PEP Health
Patient Experience Platform

Patient Experience in NHS Urgent and Emergency Care Services

October 2022

Oncology
Overall **4★**
Physical needs **3★**
Fast access **3★**

Acorn ward
Overall **3★**
Emotional support **2★**
Effective treatment **5★**
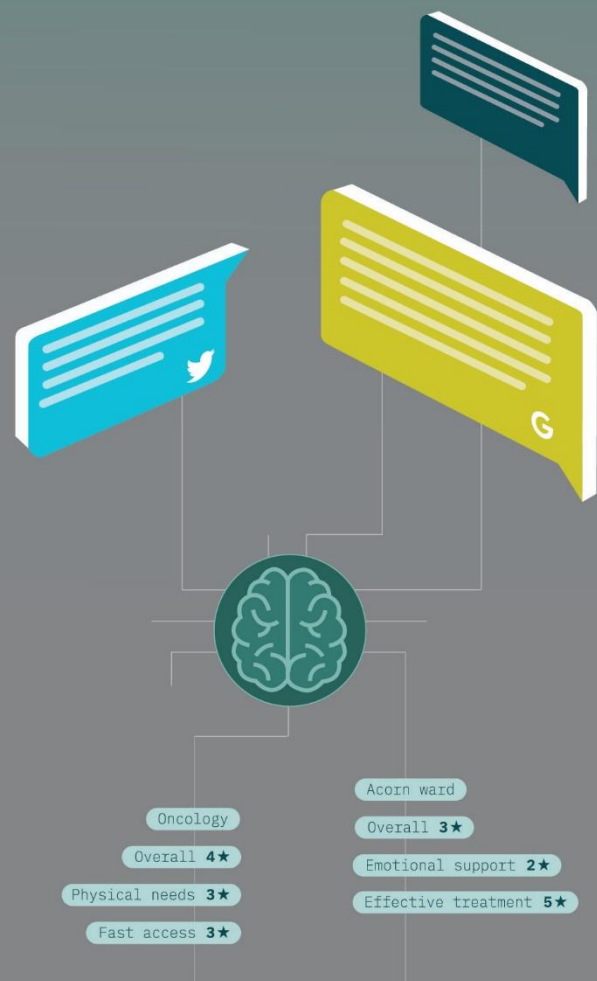
Contents

Executive Summary

The purpose of this summary report is to present the results of every survey question from the 'Patient Experience of Urgent and Emergency Care' online survey that was open from 26th August to 3rd October. This report is supplementary to the main report and the survey findings are discussed in more detail in that report.

The survey was disseminated through various channels, including:

- AHSN network
- PEP Health network of hospitals and health services
- A LinkedIn campaign targeting national and regional health bodies
- A nationwide press campaign, focusing on regional news across the country
- NHS publicity, including members of the steering group sharing within the NHS network

In total, 202 responses were received. The data has helped to supplement the findings from the other strands of the NHS England work to investigate patient experience of urgent and emergency care in England over the last 4 years. These include a social media listening analysis, focus groups and interviews.

In addition to presenting the results of each survey question, additional analysis comparing the following groups of patients is available at the end of this report, including a comparison of responses for:

- Patients aged under 55 years and over 55 years
- Patients earning less than £25,000 a year and over £25,000 a year
- Patients with a proximity to an A&E Department of less than 30 minutes and more than 30 minutes
- Patients whose previous experience of A&E was self-reported to be less than 5 out of 10 and more than 8 out of 10

Please see the full report for the complete analysis of all the findings from the project, including the survey.

Survey Results Overview

The graphs below show the breakdown of results for each question of the survey.

1. Which of the following services have you previously heard of?

Figure 1 shows that A&E departments and the 999 emergency services or ambulances are the most well know UEC services, with walk-in centres and urgent community response the least well known.
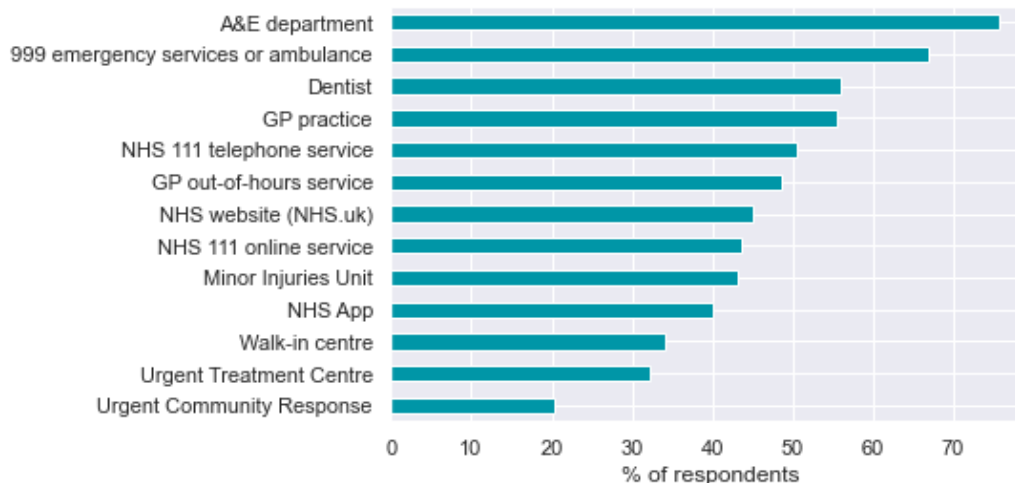
Figure 1: Percentage of responses per option for the question 'Which of the following services have you previously heard of?'

2. Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?

Figure 2 shows that GPs, minor injuries units and NHS111 (telephone and online) are the most common services that patients use in non-life threatening situations, with urgent treatment centres and urgent community centres again amongst the least well know services available to patients.
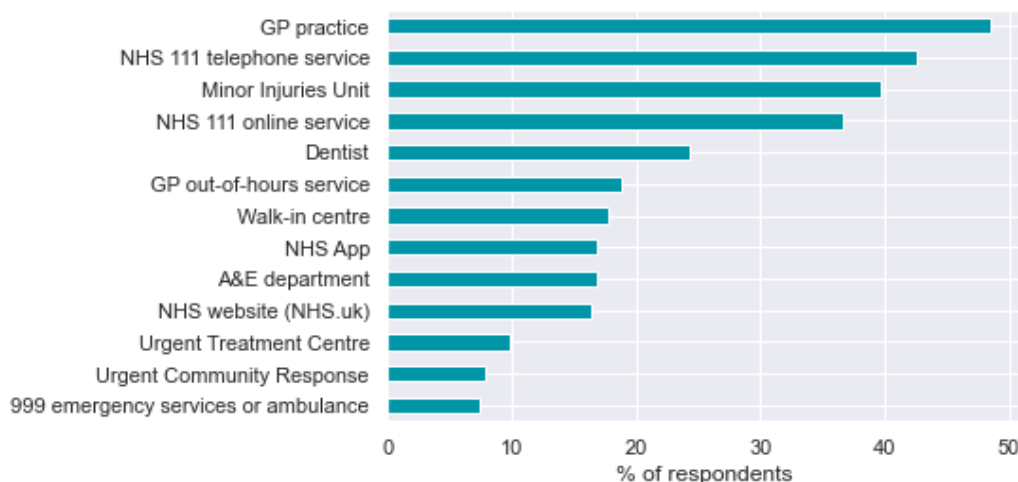
Figure 2: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?'

3. For help with a non-life-threatening medical concern, which of the following would you prefer?

Figure 3 shows that almost half of respondents prefer in-person access to health professionals. However more than half of respondents prefer either an online or telephone appointments.
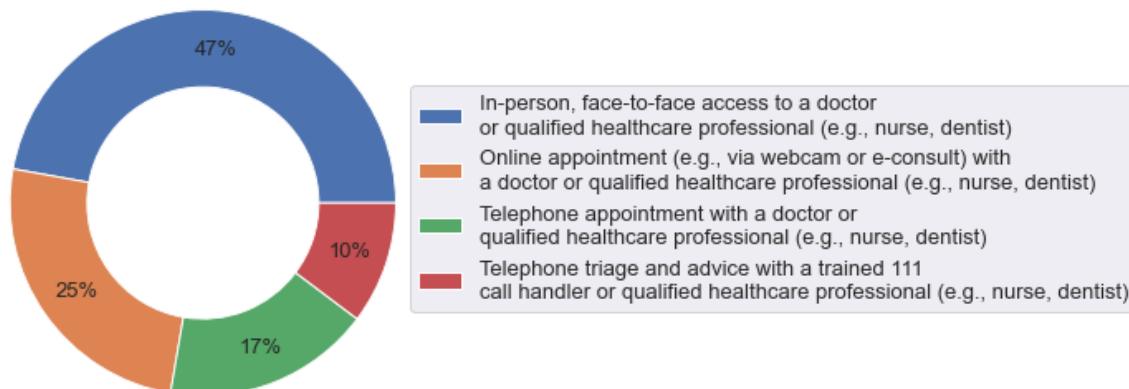
Figure 3: Percentage of responses per option for the question 'For help with a non-life-threatening medical concern, which of the following would you prefer?'

4. Out of the following services, where are you most likely to seek help for a life-threatening medical concern?

Figure 4 shows that 999 emergency services and A&E departments are overwhelmingly the services patients will seek help for a life-threatening medical concern.
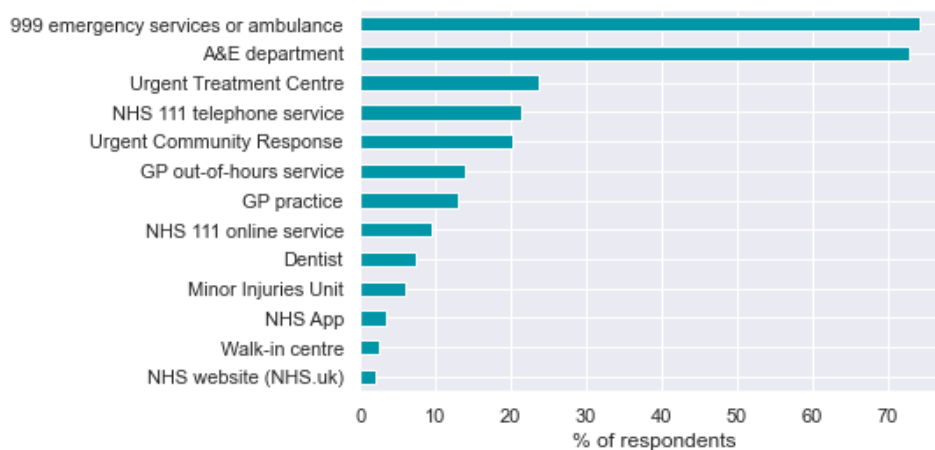
Figure 4: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a life-threatening medical concern?'

5. Have you previously accessed Urgent and Emergency Care services? If yes, please specify whether the last time you accessed them was for yourself or someone else.

Figure 5 shows that the majority of people attend A&E for other people (friends, family member or child), with only 32% attending for themselves.
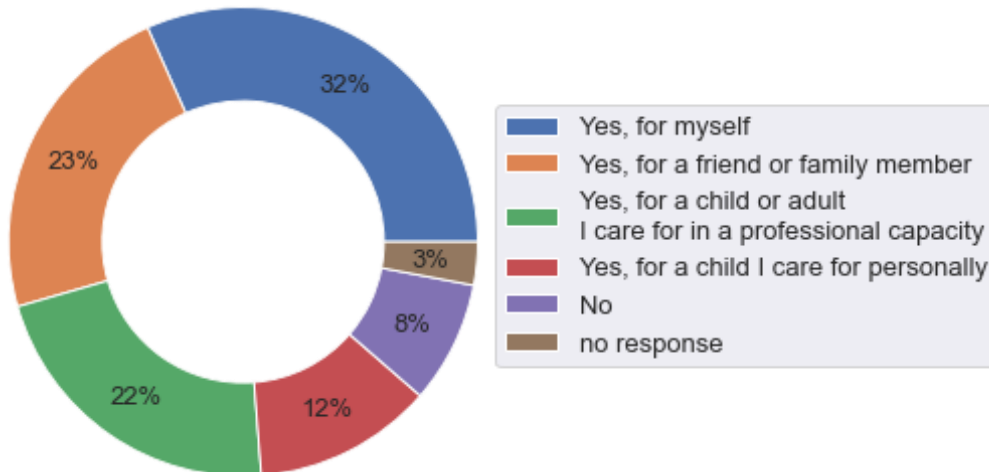
Figure 5: Percentage of responses per option for the question 'Have you previously accessed Urgent and Emergency Care services? If yes, please specify whether the last time you accessed them was for yourself or someone else.'

