

Urgent and Emergency Care Engagement report

November 2016

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1. Executive summary

In July 2015, it was announced that there would be eight new vanguards for urgent and emergency care. This included the West Yorkshire Urgent and Emergency Care Network that would oversee, with local partners, the improvement of urgent and emergency care for more than three million people in West Yorkshire. The Urgent and Emergency Care vanguard now falls under the West Yorkshire and Harrogate Sustainability and Transformation Plan (STP), and is one of the priorities for the STP.

West Yorkshire and Harrogate has also been identified as the only urgent and emergency care 'acceleration zone' nationally in September 2016.

As part of this work, it was identified that whilst in previous years a significant amount of engagement had already taken place both nationally and locally. To understand why patients access urgent and emergency care services, such as A&E; there was still a need to undertake a short engagement exercise to validate this existing data.

Healthwatch organisations across West Yorkshire and the Harrogate District embarked on engagement over a four week period, from 5th October - 2nd November 2016. A survey was designed to understand why patients access urgent and emergency care services, such as A&E

Staff and volunteers from the Healthwatch organisations across West Yorkshire and the Harrogate District attended A&E departments, to gain the views of patients. Overall, 31 face to face sessions were held across West Yorkshire and the Harrogate District.

In addition to the outreach sessions, we used Facebook, Instagram and third party website advertising to promote the survey.

The advert generated the following engagement:

Over 84,352 people saw the advert
2,873 people clicked to find out more about the advert

The survey was also circulated via our existing engagement and communication mechanisms.

We received 1,306 completed surveys either via face to face engagement activities (636, 49%) or social media advertising (670, 51%). The results show us:

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The majority of respondents were seen during 8am-8pm (84.7%) on a weekday, primarily Monday to Thursday (78.2%). 81.9% (1042) attended A&E, and 6.1% (78) attended a walk-in centre. As the majority of people attended during times when other services were

available, it raises the question as to why people chose to attend an urgent and emergency care service rather than access other services. When asked we were advised:

- Of those that decided to attend an urgent and emergency care service (37.1% of respondents), the main reasons were they had a medical condition that they felt required to be seen urgently (64.3%), they felt that they might need tests or treatment that they wouldn't be able to access elsewhere (21.0%), and 16.9% decided to attend because they couldn't obtain a GP appointment.
- Of those that were advised to attend an urgent and emergency care service (46.4% of respondents), 45.5% had been told to do so by their GP practice, with 22.1% being advised to do so by 111. And nearly all (80%) felt that this was the right advice.
- 29.2% had gone somewhere else or tried to go somewhere else prior to attending an urgent and emergency care service. The majority had either seen their GP and been advised to go to hospital or they had tried to get an appointment with their GP but could not be seen quickly enough.

The key themes raised from existing data and this engagement were:

Reasons for attendance

- Patients are often told to attend urgent and emergency care services, such as A&E by their GP practice. Either because the GP is unable to provide the patient with the treatment and / or tests that they require, or the GP practice is unable to provide the patient with an urgent appointment.
- Many patients state that they do try to obtain a GP appointment prior to attending urgent and emergency care services. But if they are unable to be seen quickly they feel they have no choice but to access urgent and emergency care services to ensure that their condition is treated.
- GP services and community-based health care are also often closed when patients need to access them, forcing them to go elsewhere, despite their preferences to use these services.
- Many had a health condition that they felt needed to be dealt with urgently, and that urgent and emergency care services was the best place to receive the care that they required, such as x-rays, scans, blood tests, stitches and other treatment.
- Some attended as it was the most convenient place for them to attend, in that it was easy to access as no appointments are required or it was close to home.
- A few people mentioned that their GP had referred them to A&E as their GP had been unable to admit them as an inpatient due to the lack of hospital beds.

- People want to be seen by the most appropriate person, quickly and in a setting that is close to home. They didn't want to be travelling long distances when they needed urgent or emergency care.

Quality of service in urgent and emergency care services

- Whilst most commented on having to waiting long periods of time to be seen. People report high levels of satisfaction with the service they receive in urgent and emergency care services. They have confidence and trust in urgent and emergency care services and believe it provides the best place for them to get care for their condition.
- People believe urgent and emergency care services, such as A&E provide a convenient place to go, it can provide reassurance that an injury or condition is not serious and does not need further treatment, and it is perceived as offering the highest level of expertise, with access to appropriate diagnostic equipment, such as x-rays.
- Many commented on how helpful and friendly the staff were and praised the quality of the care they received.
- Some concern was expressed about the long waits in urgent and emergency care services, such as A&E and not being told how long they would have to wait/ reasons why. In some cases, when information was displayed on expected waiting times, the information was inaccurate and out of date. And some patients were concerned that they received no, or inadequate pain relief.
- Some people mentioned that they had to endure long waiting times in A&E whilst waiting for an inpatient bed to become available.

Quality of environment

- Comments were made with regards to both the difficulties in being able to park and the high cost of parking.
- Seating provided in waiting areas was described by some as being uncomfortable.

Recommendations

Having reviewed patient feedback from both national and local engagement activities, we found that whilst people state that they know A&E is for emergencies only, many nevertheless believe they have no alternatives. There is a need to raise awareness of the most appropriate service to access, where and how to access these services. This awareness raising needs to extend to health professionals, as our engagement has found that patients are often advised to attend an urgent and emergency care service, such as A&E by health professionals. Whilst we cannot comment on whether the advice given was appropriate, 20% of respondents that were advised to attend an urgent and emergency care service, such as A&E didn't feel they should have been.

However, we also feel that people's expectations are changing; they want to receive treatment at a time and location that suits them. It is unlikely that we will be able to change those behaviours so we should also be looking at how we manage expectations:

- There is a need to improve access to GP appointments, many people that attend urgent and emergency care services, such as A&E have tried to access an appointment with their GP but have been unable to obtain an appointment quickly.
- A&E offers the 24/7 access people want and there is support for this to be developed further to include an out of hours primary care service / urgent care service that is co-located with A&E. Through the co-location of urgent care services on one site, patients can be triaged appropriately to the necessary emergency or urgent care service. It would relieve the pressure in the A&E departments and give people faster access to more effective treatment.
- The extent to which drop-in or walk-in centres can play a key role in reducing attendance at A&E should be a factor for consideration. A significant proportion of people that had used a walk-in centre would have attended A&E if the walk-in centre had not been available. Many patients valued the provision of treatment outside of A&E departments, in minor injury units or walk-in centres. These were often popular because they were seen to avoid long waits, although sometimes led to frustration if the service was unable to deal with the presenting condition

2. Background

In July 2015, it was announced that there would be eight new vanguards for urgent and emergency care. This included the West Yorkshire Urgent and Emergency Care Network that would oversee, with local partners, the improvement of urgent and emergency care for more than three million people in West Yorkshire. The Urgent and Emergency Care vanguard now falls under the West Yorkshire and Harrogate Sustainability and Transformation Plan (STP), and is one of the priorities for the STP.

West Yorkshire and Harrogate has also been identified as the only urgent and emergency care 'acceleration zone' nationally in September 2016.

