

Urgent and Emergency Care: less well-heard groups

November 2021

Background

The Surrey Heartlands Urgent Care Strategy 2021-24 described how commissioners would shape services over the next 3 years. Healthwatch Surrey were commissioned by Surrey Heartlands to build on the results of the Surrey Heartlands Citizen Panel survey (April 2021) by reaching out to 3 groups of people whose views may not have been captured – homeless people, young people and people with English as an additional language.



Methodology

We held individual interviews with 65 people in these less well-heard groups. Our interviews were structured to ensure consistency with a high proportion of open-ended questions to ensure people's perspective and language was fully captured.

Findings

- While commissioners and providers use the term 'Urgent Care' provision, the people we spoke to did not.
- Awareness of options other than A&E and 111 (by phone) is limited.
- Getting care as quickly as possible was a priority for all our respondents.
- Prior experience was a key driver for individuals in deciding what service to use.
- Ability to access information varied across our groups, but there was general mistrust of non NHS information online.
- Although people did not consider themselves at a disadvantage when accessing physical healthcare, access to urgent mental healthcare had been a problem for many.

"If I require urgent care for mental health reasons many services aren't equipped, and my only option is A&E where I have not always been treated with respect."

Participant

About Luminus

Luminus is a Surrey based, independent, community interest company which exists to empower people to have their voices heard. We help organisations provide equity of access and the best services possible, through the inclusive involvement of local people.

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