

Healthwatch East Riding of Yorkshire is conducting a number of “Enter and View” visits at Hull Royal Emergency Department. These visits, conducted by trained representatives of Healthwatch, help us to highlight where services are working well and where improvements can be made. The results of our survey will be shared with those that provide the services and with the general public. Your views are valuable and could help improve services in the future.

Please begin by telling us about yourself. All the information you provide in this section is confidential and is for monitoring purposes only - any opinions you share with us will remain anonymous and will not be traceable to any individual.

1. Where do you live (please provide the first half of your postcode, e.g. HU12)

2. Gender

Male

Female

Prefer not to say

3. Do you consider yourself disabled?

Yes

No

Prefer not to say

4. What is your ethnic group? Choose one option that best describes your ethnic group or background.

White - British

Black/African/Caribbean/Black British

White - Other

Prefer not to say

Mixed/Multiple ethnic groups

Other (please state)

Asian/Asian British

5. Age

Under 18

36-45

Over 75

18-25

46-60

26-35

61-75

6. Date

7. Time of visit

- 6am - 9am 12 noon - 5pm 9pm - 6am
 9am - 12 noon 5pm - 9pm

8. Are you alone?

- Yes
 No

9. Are you a...

- Patient Friend
 Family member, partner/spouse Health professional
 Parent/carer
 Other (please specify)?

10. Upon arrival, were you seen at reception promptly?

- Yes
 No

11. Were you provided with clear instructions of what to do and where to wait?

- Yes
 No

12. Were you given any indication of waiting time?

- Yes
 No

13. Overall, how did you find the process for registering your arrival?

Brilliant	Ok	Somewhat complicated	Awful
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

14. Since arriving at A&E, how long have you or your companion been waiting?

- 0-1 hours 2-3 hours
 1-2 hours 3-4 hours
 More than 4 hours (please state)

15. Have you seen a doctor or nurse since arrival? (tick any/all that apply)

	Yes	No
doctor	<input type="checkbox"/>	<input type="checkbox"/>
nurse	<input type="checkbox"/>	<input type="checkbox"/>
other health professional	<input type="checkbox"/>	<input type="checkbox"/>

16. Who, if anyone, advised you to come to A&E?

- GP NHS 111
 Out of hours GP 999
 Other health professional no one (personal decision)

17. Would any of the following have enabled you to avoid this trip to A&E?

- Being able to see my GP (and/or a trained nurse) the same day
 An urgent care doctor coming to my home to treat me (within 2-4 hours)
 Access to a Minor Injuries Unit (MIU) near my home
 A consultation with a doctor over the phone or internet (i.e. Skype/FaceTime)
 A pharmacy being open
 None of the above

18. In general are you satisfied with the care you have received?

Yes

No

Comments:

19. Other information:

Please tell us about any other information you feel is important to you about your visit to A&E today. For example, have you been treated with dignity and respect by staff? Did you feel the treatment you received met your expectations? Is the environment clear with sufficient seating, information and facilities?