

A&E Services Review in Barnet



May 2019

This report has been prepared for, and on behalf of, NHS Barnet Clinical Commissioning Group.

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EXECUTIVE SUMMARY

During February and March 2019, Healthwatch Barnet conducted a survey with patients attending A&E departments in the Royal Free Hospital Trust. The Healthwatch Barnet team visited the Emergency Departments at Barnet Hospital and the Royal Free Hospital to gather the views of over 500 patients. The main objective was to identify why people were coming to A&E.

An additional follow up survey was distributed to the patients who provided their contact details to identify the outcome of their visit to A&E. This allowed for analysis of whether health services are being used appropriately.

The key findings of the project are as follows:

Attendance at A&E Survey

In total, 578 patient responses were collected:

323 in Barnet Hospital and 255 in Royal Free Hospital

Barnet Hospital

48% attended for **illness** (155 patients)

33% attended for **injury** (105 patients)

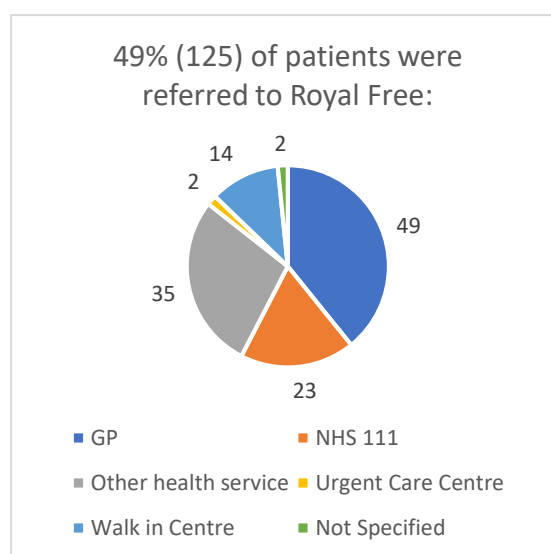
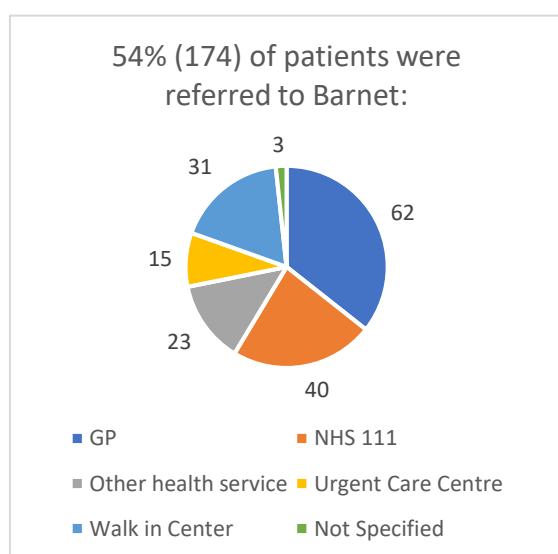
19% **'other'** including pregnancy, long term conditions (63 patients)

Royal Free Hospital

55% attended for **illness** (139 patients)

34% attended for **injury** (88 patients)

11% **'other'** including pregnancy, skin conditions, long term conditions (28 patients)



Almost half of patients were referred to either A&E site by another health service.

1 in 3 patients were referred by their GP.

The main reason patients attended A&E departments at both sites was because they were 'in pain and didn't want to delay seeking medical attention'.

Patients thinking that they needed a diagnostic test was the second most common reason for attending A&E at both sites.

Outcome of Attendance Survey

135 patients completed a follow up survey to report what happened as a result of their visit to A&E:

- Most patients who completed the survey were discharged with a treatment or procedure (53%)
- A quarter of patients were discharged with no treatment
- 1 in 3 patients who did not receive treatment self-referred to A&E
- NHS 111 and GPs were the largest source of referrals for patients discharged with no treatment

Key Recommendations

Knowledge and use of services

- Increased and ongoing communication to patients about alternative services that are available, such as GP extended hours, Walk in Centres, and NHS 111.

Knowledge and use of Walk in Centres

- Clarify and publicise the diagnostic and x-ray services that are available through WICs and UCCs.
- Ensure that clear, consistent and accessible information is provided to patients about other services.
- Ensure that other health services, including as NHS 111 and GPs give clear and accessible information to patients about other services available.
- Give explanations and reassurance to patients about the level of care and health services that can be given to patients.

Increase patient information about the use of appropriate services at specific key GP services

- BCCG to check the 'performance' of these GPs to see if there is any correlation between the patient/medication/appointment management and patients attending A&E.
- Liaison with these GP surgeries if necessary to reduce the number of referrals or to provide patient information to reduce patients self-referring to A&E.

Use of the service by newly arrived communities or those who have English as a second language

- Increased patient information and guidance to those communities about the most effective health services that they can use.
- Increased patient information and guidance to these communities on how to register with a GP, the benefits of registering and emphasising the availability of language interpretation services at their GP.

ACKNOWLEDGEMENTS

Healthwatch Barnet would like to thank the following for their support and participation throughout this project:

Thank you to our partners at Barnet CCG for their support and co-design of this project.

The staff at Barnet Hospital and Royal Free Hospital for helping Healthwatch Barnet access patients and for their time taken to accommodate the team.

The team of volunteers, colleagues and members of Barnet CCG who dedicated their time to gather patient views.

A special thank you to all the patients who completed the surveys and shared their insights.

INTRODUCTION

Healthwatch Barnet is part of a national network led by Healthwatch England, which was established through the Health and Social Care Act in 2012, to give service users of health and social care services a powerful voice both locally and nationally. We are the independent voice for people's views on Barnet services, both good and bad. We listen to local people and feedback patient experience and liaise with local commissioners and decision makers, in order to improve services.

In February 2019, Healthwatch Barnet was commissioned by **Barnet CCG** to survey patients about why they came to Accident and Emergency (A&E) departments of the Royal Free London NHS Trust. The project emerged from concerns that patients were attending A&E unnecessarily when other more appropriate services may be available for their condition and that the patients were being referred by other health services inappropriately. This feedback is deeply concerning in the context of large pressures on NHS services, particularly on A&E resources.

Healthwatch Barnet conducted a survey of 578 patients in the waiting areas of the Emergency Departments at **Barnet Hospital** and the **Royal Free Hospital** over a period of 6 days and evenings, including 2 weekend days at each site. The team asked patients 10 questions to gather their views about why they attended A&E. A follow up survey was distributed in the weeks after the initial survey to gather the outcome of these patients visits to the emergency departments.

BACKGROUND

Nationally, Accident and Emergency departments are strained. In addition to funding and staffing pressures, the NHS is consistently not meeting the 4-hour waiting standard (The Kings Fund, 2019), suggesting that emergency departments are struggling to keep up with the high demand of patients flooding through A&E doors each day. The latest 'Hospital Accident and Emergency Activity Annual Report for 2017/18'¹ presents a 2% increase in attendance to A&E from the previous year, raising the national attendance to 23.8 million (a 22% increase from 2008/09). Approximately 14% of all A&E attendances are for conditions that could be managed in primary care or community settings (Steventon et al, 2018/The Health Foundation).

Alternatives to A&E are being actively promoted, outlined most recently in the NHS Long Term Plan (2019). There is a focus on bringing care closer to home by treating patients in the community and in primary care settings. To reduce the demand on A&E, improvements to other parts of the health system are continuously being made (Steventon et al, 2018) and awareness is being raised about the different alternatives to attending A&E such as Urgent Care Centres, Walk in Centres, GP and extended hours, NHS 111, pharmacists and self-care.

¹ The report for 2018/19 to be published September 2019.

Despite these strides towards reducing A&E demand, emergency care in North Central London remains strained. A report by Healthwatch Camden, Barnet, Enfield, Haringey and Islington (2018) examined people's views about urgent and emergency care in this area. It discovered that patients were attending A&E as they were not aware of other services available or they didn't understand these options. The second most common reason was not being able to get an appointment with a GP, followed by patients experiencing language and literacy barriers. Patients reported that they felt A&E was the best place to get access to experts and that they didn't understand the NHS 111 system well or requested improvements to 111 such as a multilingual service.

Emergency Departments at Royal Free Hospital Trust

Between 2017 and 2018, The Royal Free Hospital Trust received over 260k attendances at their two Emergency Departments at Barnet Hospital and Royal Free Hospital (NHS, 2019). The departments provide treatment for patients who require immediate care for genuine emergencies either resulting from an accident or medical or surgical emergency (Royal Free London, 2019).

NHS Digital (2019) data shows 18.6% of attendances at the Royal Free Hospital Trust last year (2018/19) were 'non-urgent', a higher proportion than national average. Of the non-urgent attendees, 43% did not require any follow up treatment after discharge and a further 46% were discharged with treatment to be followed up with their GP.

METHODOLOGY

Attendance at A&E Survey

Healthwatch Barnet devised a 10-question survey with support from Barnet CCG and staff from each hospital site. The questions aimed to identify the reasons patients attended A&E and if they were referred by another health service. The survey captured basic demographic details and contact details if the patient agreed. A copy of the survey is available in Appendix I.

Over a period of 6 days in February to March 2019, a team of Healthwatch Barnet staff, trained volunteers and members of Barnet CCG attended the A&E departments in Barnet Hospital and Royal Free Hospital. The team were present from 8am to 10pm² and surveyed both adults and paediatric patients in the waiting rooms and the dedicated children's A&E departments at both sites. A schedule of Healthwatch Barnet's presence in the waiting area is available in Appendix II. The team approached patients in the waiting room of the department, and due to the sensitive nature of the environment, used their discretion of when to approach. The team were able to assist patients with the completion of the survey if needed.

² On occasion, the evening visit was limited to 8pm by the discretion of the team.

Outcome of Attendance at A&E Survey

The Attendance at A&E Survey included a section to collect patients contact details (name, email address, telephone number). Patients were assured that this section was optional and that their information would comply with GDPR standards. The contact details were used to contact patients with a brief, three-question follow up survey about the outcome of their visit to A&E. This was done through a call to those who provided their telephone numbers and via a Survey Monkey link to those who provided their email addresses. This data was used to identify whether the patient was treated at A&E, admitted to a ward, referred to another health service or discharged without treatment. The patient's outcomes were compared to the initial reason they attended A&E.

FINDINGS

PART 1. Attendance at A&E Survey Responses

1.1 Demographics of Patients

Tables 1 and 2 present a breakdown of patients who provided their demographic information.

