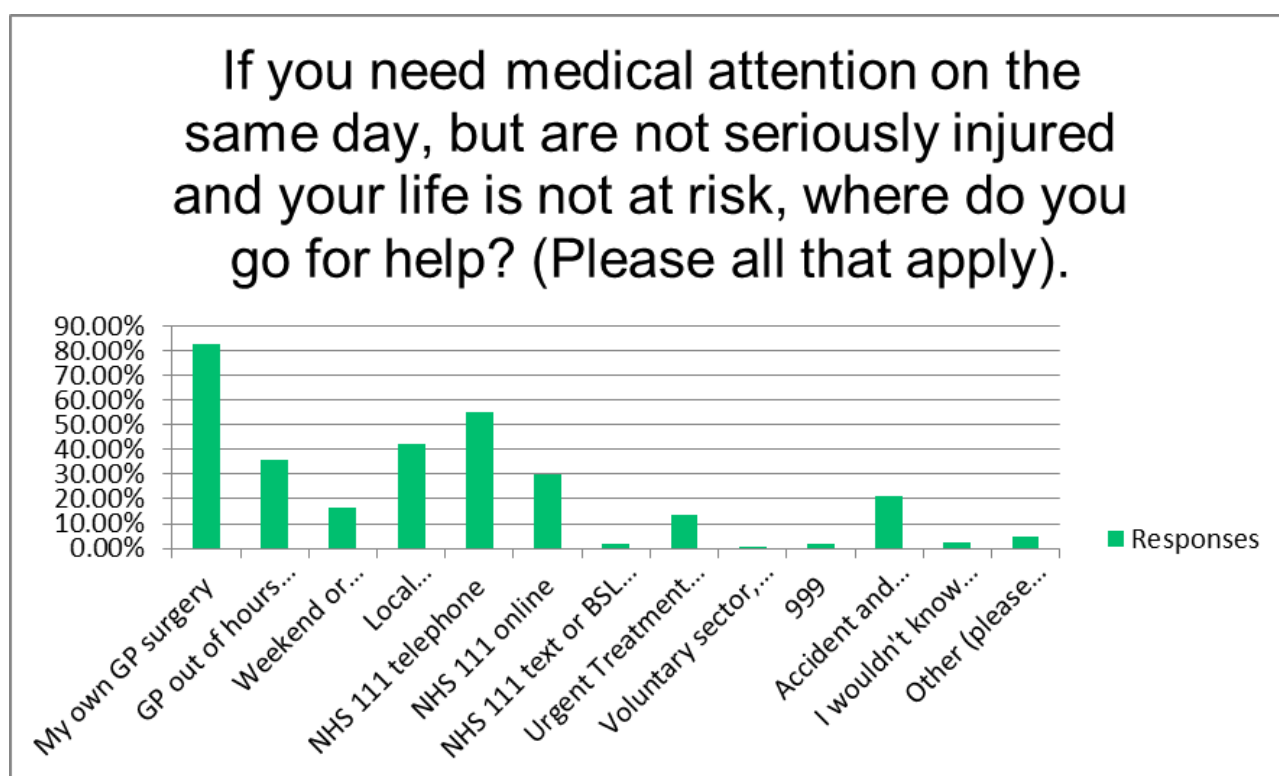


Urgent Care Survey: July 2020 Report

In June 2020 the CCG conducted a survey to find out what people do and where they go if they have an urgent health condition (that is not life threatening) and needs treating on the same day. We received 545 responses.

1. If you need medical attention on the same day, but not seriously injured and your life is not at risk, where do you go for help? (Please see all that apply).



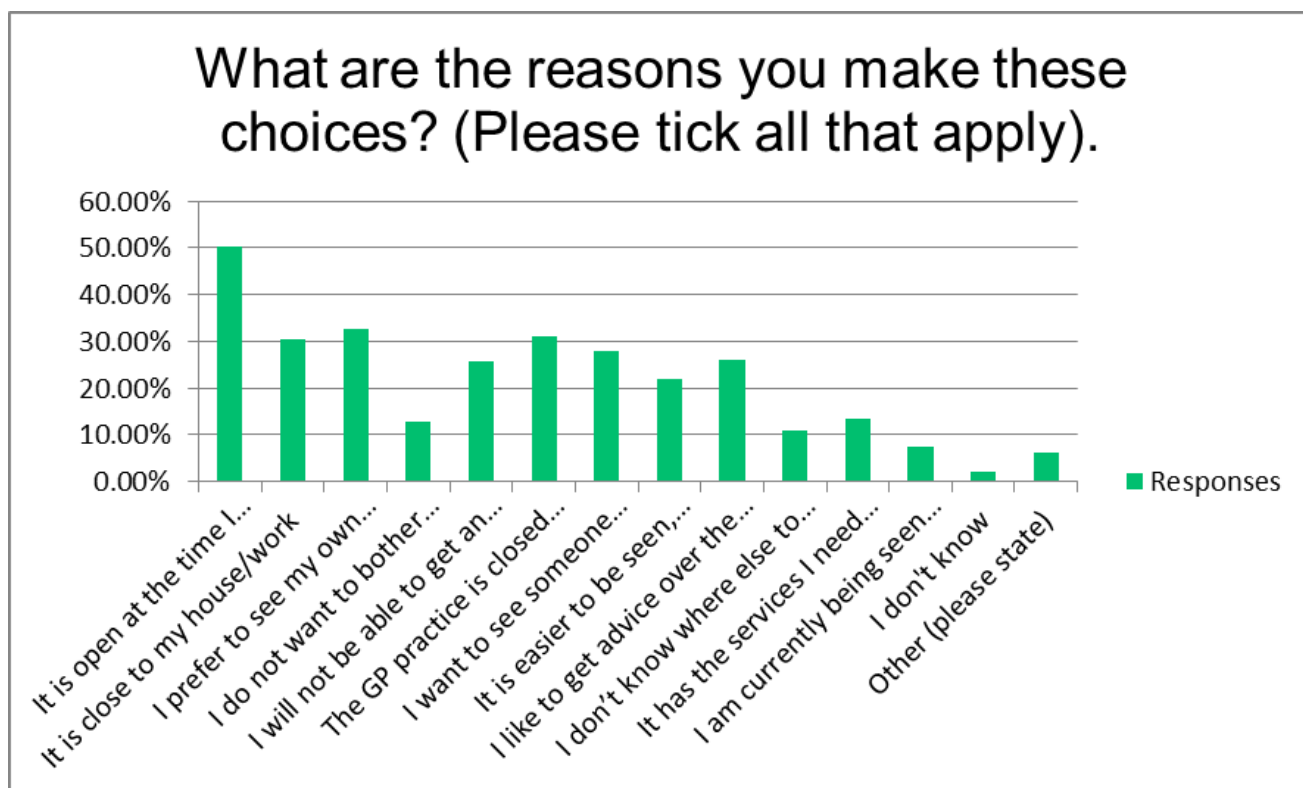
apply).

ANSWER CHOICES	RESPONSES
My own GP surgery	82.39% 449
GP out of hours service	35.60% 194
Weekend or evening appointments booked through my GP surgery or at a nearby GP surgery	16.51% 90
Local pharmacy/chemists	42.39% 231
NHS 111 telephone	55.23% 301
NHS 111 online	30.09% 164
NHS 111 text or BSL service	1.65% 9
Urgent Treatment Centre	13.39% 73
Voluntary sector, community or charity organisation	0.73% 4
999	1.83% 10
Accident and Emergency (A&E)	21.28% 116
I wouldn't know where to go	2.57% 14
Other (please explain)	Responses 4.95% 27
Total Respondents: 545	

Others (Please explain).....

- never needed to access service for urgent condition response based on the likelihood of using options given
- Not certain where to go
- Drop in clinic Ripon
- Minor Injury unit at Selby War Memorial Hospital
- Bupa Digital GP 24/7 using Babylon app
- The above are where we'd start, don't really know what else to do
- Look online for info
- Try my GP first, if not able to be seen then A & E.
- Ripon Community Hospital Minor Injuries Unit
- Minor Injury unit at Selby War Memorial Hospital
- Minor injury unit at local hospital
- Private GP consultation through health insurance
- We gave an excellent GP practice serving my area
- Online information
- Minor injuries department Selby
- I'd probably try to self-treat,/ monitor with guidance from my wife
- Minor Injury unit at Selby War Memorial Hospital
- I am related to a GP
- Optician for eye problem
- I would first of all try to treat myself, then if necessary seek professional help
- I would phone my GP surgery for advice - not visit unless invited to do so.
- Google it first
- Opticians
- When I ticked 'my own GP surgery' I mean that I would phone them, for advice, not physically go there
- Local minor injuries unit?
- Specsavers community eye clinic & I now also have telephone number for urgent eye care service at York Hospital
- Depends on time of day, medical condition,etc, personal emotional state (Aged 83)

2. What are the reasons you make these choices? (Please tick all that apply)



ANSWER CHOICES	RESPONSES
It is open at the time I need to go	50.37% 274
It is close to my house/work	30.51% 166
I prefer to see my own nurse/GP	32.72% 178
I do not want to bother the GP	12.68% 69
I will not be able to get an appointment on the same day with my GP	25.74% 140
The GP practice is closed at the time I want to get urgent medical care	31.07% 169
I want to see someone straight away who can treat and diagnose my problem in one go	27.76% 151
It is easier to be seen, treated and pick up medication	21.88% 119
I like to get advice over the telephone	25.92% 141
I don't know where else to go	10.85% 59
It has the services I need e.g. x-ray/prescription facilities	13.42% 73
I am currently being seen as a patient of that service	7.35% 40
I don't know	2.02% 11
Other (please state)	Responses 6.25% 34
Total Respondents: 544	

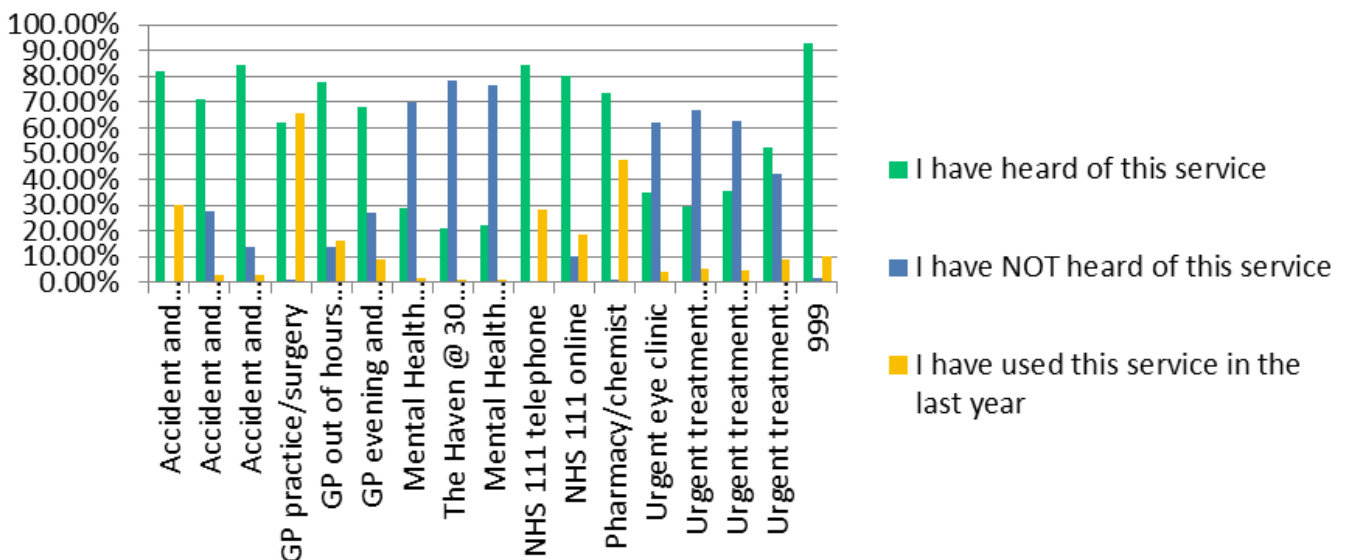
Others (Please state).....

- I understood this to be the right place to access support.
- Urgent appointments are strictly rationed. Recently I had to wait 3 weeks. After lockdown, you have to wait 3 minutes while a recorded message tells irrelevant stuff about NOT coming to the surgery, and then wait in a long queue on the 'phone to explain at length about suspected skin cancer
- Never had a same day appointment with GP and there is never a nurse or GP free when I do call. A&E would be a last last last resort
- They make it Very very difficult to see my GP
- Ease of access of NHS website
- It's the most appropriate course of action, getting me the level of care that I need without wasting the time of the Health Service.
- I would use a variety of the above depending on the nature of the issue
- My local GP practice has no GP's in it.
- Not regarded as important enough to consult GP
- I shouldn't be bothering any more urgent service
- It is opaque as to what one should do with any medical issue aside from coronavirus suspicions.
- Depends on symptoms and suggestions from 111.
- A pharmacist would be my first call.
- My GP has an urgent care centre facility; after a triage phone call if necessary they can give you an apt
- Try to keep away from acute care unless really required
- If I was in that situation I would wait to see my GP but if my child was in that situation I would take them straight to A&E as I would want them treated immediately.
- It's immediate, and I can scale up to GP from their advice if necessary
- Try to be organised and use gp first if possible
- I ask my relative (GP) for advice
- I try this first
- I wouldn't want to bother a hospital
- 111 never answers and usually doesn't know the answer
- Pharmacy for easy access
- I would make a decision depending on what the problem was considering all of the above
- I assumed that's what you're supposed to do
- If it's not life threatening, I want reassurance and appropriate treatment without the need of taking up a GP appointment or going to A & E. The options I have chosen should enable me to resolve the issue.
- I'm quite well informed about the options available to me so will seek the most appropriate method of finding advice/treatment
- I don't want to bother A&E unless necessary
- These questions assume that I have needed such care - I thought the survey was to ascertain what I would do if I needed such care
- I have little confidence in NHS 111 though I have not used it (and probably would not). I have "used" NHS 11 on-line but it is merely a regurgitation of other readily available generic information.
- Depends on time of day and symptoms. Talking for when helping husband and so far not required any urgent care for myself
- Pharmacist could confirm urgency - and maybe provide medication pending an appointment

- I have always found that community pharmacists give really good, comprehensive advice. So you get good advice, plus it feels right to not use up GP practice time unless genuinely necessary. Having said that, when I have decided that phoning GP (Priory Med) is the best thing, my experience is that they're really good at getting you an urgent (ie same day) appointment if it's necessary, and especially when it's for a child. I also find the call handlers at Priory Med really good. If you're not sure if it's urgent or not, or if you even need to be seen at all, they are really good over the phone. I avoid 111 like the plague because their response has no nuance. It fees very one-size-fits-all, and I've ended up in the past wasting time going to A&E because of poor advice from 111.
- I would try Pharmacy first if open but otherwise I would try to speak to GP out of hours or to book a triage / nurse appointment that day

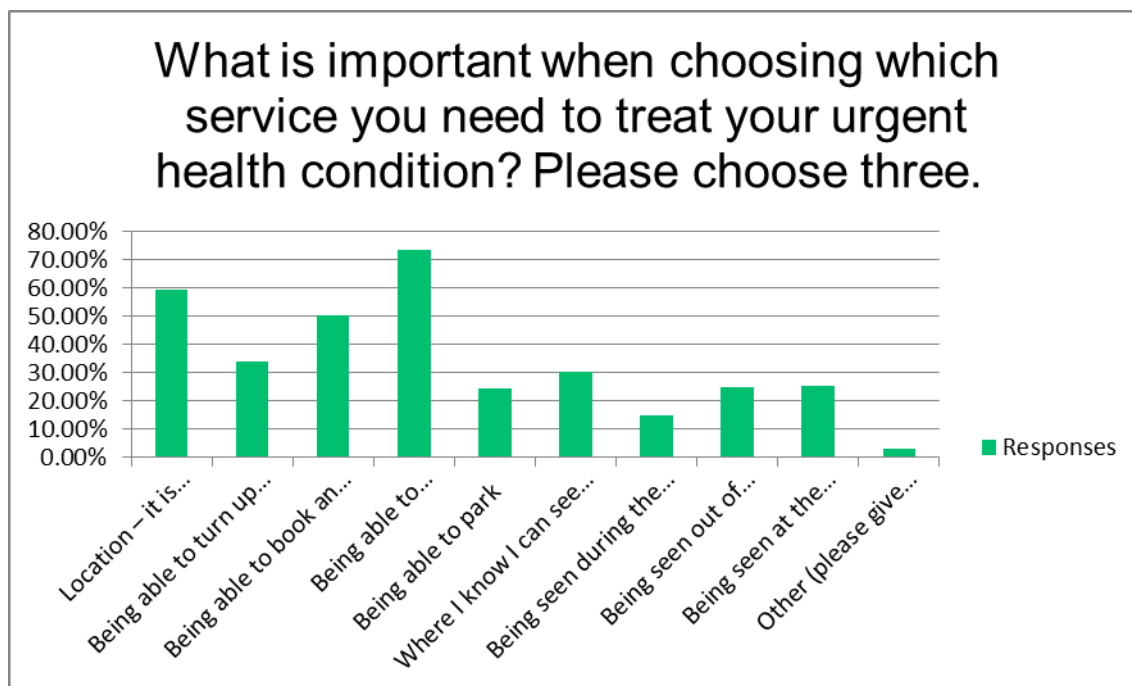
3. From the following list of NHS Services, please select those that you have heard of or used the service is the last year.

From the following list of NHS services, please select those that you have heard of or used the service in the last year.



