

APPENDIX 6

Analysis of Consultation Survey Responses

1.0 Executive Summary

- There were **380** responses to the Urgent Care consultation
- Nine-in-ten respondents (91.0%) reported that they are **currently registered with a GP in Tameside and Glossop**.
- A Pharmacy was the service most likely to have been used by respondents for an urgent health care need **within the last week** (22.1%). This was followed by GP Practice appointments at 16.7%. Likewise these were also the two services most likely to have been **used within the last month**; Pharmacies (34.4%) and GP Practice appointments (29.9%).
- Of those respondents who indicated their use of the Walk-In Service at Ashton Primary Care Centre, 30.6% have **never used it**. A similar proportion (30.0%) used it **more than one year ago**.
- Respondents were asked to explain what impact there would be for them if the walk-in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site. The majority of comments made relating to this were themed as:
 - Relocation will have no / minimal impact (27.2%)
 - Parking is worse at hospital site (22.2%)
 - Services will be less locally accessible (21.8%)
- **Option 2** was the option most respondents (**63.2%**) felt would best suit the urgent care needs of the population across Tameside & Glossop. **Option 1** was selected by **36.8%** of respondents.
- Respondents were asked to explain their reasons for selecting either Option 1 or Option 2 as the option they felt would best suit the urgent care needs of the local population.
- The most commonly mentioned reasons for selecting **Option 1** were:
 - Preferred option will have better weekend availability (34.8%)
 - Preferred option will have better availability of appointments / services (25.0%)
 - Preferred option will provide more local services (22.8%)
- The most commonly mentioned reasons for selecting **Option 2** were:
 - Preferred option will provide more local services (62.1%)
 - Preferred option provides more choice e.g. locations, options to access service (55.6%)
 - Preferred option will have better availability of appointments / services (32.0%)
- Respondents were also asked if they had an alternative option on how Urgent Care could be delivered across Tameside & Glossop. The most commonly mentioned themes relating to alternative options were:
 - No alternative option provided (23.6%)
 - Suggestions relating to / positive comments around reducing the misuse of services (19.1%)
 - Concerns about whether there are enough locally available services (15.7%)
- Cross tabulation of results by demographic group has not been undertaken due to the small numbers by individual category, making meaningful analysis not possible.

2.0 Response Rates

2.1 In total, **380** responses were received to the Urgent Care consultation survey.

- 2.2 In addition to being hosted on the Tameside & Glossop Clinical Commissioning Group website, paper copies of the consultation were issued to all Tameside & Glossop GP practices, made available in the Walk-in Centre, all libraries in Tameside and the High Peak area (Glossop, Hadfield and Gamesley) and were available on request. Pre-paid envelopes were provided for the surveys to be returned. **63** paper copies were returned to NHS Tameside & Glossop Clinical Commissioning Group (CCG). These 63 returned paper responses are included in the total number of responses.
- 2.3 Of the total **380** responses received, **21** (5.5%) answered only Question 1, “Are you currently registered with a GP in Tameside & Glossop?” and left all additional questions blank.
- 2.4 Table 1 details the number of responses by question. Questions 1, 2, 3 and 5 were quantitative questions and questions 4, 6, 7 and 8 were qualitative questions. Detailed analysis of all questions can be found at section 4.0 Consultation Analysis.

Table 1: Responses by question

Question	No. of responses
1. Are you currently registered with a GP in Tameside & Glossop?	377
2. Are you registered with a GP in another area?	35
3. Please indicate how recently you have used the following services when you have had an urgent health care need? (list of services provided)	See Table 8 for details
4. If the walk-in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site what impact will this have for you?	261
5. Which of the two options above do you think best suit the urgent care needs of the population across Tameside & Glossop?	291
6. Please tell us your reasons for selecting the option you have for Question 5?	268
7. If you have an alternative option on how Urgent Care could be delivered across Tameside & Glossop in the future please tell us in the box below. Please explain the benefits this alternative option will bring and any financial considerations.	89
8. Do you have any other comments you would like to make about Urgent Care services in Tameside & Glossop?	128

- 2.5 Responses to questions 4, 6, 7 and 8 were assigned themes based on the content of respondent’s comments. Table 2 details the number of themes for each qualitative question.