6. The following questions should be answered on behalf of the person who you last accessed Urgent and Emergency Care services for. Please select who you are answering this section on behalf of.

Figure 6 shows who patients are filling out the survey on behalf of.
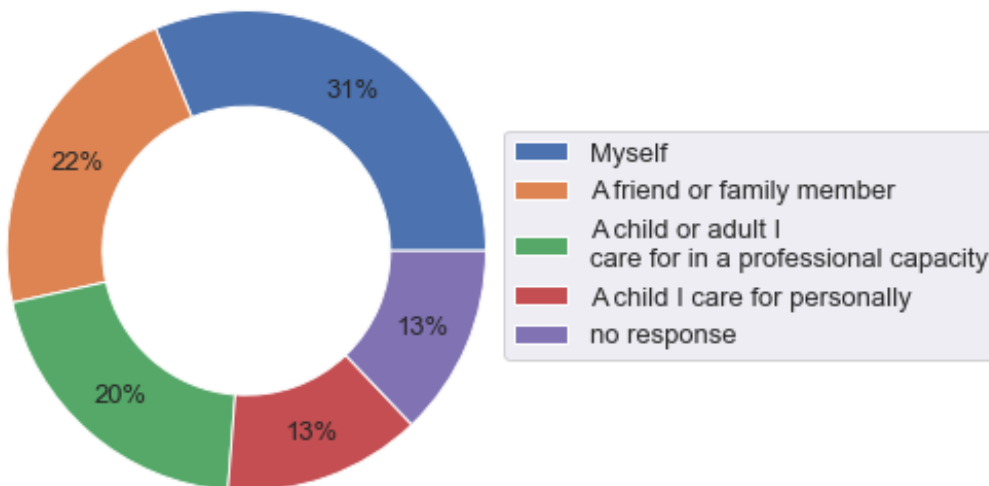
Figure 6: Percentage of responses per option for the question 'The following questions should be answered on behalf of the person who you last accessed Urgent and Emergency Care services for. Please select who you are answering this section on behalf of?'

7. When was the last time you accessed Urgent and Emergency Care services for yourself or someone else?

Figure 7 shows that the majority of patients accessed UEC within the last year.
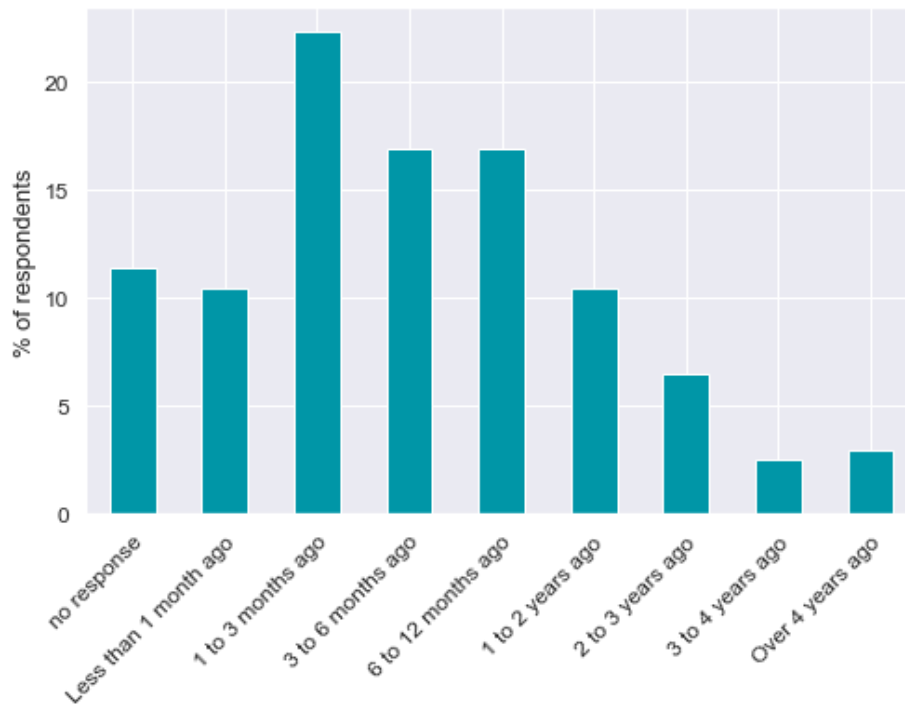
Figure 7: Percentage of responses per option for the question 'When was the last time you accessed Urgent and Emergency Care services for yourself or someone else?'

8. When you last accessed Urgent and Emergency Care for yourself or someone else, which of the following services did you use? Please select all that apply.

Figure 8 again shows that most patients used A&E departments and 999 emergency services, although a significant number did use NHS 111 telephone services.
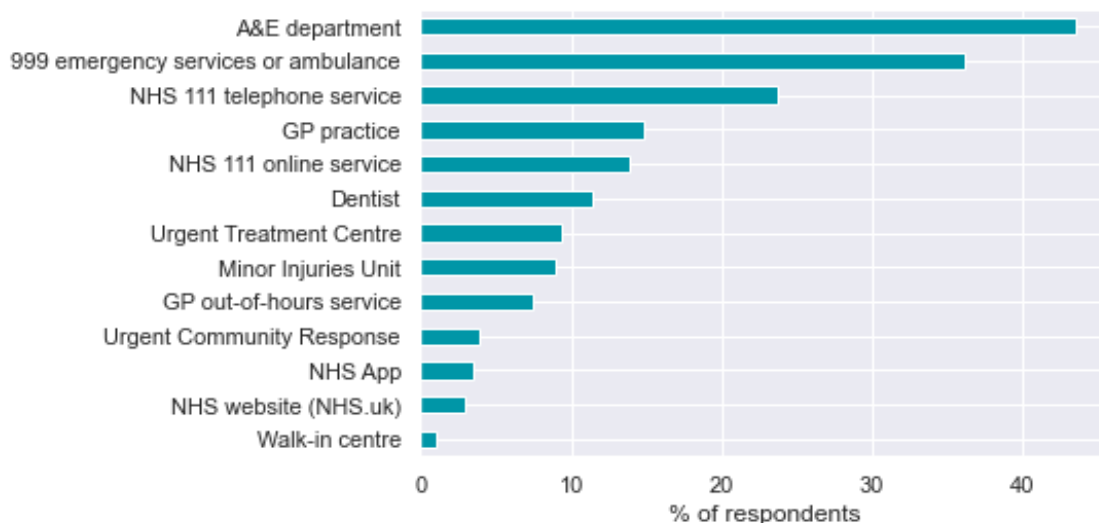
Figure 8: Percentage of responses per option for the question 'When you last accessed Urgent and Emergency Care for yourself or someone else, which of the following services did you use? Please select all that apply'

9. Why did you last seek Urgent and Emergency Care services for yourself or someone else? Please select all that apply.

Figure 9 shows that urgent medical treatment and access to a healthcare profession were the main reasons for patients seek UEC. However, access to information was also a major factor.
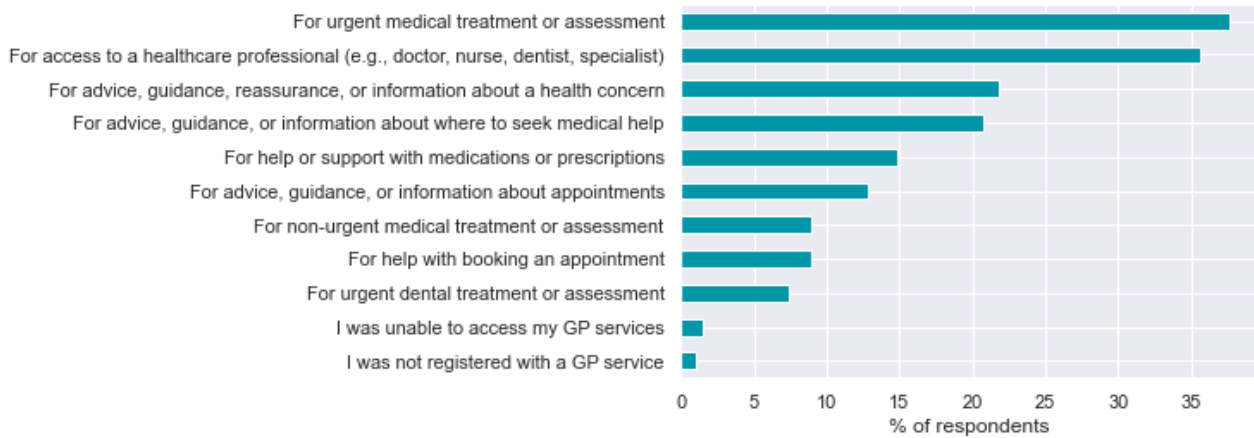
Figure 9: Percentage of responses per option for the question 'Why did you last seek Urgent and Emergency Care services for yourself or someone else? Please select all that apply.'

10. When you last accessed Urgent and Emergency Care services for yourself or someone else, how satisfied were you with the services you received?

Figure 10 shows that the majority of patients had an experience rated 7 out of 10 or above last time they used UEC services.
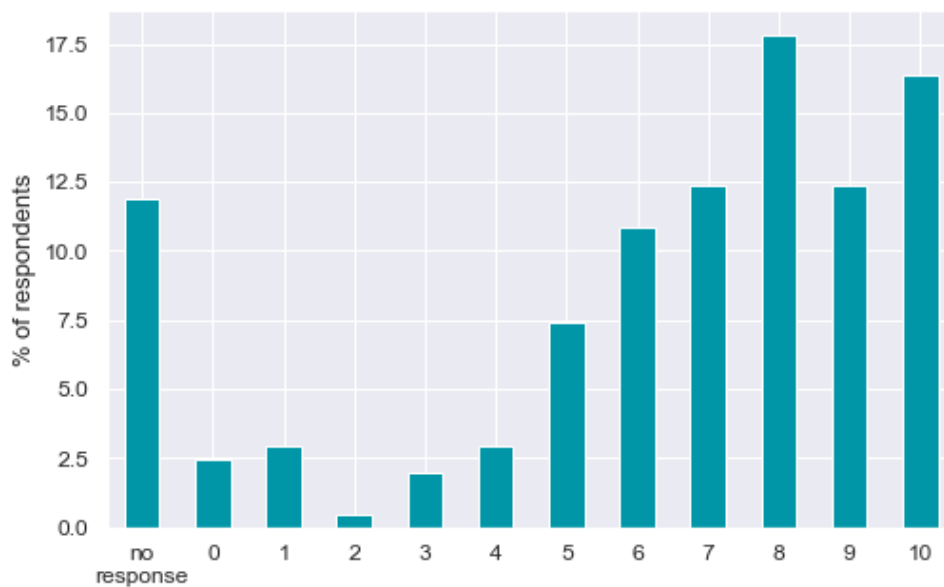
Figure 10: Percentage of responses per option for the question 'When you last accessed Urgent and Emergency Care services for yourself or someone else, how satisfied were you with the services you received?'

11. Please can you tell us why you gave your score?

Figure 11 shows a bigram of the most used words in patient comments responding to this question. Words related to waiting times, such as '12 hour' and '8 hour' appear with words associated with staff, such as 'doctor' and with services, particularly 'ambulance'. This suggests these are the key themes influencing patient experience of UEC the most for the respondents.

Figure 11: Bigram summarising the most frequent words used to answer the question 'Please can you tell us why you gave your score?'

12. Do you have access to an internet connection at home? This can be through Ethernet, Wi-Fi or 3G, 4G, or 5G mobile networks.

Figure 12 shows that the vast majority of respondents have access to some form of internet connection.