	I HAVE HEARD OF THIS SERVICE	I HAVE NOT HEARD OF THIS SERVICE	I HAVE USED THIS SERVICE IN THE LAST YEAR	TOTAL RESPONDENTS
▼ Accident and Emergency (A&E) at York Teaching Hospital	81.82% 441	0.56% 3	30.06% 162	539
▼ Accident and Emergency (A&E) at Hull University Hospital	71.39% 297	27.64% 115	2.88% 12	416
▼ Accident and Emergency (A&E) at Leeds General Infirmary	84.76% 367	13.63% 59	3.23% 14	433
▼ GP practice/surgery	62.24% 333	1.12% 6	65.79% 352	535
▼ GP out of hours service	77.85% 362	13.76% 64	16.13% 75	465
▼ GP evening and weekend appointments (not necessarily at your own surgery)	67.97% 314	26.84% 124	9.09% 42	462
▼ Mental Health Single Point of Access phonline - York residents	28.81% 119	70.22% 290	1.94% 8	413
▼ The Haven @ 30 Clarence Street	20.98% 86	78.54% 322	1.46% 6	410
▼ Mental Health Helpline - North Yorkshire residents	22.47% 91	76.79% 311	1.23% 5	405
▼ NHS 111 telephone	84.62% 429	0.59% 3	28.60% 145	507
▼ NHS 111 online	80.04% 361	10.42% 47	18.63% 84	451
▼ Pharmacy/chemist	73.80% 369	1.00% 5	47.40% 237	500
▼ Urgent eye clinic	35.14% 143	62.41% 254	3.93% 16	407
▼ Urgent treatment centre Malton	29.63% 120	67.16% 272	5.19% 21	405
▼ Urgent treatment centre Selby War Memorial Hospital	35.48% 143	62.53% 252	4.96% 20	403
▼ Urgent treatment centre at York Teaching Hospital	52.74% 231	42.01% 184	9.13% 40	438
▼ 999	92.99% 451	1.86% 9	10.10% 49	485

4. What is important when choosing which service you need to treat your urgent health condition? Please choose three.

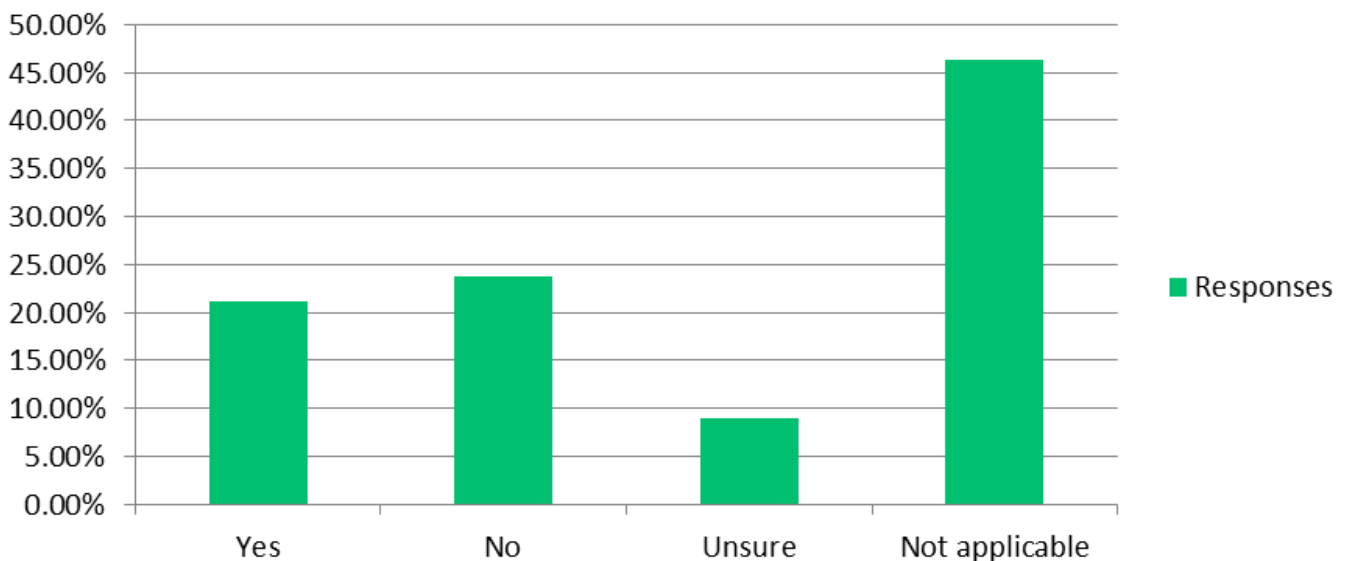


ANSWER CHOICES	RESPONSES	
Location – it is easy/close to get to from where I live or work	59.27%	323
Being able to turn up at a location and wait to be seen	33.94%	185
Being able to book an appointment to see/speak to a healthcare professional	50.28%	274
Being able to see/speak to a healthcare professional on the same day	73.39%	400
Being able to park	24.22%	132
Where I know I can see a doctor	30.28%	165
Being seen during the day time	15.05%	82
Being seen out of office hours or in the evening	24.95%	136
Being seen at the weekend	25.50%	139
Other (please give details)	Responses	3.30% 18
Total Respondents: 545		

- Being confident of securing medication/treatment as appropriate
- Depends upon how urgent the problem is
- That it is appropriate e.g. not bothering GP if not necessary to.
- As with the other questions, I am answering this hypothetically
- I don't necessarily need to "see" anyone. But I want to be dealt with by a nurse or doctor, not a call centre operator. If I did need to be "seen" either being close to home or with suitable parking would be important as I am shielding.
- For myself, if I was ill I would be looking for reassurance
- Feeling confident the service will take my concerns seriously and be kind in their treatment of me and others.
- The answers to this question don't make sense as it depends on the time of day the urgent need arises!

5. What would you make different choices if your child was ill and needs treatment for an urgent health condition on the same day?

Would you make different choices if your child was ill and needs treatment for an urgent health condition on the same day?



ANSWER CHOICES	RESPONSES	
▼ Yes	21.10%	115
▼ No	23.67%	129
▼ Unsure	8.99%	49
▼ Not applicable	46.24%	252
TOTAL		545

[Comments \(95\)](#)

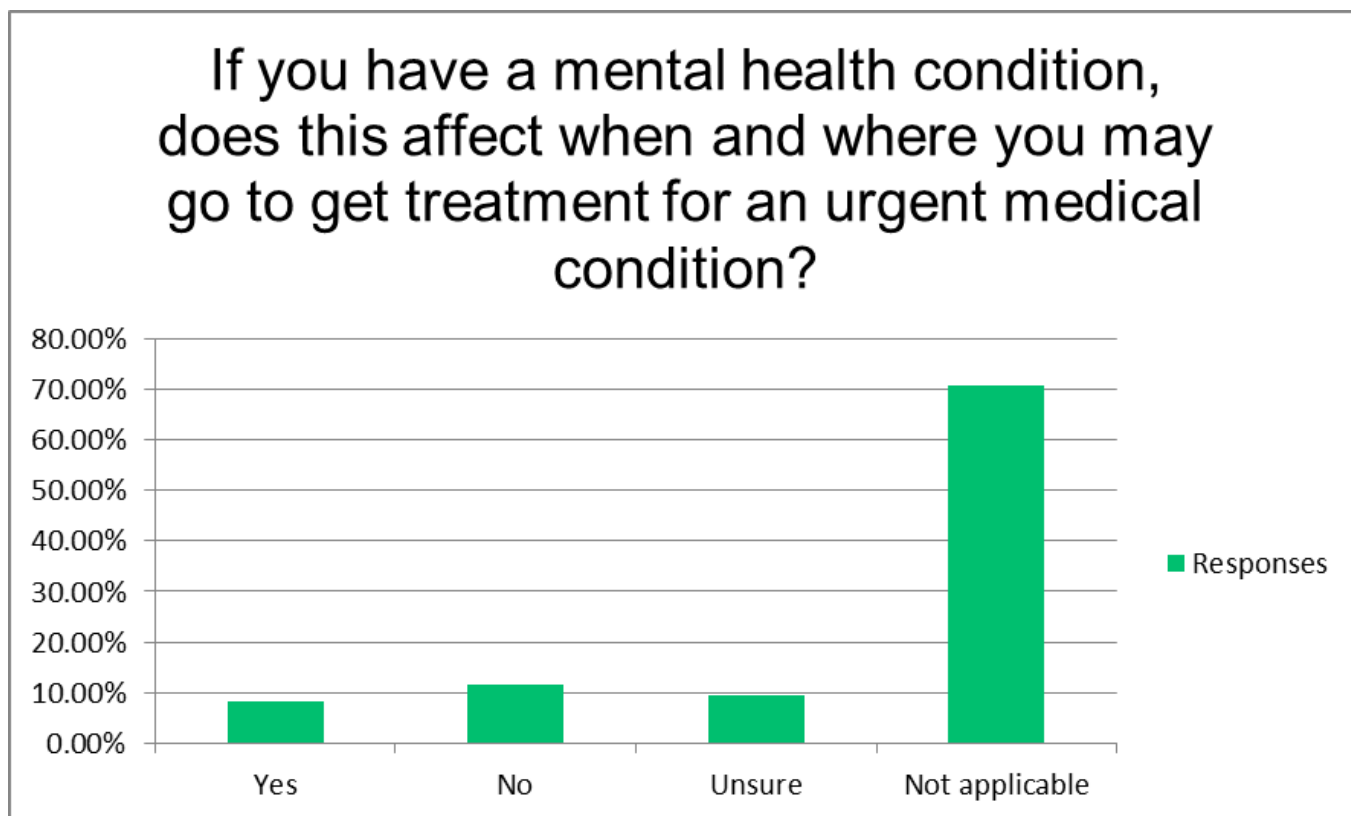
Comments....

- go to A&E
- A & E
- A and E
- Might be more likely to call 999
- Straight to a and e
- A and E if urgent as complex medical needs and as go not seeing anyone during pandemic I aren't going to wait all day for a call back
- What ever was needed to get them seen as quickly as possible
- A/E if gp appt unavailable
- Might go to A and e
- Ring the surgery or NHS111
- I would go to A & E
- If no appointment was possible, would take him/her to see doctor - whatever the wait.
- Would want same day.
- I would get help more directly
- A&E
- GP first a and e in desperation
- Go to A&E
- It would depend on the problem and time of the day
- Ring 999 as needs ambulance intervention and A&E for his condition.
- I would travel further to be seen if needed
- As my child is 5, I'd want them seen very quickly. Not always sure if there illness is serious or not, with myself I have a good idea where I need to go.
- Being able to see a professional quickly
- If out of hours I would phone 111 and then if they advise, would take them to A&E or take them directly to A&E if my child was in pain
- NHS111
- Take them to A and E
- Probably Go to A and E
- Emergency Department
- As above I would go straight to A&E as I would want my children seen immediately and have full faith they would be seen by a Dr there if needed. There is also x ray facilities on site.
- Less worried about it being a GP I know, happy just to see any Doctor
- Be more proactive
- A and E if necessary
- Attend anywhere I could get treatment quickly

- Go to A and E or ring for an Ambulance
- Phone a dr. & take his advice
- Try GP, then try out if hours if appropriate, then try non urgent NHS phone line. If necessary go to A and E.
- Ring 999
- 111 then A&E
- Phone 111 and maybe go more directly to A&E if nowhere else was easily available immediately.
- Travel further if only option
- Ring until I got the correct outcome
- Hospital
- Straight to hospital.
- I don't have a child any more but if my child was ill I would not take no for an answer
- I would go straight to A&E
- Go to A&E
- Go to A and E
- Go to A&E
- Go to a and e
- A&E York or Selby
- Anything to get treatment
- A and E after ringing 111
- A&E or 999
- Call 111 or take them to A&E
- Ring 999
- Contact GP initially, if not offered same day appointment and still feel child needs to be seen then a&e
- Depending on my assessment of how ill the child was I would want same day GP treatment or if I judged serious would take to A & E
- Go to cas at York
- A and E
- Go to A&E
- Go wherever open
- Preference would be GP, if I couldn't get an appointment, I'd go to A&E
- A&E
- Take advice from usual health services as they would redirect me to the appropriate centre
- Seek help more urgently from 111 or hosp
- Depending on what it was either phone gp or if needed a&e
- Take first available appointment wherever
- Depending on the severity would attend ED
- It would depend what it is but more likely to take my child to A and E.
- A and E or consult their consultant (child has complex health needs)
- Will attend A&E
- Get whatever care and advice I could.
- I would consider going to a hospital
- I would go to A&E if I felt they needed urgent care or had a broken something
- I would use NHS 111 more and possibly A&E depending on the severity

- Call more acute services
- Select most appropriate service at time
- Depends on illness, if not too serious would visit pharmacy for advice/treatment, if something I don't think they could help with would contact GP surgery in first instance
- I would be more inclined to use A&E/UTC for my children than for myself as they are very young and are more likely to need to be seen/treated immediately
- Be more likely to seek help earlier.
- I would ring my local surgery for an appointment/ discussion with a health care professional.
- Call 111 and/or attend A and E dept at York hospital
- Probably ring 999
- I would want to be able to see a health professional and would wait to be seen if I am not able to get a booked appointment.
- I would go straight to A&E
- If everything was unavailable I would go to A and E/ urgent care at York hospital
- If I thought my child's life was in danger I would go straight to A&E
- If my child had a potentially serious/urgent health condition I would first speak to my GP, but if unavailable I would probably go to A and E. I would not take chances with my child's health.
- A and E if really unwell- GP if not
- Probably the same routes but I would be a bit firmer about wanting to speak to someone about the situation if concerned such as a nurse if I couldn't get GP appointment.
- I would be pushier about getting the right help for my child. The routes I would choose would probably be the same but I am much more likely to allow myself to be deterred from seeking urgent treatment for myself than I would be for my child.
- Sick children can deteriorate so quickly that if I couldn't speak to or see a health professional as soon as I felt necessary I would take the child straight to A&E. Having said that, on the one occasion I needed urgent care for our then 4-year-old grandson a paramedic at our GP's urgent care clinic correctly diagnosed and treated him for a serious infection that had been missed by a health professional in A&E the day before (where his parents had taken him).
- Travel to where I could see a doctor
- If necessary I would be more inclined to phone 999 for a child.
- I would be more likely to go to A and E rather than choose another option.

6. If you have a mental health condition, does this affect when and where you may go to get treatment for an urgent medical condition?

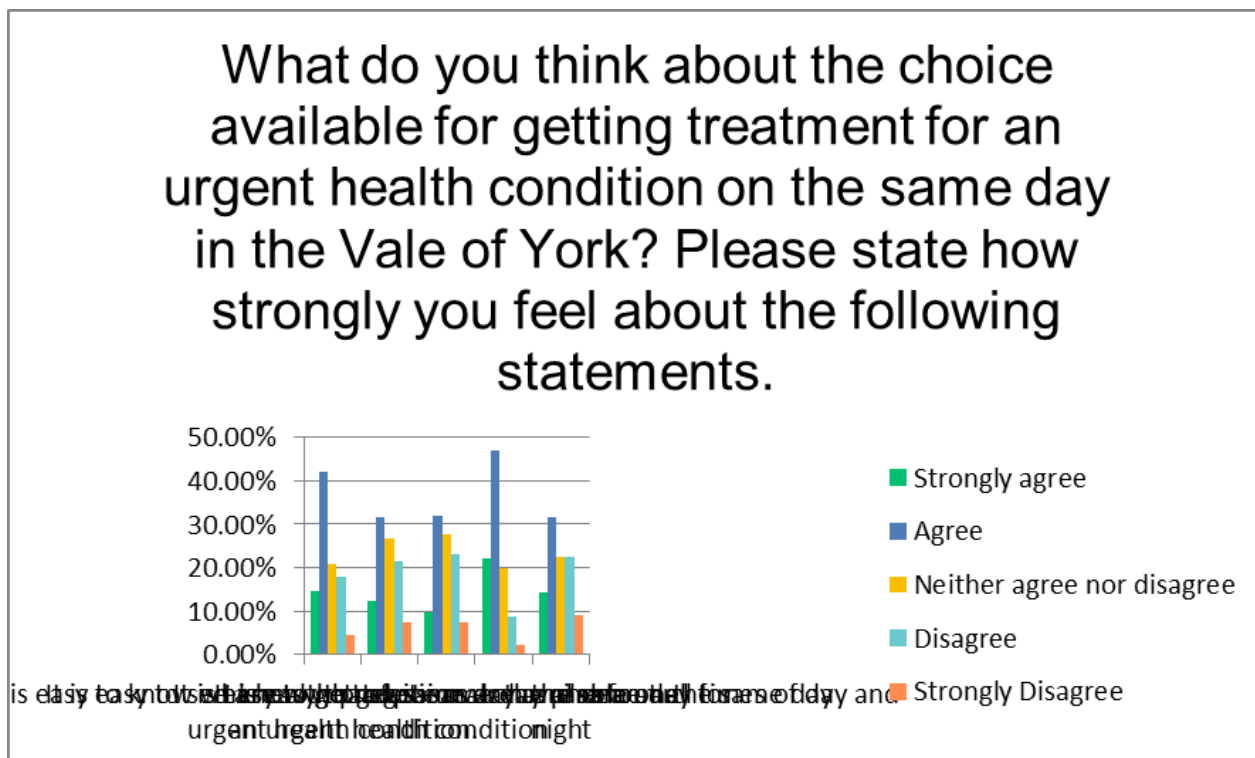


Comments....

- Suffer with anxiety, always feel I am wasting people's time.
- I need to be understood. my PTSD is related to medical care so very important how i'm treated
- My daughter has psychosis and refuses to see GP. It took 11 years to get a GP to come to the house to see her.
- Would want mental health team available easily
- Specialist treatment required
- I worry that I may be wasting people's time
- Getting a quick response help the final decision to be quicker about what treatment is required.
- I don't go to the gp , I asked for help with my mental health but they made it so difficult just to even see a gp , gave up
- Want to see GP
- Past experience I have been treated badly at A&E so wouldn't go there

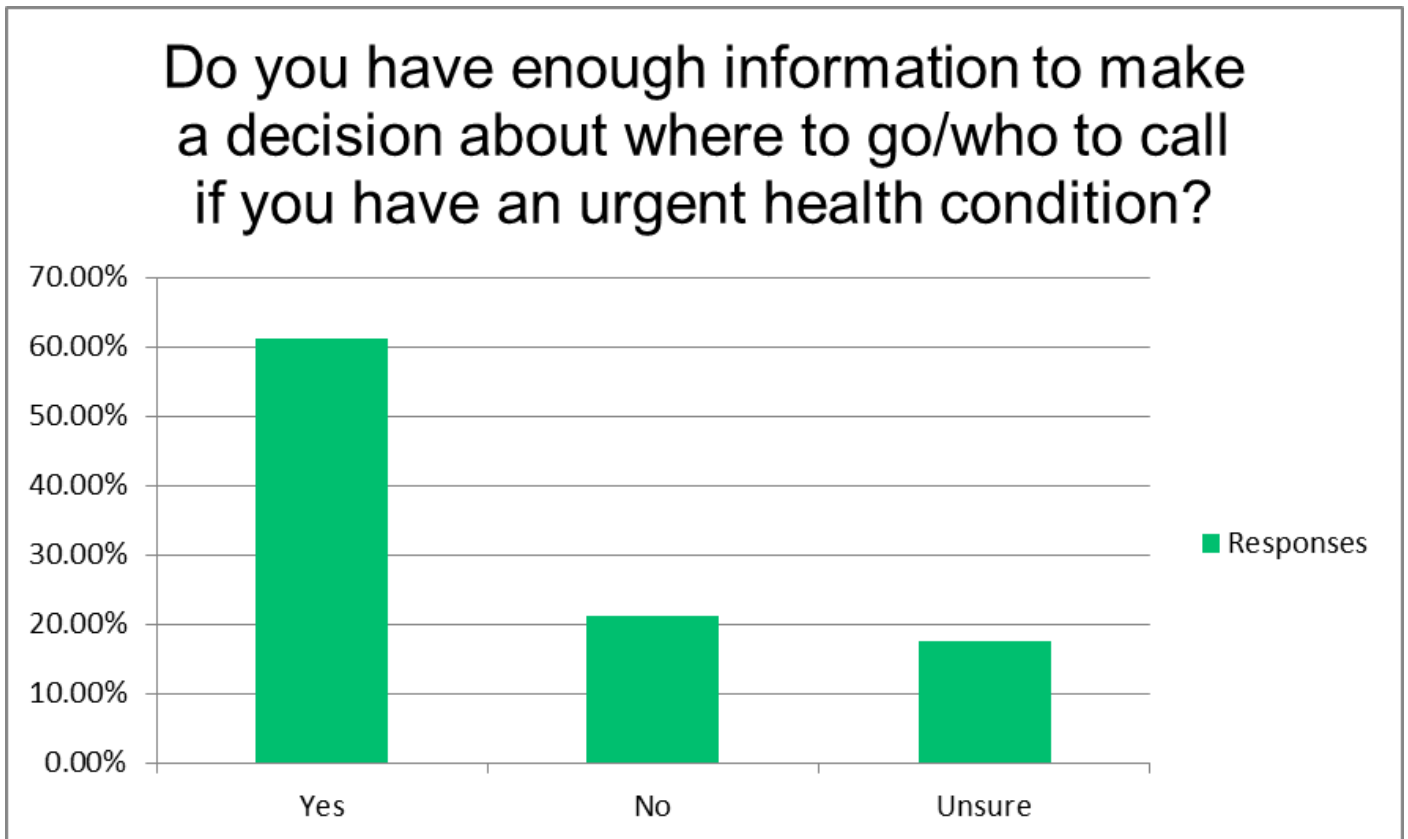
- OCD would try to avoid hospital
- I would seek help from a service specialising in mental health rather than a more general medical facility
- Need assurance of familiarity
- I have vascular dementia
- Having had previous mental health issues I would probably not now know where to go as the Mental Health Service in York has completely changed.
- Only will see my GP
- My child has ADHSD and I've used out of service
- I would want to see someone I know and who i could get follow up
- Phone calls can be difficult; leaving the house can be difficult; admitting weakness to another human being can be difficult
- I have to dare to go. I can't always get up courage to use phone and explain. I have to choose a way of travel that I see as safe in the circumstances.it takes a lot of courage for me to tell anyone I am in difficulty and if I am sent away I may not know how to cope or try again.
- Previous experience of NHS means I would avoid it at all costs.
- Seeing a Dr who I know is more reassuring than seeing a Dr I don't know
- Need to be able to see my own gp. Not good round a lot of people
- Prefer to see familiar face who know abit about me and not have to go through everything multiple times to multiple people
- I prefer familiarity so the same surgeries for GP appointments, or telephone appointments. Going somewhere new including the hospital makes me less likely to go
- Talking to people on the phone is hard, online or in person is preferable
- Travel phobia – need/york area treatment
- Will need help
- Own GP, they know me and understand my worries....
- PTSD sufferer so various 'triggers'
- My husband has cognitive issues associated with parkinsonism/parkinson's disease. It is a lot easier/better care if he is seen in our GP practice where staff who knows him. Try to avoid hospital care at all costs!
- It is important that someone who understands your condition can see you.
- my anxiety and depression would make me think i was wasting people's time and so i'd probably wait for a non urgent GP appointment if my mental health was bad. also places that were further away or harder to get to on public transport would feel impossibly far away

7. What do you think about the choice available for getting treatment for an urgent health condition on the same day in the Vale of York? Please state how strongly you feel about the following statements.