Urgent care is delivered not only in hospitals but by GPs, pharmacists, community teams, ambulance services, NHS 111, social care and others, and through patients being given support and education to manage their own conditions. The STP vision for Urgent and Emergency Care is:

- For adults and children with urgent care needs, we should provide a highly responsive service that delivers care as close to home as possible, minimising disruption and inconvenience for patients, carers and families
- For those people with more serious or life-threatening emergency care needs, we should ensure they are treated in centres with the right expertise, processes and facilities to maximise the prospects of survival and a good recovery

As part of this work, it was identified that whilst in previous years a significant amount of engagement had already taken place both nationally and locally, to understand why patients attend urgent and emergency care services; there was still a need to undertake a short engagement exercise to validate this existing data.

3. Engagement approach

To validate the existing engagement Healthwatch organisations across West Yorkshire and the Harrogate District, embarked on engagement over a four week period, from 5th October - 2nd November 2016. An engagement plan supporting this work was developed (see Appendix A). The engagement was to understand why patients attend urgent and emergency care services.

Existing data was collated and analysed to form part of the engagement process. The information considered as part of this exercise was any data from previous engagement and patient experience relating to urgent and emergency care services. A full list of the reports reviewed can be found in Appendix B.

As part of the plan a survey (see appendix C) was designed to gain feedback from patients on why they attended urgent and emergency care services. This was shared via our

communication channels and with a wide range of organisations. Staff and volunteers from the Healthwatch organisations across West Yorkshire and the Harrogate District, also went out to A&E departments.

Overall, **31** face to face sessions were held across West Yorkshire and the Harrogate District. A full list of the activity can be found in Appendix D.

In addition to the outreach sessions, we used Facebook, Instagram and third party website advertising to the survey. The advert was targeted towards males and females, aged 18-65+ in the West Yorkshire and the Harrogate District area.

The advert can be seen here

<https://www.facebook.com/629965900348049/posts/1328184993859466>

The advert generated the following engagement:

Over **84,352** people saw the advert

2,873 people clicked to find out more about the advert

The survey was also circulated via our existing engagement and communication mechanisms, and uploaded to our websites.

4. Analysis of existing engagement

A review of all relevant engagement evidence held and collected between April 2012 and October 2016, across West Yorkshire and the Harrogate District that related to urgent and emergency care services, was undertaken. This involved reading over 80 documents, including final reports, survey results and annual summaries. Some were produced by the CCGs, others came from Healthwatch, providers, The Patients Association and Patient Opinion. A full list of the reports reviewed can be found in Appendix B.

Reference to urgent and emergency care services was made in 43 (54%) of the reports reviewed. These covered Calderdale, Kirklees, Wakefield, Leeds and Bradford and engaged with over 30,000 people.

The key themes raised were:

- People report high levels of satisfaction with the service they receive in A&E. They have confidence and trust in A&E and believe it provides the best place for them to get care.
- People believe A&E provides a convenient place to go, it can provide reassurance that an injury or condition is not serious and does not need further treatment, and it is

perceived as offering the highest level of expertise, with access to appropriate diagnostic equipment, such as x-rays.

- A&E offers the 24/7 access people want and there is support for this to be developed further to include an out of hours primary care service / urgent care service that is co-located with A&E. Through the co-location of urgent care services on one site, patients can be triaged appropriately to the necessary emergency or urgent care service. It would relieve the pressure in the A&E departments and give people faster access to more effective treatment.
- The extent to which drop-in or walk-in centres can play a key role in reducing attendance at A&E should be a factor for consideration. A significant proportion of people that had used a walk-in centre would have attended A&E if the walk-in centre had not been available. Many patients valued the provision of treatment outside of A&E departments, in minor injury units or walk-in centres. These were often popular because they were seen to avoid long waits, although sometimes led to frustration if the service was unable to deal with the presenting condition.
- People want to be seen by the most appropriate person, quickly and in a setting that is close to home. They didn't want to be travelling long distances when they needed urgent or emergency care.
- GPs and community-based health care were often closed when the patients needed to access them, forcing them to go elsewhere, despite their preferences to use these services. Other access issues, most commonly related to availability/choice of appointments.
- Whilst people state that they know A&E is for emergencies only, many nevertheless believe they have no alternatives. There is a need to raise awareness of the most appropriate service to access, where and how to access these services.
- Concern was expressed about the long waits in A&E and not being told how long they would have to wait/ reasons why, and some patients were concerned that they received no, or inadequate pain relief.

5. Analysis of the patient survey

We received **1,306** completed surveys either via face to face engagement activities (**636, 49%**) or social media advertising (**670, 51%**). Appendix E provides a breakdown of the protected characteristics of the respondents. It should be noted that not everyone completed the equality monitoring form, however, in summary the respondents were:

- **60.2% (648)** were female and **37.9% (408)** were male
- **1.3% (13)** stated that their gender was different to the sex they were assumed to be at birth
- **73.1% (786)** of respondents were aged between 26 and 75
- **85.6% (859)** described themselves as heterosexual, **0.8% (8)** as lesbian, **1.8% (18)** as a gay man, and **1.6% (16)** as bisexual.
- The majority of respondents, **82.1% (872)** described themselves as White, **9.3% (98)** as Asian or Asian British and **1.5% (16)** as Black or Black British.
- **41.9% (429)** stated that they identified with Christianity, **37.0% (379)** no religion and **9.4% (96)** Islam
- **11.0% (114)** provide care for someone
- **19.8% (210)** described themselves as having a disability. With the majority having a long term condition and / or a disability that was physical or mobility or a mental health condition.

The results show us:

The majority of respondents were seen during 8am-8pm (**84.7%**) on a weekday, primarily Monday to Thursday (**78.2%**). **81.9% (1042)** attended A&E, and **6.1% (78)** attended a walk-in centre. As the majority of people attended during times when other services were available, it raises the question as to why people chose to attend an urgent and emergency care service rather than access other services. When asked we were advised:

- Of those that decided to attend an urgent and emergency care service (**37.1%** of respondents), the main reasons were they had a medical condition that they felt required to be seen urgently (**64.3%**), they felt that they might need tests or treatment that they wouldn't be able to access elsewhere (**21.0%**), and **16.9%** decided to attend because they couldn't obtain a GP appointment.
- Of those that were advised to attend an urgent and emergency care service (**46.4%** of respondents), **45.5%** had been told to do so by their GP practice, with **22.1%** being advised to do so by 111. And nearly all (**80%**) felt that this was the right advice.
- **29.2%** had gone somewhere else or tried to go somewhere else prior to attending an urgent and emergency care service. The majority had either seen their GP and been advised to go to hospital or they had tried to get an appointment with their GP but could not be seen quickly enough.

Q1. Which area do you live in?

Answer Options	Response Percent	Response Count
Bradford	9.3%	119
Calderdale	8.2%	105
Kirklees	34.5%	442
Leeds	20.7%	265
Wakefield	16.7%	214
North Yorkshire	3.5%	45
Other	7.0%	90
<i>answered question</i>		1280
<i>skipped question</i>		26

Q2. Which hospital have you visited today or in the past 12 months?

