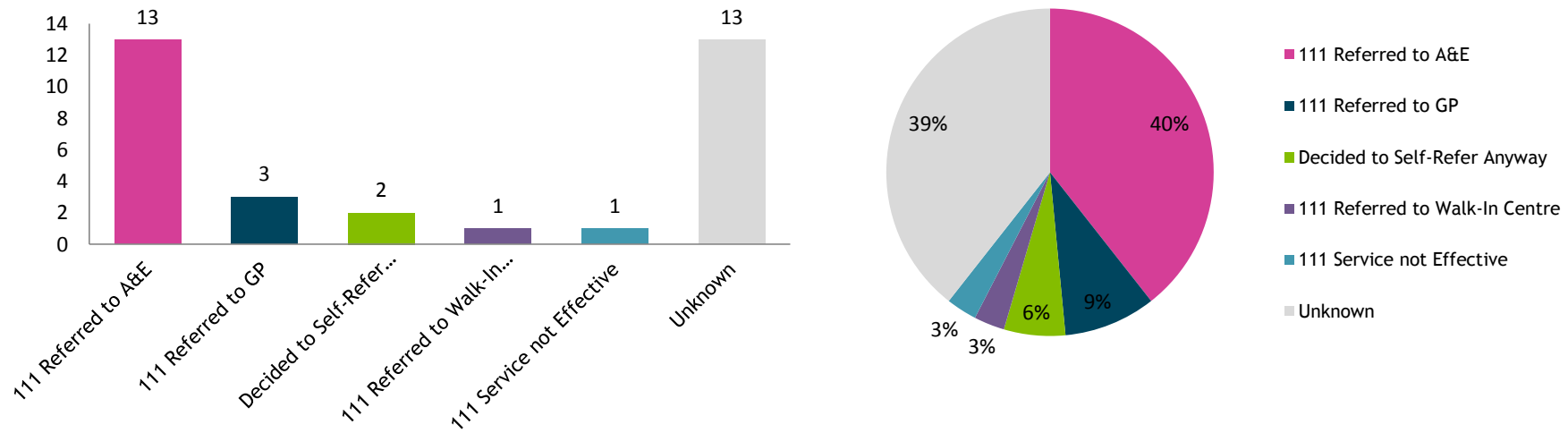


CONSIDERATION OF OTHER SERVICES - NHS 111

6. Patients considering NHS 111 first:

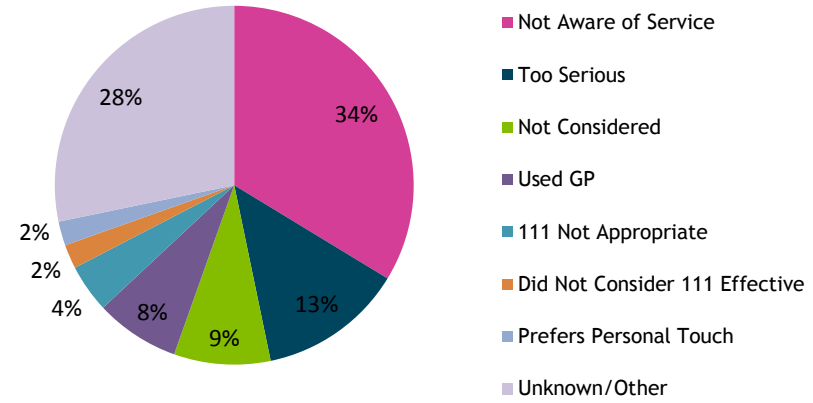
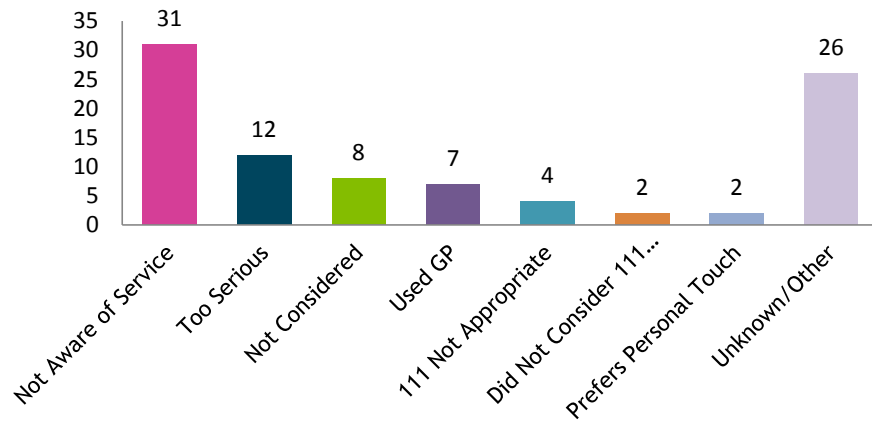