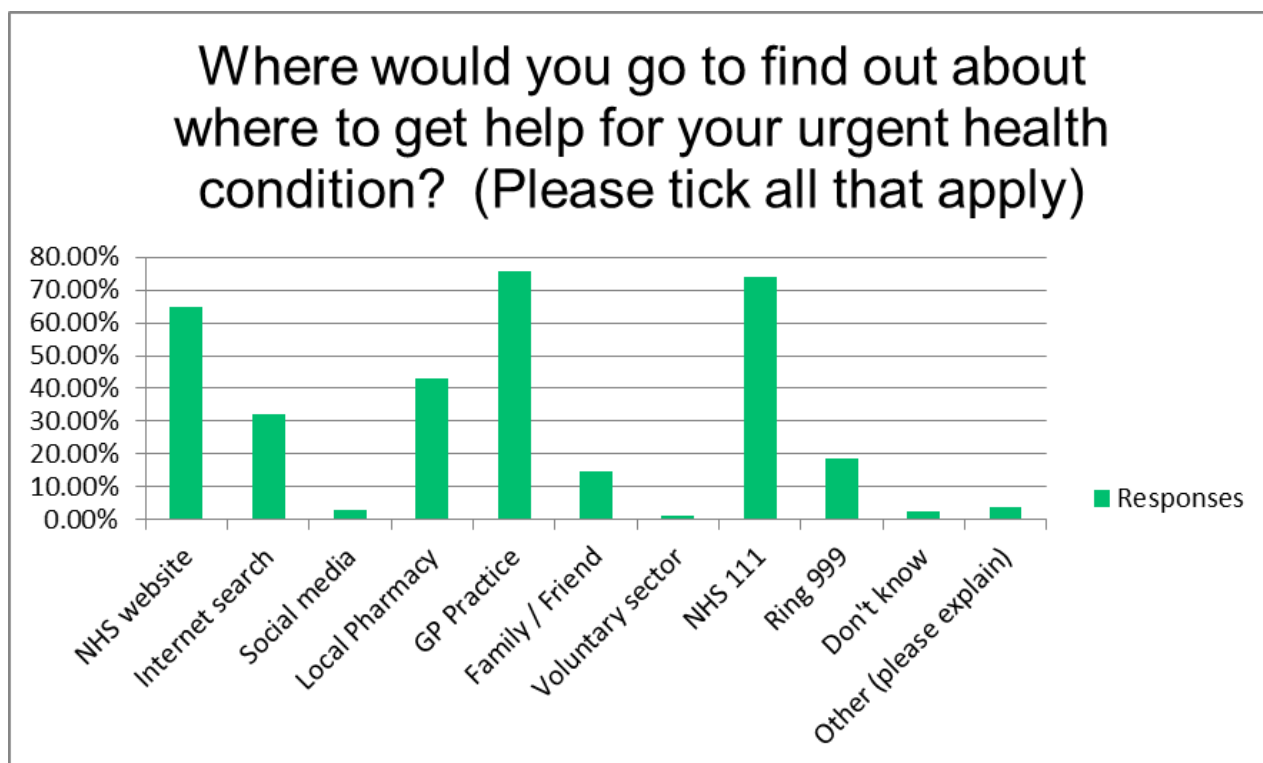
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
It is easy to know where to go to get same day care for an urgent health condition.	14.77% 79	42.06% 225	20.93% 112	17.76% 95	4.49% 24	535
It is easy to see a health professional on the same day for an urgent health condition	12.50% 67	31.72% 170	26.68% 143	21.64% 116	7.46% 40	536
It is easy to get same day care near me	9.87% 52	31.88% 168	27.70% 146	23.15% 122	7.40% 39	527
It is easy to get advice over the phone on the same day	22.14% 118	47.09% 251	19.89% 106	8.63% 46	2.25% 12	533
I know what options are available at all times of day and night	14.31% 76	31.45% 167	22.60% 120	22.41% 119	9.23% 49	531

8. Do you have enough information to make a decision about where to go/who to call if you have an urgent health condition?



ANSWER CHOICES	RESPONSES	
Yes	61.21%	333
No	21.14%	115
Unsure	17.65%	96
TOTAL		544

9. Where would you go to find out about where to get help for your urgent health condition? (Please tick all that apply)



ANSWER CHOICES	RESPONSES
▼ NHS website	64.71% 352
▼ Internet search	31.99% 174
▼ Social media	2.94% 16
▼ Local Pharmacy	42.83% 233
▼ GP Practice	75.74% 412
▼ Family / Friend	14.71% 80
▼ Voluntary sector	1.29% 7
▼ NHS 111	73.90% 402
▼ Ring 999	18.57% 101
▼ Don't know	2.39% 13
▼ Other (please explain)	Responses 3.68% 20
Total Respondents: 544	

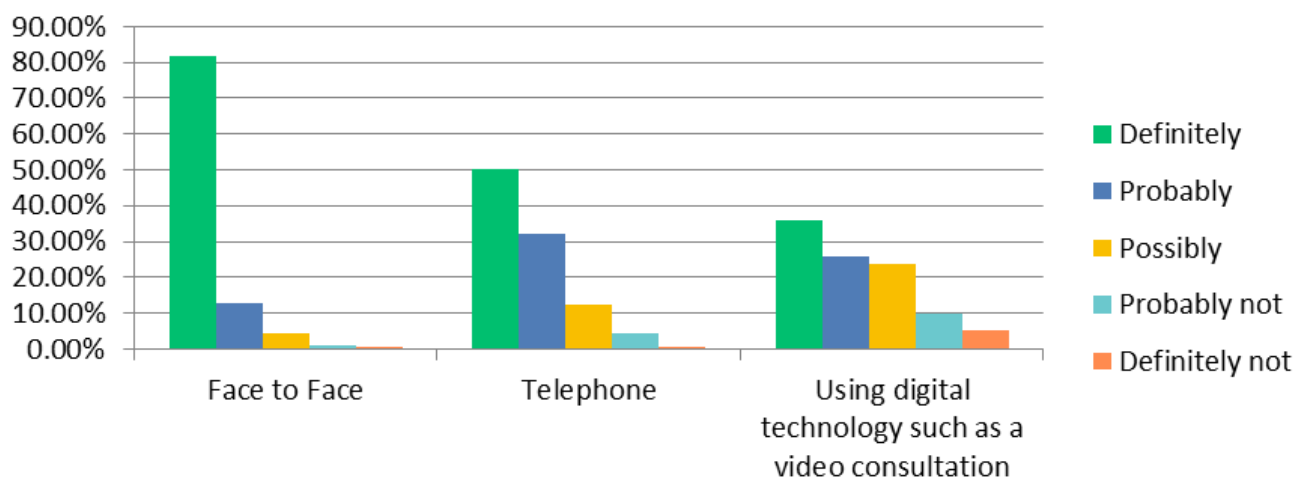
Other (please explain)....Not sure

- Friends who are medical
- Bupa Digital 24/7 using Babylon app
- The obvious place would be the 'cold' section of A & E
- Too many changes to existing n my education facilities leads to confusion as to which location is best
- Hospital
- Instinct would guide me towards A & E rather than bother anyone else.
- A&E

- Already know
- Reliable neighbour/friend who can seek help/advice on my behalf
- Googling would simply make everything worse!
- My CPN
- Don't need to use anything
- Trust my own common sense that I need to seek help
- NHS 111 in non-covid times, NHS 111 online in covid times
- Would only ring 999 if thought serious/life threatening
- Google
- York Hospital
- I wouldn't as already know what my options are, and have a job that means I keep informed of changes. I still think it is a shame our walk in centre closed though - it provided a good alternative for anyone struggling to see a GP.
- Depends on condition, state of memory, time of day /day of week

10. If you needed urgent medical attention, how likely are you to use an urgent care service if the appointments are given in the following ways?

If you needed urgent medical attention, how likely are you to use an urgent care service if the appointments are given in the following ways?



	DEFINITELY	PROBABLY	POSSIBLY	PROBABLY NOT	DEFINITELY NOT	TOTAL
Face to Face	81.55% 442	12.73% 69	4.43% 24	1.11% 6	0.18% 1	542
Telephone	50.37% 271	32.16% 173	12.27% 66	4.46% 24	0.74% 4	538
Using digital technology such as a video consultation	35.96% 192	25.66% 137	23.60% 126	9.74% 52	5.06% 27	534

11. If you answered 'probably not' or 'definitely not' to any of the questions above, please can you state why this is?

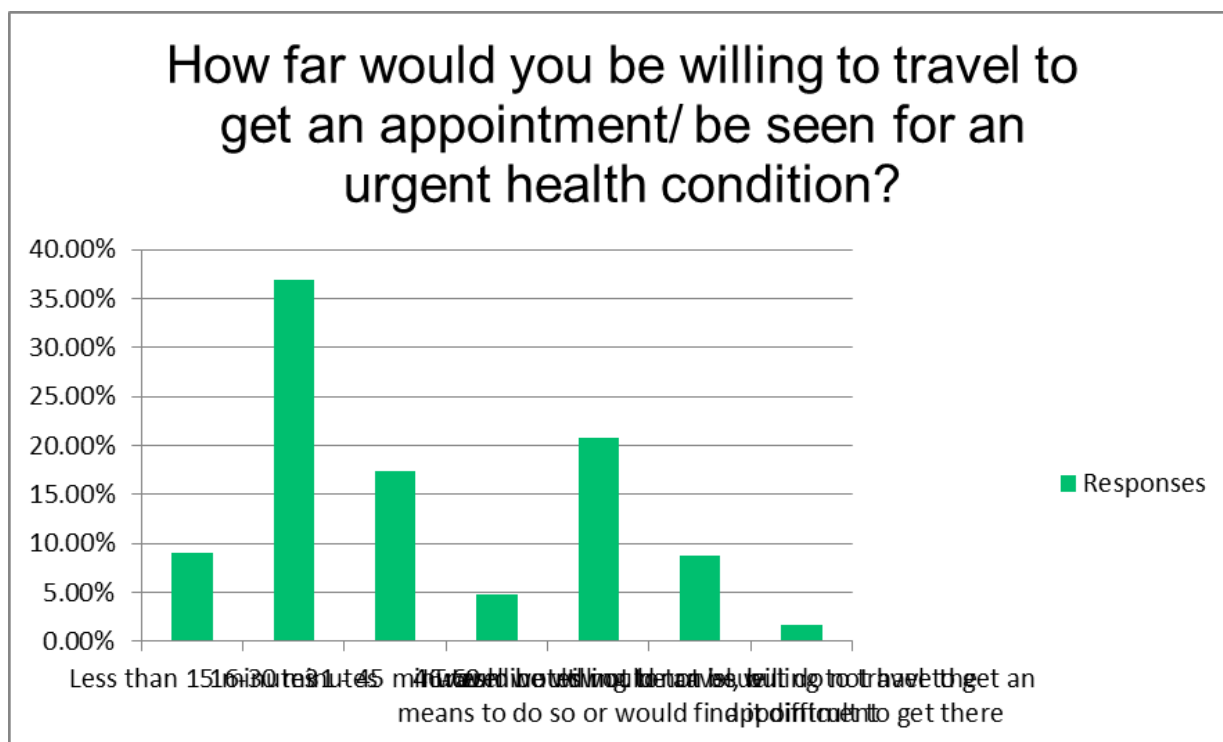
- Rather see a doctor in person
- Don't have the tech
- I have used digital technology during lockdown and feel it isn't as patient centred as face to face is.
- Internet service here is useless and not sure how a go can see what's wrong with you if re a lump
- I would use it for routine care not urgent
- If rather have a face to face
- Fear of taking coronavirus home to my shielding husband
- Not good on computer
- I don't want the NHS to become a virtual service. My recent skin cancer was initially missed in the surgery; never mind on the telephone where the doc could not even see me!
- I don't feel comfortable
- I have a brain injury and fin technology difficult
- It's a new method and would need to trial to check usefulness
- Access omg the tech
- Don't really know
- Don't think it's a suitable way of having a consultation over a video call.
- Don't do impersonal
- Not all people are tech savvy, particularly the elderly
- Don't know how
- Not very IT savvy
- I do not consider that even with new technology it is the best way to diagnose conditions, especially when temperatures, internal issues present, these cannot be judged on line, a face to face meeting is a MUST
- Would be more confident in a Face to face or visual examination via video than by just telephone call
- My video is unreliable
- Prefer to be seen by medical professional
- Prefer face to face and video technology is impersonal. Also no examination can be conducted
- Telephone - lack of knowledge to assess the severity of medical urgency. Digital technology - I am a digital dinosaur!
- My recent experience of a telephone consultation resulted in incorrect advice, whereas the pharmacist could see at once that I needed treatment which I cannot get.
- Do not understand how to do this , may not have equipment and would prefer face to face.

- Probably don't have the correct equipment
- I do not have internet (my son is answering this for me)
- I answered 'possibly' because in some cases I wouldn't be confident that the professional could make an accurate assessment without seeing or feeling the area concerned, which can't be done by telephone or video consultation.
- Have not done this before and if I was unwell may be too poorly to try and use
- During lockdown I had a video call for a problem with my child, the connection at the gp practise was not capable of sustaining the call. I could not hear her well and she could not see what was wrong; a combination of the quality of connection/?camera wasn't good enough and my child was not very compliant. If it had been for me, I would have felt uncomfortable.
- Video consultation would depend on condition I was seeking help for.
- Don't like video technology and talking on the phone.
- Always best and more reality to talk to someone about a health condition.
- I prefer face to face or a phone call
- I prefer face to face consultation
- Can't do proper examination over a video link
- Never used video so no knowledge but no aversion
- Don't understand how to do it
- Because I have had very bad experience of being diagnosed over the phone
- Unsure if this service Face to face you can see and understand more. About the person
- I don't think Video consultations are suitable for urgent care situations ok for routine. I would prefer face to face
- I don't have the IT expertise to do this
- I wouldn't trust the professional to be able to assess and fully understand the issue over phone and not seeing condition. Voice calls sound much better idea to me however I would worry I wouldn't know how to work the technology/ it not working properly and making the situation more when in need of urgent care than if I could just see someone.
- I have a phone phobia so it's difficult to ring and be rung back to get appointment, I also wouldn't be comfortable being on video call
- Video calls are difficult to set up, require tech I may not have, definitely require a better internet connection than I have, can't feasibly be done while at work, and even if all of the above were solved video calls are still just awkward. If I'm already having to discuss a health problem, I really don't need to feel any more awkward than I already will be feeling.
- I would need help to use this type of technology
- Don't like using internet
- Not got suitable technology
- Don't know
- They would be of little benefit to me as I am a medical professional. If I need a consultation it is likely I need to see someone face to face.
- Things can not be fully diagnosed by telephone or video consultations. How do they examine joints or lumps!!!
- If acutely unwell, require face to face interaction appointment, so can be examined and vital observations taken, bloods etc, feel it is important, lots of things missed, plus you don't require the extra stress of dealing with technology at a stressful time in your life
- I don't think a video consultation would have the same impact of me explaining the problem or being clear whether the professional would understand the nuances
- I find it hard to talk on the phone

- Not good at using technology
- Not being able to see someone or for them to see you can breakdown communication. Need to see body language and maybe show what the problem is, e.g a rash
- Don't use the appropriate technology required
- Broadband connection in central York is very flakey and I'm not particularly tech savvy.
- If my reason for contact is depression I could not concentrate enough to use technology. If my reason for contact is embarrassing I would prefer a face to face discussion where it could be dealt with straight away. Thirdly I may or sways have internet access.
- Don't have facilities to be able to do this type of consultation
- Face to Face seems a waste of time
- It's obviously not the same as a full examination so things can be missed. Would depend on the case.
- Not sure how to do video calls....much prefer face to face then GP/Professional can see you & treat holistically
- I will never use video and hate using the phone.
- I don't have equipment available to make use of this service
- Depends on the problem/clinician. Some things need f2f eg mental health especially if not known to clinician. Some physical issues could take more time to diagnose over phone or video.
- Not very good on computer
- I might get the technology wrong.
- Dislike this method of communication
- Need to see my own gp face to face Mental health issue means I am not good on phone
- Not very technologically savvy
- Do not always have internet access
- I'm rather deaf, so find the phone difficult. I'm not very computer savvy.
- I feel like "urgent" appointments are generally less appropriate for telephone or video appointments - the doctor is more likely to want to "see" an urgent issue and webcams don't have great cameras! I'd be happy to have routine telephone and video calls though.
- Do not use that facility
- I am not computer literate. Can only do basics.
- Not very good with IT
- Do not have easy access to digital technology
- I prefer to see a medical professional in person so they can get a better idea of the issues. Plus, it is not always possible to have privacy at home for a video call.
- It would depend upon the nature of the health issue.
- I have never used the digital technology option so would need to try that before I could say definitely
- It could be an issue logging on to a computer in an emergency.
- Poor eyesight makes on line difficult
- Face to face is now risky video / telephone consultations can't help when GP needs to palpate
- I don't have the technology to do this
- DO NOT HAVE ACCES TO TECHNOLOGY AT HOME
- At the moment, I prefer telephone or video contact, it is quicker and safer
- I do not use video technology by phone or laptop
- Would want to be seen in person either face to face or via video.
- IT takes too long

- How can anyone diagnose over the phone
- I am elderly, don't have confidence to use digital tec. If the attention was urgent then I would need to see a person not a robot, as they say
- At the moment, face to face means putting a person most likely to be infected (even if asymptomatic) in close proximity to someone most at risk (on the SPL), largely due to the government's complacency, incompetence and reckless actions and through no fault of NHS staff, struggling to do their best despite the government.
- In my opinion a dr needs to see the person face to face to judge skin pallor skin condition etc. Or feel where the problem exists
- Not good with technology
- Would prefer to 'show' condition and be seen Not technically adept
- When someone is ill and therefore vulnerable they are really seeking reassurance that someone is taking them seriously and understands their condition. I do not believe that a doctor who is unfamiliar with me/my notes would be able to reassure me over the telephone.
- Not confident in computer
- I want the health service to work as it always did when I worked within it. I am not interested in new dangled lazy ways and I think doctors should tell the time waters where to get off and bring back respect and not expectation
- It would depend on how easily I could talk to someone - (I've had to hold for 20mins or more in the past to access my GP surgery!) and also how soon any appointment might be offered by that route. Face to face it is easier to explain any limitations eg need to fit appointment around the frequency of public transport
- If it was something I felt a nurse/doctor needed to see I would be less keen on telephone unless it was for triage purposes
- My communication preference would never be for a telephone appointment. I find it quite hard to concentrate on the phone - so much communication is visual that for something like a medical appointment I would prefer any other method. I am happy using video chat for work and to see relatives but depending on the nature of the problem I was experiencing I wouldn't necessarily want to seek medical help in this way. Though I might accept this on occasion it still would not be my preferred route.
- No TV camera facilities on personal computer. Low level of computer knowledge @ aged 83. I do not drive at night
- If face to face not available
- Would be a new experience
- I do not have good internet service where I live.