Answer Options	Response Percent	Response Count
Dewsbury and District Hospital	20.4%	258
Pinderfields General Hospital	16.4%	207
Pontefract General Infirmary	2.8%	35
Huddersfield Royal Infirmary	15.6%	197
Calderdale Royal Hospital	8.4%	106
St James's University Hospital	11.5%	146
Leeds General Infirmary	7.7%	97
Bradford Royal Infirmary	6.0%	76
Airedale General Hospital	2.2%	28
Harrogate District Hospital	1.3%	17
Friarage Hospital	0.1%	1
Skipton General Hospital	0.0%	0
<i>answered question</i>		1266
<i>skipped question</i>		40

Q3. Which service has seen you today / or saw you in the previous 12 months?

Answer Options	Response Percent	Response Count
A&E	81.9%	1042
Walk in Centre	6.1%	78
Urgent Care Centre	1.9%	24
Emergency GP Service	2.3%	29
Ambulatory Care Unit	1.2%	15
Not sure	2.7%	34
Other (please specify)	3.9%	50
<i>answered question</i>		1272
<i>skipped question</i>		34

Of those that selected other, the services were:

- Orthopaedic
- Gynaecology
- Early pregnancy unit
- Minor injuries unit
- Paediatric assessment unit
- Cardiology
- Dental
- Oncology

Q4. What day of the week was it when you arrived at the hospital?

Answer Options	Response Percent	Response Count
Monday	19.6%	209
Tuesday	16.3%	174
Wednesday	25.0%	267
Thursday	17.3%	184
Friday	4.5%	48
Saturday	4.5%	48
Sunday	5.9%	63
Don't know	6.8%	73
<i>answered question</i>		1066
<i>skipped question</i>		240

Q5. What time was it when you arrived at the hospital?

Answer Options	Response Percent	Response Count
8am - 12 noon	34.9%	372
12 noon - 4pm	32.9%	351
4pm - 8pm	16.9%	180
8pm - midnight	7.2%	77
Midnight - 4am	3.8%	40
4am - 8am	2.4%	26
Don't know	1.9%	20
answered question		1066
skipped question		240

Q6. Did someone advise you to come to the hospital today?

Answer Options	Response Percent	Response Count
Yes - I was advised to come here (Go to question 7)	46.4%	573
No - I made the decision to come here (Go to Question 9)	37.1%	458
No- I was brought here by emergency ambulance (Go to Question 10)	16.5%	204
answered question		1235
skipped question		71

Q7. Who advised you to come to the hospital today?

Answer Options	Response Percent	Response Count
111	22.1%	126
999	2.1%	12
GP/nurse	45.5%	259
Pharmacist	2.1%	12
Optician	0.9%	5
Dentist	0.4%	2
Police	0.5%	3
Family or friend	11.4%	65
Insurance company	0.2%	1
Someone at work	5.6%	32
Someone at school/college/university	4.2%	24
Other (please specify)	12.5%	71
answered question		569
skipped question		737

Of those that selected other, the main areas were:

- First aider
- Parent
- Paramedic
- Friend
- GP receptionist
- Consultant
- Nurse
- GP
- Walk-in centre
- Hospice
- Optician
- Mental health team

Q8. You told us that you were advised to come to hospital for urgent or emergency care. Do YOU feel this was the best place for you to come to get the treatment you need?

Answer Options	Response Percent	Response Count
Yes	80.0%	461
No	7.1%	41
Not sure	12.8%	74
<i>answered question</i>		576
<i>skipped question</i>		730

40% (231) of those that were advised to attend hospital provided more details. The main themes were:

- Many had been referred to urgent and emergency care services by their GP or health professional, as they needed further diagnostic tests or treatment that the GP or health professional were unable to do.
- Some had been unable to access a GP or dental appointment and felt that their condition needed to be dealt with urgently.
- Most felt that with their health condition, urgent and emergency care services was the best place to receive the care that they required, such as x-rays, scans, blood tests, stitches and other treatment.

Q9. Why did you decide to come to the hospital today? (please tick all that apply)

Answer Options	Response Percent	Response Count
I experienced a medical/health emergency	64.3%	349
I couldn't get an appointment with my GP/nurse	16.9%	92
I think the quality of care and treatment is good here	10.7%	58
I think I will need tests or treatment that I can't get anywhere else	21.0%	114
Everywhere else is closed	8.1%	44
I always come here	4.1%	22
It's convenient for me	10.9%	59
I don't know where else to go	6.1%	33
Prefer not to say	2.2%	12
Other	7.2%	39
<i>answered question</i>		543
<i>skipped question</i>		763

Of those that selected other, the main reasons were:

- Advised to attend by 111, pharmacist and GP practice
- Needed an x-ray
- Unable to get an appointment at GP practice

Q10. Did you go anywhere else or try to go anywhere else or advice or treatment before going to the hospital?

Answer Options	Response Percent	Response Count
Yes - go to question 11	29.2%	212
No - go to question 12	70.8%	514
<i>answered question</i>		259
<i>skipped question</i>		377

Q11. Please tell us where you went or tried to go for advice or treatment before going to the hospital

90% (191) of those that had gone somewhere else for advice of treatment before going to hospital provided a response to this question. Key themes raised were:

- Most people had been in contact with their GP practice and had either been seen by their GP and then referred to urgent and emergency care services, or had tried to get an appointment with their GP but could not be seen quickly enough, so had chosen to attend an urgent and emergency care service. A few that had been able to obtain an

appointment with their GP were unhappy with the advice given and chose to attend an urgent and emergency care service to obtain a second opinion.

- Many had made contact with 111, and most had been advised to attend an urgent and emergency care service
- Some had sought advice from a pharmacist.
- A few had tried to obtain a dental appointment but had been unable to do so.
- A few people mentioned that their GP had referred them to A&E as their GP had been unable to admit them as an inpatient due to the lack of hospital beds.

Q12. Any other comments about your visit to the hospital today

539 (41.3%) respondents provided a comment. Key themes raised were:

- Many had either been referred by their GP or had tried to get an appointment with their GP but could not be seen quickly enough.
- Many had a health condition that they felt needed to be dealt with urgently, and that an urgent and emergency care service was the best place to receive the care that they required, such as x-rays, scans, blood tests, stitches and other treatment.
- Some attended as it was the most convenient place for them to attend, in that it was easy to access as no appointments are required or it was close to home.
- A few people mentioned that their GP had referred them to A&E as their GP had been unable to admit them as an inpatient due to the lack of hospital beds.
- Whilst most commented on having to wait long periods of time to be seen, they felt that they had received excellent levels of care and that an urgent and emergency care service was the most appropriate place for them to attend for their condition.
- Many commented on how helpful and friendly the staff were and praised the quality of the care they received.
- Some concern was expressed about the long waits in A&E and not being told how long they would have to wait/ reasons why. In some cases, when information was displayed on expected waiting times, the information was inaccurate and out of date. And some patients were concerned that they received no, or inadequate pain relief.
- Some people mentioned that they had to endure long waiting times in A&E whilst waiting for an inpatient bed to become available.
- Comments were made with regards to both the difficulties in being able to park and the high cost of parking.
- Seating provided in waiting areas was described by some as being uncomfortable.