6.1 Of those using (or considering) NHS 111:



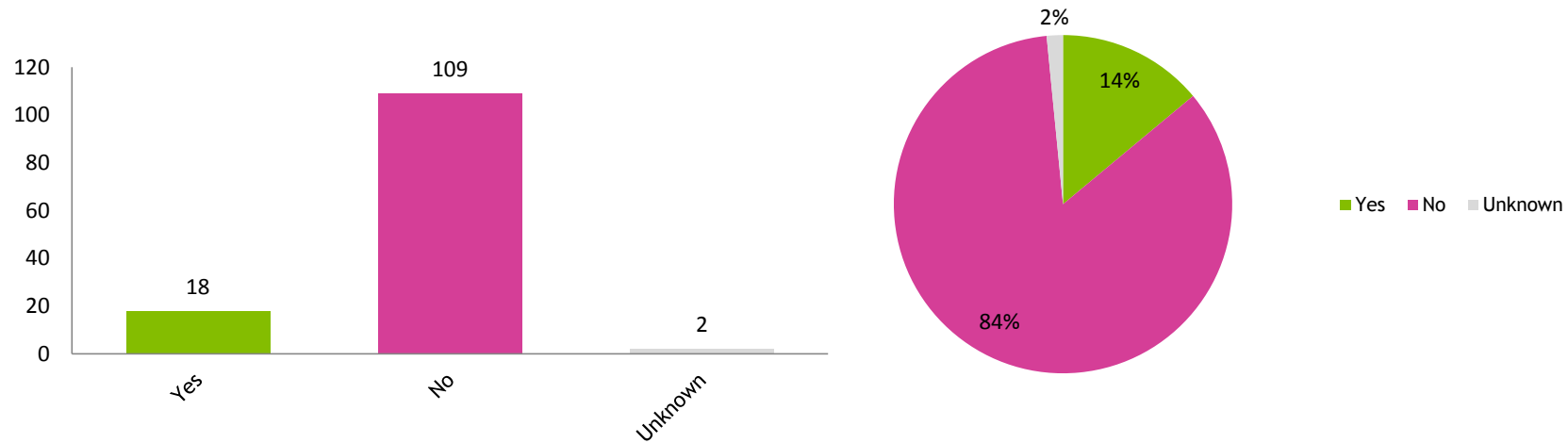
CONSIDERATION OF OTHER SERVICES - NHS 111

6.2 Of those not considering NHS 111:

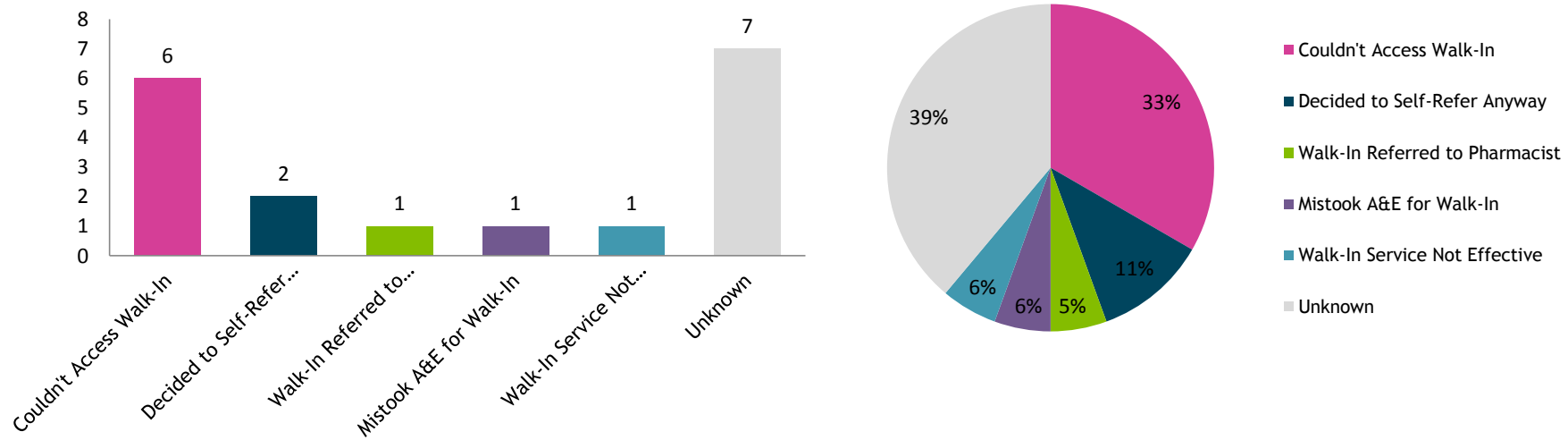


CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

7. Patients considering Walk-in/Polyclinics first:

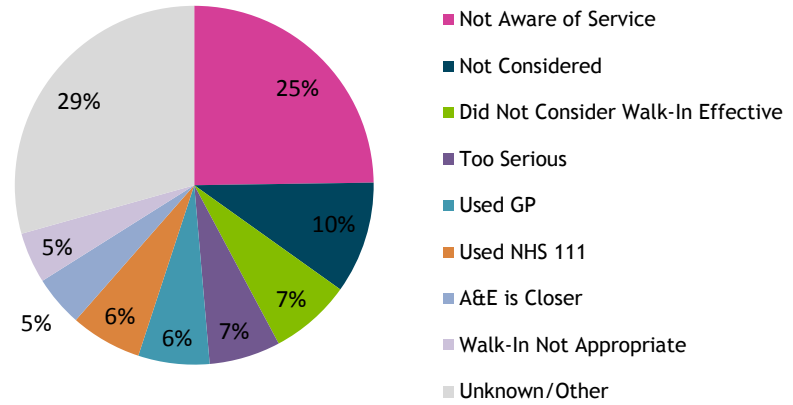
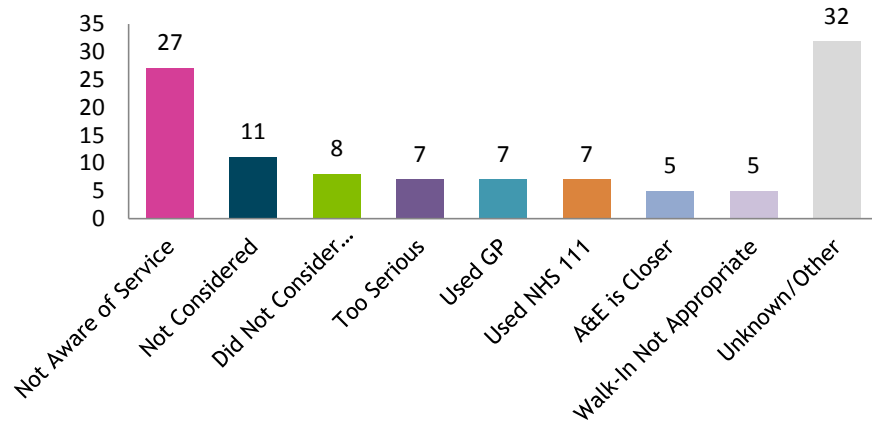