12. How far would you be willing to travel to get an appointment / be seen for an urgent health condition?



ANSWER CHOICES	RESPONSES
Less than 15 minutes	8.99% 49
16-30 minutes	36.88% 201
31 - 45 minutes	17.43% 95
46-60 minutes	4.77% 26
Travel would not be an issue	20.73% 113
I would be willing to travel, but do not have the means to do so or would find it difficult to get there	8.81% 48
I would not be willing to travel to get an appointment	1.65% 9
TOTAL	545

Comments....

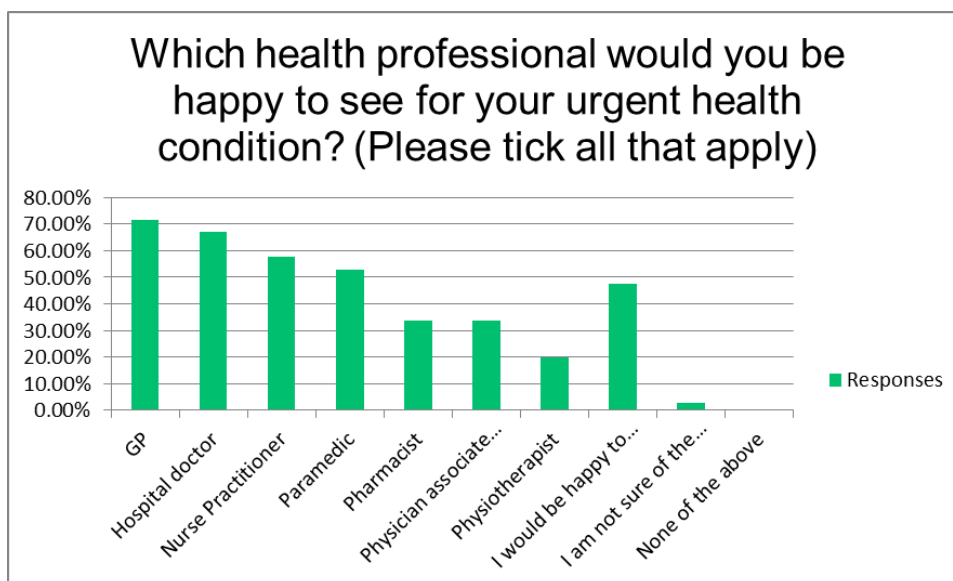
- Rural - 10 minutes drive to surgery; 20 minute drive to urgent care; 35 minutes to A and 60 minutes to alternative a and e
- Have to travel in anyway by car no buses live rurally
- Living alone, I am assuming I can walk or drive myself.
- id you require urgent treatment it is not ideal or always possible to be traversing Yorkshire to get it
- Depends on the issue. I am a 24 hour Carer so have to travel with or leave my husband alone in order to travel.
- It is ridiculous to expect people with urgent medical conditions to travel at all, but supposing it was safe to do so, I would drive up to 30 mins absolute maximum.
- Depending of course on how urgent
- Depends on the problem
- It would depend if my husband could take me as I have a fear of traffic and don't go out of the house without someone with me (only into the garden)

- If talking about York hospitals we could do this provided it was possible to drive and park within that timescale
- I have a car and can drive. If unable to drive I would ask a neighbour/friend to drive me. No buses. If life threatening I would ring 999 for an ambulance.
- York is 30-45 mins away on a good run for me if I need the services there eg. X-ray that isn't 24hrs nearest to me. My answer isn't based on willing it's based on actually need/availability
- Travel would not be an issue subject to what the health Problem was,if unable to drive it would be an issue????
- All appointments require much travel
- Its two buses to GP's. and hospital. I don't drive.
- Providing a qualified doctor sees the patient, this is OK, but to travel and then not get appropriate diagnosis/treatment can be frustrating I think.
- Depends on condition
- Travel not an issue in itself but a problem if feeling very unwell
- 60 minutes a long time if urgent
- Live in rural area may not be well enough to travel
- If the problem is urgent, I would not like to waste valuable time travelling.
- In normal timed GPS are much more reluctant to come to see you these days which can be problematic for me as I am 98 and my doctors is 0.9 miles away, often I don't see anyone if I'm not well enough to go to the surgery.
- We do not have a car - so there are obvious issues. Nor can one obtain a taxi readily at the moment.
- I dont drive
- If urgent care is needed, distance travel seems contradictory
- I am a wheelchair user and do not drive so getting to appointments is always an issue
- If you require urgent treatment and can drive distance would not be an issue.
- Needs to be within a 30min WALKING distance
- It all depends on the problem and if a lift was available if it was not possible to drive.
- It would depend what it was, how ill you felt to whether any form of travel would be appropriate at the time.
- Parking If it was night time
- Poppleton doesn't do same day appointments anymore. If my husband has our car at work how do I drive my children to Acomb? If I am sick or injured how do I get to Acomb?... They say people are willing to travel to 'out of hours', so they should be willing to travel for same day appointments.... Out of hours ,my car is here. Not at my husbands work.
- For me personally I would be willing to travel around 30mins but if my child was urgently ill I would not be willing to travel much longer than 15mins.
- being the only driver in the family, if i'm ill it's not practical or safe to be driving far
- Depends if my husband was around to drive me, and level of pain I was in, and what was wrong with me.
- It depends if you could travel the health problem may mean it was unwise
- If the condition meant I was unable to drive, depending on the time of day I would be limited to means of transport to service (relying on bus or taxi - expensive)
- as a non driver difficult to access some places
- As I can't drive any appt would mean a taxi ride
- At the moment I am mobile and can drive. If I could not then the problem becomes more difficult.
- I'm a single parent in a rural area so I worry how I'd seek urgent help for myself

- no choice we live in middle of nowhere have to travel to York for GP or any medical need or pharmacy etc (live over border in N yorks but in vale of York ccg)
- If I was ill and in no fit state to drive myself I would phone the doctor to come out or if they could not come phone ambulance
- I think it depends on how ill I am and whether I feel it is safe to drive
- If able to travel , i would travel. But if have d&v or vomiting. No.
- If really unwell and none else can drive then wouldn't be prepared to get a taxi
- Travel would be an issue if my urgent health condition prevented me from driving.
- I rely on public transport and so Central location e.g. York centre
- I do not drive so usually would have to walk.
- Some situations I may not be able to travel up to an hour
- It obviously depends on the case. Severe pain, immobility and vomiting are examples where travel wouldn't be possible unless by ambulance. Other cases might depend on whether I am alone or someone can take me.
- City of York travel and roads are unpredictable and a normal 15 min journey for some could be 1 hour on a busy time of the week. Locality and traffic volume should be integrated into your planning.
- But it would depend on problem/clinician I was seeing. Might be too ill to drive. Would travel as far as necessary to see a good mental health clinician.
- Depends whether the 'condition' affects my mobility....eg checking my eyesight by driving 60 miles round-trip? no...
- would depend on the health condition though ie if possible to travel or not with the condition
- In the past we have travelled 50 minutes to York A & E
- I would have to use public transport as a taxi would cost too much
- Travel would depend on the condition
- It depends on how urgent it is and how quickly something local is ie. I would probably wait 5hrs and travel 15 mins rather than wait 2hrs but travel for an hour
- I would have to get a taxi and have my 2 year old son with me, so it'd have to be close by
- Depends on the condition, some might make travelling more difficult than others.
- On the assumption that I could drive with my "urgent" condition
- Happy to travel unless condition made that difficult
- I have plumped for a middle of the range time but feel that the distance is a secondary choice depending upon the urgent condition and whether driving someone to the appropriate venue may impact on whether the condition may worsen.
- It can be an issue for our family as our practice offers urgent medical care at a site that is some distance from our home address. this is really inconvenient for people who don't drive and doesn't sit well with the idea of being registered with a local GP surgery.
- travel phobia eg could not get to Leeds without severe anxiety attack
- I am an 83 year old wheelchair user. can only travel in taxi
- I live alone, so my ability to travel would depend on whether I were able to drive.
- Travelling is dependent on the urgent issue and whether you are able to drive or need someone to drive you.
- I have no-one to take me to an appointment therefore it is down to me being able to drive myself there, if able to.
- Living in a village outside York we have always had to travel for urgent care. This can be very stressful when I young child requires the care so please don't move it any further away
- I rely on public transport or travel by foot. If I was ill, I would struggle to obtain transport.

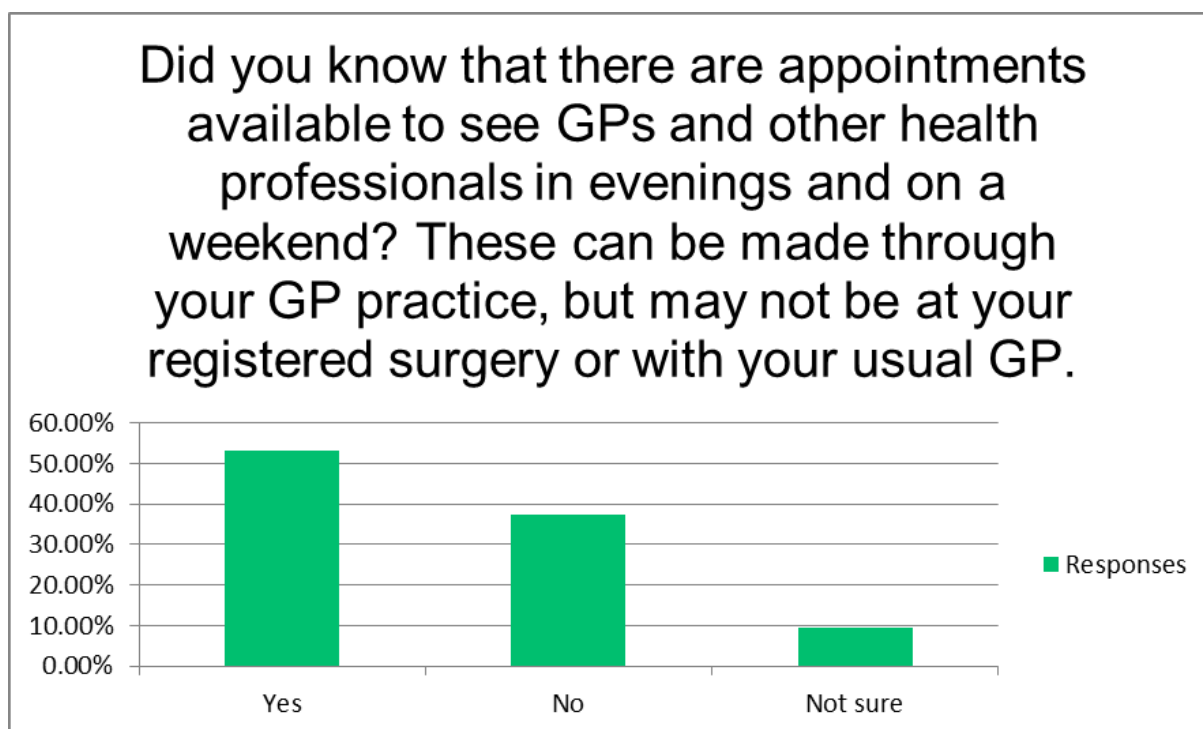
- If it's urgent then I'd be likely to want to get help quickly
- If I lived alone and could not drive to get help, but needed support to travel. elderly people are often on their own ..could get taxi for short journey
- Assuming the "urgent" condition did not affect ability to drive and parking was available within reasonable walking distance and did not require a physical contact payment method.
- Some might be too ill to drive or need an ambulance.
- Obviously it depends on your urgent condition
- Travel depends condition and ability to drive
- It would depend on if someone lives alone...I do not have anyone on hand who could take me so it would involve a taxi possibly (which I wouldn't necessarily feel safe in) and so a journey of over 15 minutes would be prohibitive
- Location is all-important for anyone who does not have a car. It would depend on the frequency of public transport - which may be non-existent in the evenings....
- I live in a 1 car household so if my partner is away getting around York is challenging. There are no circular bus routes and GP practices that are grouped together do not seem to have any consideration for how hard it would be to get from a home near one practice to a practice the other side of York. If the appointment was for me travel is difficult enough without a car, but if it is for my child it simply isn't practical to be using multiple buses to get to places I barely know with a poorly little one. And no practices seem to have parent and child parking even when I do have access to a car. Going to the hospital to access out of hours is also a bit of a nightmare if we don't have the car. It's a bus into York, then a fair walk. It would also be helpful if the baby change facility also had a toilet adults could use as if you are there with a child in a pram or car seat you either have to try and manoeuvre them into one of the tiny cubicles in the ladies with you or abandon them and hope they are still there when you get back, or beg a member of the very busy staff team to watch them.
- Not straightforward - depends on time of day, ability to travel due to nature of the problem e.g. able to drive, transport available if not - car/bus/able to walk - easy parking if able to drive
- Would depend entirely on physical & emotional condition, time of day and personal emotional/physical condition
- If I was so ill, i would travel but would need someone to drive for safety reasons.

13. Which health professional would you be happy to see for your urgent health condition? (Please tick all that apply)



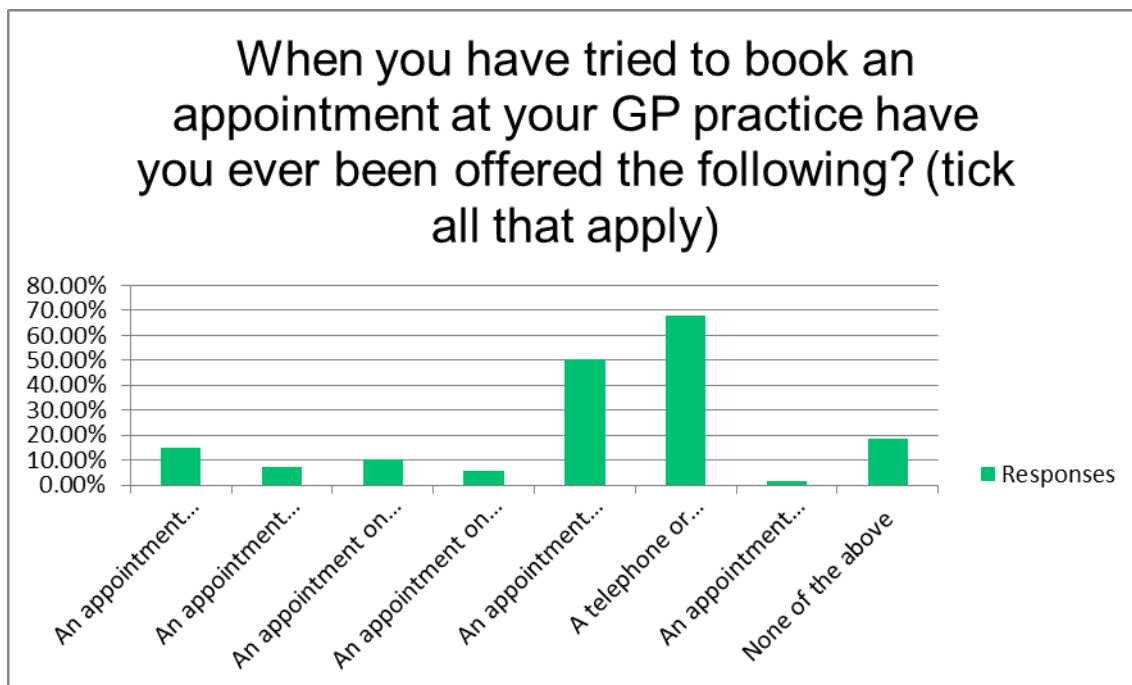
ANSWER CHOICES	RESPONSES
▼ GP	71.38% 389
▼ Hospital doctor	66.97% 365
▼ Nurse Practitioner	57.80% 315
▼ Paramedic	52.84% 288
▼ Pharmacist	33.76% 184
▼ Physician associate (healthcare professional with a generalist medical education who work alongside doctors)	33.58% 183
▼ Physiotherapist	19.82% 108
▼ I would be happy to see all of the above	47.71% 260
▼ I am not sure of the difference between the people listed	2.75% 15
▼ None of the above	0.00% 0
Total Respondents: 545	

14. Did you know that there are appointments available to see GPs and other health professionals in evening and on a weekend? These can be made through your GP practice, but may not be at your registered surgery or with your usual GP.