Figure 12: Percentage of responses per option for the question 'Do you have access to an internet connection at home? This can be through Ethernet, Wi-Fi or 3G, 4G, or 5G mobile networks.'

13. Which of the following telephone or internet-enabled devices do you have access to at home? Please select all that apply.

Figure 13 shows that smartphones and laptops or desktop computers are the devices that respondents have most access to.
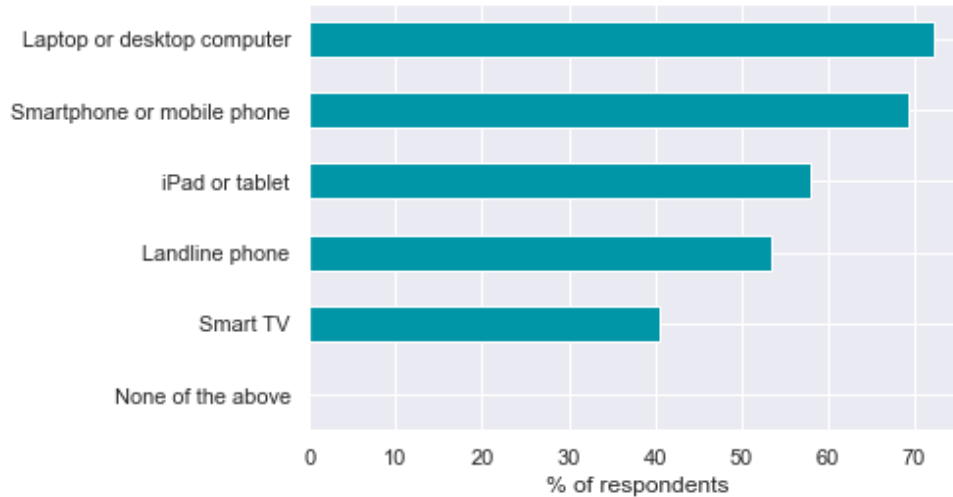
Figure 13: Percentage of responses per option for the question 'Which of the following telephone or internet-enabled devices do you have access to at home? Please select all that apply.'

14. Have you previously used a telephone or internet-enabled device (e.g., smartphone, laptop, or tablet) to access Urgent and Emergency Care services?

Figure 14 shows that 58% of respondents have used an internet connected device to access UEC.

Figure 14: Percentage of responses per option for the question 'Have you previously used a telephone or internet-enabled device (e.g., smartphone, laptop, or tablet) to access Urgent and Emergency Care services?'

15. Which of the following telephone or internet-enabled devices have you previously used to access Urgent and Emergency Care services? Please select all that apply.

Figure 15 shows that smartphones are the most frequent device used by respondents to access UEC.
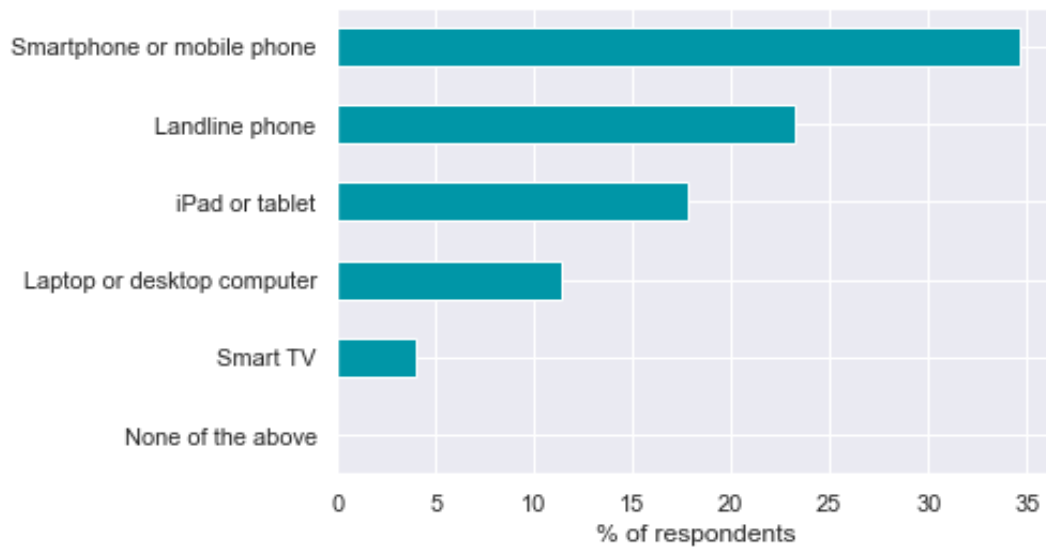
Figure 15: Percentage of responses per option for the question 'Which of the following telephone or internet-enabled devices have you previously used to access Urgent and Emergency Care services? Please select all that apply.'

16. Which of the following digital services have you previously used? Please select all that apply.

Figure 16 shows that NHS 111 telephone and online services are those that have been most used by respondents previously, as well as the NHS App.
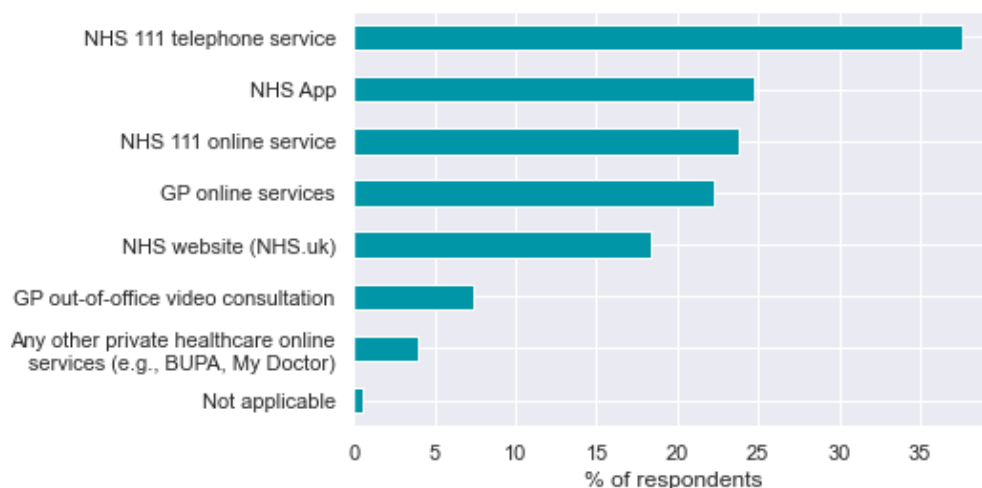
Figure 16: Percentage of responses per option for the question 'Which of the following digital services have you previously used? Please select all that apply.'

17. Why have you not previously used a telephone or internet-enabled device to access Urgent and Emergency Care services? Please select all that apply.

Figure 17 shows that for those respondents who have not previously used a digital route to access UES, the most frequent reason why was that they were unsure how to access UEC using digital technology and that they did not have confidence their concerns would be taken seriously.
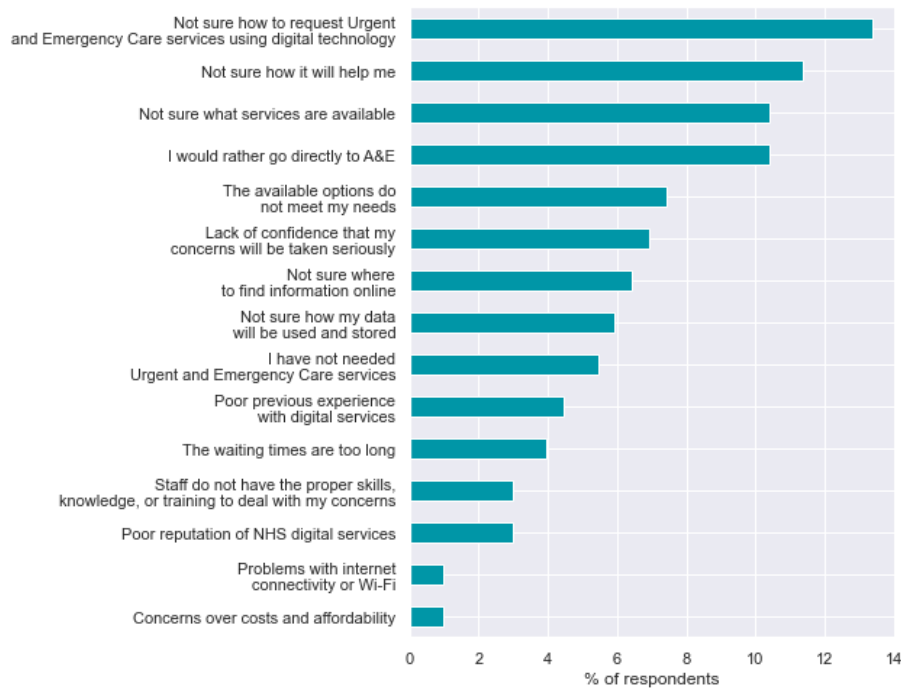
Figure 17: Percentage of responses per option for the question 'Why have you not previously used a telephone or internet-enabled device to access Urgent and Emergency Care services? Please select all that apply.'

18. When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, were you able to access services in your preferred language?

Figure 18 shows that for the majority of respondents, they were able to access services in their preferred language, which based on the demographics of respondents is overwhelmingly English.
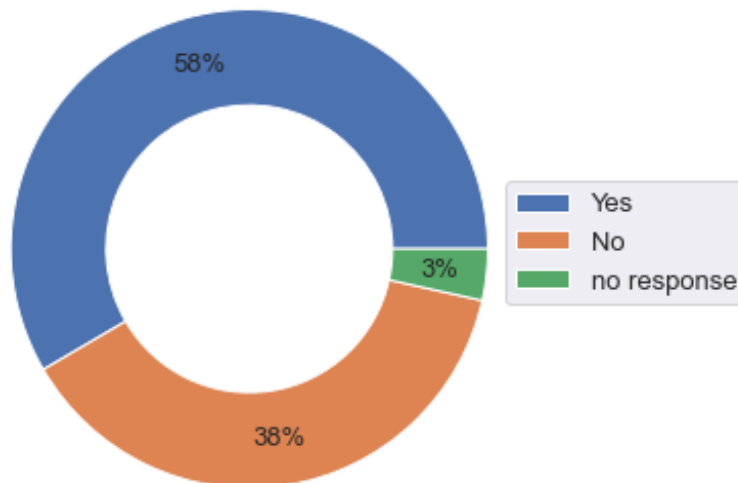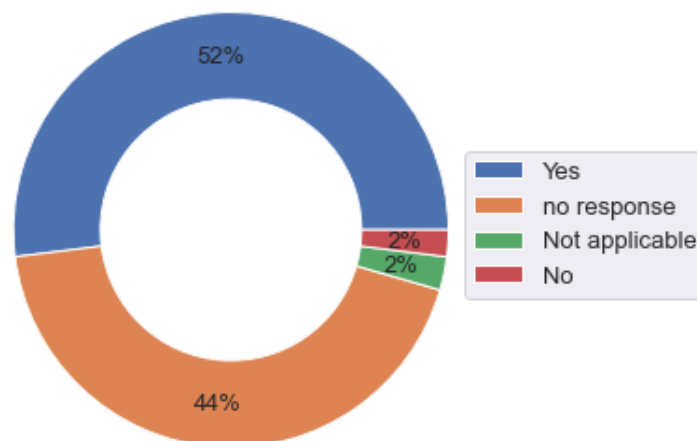

Figure 18: Percentage of responses per option for the question 'When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, were you able to access services in your preferred language?'

