

Urgent and Emergency Care stories





Salima's story



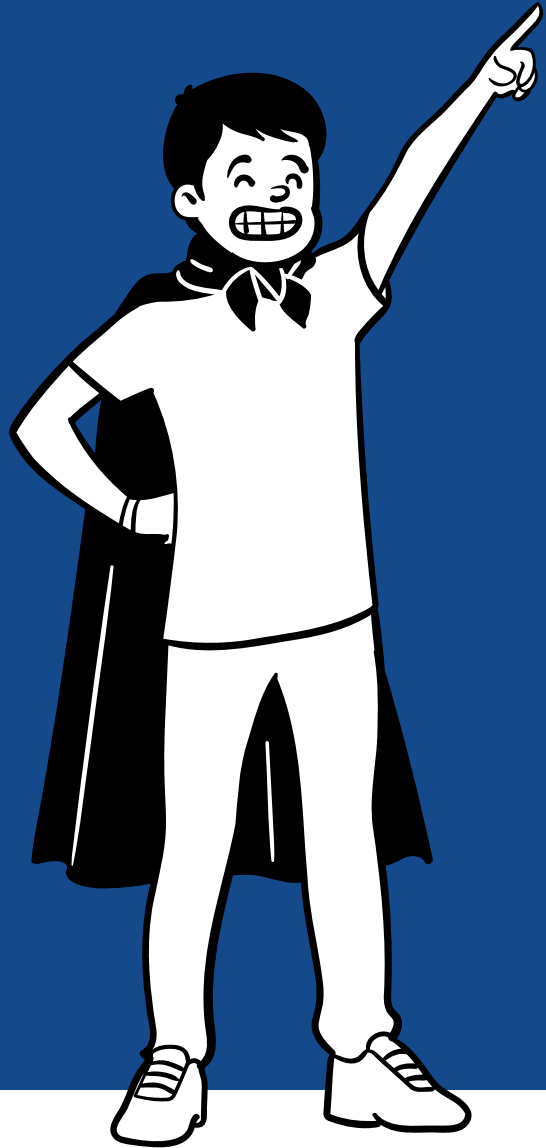
Meet Salima



About Salima

- Woman in her mid-thirties.
- Works part-time.
- Lives in a rural remote area.
- English is her second language.
- Single mother, lives in an apartment with her 18 month year old baby.
- Only has access to a smartphone and not a laptop or desktop.

1. During the night her baby is being very restless. When she goes to comfort them, she notices that the baby has a high temperature.
2. Without access to a personal car or good public transport links, Salima decides to check the NHS website for advice, but the language barrier means she struggles to know how best to proceed.
3. She decides to call 999 to access an ambulance.
4. When she arrives at A&E, despite having to wait for several hours she receives good quality care and is reassured about her baby's condition. Salima feels especially reassured by the fact that she managed to see a clinician in person to check on the overall health of her baby.
5. She also was able to get some snacks and a drink whilst waiting, which was especially important as the last thing she ate was dinner.
6. She is however told that in the future she should access urgent care rather than A&E.
7. She is given a leaflet explain this but it is not in her first language, which makes her feel alienated and confused.
8. The leaflet includes a link to the 111 website. When she gets home she visits the website to find out more but the language barrier remains a challenge.



Damon's story



Meet Damon



About Damon

- Young boy.
- Lives at home with his parents.
- Has a learning disability which makes him anxious and uncomfortable in busy, loud or bright spaces.
- Goes to a specialist school.
- Has routine assessments with a specially trained social worker who visits him at home.

1. Whilst playing at school Damon loses his balance on the monkey bars and lands on his arm.
2. He is clearly in pain and also seems to be very distressed.
3. The school contact his parents, and his dad rushes over.
4. The teacher on duty explains what happened to his dad, and they suspect that Damon has at least sprained his wrist.
5. Damon's dad decides to drive to the nearest hospital instead of calling an ambulance to avoid Damon getting more upset by the ambulance trip.
6. The dad calls Damon's social worker and asks them to liaise with the hospital and explain that Damon has additional requirements.
7. The social worker informs the hospital, but the message never gets relayed to the X-ray department.
8. As a result, Damon's dad has to explain the situation multiple times over the course of several hours waiting for an X-ray in a crowded and loud waiting room with bright lights. Being in the waiting room makes Damon visibly upset.
9. After finally receiving the X-ray results, Damon and his dad are told that the wrist is only badly sprained and given a wrist support along with a leaflet of exercises to do at home.



June's story



Meet June



About June

- Woman in late seventies.
- Lives in a care home.
- Has a nephew who is her primary contact, but he lives several hours away.
- Has diabetes, which she has to manage carefully.
- Can be forgetful and gets confused sometimes.
- Only has access to a mobile phone (not smart phone).

1. June's diabetes has not been managed properly at the care home due to a poor handover between staff. Her health takes a turn for the worse during the day.
2. She manages to call her nephew to tell him that she is not feeling well.
3. The nephew calls the care home and requests they contact emergency services. He is especially concerned and distressed because he knows he is not able to provide any support in person.
4. The care home explain that they have procedures in place, and will arrange Same Day Emergency Care by accessing 111 either by phone or online.
5. June's nephew is concerned about

the level of training that 111 call handlers have based on a previously negative experience. In the past 111 have sent him to seek treatment and when he arrived he was told that he was in the wrong place and turned away. He is also concerned that going through 111 will take too long.

6. June's nephew makes the decision to call an ambulance himself using 999. When the ambulance arrives, there is confusion at the care home because the staff were not aware the nephew had called.
7. Because of June's age making her more vulnerable, the ambulance take her to the hospital to provide her with the same treatment she could have received at her local GP.



Jack's story



Meet Jack



About Jack

- Man in his early twenties.
- Works full-time.
- Is a 'digital native', prefers accessing services remotely when possible.
- Is not concerned about sharing his personal information online.
- Is visually impaired and has hearing loss.
- Relies heavily on communicating via text on his smartphone due to the accessibility features.

1. Whilst spending time in his garden one evening, Jack feels a sharp pinch on his left forearm.
2. He is not sure exactly what happened but he suspects that he has been stung by a bee or wasp.
3. Slightly concerned, Jack decides to wait and see if his body reacts adversely. He is not sure if he is allergic to any insect stings.
4. Whilst he waits to see if he develops any symptoms he decides to access 111 via the website which is screen-reader compatible.
5. He prefers this option because his local GP has very long waiting times, and he doesn't think he will get an appointment on the same day especially out of regular office hours.
6. He works his way through the questions about his symptoms on the 111 website.
7. The online triage system informs him that he is in no immediate danger, which is very relieving.
8. He is prescribed a cream to help with the pain and swelling, which he can collect at his nearest out-of-hours pharmacy.
9. This works out perfectly for Jack as he would generally rather receive healthcare advice or support quickly even if it means not seeing a professional in person.