

Healthwatch Update – Use of A&E

SUMMARY

- 1.1 There is an accepted recognition that there are increasing pressures on all services in the Health and Social care sector. It is obviously important to alleviate these pressures and ensure adequate service provision. . To be able to do this in a sustainable and effective manner there is a need to understand the end users (patients) requirements and build services around them.
- 1.2 To achieve this there is a need to understand why people use services, what services they are aware of and why they end up choosing those services when they may have alternatives.
- 1.3 This report follows on from the 2016 'A&E in Focus' report and is a snapshot of what people, who did not arrive by ambulance, nor had any outwardly noticeable wound, told Healthwatch Derby staff and volunteers why they had chosen to come to A&E. 421 people gave their views throughout January and February 2017.
- 1.4 The findings show that whilst there have been efforts to educate the community to use alternative services there is still a lack of awareness and understanding of what is available across the city.
- 1.5 This lack of knowledge and also where people live in proximity to the hospital, as well as people knowing if they present at the Emergency department they will be seen adds to the footfall.
- 1.6 The data is showing that more people are saying they cannot get an appointment with their GP and this lack of GP access is leading to people presenting at the Emergency department. When compared to the 2015 report access to GP services seem to be worsening with 1 in 4 of those we spoke to saying they were unable to get an appointment.
- 1.7 The team observed that it was difficult to engage with people under the age of 50 particularly males who had no interest in being involved.
- 1.8 The recommendations of this follow-up report are to:
 1. Improve awareness of services.
 2. Provide an intervention to educate the general public about using services appropriately.
 3. Improve access to GP services or provides suitable alternatives.
 4. Reach out and engage with the community at all levels.
 5. Fully integrate services and clearly communicate pathways across the system.

RECOMMENDATION

2.1 That the HWB receives and notes this follow up to the 'A&E in Focus' report.

REASONS FOR RECOMMENDATION

3.1 Data within this report and previous leading to the recommendations.

SUPPORTING INFORMATION

- 4.1 A&E In Focus 2016, Emergency inpatient services in Derby City is available to read on the Healthwatch Derby Web page www.healthwatchderby.co.uk/usefulinfo
- 4.2 Access to GP services was highlighted in the Healthwatch Derby 2015 GPs in Focus report available at: <https://healthwatchderby.files.wordpress.com/2015/05/suda-13-gps-in-focus.pdf>

OTHER OPTIONS CONSIDERED

5.1 Not applicable

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	
For more information contact: Background papers: List of appendices:	James Moore 01332 643990 james.moore@healthwatchderby.co.uk Health and Wellbeing Board Update Briefing March 2017 (attached) Appendix 1 – Implications Appendix 2 – Health and Wellbeing Board Update Briefing March 2017

IMPLICATIONS

Financial and Value for Money

1.1 No direct implications for Derby City Council

Legal

2.1 None

Personnel

3.1 None

IT

4.1 None

Equalities Impact

5.1 None

Health and Safety

6.1 None

Environmental Sustainability

7.1 None

Property and Asset Management

8.1 None

Risk Management

9.1 No direct implications for Derby City Council

Corporate objectives and priorities for change

10.1 None