<i>Patient Demographics</i>	<i>Barnet Hospital site (323 patients)</i>		<i>Royal Free site (255 patients)</i>	
<i>Respondent</i>	73%	Patient	75%	Patient
	27%	Relative	25%	Relative
<i>Gender</i>	58%	Female	52%	Female
	37%	Male	44%	Male
	5%	Prefer not to say		
<i>Ages</i>	18%	Under 17*	17%	Under 17*
	64%	18-70	75%	18-70
	11%	Over 70	6%	Over 70
	7%	Prefer not to say	2%	Prefer not to say
<i>Disability</i>	15%	Long term condition	11%	Long term condition
	2%	Disability	3%	Disability
	3%	Mental health condition	2%	Mental health condition
<i>Ethnicity</i>	38%	White British	24%	White British
	19%	Asian/ Asian British	17%	European
	8%	European	13%	Asian/Asian British
	6.5%	Prefer not to say	7.8%	Irish/Irish Traveller
	6%	Romanian	7%	Black British
	6%	Irish/Irish Traveller	6%	African
	4%	Black/Black British	5%	Afghani, Iranian, Iraqi
	3%	African	5%	Other (incl. Americas)
	3%	Mixed/Multiple	5%	Romanian
	2%	Other (incl. Americas)	3.5%	Mixed/multiple
	1.5%	Afghani, Iranian, Iraqi	3.5%	Prefer not to say
	1.5%	Polish	2%	Polish
	1.2%	Caribbean	0.8%	Somali
	0.3%	Somali	0.4%	Caribbean
<i>English as a Second Language</i>	20%	ESOL (65 patients)	31%	ESOL (80 patients)

Table 1. Demographic information from respondents (percentage of total patients at each site)

* Further breakdown of patients under 17 years old in Table 2

Patient Demographics U17	Barnet Hospital Site (59 patients)	Royal Free Site (43 patients)
0-5	46%	40%
6-10	27%	30%
11-17	27%	30%

Table 2. Breakdown of paediatric patients (by percentage of patient under 17 years old attending each site)

1.2 The Medical Condition for Attending A&E

Patients were asked what their medical reason was for attending A&E. They were asked if their condition was considered an injury, illness or, if it did not meet either description, they could select 'other'. The findings are presented in Chart 1.

There were approximately the same percentages of patients attending for illness, injury and 'other' reasons at both sites. Patients who said they were there for another reason reported conditions such as feeling dizzy, long term conditions or pregnancy related issues. 5 patients who said there was another reason other than illness or injury said they attended for reasons to do with their pregnancy (4 pts at Barnet Hospital). This spike in attendance for pregnancy is known with the staff at Barnet Hospital.

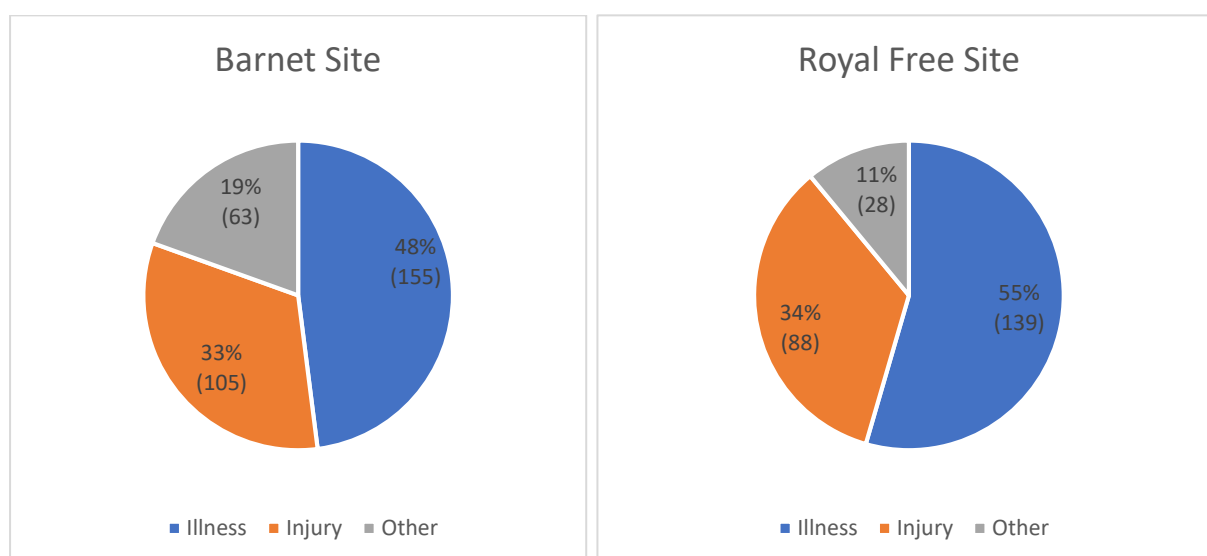
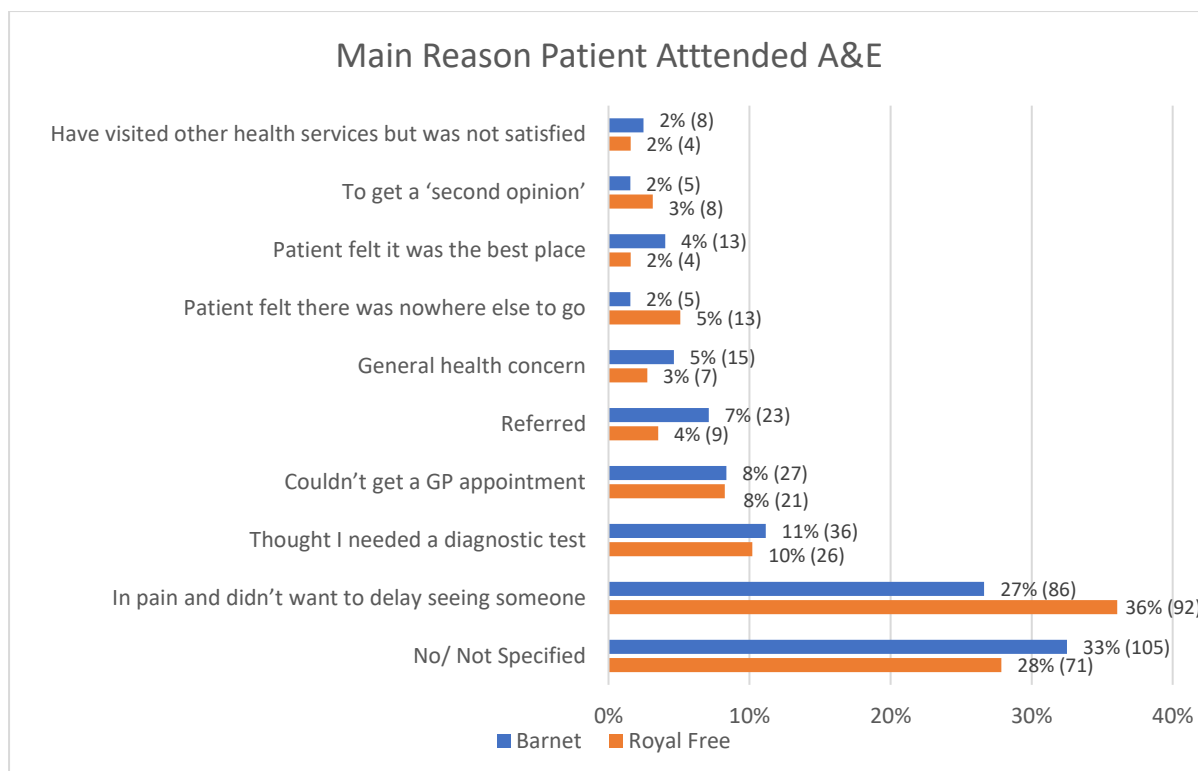


Chart 1. Main medical reason for attending A&E (percentage of patients attending each site)

1.3 The Main Reasons for Attending A&E

Patients were asked why they chose to go to A&E for their condition. The findings are presented in Graph 1.



Graph 1. Reasons patients attended A&E (percentage of total patients at each site)

* 39 patients said that they were referred by another health service when answering this question. However, as discussed in the following section of this report, not all patients who were referred answered this question.

Being in pain and not wanting to delay seeing someone was the most frequently reported reason for attending A&E in both hospitals (92 patients at Royal Free, 86 patients at Barnet).

This was followed by the patient believing they needed a diagnostic test such as an x-ray or blood test (21 patients at Royal Free, 27 patients at Barnet).

8% of patients in each hospital came to A&E because they could not get a GP appointment (21 patients at Royal Free, 27 patients at Barnet).

**31% of patients reported to be in pain and did not want to delay medical assistance
(178 patients)**

Main Medical Reason

- 86 patients attended Barnet hospital for this reason, of which 43% (37pt) attended for an illness, 41% (35pt) for an injury and 16% (14pt) stated another reason.
- 92 patients attended the Royal Free site, of which 49% (45pts) attended for illness, 45% (41pts) were injured, 6% (6pts) other (such as stating back pain or unknown).

Ethnic Groups

- 36% (31pts) at Barnet were White British. 29% (25pts) were Asian/Asian British.
- 23% (21pts) at Royal Free were White British; the largest ethnic group attending for this reason.

Age Groups

- 23% of the 102 patients under 17 at both sites were in pain and didn't want to delay medical assistance (23pts).
- Of the 12 patients at Barnet who were in pain, 7 were under 5 years old.
- 11 patients under 17 attended Royal Free because they were in pain, 5 were over 11 years old, 4 were aged 6 to 10, 2 were under 5.

11% of patients thought they needed a diagnostic test
(62 patients)

Main Medical Reason

- 36 patients came to Barnet hospital, of which 61% (22pts) had an injury, 31% (11pts) for an illness, and 8% (3pts) stated another reason.
- 26 patients attended Royal Free, of which 35% (9pts) were injured, 58% (15pts) had an illness, and 7% (2pts) for 'other' reasons.

Ethnic Groups

- 47% of the patients at Barnet who thought they needed a diagnostic test were White British (17 pts). 22% (8pts) were Asian/Asian British.
- At the Royal Free site, 23% (6pts) of patients who thought they needed a test were White British. A further 23% (6pts) were European.

Age Groups

- 9 patients at Barnet Hospital were under 17 years old. 4 were over 11, 3 were aged 6 to 10 and 2 were under 5.
- 4 patients who attended Royal Free for a diagnostic test were under the age of 17. Two of whom were aged 6-10.

8% of patients could not get a GP appointment
(48 patients)

Main Medical Reason

- 27 patients couldn't get a GP appointment and therefore attended Barnet, of which 52% attended for an illness (14pts), 22% for an injury (6pts), 26% (7pts) reported a reason other than illness or injury.
- 21 patients couldn't get a GP appointment who attended Royal Free, of which 52% attended for an illness (11pts) and 48% (10pts) for an injury.

Ethnic Groups

- 48% of the group attending Barnet were White British (13pts).
- At the Royal Free site, 29% (6pts) were Asian/Asian British; the largest ethnic group who cited this reason for attending.

Age Groups

- 15% patients under 17 could not get a GP appointment (15pts) at both sites.
- Of the 10 at Barnet, half were under 5 years old, 2 were 6 to 10 and 2 were over 11 years old.
- 5 patients under 17 attended Royal Free, 4 of whom were under 5 years old.

