

# Pennine Lancashire Insights Emergency Department and Urgent Treatment Centres

Informing Winter Plans 2021-2022



Visited A&E or a Local Urgent  
Treatment Centre?  
**We would love to hear from  
you!**

**SCAN THE QR CODE AND  
SHARE YOUR VIEWS**



**Healthwatch  
Together**

Blackburn with Darwen,  
Blackpool, Cumbria and  
Lancashire working  
in partnership

If you would like this survey in a different format please contact  
your local Healthwatch on:  
**0300 323 2100 (option 4)**

## About Healthwatch Blackburn with Darwen

Healthwatch Blackburn with Darwen (HWBwD) was established in April 2013 as part of the implementation of the Health and Care Act 2012.

A key role of HWBwD is to champion the views of people who use health and care services in Blackburn with Darwen, seeking to ensure that their experiences inform the improvement of services. HWBwD are constantly listening, recording and reporting on the views of local people on a wide range of health and care issues, ensuring that people in the borough can express their views and have a voice in improving their local health and care services. With our work we aim to influence change by sharing public insights with supporting recommendations.

When working across Lancashire and South Cumbria, Healthwatch Blackburn with Darwen work in partnership with Healthwatch Blackpool, Healthwatch Cumbria and Healthwatch Lancashire under Healthwatch Together. Each Healthwatch organisation works in their own geographical area and is their own unique entity, providing a local approach to community engagement.

## Introduction and Context

Healthwatch Together have been asked to engage with patients presenting at Emergency Departments (ED), Urgent Treatment Centres (UTC) to explore reasons for attendance, understand experience and highlight themes to support NHS communications.

Healthwatch Blackburn with Darwen were responsible for engaging with patients in Pennine Lancashire, and subsequently sharing their experiences with Lancashire and South Cumbria Health and Care Partnership. The goal was to gather qualitative and quantitative feedback to influence NHS winter plans, highlighting what is working well and areas for improvement.

## Pennine Lancashire Engagement Executive Summary – face to face engagement

### Methodology

Healthwatch Together produced a questionnaire, with input from commissioners, in order to collect data and insights. This survey was distributed by Healthwatch Blackburn with Darwen via our social media channels and completed by patients during face to face engagement.

Healthwatch Blackburn with Darwen carried out engagement sessions speaking to patients about their experiences of accessing urgent care through visits on the following dates.

Blackburn Emergency Department – 3 visits – weekday visit on 24<sup>th</sup> November in both the afternoon and evening and weekend visit on 27<sup>th</sup> November

Burnley Urgent Treatment Centre – 3 visits – weekday visit on 1<sup>st</sup> December in both the afternoon and evening and weekend visit on 4<sup>th</sup> December

Accrington Minor Injuries Unit – 1 visit on afternoon of 6<sup>th</sup> December

Rossendale Minor Injuries Unit – 1 visit on afternoon of 25<sup>th</sup> November

Please see table below for numbers of patients engaged with at each department.

Departments	Total Number of respondents
Blackburn Royal Emergency Department	46
Burnley Urgent Treatment Centre	49
Accrington Minor Injuries Unit	8
Rossendale Minor Injuries Unit	6
<b>Total</b>	<b>109 respondents</b>

## Recommendations

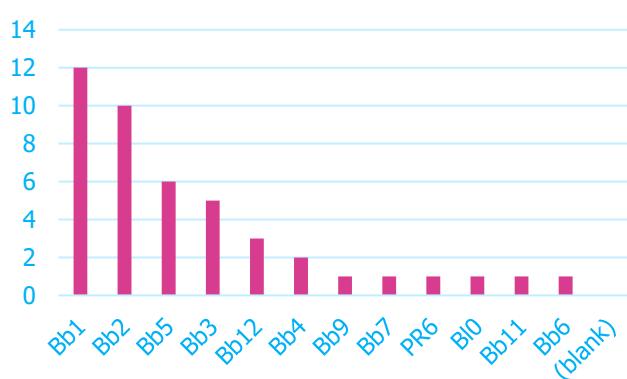
- Roll out of the booked appointment system across each of the settings. Most people we spoke to confirmed that they would much prefer to take up this option, depending on the severity of their illness/injury. This would also alleviate some of the pressures on staff in Emergency Department.
- Increased promotion of the role of the Minor Injuries Units and consider signposting to these from Royal Blackburn Emergency Department and Burnley UTC at peak times (potentially using the booked appointment system).
- Consider extending x-ray access at Rossendale Minor Injuries Unit over weekends.
- Liaise with Rossendale Council to improve signposting of the Rossendale Minor Injuries Unit in Rawtenstall town centre.
- Increased promotion of 111 phone and website including promotion on social media in different languages to meet the needs of our South Asian and Eastern European heritage communities more effectively.
- Increased promotion of the role of community pharmacists to alleviate pressure across the system.