Table 2: Number of themes for qualitative questions (4, 6, 7 and 8)

Question	No. of themes per question
4. If the walk-in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site what impact will this have for you?	27
6. Please tell us your reasons for selecting the option you have for Question 5?	23
7. If you have an alternative option on how Urgent Care could be delivered	22

across Tameside & Glossop in the future please tell us in the box below. Please explain the benefits this alternative option will bring and any financial considerations.	
8. Do you have any other comments you would like to make about Urgent Care services in Tameside & Glossop?	18

3.0 Demographic Information

3.1 Of the 380 respondents, around three-quarters provided information relating to their demographic profile. This information is outlined in table 3.

Table 3: Demographic data responses

Demographic Group	Number of Responses ¹	% of Responses
Gender	287	75.5
Age	271	71.3
Ethnic Group	281	73.9
Disability	288	75.8
Carers	284	74.7
Veterans	287	75.5
Marital Status	285	75.0
Pregnancy & Maternity	285	75.0
Postcode ²	272	71.6

3.2 Table 4 details the number of respondents who provided demographic data by question.

Table 4: Demographic data responses

	Q1	Q2	Q3 ³	Q4	Q5	Q6	Q7	Q8
Gender	286	19	241	237	274	255	87	122
Age Group	270	15	233	226	261	242	82	116
Ethnic Group	280	17	236	231	268	248	83	117
Disability	287	18	241	237	273	254	88	122
Carers	283	18	241	236	271	253	86	121
Armed Forces	286	18	240	237	272	254	88	122
Marital Status	284	18	240	234	270	251	86	122
Pregnancy & Maternity	284	18	241	236	272	254	87	122
Health Neighbourhood ⁴	272	9	227	226	262	246	85	116

¹ Includes those who selected 'Prefer not to say'

² Based on those respondents who provided a postcode which matched a Tameside & Glossop postcode, or provided a part postcode enabling categorisation into a Tameside & Glossop health neighbourhood. The following part postcodes were categorised into health neighbourhoods as follows: North (OL6, OL7), South (SK14), East (SK15, SK16, OL5), West (M34, M43), Glossop (SK13)

³ Based on those respondents who selected at least one option across the whole of Question 3

⁴ Based on those respondents who provided a valid Tameside & Glossop postcode or part postcode enabling them to be categorised into a health neighbourhood

- 3.3 Table 5 details the achieved sample from the survey against the Tameside & Glossop population.

Table 5: Population and achieved sample

Demographic Group	Tameside & Glossop Population (%)	Achieved Sample (%)
Gender		
Male	49.1	25.8
Female	50.9	71.4
Prefer to self-describe	Not available	0.0
Prefer not to say		2.8
Age⁵		
Under 18	21.9	0.4
18 – 29	14.5	11.8
30 – 49	26.3	33.9
50 - 64	19.8	34.3
65+	17.5	19.6
Ethnicity		
White	91.8	89.0
BME	8.2	11.0
Disability		
Yes	20.5	28.8
No	79.5	71.2
Carer		
Yes	10.9	28.5
No	89.1	71.5
Armed Forces Member / Ex-Member		
Yes	Not available	2.1
No		94.4
Prefer not to say		3.5
Marital Status		
Single	34.8	19.3
Married / Civil Partnership	44.4	66.6
Divorced	13.2	6.3
Widowed	7.5	1.8
Prefer not to say	Not available	6.0
Pregnancy & Maternity		
Yes	Not available	4.2
No		90.2
Prefer not to say		5.6

- 3.4 Table 6 details the achieved sample from the survey by neighbourhood area compared to the Tameside & Glossop population. The achieved sample figures are based on the 272 respondents who provided a postcode which matched a Tameside & Glossop postcode, or provided a part postcode enabling categorisation into a Tameside & Glossop health neighbourhood.

⁵ Based on those respondents who provided an exact age to enable categorisation

Table 6: Population and achieved sample

Health Neighbourhood	Tameside & Glossop Households ⁶ (%)	Achieved sample (%)
North (Ashton)	18.4	22.8
South (Hyde & Longdendale)	18.2	18.0
East (Stalybridge, Dukinfield & Mossley)	27.5	21.3
West (Denton, Droylsden & Audenshaw)	23.1	24.8
Glossop	12.9	12.1

- 3.5 A total of 286 respondents also stated their interest in the consultation (Question 9). Three-quarters of respondents (75.5%) were a member of the public. Responses are detailed in table 7.

