



User and Carer Experience Survey – Children’s Urgent Care - Report

(*) Our records show that you recently accessed the children’s urgent care centres at the Royal Stoke University Hospital. Is that correct?		Response Percent	Response Total
Yes		100%	16
No		0%	0

Total # of respondents 16.
Statistics based on 16 respondents; 0 filtered; 0 skipped.

(*) How were you referred into the service?		Response Percent	Response Total
GP		50%	8
GP Out of Hours		6.25%	1
Hospital at Home Service		6.25%	1
Children's Community Nursing Service		6.25%	1
I don't know/ I am unsure		0%	0
Other		31.25%	5

Total # of respondents 16.
Statistics based on 16 respondents; 0 filtered; 0 skipped.

Were you:		Response Percent	Response Total
Provided with advice and guidance and able to keep your child at home		6.25%	1
Offered an appointment in one of the Rapid Access Clinics		18.75%	3
Referred to the Children's Assessment Unit for urgent assessment and or treatment		62.5%	10
Referred to the Children's Emergency Department		12.5%	2
Other		0%	0

Total # of respondents 16.
Statistics based on 16 respondents; 0 filtered; 0 skipped.

Were you happy with your experience of the service provided (this could be by your own Doctor/ Nurse or a Hospital Doctor/ Nurse? Please rate, where 1 is very unhappy and 5 is very happy.		Response Percent	Response Total
1		13.33%	2
2		0%	0
3		0%	0
4		13.33%	2
5		73.33%	11
Please can you explain the reasons for your score?			14

Total # of respondents 16.
 Statistics based on 15 respondents; 0 filtered; 1 skipped.

How long did you wait in the Children's Assessment Unit before being seen by a doctor or nurse?		Response Percent	Response Total
Less than 1 hour		62.5%	10
1-2 hours		31.25%	5
2-4 hours		0%	0
Over 4 hours		6.25%	1

Total # of respondents 16.
 Statistics based on 16 respondents; 0 filtered; 0 skipped.

How long do you think is an acceptable time to wait?		Response Percent	Response Total
Less than 1 hour		50%	8
1-2 hours		50%	8
2-4 hours		0%	0
Over 4 hours		0%	0

Total # of respondents 16.
 Statistics based on 16 respondents; 0 filtered; 0 skipped.

Is there anything else you'd like to tell us about your wait?		Response Total
		7

Total # of respondents 16.
 Statistics based on 7 respondents; 0 filtered; 9 skipped.

Did the service/ Nurse/ Doctor explain things in a way that you were able to easily understand (this could be your own Doctor/Nurse or a Hospital Doctor/ Nurse)? Please rate, where 1 is strongly disagree and 5 is strongly agree.		Response Percent	Response Total
1		43.75%	7
2		6.25%	1
3		6.25%	1
4		0%	0
5		43.75%	7

Total # of respondents 16.
Statistics based on 16 respondents; 0 filtered; 0 skipped.




Would you recommend the service to other parents/ carers? Please rate, where 1 is wouldn't recommend and 5 is strongly recommend.		Response Percent	Response Total
1		50%	8
2		0%	0
3		0%	0
4		12.5%	2
5		37.5%	6

Total # of respondents 16.
Statistics based on 16 respondents; 0 filtered; 0 skipped.


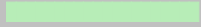

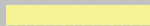

Is there anything else you would like to share with us about the service you received?		Response Total
		7

Total # of respondents 16.
Statistics based on 7 respondents; 0 filtered; 9 skipped.