7.1 Of those using (or considering) Walk-In/Polyclinics:



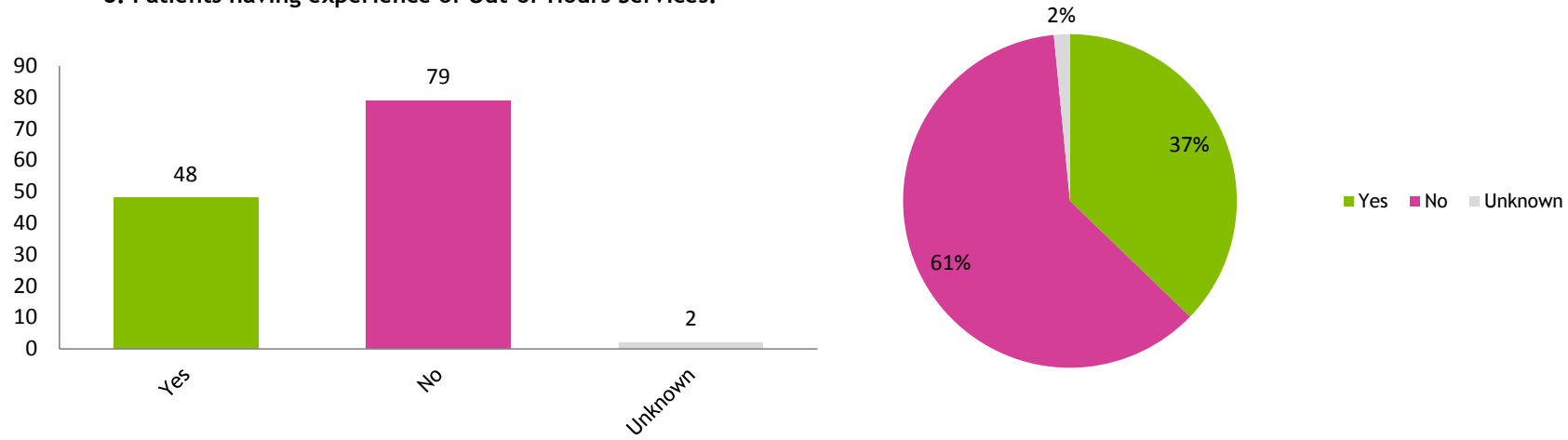
CONSIDERATION OF OTHER SERVICES - WALK-IN CENTRE/POLYCLINIC

7.2 Of those not considering Walk-In/Polyclinics:

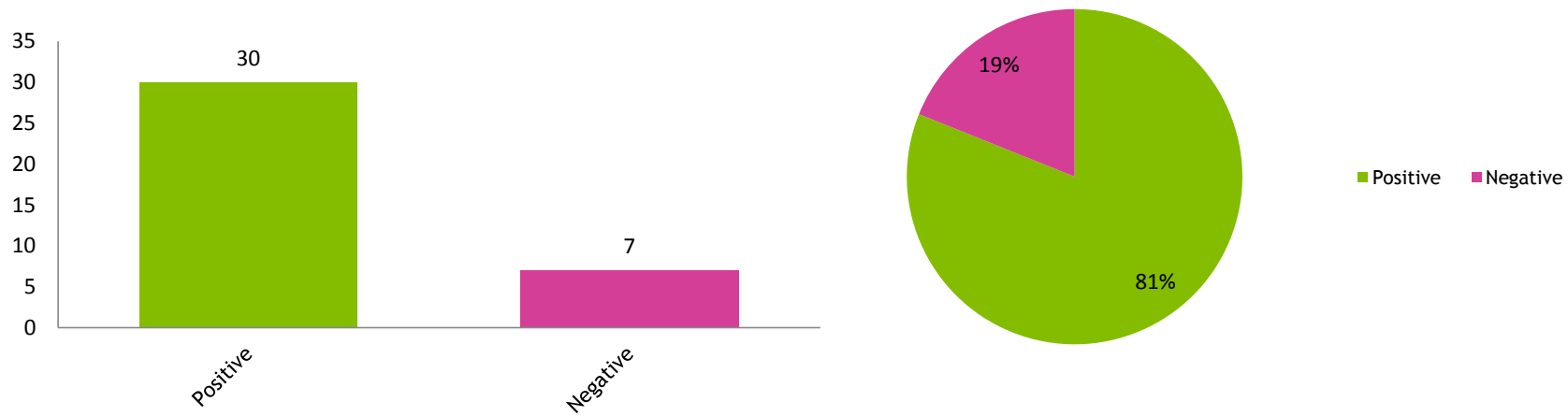


EXPERIENCE OF OUT-OF-HOURS SERVICES

8. Patients having experience of Out-of-Hours Services:

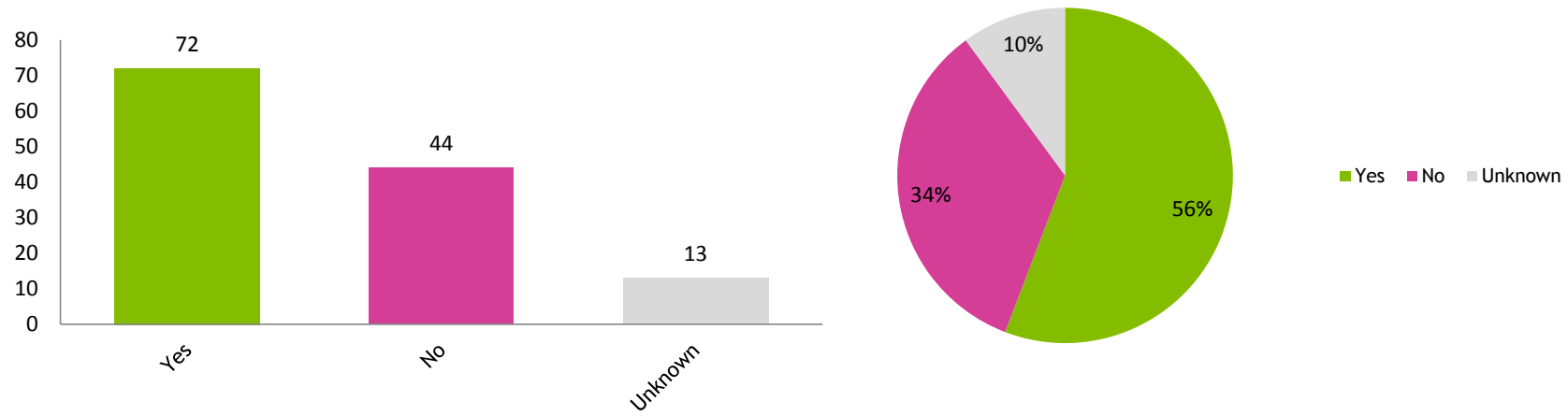


8.1 Sentiment of those expressing it:



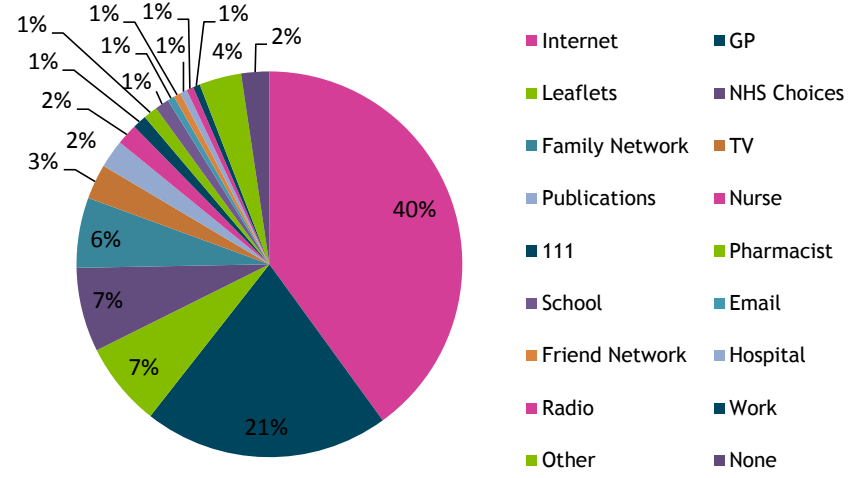
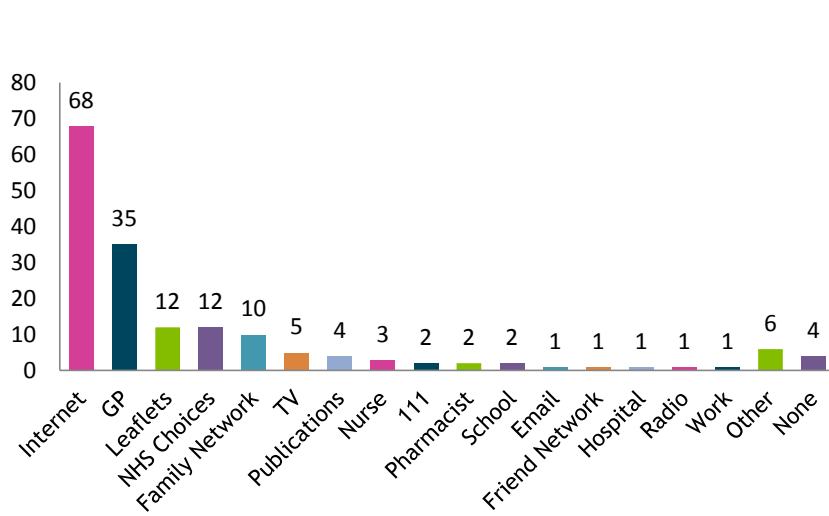
SUPPORT NETWORK

9. Patients with a family/community support network:

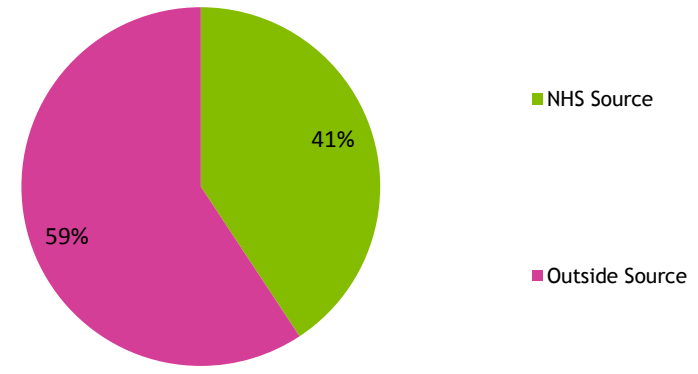
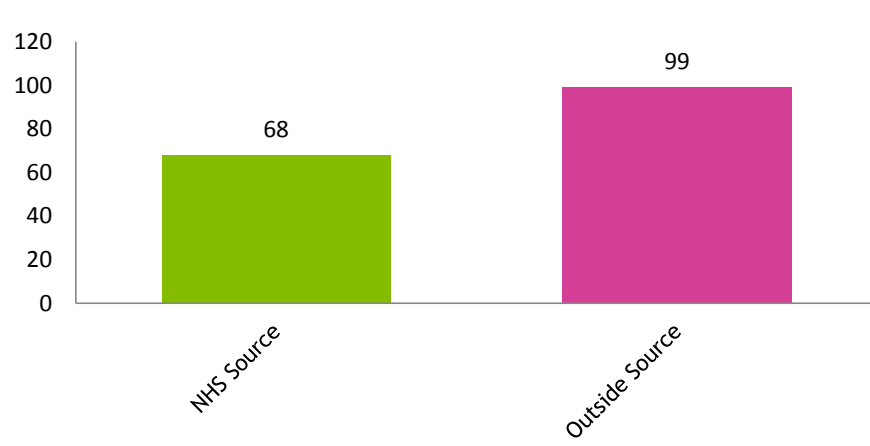