# Blackburn Emergency Department Summary

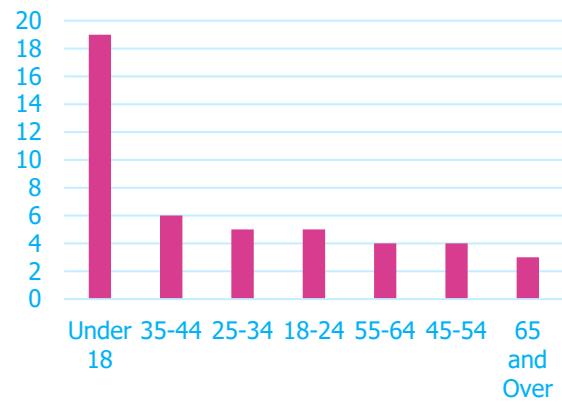
## Blackburn Emergency Department Face to Face Engagement Demographics

The survey was completed by 46 patients, who we spoke to at Blackburn Emergency Department. The graphs below display the demographic information of those who took part.

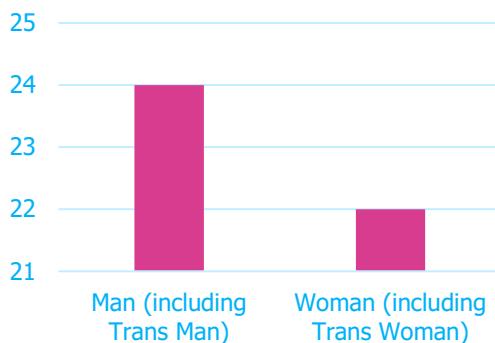
What is the first half of your residential postcode?



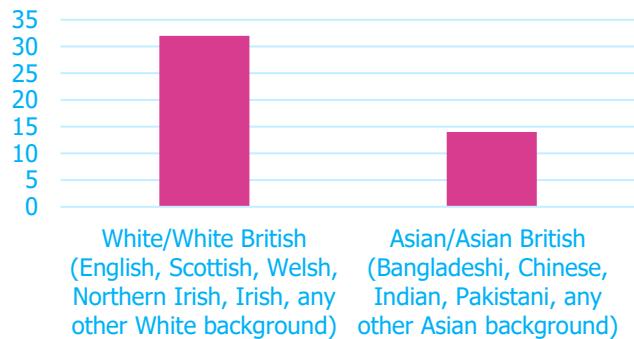
How old are you?



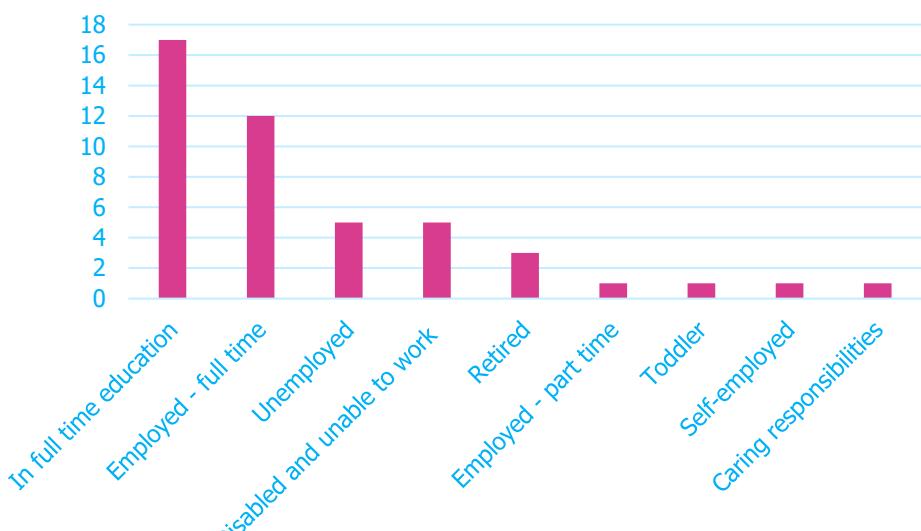
What is your gender?



What is Your Ethnicity?



What is Your Employment Status?

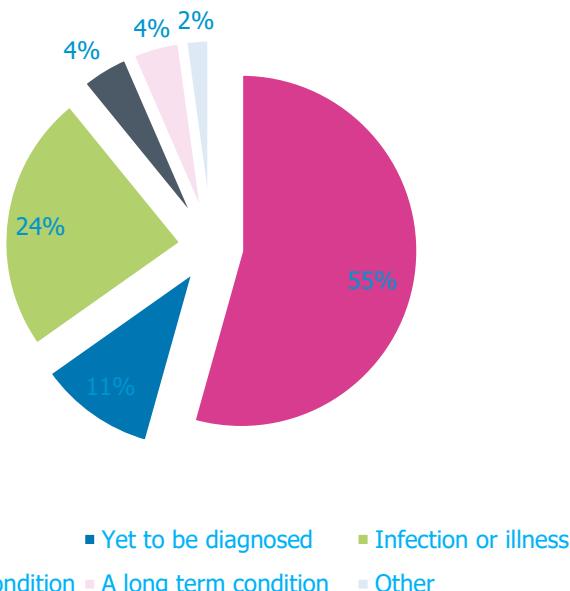


**Royal Blackburn Emergency Department –  
Engagement Wednesday 24<sup>th</sup> November 2021 afternoon and evening and  
Saturday 27<sup>th</sup> November 2021 lunchtime**

