

Urgent Treatment Centre Survey

In Derby and Derbyshire, we have five Urgent Treatment Centres. You may know them as Minor Injury Units or Walk-in centres.

Our Urgent Treatment Centres are in the following areas:

Ripley Hospital	Buxton Hospital	Ilkeston Hospital	Whitworth Hospital	Derby Urgent Treatment Centre
Sandham Lane Ripley Derbyshire DE5 3HE	London Road Buxton Derbyshire SK17 9NJ	Heanor Road Ilkeston Derbyshire DE7 8LN	330 Bakewell Road Darley Dale Matlock DE4 2JD	Osmaston Road Derby DE1 2GD
<u>01773 743 456</u>	<u>01298 214 000</u>	<u>01159 305 522</u>	<u>01629 580 211</u>	<u>01332 224700</u>

Like many other areas across the country, we need to plan the future of our Urgent Treatment Centres to make sure we are providing the best possible service and we need to know:

- Who uses our Urgent Treatment Centres?
- How our Urgent Treatment Centres are used?
- What matters most to people who use Urgent Treatment Centres?

This is very much the start and we will continue to speak to people throughout this work and report back the findings throughout the process.

You can complete this survey yourself or ask someone to do it on your behalf and return it using our Freepost address (below), or if you need support to fill in this survey please get in touch using the contact details below.

Contact details:

Free post address: FREEPOST NHS DDCCG

Tel: 01332 868730

Email: DDCCG.enquiries@nhs.net

Section 1: Your understanding of urgent care and emergency care

Urgent care is for an illness or injury that requires urgent attention but is not a life-threatening situation.

Emergency care is for a life-threatening illness or accident which requires immediate, intensive treatment.

By answering the following questions, you will help us to gain peoples understanding of 'urgent care' and 'emergency care', including when people think they should be used and what for.

URGENT CARE

1. If you needed urgent care what would you do in the first instance?

Please select one answer from the list below:

- ☐ Provide self-care
- ☐ Visit a local pharmacy
- ☐ Contact my GP
- ☐ Contact NHS111 (phone/online)
- ☐ Attend my local Urgent Treatment Centre
- ☐ Call 999
- ☐ Go to my nearest Emergency Department
- ☐ Anything else please state _____

2. Please explain the reason for your choice made in question 1:

3. What would you go to an Urgent Treatment Centre for?

4. Have you used any of the following services for urgent care?

- ☐ Pharmacy

Reason for using: _____

- ☐ GP

Reason for using: _____

☐ Out of hours GP

Reason for using: _____

☐ NHS111

Reason for using: _____

☐ 999

Reason for using: _____

5. From the following six statements, please rank in order of importance to you when needing to visit an Urgent Treatment Centre (with one being the most important):

Seeing a
specialist, doctor,
or nurse.

Distance and
parking.

Being seen on
time.

Specialist
diagnosis and
testing facilities.

Pre-bookable
consultations.

Telephone or
video
consultations.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

6. An Urgent Treatment Centre should provide the following treatments and/or services:

- Minor open wound/cuts.
- Burns and irritants.
- Pains and swellings.
- Sprains.
- Infections.

Do you think any other treatments and/or services should be available at an Urgent Treatment Centre?

EMERGENCY CARE:

7. What would you go to an Emergency Department for?

Section 2: Your experience of using an Urgent Treatment Centre

By answering the following questions, you will help us to understand what it is really like to use an Urgent Treatment Centre.

8. Have you ever used one of the Urgent treatment Centres?

- ☐ Yes (if yes, continue to question 9)
- ☐ No (if no, skip to question 15)

9. Which Urgent Treatment Centre did you use?

- ☐ Ilkeston
- ☐ Ripley
- ☐ Buxton
- ☐ Whitworth
- ☐ Derby City
- ☐ New Mills
- ☐ Swadlincote
- ☐ Ashbourne
- ☐ Any other treatment centre please state _____

10. Why did you need to use an Urgent Treatment Centre?

11. The last time you used an Urgent Treatment Centre were you told to attend by another health service?

- ☐ GP
- ☐ NHS111
- ☐ Emergency department
- ☐ No, I just turned up
- ☐ If other please state _____

12. How would you rate your experience of attending an Urgent Treatment Centre?

Very Good	Good	Average	Poor	Very Poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Is there anything that would have made your visit to an Urgent Treatment Centre better?

14. The last time you used an Urgent Treatment Centre were you told to attend another health service afterwards?

- ☐ GP
- ☐ NHS111
- ☐ Emergency department
- ☐ Provided with self-care information
- ☐ No
- ☐ If other please state _____

15. Is there anything else you would like to say about Urgent Treatment Centres?

If you have any queries please contact Hannah Morton, Engagement Specialist on Hannah.morton10@nhs.net or Anita Cunningham, Senior Commissioning Officer (Urgent & Emergency Care) on anita.cunningham1@nhs.net