Further analysis of these responses found that in the cases where patients could not get an appointment with a GP, some patients thought that GP practices were not open in the evening and on weekends.

3% of patients thought A&E was the best place to go (17 patients)

- 13 patients who attended Barnet said they thought A&E was the best place to go, 4 patients at Royal Free said the same.
- All patients who said A&E was the best place to go were registered with a GP.

Patient Reasoning for A&E Attendance

"to get quick answers"

"I just prefer hospital"

"couldn't get GP [appointment] today"

"best place to get a proper check up for a head injury"

3% of patient felt there was nowhere else to go (18 patients)

- 5 patients at Barnet Hospital said they attended A&E as they felt there was nowhere else for them to go. 13 patients at Royal Free reported the same reason for attending.
- All patients were either registered with a GP or preferred not to say (2pts).
- 8 patients who felt there was nowhere else to go had visited another health service first who referred them to A&E.

Patient Reasoning for A&E Attendance

"would have gone to GP but can't on a Sunday- have a very small baby and didn't know what else to do"

"no one else can sort it"

"Saturday so GP not open and the GP would have sent me here (wrist injury)"

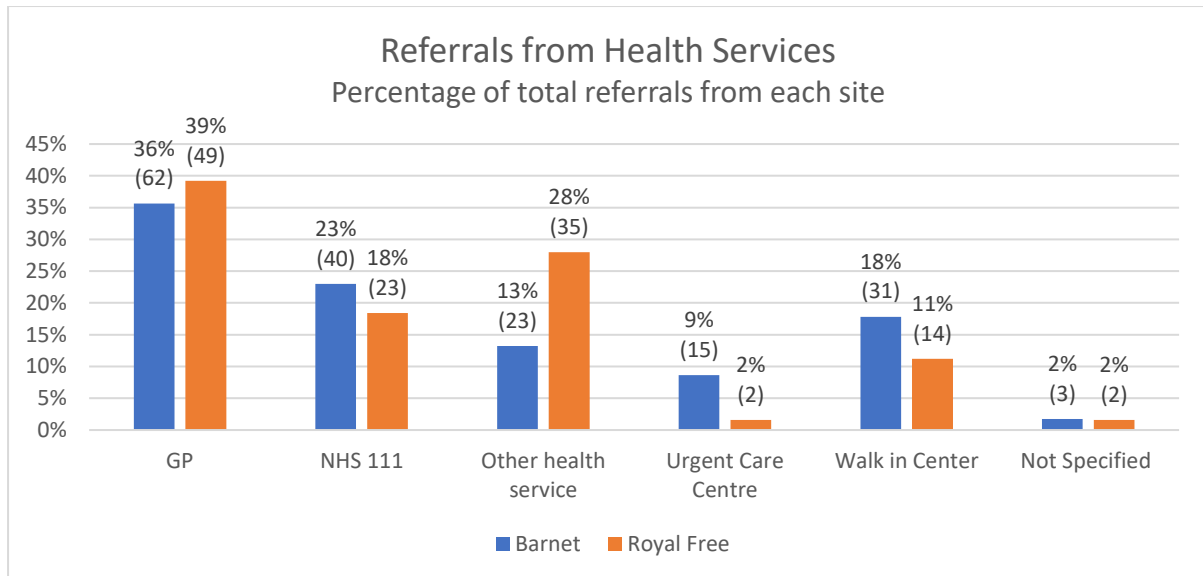
“GP wouldn’t have been able to help”

“nowhere else to go”- patient revealed they were unaware of out of hours GP or walk in centres

“Royal Free Hospital is familiar with my allergies”

1.4 Referrals to A&E from Other Health Services

52% of patients were referred to A&E by another health service (299pts)



Graph 2. Source of referral to A&E (percentage of patients referred from each site)

Graph 2 presents the percentage of patients who were referred by another health service.

Nearly half of all patients from both sites were referred by another health service

- 54% of Barnet patients (174pts)
- 49% of Royal Free patients (125pts)

This finding correlates with the Healthwatch Camden, Barnet, Haringey and Islington report, which found little evidence that patients were choosing A&E as their first option; many had tried other health services first or were referred directly by another health service. The findings of the current survey point to a similar suggestion; at both sites, approximately 1 in 3 patients were referred by a GP.

Main Medical Reason

- More referrals were made for illness related conditions in both sites (55% of referrals to Barnet (95pts) and 66% of referrals to Royal Free (83pts).
- 24% of patients who were referred to Barnet were injured (41pts), 23% of patients referred to Royal Free were injured (29pts).

- 22% of patients at Barnet (38pts) and 11% at Royal Free (13pts) who were referred said their condition was something other than an illness or injury. The following breakdowns are according to the number of referrals made to each site (out of 174 for Barnet and 125 for Royal Free). The breakdown of ethnic groups includes the 3 groups with the largest number of patients in each.

37% of referrals were made by a GP (111 patients)

- 36% of referrals to Barnet (62pts) and 39% to Royal Free (49pts) were made from a GP.
- 62 patients at Barnet Hospital were referred by a GP, of whom 50% had a referral letter (31pts); 32% did not (20pts), and 18% did not answer this question (11pts).
- 49 patients at Royal Free were referred by their GP, of whom 31% had a referral letter (15pts); 24% did not (12pts), and the remaining 45% did not answer this question (22pts).

Main Medical Reason for Referral

- 65% of the GP referrals to Barnet (40pts) were for an illness compared to 78% to Royal Free (38pts).
- 11% were referred to Barnet for injury (7pts), 12% to Royal Free (6pts).
- For 24% of GP referrals to Barnet, the patient said they had a reason, other than injury or illness, for attending A&E (15pts) compared to 10% at Royal Free (5pts).

Age Groups

- 67% of Barnet patients (42pts) who were told to attend by their GP and 73% of patients at Royal Free (36pts) were aged 18 to 70.
- 9 patients at Barnet and 7 patients from Royal Free whose GP referred them were under 17 years old.
- GPs made more referrals for over 70s to Barnet Hospital (8pts) compared to Royal Free (4pts).

Ethnic Groups

- 40% who were referred to Barnet (25pts) by a GP were White British, 13% (8pts) were Asian/Asian British, 11% (7pts) were Black British and 11% (7pts) European.
- 31% of Royal Free patients (15pts) who were referred by a GP were White British. 16% were Asian/Asian British (8pts) and 16% were European (8pts).

21% of referrals were made by NHS 111 (63 patients)

Barnet received nearly double the number of referrals from NHS 111 than in Royal Free:

- 23% of referrals to Barnet were made by NHS 111 (40 pts), 18% to Royal Free (23pts).

Main Medical Reason for Referral

NHS 111 made more referrals for an illness to both sites.

- 65% of NHS 111 referrals to Barnet (26pts) were made for an illness, 74% to Royal Free (17pts).
- 17.5% of referrals to Barnet (7pts) were for an injury, 22% to Royal Free (5pts).
- 17.5% of NHS 111 referrals to Barnet (7pts) and 4% to Royal Free (1pt) cited a reason other than illness of injury when asked why they attended.

Age Groups

- Barnet Hospital received more referrals from NHS 111 for patients aged 18-70 years old (31pts) compared to Royal Free (15pts).
- Both sites received 7 patients under 17 who were referred by NHS 111.
- Only 1 patient over 70 was referred to Barnet, NHS 111 did not refer any over 70s to Royal Free.

Ethnic Groups

- 48% of the patients referred to Barnet by NHS 111 were White British (19pts), 23% were Asian/Asian British (9pts) and 8% were Mixed/Multiple Ethnicities (3pts).
- Of those referred by NHS 111 to Royal Free, 22% were White British (5pts), 17% considered themselves to be of 'other' ethnicities (including Americas) (4pts), 13% of Asian/Asian British, European and Irish/Irish Traveller were told to go to A&E after phoning 111 (3pts in each group).

19% of referrals were made by 'other health services'
(58 patients)

There were more referrals from other services to Royal Free than from NHS 111 to Barnet:

- 13% of Barnet patients (23pts) who were referred and 28% of the patients referred to Royal Free (35pts) were told to go to A&E by a service that was not on the survey's pre-selected list.

Patients who selected the 'other' option when asked where they were referred from stated services such as pharmacists, other hospitals, physiotherapists and other specialist services (such as dialysis services or a dermatologist).

Age Groups

- 15 patients aged 18-70 years old were referred to Barnet hospital from other health services. Royal Free received significantly more from this age group; 28 patients.
- There were more patients under 17 referred by other health services to Royal Free than to Barnet (3pts at Royal Free, 2 at Barnet). Similarly, more patients over 70 were referred to Royal Free by other health services than to Barnet (3pts at Royal Free, 1 at Barnet).

Ethnic Groups

- 35% of the referrals from other services to Barnet were White British (8pts), 13% were Asian/Asian British (3pts). 27% (6pts) preferred not to say what their ethnicity was.
- 26% of the referrals made to Royal Free by other services were for White British patients (9pts), 23% were European (8pts) and 17% were Black British (6pts).

15% of referrals were made by a Walk in Centres (45 patients)

Barnet received more than double the number of walk in centre referrals than Royal Free:

- 18% of referrals to Barnet (31pts) and 11% to Royal Free (14pts) were from Walk in Centres.

Age Groups

- 18 patients who were referred to Barnet by a walk in centre were aged between 18 and 70 years old, 6 were over 70 and 4 patients were under 17.
- This differs to that of walk in centres referrals to Royal Free where all 14 patients were aged between 18 and 70.

Ethnic Groups

- In Barnet, 35% of patients referred by a walk in centre were White British (11pts). 16% were European patients (5pts) and 10% were Polish patients (3pts).
- Walk in centre referrals to Royal Free did not have a pattern between ethnic groups due to the smaller numbers who were referred. 21% (3pts) of the 14 walk-in centre referrals to Royal Free were White British. 14% (2pts) of each of the following groups were referred to Royal Free by a walk in centre: Mixed/multiple ethnicity, Asian/Asian British and Irish/Irish Traveller patients.

Location of Walk in Centres

- 44% of walk in centre referrals came from Finchley Walk in Centre (20pts): 17 referrals went to Barnet, 3 to Royal Free site.
- 29% of walk in centre referrals came from Edgware Walk in Centre (13pts)

- 9 patients were sent to Barnet, 4 to Royal Free.
- 16% of walk in centre referrals came from Cricklewood Walk in Centre (7pts); 1 patient attended Barnet, 6 patients attended Royal Free.
- The remaining referrals from walk in centres were from Slough, Carlton House Enfield, Barnet General and 2 patients did not want to disclose which centre referred them.

Patient Reasoning

Patients were asked why they attended A&E. For the patients referred by walk in centres, the main reason cited was the centre not having the right facilities. This included not being able to do blood tests at Finchley and Edgware, Finchley not able to x-ray patients, and neither Finchley or Edgware having the equipment to perform cardiology tests. One patient at Barnet hospital reported that Edgware referred them to A&E as 'they don't specialise with babies'. Patients from Cricklewood said they didn't have a nurse at the centre. Other reasons included health concerns such as high temperatures and high blood pressure, and needing an abscess draining. One patient commented that they called Finchley before attending who said they referred them to Barnet hospital before attending as it was closer to the patient.