Table 7: Respondent's interest in consultation

Interest in Issue	%
A member of the public	75.5
A carer on behalf of someone else	4.9
An employee of Tameside Council	3.8
An employee of NHS Tameside & Glossop Clinical Commissioning Group	1.0
An employee of Tameside & Glossop Integrated Care NHS Foundation Trust	5.6
A GP who works in Tameside & Glossop	2.8
A pharmacist, optician or dentist working within Tameside & Glossop	0.3
A community or voluntary group	1.0
A partner organisation	0.7
A business / private organisation	0.3
Other	3.8

- 3.6 Weighting the data to account for over and under-sampling of particular sections of the population is not necessary, given that the Urgent Care consultation was available via NHS Tameside & Glossop Clinical Commissioning Group web pages and was open to all residents and is not a fixed/controlled sample. No personal data was collected as part of the consultation process.

4.0 Consultation Analysis

- 4.1 Nine-in-ten respondents (91.0%) reported that they are currently registered with a GP in Tameside and Glossop. 9.0% reported that they are not currently registered with a Tameside and Glossop GP.
- 4.2 Respondents who said they were not registered with a GP in Tameside and Glossop were asked if they are registered with a GP in another area. Of those not registered with a GP in Tameside and Glossop, 94.3% are registered with a GP in another area and 5.7% are not.

⁶ Figures are based on the number of households in each postcode sector area.

- 4.3 Respondents were then asked to indicate how recently they had used a variety of services when they had an urgent health care need. The services and frequency of use indicated by respondents is detailed in full in table 8.
- 4.4 A Pharmacy was the service most likely to have been used by respondents for an urgent health care need **within the last week** (22.1%). This was followed by GP Practice appointments at 16.7%. Likewise these were also the two services **most likely to have been used within the last month**; Pharmacies (34.4%) and GP Practice appointments (29.9%).
- 4.5 Just less than a third of respondents (30.8%) state they have used a GP Practice appointment **within the last six months**. This was the service most likely to have been used within the last six month period.
- 4.6 Of those respondents who indicated their use of the Walk-In Service at Ashton Primary Care Centre, 30.6% **have never used it**. A similar proportion (30.0%) used it **more than one year ago**.
- 4.7 The Accident & Emergency department at Tameside & Glossop ICFT Hospital site (Tameside Hospital) was the service respondents were most likely to have used **more than one year ago** (45.6%).
- 4.8 GP Practice appointments was the service **least likely to have never been used** by respondents. Just 5.0% of respondents said they have never used GP Practice appointments. Conversely, respondents were **most likely to have never used** a walk-in service outside of Tameside & Glossop with eight in ten respondents (80.5%) stating they had 'never used this service'.

Table 8: Frequency of services used by respondents for an urgent health care need

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service	Total
NHS 111 service (telephone service available 24 hours a day)	2.7% 9	4.8% 16	9.9% 33	13.8% 46	27.5% 92	41.3% 138	334
NHS Choices (internet based service available 24 hours a day)	7.3% 24	10.3% 34	10.0% 33	7.9% 26	9.4% 31	55.3% 183	331
Pharmacies	22.1% 70	34.4% 109	16.4% 52	6.9% 22	7.3% 23	12.9% 41	317
Minor eye conditions service within opticians	0.3% 1	2.8% 9	8.9% 29	10.4% 34	14.4% 47	63.2% 206	326
GP practice appointments	16.7% 57	29.9% 102	30.8% 105	9.7% 33	7.9% 27	5.0% 17	341
Out of hours GP service	1.5% 5	2.8% 9	9.3% 30	6.8% 22	30.9% 100	48.8% 158	324
Walk-in Service at Ashton Primary	1.5% 5	4.8% 16	16.4% 54	16.7% 55	30.0% 99	30.6% 101	330

	Within the last week	Within the last month	Within the last six months	Within the last year	More than one year ago	I have never used this service	Total
Care Centre							
Walk-in Service outside of Tameside & Glossop	0	0.3% 1	1.5% 5	3.4% 11	14.2% 46	80.5% 260	323
Accident & Emergency department at Tameside & Glossop ICFT Hospital site (Tameside Hospital)	3.8% 13	5.0% 17	14.2% 48	11.5% 39	45.6% 154	19.8% 67	338
Accident & Emergency department at a hospital outside of Tameside & Glossop	0.9% 3	0.9% 3	3.4% 11	2.5% 8	29.8% 97	62.5% 203	325

