



# ***Hartlepool and Stockton-on-Tees Clinical Commissioning Group***

## **STOCKTON-ON-TEES AREA**

NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG) is looking at urgent care services throughout the Hartlepool and Stockton-on-Tees areas.

CCGs are groups led by doctors (GPs), nurses and other health professionals. They think about what health services are needed in local communities, and develop and buy (commission) health services to meet the needs of local people.

The CCG recognises that it is important to talk to local people and involve them in its work to make sure that the health services it develops and buys really do meet the needs of the people that will use them.

The CCG would like to know your views on the management of urgent minor injuries and urgent illnesses in the Stockton-on-Tees area:

- Out-of-hours GP services accessed via NHS 111 for urgent GP services, which may include telephone advice, home visits or by appointment at Crutes House, Stockton-on-Tees.
- GP walk-in services in Stockton provided at Stockton NHS Healthcare Centre, Tithebarn House, Stockton-on-Tees 8am – 8pm, 7 days a week.

The contracts for the Out-of-hours GP service and the GP walk-in service both end in March 2016. The CCG are considering moving the services to a new base to the University Hospital of North Tees in Stockton-on-Tees located next to A&E.

Your views will help the CCG develop a plan to enhance the current delivery of services to provide services in the same place, making it seamless for patients to access.

## Section A: Walk in Centre



1. Have you ever been ill and been to see a doctor or nurse at the walk in centre at Tithebarn/Resolution (North Ormesby)/Peterlee/Easington/Hartlepool

<input type="checkbox"/> Yes, in the last week	<input type="checkbox"/> Yes, in the last month	<input type="checkbox"/> Yes, in the last six months	<input type="checkbox"/> Yes, longer than six months	<input type="checkbox"/> No
<p>If yes, what did you think of the service you received there?</p> <p><i>What was good?</i></p> <p><i>What could be improved?</i></p>				

If yes, which one have you accessed? (*more than one option can be chosen*)

<input type="checkbox"/> Tithebarn	<input type="checkbox"/> Resolution (North Ormesby)	<input type="checkbox"/> Peterlee	<input type="checkbox"/> Easington	<input type="checkbox"/> Hartlepool
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2. GP walk-in services at the Walk-in Centres are provided from 8am to 8pm every day. When the Walk-in centre is closed and you feel unwell, what would you do?

<input type="checkbox"/> Phone NHS 111	<input type="checkbox"/> Pharmacy	<input type="checkbox"/> Self care	<input type="checkbox"/> A&E	<input type="checkbox"/> OOH	<input type="checkbox"/> Wait to see own GP	<input type="checkbox"/> Other
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Other, please say

Please give reasons for your answer

3. Would you use the walk-in service if it was located within North Tees Hospital?

<input type="checkbox"/> Definitely	<input type="checkbox"/> Maybe	<input type="checkbox"/> Don't know	<input type="checkbox"/> Probably Not	<input type="checkbox"/> Definitely Not
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If yes, what would be good about this?

If no, what would be the barrier?

4. We know from looking at what happens now at the walk-in centre that many people who attend could have been seen by a pharmacist or their own GP.

Do you think it is clear which service you should attend if you feel unwell?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Please give reasons		

What information would you need to make an informed decision to help you choose where to go?

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## Section B: Pharmacy

5. Pharmacists can give advice and treatment for minor ailments without the need for an appointment.

Have you or a member of your family ever seen a pharmacist for advice?

<input type="checkbox"/> Yes, in the last week	<input type="checkbox"/> Yes, in the last month	<input type="checkbox"/> Yes, in the last six months	<input type="checkbox"/> Yes, longer than six months	<input type="checkbox"/> No
<p>If yes, what did you think of the service you received there? <i>What's good, what could be improved?</i></p>  <p>If no, what would be the barriers to you using this service?</p>				

## Section C: Your GP Surgery

6. Have you ever visited the walk-in centre because you could not get an appointment with a GP or nurse?

<input type="checkbox"/> Yes	<input type="checkbox"/> No

7. Have you ever gone to A&E because you could not get an appointment with a GP or nurse?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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## Section D: NHS 111

8. Have you or a member of your family ever used the NHS 111 service?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<p>What was good about the service?</p> <p>What could be improved?</p>	

9. We want to know everyone's view of NHS 111 - even if you haven't used it – in your opinion what ONE thing do you think should be improved about the NHS 111 service?

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## Section E: Out-of-hours GP Service

10. Do you know how to contact the GP out-of-hours service?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> No but I'm confident I would be able to easily find out	<input type="checkbox"/> Don't know
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11. A GP out-of-hours service in the Stockton-on-Tees area is accessed via NHS 111 including telephone advice, home visiting and bookable appointments between

6.30pm-8.00am on weekdays and 24 hours a day at weekends and on Bank Holidays.