6% of referrals were made by Urgent Care Centres (17 patients)

- 88% of referrals by urgent care centres were sent to Barnet (15pts), 12% were sent to Royal Free (2pts).

Age Groups

- The number of patients referred to Barnet has a relatively even spread across the three age groups; 5 under 17s, 6 18-70-year olds, 4 patients over 70.
- Royal Free had 2 referrals from urgent care centres, one was over 70 and one was 18-70 years old.

Ethnic Groups

- 47% of patients referred to Barnet from an urgent care centre were White British (7pts). 20% (3pts) were Irish/Irish Traveller, 13% (2pts) were Asian/Asian British.
- The 2 patients at Royal Free who were referred from an urgent care centre were from Asian/Asian British and Irish/Irish Traveller ethnic groups.

1.4.1 Summary of Referred Patient's Age Group

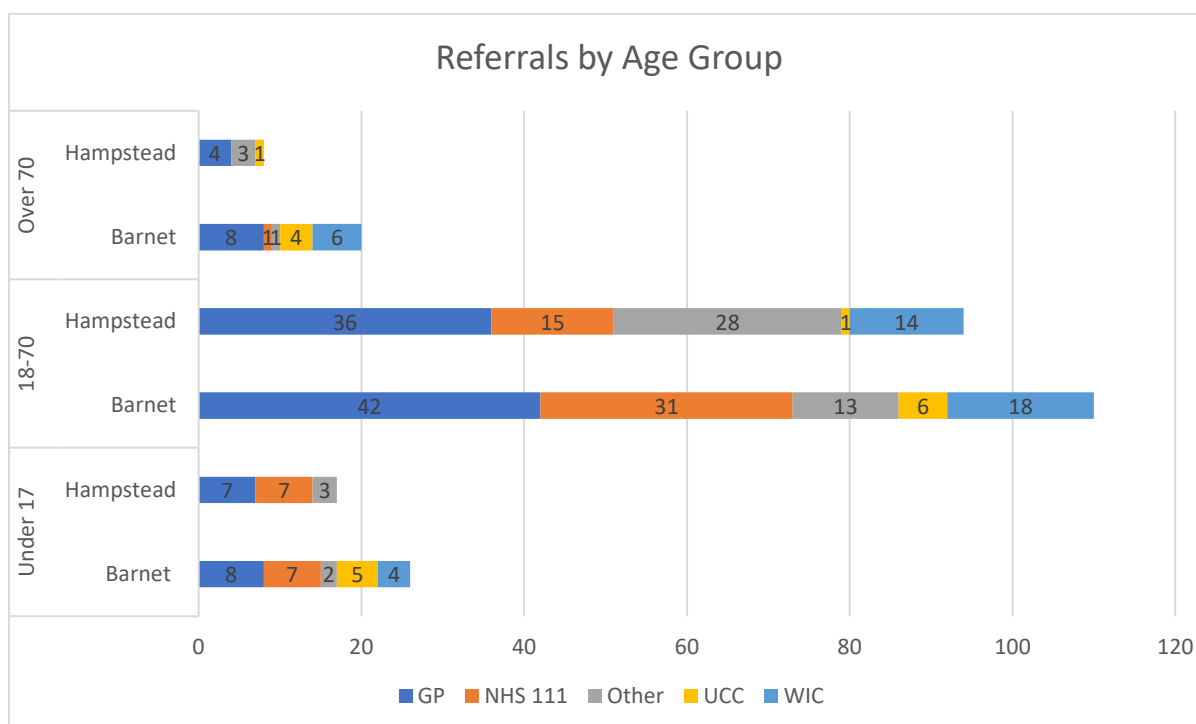


Chart 2. Age Group of patients referred to A&E by another health services (number of patients at each site)
The figures for those who did not disclose their age have not been included in this analysis.

- Over half of referrals made by each service were for patients aged 18 to 70. Due to the greater number of patients aged between 18 and 70 who completed this survey, this age group had the highest percentage of people referred in each service.
- There were smaller numbers of patients aged under 17 and over 70 referred by each service consisting of less than 30% of referrals by each service.

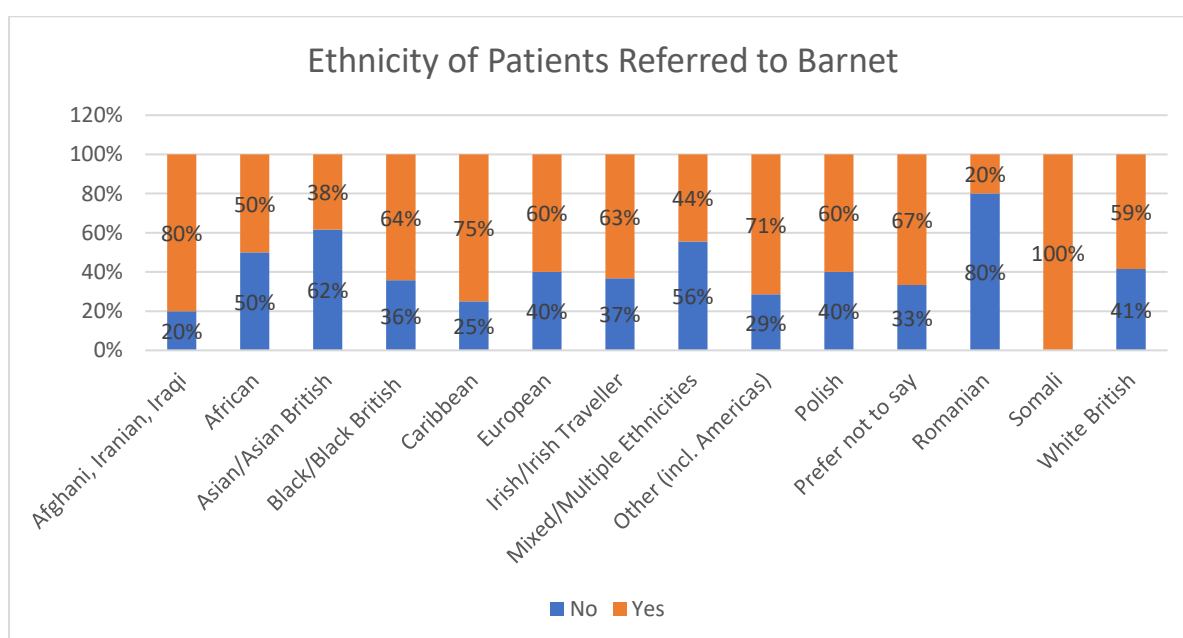
1.4.2 Summary of Referred Patients Under 17

- Of the 59 patients under 17 year olds attending Barnet, 26 were referred to A&E another health service (44% of Barnet under 17s).
- Parents of children under 5 were more likely to bring them to A&E without being referred (63% of under 5's self-referred) than other groups under 17 years old.
- 10 patients under the age of 5 were referred to Barnet, 4 of whom were referred by a GP, 3 by NHS 111.
- Nine patients aged between 6 and 10 were referred, 3 from a GP, 2 by NHS 111 and 2 by other health services.
- Of the 7 referred patients aged between 11 and 17, 2 were referred by NHS 111, 2 from an urgent care centre, 2 from a walk-in centre and 1 from a GP.
- At Royal Free, 43 patients were aged under 17 years old, 18 of whom were referred from another health service (42% of Royal Free under 17s).

- Patients aged 6-17 years olds were more likely to have been brought to A&E without being referred first compared to patients under 5 years old.
- Patients under 5 years old were referred by a GP most frequently (6 of the 10 referrals in this age group).
- Three of the 4 patients aged 6 to 10 years old were referred by a GP, 1 by NHS 111.
- Of the 4 patients aged between 11 and 17, a GP referred 2 and NHS 111 referred 2 patients.

1.4.3 Summary of Referred Patient's Ethnicity

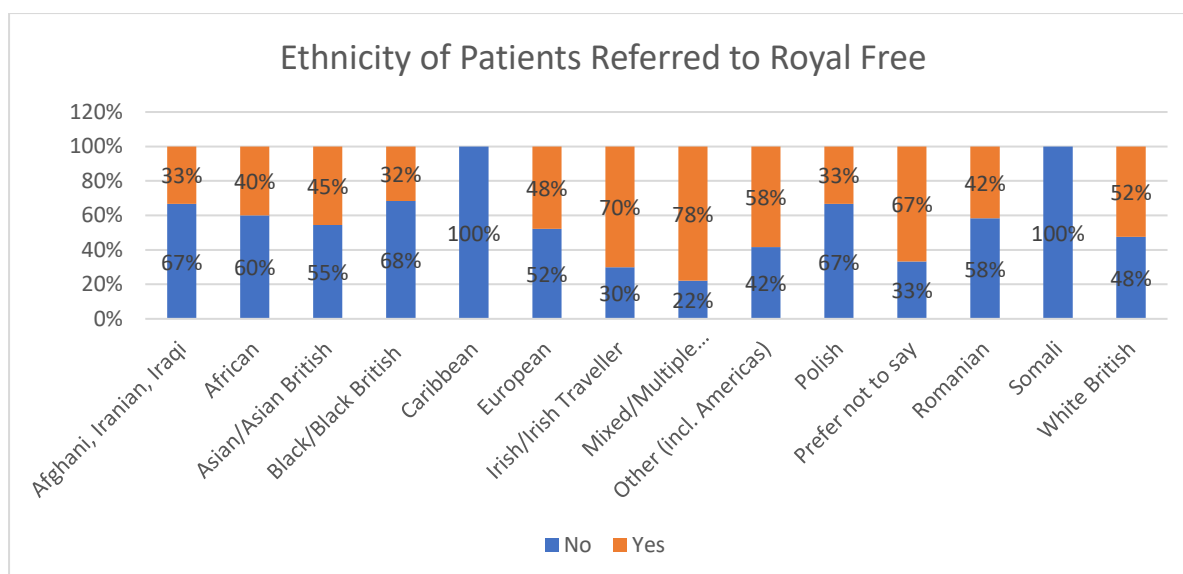
Graphs 3 and 4 present the percentage of each ethnic group attending A&E through either self-referral or referral from another health service.



Graph 4. Ethnic background of patients attending Barnet (percentage of those referred and not)

In general, the divide was greater between patients attending Barnet A&E, with more patients being referred from other services than attending without a referral:

- 80% of Romanians came without referral (16pts), 4 patients were referred.
- 62% of Asian/Asian British came without referral (37pts).
- 80% of Afghani Iranian and Iraqi were referred (4pts), only 1 patient came without referral.
- 59% of White British patients were referred (72pts) and 51 patients were not.



