



Why people use the Leigh Walk In Centre

Public Engagement Report: Healthwatch Wigan & Leigh July 2017

Background

This engagement report is designed to inform current discussion on the provision of urgent care outside hospital settings.

Purpose of the engagement

This public engagement report explores the decisions people make in seeking treatment at walk in centres and what would improve their experiences of accessing healthcare services more generally.

Themes

Urgent care; walk in centres; A and E; primary care; access to services; patient choice;

METHOD

Field researchers conducted semi-structured interviews with service users at the Leigh Walk in Centre (LWC). The researchers were experienced engagement officers from Healthwatch Wigan & Leigh.

Responses were recorded verbatim alongside the questions asked.

Comments were analysed by grouping them and creating 'I statements'.

Programming suggestions have been made based on the 'I statements'.

Who We Spoke To?:

- We spoke to 21 people at LWC over two visits in July 2017.

Lines of Enquiry

- Reasons/decisions for visiting Leigh Walk in Centre
- Experiences of Leigh Walk in Centre and local health care provision more generally
- Health service improvement priorities for the respondents and their families



I am visiting Leigh Walk in Centre because...

All the people we spoke to had either experienced minor injuries or had worrying symptoms that caused them to seek urgent care.

- *I broke my thumb.*
- *I have a minor injury.*
- *I have a minor burn and came for the dressing's clinic.*
- *I have a perforated eardrum.*
- *I've gone over on my ankle.*
- *I have an infected finger.*
- *I hurt myself doing my garden.*
- *I've come home from holiday with sunburn.*
- *I fell down stairs after an epileptic fit.*
- *I have a suspected DVT.*
- *I have been bitten by a dog.*



I made the decision to come here because...

For many, the decision to visit the Walk In Centre was based on longer waiting times or lack of appointments at the primary care provider (GPs).

- I could not get in to the GP.*
- I could not find instant appointment at GP – the whole point of this walk-in centre is to free up the GP.*
- I tried my GP but it was closed.*
- I could not secure GP appointment.*
- I would normally begin with my GP and take it from there but couldn't get an appointment.*
- I did not think of my GP because they are not very good normally. I wait for a long time to see one. At least here I receive urgent attention – they are not judgemental – they do not know me.*



These are the benefits of using the walk in centre

- *I am not being judged.*
- *I am seen promptly.*
- *I am understood.*
- *I am listened to.*
- *I walk in and seen straight away.*
- *I am respected and cared for.*
- *I am not kept away by the receptionist.*
- *I have no bad experiences.*
- *I am not being moved from place to place.*

This is my experience of Primary Care (GPs)

- *I have no confidence with GPs-they (GPs) do not get to the bottom of my problems.*
- *GPs do not meet my needs.*
- *I experience longer waiting times at my GP.*
- *I never get same day appointment at my GP.*
- *I experience my prescription being sent to the wrong place.*
- *I find the appointment times [at my GP] are not updated.*

Access, Parking, Transport

- *Accessibility*
- *Free parking*
- *Patients staying longer should be exempt from car park fees*

These are the things that matter to us

Communication and Continuity

- *Engage with someone who can listen*
- *Continuity - not having to explain my conditions all over again*



Being seen by the right person at the right time

- *Immediate attention - no appointment and referral delays*
- *Quicker referral - I paid privately for my hips-I couldn't wait for the long referral process.*
- *Differentiated needs - elderly and younger people should be given priority where possible-they should not wait as long as able bodied people*
- *Seeing a doctor when I need one.*
- *Longer opening hours for people working or who cannot attend on a weekday*
- *Not being sent to the wrong place*

Better Follow-up

An aftercare post-op. The current aftercare provision is not so good

Why people use the Leigh Walk In

Centre/Healthwatch Wigan and

Conclusions, Recommendations, Future Engagement Work

Conclusions

- Many people using the walk in feel that GPs do not meet their needs.
- People feel irritated by perceived unresponsiveness of GP appointments, by being sent to different places and by gatekeeping processes.

Recommendations

To communications professionals, practice managers and facilities managers -

- A redoubling of effort by all parts of the system to advertise and promote the extended GP hours service is needed.
- Many people come to the walk in for 'Minors' consideration should be given to conducting a campaign on what to do /where to go for 'minors'.

To primary care services and the LCO

- There is a need to address people's perceptions of unresponsiveness in relation to GP services

Future Engagement

Further engagement work should be considered in relation to what people perceive as urgent and what their ideal response to different kind of 'urgent' problems would be.

THANKS TO EVERYONE WHO PARTICIPATED IN THIS ENGAGEMENT ACTIVITY

Healthwatch Wigan & Leigh July 2017