



Accident and Emergency Engagement Report

Humber responses summary

August 2021



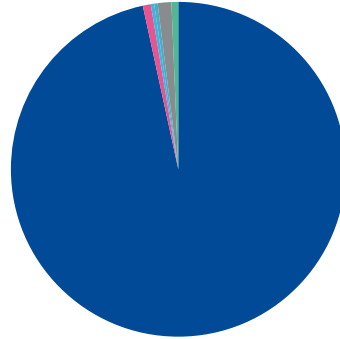
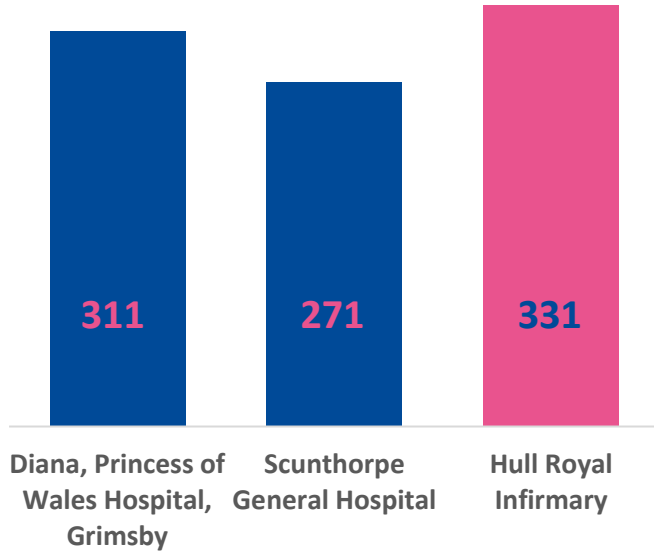
Background

- During July to August 2020, an engagement exercise was undertaken across the Humber, Coast and Vale (HCV) Health and Care Partnership area to understand the reasons why people attend A&E/Emergency Departments (ED) in our region.
- The aims of the survey were to:
 - Identify the profile of people who are using A&E/ED across the HCV area.
 - Gain a better understanding of what motivates people to go to A&E/ED.
 - Understand the extent of knowledge people have of alternative urgent care services such as NHS 111, Urgent Treatment Centres and other treatment options such as Pharmacy, etc.
 - Use feedback from respondents to develop a campaign using key messages and communication channels to affectively target key audiences, raising awareness of the wide range of NHS services that are available to support people with their urgent care need.
- In total, 2008 people responded to the survey and provided rich feedback on their experiences of Urgent and Emergency Care and views on alternatives to A&E
- The findings from this engagement are directly relevant to the work developing clinical models for Urgent and Emergency Care within the Humber Acute Services programme.
- This report provides a summary of the findings from those who had used one of the three Emergency Departments within the Humber (Hull Royal Infirmary, Scunthorpe General Hospital and Diana Princess of Wales Hospital, Grimsby) to inform the Urgent and Emergency Care workstream within the Humber Acute Services Programme.
- The full report can be found here: <https://www.eastridingofyorkshireccg.nhs.uk/data/uploads/get-involved/ae-feedback-report-2020-final-draft.pdf>



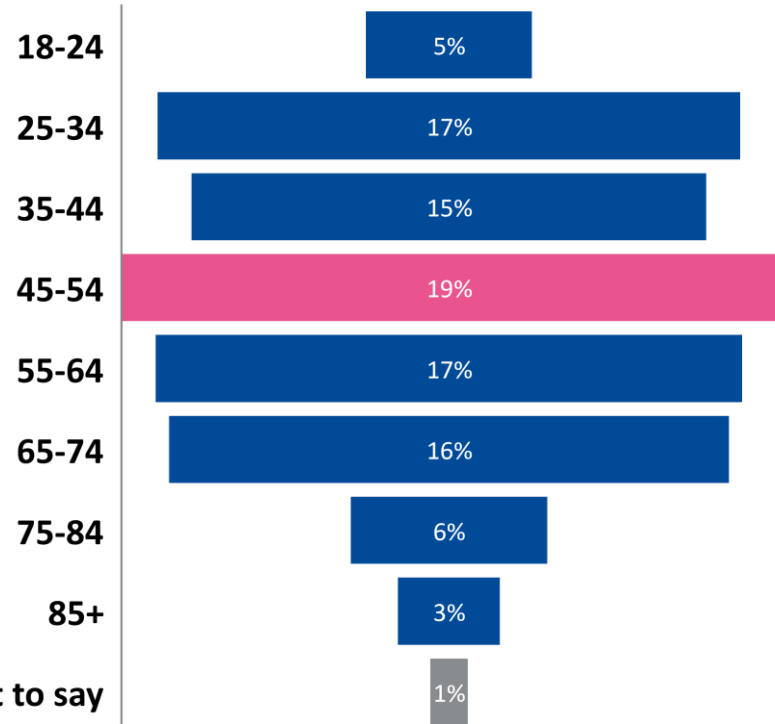
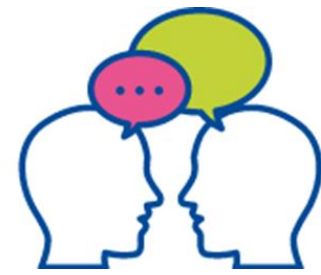
Who took part