Graph 3. Ethnic background of patients attending Royal Free (percentage of those referred and not)

There is a larger divide among some ethnic groups between patients referred to Royal Free and those who attended A&E without previous advice to:

- 78% of patients from mixed/multiple ethnicities (7pts) were referred compared to the 2 patients who were not.
- 70% of Irish/Irish Traveller patients were referred by another service (14pts), 6 patients were not.
- 67% of Polish patients were referred (4pts), 2 patients were not.
- 68% of Black British patients attended without a referral (13pts) as did 67% of Polish patients (4pts) and Afghani, Iranian and Iraqi patients (8pts).
- Black British patients who attended without a referral (13pts) compared to the 6 patients that were referred.
- There is a smaller divide between White British patients who were referred by another service (32pts) and patients who attended A&E without a referral (29pts) at Royal Free.

1.4.4 Summary of Patients Who Speak English as a Second Language

	Barnet		Royal Free	
	English speaking (190)	English Second Language (65)	English speaking (161)	English Second Language (80)
Referred	58%	60%	53%	38%
Self-Referred	42%	40%	47%	63%

Table 3. Percentage of patients speaking English as a first and second language by referrals (excluding patients who preferred not to disclose this information)

Among the patients attending Barnet, there was no significant difference between English as a first language and referral status.

At Royal Free, more patients who spoke English as their first language were referred by another health service compared to patients with English as a second language. More patients whose main language was not English attended Royal Free without a referral

- Of the 30 patients who were referred to Royal Free and did not speak English as their main language, over half (53%) were referred by a GP (all of whom were registered with a GP). This is compared to 33% of patients who speak English as their first language being referred by a GP.
- Patients who spoke English as a second language were referred by services including other hospitals and A&E departments, 13% of referrals were made by NHS 111 and 7% by walk in centres. 2 patients who were referred and did not speak English as their first language were not registered with a GP.

1.5 Access to a GP

Patient access to and awareness of GP appointments is highlighted amongst existing literature as a key reason for patients attending accident and emergency departments across the country (Cowling et al, 2014). Not having access to a GP appointment was cited by 8% of patients in the survey. For 19% of the patients, their main reason for attending A&E was because they were in pain and did not want to delay seeing a medical professional. It can be inferred that other services, such as GPs have longer waiting times to get appointments; a statement several patients raised in this survey.

Nearly 1 in 3 patients who were referred to either site were told to go by their GP. The conflicting relationship between GP practices and A&E department calls for closer examination.

Table 4 presents the percentage of patients registered with a GP at each site.

Access to GP	Barnet	Royal Free
Registered	84%	87%
Not Registered	2%	2%
Prefer not to say	14%	11%

Table 4. Percentage of patients registered with a GP

Registered Patients

Most patients (85%) who completed the survey at either site were registered with a GP practice (492pts). 221 patients at Royal Free reported to be registered, 271

at Barnet reported to be registered. 72 patients preferred to not disclose whether they were registered or not (44 Barnet patients, 28 Royal Free patients).

Patients named over 200 practices they were registered with across both sites. Those attending Barnet Hospital who were registered were predominantly based in Barnet:

- 45% were based in Barnet (144pts)
- 20% were based in Enfield (64pts)
- 16% were based in Hertfordshire (52pts)

Patients at Royal Free who were registered were based in several surrounding boroughs:

- 34% were based in Camden (86pts)
- 29% were based in Barnet (74pts)
- 9% were based in Brent (24pts)

Patients Not Registered

13 patients said they were not registered with a GP; 7 attending Barnet and 6 patients attending Royal Free.

- The 7 patients at Barnet who were not registered with a GP came from a diverse ethnic background; 2 patients were Romanians, 1 patient from Mixed/Multiple ethnicities, Asian/Asian British, Polish, European and 1 preferred not to say.
- Six patients attending Royal Free were not registered with a GP, 4 of whom were European, 1 Romanian and 1 Iranian.
- English was not the main language of 3 of the 7 Barnet patients, 2 patients said English was their main language and 2 preferred not to disclose this information.
- For all patients who were not registered with a GP attending Royal Free, English was not their main language.
- Four patients who were not registered attended Barnet without seeing any other service first. Two were referred from walk in centres and 1 stated they were referred from 'other' health services.
- Two patients were referred to Royal Free by 'other' health services, the remaining 4 attended without seeking advice elsewhere.
- Two of the 7 patients who attended Barnet, said they attended as they didn't want to delay seeing someone, a further 2 patients thought they needed a diagnostic test and 1 patient attended for reasons related to their pregnancy.
- Being in pain and not wanting to delay medical attention was the reason for attending Royal Free for 2 of the 6 patients, 1 patient said that A&E asked them

to come back and another said they were referred. Two patients did not disclose their reason for attending.

- One patient at Barnet said they had been to A&E previously, 5 of the patients had never visited A&E and 2 did not disclose this information.
- All but 1 patient at Royal Free had attended A&E in the last year.

PART 2. Outcome of Attendance at A&E (Follow Up Survey)

Healthwatch Barnet asked patients at both hospitals to provide their contact details for the team to identify the outcome of patients' visits to A&E. 67% of those who completed the survey (390 patients) provided either their email address, telephone number or both.

The patients were contacted either by email or telephone to complete a short follow up survey. They were asked what happened as a result of their visit to the Emergency Departments and were given a list of potential outcomes to select. The patients were asked if they were treated at A&E and given the prompt as to whether they received antibiotics or similar, if they had had a procedure, such as dressing or bandage for a wound or similar, were referred to a hospital or community outpatients centre, referred to a GP, asked to come back to the A&E department on a later date, whether they were admitted to a ward or whether they were discharged with none of the above ('discharged with no treatment'). There was an option to select 'other' if the provided list did not fit their outcome. The survey did not ask for further details about the treatment or procedure patients had.

135 patients completed the follow up survey
(34% of the patients who provided their details on site)

68 patients from Barnet responded to the follow up survey (37% of patients Healthwatch Barnet contacted).

67 patients from Royal Free responded to the follow up survey (43% of the patients Healthwatch Barnet contacted).

2.1 Patient Demographics

Ethnic Groups

All ethnic groups but Somali were represented by Barnet's patients who completed the follow up survey.

- 28 patients were White British (41%).
- 11 patients were Asian/Asian British, the second largest ethnic group of respondents from Barnet.

- The remaining patients accounted for less than 6 patients each representing less than 10% of the follow up sample.

Most ethnic groups were represented by Royal Free patients who completed the follow up survey, apart from Caribbean and Polish patients

- 15 patients were White British (22%).
- 12 patients were European, the second largest ethnic group of respondents from Royal Free.
- 9 patients were Irish/Irish Traveller, 7 patients were from Asian/Asian British backgrounds.
- The remaining ethnic groups represented less than 10% of the respondents (less than 6 patients).

Age Groups

All age groups were represented by patients who completed the follow up survey.

- In Barnet, the main age group who completed the follow up survey was those aged 18-70 (49pts) followed by 10 over 70's and 9 under 17's (3pts under 5, 2 aged 6 to 10, and 4 over 11 years old).
- The patients who completed the survey after attending Royal Free differed slightly in age group compared to Barnet; 54 patients were 18 to 70, only 1 who responded was over 70 and 12 patients were under 17 (6 of whom were under 5, 2 were aged 6 to 10 and 4 were over 11).

English as a Second Language

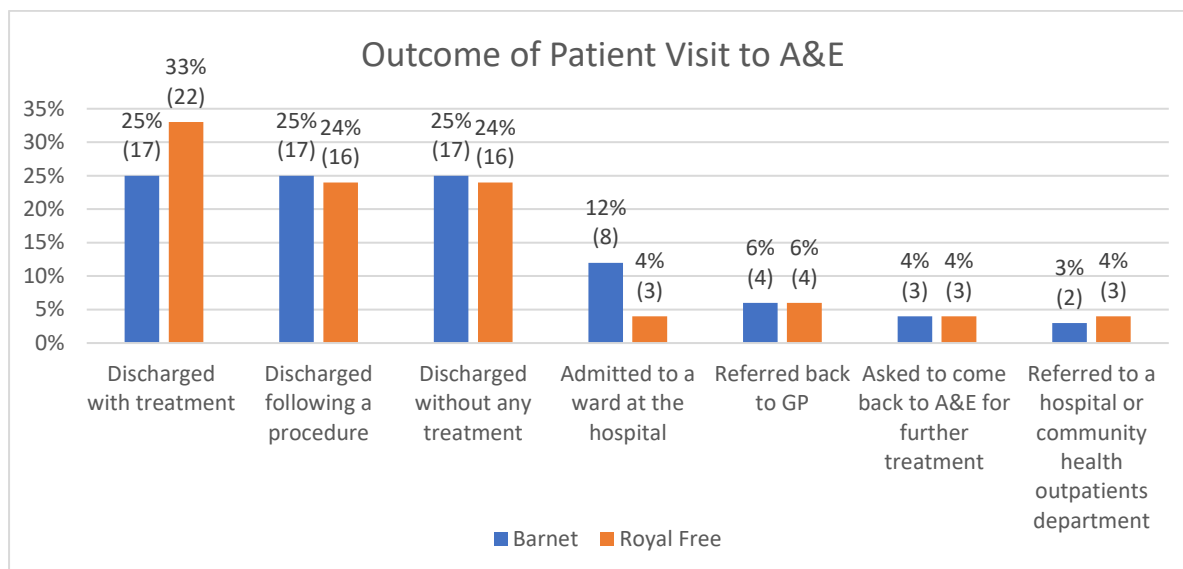
- Most patients who responded to the follow up survey spoke English as their first language (41pts from Barnet and 43pts at Royal Free).
- 24 patients who attended Barnet and 18 patients who attended Royal Free did not speak English as their first language. 2 patients at Barnet and 7 at Royal Free did not disclose this information.

2.2 Patient Outcomes

Graph 4 displays the outcomes of patients' visits to A&E.

- 53% of patients at both hospitals received medical treatment at A&E during their visit (33pts of those at Barnet Hospital and 39pts of those at Royal Free).
- Nearly a quarter of patients at both hospitals were discharged without any treatment:
25% of patients attending Barnet were discharged without treatment (17pts)
35% of patients attending Royal Free were discharged without treatment (16pts).
- 9 patients at Barnet, and 10 patients at Royal Free were referred onwards to another health service.

- 6% of patients at each hospital were referred to a GP for treatment (4pts at each site).
- 12% of patients at Barnet Hospital were admitted to a ward (8pts)
4% of patients at the Royal Free were admitted to a ward (3pts).