INFORMATION SOURCES

10. Patients obtain information from the following sources

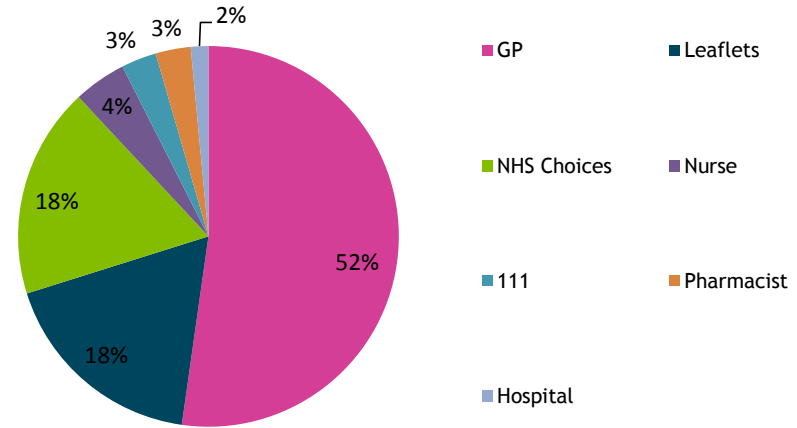
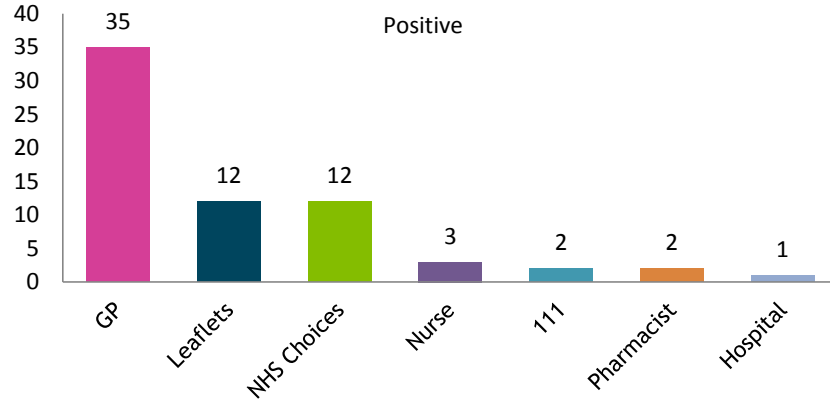


10.1 General Information Source

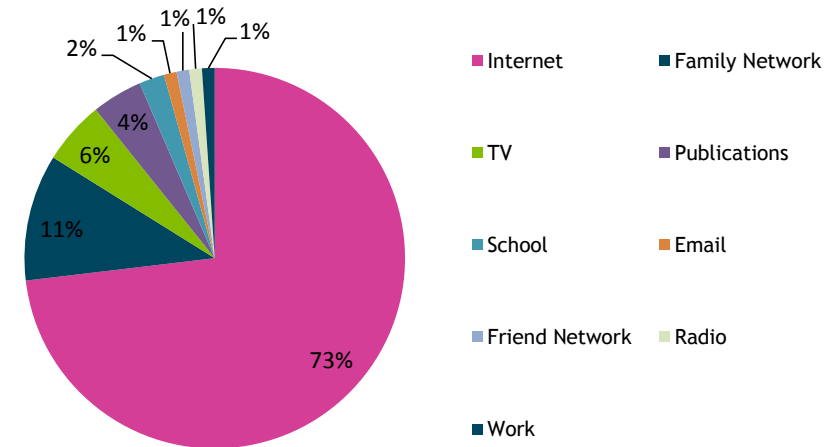
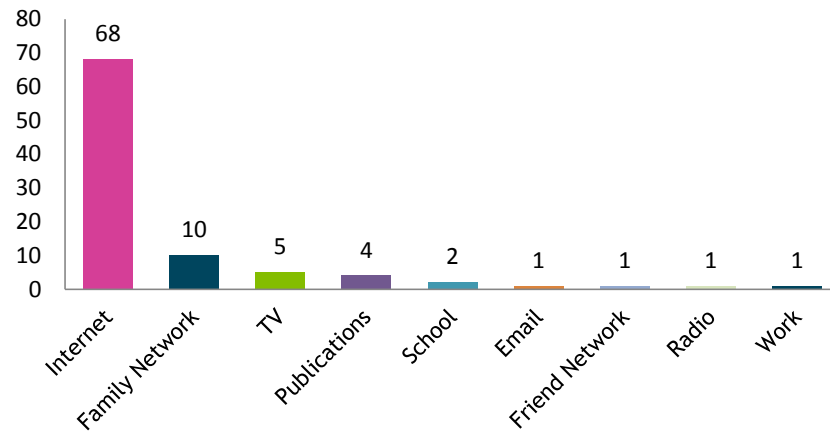


INFORMATION SOURCES

10.2 NHS Information Sources



10.3 Outside Information Sources



DEMOGRAPHICS AND MONITORING DATA

Key findings include:

CYP/parents from the Walthamstow area were the biggest attendees of Whipps Cross EUCC, with 32% of people we spoke to being from this area (E17). This compares to 26% of people from this area when looking at the survey data for all age groups.