19. When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?

Figure 19 shows that around 50% of respondents found it easy to access UEC services digitally (more than 7 out of 10).
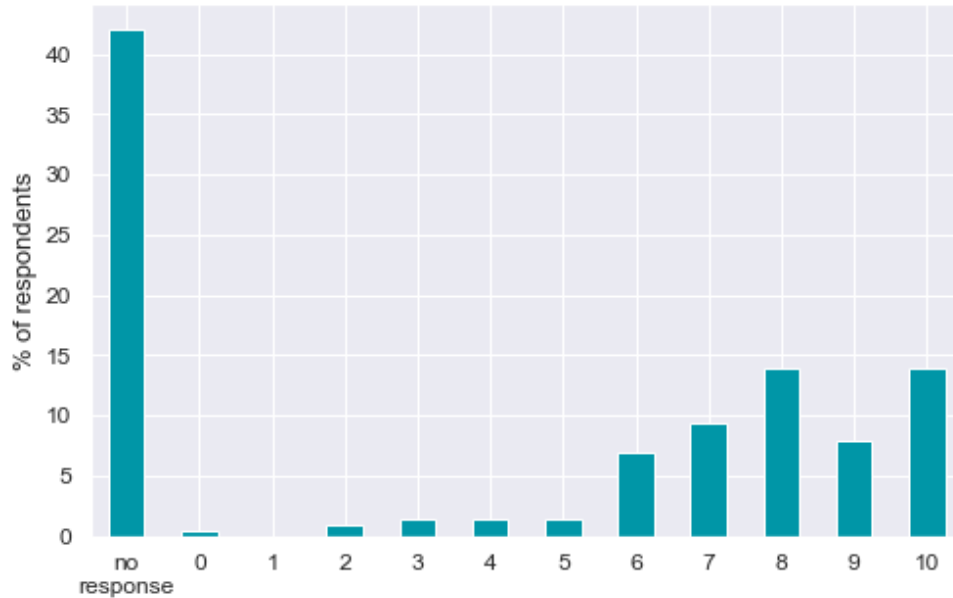
Figure 19: Percentage of responses per option for the question 'When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?'

20. How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?

Figure 20 shows that around 45% of respondents had a good overall experience when accessing UEC services digitally (more than 7 out of 10).
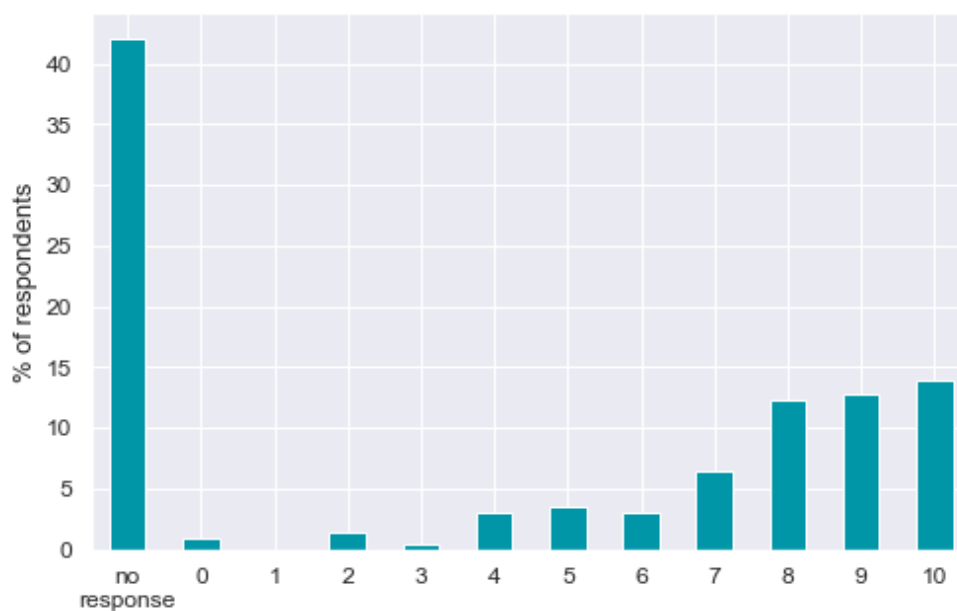
Figure 20: Percentage of responses per option for the question 'How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?'

21. Please can you tell us why you gave your score?

Figure 21 shows a Bigram of the most used words in patient comments responding to this question. Words related to waiting times, such as 'long wait' and 'wait time' appear with words associated with the service, such as 'phone call' and 'nhs website'.

Figure 21: Bigram summarising the most frequent words used to answer the question 'Please can you tell us why you gave your score?'

22. Have you faced any challenges or concerns when using a telephone or internet-enabled device to access Urgent and Emergency Care services? If so, what challenges or concerns did you face?

Figure 22 shows that long wait times and difficulty with booking were the most common issues faced by respondents who had issues accessing UEC through digital channels.

Figure 22: Percentage of responses per option for the question 'Have you faced any challenges or concerns when using a telephone or internet-enabled device to access Urgent and Emergency Care services? If so, what challenges or concerns did you face?'

23. Why did you previously seek Urgent and Emergency Care services using a telephone or internet-enabled device?

Figure 23 shows that a recommendation from a family member or friend or from a medical professional and access to prompt treatment and care were the main reason respondents previously used digital channels to access UEC.
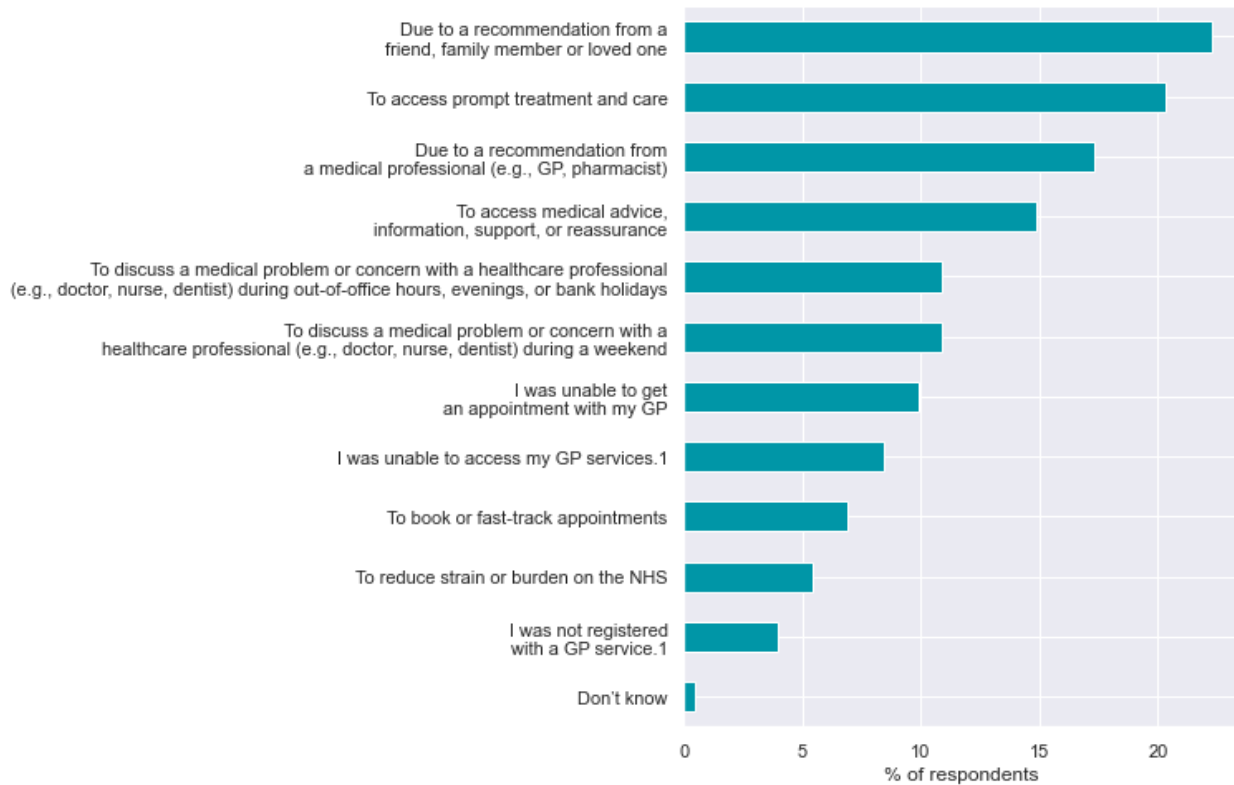
Figure 23: Percentage of responses per option for the question 'Why did you previously seek Urgent and Emergency Care services using a telephone or internet-enabled device?'

24. If you have previously used digital services (e.g., NHS 111 online or telephone service, NHS App, NHS.uk, GP online services, or GP out-of-office video consultation), what would have improved your experience

Figure 24 shows that better communication from medical staff and shorter waiting times are the most frequently cited ways that patient experience could be improved from the perspective of respondents.
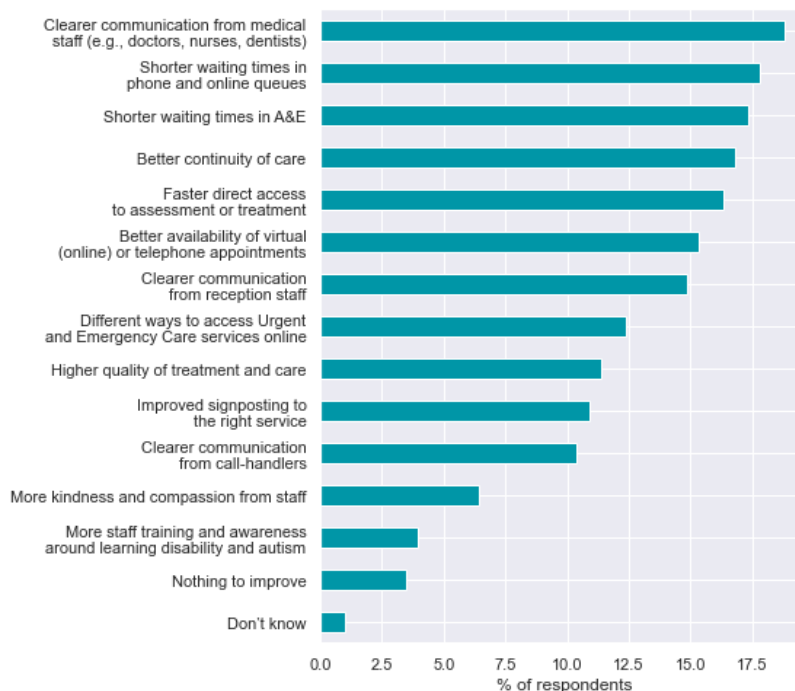
Figure 24: Percentage of responses per option for the question 'If you have previously used digital services (e.g., NHS 111 online or telephone service, NHS App, NHS.uk, GP online services, or GP out-of-office video consultation), what would have improved your experience?'

25. Which digital service(s) would you use again?

Figure 25 shows that NHS 111 telephone and online services would be most used in the future by respondents.
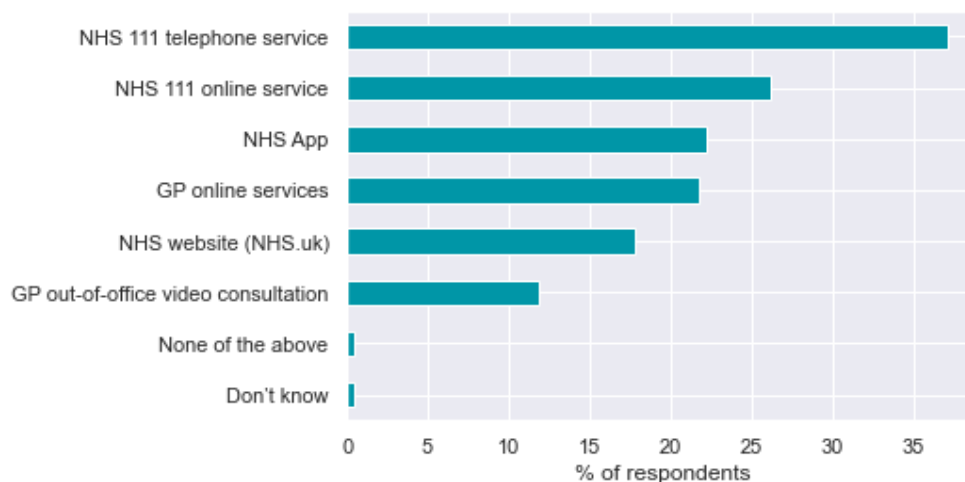
Figure 25: Percentage of responses per option for the question 'Which digital service(s) would you use again?'