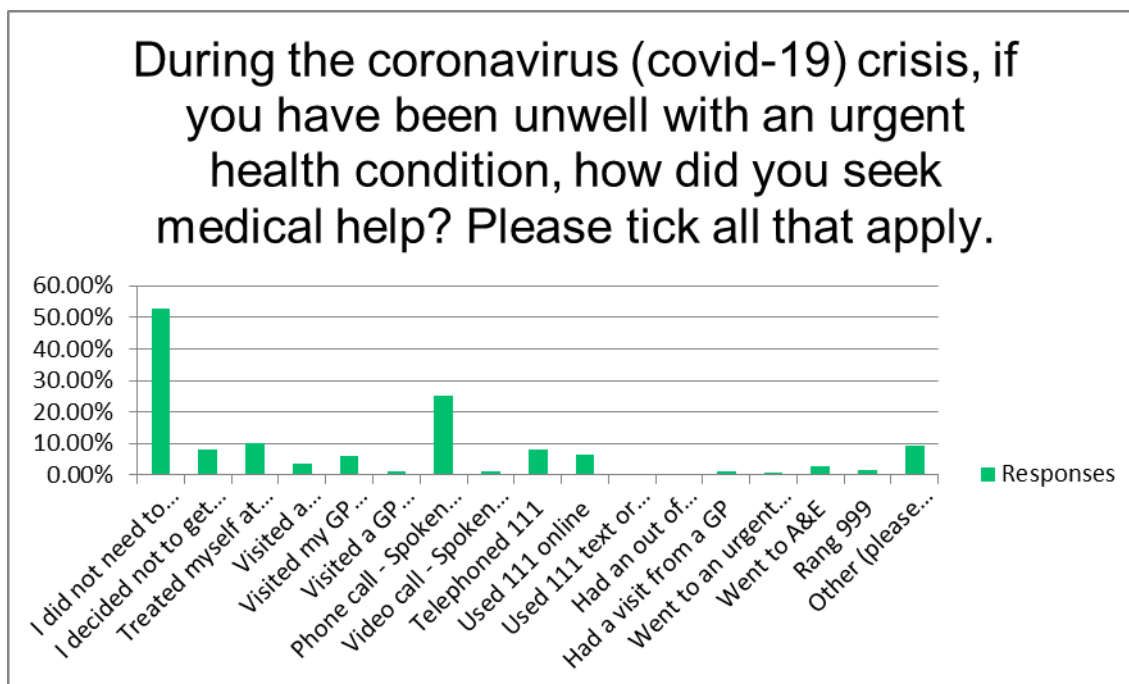
ANSWER CHOICES	RESPONSES	
Yes	53.13%	289
No	37.50%	204
Not sure	9.38%	51
TOTAL		544

15. When you have tried to book an appointment at your GP practice have you ever been offered the following? (Tick all that apply)



ANSWER CHOICES	RESPONSES
▼ An appointment outside the core hours of 8am - 6pm Mon - Fri at your own practice	14.90% 80
▼ An appointment outside of core hours of 8am - 6pm Mon - Fri at another practice	7.26% 39
▼ An appointment on a weekend at your own practice	10.61% 57
▼ An appointment on a weekend at another practice	5.59% 30
▼ An appointment with a different type of clinician (e.g. Nurse Practitioner)	50.47% 271
▼ A telephone or online consultation	67.78% 364
▼ An appointment with a link worker or social prescriber - someone who may offer non-clinical advice and refer to you support in your local community	1.49% 8
▼ None of the above	18.81% 101
Total Respondents: 537	

16. During the coronavirus (covid-19) crisis, if you have been unwell with an urgent health condition, how did you seek medical help? Please tick all that apply.

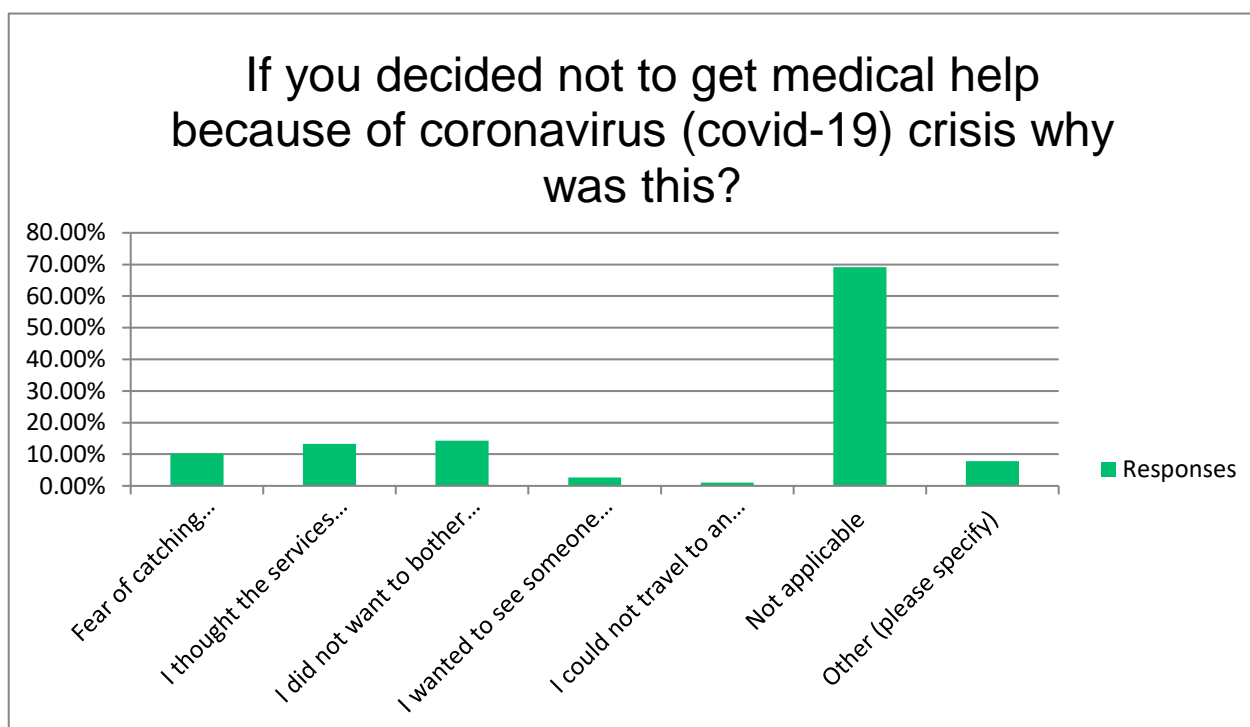


ANSWER CHOICES	RESPONSES
I did not need to get medical advice or help	52.98% 249
I decided not to get medical advice or help because of the coronavirus crisis	7.87% 37
Treated myself at home	10.21% 48
Visited a pharmacist in person	3.62% 17
Visited my GP surgery in person	6.17% 29
Visited a GP surgery or site that is different from the one I usually attend	1.06% 5
Phone call - Spoken to a healthcare professional, such as my pharmacist, GP or nurse, over the phone	25.32% 119
Video call - Spoken to a healthcare professional, such as my pharmacist, GP or nurse, via video consultation	1.06% 5
Telephoned 111	8.09% 38
Used 111 online	6.38% 30
Used 111 text or BSL service	0.00% 0
Had an out of hours GP appointment	0.43% 2
Had a visit from a GP	1.06% 5
Went to an urgent treatment centre	0.85% 4
Went to A&E	2.98% 14
Rang 999	1.49% 7
Other (please specify)	Responses 9.36% 44
Total Respondents: 470	

Other (please specify).....

- I need to see a dentist and phoned early on, but was told to carry on until I was in real pain. Also, should see an optician but did not phone as they are closed.
- Used eConsult
- Went to hospital for urgent surgery. Was very lucky that they were able to include me at short notice.
- Was not unwell
- Contacted the consultant with whom I had had an appointment the previous week.
- Haven't had Covid-19
- Used Google
- Hospital appointment
- Went to hospital inpatient
- I sent an email to the surgery and await a helpful response.
- Not been ill
- Telephone call with Dentist
- Overnight respiratory event early March for 6+ hours - slept it off.
- Did not get unwell
- Used online consultation at GP practice
- Not been unwell
- We visited York A&E with your child in March 2020 - they were excellent! If it was my husband and I in the same position we may not have done so but she needed an x ray.
- Contacted emergency eye service after reading information on GP surgery website
- Online linked to GP practice
- Visited MIU at Selby Hospital
- Put off seeking help as GP surgery is shut and only doing urgent care same day so waited till it became urgent but unfortunately will get worse waiting for hospital to open now
- Not been unwell
- Test
- I consulted and was given advice by my GP relative
- I think this was OK because I was fairly confident about what was wrong. But I do think I would have had blood tests and perhaps a scan if not for virus situation and not just medication. So treatment was good enough but not optimum
- Online medical assistant with local GP
- Emergency appointment with podiatrist
- Tested for covid due to slight cough but no treatment needed - arranged through Gov website
- Haven't been unwell
- Put off the appointment as didn't feel it was urgent(psychiatrist referral)
- I was diagnosed as almost certainly having contracted Covid-19, later confirmed in hospital
- Sent my own doctor photos via the practice email address
- Have not been unwell
- I might require dental treatment for implant
- Referred for urgent scan at hospital
- I have not been ill during this
- Decided to wait & hoped it wasn't serious.
- Used online urgent care service at my GP practice- was amazing!
- Same day care at york hospital with specialist dr

17. If you decided not to get medical help because of coronavirus (covid-19) crisis why was this?

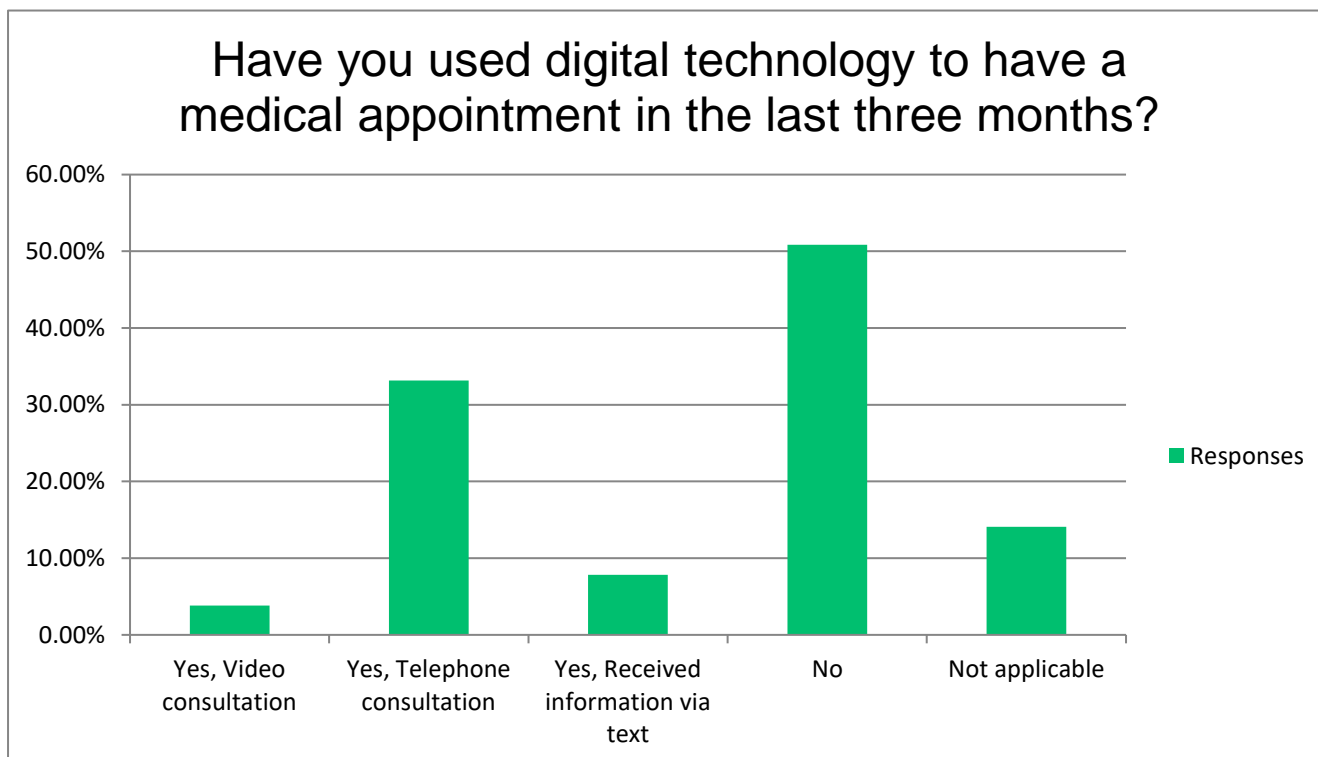


ANSWER CHOICES	RESPONSES
▼ Fear of catching coronavirus (covid-19)	10.27% 38
▼ I thought the services would be overwhelmed or too busy	13.24% 49
▼ I did not want to bother the GP/health professionals	14.32% 53
▼ I wanted to see someone face to face	2.70% 10
▼ I could not travel to an appointment	1.08% 4
▼ Not applicable	69.19% 256
▼ Other (please specify)	Responses 7.84% 29
Total Respondents: 370	

Other (please specify)....

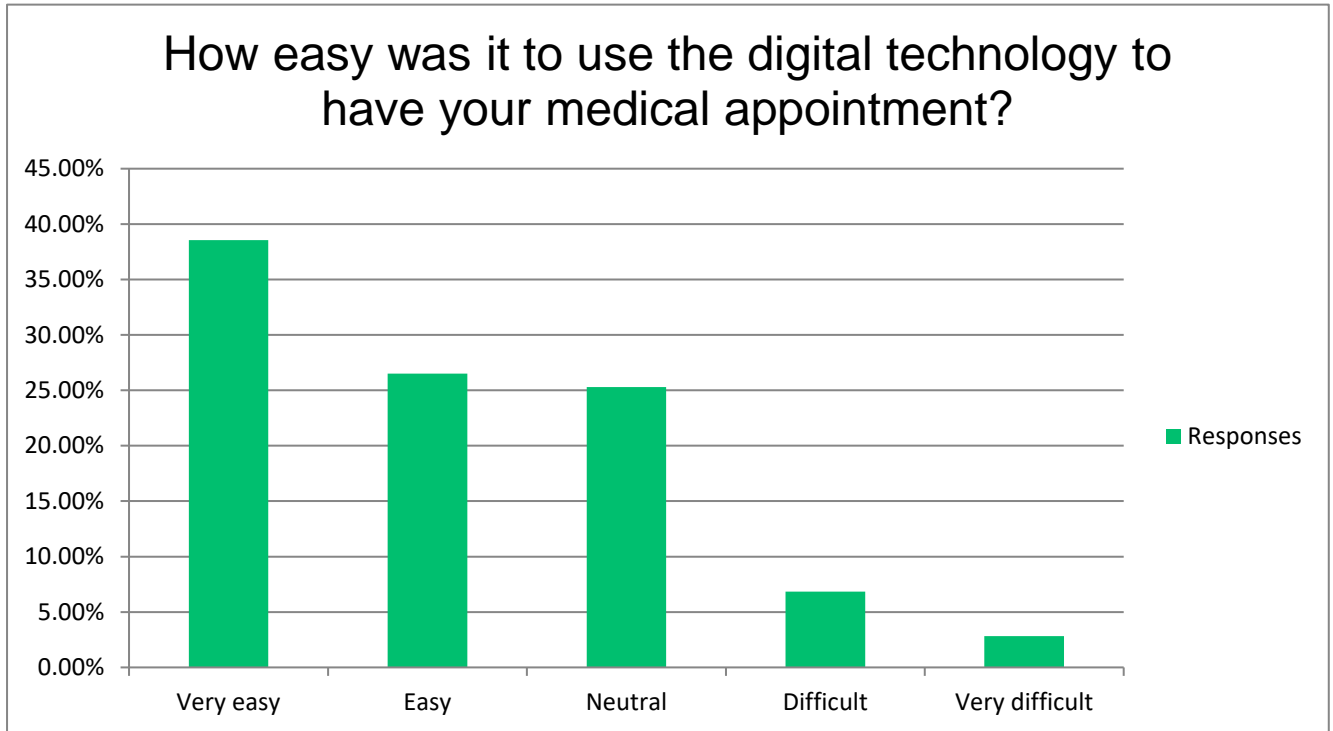
- Optician is in Sheffield and I could not travel.
- I don't go to the doctors anymore because it is so difficult to get an appointment, especially if you work
- Partner is a healthcare professional and former nurse so all the skills required to treat the level of Covid-19 were there at home. Neither of us needed hospital treatment and my partner has had both the diagnostic test (Positive) for Covid-19 and the Antibodies test (Positive). With identical symptoms, we assume I also have had Covid-19
- This is definitely a consideration, along with the risk at a surgery.
- The difficulty of obtaining meaningful timely assistance tends over the long term to guarantee one does not use the NHS and starts to find ways to obtain medical care avoiding the NHS.
- Didn't suffer virus
- If it had lasted longer, I would have dialled 999!
- I am a single parent of 2 young children and no childcare. I didn't know what would happen to my children or what services are available for someone to take care of them.
- I wasn't very poorly
- On going condition, use to dealing with
- GP surgery shut
- does not apply
- No treatment
- Don't not contact to start with have only just contacted GP as didn't realise they were available as telephone message was confusing but problem had persisted so felt needed to do something.
- unable to get appointments
- I chose not to take my son to the urgent care centre at York hospital as it was late in the day so he was very tired and he gets very car sick so I didn't want to travel unless absolutely necessary (he had a bad cut but it seemed to be closing itself ok). 111 were able to send a YAS ECP out to our home which was a fantastic alternative for us, otherwise we would likely have chosen not to attend for treatment.
- Spoke to a doctor after falling off a stairlift and hurting my shoulder (still a problem) no practical help offered
- Waiting for my dentist to be open later this month
- Not applicable
- Not Applicable
- I didn't need help during this period
- There's no comment box above but just wanted to add I only did 111 online because I had symptoms that could possibly be coronavirus in the very early stages and thought it might be useful for tracking and tracing the spread of the disease but obviously that didn't happen at that stage. My partner also used 111 online during the pandemic (about 4 weeks in) because they were unwell with a cough and breathing difficulties and the online thing said he'd need a call back but it then crashed so he left it.... I think we both used it more as a civic duty than because we needed or expected any advice about our situation.
- I wanted to speak to a particular GP who knew me/about this ongoing problem and felt the likelihood of being able to do that was zilch
- Keep aware on media of various developments but NO symptoms as yet !
- Not applicable
- Haven't needed any medical help

18. Have you used digital technology to have a medical appointment in the last three months?



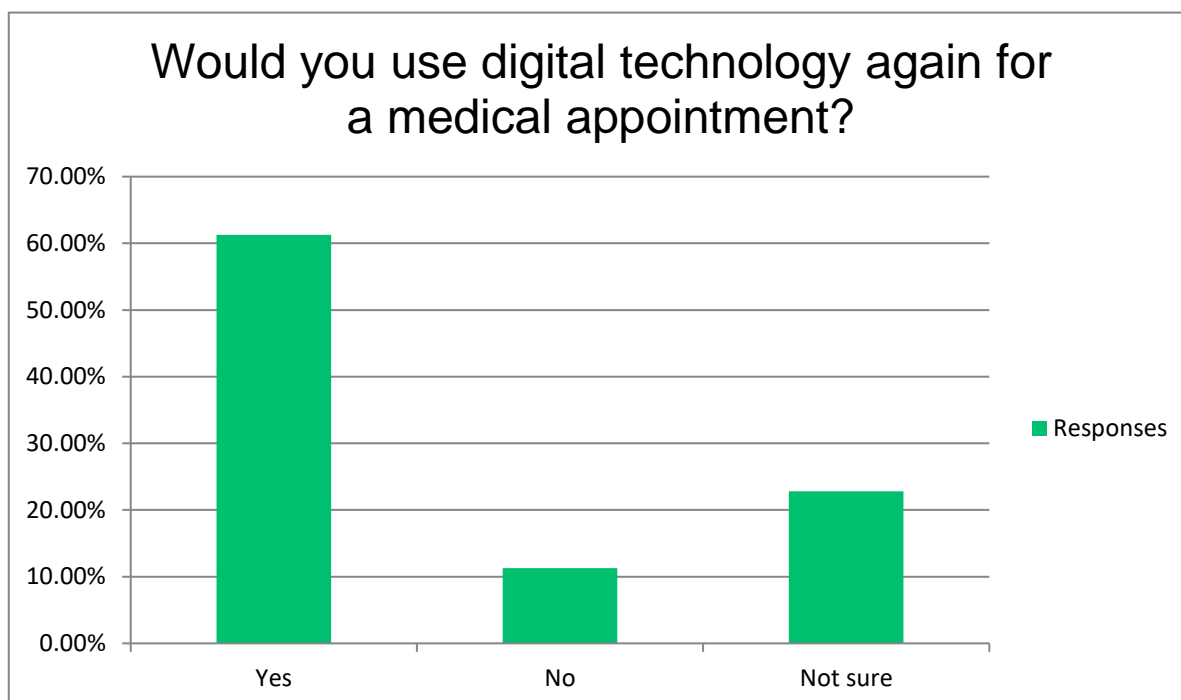
ANSWER CHOICES	RESPONSES	
Yes, Video consultation	3.81%	20
Yes, Telephone consultation	33.14%	174
Yes, Received information via text	7.81%	41
No	50.86%	267
Not applicable	14.10%	74
Total Respondents: 525		

19. How easy was it to use the digital technology to have your medical appointment?



ANSWER CHOICES	RESPONSES
Very easy	38.55% 96
Easy	26.51% 66
Neutral	25.30% 63
Difficult	6.83% 17
Very difficult	2.81% 7
TOTAL	249

20. Would you use digital technology again for a medical appointment?



ANSWER CHOICES	RESPONSES	
Yes	61.26%	223
No	11.26%	41
Not sure	22.80%	83
TOTAL		364

Comments....