913 survey responses (Humber)

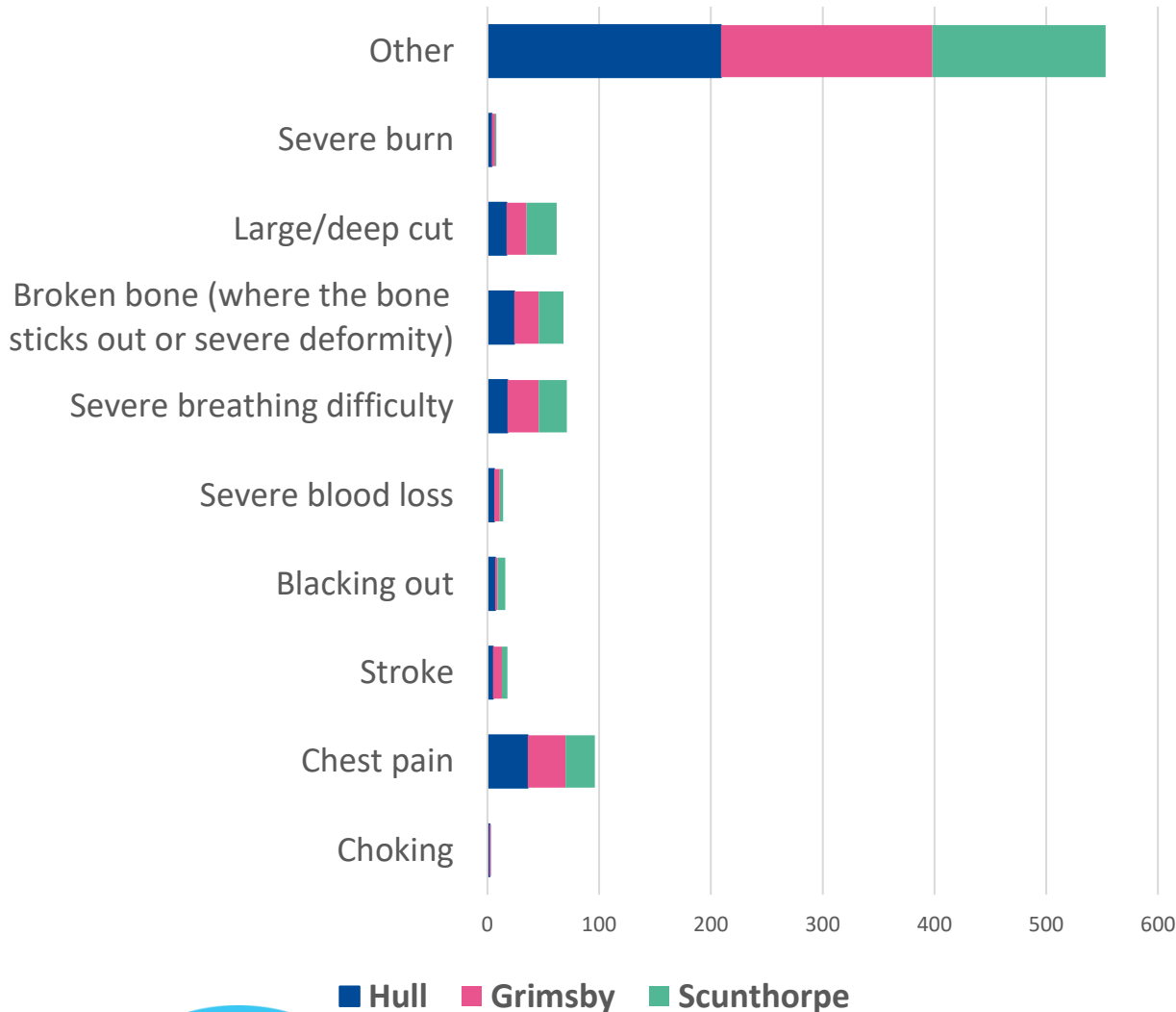


- White English / Welsh / Scottish / Northern Irish / British
- White other (Please specify in the space below)
- Asian / Asian British
- Black / Black British
- Mixed / Multiple Ethnic group
- Prefer not to say
- Other (please specify):

- Prefer not to say (0.7%)
- Transgender (0.1%)
- Other (0.3%)