Graph 4. Outcome of patient visit to A&E (percentage of patients who completed the follow up survey)

Ethnic Groups

- At Barnet, 17 patients were treated. 6 were White British, 3 Asian/Asian British and 2 were Romanian.
- 22 patients were treated at Royal Free, 4 of whom were Irish/Irish Traveller, 3 were White British and 3 were European.
- Five patients of the 17 who had a procedure at Barnet were White British, 3 patients were Asian/Asian British.
- Of those who received a procedure at Royal Free (16pts), 4 were White British and 3 were European.
- 8 patients who completed the follow up survey were discharged back to their GP. The 4 patients who attended Barnet were all White British.
- Patients at Royal Free were Black British, African, Romanian and Irish/Irish Traveller (1 patient in each group).
- 6 of the 17 patients who were discharged without treatment at Barnet hospital were White British, 3 patients were Asian/Asian British, 2 Romanian and 2 European.
- 6 of the 16 patients who were discharged without treatment at Royal Free hospital identified as European. 4 patients were White British.

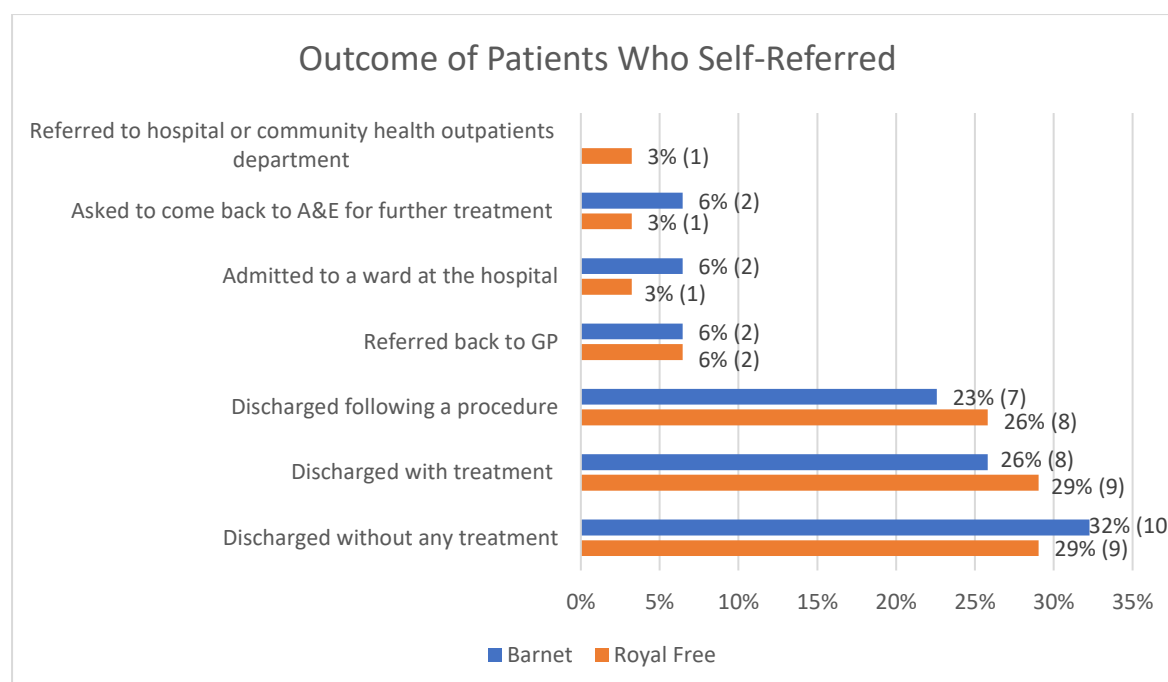
GP Registration

- 1 patient at Barnet who was discharged without treatment was not registered with a GP (who identified as Turkish).
- 1 patient who attended Royal Free and was discharged without treatment was not registered with a GP (who identified as European).

2.3 Outcome of Patients by Referral Source

Self-Referral to A&E

Graph 5 presents the outcomes of patients who self-referred to A&E.



Graph 5. Outcome of patients who self-referred to A&E (percentage of patients who completed the follow up survey)

46% of patients from both sites (62pts) did not attend another health service before going to A&E.

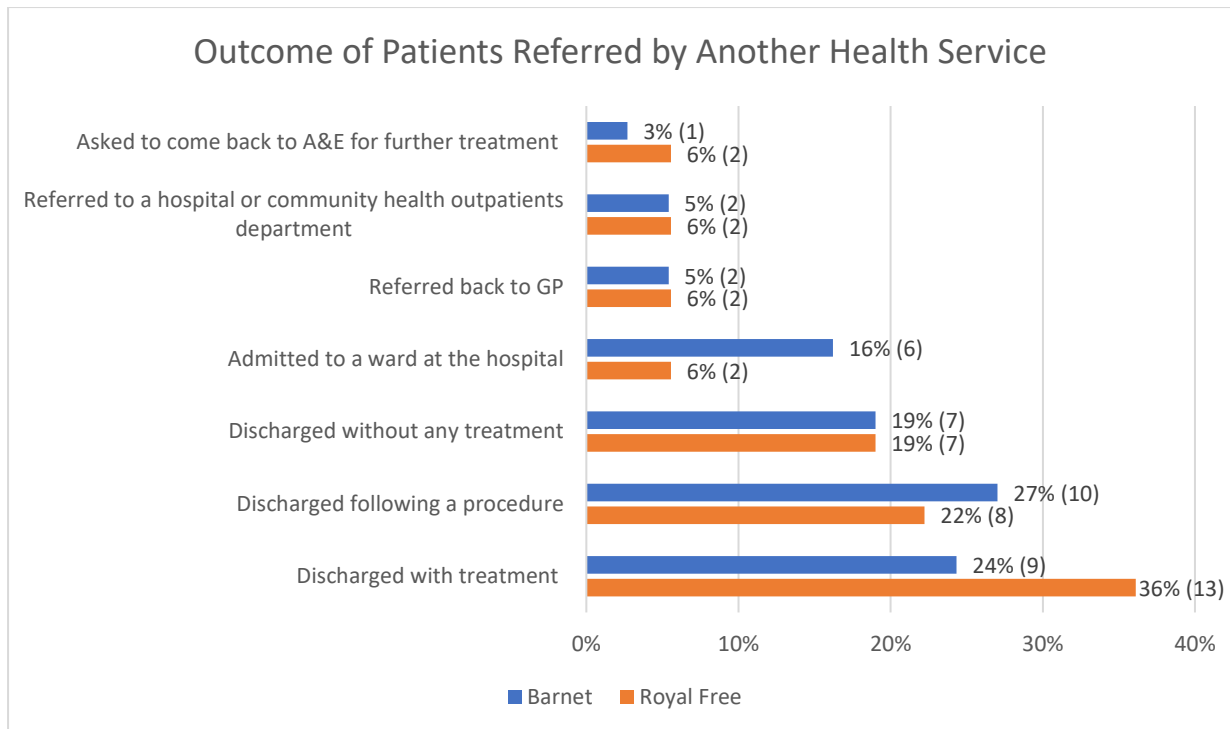
- 31 patients who attended Barnet and 31 patients who attended Royal Free self-referred to A&E.
- Approximately half of these patients received medical attention (either a treatment or procedure) on the day of their visit:
 - 48% of these patients at Barnet received treatment or a procedure (15pts)
 - 55% of these patients at Royal Free received treatment or a procedure (17pts)
- 13% of patients who self-referred themselves were referred by A&E to another health service or asked to come back as a result of their visit (8pts). Half of whom were asked to return to a GP (2pts at each site).
- 3 patients that completed the follow up survey and self-referred were admitted to a ward (2 attended Barnet and 1 attended Royal Free).

Self-Referral to A&E resulting in discharge with no treatment

- 31% of patients who self-referred to A&E were discharged without treatment (19pts)
32% of Barnet patients (10pts) and 29% of Royal Free site patients were discharged without treatment (9pts).
- Among this group who were discharged without treatment, most attended for an injury (6 patients at Royal Free, 5 at Barnet), 3 patients at Royal Free attended for an illness as did 4 at Barnet. 1 patient at Barnet reported 'other' as their reason for attending.
- The main reason for attending A&E for 47% of the patients discharged without treatment was because they 'were in pain and didn't want to delay medical assistance'. This was the case for 3 patients at Royal Free and 6 at Barnet.
- 4 patients who thought they needed a diagnostic test (3 at Barnet, 1pt at Royal Free) were discharged without treatment.
- 9 of the 10 patients at Barnet hospital, who were discharged without treatment, thought it was the best place for them to attend at the time
- All 9 of the patients at Royal Free who were discharged without treatment thought it was the best place for them to attend.
- Their reasons for attending A&E included:
 - “no weekend appointments [at GP]”
 - “checked google”
 - “didn't want to take time off work”
 - “GP takes too long”
 - “close by”
 - “came from work”
- At both sites, 1 patient who self-referred and was discharged without treatment was not registered with a GP. The remainder of this group were registered with a GP.

Referral to A&E by Another Health Service

Graph 6 presents the outcomes of the 73 patients who were referred to A&E by another health service.



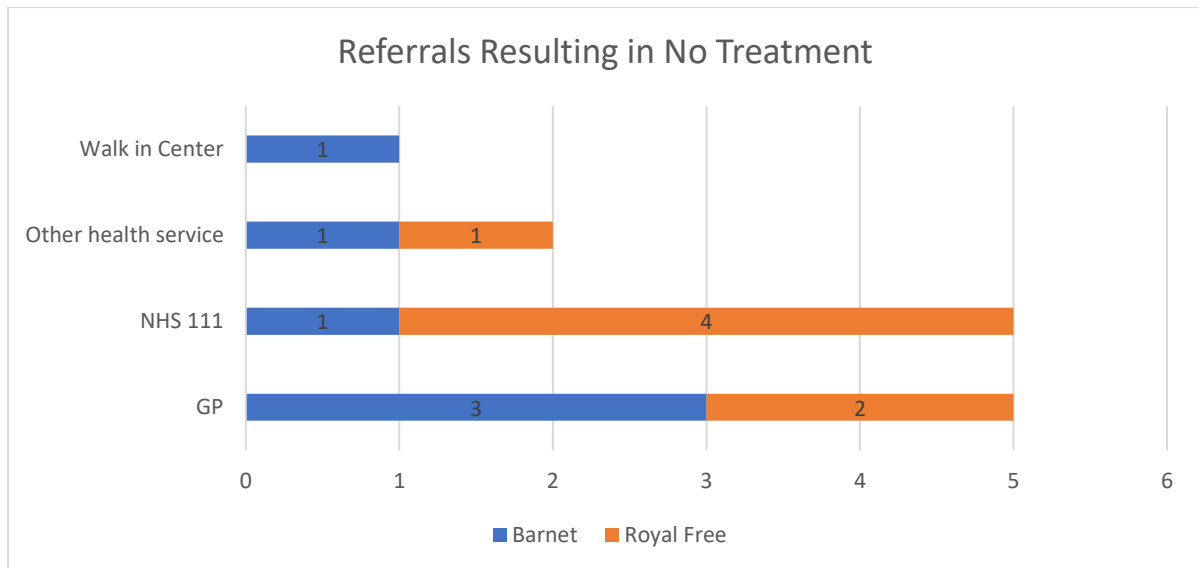
Graph 6. Outcome of patients who were referred to A&E by another health service (percentage of patients who completed the follow up survey)

37 patients were referred to Royal and 36 patients were referred to Barnet from another service.