14% were from Leyton (overall data, 12%)

13% from Leytonstone (overall data, 12%)

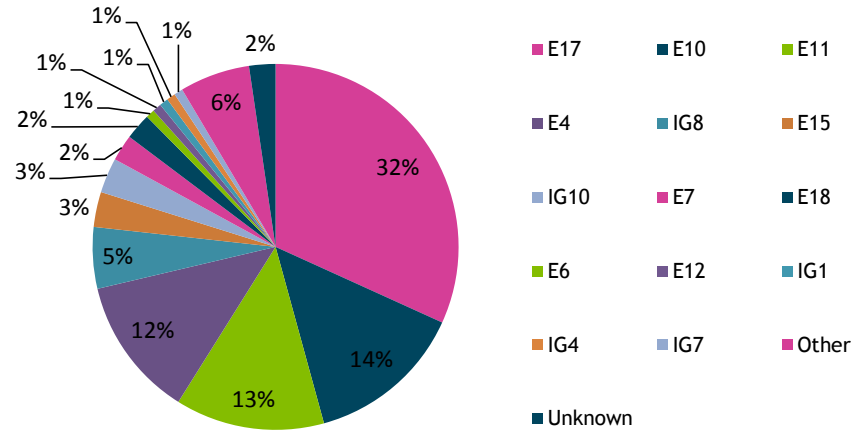
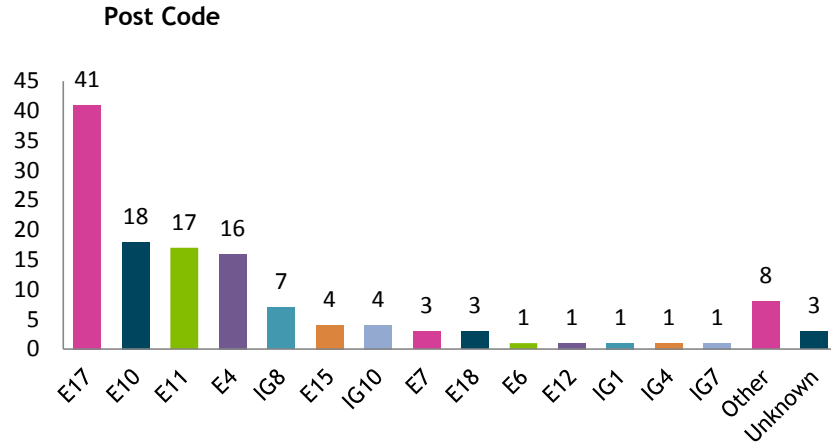
12% from Chingford(overall data, 9%)

The below comparison outline the statistics of people we spoke to and the census 2011 data for Waltham Forest. People from Black and Asian communitites were over represented in our survey , and people from White british communitites underrepresented.

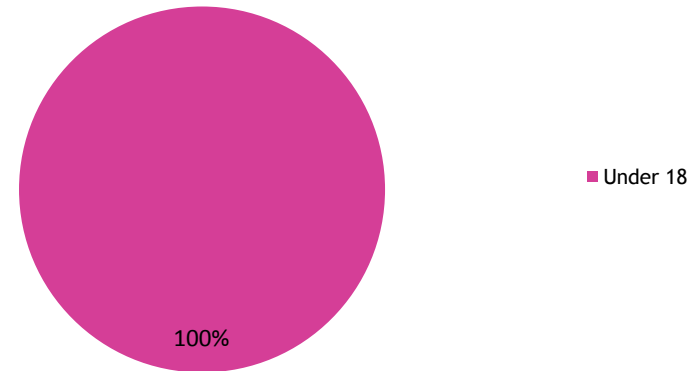
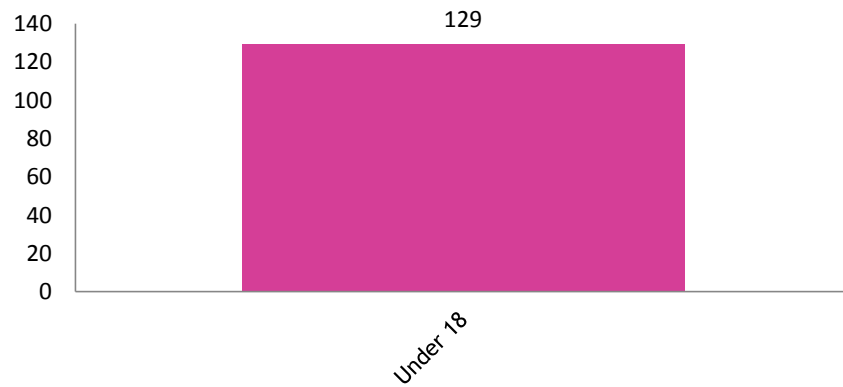
Ethnicity	CYP - our survey	Census 2011
White - British and Irish	27%	38%
White other	15%	15%
Mixed	1%	5%
Asian/Asian British	29%	21%
Black/Black British	23%	17%
Any other ethnic group	1%	4%
Unknown/did not answer	4%	n/a