What was the main reason for your visit?



Where respondents chose **Other**, the top three responses for each hospital are listed below.

Hull

- Stomach Pain 22 (6.7%)
- Fall 17 (5.2%)
- Infection 11 (3.6%)

Grimsby

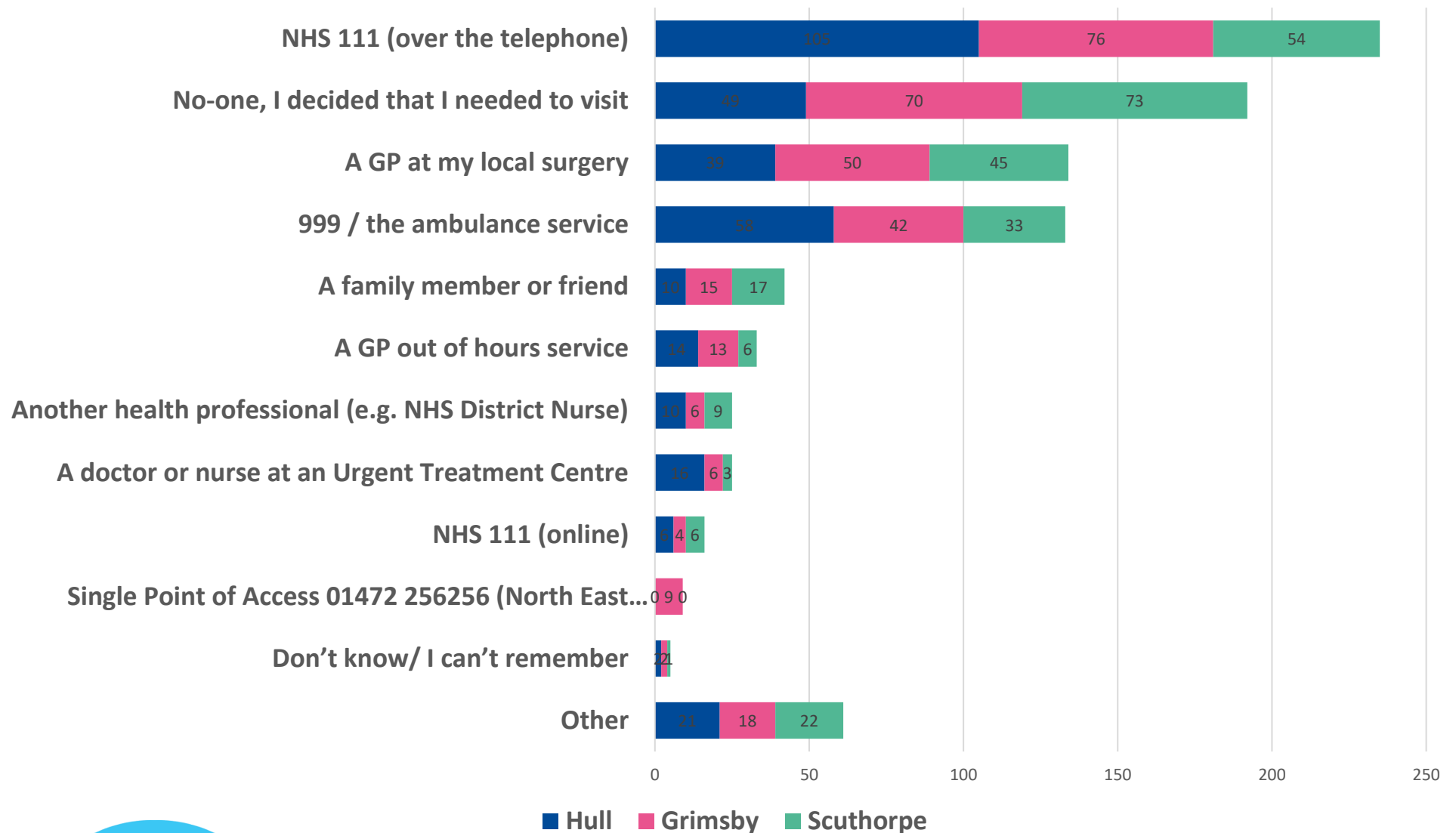
- Stomach pain 21 (6.8%),
- Fracture/break (unspecified body area) 11 (3.5%)
- Advised to attend 11 (3.5%)