- 19 patients of the 37 referred to Barnet who responded to the survey, and 21 of the 36 patients from Royal Free received medical attention during their visit (either a treatment or procedure).
- 14% of Barnet patients (5pts) and 17% of Royal Free patients (4pts) were referred to another health service or asked to come back to A&E at a later point. Of which, 5% of Barnet referrals (2pts) and 6% of Royal Free patients (2pts) were referred to their GP.
- 6 patients who attended Barnet were admitted to a ward at the hospital, as were 3 patients attending Royal Free.

Referrals to A&E resulting in discharge with no treatment

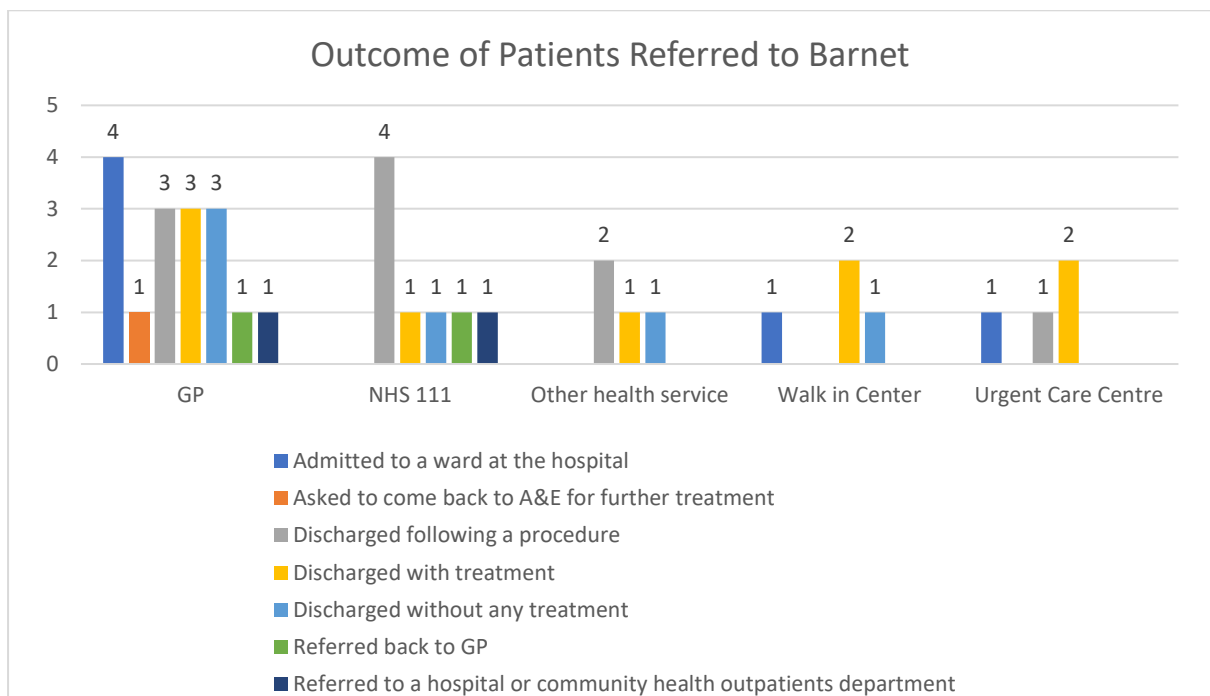
7 patients at Barnet (19%) and 7 patients at Royal Free (19%) who were referred by another health service were discharged without any treatment as displayed in Graph 7.



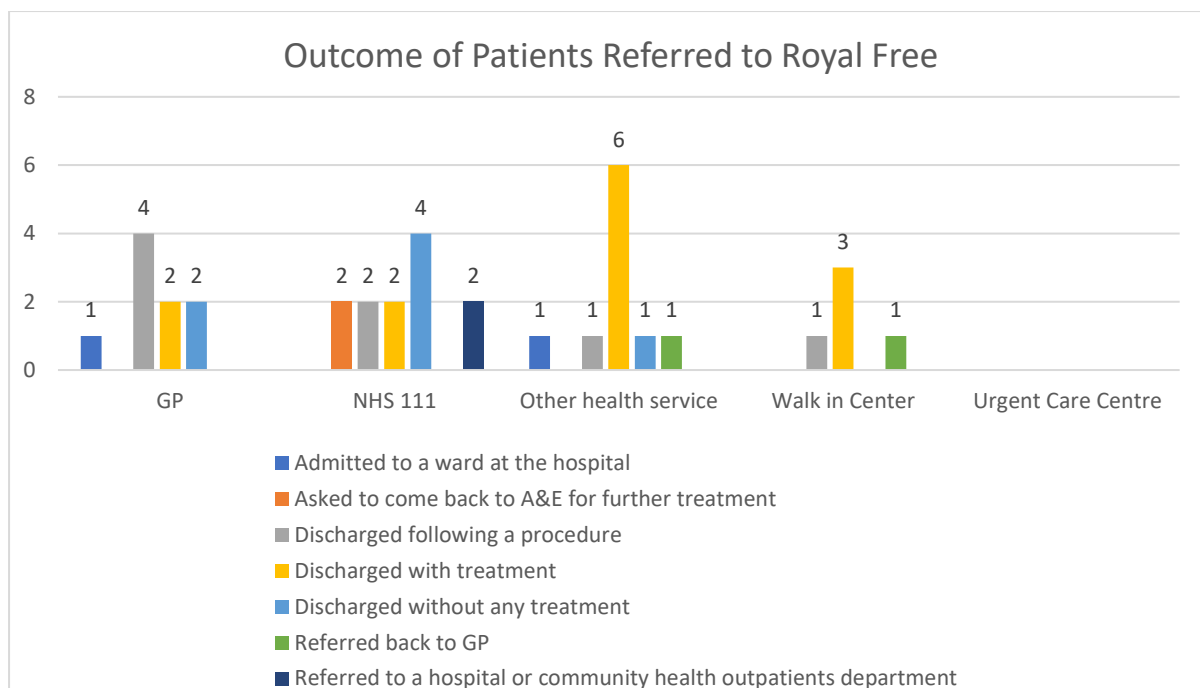
Graph 7. Patient referral source resulting in discharge with no treatment (number of patients who completed the follow up survey)

* 1 patient at Barnet did not disclose where they were referred from (not included in Graph 7)

The following section details the outcomes of patients referred from particular services. Graphs 8 and 9 present the outcome of the 73 patients who were referred by another service (who completed the follow up survey). 1 patient who completed the follow up service was referred by another service but did not specify from where and therefore is omitted from the graph (this patient was discharged without treatment).



Graph 8. Outcome and referral source for patients at Barnet Hospital (number of patients who completed the follow up survey)



Graph 9. Outcome and referral source for patients at the Royal Free Hospital (number of patients who completed the follow up survey)

GP Referrals

25 patients who completed the follow up survey were told to attend A&E by a GP.

- 16 patients who attended Barnet were referred by a GP (of whom 7 had a letter of referral). 9 patients attending Royal Free were referred by a GP (2 patients had a referral letter).
- 5 patients who were referred by a GP were admitted to a ward; 1 patient at Royal Free and 4 patients at Barnet Hospital.
- 2 patients were discharged from Barnet without treatment and one patient was referred back to their GP. At Royal Free, 2 patients were discharged without treatment, none of the patients were referred to a different service.
- The GP practice that referred patients to Royal Free A&E which resulted in no action for the patient were based in Barnet and Camden. Both patients in these cases did not mention whether they had a referral letter and both went to the GP for an illness.
- In Barnet Hospital, the practices that referred patients who were discharged from A&E without treatment were located in Barnet, Enfield and Hertfordshire. 2 patients had a referral letter from their GP. One patient attended for injury, 1 for illness and 1 stated 'other' as their medical reason for attending.

NHS 111 Referrals

20 patients were told to attend A&E by NHS 111.

- 8 patients at Barnet were referred to A&E by NHS 111. 12 patients were referred to Royal Free.
- Most patients referred from NHS 111 at both hospitals received medical attention while at A&E (either treatment or a procedure).
- At Barnet, 1 patient was discharged without treatment as were 4 patients at Royal Free.
- 2 patients at Barnet were referred to another service after attending A&E, 1 of which was to a GP. Similarly, 2 patients at Royal Free were referred to another hospital and 2 were asked to come back to A&E at a later point.

Other Health Service Referrals

14 patients were referred to A&E by another health service.

- 10 patients at Royal Free and 4 patients at Barnet were sent to A&E from a service that was not included in the preselected list of services in the survey.
- 3 of the 4 patients at Barnet received medical attention at A&E.
- 7 of the 10 patients at Royal Free received medical attention A&E.
- 2 patients were discharged without treatment (1 Barnet patient who was referred to A&E initially by a consultant and 1 patient at Royal Free was referred from a 'private walk in centre in St Johns Wood').
- 1 patient at Royal Free was referred to a GP for assistance and 1 patient was admitted to a ward at Royal Free.

Walk in Centre Referrals

9 patients were referred to A&E by a Walk in Centre

- 5 patients at Royal Free and 4 at Barnet were told to attend A&E by a walk-in centre.
- Most patients at both sites (5pts) either received treatment or had a procedure at A&E.
- 1 patient attending Barnet (after being referred by Finchley Walk in Centre for an injury) was discharged without treatment.
- 1 patient attending Royal Free was referred back to a GP and 1 patient was admitted to a ward.

Urgent Care Centre Referrals

4 patients were referred to A&E by an Urgent Care Centre

- All patients that were referred by an urgent care centre attended Barnet Hospital. Three of whom received medical attention and 1 patient was admitted to a ward at the hospital.
- No patients who completed the follow up survey from Royal Free were referred by an urgent care centre.

CONCLUSIONS AND RECOMMENDATIONS

Key findings

- The main reasons patients, who self-referred to A&E, attended was because 'they were in pain and did not want to delay seeing someone' (182 patients) followed by because they thought they needed a diagnostic test' (62 patients) (Page 10).
- Approximately half of all patients at both sites were referred to A&E by another health service (299 patients) (Page 13).
- At both sites, approximately 1 in 3 patients were referred by a GP. (Page 14)
- Barnet site received nearly double the number of referrals from NHS 111 than in Royal Free (Page 15)
- NHS 111 did not refer any patients over 70 to Royal Free site and referred only 1 to the Barnet site (Page 15). This may suggest older patients are not using NHS 111, as 11% of patients at Barnet and 6% of patients at Royal Free, who provided this information, were over 70 (Page 8).
- Barnet received double the number of patients referred by Walk-In Centres (31 patients) than Royal Free (14 patients) (Page 16).
- For patients that were referred by Walk-In-Centres, the main reason for attending A&E was because the WICs did not have the right facilities. Finchley and Edgware could not do blood tests or cardiology tests and Finchley could not do X-rays (Page 17). There is a lack of clarity of what services are provided by which WICs.
- Although the numbers of patients from some communities were small, it seems patients that are newly arrived or that do not have English language skills, may be more likely to attend A&E than use other services first. This could include Romanians, Polish, Somali and those from African countries (Page 20). In addition, these patients may not be registered with a GP (Page 21).
- Nearly a quarter of patients at both sites were discharged without treatment (Page 25).
- Patients that are registered at GPs, located close to A&E departments have a relatively high number attendance at A&E (Page 22).

