

Newark Hospital Urgent Treatment Centre Opening Times Survey

September 2023

Invitation

We are inviting you to share your views on the Urgent Treatment Centre opening times. A member of the team can be contacted if there is anything that is not clear or if you would like more information.

As part of the engagement work we are also inviting people to public events, attending community groups and would welcome any telephone interviews or conversations with you to obtain your feedback. If you would like to hear more about this and would like to request attendance at groups or to provide feedback please contact the Engagement Team at nnicb.engagement.team@nhs.net or call or text Katie Swinburn on 07385 360071. This survey is also available in alternative formats and languages upon request, so please do contact us.

Please complete all sections of the survey that you feel are relevant to you. You do not need to answer all of the questions. The survey will take around 10 minutes for you to complete.

Why have I been asked to complete the survey?

Over recent years Newark Hospital has continued to expand the range of services and procedures available to residents. Under the “Ask for Newark” initiative, many more people are already able to access diagnostics, operations, treatments and planned care at Newark Hospital.

Services will continue to be extended as a result of a recent £5.6 million investment. This investment will provide an extra 2,600 operations and procedures locally each year with the creation of a new theatre and recovery area, as well as the development of two minor operations suites.

The Urgent Treatment Centre (UTC) at Newark Hospital is and will continue to be a key part of the urgent and emergency care network available to local people – alongside NHS111, community pharmacies, out of hours and ‘same day’ GP appointments, 999 and A&E. It delivers everything that the national NHS specification for UTCs requires.

We are now gathering and reviewing a range of evidence which will help to shape the discussions about the best opening hours for the UTC at Newark Hospital. Your feedback is really important to us as we plan for the future.

Will my taking part be kept confidential?

This survey contains some questions where you can write freely. When providing responses to these, please do not write any information that may identify you (for example, name or address). Your responses may be recorded but the data you provide will be anonymised, so we will not analyse or share any information that will make you identifiable. To read about our privacy notice visit <https://notts.icb.nhs.uk/privacy-policy/>

This survey will close on 17 October 2023. All information from the engagement activity will be collated and produced in a final report which will be available on our website here: <https://notts.icb.nhs.uk/get-involved/current-and-previous-engagement-consultations/>

Should you require a copy of the report to be sent to you please contact nnicb.engagement.team@nhs.net, or call 07385 360071 to request a copy, which we can send to you either via email or post.

The survey

About you

1. How are you responding to this survey?
 - As a member of the public
 - As member of NHS staff
 - On behalf of a patient
 - On behalf of an NHS organisations [please state the name of your organisation]
 - On behalf of a voluntary or community group, or charity
 - Other [please state]
 - Prefer not to say

Your views on the opening hours of Newark Hospital's UTC

This section will ask you to share your views on the current opening hours of Newark Hospital's UTC.

2. Have you been seen at Newark Hospital's UTC in the last 12 months?
 - Yes
 - No
 - Not sure
3. The current opening hours of Newark Hospital's UTC are 9am to 10pm.
To what extent do you agree or disagree that these opening hours are suitable?
 - Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
4. It is anticipated that the UTC will remain open for 13 hours a day in the future, slightly exceeding the national standard for 12 hours per day.
We have listed some options of how those hours could be spread over the day. Please use the arrows on the right-hand side of the text boxes to rank these options in order of your preference (1 = most preferred, 3 = least preferred). If you are happy with the current order please use the arrows to confirm.
 - Open earlier than 9am and closing earlier than 10pm
 - Open later in the day and closing later in the evening.
 - Open as currently (9am to 10pm)
5. Please tell us why you ranked these options in this order.

Your experience of out of hours urgent care

This section will ask you about your use of out of hours urgent care services.

The term *urgent care* covers the health services available to people who need same day care and treatment to advice, diagnosis and care for non-life threatening conditions or injuries that can be treated outside of an acute hospital.