**Key Themes:-**

<b>Transport</b>	<b>No.</b>
Was driven by a friend/family member	32
Drove yourself	6
Taxi	4
Walked	2
Ambulance	1
Bus	1

**What caused you to seek medical attention?**



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Please can you provide further information

Common themes:

- Head injury(3 responses)
- Falls and accidents - adults (5 responses)
- Falls and accidents – children (12 responses)
- Chest pains (3 responses)
- Pain in abdomen/sickness (8 responses)

"My son's fallen playing football so came straight here"

"Had x-ray at Barbara Castle and was sent here"

"My son was discharged 3 days ago but he's got blood clots so we've come back".

"I can't keep fluids down".

"My daughter's swallowed batteries – I guess that was an intentional accident!"

"My daughter's got a temperature, feeling sick and not eating"

### **Why did you choose Royal Blackburn Emergency Department?**

<b>Why did you choose to attend ED</b>	<b>Number of participants</b>
Didn't know where else to go/was most obvious choice	24
Advised by another healthcare service	2
Advised by the GP	10
Advised by 111 on the telephone	5
Advised by 111 online	2
Advised by 999	1
Unable to get a GP appointment	2

**Which of the following did you try before you attended the Emergency Department?**

**Tick all those that you tried:**

999	1
Another hospital	3
GP	13
NHS website	2
111 Telephone	9
111 online	0
Pharmacy	0
Other	1
None	19

**If you didn't try any of the above, why not?**

"Takes too long to get through on the phone to the GP".

"It's an injury so made most sense just to come straight here if I need an x-ray".

"My GP told me to come here if the pain got worse during the day."

"Because my child had bumped his head so needed seeing to straight away"

"I was told to come here by the treatment centre"

**If you did try another service, did you experience any problems accessing other health services before going to the Emergency Department?**

"Can't get through on the phone to my GP".

"No problems"

"Depends on the receptionist at my GP as to whether you can get an appointment"

Are you aware of the following:

	<b>Yes I'm aware of it and use it</b>	<b>Yes I'm aware of it and don't use it</b>	<b>No I am not aware of it</b>	<b>No response</b>
NHS 111 online	30	9	6	1
NHS 111 telephone	31	7	2	6
Local Pharmacy	33	4	1	8
GP	39	1	0	6
999	12	27	0	7
NHS.uk website	21	11	6	8
Patient UK website	12	3	23	8
Local child health advice booklet website	1	2	35	8

The patients who were aware of NHS 111 online but did not use it were primarily adults with children because they did not think this was a service that was applicable to children.

<b>Would you consider trying any of the following for initial advice on the same problem next time?</b>	<b>Total number</b>
NHS 111 online	4
NHS 111 telephone	7
Local Pharmacy	0
GP	16
No I wouldn't	13

Patients were asked ‘What would help you to be able to use the following resources?’ One person commented that it might be helpful if the pharmacy had a doctor, another suggested longer GP opening hours and another commented on the poor accessibility of the NHS website and requirement for different languages.

<b>Which of the following methods would you use to receive information about available health services that may suit your needs? Tick all that apply:</b>	<b>Total number</b>
NHS website	24
NHS electronic newsletter	3
NHS paper newsletter	2
Leaflets in health centres (hospitals, GPs, Pharmacies)	7
Posters in health centres/libraries/community centres/bus stations	6
Billboards	3
TV adverts	6
(Local) radio	3
YouTube advert	2
Newspaper	1
Facebook	6
Twitter	5
Instagram	4
Twitch	1
TikTok	2
Google	1

# Burnley Urgent Treatment Centre Summary

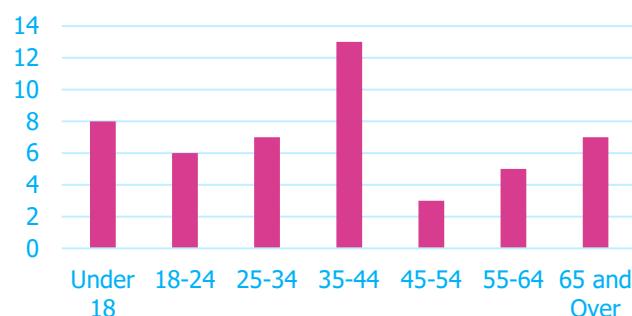
## Burnley Urgent Treatment Centre Face to Face Engagement Demographics

The survey was completed by 49 patients, who we spoke to at Burnley Urgent Treatment Centre. The graphs below display the demographic information of those who took part.