- I would gladly do this if I could.
- Never used it so don't know
- It would depend on the reason I was consulting my GP etc
- Very few appointments offered
- You cannot use the digital GP website for anything except prescriptions.
- No good for oap
- Need to have good internet access which is expensive and not available in the sticks
- Digital technology is a good idea
- Only for basic issues
- Our GP practice doesn't have any appointments bookable online of any sort at the moment, the waiting times to phone the surgery are incredibly long.
- Using technology meant I could be treated quickly
- GP now not contactable online
- I have not used this service but it sounds like a good idea provided the response is quick.
- I don't see why I should, I would like to see a DOctor , how can you diagnose over the phone?
- Do not understand digital technology

- Trying to explain some symptoms over phone is difficult.
- Feel that face to face is best at all times.
- I have never used it but would do so if required
- Physical examination not possible
- Connection intermittent
- If it was reliable then definitely
- Face to face still better
- Misdiagnosis easy without the GP seeing for themselves
- There are issues with line quality, delay, accents and hearing loss - and loud typing during the consultation, which can create a sense that the person is not attending.
- I can't use it
- Not helpful. I could barely breathe and had a constant cough for 3 weeks and was told to take Sudafed
- I think this a good starting point but if necessary, would like to see someone on the same day.
- However it Depends on what problem was
- Easy for telephone appointments but do not have smart phone or video camera and audio on my computer
- I have yet to use the tech. but am prepared to try this method before phoning.
- Broadband connectivity needs to be improved in some areas.
- It still felt that I needed to see someone for them to look at symptoms
- Not sure telephone is very digital. Our practice has been doing these for same day for a few years now and always really good. Would happily use video too if available.
- These questions are badly chosen. I haven't used this option but have to answer!
- Phone is fine; please not video.
- Dont like it
- Provide clear written instruction to help people use it- maybe admin person who can talk through how to do this if needed prior to an appt?
- Sometimes you need the person to see you and what you are trying to describe
- Depends on the condition. A telephone consultation might be the best starting point to decide what to do next.
- It's preferable
- I would prefer a visual consultation rather than telephone as it is more personable and it's easier to show someone rather than describe something
- Rather not unless something routine
- Happy to use but have not to date
- I believe that this is one of the ways forward that we must explore
- Can get difficult if problems getting connected
- Have some concern that appointments over the phone, things could be missed as face to face gives an opportunity to explain better, show symptoms that might be tricky to describe and a lot can be picked up by demeanour and how someone looks to give indication of conditions. It can very much less personal
- I do think it is sometimes better for the practitioner to see you face to face depending on the nature and complexity of the issue
- An app would be useful rather than the online tool on the website when using phones
- GP/Professional needs to see you face to face to observe you....your condition and treat holistically...this cannot be done by telephone or video....they could miss observations
- Possibly would be okay if I had the relevant equipment to make this possible

21. Do you have any other comments about the way that you access medical help for urgent care conditions, and the services that are available within the Vale of York.

- I have been in reasonable health, apart from blood pressure (under control) for a few years, so am sorry my comments are not much use. My tooth problem started at the start of the lock down.
- Beech Tree surgery in Selby is useless for nearly everything.
- It is impossible to get appointments to see a particular GP even if you need a follow up appointment for an existing consultation especially if the GP doesn't want to see you within a 2 week window and even then it is very difficult. Having a preferred GP used to be fairly straightforward but now there is little or no choice as to which GP you see. For certain problems that is OK but for some issues seeing the GP of my choice is very important to me.
- Remote access to GPs etc could save time and money for both sides. Security could be an issue.
- eConsult was easy to use and response great
- I just want to see my gp not be sent to another practice across the city I want continuity of care especially when diagnosed with cancer not be passed round surgeries I want to be able to see a gp not have a call with someone I have never heard of before and for appointments to be easily accessed
- I have found the service very helpful and have been dealt with satisfactorily.
- Sent in the evening to A&E by my GP, about 7.30 p.m. with a possible blood clot in my leg for immediate attention, I was finally given a provisional opinion that there was a clot. Also given a blood-thinning injection and an appointment for ultrasound check at noon next day. And discharged at 3 a.m. to go home where I live alone but told I must not be on my own overnight Nowhere to stay over at the hospital was available. No transport to get me home was available. With no family in York I had to start phoning friends. A very difficult night, all in all. I appreciate the burdens carried by A&E and staff were sympathetic - but I was dismayed by my experience as an 83-year old man with a potentially serious emergency condition. On the basis of this experience I am quite worried about the services available in emergency of this kind.
- There are occasions when a telephone or video consultations will be adequate and could actually make the practice staff more productive, but cannot always replace being seen in person.
- Trying to get through to the surgery takes ages I was on hold for 25 min to ask for repeat prescription
- There are times when the receptionist seems to be making decisions about level of urgency of the problem When it is clear they do not understand the potential impact of what you are saying.
- Whilst digital technology is fine for some there is a large part of the population who are either unable to access the internet or are reluctant to communicate via it.
- Why do you assume that all GPs have a digital online booking service. You have to call at 8.30am and keep calling on the 'phone until it is not engaged any more. There is no appointment booking service online!
- Lep patients use own surgery and see own gp / not sending patients all over there is no continuity
- Have not needed to access urgent medical help.
- Clarity of information would be helpful
- Easingwold surgery is over capacity and too busy

- I'm a GP myself and I know that the technology is available to make it possible for patients to access the help they need in a timely way. However the surgery where I am registered as a patient seems to be very resistant to being accessible so even as a fellow health care professional it seems impossible to get access to the advice I or my family need when they are ill.
- I feel secure in health problems knowing
- Not all problems could be addressed using this medium.
- I can phone the GP practice at 8.30am if urgent and they will give me an appt. later that day.
- Very good and I can't thank you enough
- Excellent service from 111 and Scarborough A&E
- Over the past week I have had minor surgery on my foot. I require stitches to be removed 10-14 days after surgery. My doctor's surgery will not give me an appointment and says there is no staff there who can remove the stitches! I find this alarming in Poppleton.
- Too many options that are too confusing. It would be nice if, a few times a year, a leaflet could be posted by GP surgeries to patients, perhaps with a little magnet so you can put it on your fridge like charities sometimes do with their service info, reminding patients of different services and how to access them. Also, it would be good if GP surgeries could text you reminders for appointments, like I get from my dentist.
- I would love to access medical help in York, but it is too difficult. I broke my arm and it was 7 hours before I saw anyone in a and e . I ww I was so frustrated I cried in front of the doctors receptionist Because she would not book me an appointment , I eventually saw a dr after a phone call , he prescribed me anti depressants for my PTSD and said he would follow up after a month, never heard from him again , cannot get an appointment, now self medicate with alcohol , not the best solution but easier than trying to see a doctor
- Local doctors surgery needs to be open more than 3 full days and 2 half days a week.
- Surgery offering appointments 7- 14 days ahead
- I have been fortunate and not required urgent medical help during this time.
- The lack of a walk in surgery in the neighbourhood means that we will continue to go to A&E. Neighbourhood provision is a shambles.
- Some of the questions do not relate to my GPs surgery as same day appointments are available as well as telephone consults on the same day
- There is a lack of hospital cover in Ryedale both York and Scarborough are a considerable distance to travel and traffic is heavy making it a much longer, in terms of time, journey. If you are unwell or need casualty it is a very unpleasant and long journey. There should be far better cover and more services at Malton hospital. The experience at Scarborough A&E two years ago was very poor. Ambulances can also take a long time. We are poorly served in rural communities. They are building literally thousands of new houses in Malton and Kirkbymoorside but no increased medical facilities. The GPs are excellent but you can often wait two weeks for an appointment now, before extending the population. We deserve far better and should be able to get access to emergency hospital treatment closer to where we live. Paramedics, clinical nurse practitioners and mobile doctors to administer some care at home, such as IV treatments, pain relief etc that patients could call would be a very good idea too if further acute services cannot be provided at Malton. Having had to travel to York acutely ill is absolutely awful.
- The word urgent is difficult to assess, an individuals urgent is not always medically urgent.
- It just feels as though the doctors are making it very difficult for patients to be seen, so it is easiest to suffer in silence.

- We need better information and clear pathways to help us to act and help ourselves effectively. Technology can help, but as I've noted, there are limitations and issues esp with older patients and/or those with hearing issues.
- I am concerned that there has been misguided medical rationing due to Covid. The Chronically ill are having difficulty being seen by a GP or Consultant and are being expected to monitor life threatening conditions themselves with only a telephone back up. In my opinion, unless this changes and clinics start opening up for those who need ongoing help, then there will be another wave of deaths as an indirect result of Covid. This needs to be addressed.
- The best way it seems is to send an email. Calling the GP results in extended delays and lengthy messages. It is not possible to see a doctor - so we start with that premise. So I send an email and hope for a helpful response. A major issue being though that the email system does not alert one to incoming messages - so messages can go unnoticed - or equally lack of a response (since mid May - forgotten about.
- It is through my experience impossible to get same day care. There is usually a 3 week wait to see a GP. The last time i was severely ill I was offered a phone appointment and did not find it helpful nor sympathetic. The GP laughed whilst I cried and said Id be fine.
- I have had to call the surgery about 6 times over the past year and apart from getting through on the phone, have been very impressed with the service. Thank you.
- Poor communication is always a major problem, at any time
- In the past it was a lot easier to get a GP appointment. I worked in General Practice 10 years ago and know this is true.
- More information about what is available and how to access it would be useful. I am computer literate and have worked in the NHS, but find that access is quite disjointed
- Would be better for all young children to be able to be seen on the children's ward if it is urgent and out of hours as it is a much better environment than A&E to wait in with young children
- I have been very lucky not to have need of the medical service this last 12 months.
- Best option is the GP that I see whenever I need medical help who knows my medical history and my personality. Individual GP the best option in every respect
- I have had no problem with the health care in York. But I believe A&E should not be used as a drop in service and this needs to be made clearer to the general public.
- Not enough information about what is available and at what times.
- In general we have very good medical services in York for urgent help.
- It is always difficult to get further than the receptionist.
- Told to ring for an appointment by GP and could not get through kept telling me to go online
- If not in use currently, think emailing/texting should be included by way of 2-way contact/communication between patient & health services.
- GP practices need to be more accommodating. Always closed, always difficult to ring through to. Long waits, cant see you unless extremely ill and then normally long waits. Priory Medical Group access is terrible. Very unhelpful service. Receptionist need few lessons in handling tricky customers (observed when waiting).
- I am never sure when to use pharmacy services other than for very basic things. Often they tell you what they think it might be but that you need to see a GP as they can't prescribe. Easier to speak to GP on phone first to then know if something they need to do or if they recommend to get something over the counter.

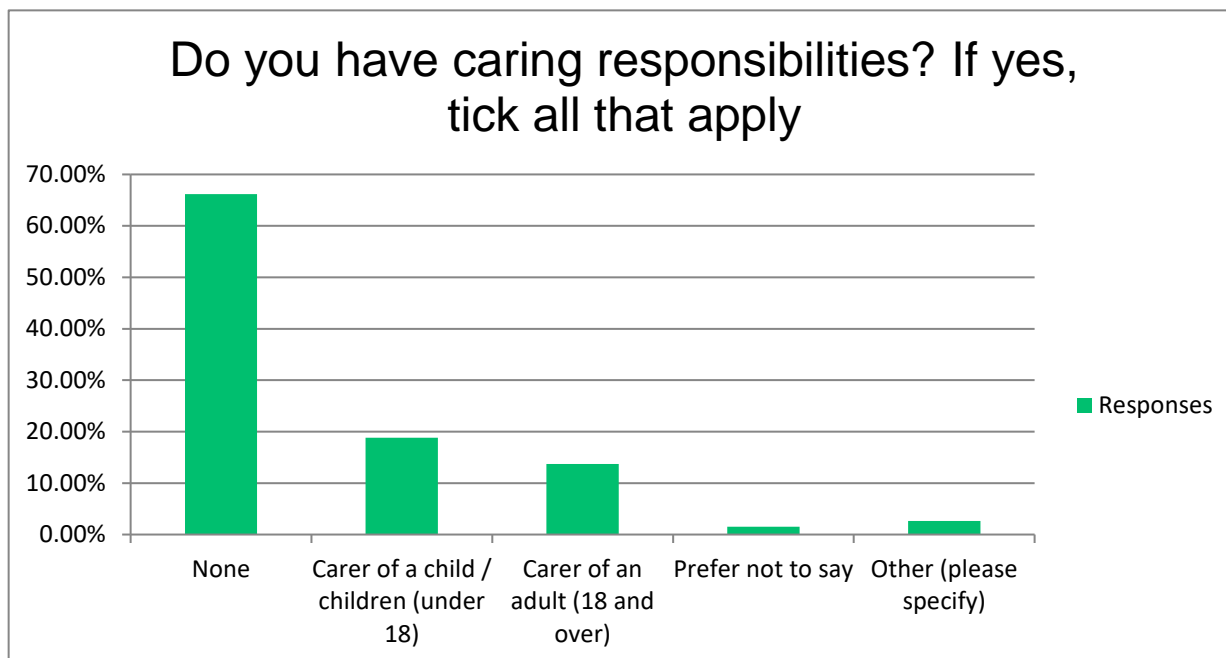
- Only as mentioned above in what to do in such circumstances if nobody from another household is allowed to come round to look after your children.
- I do tend to leave things that are worrying me as the surgery is always so busy and it is difficult to get an appointment
- A clearly accessible list explaining the options available with necessary contact info would be of use
- I go into the surgery to make an appointment so the receptionists find it more difficult to lie and say there are no appointments.
- I don't think anything extra needed in evenings/weekend. Urgent things that are life threatening need hospital, the rest can wait.
- I had a telephone consultation, then had to send a photo and then a follow up call. It was amazing and much easier than going to the GP surgery.
- Getting through to the surgery, I have been so far down the queue it would have been quicker to go A&E
- You cannot ring the surgery for help after 6pm Friday till 8am Monday. You can only get a pre-booked appointment on a weekend which means you have predict being unwell. In my experience I have needed out of hours care and had no choice but to go to urgent care at A&E or ring 111 for an out of hours GP appointment at urgent care. I think in 2020 you should be able to ring your GP reception and get a human answer 8am till 2pm Saturdays and Sundays. It directs you to out of hours care main switch board after 6pm Friday's. Bit of consultations only or phone consultations only Saturdays and Sundays would serve better. The GP could perhaps work from home to facilitate this. Being able to book this on the day would help. It's like 6pm Friday we are plunged into the dark ages till 8am Monday. On attending urgent care in York I have been dismissed, very unwell, as they are overwhelmed by numbers of people. Sent home to suffer.
- Please buy a license for the IT system that has recently been built for Leeds Trust to replace CPD which is ancient and so structurally inadequate that your secretaries have to continue to work in the main hospital building during a pandemic, thus risking us breathing coronavirus all over valuable nurses and doctors. It is also has a huge, overwhelmingly negative impact on patient care and to be perfectly frank it should automate away enough jobs it will recoup the money you spend on it in the salaries of the secretaries you would no longer need. I think it's genuinely criminal that you haven't bothered to spend money on this system in the past 30 years (judging by the specifics of the system) and I strongly suggest that you replace it immediately.
- You have difficulty getting doctor appointment
- Needs more promotion on what is available
- It is very difficult to get through to GP at all times and almost impossible to get continuity of care.
- More clarity would be beneficial. Perhaps a single place on a website to find the required information would help.
- Yes, lack of availability of appointment, telephone system used to access system, not enough operator's to answer, feel 30 minute wait in a que is unacceptable, alot of people putting phone down and not recieving help they require, I work for NHS, and on the front line of care so know what I'm talking about, needs serious up dating, alot of the public are not able to cope with technology, face to face contact , ease of contact and availability must be a way forward, merging of practices should have helped partly solve this unfortunately I feel you have sadly failed the York residence
- The telephone response to same day appointments at York medical group is very poor as you can only speak to someone between set hours which is very poor. Before my

- Poor overall have had nasty infection post op in last 12 months took me over 12 hrs to get an urgent appointment from using 111 to been able to get through to gp (has specified hours for calls) ended up in hospital 3 IV drips, oxygen etc a weeks stay opening up surgical wound -pretty grim but wish I had used A and E in first place rather than faff on with GP (although was advised gp by 111)
- I think it is great that I can order my prescriptions send messages etc to see my medical records .but I think a lot of older people who have never used the internet would struggle to grasp it
- There appears to be a lot of locations available but not too sure of the pathways
- Can you advertise what is available out of hours and where and how you can get an appointment.
- It can be hard to get an appointment, recently it has gone to online submission of query and then contacted. Seems to be phone consultations are first port of call and I feel that can lead to missed assessments if the patient is not seen face to face.
- I thought the service I received was really quick - telephone calls were on time as planned
- I used to use Monkgate walk in centre which was excellent, and was a great loss when it moved to the hospital, which isn't the same, and the hospital is worse for buses for me.
- My chemist in badger hill refuses to deliver medicine. Even though I am registered vulnerable and was unable to walk
- Waiting list for ptsd treatment too long. Medication offered but rejected.
- Please do not assume that people have access to technologies or the skills to facilitate video calls. This could only ever be an option for people, particularly the elderly.
- Some days the same day calls for GPs are full leaving me to wait until the next day to try and get one again
- Excellent care given by my own surgery....prompt same day appointment usually seen in an hour & referred if needed to secondary care
- Please remember that continuity of care is important especially in the context of Acute on chronic care
- Responsiveness and quality of phone consultation excellent.
- More video or phone appointments would be good.
- Length of wait for 111 to answer phone
- The main issue is the fact that you can't access the urgent care centre at York Hospital directly. It can take a long time to get through to my GP practice, then you have to be triaged on the phone before a doctor will speak to you or give you an appointment.
- it would be useful to be updated on what services are available - I had not realised there was an Urgent Care Service or known where it was
- I do not fully understand the UTC at York hospital, and given that I work in the NHS I feel it should be clearer. I know 111 can make appointments in GP OOH but I don't really understand if you arrive at A&E who you will be seen by and whether it falls under the UTC. I would very much like to have the option of evening or weekend appointments at a GP practice if needing help sooner than the next week day, but I wouldn't know how to go about this, I only know to phone 111 and see GP OOH but if there was a way to know that appointments were available at any other practice in York to prevent having to go to hospital this would be preferable.