Have you ever used any of these services?

<input type="checkbox"/> Yes, in the last week	<input type="checkbox"/> Yes, in the last month	<input type="checkbox"/> Yes, in the last six months	<input type="checkbox"/> Yes, longer than six months	<input type="checkbox"/> No
<p>If yes, what did you think of the service you received there?</p> <p><i>What was good?</i></p> <p><i>What could be improved?</i></p>				

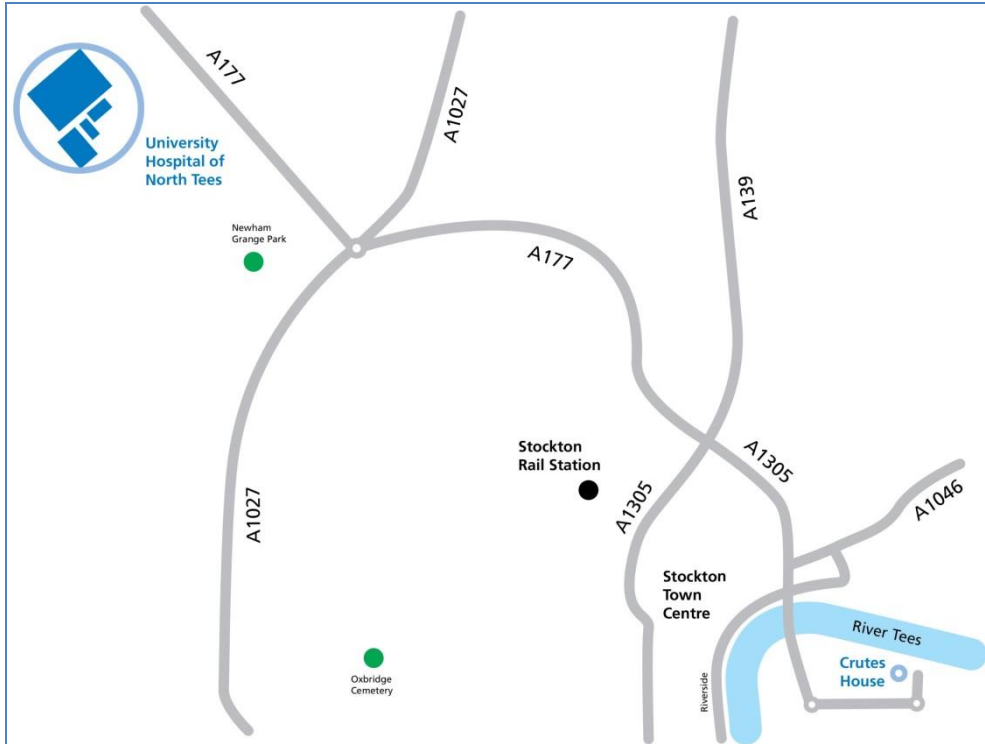
12. How do you feel about how quickly you received care from the out of hours GP service?

<input type="checkbox"/> It was about right	<input type="checkbox"/> It took too long	<input type="checkbox"/> Don't know/ doesn't apply
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13. If the GP out of hours service is in the same place as other services on the North Tees Hospital site do you think this will cause you or your family any problems?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
<p>If yes, can you tell us what those problems might be?</p>		

Current location of Crutes House:



The distance between Crutes House and North Tees Hospital is 3 miles.



**Demographic Profile:**

1. Which best describes you?

<input type="checkbox"/> I am a patient / member of the public	<input type="checkbox"/> I work for the NHS
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2. Gender

<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Transgender	<input type="checkbox"/> Prefer not to say
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3. Age?

<input type="checkbox"/> Under 16 years	<input type="checkbox"/> 16-25 years
<input type="checkbox"/> 26-35 years	<input type="checkbox"/> 36-45 years
<input type="checkbox"/> 46-55 years	<input type="checkbox"/> 56-65 years
<input type="checkbox"/> 66-75 years	<input type="checkbox"/> Over 75 years

4. Carer – do you provide care for someone who is elderly or living with a long-term condition?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> I do not wish to disclose
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5. Ethnicity – please choose the category which best describes you:

<input type="checkbox"/> White	<input type="checkbox"/> Mixed
<input type="checkbox"/> Asian/Asian Black	<input type="checkbox"/> Black/Black British
<input type="checkbox"/> Chinese	<input type="checkbox"/> Other ethnic group
<input type="checkbox"/> I do not wish to disclose my ethnicity	

6. Disability – do you consider yourself to have a disability or a long-term health condition?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> I do not wish to disclose
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7. What is your postcode?