4.9 Question 4 asked respondents to explain what impact there would be for them if the walk-in service currently provided at Ashton Primary Care centre is relocated to an Urgent Treatment Centre on the Tameside Hospital site. This was a qualitative (open ended question) which respondents could answer as they wished. Responses to this question were themed to identify the key issues raised by respondents. Of the 261 respondents who answered this question, the most commonly mentioned impacts identified were:

- Relocation will have no / minimal impact (27.2%)
- Parking is worse at ICFT site (22.2%)
- Services will be less locally accessible (21.8%)

4.10 Table 9 outlines the number and proportion of respondents who made reference to a particular theme within their response to question 4.

Table 9: Number / % of responses by theme to Question 4

Theme	No.	%
Relocation will have no / minimal impact	71	27.2
Parking is worse at the ICFT site	58	22.2
Services will be less locally accessible	57	21.8
Relocation will mean walk-in service would be further away or further to travel	54	20.7
General positive comments about proposal to relocate walk-in service	42	16.1
Services will be more locally accessible	41	15.7
Service will be easier to access / a more simple service	26	10
Comments relating to parking / travel costs	25	9.6

Relocation will mean walk-in service is closer, nearer or the same distance	24	9.2
Relocation will mean walk-in service will be more difficult to access in terms of transport	23	8.8
Relocation will mean walk-in service is more difficult to access via public transport	19	7.3
Patient care / service / treatment will be better as a result of service relocation	14	5.4
Comments relating to appointments and services e.g. availability, waiting times etc	13	5
General negative comments about proposal to relocate walk-in service	10	3.8
Relocation of service will reduce misuse of services	10	3.8
The relocated walk-in service will be easier to access in terms of transport	9	3.4
Centralisation of services will be beneficial	9	3.4
Relocation may increase misuse of services	8	3.1
Parking is better at the ICFT site	~	~
Centralisation of services may be detrimental	~	~
Comments relating to staffing / capacity	~	~
Disabled / those with mobility issues may have difficulty accessing hospital site	~	~
Relocation will mean the walk-in service is more accessible via public transport	~	~
Other	~	~
Service will be more difficult to access / a more complicated service	~	~
Not sure what impact of relocation will be	~	~
Relocation will have a lot of impact	~	~

4.11 Respondents were asked to identify which of the two options presented within the proposal they thought would best suit the urgent care needs of the population across Tameside & Glossop. **Option 2** was the most preferred option with **63.2%** selecting this as the option they thought would best suit the urgent care needs of the local population. Over a third of respondents (**36.8%**) selected **Option 1**.

4.12 Question 6 asked respondents to explain their reasons for selecting either Option 1 or Option 2 at question 5. This was a qualitative question so responses have been themed to identify the main reasons provided. A total of 268 respondents provided an answer to question 6. Where the respondent had also provided an answer to Question 5 (the option they feel would best suit the urgent care needs of the population across Tameside & Glossop) analysis has been undertaken to identify the main reasons for their choice⁷.

4.13 The most commonly mentioned reasons for selecting **Option 1** were:

- Preferred option will have better weekend availability (34.8%)
- Preferred option will have better availability of appointments / services (25.0%)
- Preferred option will provide more local services (22.8%)

⁷ For Option 1 this is based on 92 respondents who provided an answer to both Question 5 and Question 6, and for Option 2 this is based on 169 respondents who provided an answer to both questions.

4.14 The most commonly mentioned reasons for selecting **Option 2** were:

- Preferred option will provide more local services (62.1%)
- Preferred option provides more choice e.g. locations, options to access service (55.6%)
- Preferred option will have better availability of appointments / services (32.0%)

4.15 Table 10 outlines the key reasons why respondents selected Option 1 or Option 2.

Table 10: Number / % of responses by theme to Question 6 for Option 1, Option 2 and Overall