6. Summary of key themes from existing data and this engagement

Reasons for attendance

- Patients are often told to attend urgent and emergency care services, such as A&E by their GP practice. Either because the GP is unable to provide the patient with the treatment and / or tests that they require, or the GP practice is unable to provide the patient with an urgent appointment.
- Many patients state that they do try to obtain a GP appointment prior to attending urgent and emergency care services. But if they are unable to be seen quickly they feel they have no choice but to access urgent and emergency care services to ensure that their condition is treated.
- GP services and community-based health care are also often closed when patients need to access them, forcing them to go elsewhere, despite their preferences to use these services.
- Many had a health condition that they felt needed to be dealt with urgently, and that urgent and emergency care services was the best place to receive the care that they required, such as x-rays, scans, blood tests, stitches and other treatment.
- Some attended as it was the most convenient place for them to attend, in that it was easy to access as no appointments are required or it was close to home.
- A few people mentioned that their GP had referred them to A&E as their GP had been unable to admit them as an inpatient due to the lack of hospital beds.
- People want to be seen by the most appropriate person, quickly and in a setting that is close to home. They didn't want to be travelling long distances when they needed urgent or emergency care.

Quality of service in urgent and emergency care services

- Whilst most commented on having to wait long periods of time to be seen. People report high levels of satisfaction with the service they receive in urgent and emergency care services. They have confidence and trust in urgent and emergency care services and believe it provides the best place for them to get care for their condition.
- People believe urgent and emergency care services, such as A&E provide a convenient place to go, it can provide reassurance that an injury or condition is not serious and does not need further treatment, and it is perceived as offering the highest level of expertise, with access to appropriate diagnostic equipment, such as x-rays.
- Many commented on how helpful and friendly the staff were and praised the quality of the care they received.

- Some concern was expressed about the long waits in urgent and emergency care services, such as A&E and not being told how long they would have to wait/ reasons why. In some cases, when information was displayed on expected waiting times, the information was inaccurate and out of date. And some patients were concerned that they received no, or inadequate pain relief.
- Some people mentioned that they had to endure long waiting times in A&E whilst waiting for an inpatient bed to become available.

Quality of environment

- Comments were made with regards to both the difficulties in being able to park and the high cost of parking.
- Seating provided in waiting areas was described by some as being uncomfortable.

Recommendations

Having reviewed patient feedback from both national and local engagement activities, we found that whilst people state that they know A&E is for emergencies only, many nevertheless believe they have no alternatives. There is a need to raise awareness of the most appropriate service to access, where and how to access these services. This awareness raising needs to extend to health professionals, as our engagement has found that patients are often advised to attend an urgent and emergency care service, such as A&E by health professionals. Whilst we cannot comment on whether the advice given was appropriate, 20% of respondents that were advised to attend an urgent and emergency care service, such as A&E didn't feel they should have been.

However, we also feel that people's expectations are changing; they want to receive treatment at a time and location that suits them. It is unlikely that we will be able to change those behaviours so we should also be looking at how we manage expectations:

- There is a need to improve access to GP appointments, many people that attend urgent and emergency care services, such as A&E have tried to access an appointment with their GP but have been unable to obtain an appointment quickly.
- A&E offers the 24/7 access people want and there is support for this to be developed further to include an out of hours primary care service / urgent care service that is co-located with A&E. Through the co-location of urgent care services on one site, patients can be triaged appropriately to the necessary emergency or urgent care service. It would relieve the pressure in the A&E departments and give people faster access to more effective treatment.
- The extent to which drop-in or walk-in centres can play a key role in reducing attendance at A&E should be a factor for consideration. A significant proportion of people that had used a walk-in centre would have attended A&E if the walk-in centre had not been available. Many patients valued the provision of treatment outside of A&E departments, in minor injury units or walk-in centres. These were often popular

because they were seen to avoid long waits, although sometimes led to frustration if the service was unable to deal with the presenting condition.

7. Conclusion

This engagement process has provided a snapshot of the views of the public, from across West Yorkshire and the Harrogate District on why they attend urgent and emergency care services. The feedback obtained has validated the existing data on why people attend urgent and emergency care services.

The report will be shared with partners who are interested in understanding people's reasons for attending urgent and emergency care services, such as the Hospital Trusts. The feedback will also go to the Clinical Commissioning Groups in West Yorkshire and the Harrogate District, who provide the funding for hospital and community services in your area.

This report will be made publically available and feedback provided to those respondents who have requested it.

We would like to thank all respondents who have given their time to share their views.

Appendix A - Engagement plan

Activity	WEEK COMMENCING											
	19/9	26/9	3/10	10/10	17/10	24/10	31/10	7/11	14/11	21/11	28/11	Dec onwards
Develop survey to gather patient views												
Contact Hospital Trusts to set up pilot sessions												
Pilot of the outreach format												
Healthwatch West Yorkshire to contact Hospital Trusts to set up sessions												
Commence engagement across West Yorkshire & Harrogate District												
Healthwatch in West Yorkshire & Harrogate District to attend A&E to gain views												
Healthwatch in West Yorkshire & Harrogate District to raise awareness of the engagement.												
Survey and information to be uploaded to website and intranet.												
Advert shared on social media												
Analysis of both existing and data from current engagement.												
Production of Engagement report.												
Present the report to Health Futures Leadership Team and make any final amends.												
Feedback to the public on the outcome of the engagement and next steps.												

Appendix B - List of existing data reviewed

1. Brainbox Research - Evaluation of the 2013-14 Winter Awareness Campaign, Leeds CCGs - June 2014
2. Brainbox Research - Joined up Leeds - March 2015
3. Healthwatch Bradford and District- 'Invisible at the desk' Experiences and views of people using Primary Care services in Bradford and District - January 2014
4. Healthwatch Bradford and District - Enter and View - North Street Surgery GP Practice, Keighley - August 2014
5. Healthwatch Bradford and District - Enter and View - Holycroft Surgery - GP Practice, Keighley -September 2014
6. Healthwatch Bradford and District - Report on Healthwatch Bradford and District visit to Accident & Emergency at Bradford Royal Infirmary - December 2014
7. Healthwatch Bradford and District - Airedale General Hospital Accident and Emergency Department. The experience of patients and carers - May 2016
8. Healthwatch Bradford and District - Accident & Emergency at Bradford Royal Infirmary - May 2016
9. Healthwatch Bradford and District and MacMillan Cancer Support - Experiences of people affected by cancer from minority ethnic communities in Bradford and District - May 2014
10. Healthwatch Calderdale - GP appointments in Calderdale, Task and Finish Report - April 2014
11. Healthwatch Calderdale - GP appointments in Calderdale, Data summary - April 2014
12. Healthwatch Kirklees - Why can't I get an appointment with my GP? - January 2014
13. Healthwatch Kirklees - Why can't I find an NHS dentist in Kirklees? - February 2014
14. Healthwatch Kirklees and Bolton - Oral health in residential care homes. Evidence from Bolton and Kirklees - February 2014
15. Healthwatch Kirklees - Welcome to my world - February 2014
16. Healthwatch Kirklees - Understanding patients' views of Section 136 the Mental Health Act 1983 in Kirklees - April 2014