Equality Monitoring Form: Introduction to completion Why complete this monitoring form and return to CCGs? Stoke-on-Trent, North Staffordshire and Stafford and Surrounds Clinical Commissioning Groups (CCGs) want to evidence that they are reaching out to all sections of our local communities through for example, engagement and consultation work. Seeking feedback on their healthcare experience from patients, carers, staff and members of the public help CCGs to shape services to be more inclusive. CCGs want to understand who is taking up services, what is their experience of services, as well as their workforce profile or demographics compared to local community demographics? This equality monitoring information will help CCGs to monitor the demographics of: who is attending engagement / consultation and Equality Delivery System public grading events from the nine groups protected under the Equality Act 2010; who is giving CCGs feedback on their patient experience; and what is the make up (demographic profile) of our workforce and Board? We would be grateful if you could take a little time to complete and return this optional and anonymous form. It is sensible to feel protective or cautious about disclosing any personal information, but feel assured that this information will be used for monitoring purposes only and not for any other purpose. It is completely confidential and any data we hold will be stored separately from any data that could identify you personally. How to complete: On the next 2 pages, please state which group(s) you (or the community group you represent) align yourself / yourselves with in terms of the 9 protected characteristic groups detailed below. We have also included carers and military veterans as key local groups who may be 'seldom heard', which goes beyond the legal requirements of the Equality Act 2010 and the Public Sector Equality Duty or PSED (2011). Note: This equality monitoring form may also be embedded within a patient experience survey or other. *Definition of a carer: 'A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.' Source: Carers Trust <https://carers.org/what-carer> Equality monitoring form - you have the option to complete any or all sections I am / I represent a patient / carer / community group / a voting Board member (please circle above as appropriate)

What is your ethnic group/background?		Response Percent	Response Total
English, Welsh, Scottish, Northern Irish, British		87.5%	14
Irish		0%	0
Polish		0%	0
Other European		0%	0
Any other White background		0%	0
White and Black Caribbean		0%	0
White and Black African		0%	0
White and Asian		0%	0
Any other Mixed/Multiple ethnic background		0%	0
Indian		0%	0
Pakistani		6.25%	1
Bangladeshi		0%	0
Chinese		0%	0
Any other Asian background		0%	0
African		6.25%	1
Caribbean		0%	0
Any other Black/African/Caribbean background		0%	0
Gypsy or Irish Traveller		0%	0
Arab		0%	0
Prefer not to say		0%	0
Other ethnic background, please describe		0%	0




Total # of respondents **16**.
Statistics based on **16** respondents; **0** filtered; **0** skipped.

Which of the following age categories do you fit into?		Response Percent	Response Total
0 - 10		12.5%	2
11 - 20		0%	0
21 - 30		25%	4
31 - 40		37.5%	6
41 - 50		18.75%	3
51 - 60		6.25%	1
61 - 70		0%	0
71 - 80		0%	0
81 and over		0%	0
Prefer not to say		0%	0


Total # of respondents 16.
 Statistics based on 16 respondents; 0 filtered; 0 skipped.



What is your religion or belief?		Response Percent	Response Total
Buddhism		0%	0
Christianity		78.57%	11
Hinduism		0%	0
Islam		7.14%	1
Judaism		0%	0
Sikhism		0%	0
Prefer not to say		0%	0
Any other religion, please describe		14.29%	2






Total # of respondents 16.
 Statistics based on 14 respondents; 0 filtered; 2 skipped.

How would you describe your gender?		Response Percent	Response Total
Male		6.25%	1
Female		87.5%	14
Intersex		0%	0
Prefer not to say		0%	0
Other (Please state)		6.25%	1




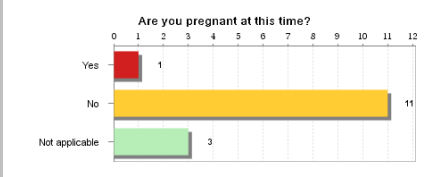
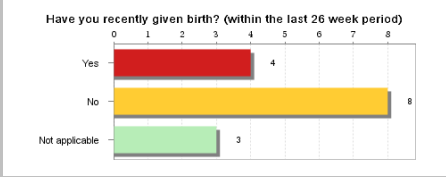
Total # of respondents 16.
 Statistics based on 16 respondents; 0 filtered; 0 skipped.