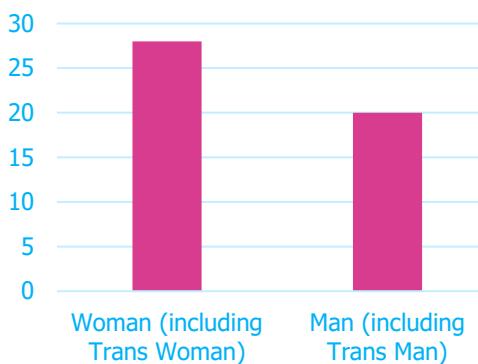
What is the first half of your residential postcode?



How old are you?



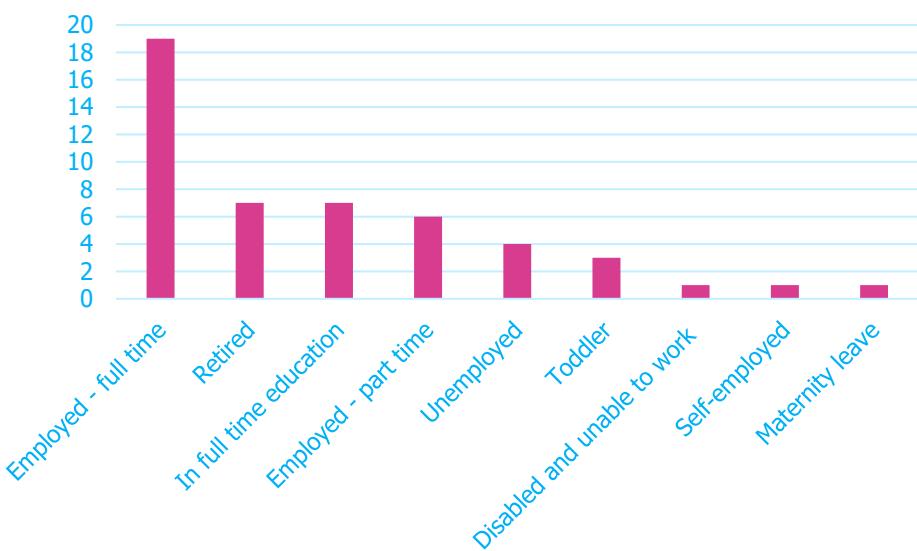
What is your gender?



What is your ethnicity?



What is Your Employment Status?

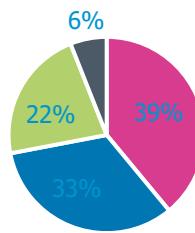


## Burnley Urgent Treatment Centre - Engagement Wednesday 1<sup>st</sup> December 2021 afternoon and evening and Saturday 4<sup>th</sup> December 2021 lunchtime

### Key Themes:-

Transport	Total Number
Driven by a friend/family member	30
Drove myself	10
Bus	3
Taxi	4
Walked	2

### What caused you to seek medical attention?



■ Accident ■ Yet to be diagnosed ■ Infection or illness ■ A long term condition

### Please can you provide further information

#### Common themes:

Injury (18 responses – all except one were adults)

Abdominal pain/sickness (4 responses)

Chest pains (5 responses)

Heart/blood pressure issues (3 responses)

“Really bad headaches and pins and needles in head, feeling foggy and head really tender”

“Son got breathing difficulties”

“Back pains after car accident”

“Issues after heart attack with pains in arm and chest”

“Head injury six weeks ago had caused blood count to drop significantly”

## Why did you choose Burnley Urgent Treatment Centre?

Didn't know where else to go/was most obvious choice	20
Advised by the GP	13
NHS 111 phone	6
Advised by pharmacist	4
Advised by another healthcare service	4
Advised by 999	2

## Which of the following did you try before attending Burnley UTC?

None	19
GP	14
111 telephone	6
Pharmacist	4
Other healthcare	4
999	2

## If you did try another service, did you experience any problems accessing other health services before going to the Emergency Department?

"No problems"

"Pointless trying to get to GP and takes too long on 111 online"

"Previously told by Blackburn ED just to go straight in for help."

"Problem getting through on phone to GP rang 31 times"

"Just came straight here"

"Couldn't get through on the phone to the GP"

Are you aware of the following:

	<b>Yes I'm aware of it and use it</b>	<b>Yes I'm aware of it and don't use it</b>	<b>No I am not aware of it</b>	<b>No response</b>
NHS 111 online	29	12	7	1
NHS 111 telephone	34	11	3	1
Local Pharmacy	45	4	0	0
GP	45	4	0	0
999	12	37	0	0
NHS.uk website	30	11	8	0
Patient UK website	26	8	15	0
Local child health advice booklet website	0	0	48	1

The patients who were not aware of NHS 111 online were all adults whose first language was not English.