26. Please can you tell us why you gave your score?

Figure 26 shows a bigram of the most used words in patient comments responding to this question.

Figure 26: Bigram summarising the most frequent words used to answer the question 'Please can you tell us why you gave your score?'

27. Please enter the first part of your postcode (e.g., W6, MK50).

Few respondents provided a postcode and as a result there is too limited a dataset to draw any meaningful conclusions from it.

28. How would you describe your ethnic background?

Figure 27 shows that the majority of survey respondents were White – English, Welsh or Scottish.

Figure 27: Percentage of responses per option for the question 'How would you describe your ethnic background?'

29. What age group do you belong to?

Figure 28 shows the ae group breakdown of the survey respondents, with 25-34 the largest group.

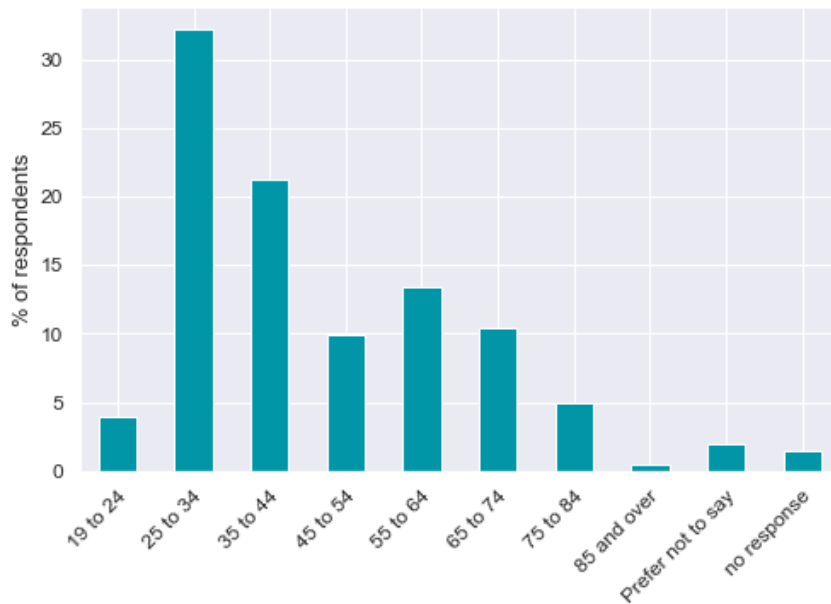Figure 28: Percentage of responses per option for the question 'What age group do you belong to?'

30. How would you describe your gender?

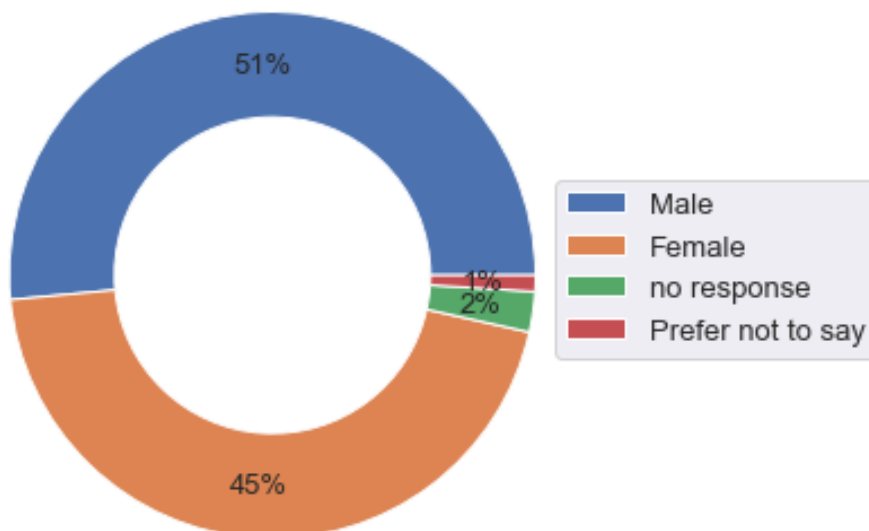Figure 29 shows that more Males than Females completed the survey.

Figure 29: Percentage of responses per option for the question 'How would you describe your gender?'

31. How long does it take you to get from your home to your nearest A&E department?

Figure 30 shows that the majority of respondents live within 30 minutes of an A&E department.
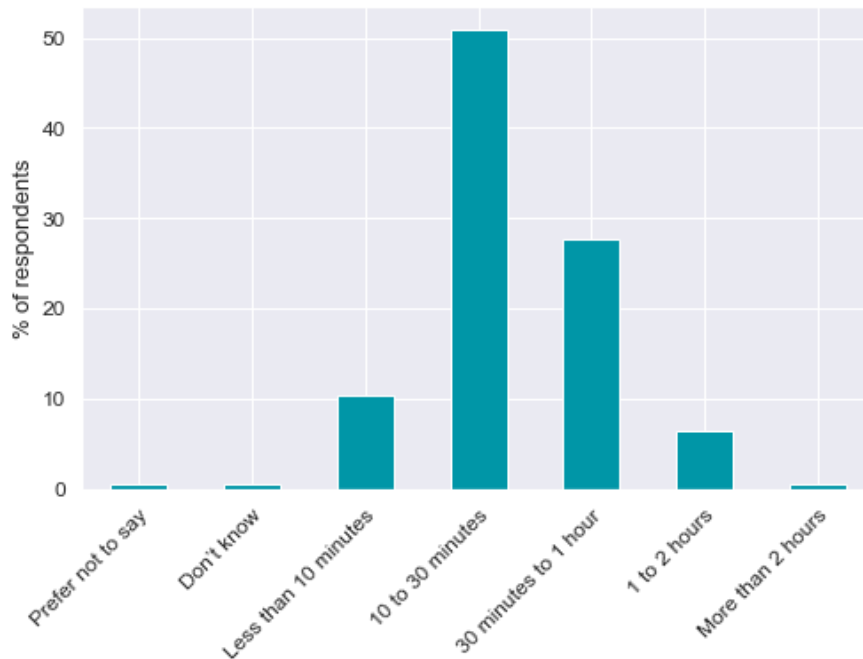
Figure 30: Percentage of responses per option for the question 'How long does it take you to get from your home to your nearest A&E department?'

32. Which of the following best describes your annual household income?

Figure 31 shows the distribution of household incomes of survey respondents.
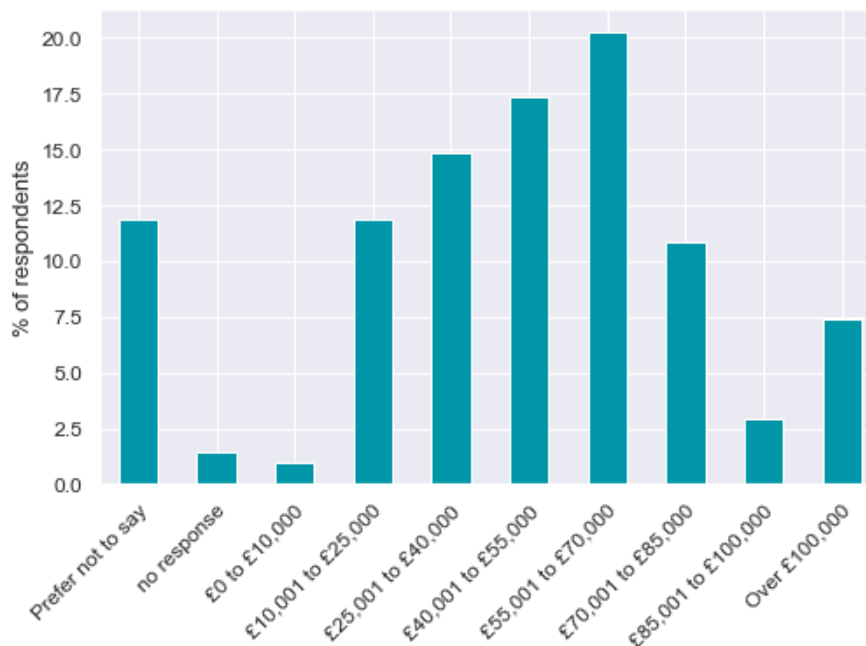
Figure 31: Percentage of responses per option for the question 'Which of the following best describes your annual household income?'

33. What is your religion?

Figure 32 shows the religious beliefs of respondents.

Figure 32: Percentage of responses per option for the question 'What is your religion?'

34. What is your first language?

Figure 33 shows that the vast majority of respondents speak English as a first language.
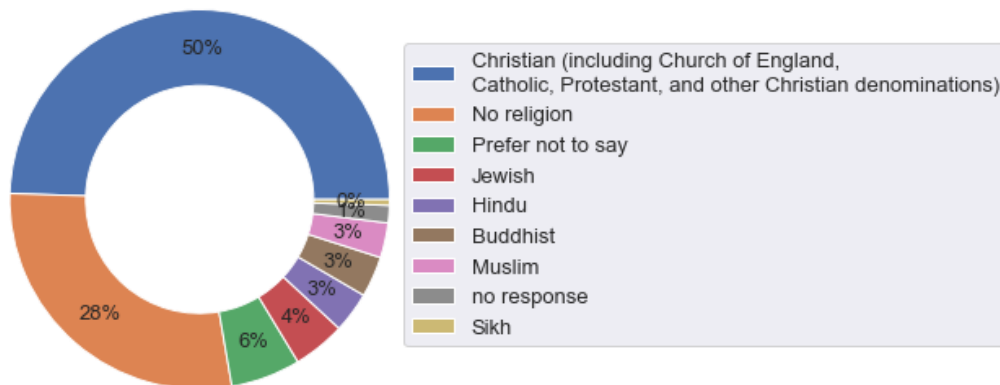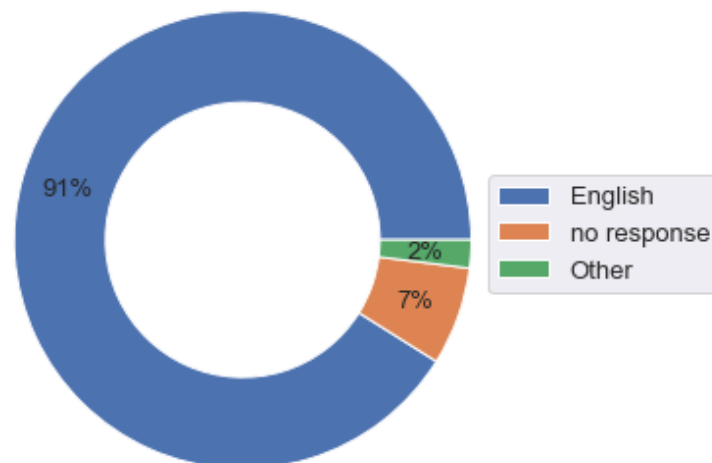

Figure 33: Percentage of responses per option for the question 'What is your first language?'

35. Are you responsible for supporting or caring for another person or people, such as family member(s), friend(s), neighbour(s), or others? If yes, please specify who. Please select all that apply.

Figure 34 shows the percentage of respondents who have care responsibilities.
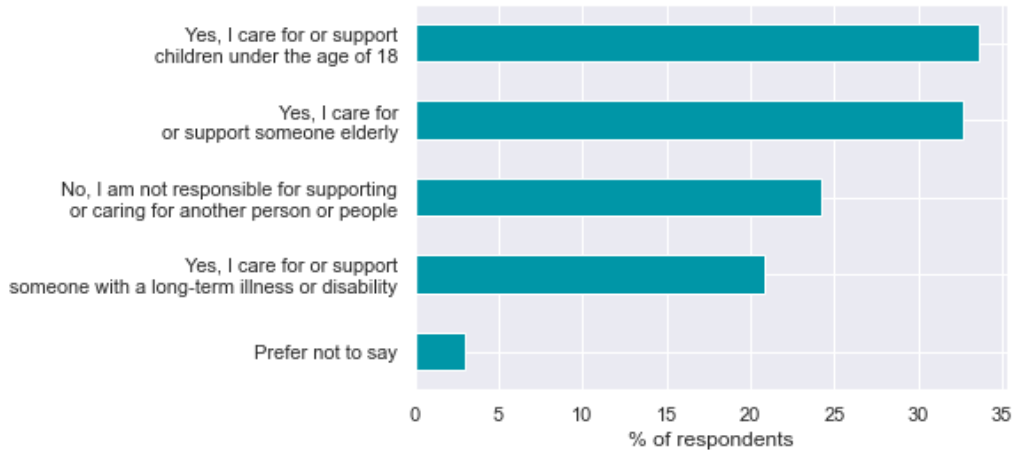
Figure 34: Percentage of responses per option for the question 'Are you responsible for supporting or caring for another person or people, such as family member(s), friend(s), neighbour(s), or others? If yes, please specify who. Please select all that apply.'