Knowledge and use of other services

A significant number of patients said they were discharged from A&E without any treatment (24% at Royal Free site and 25% at Barnet site).

Of those who had self-referred to A&E, 32% of Barnet patients and 29% of Royal Free patients were discharged without treatment.

It is important to note that of these, 25-35% of patients discharged without treatment were White British.

Moreover, for patients that were not referred by another service, the main reason for attending A&E was '*In pain and didn't want to delay seeing someone*'. This was

cited by 36% of patients at Royal Free and 27% of patients at Barnet. This indicates that patients are unaware of other services that could treat them, before they decide or are referred to A&E.

Recommendation:

- Increased and ongoing communication to patients about services that are available, such as GP extended hours, Walk in Centres, and NHS 111.

Knowledge and use of Walk in Centres and the services they provide

Patients often referred to needing an x-ray or other diagnostic test as their reason for attending A&E. This was cited by 10% of patients at Royal Free and 11% of patients at Barnet.

Anecdotal responses suggest that some patients were aware of Walk in Centres but were not aware or sure if the centres had the right facilities.

Recommendation:

- Clarify and publicise the diagnostic and x-ray services that are available through WICs and UCCs.
- Ensure that clear, consistent and accessible information is provided to patients about other services.
- Ensure that other health services, including as NHS 111 and GPs give clear and accessible information to patients about other services available.
- Give explanations and reassurance to patients about the level of care and health services that can be given to patients.

Increase the patient information about use of appropriate services at specific key GP services

Some patients named specific GPs with which they were registered. Some of these GPs were located close to the A&E department at each site. It may be that these patients see A&E as the 'next-stop'; rather than using A&E appropriately, they may use it as it is geographically convenient.

Recommendation:

- Barnet CCG to check the 'performance' of these GPs to see if there is any correlation between the patient/medication/appointment management and patients attending A&E.
- Liaison with these GP surgeries if necessary to reduce the number of referrals or to provide patient information to reduce patients self-referring to A&E.

Use of the service by newly arrived communities or those that have English as a second language.

Although the actual patient numbers of newly-arrived communities (for example, Romanian patients) were small, their feedback and that from those that have limited English or English as a second language, suggest they may be coming straight to A&E without attending other health services first. This may be because of lack of knowledge of other health services, being used to accessing hospital services straight away in their home country, lack of registration with a GP, and/or lack of language interpretation services at their GP.

Recommendation:

- Increased patient information and guidance to those communities about the most effective health services that they can use.
- Increased patient information and guidance to these communities on how to register with a GP, the benefits of registering and emphasising the availability of language interpretation services at their GP.

APPENDICES

Appendix I



Accident and Emergency Survey Questionnaire

BH/RFH (DELETE) Date: _____ Time: _____ Survey by: _____

1. Are you the person seeking medical help from A&E today?

☐ YES ☐ NO

If NO, are you:

- | | |
|--|---------------------------------|
| <input type="checkbox"/> A parent/child-carer | <input type="checkbox"/> Friend |
| <input type="checkbox"/> Partner/spouse | <input type="checkbox"/> Carer |
| <input type="checkbox"/> Other – specify | |

2. What is the medical or health reason you came to A&E today?

- | | |
|---|---------------------------------|
| <input type="checkbox"/> Illness | <input type="checkbox"/> Injury |
| <input type="checkbox"/> Other (please give reason) | |

3. Were you told by a health or other service to come to A+E today?

☐ YES ☐ NO

If YES, which service where you sent or referred by?

- ☐ Sent/referred here by my GP
Do you have a GP letter? ☐ YES ☐ NO
- ☐ Walk-In Centre
please say which one: Finchley/Edgware/Cricklewood/Other
- ☐ Urgent Care Centre
please say which one: Barnet/ Other
- ☐ A pharmacist
- ☐ NHS 111
- ☐ Other health service (e.g. district nurse)

4. Are you registered with a GP practice? (if information not already given)

Name of GP practice: _____

Name of GP: _____

Borough: _____

5. Did you come to hospital by ambulance? ☐ YES ☐ NO

5a If **YES**, did a health service ask you to call an ambulance, or call one for you?

☐ YES ☐ NO

5b If **YES**, which service did this?

6. Was there another reason you came to A&E today?

- ☐ In pain and didn't want to delay seeing someone
- ☐ Have visited other health services but was not satisfied
(e.g. still in pain/long waiting time for outpatients or other medical appointment)
- ☐ Thought I needed a diagnostic test (e.g. blood test, X-ray etc.)
- ☐ To get a 'second opinion'
- ☐ Couldn't get a GP appointment
- ☐ Other (please give reason)

7. Do YOU think this was the best place to come for the treatment that you need?

☐ YES ☐ NO

Please give any reasons for your YES/NO answer:

.....

8. Have you visited A&E previously? ☐ YES ☐ NO

If **YES**

- ☐ In the last 3 months
- ☐ In the last 6 months
- ☐ In the last 12 months

9. Demographic data

What is your gender?

- ☐ Male ☐ Female ☐ Non-binary ☐ Prefer not to say

What is your age-range?

- ☐ 0-5 ☐ 6-10 ☐ 11-17 ☐ 18-30 ☐ 31-45
☐ 46-60 ☐ 61-70 ☐ 71-80 ☐ Over 80 ☐ Prefer not to say

Do you consider yourself to have the following? (Please tick each one that applies)

- ☐ A disability ☐ A mental health condition
☐ A long term condition ☐ Prefer not to say

What is your ethnicity?

- ☐ Afghani ☐ African ☐ Asian/Asian British ☐ Black/Black British ☐ British or Irish Gypsy or Irish Traveller
☐ Caribbean ☐ Chinese ☐ Iraqi ☐ Iranian ☐ Mixed/multiple ethnicities
☐ Polish ☐ Romanian ☐ Somali ☐ Turkish ☐ Prefer not to say
☐ Other (please specify)

Is English the language you use most often? ☐ YES ☐ NO

If **NO**, what is the language?)

10. Contact information

We want to contact you to ask you what happened when you visited the A&E department. Would you give your name and contact details for us to do this. This part of the survey is **OPTIONAL**:

- You are agreeing that Healthwatch Barnet staff can contact you in the next week to find out the result of your visit to A&E
- Healthwatch Barnet will not contact you about any other matter unless specified by you
- Your contact details will not be shared with any other organisation
- Healthwatch Barnet will DELETE your name/contact details after one month

Your Name: _____

Your Telephone number (mobile preferred): _____

Your Email: _____

Appendix II

Number of patient surveys completed at Healthwatch Barnet visits to A&E departments.

	Visit Date	Morning (8am-12pm)	Afternoon (12pm-6pm)	Evening (6pm-11pm)
Barnet	22 Feb	-	-	38
	23 Feb	32	49	21
	24 Feb	38	42	19
	28 Feb	35	36	13
Royal Free	2 March	24	40	21
	3 March	23	39	-
	6 March	38	47	23
	Grand Total	190	253	135

Appendix III

Ambulance Arrivals (into main waiting room)

	Barnet Hospital	Royal Free Hospital
Total arrivals by ambulance	19	4
Main medical Reason		
Illness	9	2
Injury	7	2
Other	3	
Referrals	Total	
	16	3
GP	1	1
NHS 111	4	
Other health service	9	2
Urgent Care Centre	1	
Walk in Centre		
Not Specified	1	
Other*	3	1
Main Reason Attending		
In pain	6	
Diagnostic test		
No GP appointment		
Referred	3	
Health concern		
Best place		
Not satisfied	1	
Second opinion	1	
Nowhere else to go		1
Not Specified	8	3
Outcomes	Total	
	3	1
Admitted		1
Asked to come back		
Discharged...Procedure	1	
Discharged...Treatment	1	
Discharged...No treatment		
Referred...GP	1	
Referred...hospital or outpatient's		
Not Specified		

* Cases where an ambulance was called for the patient on behalf of another non-health service or person (school, care home etc).

Appendix IV

Analysis Breakdown by Borough

		Barnet		Brent		Camden		Ealing		Enfield		Hackney		Haringey		Harrow		Hertfordshire		Islington	
		BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH	BH	RFH
Totals		144	74	1	24	5	86	2		64	3	2	2	6	14	7	7	52	6	1	6
Main Medical Reason	Illness	66	38		11	3	51	1		32	1	2	2	3	9	6	5	24	3	1	6
	Injury	46	28		10	2	26	1		21	1			3	3	1	1	18	2		
	Other	32	8	1	3		9			11	1				2		1	10	1		
Main Reason Attending A&E	In pain...not delay	45	31		9	1	25			16				1	6	2	2	8	3		1
	Thought diagnostic test	13	8		2	1	11	1		8		1		2	1		1	6	1		
	Couldn't get a GP appointment	12	8				9			5		1		1	2	2		5			
	Referred	9	5				1			4						1		7			1
	Health concern	8	1		1		2			1						1		4		1	1
	Patient...best place	6	2		1	1	1			1								3			
	Not satisfied...other service	3	3		1					4								1			
	To get a 'second opinion'	2			1		4			3					1						1
	Patient...nowhere else to go	4	1		2		4								1		1		1		2
	Not Specified	42	15	1	7	2	29	1		22	3		2	2	3	1	3	18	1		
Referrals	GP	24	14		4		24			17	1			2	2		2	19	1		1
	NHS 111	19	9				10			5		1			3	1		6			
	Other health service	7	7	1	2	1	9	1		3			1		2		1	2	2		3
	Urgent Care Centre	2	1							8	1	1		2				3			
	Walk in Centre	21	5		2	1	2			3							2	1			
	Not Specified	2	1				1											1			
	Self-Referred	69	37		16	3	40	1		28	1		1	2	7	6	2	20	3	1	2
Outcomes	Admitted to ward	6	1		1		1			2											
	Asked to come back to GP		1				1			2				1	1						
	Discharged...procedure completed	10	6		3	1	6	1		2								2			1
	Discharged...treatment completed	7	11		3	1	2			4					2		1	2		1	
	Discharged...no treatment	9	1		1		9			4					2			2			
	Referred...GP	2	2				1			1							1	1			
	Referred...hospital or specialist	1	1				1											1			1
	Not Specified	109	51	1	16	3	65	1		49	3	2	2	5	9	7	5	44	6		4

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