<b>Would you consider trying any of the following for initial advice on the same problem next time?</b>	<b>Total number</b>
NHS 111 online	0
NHS 111 telephone	10
Local Pharmacy	3
GP	25
No I wouldn't	13

Patients were asked ‘What would help you to be able to use the following resources?’ One person responded stating “Access to GP problematic all telephone appointments gone when I tried last week so didn't bother this week”

<b>Which of the following methods would you use to receive information about available health services that may suit your needs? Tick all that apply:</b>	<b>Total number</b>
NHS website	30
NHS electronic newsletter	2
NHS paper newsletter	1
Leaflets in health centres (hospitals, GPs, Pharmacies)	10
Posters in health centres/libraries/community centres/bus stations	8
Billboards	2
TV adverts	9
(Local) radio	4
YouTube advert	5
Newspaper	1
Facebook	9
Twitter	3
Instagram	7
Twitch	0
TikTok	0
Google	3

# Accrington Minor Injuries Unit Summary

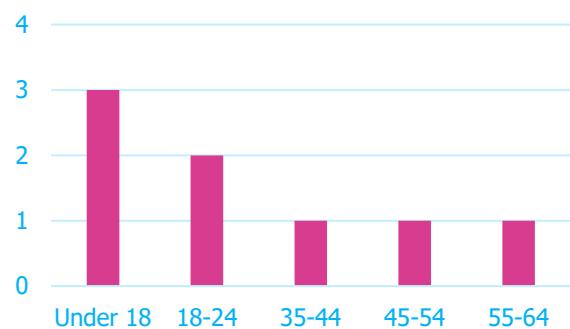
## Accrington Minor Injuries Unit Face to Face Engagement Demographics

The survey was completed by 8 patients, who we spoke to at Accrington Minor Injuries Unit. The graphs below display the demographic information of those who took part.

What is the first half of your residential postcode?



How old are you?



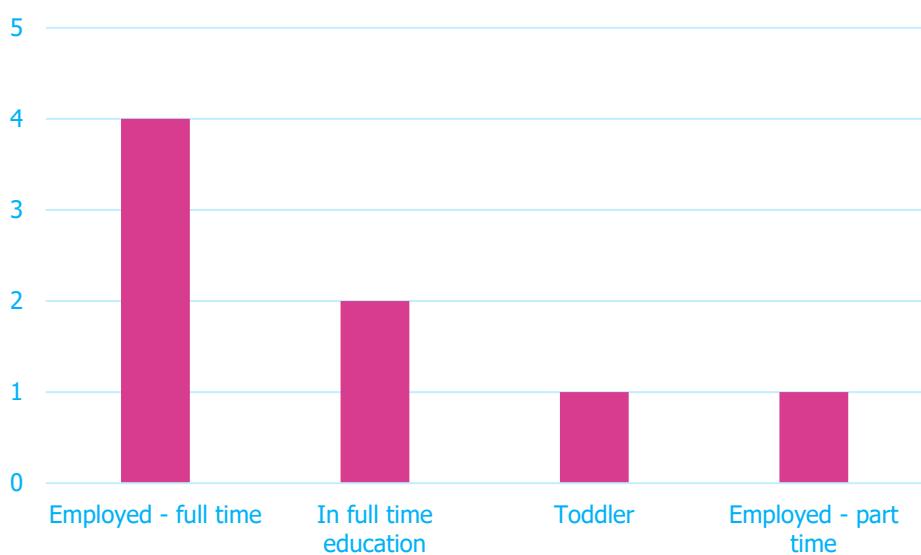
What is your gender?



What is your ethnicity?

All 8 patients were White British

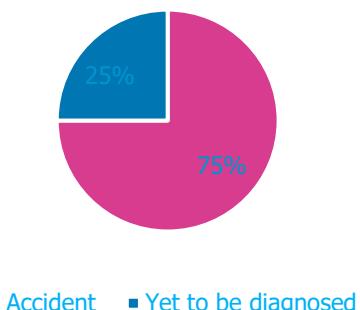
What is Your Employment Status?



**Accrington Minor Injuries Unit - Engagement Monday 6<sup>th</sup> December 2021**  
**Afternoon**  
**Key Themes:-**

Transport	Total Number
Driven by a friend/family member	2
Walked	2
Bus	1
Drove myself	3

**What caused you to seek medical attention?**



Please can you provide further information  
Common themes:

Four respondents had injured their feet.

Two respondents had hand injuries/swollen hand.

One respondent had sustained a head injury

### Why did you choose Accrington Minor Injuries Unit?

I didn't know where else to go/was most obvious choice	6
NHS 111 telephone	1
Other	1

### Which of the following did you try before attending Accrington Minor Injuries Unit?

None	6
111 telephone	1
999	1

### If you did not try any of the above, why not?

“Was easiest just to come straight here”

“Because I probably need an x-ray”

“Here is more accessible than the GP”

“Here’s the closest place to come to”

### If you did try another service, did you experience any problems accessing other health services before going to the Minor Injuries Unit?