Scunthorpe

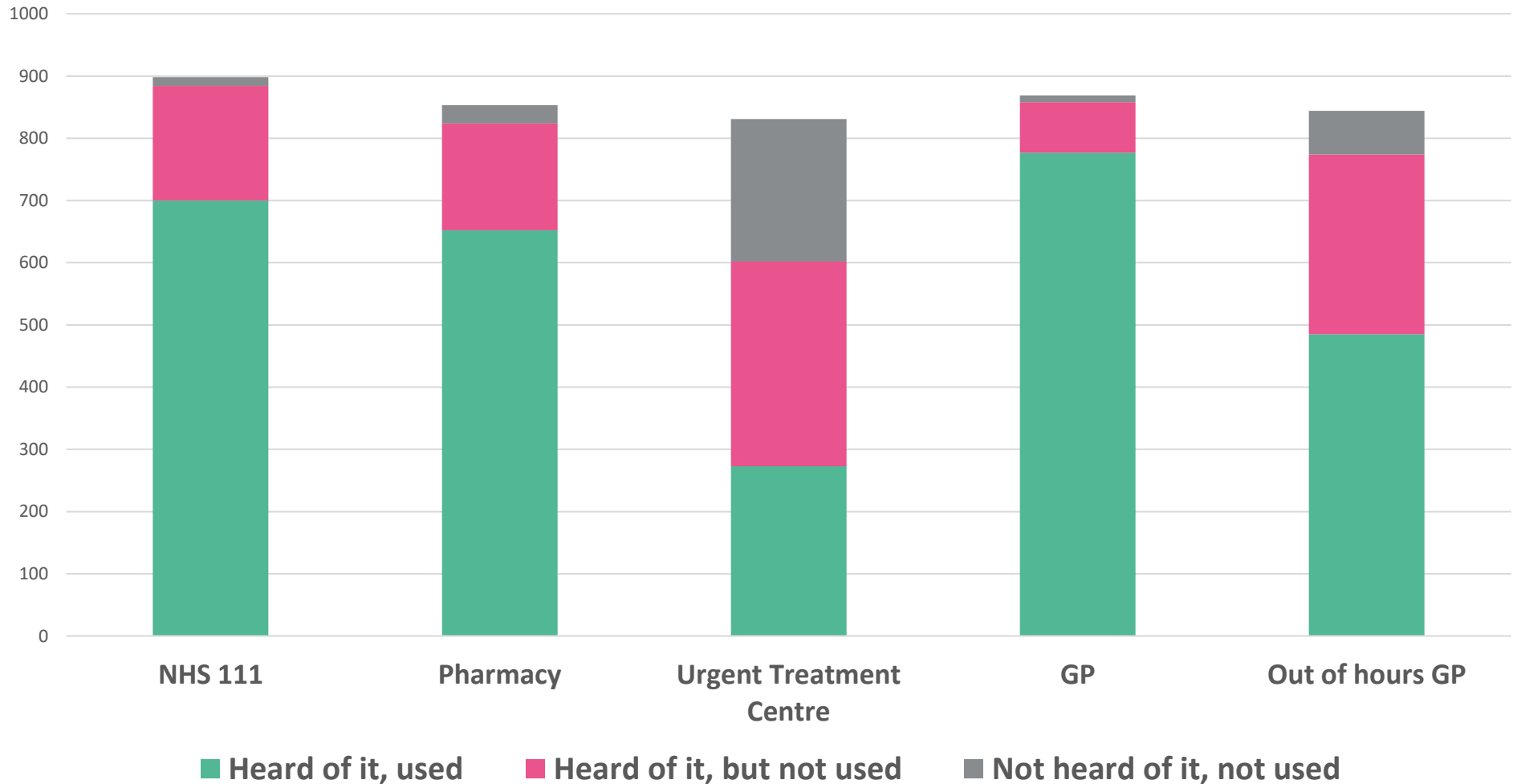
- Advised to attend 12 (4.4%)
- Stomach pain 11 (4.1%)
- Eye injury 9 (3.3%)



Who advised you to attend the ED department?



