

# Whipps Cross Hospital A&E and Urgent Care Centre Survey

We would like to ask you some questions about your experience of how you arrived at Whipps Cross Hospital today, and how you access healthcare information. We are not asking you to share any medical or confidential information about your visit and your responses will remain anonymous.

Healthwatch Waltham Forest is the independent consumer champion for health and social care. We are committed to ensuring that patient experiences help our partners to improve their services and meet local needs. Sharing your experiences today will make sure your voice is heard and that your views and experiences are taken into account in any service changes.

Any information you provide is treated confidentially and anonymously. If you have any issues or concerns about this survey or would like any further information on Healthwatch Waltham Forest please ask for a leaflet, visit our website [www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk) or call 020 3078 9990.

Date survey completed \_\_\_\_\_ Time survey completed \_\_\_\_\_

What area of the Emergency and Urgent Care Centre/ A&E are you in?

- |  |  |
|--|--|
| <input type="checkbox"/> Main waiting area for GP    | <input type="checkbox"/> Main waiting area for A&E Minors                          |
| <input type="checkbox"/> A&E Children's waiting area | <input type="checkbox"/> A&E Majors waiting area <input type="checkbox"/> Not sure |

## PART 1: How you came to be here today and the choices you made...

### 1. What is your reason for attending today? (complaint)

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### 2. Who told you to come here?

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|---|--|
| <input type="checkbox"/> Self referral (I decided to come myself) | <input type="checkbox"/> My friend/family advised it |
| <input type="checkbox"/> NHS 111 service advised it               | <input type="checkbox"/> My GP advised it            |
| <input type="checkbox"/> Other (please provide details) _____     |  |

**3. Are you registered with a GP in Waltham Forest/Redbridge/Other local borough?**

YES

Please provide the name of your GP surgery.

*If you can't remember the name of the surgery please provide as much information as possible, like the name of the doctor, the name of the road it is on etc.*

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NO

Please tell us if there a reason you are not registered with a GP?

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**4. Before you came here today had you thought about discussing the problem with your GP first? And is there any reason why you did or didn't you do this?**

(Please state YES or NO and provide further details).

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**5. Before you came here today had you thought about discussing the problem with a pharmacist first? And is there any reason why you did or didn't do this?**

(Please state YES or NO and provide further details).

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**6. Before you came here today had you thought of using the NHS 111 service first? And is there any reason why you did or didn't do this?**

(Please state YES or NO and provide further details)

[NHS 111 is a telephone service for when you need medical help or advice, but it is not a 999 emergency. It is available 24hrs a day 7 days a week]

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**7. Before you came here today had you thought of going to a Polyclinic or Walk-in centre first? And is there any reason why you did or didn't do this?**

(Please state YES or NO and provide further details)

[The Oliver Road Medical Centre, Polyclinic or Walk-in centre (as it is sometimes known) is based by Leyton Orient football stadium (75 Oliver Road, Leyton, E10 5LG) and offers treatment for minor injuries. Other boroughs also have similar walk-in facilities which are based in the community, not at the hospital]

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**8. Have you ever used the GP Out of Hours service before, and what was your experience?**

(Please state YES or NO and provide further details)

[GP Out of Hours is a service that can be contacted when your normal GP is not working. This might be during the night time or on a bank holiday for example. To use the GP Out of Hours service you can call your usual GP number and will be redirected or you can call NHS 111 who will refer you to the GP Out of Hours service as necessary]

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**ONLY 2 QUESTIONS LEFT**

**Please turn over for the final questions and be in with a chance to enter our prize drawer!**

**PART 2: Thinking about the support you have to help in making decisions about healthcare...**

**9. Do you have a family or community support network that you go to for healthcare advice?**

(Please state YES or NO and provide further details)

[This might be family or friends, local groups, clubs or organisations you are a part of, the church or mosque for instance]

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**10. Where do you get your healthcare information from?**

(Please provide details of any websites you regularly use, places you visit to pick up leaflets, any memorable advertising campaigns from TV, radio etc).

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**PART 3: About you...**

We would be very grateful if you could tell us a little about you. This information is collected anonymously and used for monitoring and analysis purposes only.

First part of postcode eg E17 \_\_\_\_\_

Age \_\_\_\_\_

Age of patient  
(if you have come for a child) \_\_\_\_\_

Gender \_\_\_\_\_

Ethnicity \_\_\_\_\_

Country of origin \_\_\_\_\_

Do you consider yourself a carer?  YES  NO

Do you consider yourself to have a disability?  YES  NO

**THANK YOU** for your time and honesty in answering our questions today. To say thank you we will be entering the name of each person who completed a survey into a prize drawer to win a £40 and £20 Westfield voucher. If you wish to be entered into the prize drawer please write your name and contact details clearly below, tear off this page and hand it **separately** to the Healthwatch representative.

Name\_\_\_\_\_

Contact\_\_\_\_\_

**PLEASE DETATCH THIS SHEET FROM THE SURVEY BEFORE HANDING IT IN.**