What is your gender identity? Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)?		Response Percent	Response Total
Yes		0%	0
No		100%	13
Prefer not to say		0%	0
Total # of respondents 16. Statistics based on 13 respondents; 0 filtered; 3 skipped.			




What is your sexual orientation?		Response Percent	Response Total
Heterosexual (people of the opposite sex)		86.67%	13
Gay (both men)		0%	0
Lesbian (both female)		0%	0
Bisexual (people of either sex)		0%	0
Prefer not to say		0%	0
Other		13.33%	2
Total # of respondents 16. Statistics based on 15 respondents; 0 filtered; 1 skipped.			

Marriage and Civil Partnership: What is your relationship status?		Response Percent	Response Total
Married		37.5%	6
Single		12.5%	2
Divorced		0%	0
Lives with Partner		31.25%	5
Separated		0%	0
Widowed		0%	0
Civil Partnership		6.25%	1
Other		12.5%	2
Total # of respondents 16. Statistics based on 16 respondents; 0 filtered; 0 skipped.			

Pregnancy and Maternity (The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period). Please select as appropriate:

	Yes 	No 	Not applicable 		Response Total
Are you pregnant at this time?	6.67 % (1)	73.33 % (11)	20 % (3)		15
Have you recently given birth? (within the last 26 week period)	26.67 % (4)	53.33 % (8)	20 % (3)		15

Total # of respondents 16.
Statistics based on 15 respondents; 0 filtered; 1 skipped.

Do you consider yourself to have a disability? (The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).		Response Percent	Response Total
Physical disability		33.33%	1
Sensory disability eg Deaf, hard of hearing, Blind, visually impaired		0%	0
Mental health need		0%	0
Learning disability or difficulty		0%	0
Long term illness (please describe)		33.33%	1
Other		33.33%	1

Total # of respondents 16.
Statistics based on 3 respondents; 0 filtered; 13 skipped.


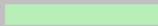

Please describe your Physical disability	Response Total
	1


Total # of respondents 16.
Statistics based on 1 respondents; 0 filtered; 15 skipped.


Please describe your Sensory disability	Response Total
	0

Total # of respondents 16.
Statistics based on 0 respondents; 0 filtered; 16 skipped.

Please describe your Long term illness		Response Total
		1
Total # of respondents 16. Statistics based on 1 respondents; 0 filtered; 15 skipped.		

Caring Responsibility Do you care for someone? (*see definition on page 1)		Response Percent	Response Total
Care for young person(s) aged younger than 24 years of age		60%	3
Care for adult(s) aged 25 to 49 years of age		0%	0
Care for older person(s) aged over 50 years of age		20%	1
Prefer not to say		20%	1
Total # of respondents 16. Statistics based on 5 respondents; 0 filtered; 11 skipped.			

Military Veterans I am a military veteran		Response Percent	Response Total
Yes		0%	0
No		100%	13
Prefer not to say		0%	0
Total # of respondents 16. Statistics based on 13 respondents; 0 filtered; 3 skipped.			

How to complete: On the next 2 pages, please state which group(s) you (or the community group you represent) align yourself / yourselves with in terms of the 9 protected characteristic groups detailed below. We have also included carers and military veterans as key local groups who may be 'seldom heard', which goes beyond the legal requirements of the Equality Act 2010 and the Public Sector Equality Duty or PSED (2011). Note: This equality monitoring form may also be embedded within a patient experience survey or other. *Definition of a carer: 'A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.' Source: Carers Trust https://carers.org/what-carer Equality monitoring form - you have the option to complete any or all sections		Response Percent	Response Total
I am a patient		0%	0
I am a carer		0%	0
I am a voting Board member		0%	0
I represent a patient		100%	6
I represent a carer		0%	0
I represent a community group		0%	0
I represent a voting Board member		0%	0
Total # of respondents 16. Statistics based on 6 respondents; 0 filtered; 10 skipped.			