36. Do you consider yourself to have any long-term health conditions or physical disabilities? Please select all that apply.

Figure 35 shows the percentage of respondents who suffer from long-term health conditions.

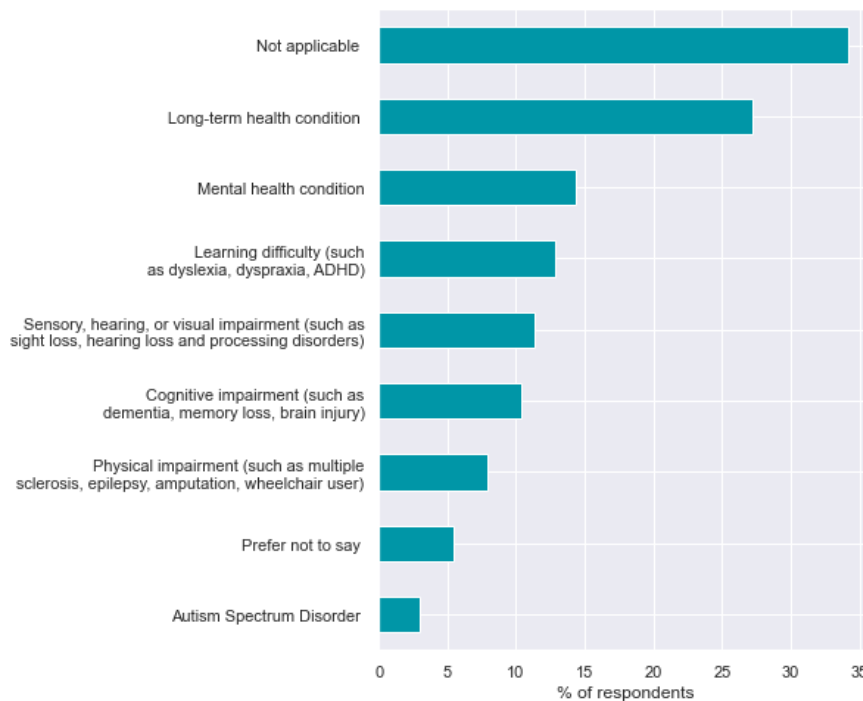

Figure 35: Percentage of responses per option for the question 'Do you consider yourself to have any long-term health conditions or physical disabilities? Please select all that apply.'

Additional Analysis

As part of the analysis of the survey results, a number of comparisons based on different survey respondents has been performed. The following comparisons of the survey results have been performed:

1. By Age, comparing respondents aged 19-54 with 55+
2. By Income, comparing respondents with an income below £25,000 a year and those with an income above £25,000 a year
3. By Proximity to A&E, comparing respondents living within 30 mins and more than 30 mins away from A&E
4. By Overall Experience of A&E, comparing respondents whose previous experience of A&E was below 5 out of 10 with those whose experience was above 8 out of 10

The following section highlights the survey questions with the greatest differences between the respective groups.

Comparison by Age

37. Have you faced any challenges or concerns when using a telephone or internet-enabled device to access Urgent and Emergency Care services? If so, what challenges or concerns did you face?

Figure 36 shows that patients aged under 55 experienced a wider range of issues, more frequently, when using digital services compared to those aged over 55, who primarily faced no issues accessing digital services or long wait times.
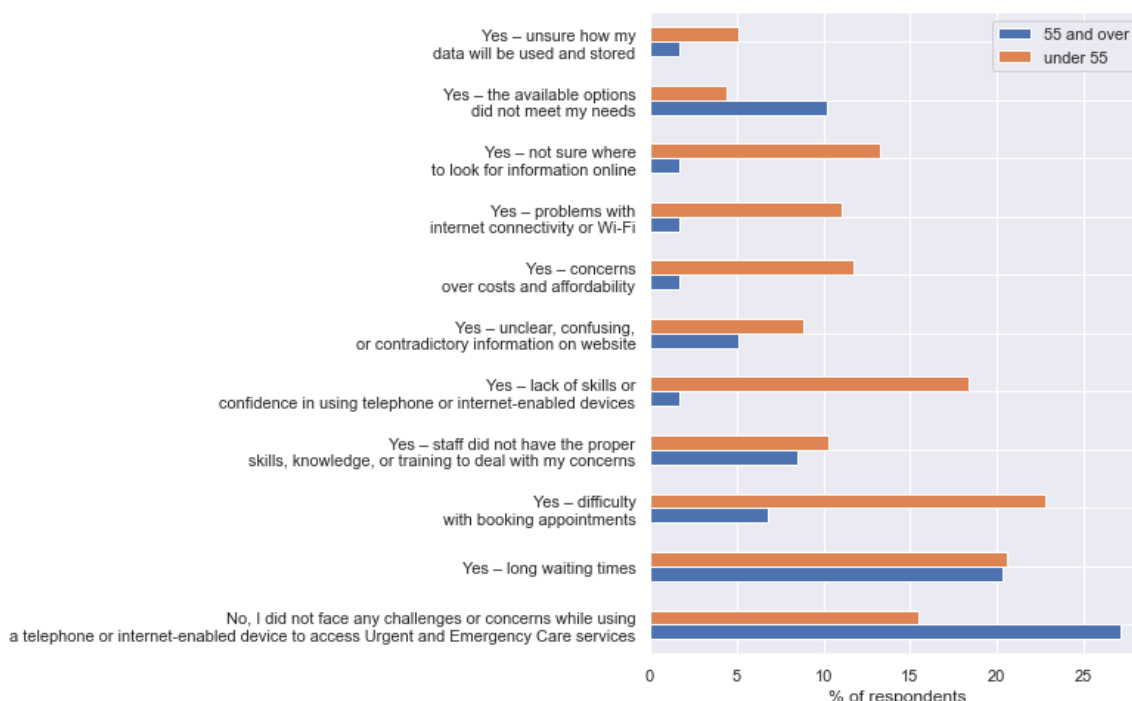

Figure 36: Percentage of responses per option for the question 'Have you faced any challenges or concerns when using a telephone or internet-enabled device to access Urgent and Emergency Care services? If so, what challenges or concerns did you face?'

38. When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?

Figure 37 shows that patients aged over 55 are more likely to have found digital services easy to use than patients aged under 55. However, this could be due to the surveys being filled out on behalf of elderly patients.
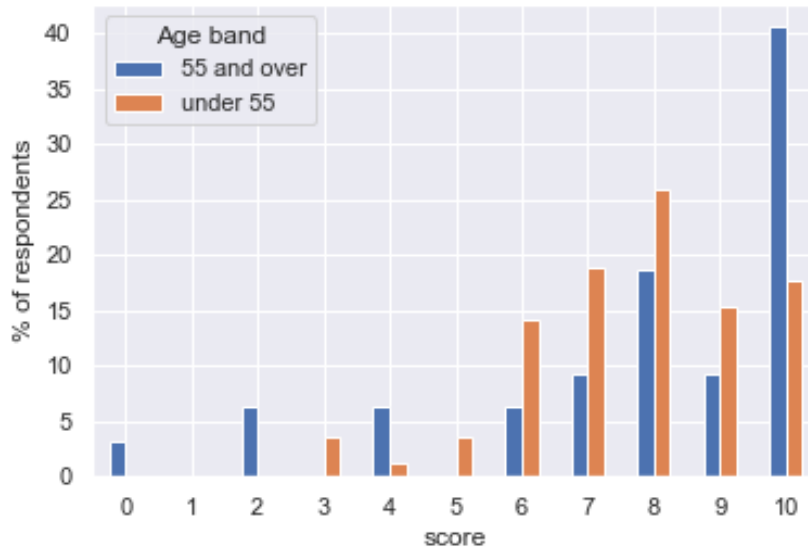

Figure 37: Percentage of responses per option for the question 'When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?'

39. How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?

Figure 38 shows that patients aged over 55 are more likely to have had a good experience of digital services than patients aged under 55. However, this could also be due to the surveys being filled out on behalf of elderly patients.
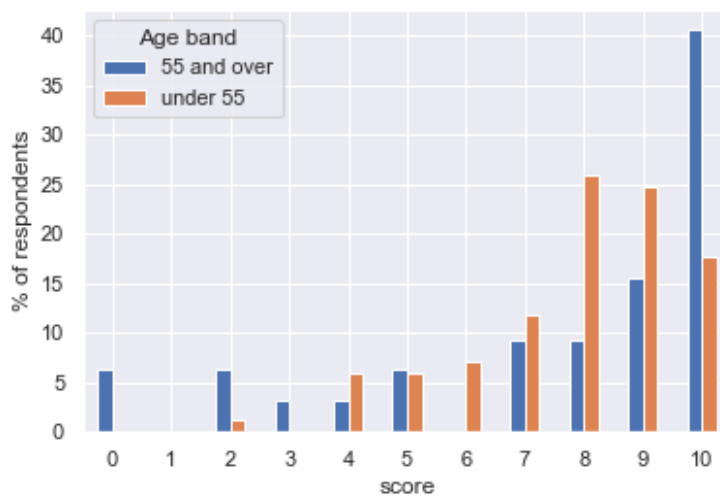

Figure 38: Percentage of responses per option for the question 'How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?'

Comparison by Income

40. Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?

Figure 39 shows that there are discrepancies between income groups for non-life threatening medical concerns. Lower income groups are far more likely to use their GP practice, NHS 111 telephone and walk-in centres than people with incomes above £25,000.
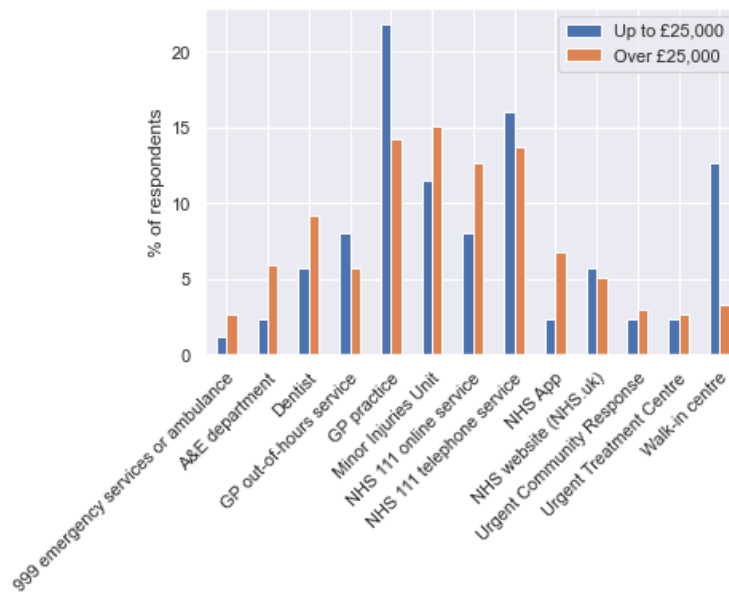

Figure 39: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?'

