

South Tyneside Local Engagement Board (LEB)

Tuesday 4th September 2018

Urgent Care in South Tyneside – feedback from attendees

Attendees were asked to complete the statement, ‘An urgent care service is good when’

10 attendees responded and engaged in discussion about services. Feedback was themed and will be used at an upcoming cross-organisational improvement workshop on Urgent Care taking place on 4th October 2018.

Feedback and themes are in the table below.

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Feedback on urgent care – Emerging themes	
Knowing what to do and understanding the system	<ul style="list-style-type: none">• Need to describe exactly what things are like ‘urgent care hub’ – is it a 1 stop shop• Need to know what to do out of hours• Publicity – need to know where it is what it does and how to access it• Need to know process to contact relevant person – especially if there is a significant/major concern• It’s accessible• For ongoing care it’s about seeing the same GP each time• Need more transparency
Timely	<ul style="list-style-type: none">• It’s good to be seen as soon as possible – might be A&E• I don’t have to wait too long• Soon appointment
People are listened to and treated in the right way	<ul style="list-style-type: none">• First contact is empathetic and understanding• Good relationship

	<ul style="list-style-type: none"> • Good communication • Trust • Get noticed straight away – be listened to • Reassurance
Effective – the condition or concern is dealt with	<ul style="list-style-type: none"> • Effective – you get sorted and not sent to different places • You get to the right place first time e.g. burns • Quick and responsive – no good waiting for a long time for call-back – might become anxious /worried and call 999 • Confidence in the service • I leave having my condition treated or pointed in the right direction to have it treated • Like the 111 service – good advice, someone to listen and help decide where to go
Efficient	<ul style="list-style-type: none"> • Has facilities such as technical facilities to do what is needed • Capacity is available • Need to promote self-care – sometimes the police or shops organise for you to go to hospital when you are able to self-care e.g. with epilepsy. Sometimes ambulance re-assess and take you home