17. Healthwatch Kirklees - Hospital discharge into care homes - November 2014
18. Healthwatch Kirklees - When life is already tough...the experiences of patients with multiple and complex needs as they interact with NHS Services in Kirklees - July 2015
19. Healthwatch Kirklees - What people think about the proposed changes to hospital and community services in Calderdale and Greater Huddersfield - August 2016
20. Healthwatch Leeds - People's Experience in Accident and Emergency (A&E) departments: Insight from Leeds General Infirmary (LGI) and St James University Hospital (SJUH) in Leeds - May 2014
21. Healthwatch Leeds - Children and Young People's Mental Health Services in Leeds. Conversations with young people, parents and professionals - January 2015
22. Healthwatch Leeds - GP extended hours in Leeds. A snapshot of the experiences of patients accessing GP surgeries with extended opening hours - January 2015
23. Healthwatch Wakefield - Young Healthwatch, Enter and View emergency Department at Pinderfields Hospital - July 2014
24. Healthwatch Wakefield - Speaking to Outpatients - What did we learn? Mid Yorkshire Hospitals Trust, Spire Dewsbury and Spire Methley Park - January 2015
25. Healthwatch Wakefield - Connecting Care Initiative - 2015
26. Healthwatch Wakefield - Young people's GP Access report - 2015
27. Healthwatch Wakefield - Patient experience survey Gate 12 - Acute Assessment Unit Pinderfields Hospital - February 2015
28. Healthwatch Wakefield - Mid Yorkshire Hospitals NHS Trust Patient experience survey - July 2015
29. Leeds Involving People - Shakespeare Walk-in Centre Report - May 2015
30. Leeds Involving People - Care Closer to Home Children's Report - September 2015
31. NHS Bradford, Airedale, Wharfedale and Craven CCGs - Engagement on the Urgent and Emergency Care Strategy Feedback on stakeholder engagement - October 2014
32. NHS Bradford, Airedale, Wharfedale and Craven CCGs - Future in mind. Promoting, protecting and improving our children's and young people's mental health and wellbeing in Bradford, Airedale, Wharfedale and Craven - 2015

33. NHS Calderdale CCG - Review of unplanned care in Calderdale - November 2013
34. NHS Calderdale, Kirklees and Wakefield Cluster - West Yorkshire Urgent Care Service Engagement Report - March 2012
35. NHS Calderdale, Kirklees and Wakefield Cluster - Minor Injuries Service Engagement Report - April 2012
36. NHS Calderdale, Kirklees and Wakefield Cluster - Engagement Report. Proposals for developing Neuro-Rehabilitation, Ophthalmology and Orthopaedic Services in Mid Yorkshire - August 2012
37. NHS Calderdale, Kirklees and Wakefield Cluster - Discharge to Assess Engagement Report - November 2012
38. NHS Calderdale and Greater Huddersfield CCGs - Calderdale and Huddersfield Health and Social Care Strategic Review. Summary of Findings from the Engagement Process - Public, Patients and Carers PLANNED CARE November 2012 - January 2013 - January 2013
39. NHS Calderdale and Greater Huddersfield CCGs - Calderdale and Huddersfield Health and Social Care Strategic Review. Summary of Findings from the Engagement Process - Public, Patients and Carers UNPLANNED CARE November 2012 - January 2013 - January 2013
40. NHS Calderdale and Greater Huddersfield CCGs - Calderdale and Huddersfield Health and Social Care Strategic Review. Summary of Findings from the Engagement Process - Public, Patients and Carers CHILDREN November 2012 - January 2013 - January 2013
41. NHS Calderdale and Greater Huddersfield CCGs - Calderdale and Huddersfield Health and Social Care Strategic Review. Summary of Findings from the Engagement Process - Public, Patients and Carers LONG TERM CARE November 2012 - January 2013 - January 2013
42. NHS Calderdale and Greater Huddersfield CCGs 'Right Care, Right Time, Right Place' Report of Findings - Engagement Phase April - July 2014
43. NHS Calderdale and Greater Huddersfield CCGs - Right Care, Right Time, Right Place, Report of Findings - Stakeholder Event - August 2014
44. NHS Calderdale and Greater Huddersfield CCGs - Right Care, Right Time, Right Place and Care Closer to Home. Report of findings Pre-consultation stakeholder events Calderdale and Greater Huddersfield - August 2015

45. NHS Calderdale and Greater Huddersfield CCGs - Calderdale and Greater Huddersfield Hospital and Care Closer to Home Summary of findings from all engagement and pre-engagement Public, patients, carers and staff March 2013 - August 2015 - September 2015
46. NHS Greater Huddersfield CCG - Patient Transport Services in Greater Huddersfield. Report of Findings - March 2015
47. NHS Greater Huddersfield CCG - Greater Huddersfield co-commissioning in Primary Care. Findings from the engagement with community voices - January 2016
48. NHS Greater Huddersfield CCG - Patient and Public Engagement Annual Statement of Involvement, April 2015 - March 2016 - June 2016
49. NHS Leeds CCG - Urgent Care in Leeds. What is the user experience? Report of a survey conducted by NHS Leeds North Clinical Commissioning Group on behalf of the city wide Urgent Care Transformation Programme (Inspiring Change) and other NHS Clinical Commissioning Groups in Leeds - April 2015
50. NHS Leeds CCGs - Effective Admission and Discharge, Discharge to Assess Public/Patient/Service User Engagement April-May 2015 - June 2015
51. NHS Leeds South and East CCG - Review of Emotional and Mental Health Services for Children and Young People in Leeds - January 2015
52. NHS Leeds South and East CCG - Our plans for next year report - March 2015
53. NHS Leeds West CCG - Gypsy and Traveller engagement. Patient feedback report - February 2015
54. NHS Leeds West CCG - Public Engagement Event GP practices - new models of care - March 2015
55. NHS Leeds West CCG - Report on Deliberative Event - March 2016
56. NHS Midlands and Lancashire Commissioning Support Unit - Independent Report of Findings - Right Care, Right Time, Right Place - August 2016
57. NHS North East Urgent and Emergency Care Vanguard - Behavioural insights research - September 2016
58. NHS North Kirklees CCG - Patient Participation Directed Enhanced Service (DES) North Kirklees CCG Summary Report - November 2013
59. NHS North Kirklees CCG - School House Practice walk-in centre - December 2013