Theme	Option 1		Option 2		Overall	
	No.	%	No.	%	No.	%
Preferred option will provide more local services	21	22.8	105	62.1	126	47
Preferred option provides more choice e.g. locations, options to access service	10	10.9	94	55.6	104	38.8
Preferred option will have better availability of appointments / services	23	25.0	54	32.0	77	28.7
Preferred option means hubs will be closer / nearer / care will be closer to home	~	~	46	27.2	50	18.7
Preferred option will have better weekend availability	32	34.8	~	~	37	13.8
Preferred option has better transport / public transport links	~	~	16	9.5	20	7.5
Preferred option will reduce misuse of services	9	9.8	9	5.3	18	6.7
General positive comments relating to options	8	8.7	~	~	12	4.5
Comments about services not being local enough	~	~	~	~	10	3.7
Comments relating to costs	6	6.5	~	~	10	3.7
Preferred option is simpler and easier	8	8.7	~	~	9	3.4
Concerns about availability of appointments / services	~	~	~	~	8	3.0
Concerns about weekend availability	~	~	6	3.6	8	3.0
General negative comments relating to options	~	~	~	~	8	3.0
Preferred option will utilise staff and resources better / more efficiently	~	~	~	~	8	3.0
Unable to select either option	~	~	~	~	7	2.6
Concerns about distance to the hubs	~	~	~	~	6	2.2
Concern about misuse of services	~	~	~	~	~	~
Concerns about transport /	~	~	~	~	~	~

public transport						
Comments relating to parking	~	~	~	~	~	~
Concerns about staffing / capacity	~	~	~	~	~	~
Reiteration that the walk-in service should remain at current location	-	-	-	-	~	~
Other	~	~	~	~	~	~

4.16 Respondents were also asked if they had an alternative option on how Urgent Care could be delivered across Tameside & Glossop. They were invited to explain the benefits this alternative option would bring and any financial considerations.

4.17 The most commonly mentioned themes relating to alternative options were:

- No alternative option provided (23.6%)
- Suggestions relating to / positive comments around reducing the misuse of services (19.1%)
- Concerns about whether there are enough locally available services (15.7%)

Table 11 outlines the number and proportion of respondents who made reference to a particular theme within their response to question 7.

Table 11: Number / % of responses by theme to Question 7

Theme	No.	%
No alternative option provided	21	23.6
Suggestions relating to / positive comments around reducing the misuse of services	17	19.1
Concerns about whether there are enough locally available services	14	15.7
Comments relating to staffing / capacity	13	14.6
Reiteration of the importance of local services	11	12.4
Concerns about misuse of services	10	11.2
General positive comments	8	9
Keep walk-in service in Ashton Primary Care Centre / no need for change	7	7.9
Need for more Walk-in Centres	7	7.9
Comments related to increased availability of appointments	6	6.7
Concerns about availability of appointments	6	6.7
Comments about cost / need for more funding	6	6.7
Better provision of urgent care facilities for Glossop	6	6.7
Concerns about distance to access services	~	~
Suggestions relating to increased choice of services	~	~
More efficient use of the existing system	~	~
Distance / transport positive comments	~	~
Concerns about choice of service available	~	~
Need for communication / better awareness of services available	~	~
Integrate other public services into the hubs	~	~
Questions or requests for more information	~	~
Need for sufficient parking	~	~

4.18 Finally, respondents were provided with an opportunity to make any other comments they would like to about Urgent Care services in Tameside & Glossop. The responses to this question have been themed and those most commonly mentioned include:

- No comment to make (21.9%)
- General comments – positive (15.6%)
- General comments – negative (14.8%)

Table 12 outlines the number and proportion of respondents who made reference to a particular theme within their response to question 8.

Table 12: Number / % of responses by theme to Question 8

Theme	No.	%
No comment	28	21.9
General comments - positive	20	15.6
General comments - negative	19	14.8
Concerns about the misuse of services	17	13.3
Concerns about services not being local enough	16	12.5
Comments around staffing / capacity	13	10.2
Concerns about transport / public transport links / distance to travel	11	8.6
Need for effective communication / education of which services are available to use	11	8.6
Comments relating to availability of appointments	8	6.3
Comments relating to costs	7	5.5
Invest in Services	7	5.5
Comments around reduction of misuse of services	6	4.7
Comments relating to importance of local services	~	~
Asking questions/requesting further information	~	~
Parking - negative comments	~	~
Further integration of services	~	~
Public transport / transport positive comments	~	~
Do not privatise NHS	~	~

4.19 Cross tabulation of results by demographic group has not been undertaken due to the small numbers by individual category, making meaningful analysis not possible.