41. For help with a non-life-threatening medical concern, which of the following would you prefer?

Figure 40 shows that the reasons for the differences in 40 above seem to be that over 70% of lower income patients prefer face-to-face medical care, whereas richer patients are happier with online services.
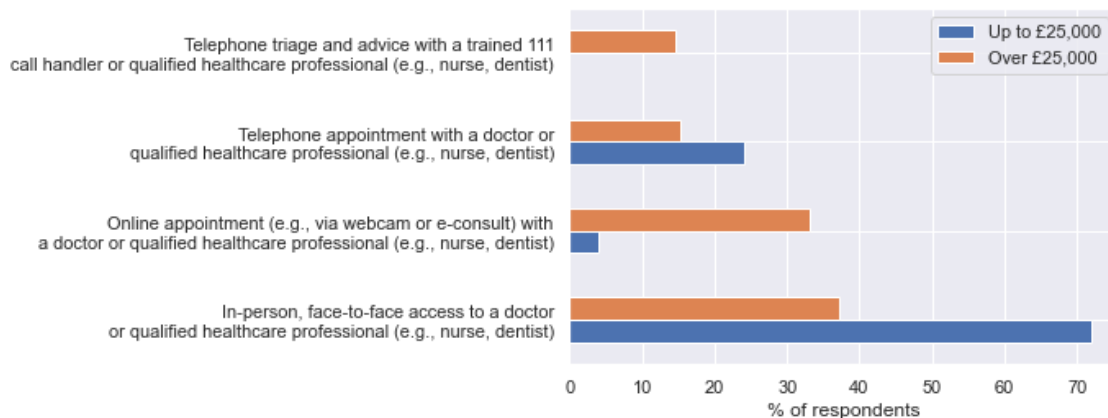

Figure 40: Percentage of responses per option for the question 'For help with a non-life-threatening medical concern, which of the following would you prefer?'

42. Out of the following services, where are you most likely to seek help for a life-threatening medical concern?

Figure 41 shows that for life threatening medical conditions, the results between the 2 groups are more similar, but there is still the trend that lower income groups prefer face-to-face services.
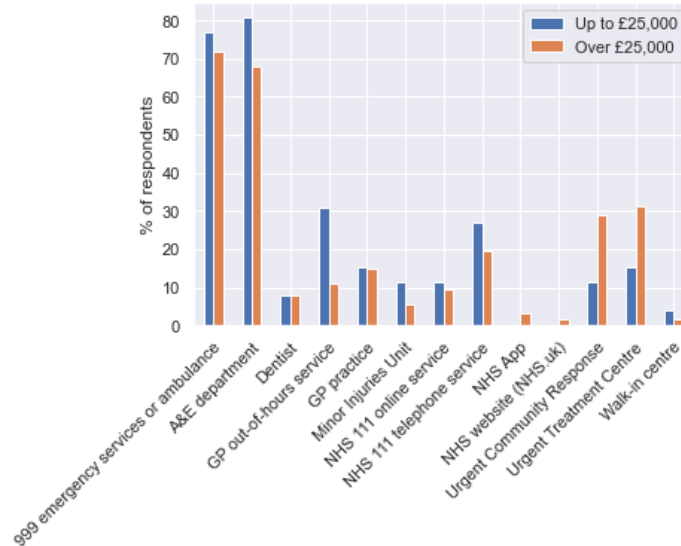

Figure 41: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a life-threatening medical concern?'

43. When you last accessed Urgent and Emergency Care for yourself or someone else, which of the following services did you use?

Figure 42 shows that lower income groups again are more likely to have gone to their GP or used NHS 111 telephony than richer patients when accessing UEC.
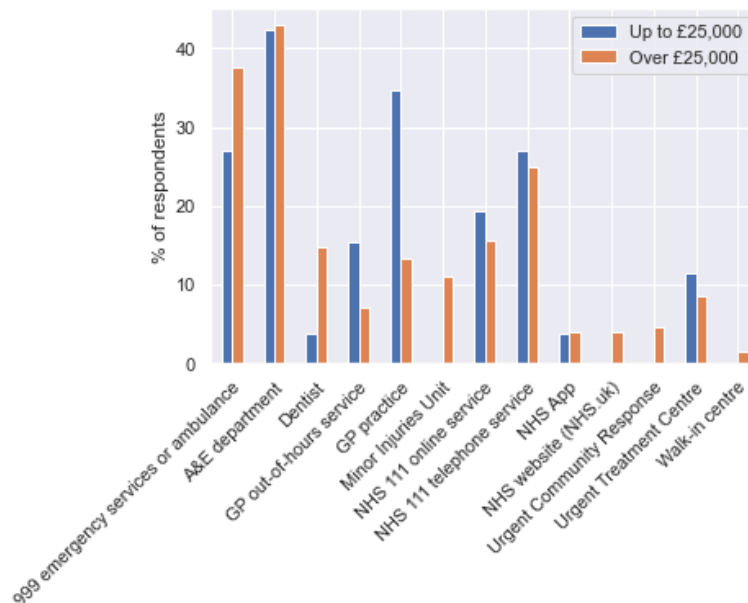

Figure 42: Percentage of responses per option for the question 'When you last accessed Urgent and Emergency Care for yourself or someone else, which of the following services did you use?'

44. When you last accessed Urgent and Emergency Care services for yourself or someone else, how satisfied were you with the services you received?

Figure 43 shows that lower income patients typically have a lower satisfaction score for UEC than richer patients.
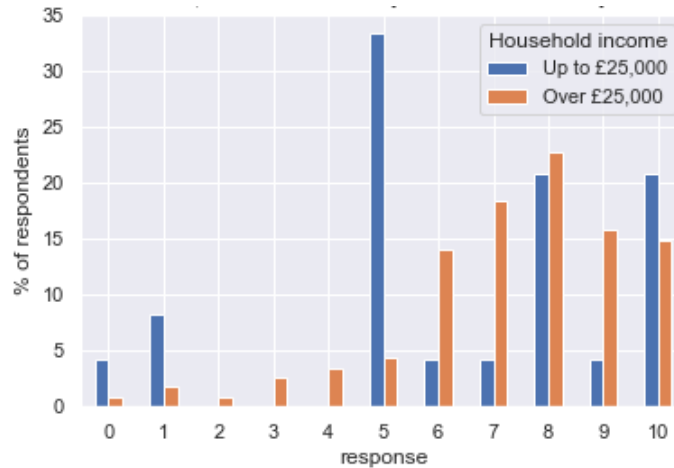

Figure 43: Percentage of responses per option for the question 'When you last accessed Urgent and Emergency Care services for yourself or someone else, how satisfied were you with the services you received?'

45. Have you previously used a telephone or internet-enabled device (e.g., smartphone, laptop, or tablet) to access Urgent and Emergency Care services?

Figure 44 shows that richer patients are more likely to have used a telephone or internet enabled device to access UEC.
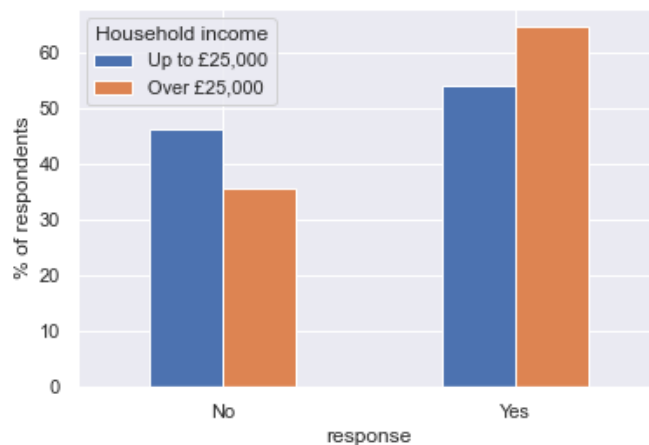

Figure 44: Percentage of responses per option for the question 'Have you previously used a telephone or internet-enabled device (e.g., smartphone, laptop, or tablet) to access Urgent and Emergency Care services?'

46. Which of the following telephone or internet-enabled devices have you previously used to access Urgent and Emergency Care services?

Figure 45 shows that poorer patients are less likely to have used smart devices to access UEC.
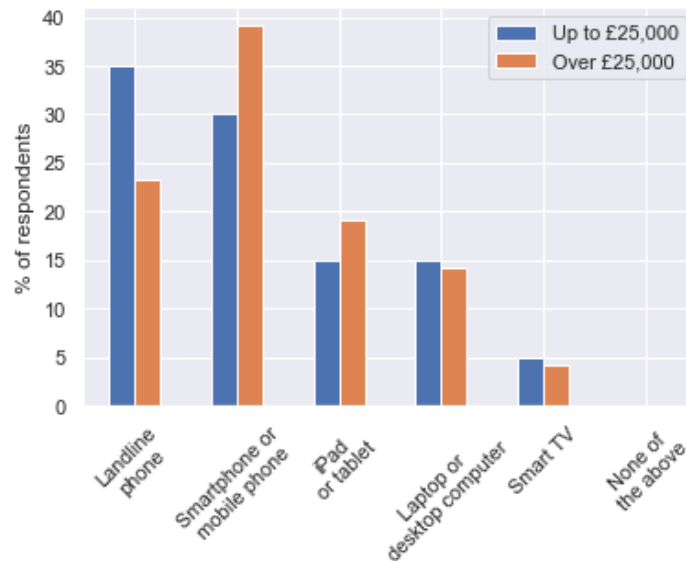

Figure 45: Percentage of responses per option for the question 'Which of the following telephone or internet-enabled devices have you previously used to access Urgent and Emergency Care services?'

47. Why have you not previously used a telephone or internet-enabled device to access Urgent and Emergency Care services?

Figure 46 shows that poorer patients also prefer to go straight to A&E than use digital UEC and more frequently select reasons for not using them associated with a lack of trust or confidence (poor reputation, staff lacking skills etc).
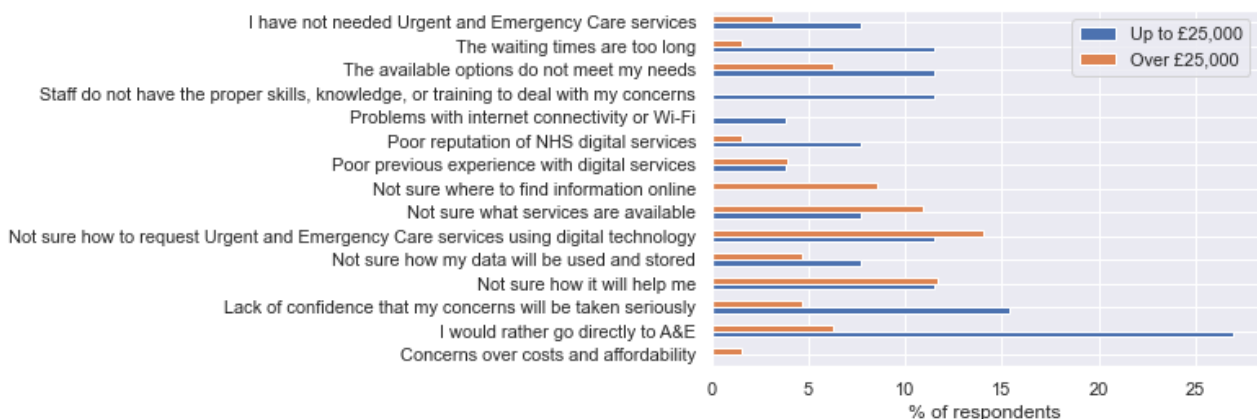

Figure 46: Percentage of responses per option for the question 'Why have you not previously used a telephone or internet-enabled device to access Urgent and Emergency Care services?'

48. Which digital service(s) would you use again?

Figure 47 shows that richer patients are more likely to use digital services again than poor patients.
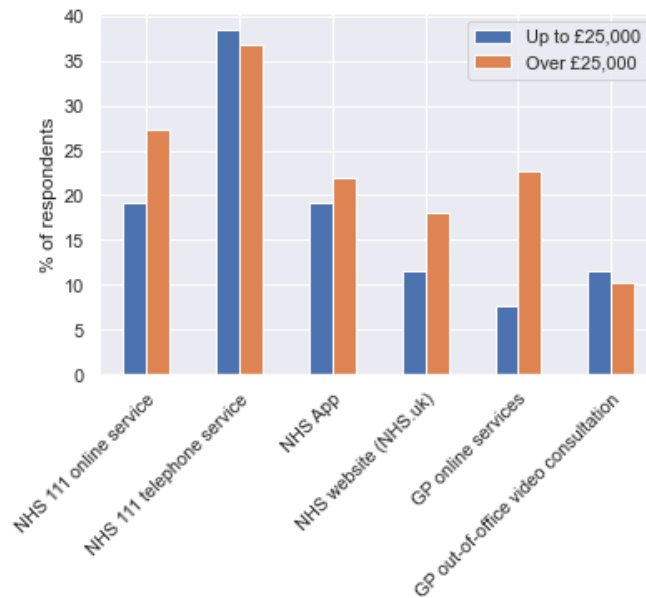

Figure 47: Percentage of responses per option for the question 'Which digital service(s) would you use again?'