60. NHS North Kirklees CCG - Commissioning Intentions Event Report - February 2014
61. NHS North Kirklees CCG - School House Practice walk-in centre consultation report - July 2014
62. NHS North Kirklees CCG - Patient Transport Services. Engagement Report - March 2015
63. NHS North Kirklees CCG - GP Services in North Kirklees - August 2015
64. NHS Wakefield CCG - Mystery Shopping Engagement Report - January 2013
65. NHS Wakefield CCG - What matters to you? Commissioning priorities engagement report - January 2014
66. NHS Wakefield CCG - Engagement Report for Joint Mental Health Strategy and Community Mental Health - March 2014
67. NHS Wakefield CCG - Findings: A Review of the Walk-in Service at King Street, Wakefield - August 2014
68. NHS Wakefield CCG - Mental Health Public Engagement Report - February 2015
69. NHS Wakefield CCG - Patient Transport Services in Wakefield. Report of findings - March 2015
70. NHS Wakefield CCG - Improving access to primary care in Wakefield District - October 2015
71. NHS West Yorkshire and Humber CSU - Report on the unplanned or urgent dental services consultation (prepared for the West Yorkshire Area Team) - June 2013
72. NHS Yorkshire and Humber Commissioning Support, Princess Royal Community Health Centre (PRCHC) - October 2013
73. NHS Yorkshire and Humber Commissioning Support 'Call to Action: Engagement Report for Greater Huddersfield CCG - 12 January 2014
74. NHS Yorkshire and Humber Commissioning Support - Call to Action: Engagement Report for Calderdale CCG - January 2014
75. NHS Yorkshire and Humber Commissioning Support - Integrated Care - May 2014

76. NHS Yorkshire and Humber Commissioning Support - Patient Transport Services Report of Findings. Calderdale, Greater Huddersfield, North Kirklees and Wakefield - March 2015
77. NHS Yorkshire and Humber Commissioning Support 'Care Closer to Home' Report of Findings - Stakeholder Event Thursday 4th December - December 2014
78. Patient Opinion - Patient experiences of urgent and emergency care in Yorkshire and The Humber: An analysis of stories from Patient Opinion - June 2015
79. South West Yorkshire Partnership NHS Foundation Trust - Feedback from the transformation events - December 2013
80. The Campaign Company - Meeting the Challenge Consultation Final Report - June 2013
81. The Patient Association and the Royal College of Emergency Medicine - Time to Act - Urgent Care and A&E: the patient perspective - May 2015
82. Together We Can - What is crisis care in Leeds really like for us? - October 2014

Urgent & Emergency care survey

Help us understand why you came to hospital today and whether it was the right place for you.

Most people go to the hospital for urgent or emergency care when they experience a health emergency or have an accident, however sometime people go there for other reasons, for example when they can't get an appointment with their GP or don't know how to access out-of-hours services. Please tell us more about your visit to hospital today by completing the survey below.

The survey has been created jointly by all of the Healthwatch organisations across West Yorkshire. Healthwatch is independent of the NHS and has been asked by NHS Healthy Futures to engage with patients, carers and the wider public. We are working together to find out more about what you think about possible new ways of providing the care that you need when you have a health emergency.

Thank you for taking the time to complete this survey.

Q1. Which area do you live in?	
<input type="checkbox"/>	Bradford
<input type="checkbox"/>	Calderdale
<input type="checkbox"/>	Kirklees
<input type="checkbox"/>	Leeds
<input type="checkbox"/>	Wakefield
<input type="checkbox"/>	North Yorkshire

Q2. Which hospital have you visited today?	
<input type="checkbox"/>	Dewsbury and District Hospital
<input type="checkbox"/>	Pinderfields General Hospital
<input type="checkbox"/>	Pontefract General Infirmary
<input type="checkbox"/>	Huddersfield Royal Infirmary
<input type="checkbox"/>	Calderdale Royal Hospital
<input type="checkbox"/>	St James's University Hospital
<input type="checkbox"/>	Leeds General Infirmary
<input type="checkbox"/>	Bradford Royal Infirmary
<input type="checkbox"/>	Airedale General Hospital
<input type="checkbox"/>	Harrogate District Hospital
<input type="checkbox"/>	Friarage Hospital
<input type="checkbox"/>	Skipton General Hospital

Q3. Which service has seen you today?	
	A&E
	Walk in Centre
	Urgent Care Centre
	Emergency GP Service
	Ambulatory Care Unit
	Not sure
	Other (please specify)

Q4. What day of the week was it when you arrived at the hospital?	
	Monday
	Tuesday
	Wednesday
	Thursday
	Friday
	Saturday
	Sunday
	Don't know

Q5. What time was it when you arrived at the hospital?	
	8am - 12 noon
	12 noon - 4pm
	4pm - 8pm
	8pm - midnight
	Midnight - 4am
	4am - 8am
	Don't know

Your experience

We would like to know a little bit more about why you came to the hospital today

Q6. Did someone advise you to come to the hospital today?	
	Yes - I was advised to come here (Go to question 7)
	No - I made the decision to come here (Go to Question 9)
	No- I was brought here by emergency ambulance (Go to Question 10)

Q7. Who advised you to come to the hospital today?	
<input type="checkbox"/>	111
<input type="checkbox"/>	999
<input type="checkbox"/>	GP/nurse
<input type="checkbox"/>	Pharmacist
<input type="checkbox"/>	Optician
<input type="checkbox"/>	Dentist
<input type="checkbox"/>	Police
<input type="checkbox"/>	Family or friend
<input type="checkbox"/>	Insurance company
<input type="checkbox"/>	Someone at work
<input type="checkbox"/>	Someone at school/college/university
<input type="checkbox"/>	Other (please specify)

*Q8. You told us that you were advised to come to hospital for urgent or emergency care. Do YOU feel this was the best place for you to come to get the treatment you need?	
<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not sure

Please tell us more...

All responses go to question 12

Q9. Why did you decide to come to the hospital today? (please tick all that apply)	
<input type="checkbox"/>	I experienced a medical/health emergency
<input type="checkbox"/>	I couldn't get an appointment with my GP/nurse
<input type="checkbox"/>	I think the quality of care and treatment is good here
<input type="checkbox"/>	I think I will need tests or treatment that I can't get anywhere else
<input type="checkbox"/>	Everywhere else is closed
<input type="checkbox"/>	I always come here
<input type="checkbox"/>	It's convenient for me
<input type="checkbox"/>	I don't know where else to go
<input type="checkbox"/>	Prefer not to say

Q10. Did you go anywhere else or try to go anywhere else or advice or treatment before going to the hospital?

	Yes – go to question 11
	No – go to question 12

Q11. Please tell us where you went or tried to go for advice or treatment before going to the hospital

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Q12. Any other comments about your visit to the hospital today

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Equality monitoring

It's really important to the Healthwatch in West Yorkshire that we ask a diverse group of people for their views about these initiatives. To make sure that we do this, we ask people to give us some information about themselves, and we review this regularly to check we are not discriminating against any group of people by not asking for their views.

If you can, please take the time to give us this information.