DEMOGRAPHICS - POST CODE & PATIENT AGE

Post Code

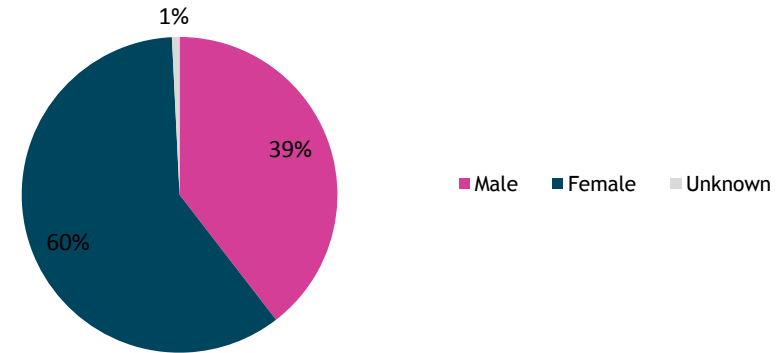
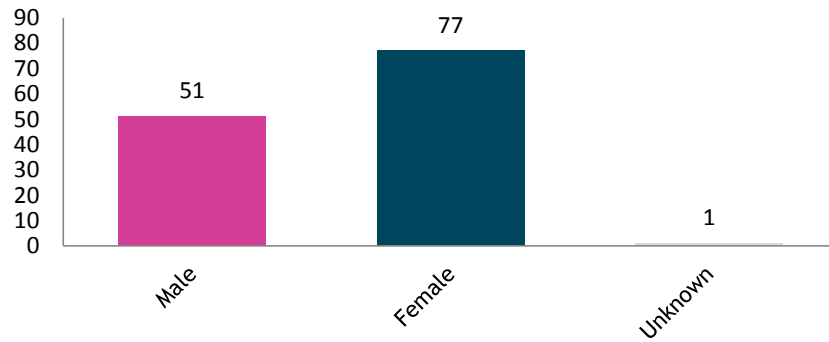


Patient Age

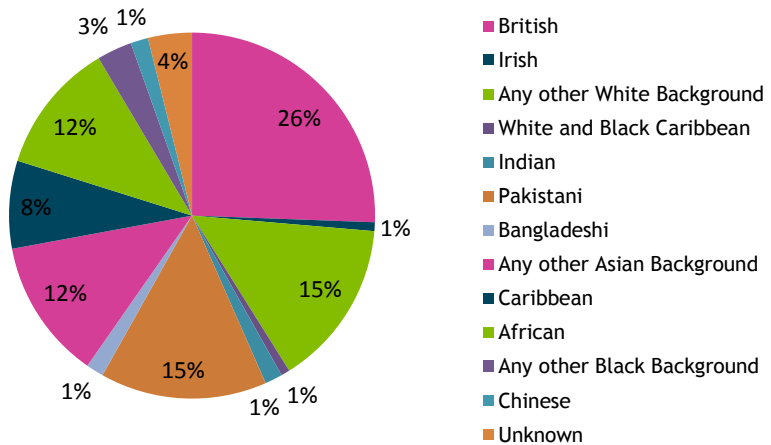
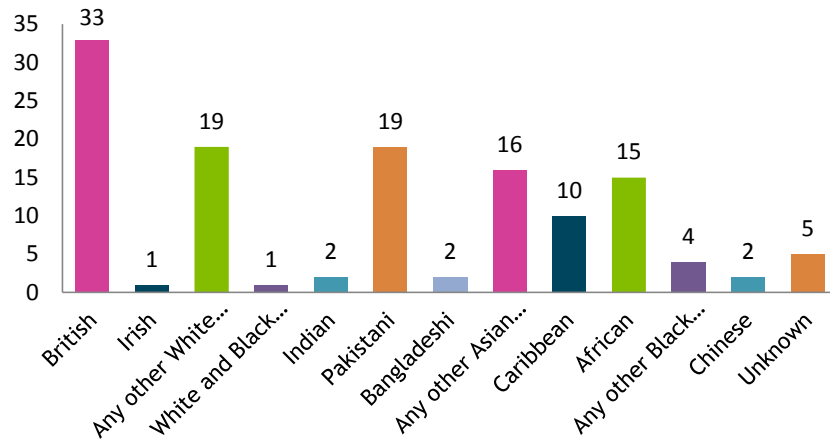