- has been difficult for some time (even before Covid 19) to get any sort of appointment or advice
- Need more staff at York hospital as waiting lists are too long. I have knowledge, not had to use any of these services so have limited
- I am lucky to live within a short distance of my GP and York Hospital
- There doesn't seem to be much connection between my GP and the urgent care at YTH.
- The waiting times to see A GP are appalling. To see MY OWN GP, who has been my GP for 20 years, is nigh in impossible.
- Tried many times to use surgeries IT for ordinary appointments but it just did not work, told receptionist and she said there was nothing wrong with it so I gave up.
- I have had enormous problems getting an appointment with a GP at my practice and have on occasions been told they cannot offer me any appointment at all. They ask you to ring back another day, they never offer appointments elsewhere or in the evenings
- I needed urgent mental health help, as I had a mental health crisis, but I had no idea where to go. I have ended up paying for a private psychotherapist.
- There is nowhere at the end of the survey for further comments so am including mine here. I'm sorry to say this is, in my view, a poorly designed survey. I had thought it was for anyone, not only those who have needed urgent medical care recently. But its design clearly meant it only worked for those who had. When you asked which services I'd heard of and which I'd used, there was no timescale at all - I have used some of them many years ago but not recently. So any answers provided will not give you the info that I assume you're looking for. You ask which health professional that I'd be happy to see for urgent care as if an answer would not depend on the problem that I had! I would not want to see a physio for a raised temperature for example! How far I would be prepared to travel for care also depends on the problem I had, including whether it meant I would not be able to drive and so on. In other words, I found this survey to be very disappointing in its lack of clarity and I respectfully suggest that you treat the responses with caution
- limited in Selby on a night
- more information needed saying what is available for area, how to access re phone number, email if not very urgent.
- Awkward when the urgent care provider (who is not your regular one) does not have access to your notes. Even another GP from the same practice didn't have a brief summary of my complex conditions and possibly why I would be ringing and seeking help.
- No Very happy with our practice
- My past experience (outside the pandemic period) suggests that there can be lengthy delays in getting attention from a HCP. Firstly, you have to be referred and then decisions are made (in my opinion) without full knowledge of the situation because you are dependent on the message-taker relaying the salient points (which they may not appreciate when you describe the problem) So I much prefer face-to-face or direct phone communication
- Patient education needs to improve - I don't think the appropriateness of using the different options are well understood by patients, inappropriate use of A&E, GP time etc. worries me

- I think there needs to be something like the old walk-in centre at a relatively central location easily accessible by most bus routes. I think it would also be good to see some proper discussion about if we were designing this system from scratch where would the logical places be for accessing urgent care at a GP practice rather than imposing a solution on individuals based on which practice group they are with - Cherry Street is an obvious example of where the 'solutions' being offered don't make any sense but it's important to acknowledge despite strong feelings in the community the blame doesn't sit solely with PMG in terms of making the whole urgent care jigsaw pieces fit together. I also think the challenges of accessing dental help should not be ignored and whilst this isn't a CCG responsibility, the health and wellbeing of our population is. It would be good to see something a bit stronger from the CCG in terms of challenging NHSE&I to do better to meet the needs here as it feels like there's almost an acceptance you just can't get an NHS dentist in York and certain groups are disproportionately impacted by this.
- It really is not clear what to do when for any specific conditions as there have been so many changes and my GP group is very poor at communicating what is available properly if I am honest. Very poor website information and usually out of date.
- I need to have PERSONAL contact (telephone or personal appt.)
- I think there's a perception that provision is worse than it is. What I do miss is the Monkgate walk-in clinic. That always seemed to work really well. It was so useful and it felt like it took pressure off GP practices and the hospital
- I could only send one photo per text message from the GP so had to wait until second text was received so I could respond to all GP's requested information. It took about 40 minutes for me to get all the information to her. Best if one text message could include more photos for example.
- Digital is great for quick problems and saves time for patients and must allow for more patients to be helped!
- generally speaking I would not expect to get an appointment. But when I had a mini stroke I was seen straight away. So depends on the nature of need for care.
- please ensure info is available in all formats and easy read.
- Generally I findtge service good
- Dr will call back if something straight forward eg advice it has worked ok. The only time I rang with urgent physical problem I was not helped , not seen and the dr concerned had clearly no intention of seeing me . I ended up in hospital having major surgery.
- I have concerns about the availability of support for mental health issues - especially for young people.
- small leaflet available through the post on all local health help services would be good - especially urgent needs.
- It would be good to have a clear list of what each service can provide and how to access it.
- I believe that GP practices differ. I have not experienced problems but know people who have at their practice

22. Do you have caring responsibilities? If yes, tick all that apply

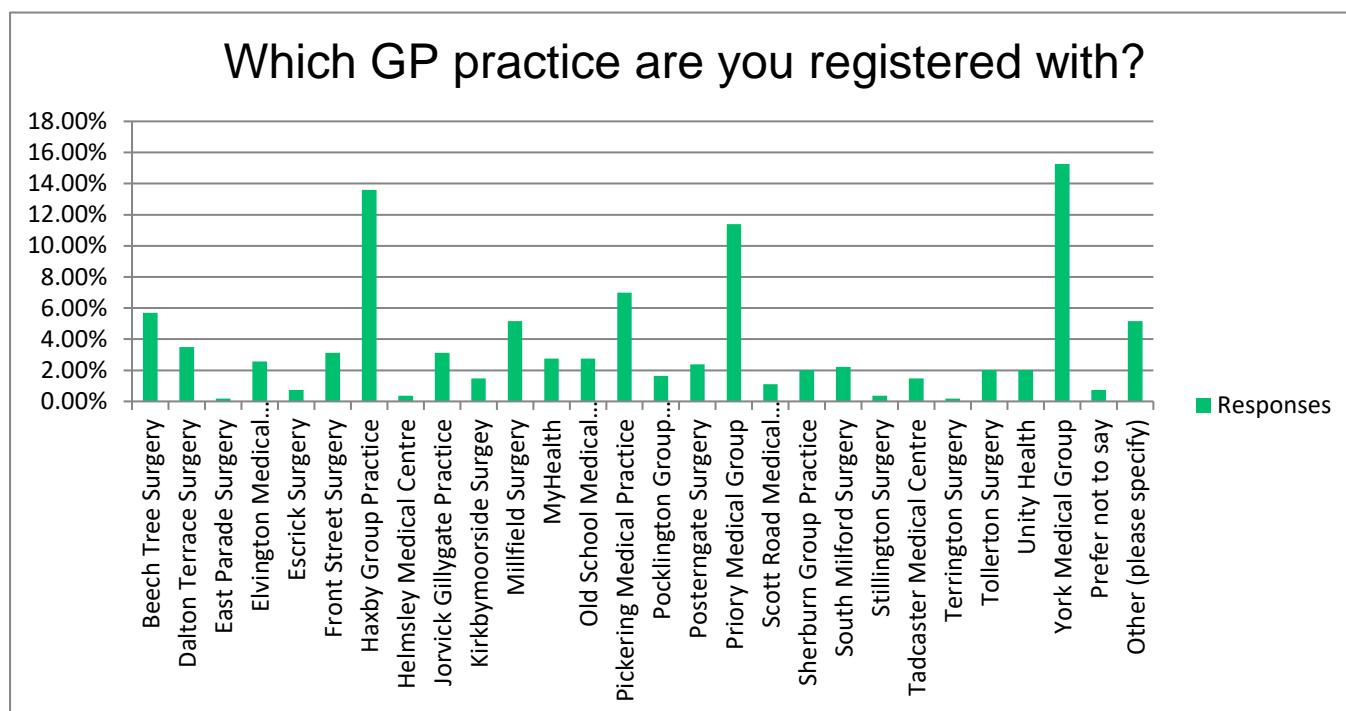


ANSWER CHOICES	RESPONSES	
None	66.17%	352
Carer of a child / children (under 18)	18.80%	100
Carer of an adult (18 and over)	13.72%	73
Prefer not to say	1.50%	8
Other (please specify)	2.63%	14
Total Respondents: 532		

Other (please specify)....

- Wife undergoing cancer treatment
- My husband has limited vision so I care for him but I do not consider myself as a carer per se.
- Remotely, he is 250 miles away
- Everyone has caring responsibilities - if only for themselves. The question should be "do you have caring responsibilities "FOR OTHERS"
- Just myself
- Have children under 18
- NHS worker
- We look after each other
- Help in providing care for an adult who is ill
- Remotely now as my mother has moved into a care home but I am still responsible for much of her health care eg chiropodist, eye appointments at hospital etc
- 2 elderly dementia relatives not living with me
- An adult daughter with vulnerable help group but lives fully independently

23. Which GP practice are you registered with?

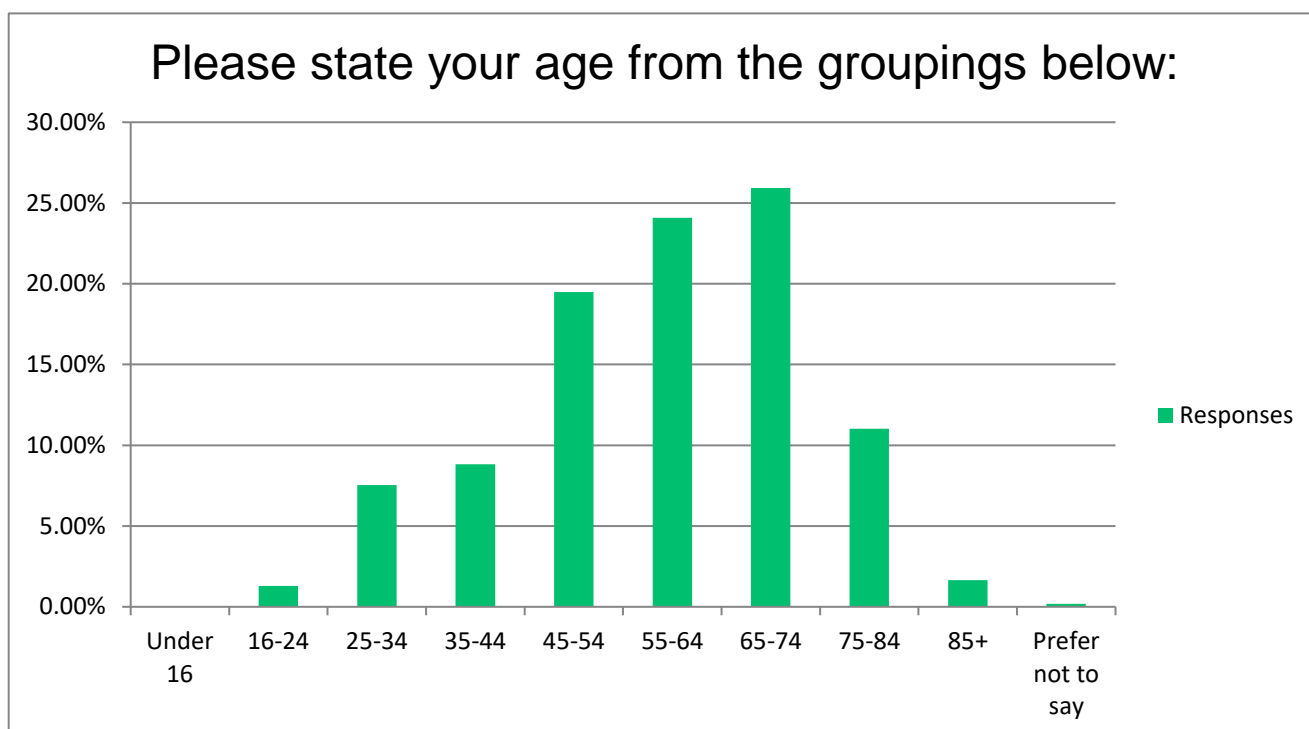


▼ Beech Tree Surgery	5.70%	31
▼ Dalton Terrace Surgery	3.49%	19
▼ East Parade Surgery	0.18%	1
▼ Elvington Medical Practice	2.57%	14
▼ Escrick Surgery	0.74%	4
▼ Front Street Surgery	3.13%	17
▼ Haxby Group Practice	13.60%	74
▼ Helmsley Medical Centre	0.37%	2
▼ Jorvick Gillygate Practice	3.13%	17
▼ Kirkbymoorside Surgery	1.47%	8
▼ Millfield Surgery	5.15%	28
▼ MyHealth	2.76%	15
▼ Old School Medical Practice	2.76%	15
▼ Pickering Medical Practice	6.99%	38
▼ Pocklington Group Practice	1.65%	9
▼ Posterngate Surgery	2.39%	13
▼ Priory Medical Group	11.40%	62
▼ Scott Road Medical Centre	1.10%	6
▼ Sherburn Group Practice	2.02%	11
▼ South Milford Surgery	2.21%	12
▼ Stillington Surgery	0.37%	2
▼ Tadcaster Medical Centre	1.47%	8
▼ Terrington Surgery	0.18%	1
▼ Tollerton Surgery	2.02%	11
▼ Unity Health	2.02%	11
▼ York Medical Group	15.26%	83

Other.....

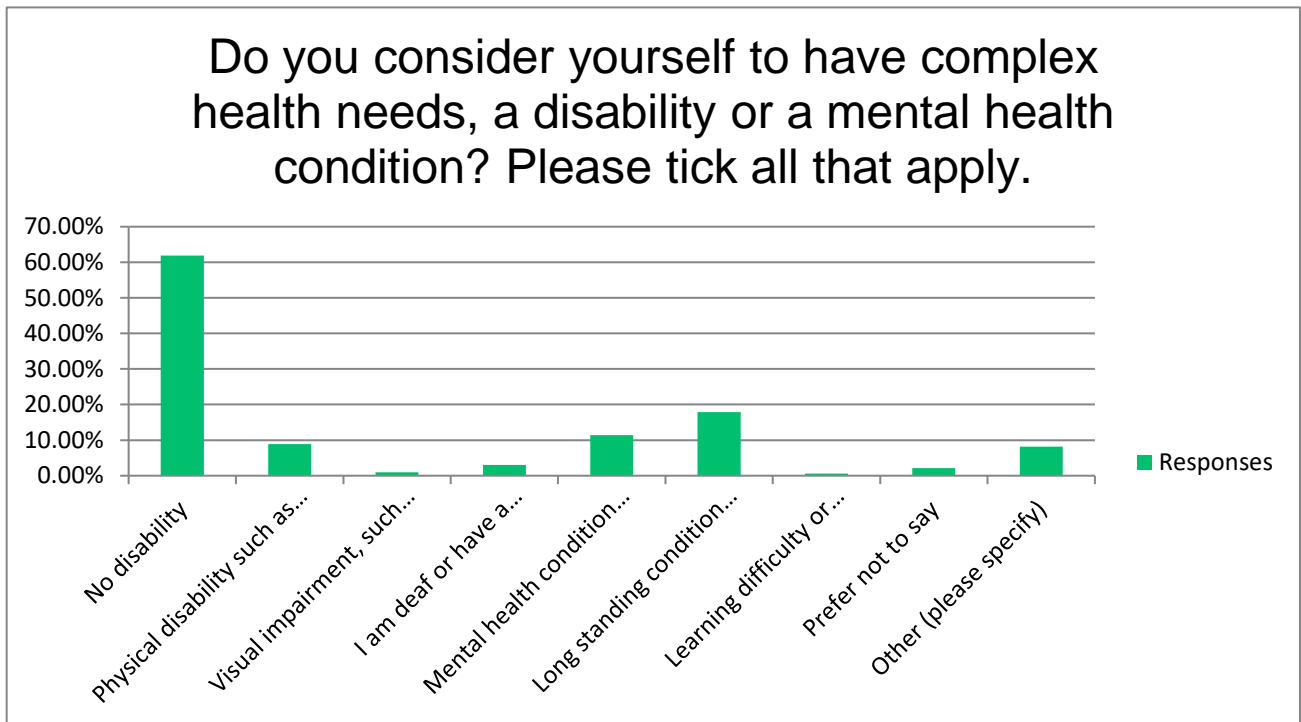
- Derwent
- Derwent
- Derwent
- Ampleforth
- Bramham Medical Centre
- Spa Ripon
- Easingwold
- Nidderdale
- Harrogate
- Market Weighton
- The ridings medical group
- Marshes Snaith
- Bartholomew medical group
- Marshes Snaith
- Marshes Snaith
- Snaith
- North street, Ripon
- North Yorkshire CCG area
- Ayton , Scarborough
- Ampleforth
- Ripon Spa
- Boroughbridge
- Scarborough Medical Centre
- Husband and I are at different practices in York, doesn't allow drop down box to display mine is front Street , his is priory med
- Not sure of current name, was Petergate Surgerr, Tower Court, Clifton Moor
- Stockwell Surgery

24. Please state your age from the groupings below:



ANSWER CHOICES	RESPONSES
Under 16	0.00% 0
16-24	1.29% 7
25-34	7.54% 41
35-44	8.82% 48
45-54	19.49% 106
55-64	24.08% 131
65-74	25.92% 141
75-84	11.03% 60
85+	1.65% 9
Prefer not to say	0.18% 1
TOTAL	544

25. Do you consider yourself to have complex health needs, a disability or a mental health condition? Please tick all that apply.

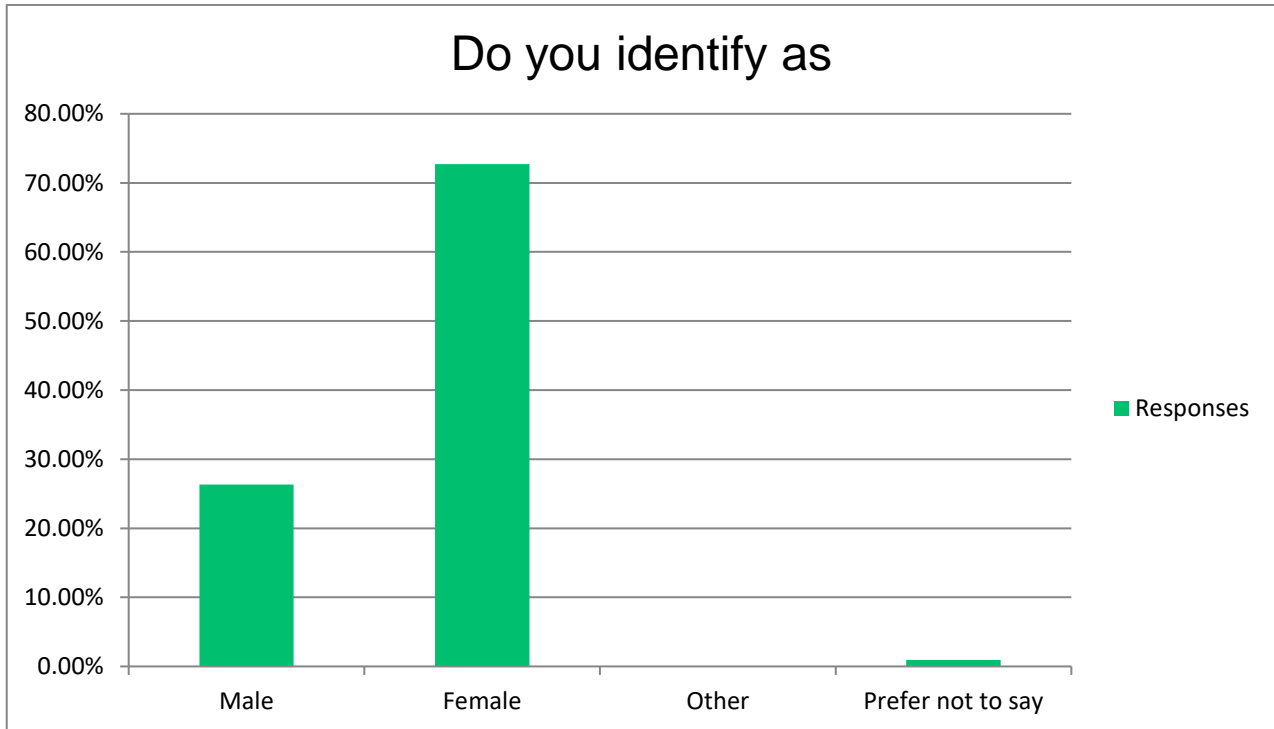


ANSWER CHOICES	RESPONSES
▼ No disability	61.86% 326
▼ Physical disability such as difficulty moving your arms, or mobility issues/wheelchair user	8.92% 47
▼ Visual impairment, such as being blind or having serious visual impairment	0.95% 5
▼ I am deaf or have a serious hearing impairment	3.04% 16
▼ Mental health condition such as anxiety, depression, dementia or schizophrenia	11.39% 60
▼ Long standing condition such as cancer, HIV, diabetes, chronic heart disease, COPD or epilepsy	17.84% 94
▼ Learning difficulty or disability (such as Down's syndrome or dyslexia) or cognitive impairment (such as autistic spectrum disorder)	0.57% 3
▼ Prefer not to say	2.09% 11
▼ Other (please specify)	Responses 8.16% 43
Total Respondents: 527	

Other.....