“Couldn’t get an ambulance at the weekend”

Are you aware of the following:

	<b>Yes I'm aware of it and use it</b>	<b>Yes I'm aware of it and don't use it</b>	<b>No I am not aware of it</b>	<b>No response</b>
NHS 111 online	7	1	0	0
NHS 111 telephone	8	0	0	0
Local Pharmacy	5	3	0	0
GP	5	3	0	0
999	2	6	0	0
NHS.uk website	7	0	1	0
Patient UK website	4	1	3	0
Local child health advice booklet website	0	0	8	0

<b>Would you consider trying any of the following for initial advice on the same problem next time?</b>	<b>Total number</b>
NHS 111 online	1
NHS 111 telephone	2
Local Pharmacy	1
GP	2
No I wouldn't	5

Patients were asked ‘What would help you to be able to use the following resources?’ One person responded stating “Getting through to the GP on the phone is an issue – there’s no answer sometimes”

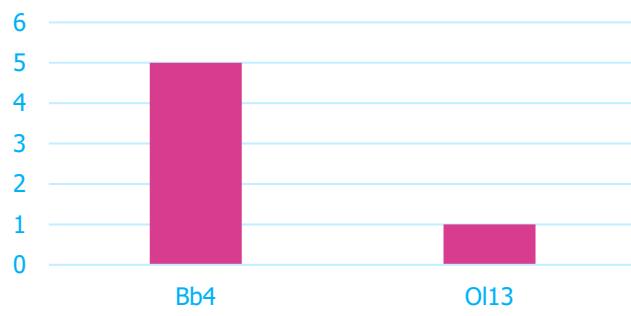
Which of the following methods would you use to receive information about available health services that may suit your needs? Tick all that apply:	Total number
NHS website	6
NHS electronic newsletter	1
NHS paper newsletter	1
Leaflets in health centres (hospitals, GPs, Pharmacies)	2
Posters in health centres/libraries/community centres/bus stations	2
Billboards	2
TV adverts	3
(Local) radio	1
YouTube advert	0
Newspaper	0
Facebook	2
Twitter	1
Instagram	1
Twitch	0
TikTok	0
Google	2

# Rossendale Minor Injuries Unit Summary

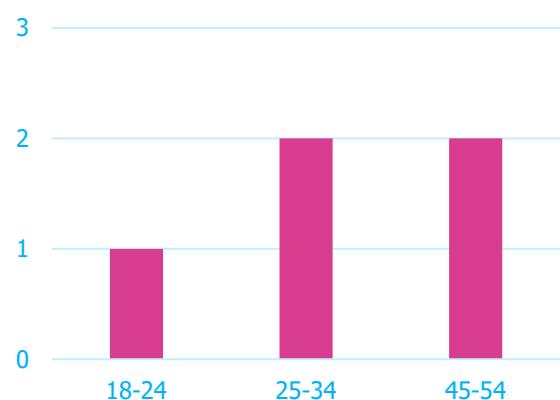
## Rossendale Minor Injuries Unit Face to Face Engagement Demographics

The survey was completed by 6 patients, who we spoke to at Rossendale Minor Injuries Unit. The graphs below display the demographic information of those who took part.

What is the first half of your residential postcode?



How old are you?



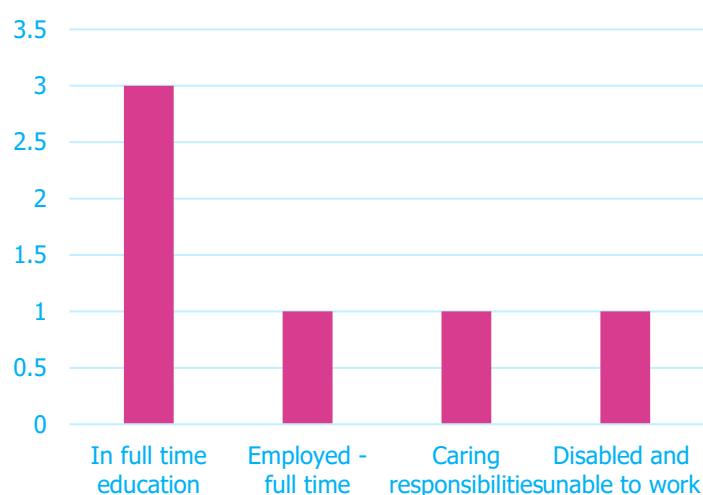
What is your gender?



What is your ethnicity?

All 6 patients were White British

What is Your Employment Status?

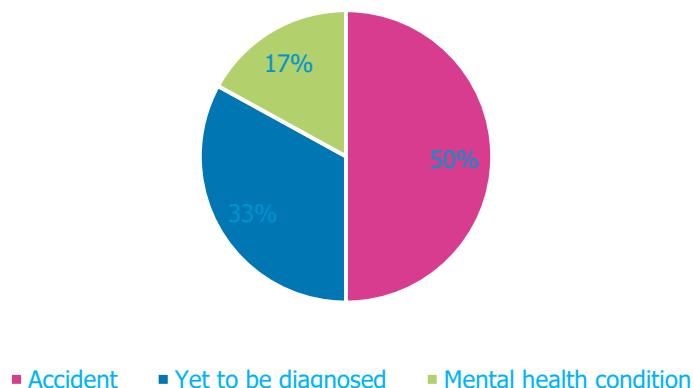


## Rossendale Minor Injuries Unit – Engagement Thursday 25<sup>th</sup> November 2021 Afternoon

### Key Themes:-

Transport	Total Number
Driven by a friend/family member	5
Walked	1

### What caused you to seek medical attention?



Please can you provide further information

Common themes:

The three injuries were all foot injuries.