Common conditions that can be treated by urgent care services include:

- Cuts and grazes
- Sprains and strains
- Simple broken bones
- Wound and wound infections
- Minor burns and scalds
- Minor head injuries
- Insect and animal bites
- Minor eye injuries
- Minor back injuries
- Minor illnesses

The term *out of hours* refers to the time period from 6.30pm to 8am on weekdays and all day at weekends and on Bank Holidays.

6. Have you been seen at urgent care services out of hours in the last 12 months?
- Yes
 - No (go to question 11)
 - Not sure

7. Which service(s) did you access (tick all that apply)?

- GP out of hours
- Local pharmacy
- NHS 111 telephone
- NHS 111 online
- NHS website
- Newark Urgent Treatment Centre
- Lincoln Urgent Treatment Centre
- Grantham and District GP Out of Hours Service (Walk in service)
- Grantham and District GP Out of Hours Service (Booked appointment)
- Accident & Emergency (Grantham and District Hospital)
- Accident & Emergency (Kings Mill)
- Accident & Emergency (Queens Medical Centre)
- 999 telephone
- I don't remember
- Other (please state)

8. Thinking about your experience, to what extent do you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My needs were met.					
I received compassionate care.					
I was told how long I would need to wait to					

see a doctor or nurse.					
It was easy for me to access the care that I needed.					

9. Please provide any comments about what worked well.

10. Please provide any comments about what could have improved your experience

Equality and Diversity Questions

We are committed to providing equal access to healthcare services to all members of the community. To achieve this, gathering the following information is essential and will help us ensure that we deliver the most effective and appropriate healthcare.

Responding to these questions is entirely voluntary and any information provided will remain anonymous.

11. What is your postcode?

12. Which of these, best describes your gender?

- Female
- Male
- Intersex
- Nonbinary
- Other _____
- Prefer not to say

13. Is your gender the same as the sex you were assigned at birth?

- Yes
- No
- Prefer not to say

14. Which of these, best describes your sexual orientation?

- Asexual
- Bisexual
- Gay
- Heterosexual/ Straight
- Lesbian/ Gay Woman
- Pansexual
- Other, please state _____
- Prefer not to say

15. Are you pregnant, on maternity leave or returning from maternity leave?

- Yes
- No
- Prefer not to say

16. Which of these best describes your ethnicity?

A White

- English, Welsh, Scottish, Northern Irish, or British
- Irish
- Gypsy or Irish Traveller
- Roma
- Any other white background, please state _____

B Mixed or Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple background, please state _____

C Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background, please state _____

D Black, Black British, Caribbean or African

- Caribbean
- African background, please state _____
- Any other Black, Black British or Caribbean, please state _____

E Other ethnic group

- Arab
- Any other ethnic group, please state _____

17. Which of these, best describes your religion or belief?

- No religion
- Christian
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion, please state _____
- Prefer not to say

18. Do you have an impairment, health condition or learning difference that has a substantial or long term impact on your ability to carry out day to day activities?

- No known disability, health condition or learning difference
- A long-standing illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- A mental health difficulty, such as depression, schizophrenia or anxiety disorder
- A physical impairment or mobility issues, such as difficulty using your arms or using a wheelchair or crutches
- A specific learning difficulty such as dyslexia, dyspraxia or AD(H)D
- Blind or have a visual impairment uncorrected by glasses
- Deaf or have a hearing impairment

- A social/communication impairment such as a speech and language impairment or Asperger's syndrome/other autistic spectrum disorder
- An impairment, health condition or learning difference that is not listed above (specify if you wish)
- Prefer not to say

19. Are you a carer?

- Yes, a paid carer
- Yes, a carer providing unpaid support
- No, I am not a carer
- Prefer not to say

20. Which age band do you fall into?

- Under 16
- 16- 24
- 25 -34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- Over 85
- Prefer not to say

Thank you for taking the time to fill out this survey. Your views are important to us.