- Have finished cancer treatment have autoimmune disease
- I have been affected by M.E. for many years
- My daughter has schizophrenia
- Decreasing mobility due to arthritis
- ME chronic post traumatic stress,
- Kidney disease
- psoriatic arthropathy
- Have had cancer but clear. otherwise clean bill.
- Genetic heart condition
- MS
- Prostate cancer, brain injury and epilepsy (controlled)
- Complex migraine with cyclical vomiting syndrome that sometimes requires hospital admission.
- Stomach and ear problems
- Mobility issue due to achilles tendon issue. Also a growing blood pressure issue.
- Just ocd
- Awaiting operation cancelled because of covid19
- N/A
- In remission PC/6-monthly blood tests
- Fibromyalgia
- Complex Ulcerative colitis and inflammatory arthritis
- Haemochromatosis
- I have a condition but it is not being treated but I would probably really like it monitored even though I am scared of it being monitored.
- I have long standing issues but not as serious as described above (permanent AF, hiatus hernia, GORD
- Ltd- fibromyalgia
- Anemia & severe reflux
- Asthma
- Serious heart failure condition
- Asthma
- CFS/ME
- MS not just physical but fatigue and cognitive function
- Currently under 2 consultants at YDH- one longstanding with an annual review, the 2nd is a recent referral
- I am now recovering from the debilitating effects of Covid-19, pneumonia and being in ICU
- Psoriasis
- poor reading ability due to cataracts
- I have long-standing condition but not specified in the above list
- CKD Prostate
- Diabetes, chronic kidney stones, under active thyroid
- You should include IBD and RA in the long standing conditions.
- Pernicious anaemia under active thyroid

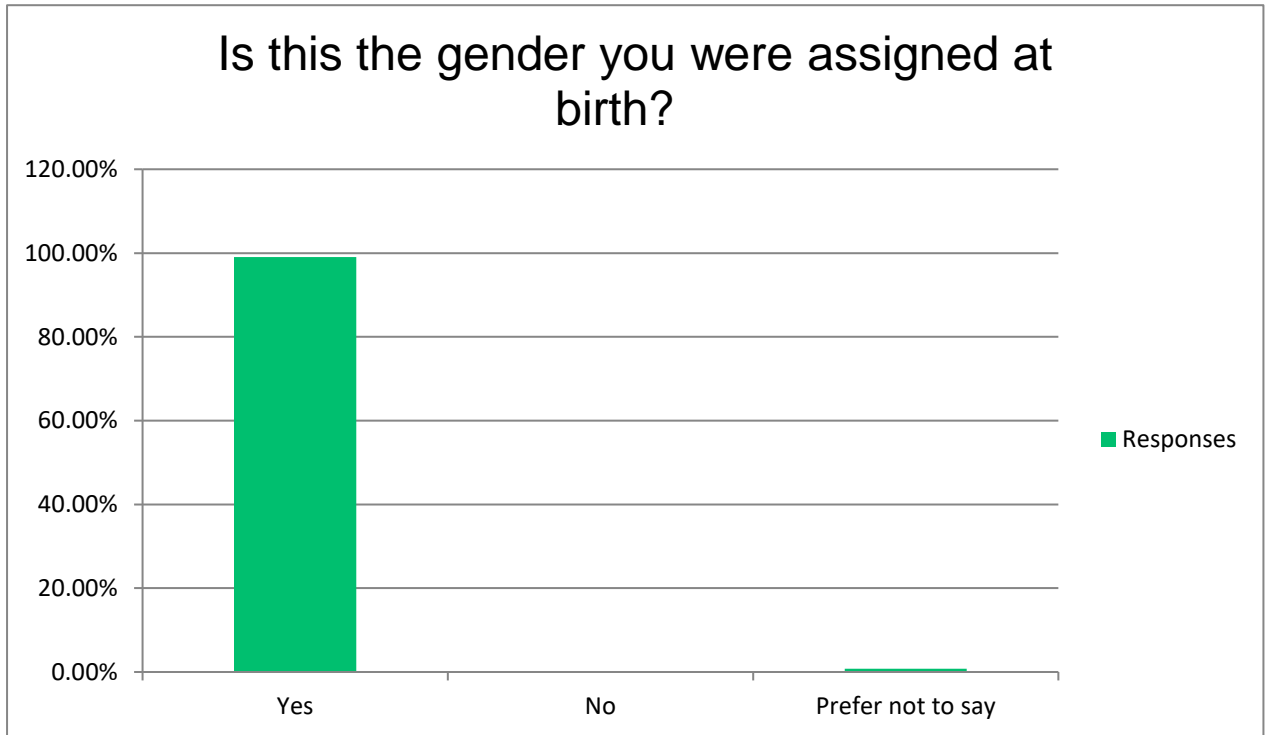
- Chronic pain
- I have several health issues and cope at the moment
- Coeliac. Irregular Heartbeat. Essential Tremor



26. Do you identify as

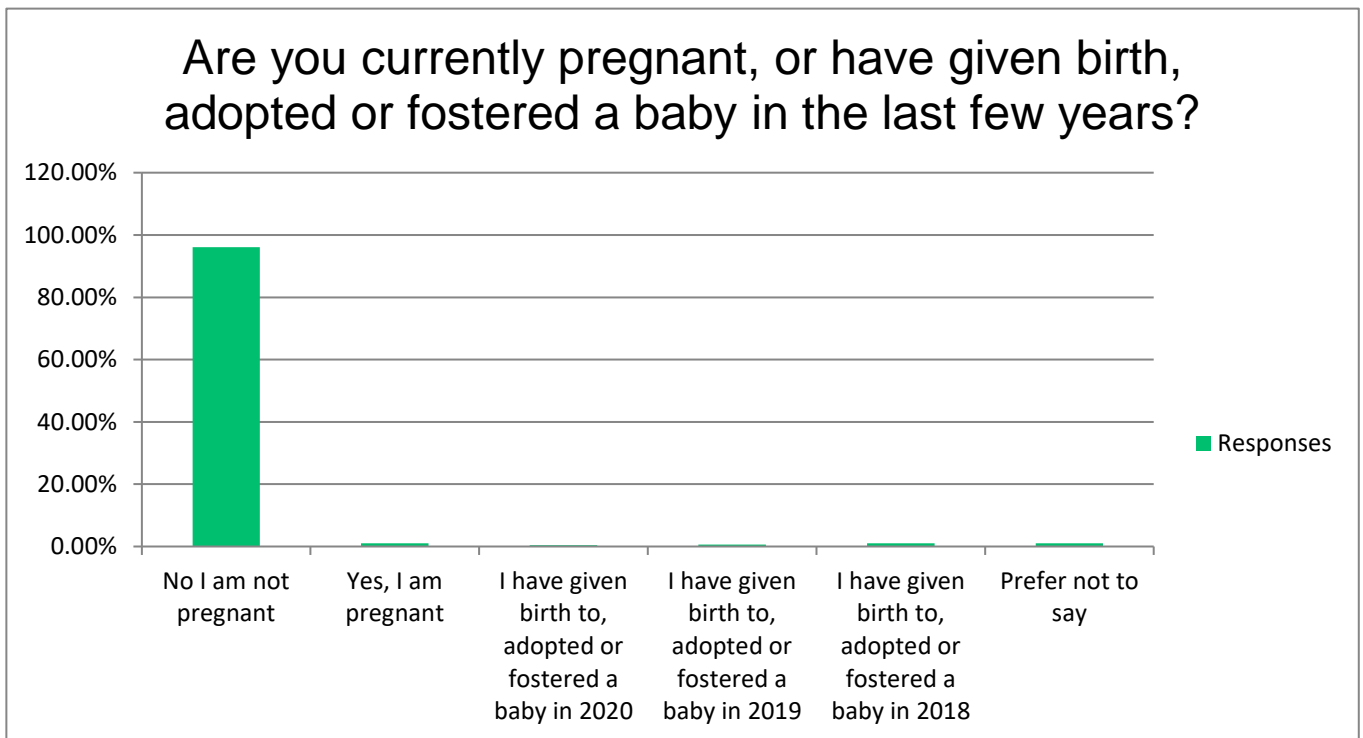
ANSWER CHOICES	RESPONSES	
▼ Male	26.34%	143
▼ Female	72.74%	395
▼ Other	0.00%	0
▼ Prefer not to say	0.92%	5
TOTAL		543

27. Is this the gender you were assigned at birth?



ANSWER CHOICES	RESPONSES
▼ Yes	99.08% 537
▼ No	0.18% 1
▼ Prefer not to say	0.74% 4
TOTAL	542

28. Are you currently pregnant, or have given birth, adopted or fostered a baby in the last few years?



ANSWER CHOICES	RESPONSES
▼ No I am not pregnant	96.04% 485
▼ Yes, I am pregnant	0.99% 5
▼ I have given birth to, adopted or fostered a baby in 2020	0.40% 2
▼ I have given birth to, adopted or fostered a baby in 2019	0.59% 3
▼ I have given birth to, adopted or fostered a baby in 2018	0.99% 5
▼ Prefer not to say	0.99% 5
TOTAL	505

29. What is your ethnicity?

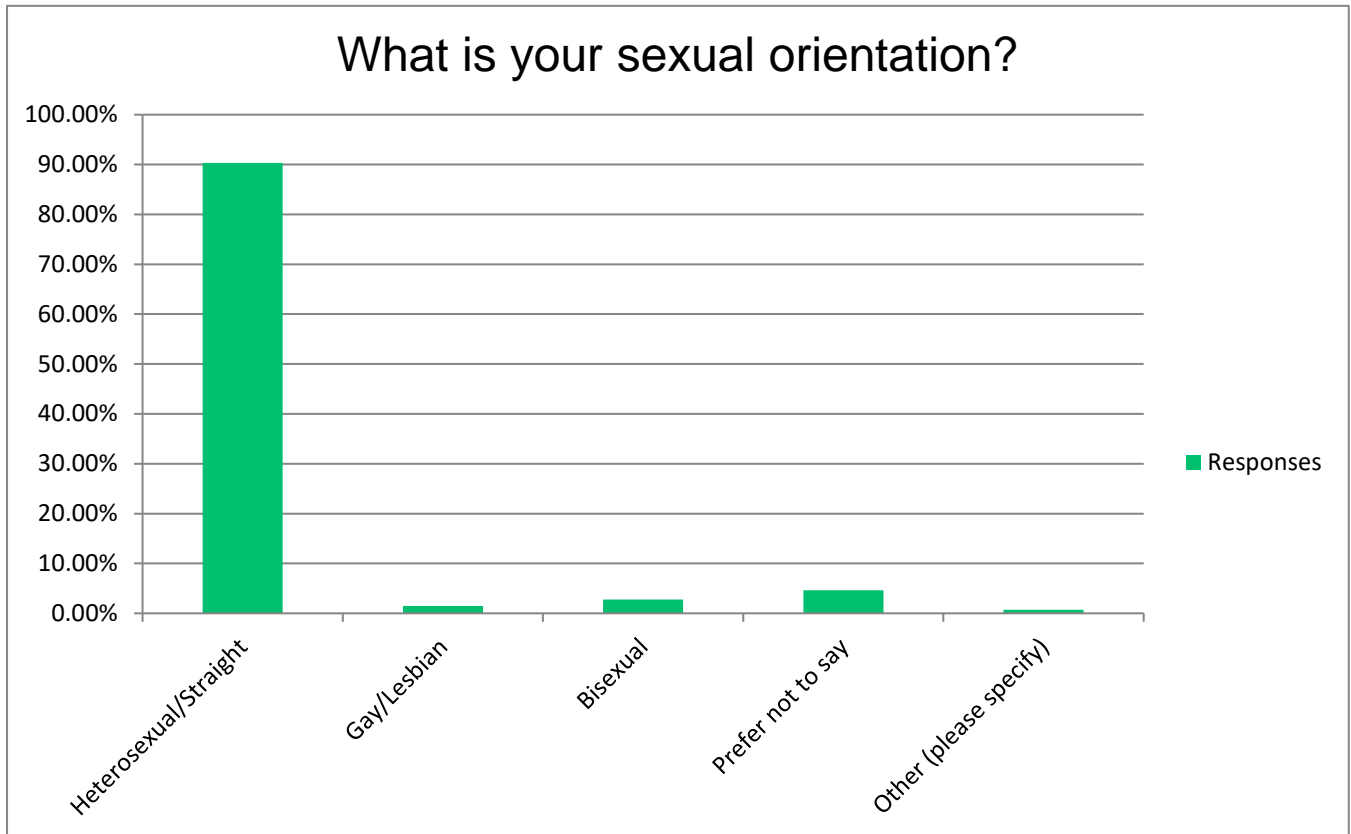


ANSWER CHOICES	RESPONSES	
White British	94.67%	515
White Irish	0.74%	4
White - Any other White background	1.10%	6
Mixed - White and Black Caribbean	0.00%	0
Mixed - White and Black African	0.00%	0
Mixed - Any other mixed background	0.37%	2
Asian or Asian British - Indian	0.55%	3
Asian or Asian British - Pakistani	0.18%	1
Asian or Asian British - Bangladeshi	0.00%	0
Asian or Asian British - Any other Asian background	0.18%	1
Black or Black British - Caribbean	0.00%	0
Black or Black British - African	0.00%	0
Black or Black British - Any other Black background	0.00%	0
Chinese	0.00%	0
Prefer not to say	1.47%	8
Other (please specify)	0.74%	4
TOTAL		544

Other (please specify).....

- It should not matter. Why do you ask? I refuse to tell you.
- White English
- White Yorkshire English
- White – Mixed

30. What is your sexual orientation?

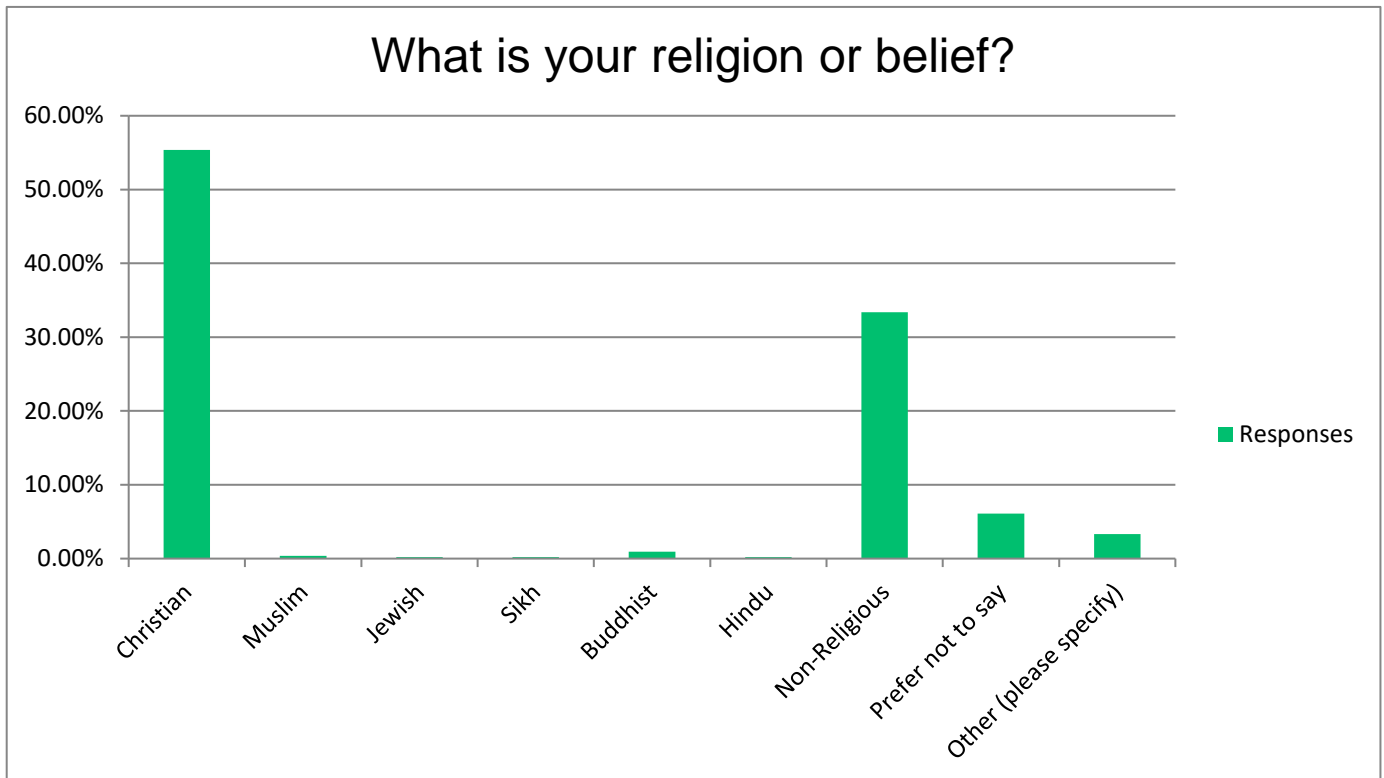


ANSWER CHOICES	RESPONSES
▼ Heterosexual/Straight	90.33% 486
▼ Gay/Lesbian	1.49% 8
▼ Bisexual	2.79% 15
▼ Prefer not to say	4.65% 25
▼ Other (please specify) Responses	0.74% 4

Other.....

- Saw
- Sex god
- None
- What is the point in this has no bearing !

31. What is your religion or belief?



ANSWER CHOICES	RESPONSES	
▼ Christian	55.35%	300
▼ Muslim	0.37%	2
▼ Jewish	0.18%	1
▼ Sikh	0.18%	1
▼ Buddhist	0.92%	5
▼ Hindu	0.18%	1
▼ Non-Religious	33.39%	181
▼ Prefer not to say	6.09%	33
▼ Other (please specify)	Responses 3.32%	18
TOTAL		542

Other...

- None
- None of your business!
- Spiritual
- Atheist
- Non
- Interested agnostic
- Monotheist
- Agnostic / humanist

Other....

- Wiccan
- Quaker
- Atheist
- Roman Catholic
- Agnostic
- Humanist
- Humanist