1. What is the first part of your postcode?

Example	HD6
Yours	

Prefer not to say

2. What sex are you?

Male Female

Prefer not to say

3. How old are you?

Example	42
Yours	

Prefer not to say

4. Which country were you born in?

Prefer not to say

5. Do you belong to any religion?

Buddhism

Christianity

Hinduism

Islam

Judaism

Sikhism

No religion

Other (Please specify in the box below)

Prefer not to say

6. What is your ethnic group?

Asian or Asian British:

Indian

Pakistani

Bangladeshi

Chinese

Other Asian background (please specify)

Black or Black British:

Caribbean

African

Other Black background (please specify)

Mixed or multiple ethnic groups:

White and Black Caribbean

White and Black African

White and Asian

Other mixed background (please specify)

White:

English/Welsh/Scottish/Northern Irish/British

Irish

Gypsy or Irish Traveller

Other White background (please specify)

Other ethnic groups:

Arab

Any other ethnic group (please specify)

Prefer not to say

<p>7. Do you consider yourself to be disabled?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p>Type of impairment: Please tick all that apply</p> <p><input type="checkbox"/> Physical or mobility impairment (such as using a wheelchair to get around and / or difficulty using their arms)</p> <p><input type="checkbox"/> Sensory impairment (such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)</p> <p><input type="checkbox"/> Mental health condition (such as depression or schizophrenia)</p> <p><input type="checkbox"/> Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)</p> <p><input type="checkbox"/> Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)</p> <p><input type="checkbox"/> Prefer not to say</p> <p>8. Are you a carer?</p> <p>Do you look after, or give any help or support to a family member, friend or neighbour because of a long term physical disability, mental ill-health or problems related to age?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p>	<p>9. Are you pregnant?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p>10. Have you given birth in the last 6 months?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p> <p>11. What is your sexual orientation?</p> <p><input type="checkbox"/> Bisexual (both sexes)</p> <p><input type="checkbox"/> Gay (same sex)</p> <p><input type="checkbox"/> Heterosexual/straight (opposite sex)</p> <p><input type="checkbox"/> Lesbian (same sex)</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Prefer not to say</p> <p>12. Are you transgender?</p> <p>Is your gender identity different to the sex you were assumed at birth?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Prefer not to say</p>
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Again, thank you for taking the time to complete this survey today.

Your views will be fed back to partners who are interested in understanding people's reasons for attending A&E, such as the Hospital Trusts. The feedback will also go to the Clinical Commissioning Groups in West Yorkshire, who provide the funding for hospital and community services in your area.

Healthwatch Kirklees are pulling together all the feedback that people have shared with Healthwatch across West Yorkshire, and they will be processing this and sharing it with the partners listed above. Please note that any views you share will remain confidential, and no personal identifiable information will be shared when reporting on the findings of the engagement.

If you would like to know more about the results of this survey or if you want more information about what will happen to your feedback, please leave your name and contact details for how you would prefer us to get in touch on the contact form below. Please note this will be kept separate from your survey so we will not be able to trace your comments back to you

Name:	
Address:	
Telephone number:	
Email address:	
Preferred method of contact (please tick one)	
Email	
Post	
Telephone	

Appendix D - Timetable of activity

Date	Healthwatch	Activity
4/10/2016	Kirklees	Dewsbury & District Hospital - A&E
5/10/2016	Kirklees	Dewsbury & District Hospital - A&E
6/10/2016	Kirklees	Dewsbury & District Hospital - A&E
10/10/2016	Kirklees	Dewsbury & District Hospital - A&E
10/10/2016	Wakefield	Pinderfields Hospital - A&E
11/10/2016	Wakefield	Pinderfields Hospital - A&E
12/10/2016	Wakefield	Pinderfields Hospital - A&E
13/10/2016	Kirklees	Dewsbury & District Hospital - A&E
13/10/2016	Calderdale	Calderdale Royal Hospital - A&E
17/10/2016	Kirklees	Dewsbury & District Hospital - A&E
17/10/2016	Leeds	Leeds General Infirmary - A&E (Adults and Children)
17/10/2016	Leeds	St James University Hospital - A&E (Adults)
17/10/2016	Calderdale	Calderdale Royal Hospital - A&E
17/10/2016	Wakefield	Pinderfields Hospital - A&E
18/10/2016	Wakefield	Pinderfields Hospital - A&E
18/10/2016	Wakefield	Pontefract Hospital - A&E
19/10/2016	Wakefield	Pinderfields Hospital - A&E
19/10/2016	Leeds	St James University Hospital - A&E (Adults)
19/10/2016	Leeds	Leeds General Infirmary - A&E (Adults and Children)
19/10/2016	Calderdale	Calderdale Royal Hospital - A&E
20/10/2016	Kirklees	Huddersfield Royal Infirmary - A&E
20/10/2016	Leeds	St James University Hospital - A&E (Adults)
23/10/2016	Wakefield	Pinderfields Hospital - A&E
25/10/2016	Wakefield	Pinderfields Hospital - A&E
25/10/2016	Kirklees	Huddersfield Royal Infirmary - A&E
26/10/2016	Kirklees	Huddersfield Royal Infirmary - A&E
26/10/2016	Calderdale	Calderdale Royal Hospital - A&E
27/10/2016	Calderdale	Calderdale Royal Hospital - A&E
29/10/2016	Wakefield	Pinderfields Hospital - A&E
02/11/2016	Harrogate	Harrogate District Hospital - A&E
02/11/2016	Bradford	Bradford Royal Infirmary - A&E

Appendix E - Equality monitoring data

Q1. What is the first part of your postcode? e.g. HD1, WF10, BD4, LS13, HX6. If you would prefer not to say, please leave the box blank

Answer Options	Response Percent	Response Count
BB5	0.3%	3
BB8	0.2%	2
BB9	0.1%	1
BB10	0.1%	1
BD2	0.8%	7
BD3	0.3%	3
BD4	0.5%	5
BD5	0.8%	7
BD6	1.0%	9
BD7	0.5%	5
BD8	0.3%	3
BD9	0.3%	3
BD10	0.9%	8
BD11	0.9%	8
BD12	0.5%	5
BD13	1.0%	9
BD14	0.4%	4
BD15	0.2%	2
BD16	0.1%	1
BD17	0.4%	4
BD18	0.2%	2
BD19	2.4%	22
BD20	0.2%	2
BD21	0.3%	3
BD22	0.5%	5
DN1	0.1%	1
DN5	0.1%	1
DN6	0.1%	1
DN11	0.1%	1
DN14	0.3%	3
DN17	0.1%	1
HD1	1.0%	9
HD2	1.6%	15
HD3	2.5%	23
HD4	1.9%	18
HD5	2.6%	24
HD6	0.8%	7

Answer Options	Response Percent	Response Count
HD7	1.9%	18
HD8	1.7%	16
HD9	2.8%	26
HG1	0.5%	5
HG2	0.4%	4
HG3	0.1%	1
HG4	0.1%	1
HG5	0.2%	2
HX1	1.2%	11
HX2	1.1%	10
HX3	2.0%	19
HX4	0.6%	6
HX5	0.4%	4
HX6	1.0%	9
HX7	0.5%	5
LS1	0.4%	4
LS2	0.1%	1
LS3	0.2%	2
LS4	0.2%	2
LS5	0.3%	3
LS6	1.1%	10
LS7	1.0%	9
LS8	1.7%	16
LS9	2.0%	19
LS10	1.1%	10
LS11	0.8%	7
LS12	1.7%	16
LS13	1.4%	13
LS14	1.3%	12
LS15	1.3%	12
LS16	0.4%	4
LS17	1.2%	11
LS18	0.4%	4
LS19	0.2%	2
LS20	0.2%	2
LS21	0.5%	5
LS22	0.1%	1
LS24	0.2%	2
LS25	0.3%	3
LS26	0.6%	6
LS27	1.0%	9
LS28	0.6%	6