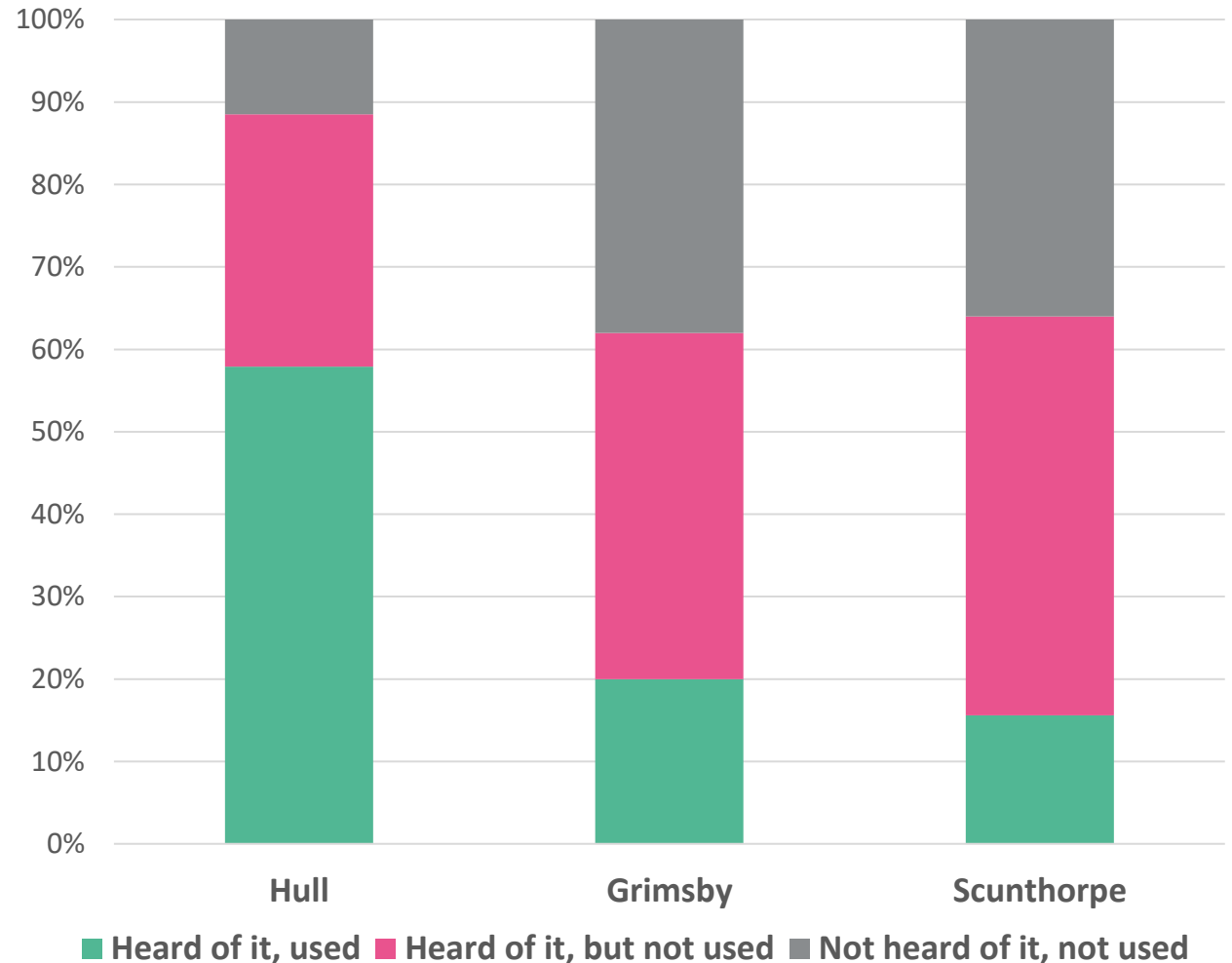
Have you heard of and/or used the following for treatment or advice?