DEMOGRAPHICS - GENDER & ETHNICITY

Gender

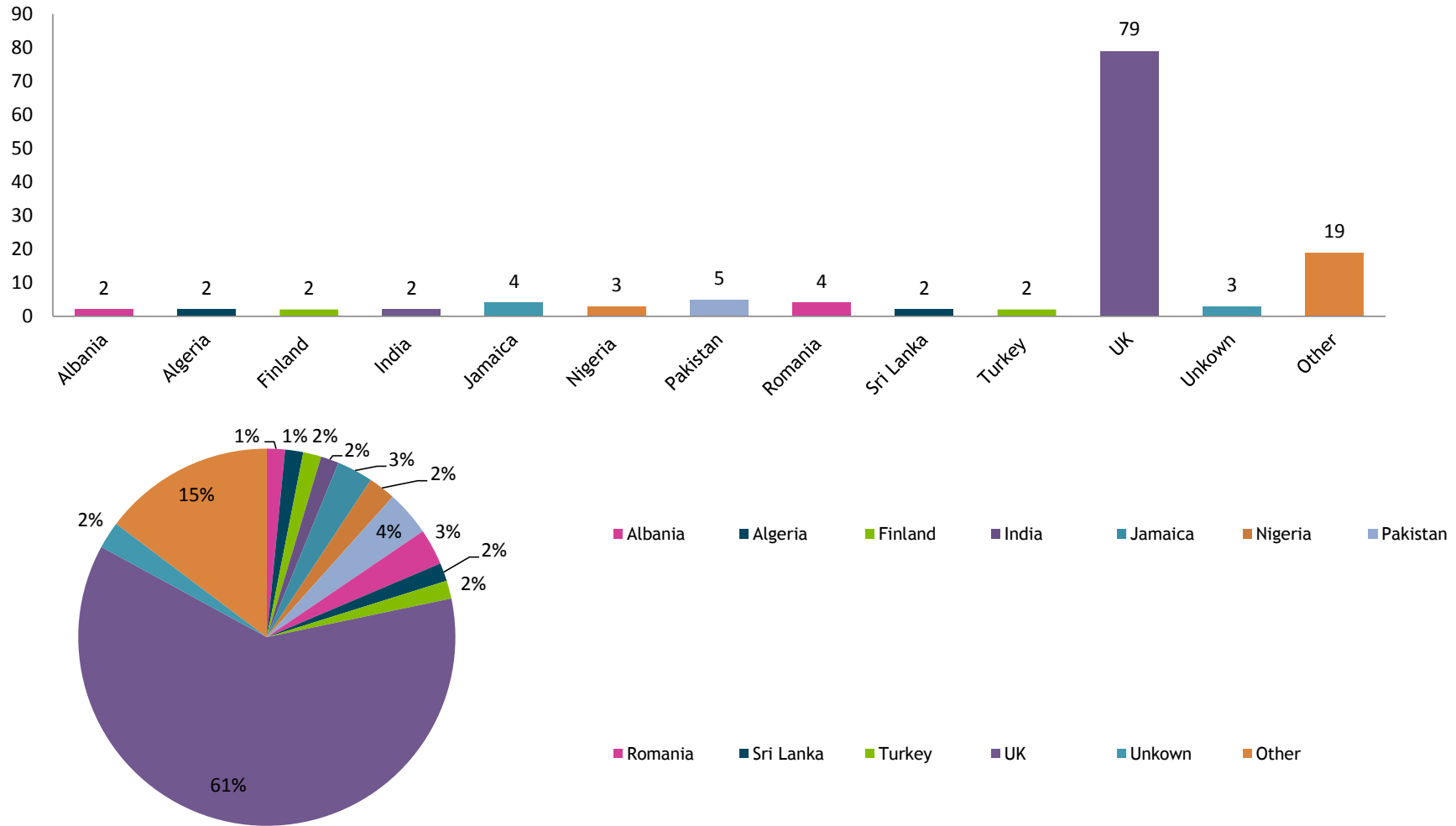


Ethnicity



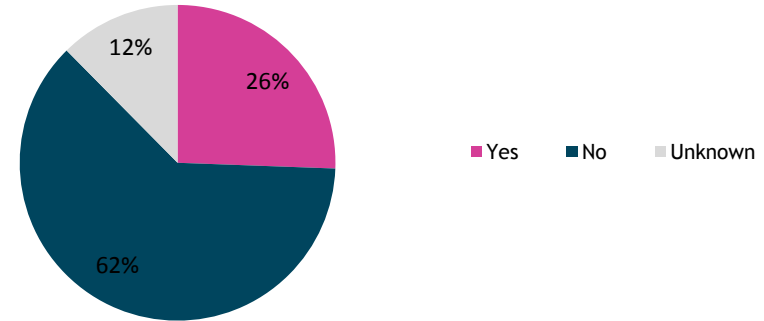
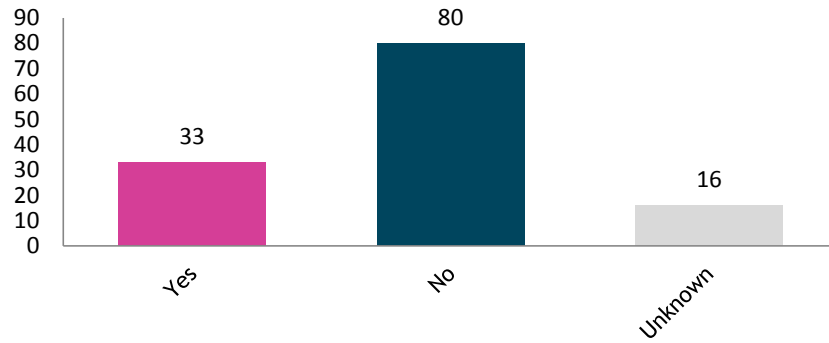
DEMOGRAPHICS - COUNTRY OF ORIGIN

Country of Origin

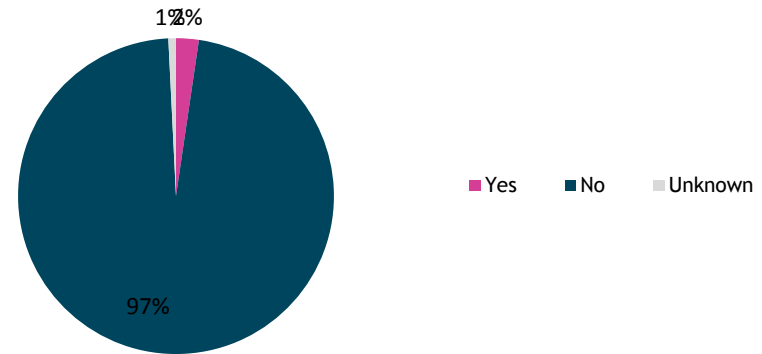
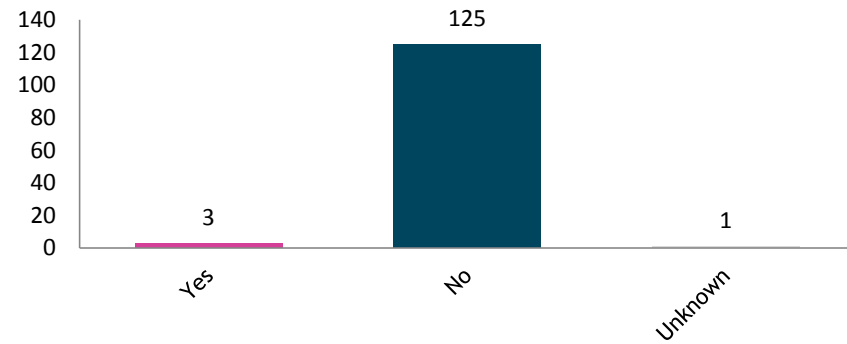


DEMOGRAPHICS - CARERS & DISABILITIES

Carers



Disability



OTHER

Survey Completion Rate