Answer Options	Response Percent	Response Count
LS29	0.1%	1
M16	0.1%	1
NE28	0.1%	1
NE63	0.1%	1
OL7	0.1%	1
OL10	0.2%	2
OL12	0.1%	1
OL14	0.2%	2
OL15	0.1%	1
OL16	0.1%	1
PE3	0.2%	2
S35	0.2%	2
S36	0.1%	1
S43	0.1%	1
S66	0.1%	1
S71	0.2%	2
S72	0.1%	1
S81	0.1%	1
SO22	0.1%	1
WF1	2.9%	27
WF2	4.1%	38
WF3	1.9%	18
WF4	3.0%	28
WF5	2.0%	19
WF6	0.9%	8
WF7	0.9%	8
WF8	1.2%	11
WF9	1.2%	11
WF10	1.9%	18
WF11	0.2%	2
WF12	3.2%	30
WF13	2.9%	27
WF14	1.7%	16
WF15	1.2%	11
WF16	1.5%	14
WF17	5.6%	52
YO8	0.2%	2
YO23	0.1%	1
YO24	0.1%	1
YO26	0.4%	4
YO30	0.3%	3
YO31	0.1%	1

Answer Options	Response Percent	Response Count
Y051	0.1%	1
Y061	0.1%	1
<i>answered question</i>		932
<i>skipped question</i>		374

Q2. What sex are you?

Answer Options	Response Percent	Response Count
Male	37.9%	408
Female	60.2%	648
Prefer not to say	1.9%	20
<i>answered question</i>		1076
<i>skipped question</i>		230

Q3. How old are you? e.g. 42

Answer Options	Response Percent	Response Count
16 and under	5.3%	57
17-25	6.5%	70
26-35	13.6%	146
36-45	14.4%	155
46-55	15.5%	167
56-65	15.1%	162
66-75	14.5%	156
76-85	9.5%	102
86 and over	2.4%	26
<i>answered question</i>		1074
<i>skipped question</i>		232

Q4. Which country were you born in?

Answer Options	Response Percent	Response Count
Africa	0.2%	2
Bangladesh	0.1%	1
Britain	2.6%	25
Canada	0.1%	1
Denmark	0.1%	1
England	49.5%	471

Answer Options	Response Percent	Response Count
Eritrea	0.1%	1
France	0.3%	3
Germany	0.3%	3
Ghana	0.1%	1
Great Britain	1.7%	16
Holland	0.1%	1
India	0.6%	6
Iraq	0.4%	4
Ireland	0.3%	3
Italy	0.1%	1
Jamaica	0.2%	2
Kashmir	0.2%	2
Kenya	0.1%	1
Latvia	0.1%	1
Lincolnshire	0.1%	1
Malaysia	0.1%	1
Lancashire	0.2%	2
Pakistan	2.3%	22
Phillipines	0.1%	1
Poland	0.8%	8
Portugal	0.2%	2
Scotland	1.3%	12
Singapore	0.1%	1
Slovakia	0.1%	1
Somalia	0.1%	1
South Africa	0.1%	1
Spain	0.1%	1
St Kitts	0.1%	1
Tanzania	0.1%	1
Thailand	0.1%	1
Uganda	0.1%	1
United Kingdom	34.4%	327
Vietnam	0.1%	1
Wales	0.6%	6
Yorkshire	1.3%	12
Zambia	0.1%	1
<i>answered question</i>		951
<i>skipped question</i>		355

Q5. Do you belong to any religion?

Answer Options	Response Percent	Response Count
Buddhism	0.6%	6
Christianity	41.9%	429
Hinduism	1.1%	11
Islam	9.4%	96
Judaism	0.3%	3
Sikhism	0.5%	5
No religion	37.0%	379
Prefer not to say	4.7%	48
Other (please specify)	4.5%	46
<i>answered question</i>		1023
<i>skipped question</i>		283

Q6. What is your ethnic group?

Answer Options	Response Percent	Response Count
Asian or Asian British: Indian	2.4%	25
Asian or Asian British: Pakistani	6.5%	69
Asian or Asian British: Bangladeshi	0.4%	4
Asian or Asian British: Chinese	0.0%	0
Black or Black British: Caribbean	0.6%	6
Black or Black British: African	0.9%	10
Mixed or multiple ethnic groups: White and Black Caribbean	0.4%	4
Mixed or multiple ethnic groups: White and Black African	0.4%	4
Mixed or multiple ethnic groups: White and Asian	0.3%	3
White: English, Welsh, Scottish, Northern Irish, British	81.1%	861
White: Irish	1.0%	11
White: Gypsy or Irish Traveller	0.0%	0
Other ethnic groups: Arab	0.0%	0
Prefer not to say	2.7%	29
Any other ethnic group	3.4%	36
<i>answered question</i>		1062
<i>skipped question</i>		244

Q7. Do you consider yourself to be disabled?

Answer Options	Response Percent	Response Count
Yes	19.8%	210
No	75.6%	801
Prefer not to say	4.6%	49
<i>answered question</i>		1060
<i>skipped question</i>		246

Q8. Types of impairment:

Answer Options	Response Percent	Response Count
Physical or mobility impairment (such as using a wheelchair to get around and / or difficulty using your arms)	37.7%	114
Sensory impairment (such as being blind / having a serious visual impairment or being deaf / having a serious hearing impairment)	11.6%	35
Mental health condition (such as depression or schizophrenia)	26.5%	80
Learning disability (such as Downs syndrome or dyslexia) or cognitive impairment (such as autism or head-injury)	7.3%	22
Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)	43.4%	131
Prefer not to say	11.9%	36
<i>answered question</i>		302
<i>skipped question</i>		1004

Q9. Are you a carer? Do you look after, or give any help or support to a family member, friend or neighbour because of a long term physical disability, mental ill-health or problems related to age?

Answer Options	Response Percent	Response Count
Yes	11.0%	114
No	85.8%	893
Prefer not to say	3.3%	34
<i>answered question</i>		1041
<i>skipped question</i>		265

Q10. Are you pregnant?

Answer Options	Response Percent	Response Count
Yes	1.2%	12
No	96.1%	963
Prefer not to say	2.7%	27
<i>answered question</i>		1002
<i>skipped question</i>		304

Q11. Have you given birth in the last 6 months?

Answer Options	Response Percent	Response Count
Yes	1.2%	12
No	96.5%	958
Prefer not to say	2.3%	23
<i>answered question</i>		993
<i>skipped question</i>		313

Q12. What is your sexual orientation?

Answer Options	Response Percent	Response Count
Bisexual (both sexes)	1.6%	16
Gay (same sex)	1.8%	18
Heterosexual/straight (opposite sex)	85.6%	859
Lesbian (same sex)	0.8%	8
Other	1.2%	12
Prefer not to say	9.3%	93
<i>answered question</i>		1004
<i>skipped question</i>		32

Q13. Are you transgender? Is your gender identity different to the sex you were assumed at birth?

Answer Options	Response Percent	Response Count
Yes	1.3%	13
No	95.1%	922
Prefer not to say	3.5%	34
<i>answered question</i>		969
<i>skipped question</i>		337

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