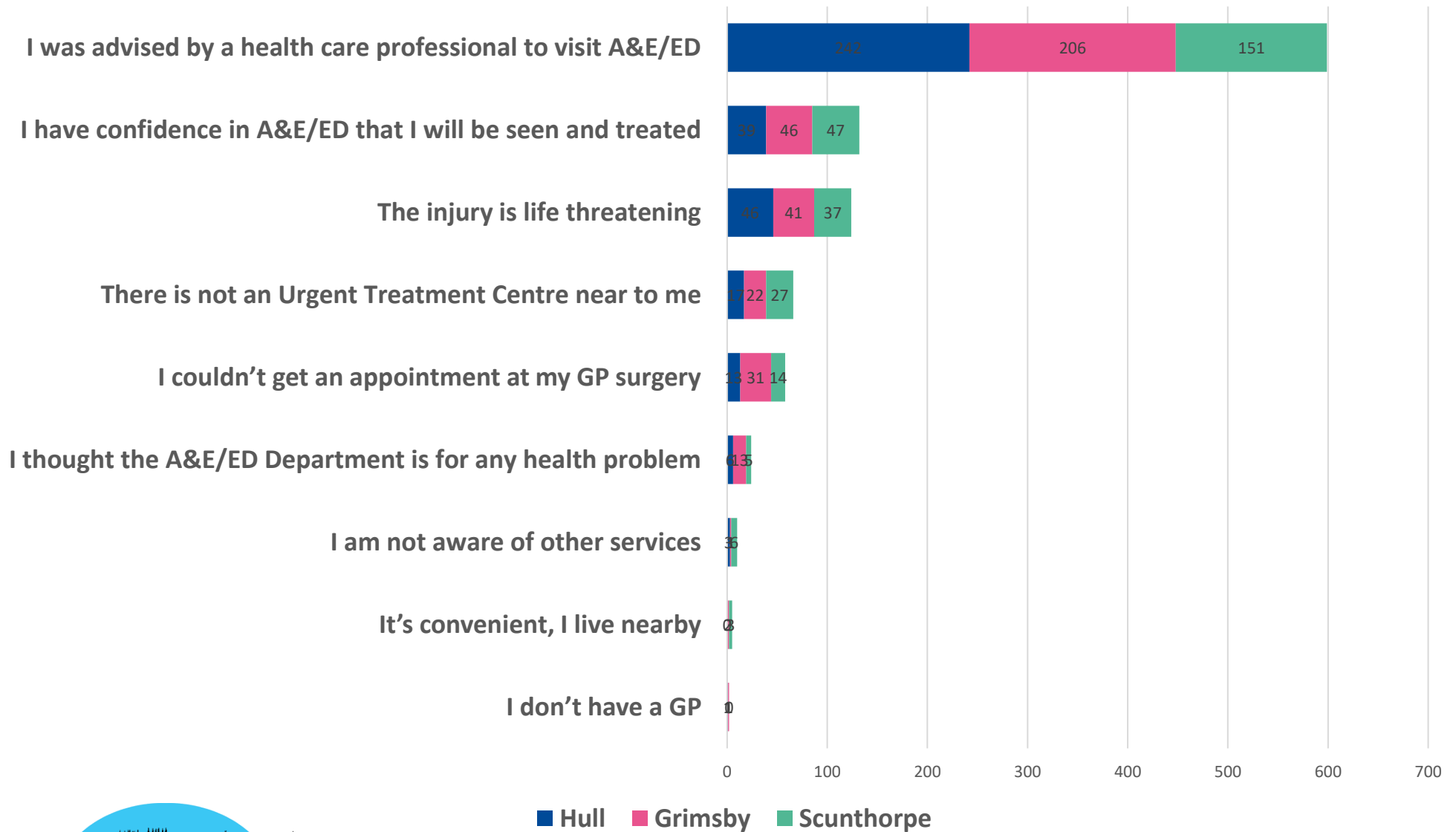
Have you heard of and/or used the following for treatment or advice?

- The levels of awareness and utilisation of Urgent Treatment Centres is lower amongst respondents who used the Emergency Departments on the South Bank
- This is possibly because the UTCs are co-located on the ED site and therefore respondents may not be aware they have been streamed to UTC provision.

Urgent Treatment Centres



Why did you choose A&E/ED?



If a healthcare professional could see and treat you/the patient quicker, would you use an alternative service?