One respondent had been bitten by her dog.

The respondent reporting a mental health condition had been self harming.

### Why did you choose Rossendale Minor Injuries Unit?

Didn't know where else to go/ was most obvious choice	4
Advised to attend by the GP	2

### Which of the following did you try before attending Rossendale Minor Injuries Unit?

None	4
GP	2

### If you did not try any of the above, why not?

"This is an 8 to 8 service and more accessible than A and E"

"It's just easy access here and you get seen quickly"

"We know the centre is good for minor injuries"

"From previous experience"

### If you did try another service, did you experience any problems accessing other health services before going to the Minor Injuries Unit?

There were no appointments at my GP

Are you aware of the following:

	<b>Yes I'm aware of it and use it</b>	<b>Yes I'm aware of it and don't use it</b>	<b>No I am not aware of it</b>	<b>No response</b>
NHS 111 online	3	3	0	0
NHS 111 telephone	4	1	0	1
Local Pharmacy	6	0	0	0
GP	6	0	0	0
999	3	3	0	0
NHS.uk website	5	1	0	0
Patient UK website	0	1	5	0
Local child health advice booklet website	0	0	6	0

<b>Would you consider trying any of the following for initial advice on the same problem next time?</b>	<b>Total number</b>
NHS 111 online	0
NHS 111 telephone	1
Local Pharmacy	0
GP	1
No I wouldn't	4

<b>Which of the following methods would you use to receive information about available health services that may suit your needs? Tick all that apply:</b>	<b>Total number</b>
NHS website	6
NHS electronic newsletter	0
NHS paper newsletter	0
Leaflets in health centres (hospitals, GPs, Pharmacies)	1
Posters in health centres/libraries/community centres/bus stations	2
Billboards	0
TV adverts	1
(Local) radio	1
YouTube advert	0
Newspaper	0
Facebook	0
Twitter	0
Instagram	0
Twitch	0
TikTok	0
Google	0

# Online Engagement Summary

## Pennine Lancashire Engagement Summary – online engagement

### Royal Blackburn Emergency Department – Online responses received up to 20.12.21 – 15 responses received

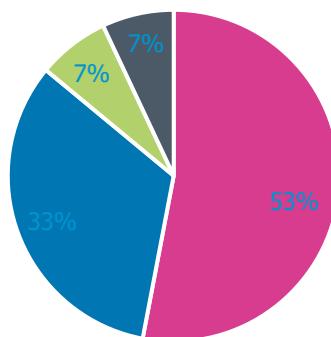
#### Key Themes:-

#### When did you last visit Royal Blackburn Emergency Department?

This month	6
Within last 3 months	6
Between 3-6 months ago	1
Between 6-12 months ago	1
Over a year ago	1

Transport	No.
Drove yourself	1
Was driven by friend/family member	11
Ambulance	3

#### What caused you to seek medical attention?



■ Accident ■ Infection or illness ■ Yet to be diagnosed ■ Long term condition

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Please can you provide further information

Common themes:

- Urinary tract infections (2 responses)
- Falls and accidents - (8 responses including 2 children)
- Others included suspected heart attack, difficulty breathing and dehydration

"My son's hurt his hand"

"Compression fracture in back"

"My niece had taken too much paracetamol".

"Got food stuck in my throat".

"Bad nose bleed"

"Inflammation in my eye – I'm under a consultant and tried to get to Burnley UTC but there was no response on the phone"

### **Why did you choose Royal Blackburn Emergency Department?**

<b>Why did you choose to attend ED</b>	<b>Number of participants</b>
Didn't know where else to go/was most obvious choice	4
Advised by another healthcare service	4
Advised by the GP	4
Advised by 111 on the telephone	1
Advised by 999	1
Advised by pharmacist	1

**Which of the following did you try before you attended the Emergency Department?****Tick all those that you tried:**

999	1
Minor injuries unit	1
GP	5
111 Telephone	4
111 online	4
Pharmacy	1
Other	1
None	3

**If you didn't try any of the above, why not?**

"I was in pain and unable to speak to a GP until later in the day and had always been sent straight to A and E with the same issue"

"It was an evening and preferred face to face. My niece came to visit."

"I was too ill to bother."

**If you did try another service, did you experience any problems accessing other health services before going to the Emergency Department?**

"Could not get through to 111 phone"

"Minor injuries were unable to help said he needed an X-ray"

## Pennine Lancashire Engagement Summary – online engagement

**Burnley Urgent Treatment Centre –  
Online responses received up to 20.12.21 – 4 responses received**

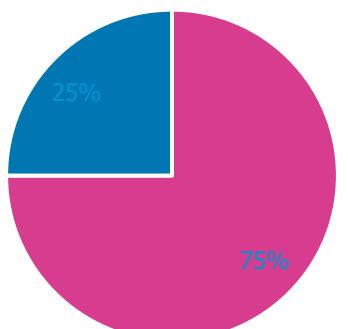
**Key Themes:-**

**When did you last visit Burnley Urgent Treatment Centre?**

This month	3
Between 6-12 months ago	1

Transport	No.
Drove yourself	3
Was driven by friend/family member	1

**What caused you to seek medical attention?**



■ Infection or illness ■ Accident

Please can you provide further information

Four responses included:

- Fractured wrist
- Children's illness – croup and bronchiolitis
- Dental abscess and possible overdose of painkillers

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## Why did you choose Burnley Urgent Treatment Centre?

