**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)

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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)

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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)

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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?**

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## 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