Comparison by Proximity to A&E

49. Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?

Figure 48 shows that the differences between patients less than and more than 30 mins away from A&E are small, with the differences being those closer to A&E are more likely to use GP practices and NHS 111 whereas those further away are more likely to use minor injuries units.
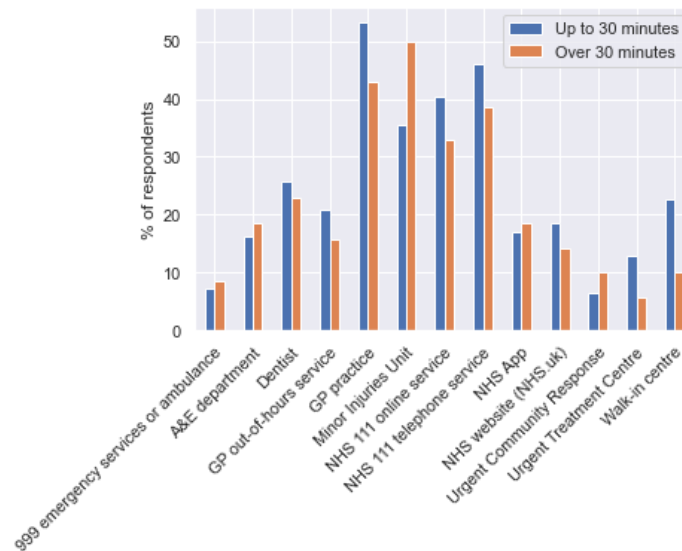

Figure 48: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a non-life-threatening medical concern?'

50. For help with a non-life-threatening medical concern, which of the following would you prefer?

Figure 49 shows that patients who live closer to an A&E also prefer in person treatment more than those further away, who prefer online and telephone services more.
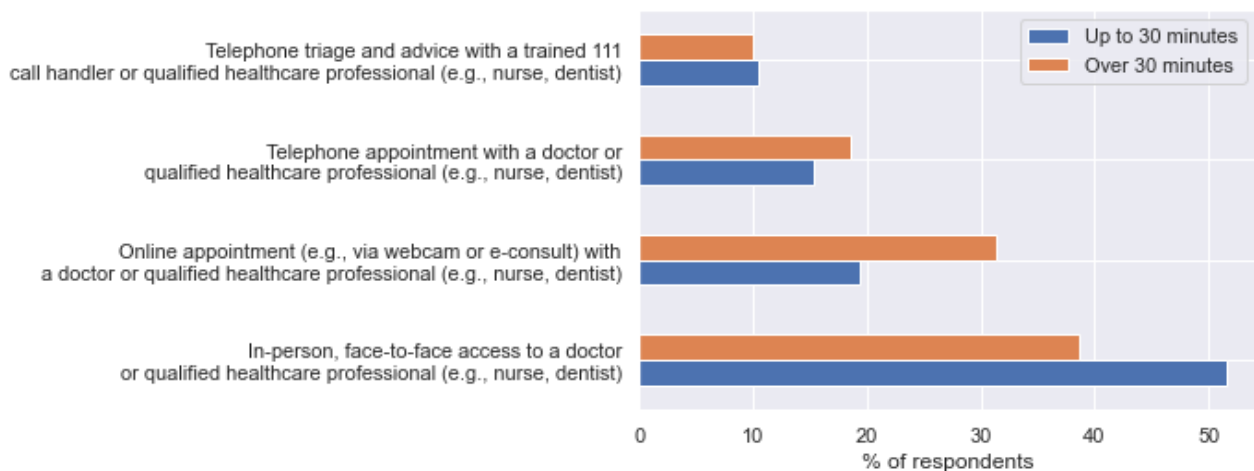

Figure 49: Percentage of responses per option for the question 'For help with a non-life-threatening medical concern, which of the following would you prefer?'

51. Out of the following services, where are you most likely to seek help for a life-threatening medical concern?

Figure 50 is similar between the 2 groups, with the main difference being patients living further away from A&E more likely to use urgent treatment centres for a life-threatening concern.
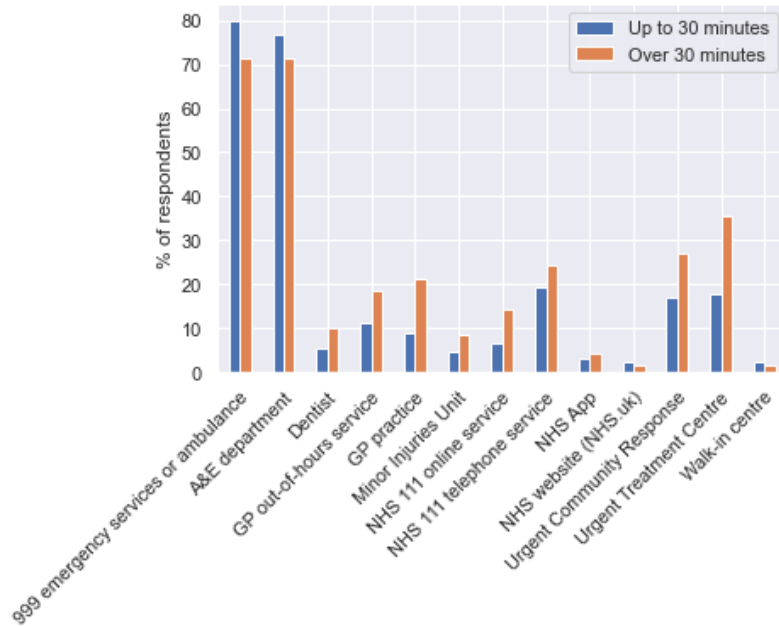

Figure 50: Percentage of responses per option for the question 'Out of the following services, where are you most likely to seek help for a life-threatening medical concern?'

Comparison by Service Satisfaction

52. When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?

Figure 51 shows that those patients who had an overall bad (below 5 out of 10 'low score') experience of UEC also found it more difficult to use digital access channels to UEC compared to those who had a good (above 8 out of 10 'high score') experience.
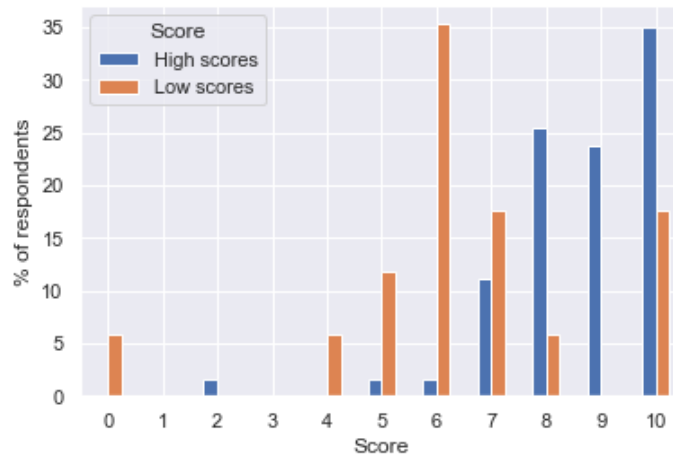

Figure 51: Percentage of responses per option for the question 'When you previously used a telephone or internet-enabled device to access Urgent and Emergency Care services, how easy was it?'

53. How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?

Figure 52 shows that those patients who had an overall bad (below 5 out of 10 'low score') experience of UEC also had a more negative experience of digital access channels to UEC compared to those who had a good (above 8 out of 10 'high score') overall experience.
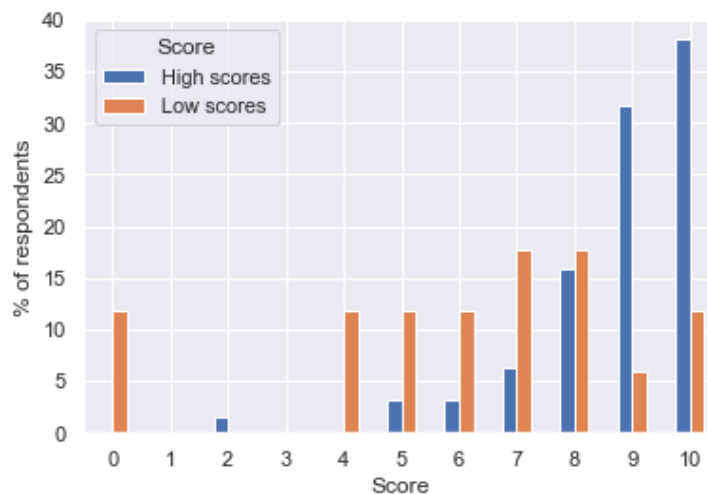

Figure 52: Percentage of responses per option for the question 'How would you rate your overall experience of using a telephone or internet-enabled device to access Urgent and Emergency Care services?'

54. If you have previously used digital services (e.g., NHS 111 online or telephone service, NHS App, NHS.uk, GP online services, or GP out-of-office video consultation), what would have improved your experience?

Figure 53 shows the areas that would have improved the experiences of low scoring patients that were mentioned most frequently were faster access to treatment and shorter waiting times.
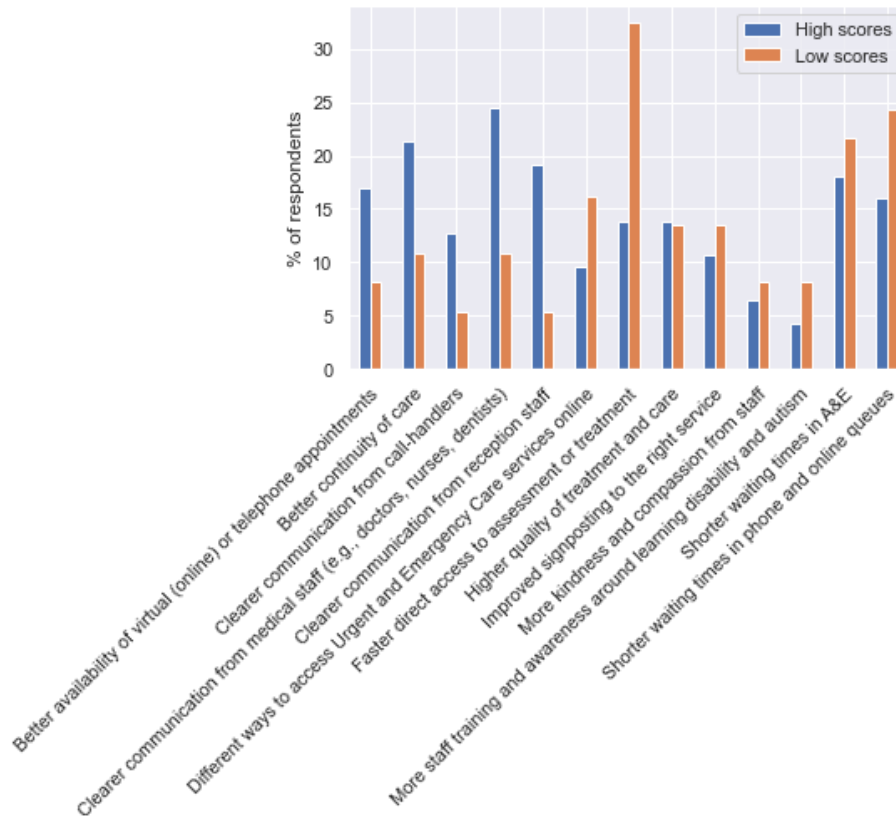

Figure 53: Percentage of responses per option for the question 'If you have previously used digital services (e.g., NHS 111 online or telephone service, NHS App, NHS.uk, GP online services, or GP out-of-office video consultation), what would have improved your experience?'