Why did you choose to attend UTC?	Number of participants
Didn't know where else to go/was most obvious choice	1
Advised by 111 on the telephone	3

## Which of the following did you try before you attended the Emergency Department?

Tick all those that you tried:

GP	1
111 Telephone	3
111 online	1
None	3

## If you didn't try any of the above, why not?

"Knew what treatment was required and that could only be provided by acute setting"

"My problem didn't warrant a 999 response"

"I understand 111 online is not for babies"

## If you did try another service, did you experience any problems accessing other health services before going to the Emergency Department?

"GP refused to see baby when I made 2 phone calls during the day"

"I did use 111 service for advice it was 3 am in the morning when my child was ill "

# Patient Experiences

## Pennine Case Studies

### Diane – Blackburn Emergency Department

I was in a lot of pain with a kidney infection, so I rang the out of hours GP who was able to give me antibiotics but told me that if it worsened to go to A and E. The following day I felt the same and because I don't like to go to A and E unless necessary, I called 111 who got back to me very promptly and told me the same.

By 6am the following morning I was being very sick and arrived at A and E at 7.30am with toxic shock. I was triaged pretty quickly, and the staff were great.

The only concern I had was that I was sat in a corridor then till 6pm and there were 15 of us on the corridor, one of whom was a gentleman with personality disorder whom the staff were struggling to manage. He had been there a long time, but I did feel that security staff were very heavy handed with him. I have to say though that the nurses were fabulous and showed incredible compassion and professionalism. They took it upon themselves to find us all chairs, wheelchairs, and trolleys so that we had something to sit on in the corridors. One of the afternoon nurses noticed that I was still there and went to find out what was going on and when I would be moved to a bed because she realised just how poorly I was.

## James – Blackburn Emergency Department

I went to my GP first about my condition and they referred me to Emergency Department for blood tests and scans. I managed to get to see my GP quite quickly and because they made the referral, I was triaged quickly at Emergency Department too. I think if I had been a walk in on the day, it might have been a different situation though.

The one issue I had though was when I had blood taken by a junior doctor. There was one qualified doctor and about 4-5 junior doctors there at the time and it seemed that there was a lot of pressure on the senior doctor, so the junior doctors kept treating patients and going back to him for advice. The junior doctor who took my bloods made a mistake with the needle, the blood stopped flowing and he put a lot of pressure on either side of it to encourage blood flow. This resulted in me having to take 4 weeks off work because my arm was numb. I understand that he was using his own initiative and carried on so as not to bother the senior doctor, but this situation could have been a lot worse. It felt like these were junior staff who were effectively left unsupervised.

I feel that staff can treat their work like a tick box exercise and not think about the individual holistically and if people don't have much medical knowledge, they won't challenge this.

## Michael – Blackburn Emergency Department

I had a knee injury at work whilst I was out of the borough so went straight to Blackburn Emergency Department straight after work because I knew it would need an x-ray. I didn't have to wait too long – the reception sent me round to another area they were using to alleviate pressure on A and E and I was seen within a couple of hours. They did the x-ray and there were no problems and the triage nurse said that it would take a couple of weeks to heal and recommended a scan. After a couple of months I was still in pain and my GP said that there had been no referral made by the triage nurse for a scan so 3 months after the initial injury I finally had an initial scan and was referred to a knee specialist at Beardwood Hospital. I'm now on a waiting list for knee surgery which might be 4-6 months and I'm off work still because I have a physical job. I just feel all of this could have been speeded up if the triage nurse hadn't assumed it was ok and had made a prompt referral for a scan.

## Anna – Burnley Urgent Treatment Centre

I phoned NHS 111 in the early hours of the morning because my son had croup and they gave me the options of either Rochdale or Burnley Urgent Treatment Centres so I chose to go to Burnley and my partner drove us there. The first waiting room we went into was really busy, but they took us through to a separate room. This wasn't marked as a children's area, but I assume they must have been using it as this. I'd definitely recommend that they have a dedicated children's waiting area. We didn't have to wait long but there was no specific triage area. The nurse came and did her observations in the waiting area and gave my son medicine there too. I didn't mind because we were the only ones in there at the time but if there had been others there, I would have preferred to have been taken through to a separate triage room. We were quickly taken through to see a doctor in a separate cubicle and then because it was croup and a respiratory illness, we were referred to Blackburn Emergency Department. Again, the ambulance came quickly, and the ambulance crew were really good.