**Urgent Care Survey**

1. **What is the first NHS service you would contact if you had an urgent medical problem?**

I would call 111

I would contact my GP e.g. call, use an online booking service, or visit in person

I would go straight to A&E in Fairfield, North Manchester or Oldham

I would ring 999

I would go straight to an Urgent Treatment Centre at Fairfield General Hospital

NHS Online

Pharmacist

Dentist

Other (please specify below)

|  |
| --- |
|  |

1. **Please rank the following in order of importance to you when seeking urgent medical care? 1 being the ‘Most important’ and 8 being ‘Not important at all’**

My issue being solved quickly

Seeing someone is well qualified/a specialist

Being treated with dignity and respect

Being seen by someone I trust

Not needing to wait for an appointment

Being seen somewhere that is easy to get to

Other (please specify below)

|  |
| --- |
|  |

1. **If you have used a Walk In Centre or A&E in the last 2 years what made you choose that particular service? (Please tick one or more answers if applicable)**

I was advised by NHS 111 to attend

I was advised by my GP to attend

I was advised by another health professional to attend

It was easier to travel to the Walk In Centre or A&E

I felt that A&E would be a fast track to services

I felt my condition was too serious to use a GP surgery or

The Walk in Centre and A&E

No appointment was needed in the Walk In Centre or A&E

I have attended the Walk In Centre or A&E before

I felt that this was the appropriate service for my condition

I could not get a GP appointment

Other (please specify below)

|  |
| --- |
|  |

1. **Thinking about the last time you used an urgent care service. Which of the following services did you use?**

NHS 111

BARDOC (Out of hours GP service)

A&E

Urgent Treatment Centre at Fairfield General Hospital

Urgent Mental Health Centre

Urgent Dental Centre

Walk In Centre (Bury or Prestwich)

Minor Injuries Unit

Rapid Response Service

Other (please specify below)

1. **Is there anything else you would like to say about urgent care in Bury?**

|  |
| --- |
|  |

## Tell us a bit more about you

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

1. Please tell us which age category you fall into:

13 – 17 years

18 – 24 years

25 – 34 years

35 – 44 years

45 – 54 years

55 – 64 years

65 – 74 years

75+ years

I’d prefer not to say

1. Please tell us which gender you identify with:

Woman

Man

Non-binary

Other

I’d prefer not to say

1. Is your gender different to the sex that was assigned to you at birth?

Yes

No

I’d prefer not to say

1. Please select your ethnic background:

Arab

Asian / Asian British: Bangladeshi

Asian / Asian British: Chinese

Asian / Asian British: Indian

Asian / Asian British: Pakistani

Asian / Asian British: Any other Asian / Asian British background

Black / Black British: African

Black / Black British: Caribbean

Black / Black British: Any other Black / Black British background

Gypsy, Roma or Traveller

Mixed / Multiple ethnic groups: Asian and White

Mixed / Multiple ethnic groups: Black African and White

Mixed / Multiple ethnic groups: Black Caribbean and White

Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background

White: British / English / Northern Irish / Scottish / Welsh

White: Irish

White: Any other White background

Another ethnic background

I’d prefer not to say

1. Please tell us which sexual orientation you identify with:

Asexual

Bisexual

Gay

Heterosexual / Straight

Lesbian

Pansexual

Other

I’d prefer not to say

1. Please tell us about your religion or beliefs:

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

No religion

Other

I’d prefer not to say

1. Please tell us about your marital or civil partnership status:

Single

Married

In a civil partnership

Cohabiting

Separated

Divorced / dissolved civil partnership

Widowed

I’d prefer not to say

1. Are you currently pregnant or have you been pregnant in the last year?

Yes

No

I’d prefer not to say

1. Do you consider yourself to be a carer, have a disability or a long-term health condition? (Please select all that apply):

Yes, I consider myself to be a carer

Yes, I consider myself to have a disability

Yes, I consider myself to have a long-term condition

None of the above

I’d prefer not to say