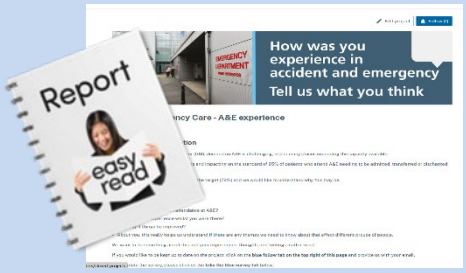
This is an easy read document.

Accident and Emergency Survey

Search for us.
Type in NHS GM Get involved in your browser



When we are finished engaging, we will write a report and share it on our “Get Involved " site

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Why we started this engagement

We want your help

We have lots of questions about your experience at A&E

NHS trusts across Greater Manchester are struggling to meet their targets

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The target is that 95% of patients who attend A&E need to be admitted, transferred or discharged within 4 hours

This survey asks questions that will help us understand why people choose to go to A&E

It will help us when we are planning what information we should give people to help them make choices

It will help us improve things for those who attend A&E

We will understand how people from different backgrounds may be affected differently

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Your experiences help us in lots of ways

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Survey questions

How are you answering this survey?

- ☐ As the patient
- ☐ As a family member
- ☐ As a member of staff
- ☐ As a member of the public
- ☐ Other (please can you tell us)

Where in Greater Manchester do you live?

- ☐ Bolton
- ☐ Bury
- ☐ Heywood Middleton and Rochdale
- ☐ Manchester
- ☐ Oldham
- ☐ Salford
- ☐ Stockport
- ☐ Tameside
- ☐ Trafford
- ☐ Wigan
- ☐ Other (please can you tell us)

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Which Accident and Emergency Departments are you feeding back on?

- ☐ Fairfield General Hospital
- ☐ Manchester Royal Infirmary
- ☐ North Manchester General Hospital
- ☐ Royal Bolton Hospital
- ☐ Royal Oldham Hospital
- ☐ Salford Royal Hospital
- ☐ Stepping Hill Hospital
- ☐ Tameside General Hospital
- ☐ Wigan, Royal Albert Edward Infirmary
- ☐ Wythenshawe Hospital

How long ago did you visit A&E?

- ☐ Im in A&E now
- ☐ Less than a week ago
- ☐ Longer than a week, but less than a month ago
- ☐ 1-3 months ago
- ☐ 4-6 months ago
- ☐ 7-9 months ago
- ☐ 10-12 months ago
- ☐ 13-15 months ago
- ☐ 16-18 months ago
- ☐ More than 18 months ago

What time of day did you arrive at A&E?

- ☐ Morning (8:00am to 12:00pm)
- ☐ Afternoon (12:01 to 6:00pm)
- ☐ Evening (6:01pm to 12:00am)
- ☐ Night (12:01am to 7:59am)

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Can you tell us why you went to A&E?

How long was your wait time before being treated (after initial triage)?

- ☐ Less than 1 hour
- ☐ 2-5 hours
- ☐ 6-8 hours
- ☐ 9-11 hours
- ☐ 12-14 hours
- ☐ 15-18 hours
- ☐ 19-24 hours
- ☐ Over 24 hours

How did you get to A&E?

- ☐ Ambulance
- ☐ Taxi
- ☐ Public transport
- ☐ Car/Van/Motorcycle (driven by family/friend or carer)
- ☐ Car/Van/Motorcycle (driven by you)
- ☐ Patient Transport Services (PTS)
- ☐ Walking
- ☐ Other (please can you tell us)

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Which of the following services did you use before visiting A&E?

- ☐ NHS 111
- ☐ GP/Doctors Surgery
- ☐ 999
- ☐ Pharmacy
- ☐ Optician
- ☐ Dentist
- ☐ Opticians
- ☐ NHS Website
- ☐ None of the above
- ☐ Other (please can you tell us)

Where would you find information that would help you make a decision on where to go for help with an illness or condition?

- ☐ Community groups or other community settings
- ☐ Friends and Family
- ☐ Google or other internet search
- ☐ Posters or leaflets
- ☐ Online groups
- ☐ Radio
- ☐ Social Media
- ☐ TV
- ☐ Other (please can you tell us)

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Do you think a visit to A&E could have been avoided if you had been able to access another health service (e.g. GP, dentist)?

- ☐ Yes
- ☐ No
- ☐ Not sure

Please tell us more: (optional)

How many times have you visited A&E over the past 18 months?

- ☐ 1
- ☐ 2-5
- ☐ 6-10
- ☐ 11-15
- ☐ 16-20
- ☐ Over 20 times

Have you heard of the minor ailments scheme?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

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Have you heard of NHS 111

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

Have you heard of the out of hours (OOH) GP service?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

Have you heard of the pharmacy first service?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

Have you heard of the same day emergency care service?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

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Have you heard of the urgent eyecare service?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

Have you heard of the urgent treatment centre (UTC)?

- ☐ I have not heard of this service
- ☐ I have heard of this service, but don't know what it does
- ☐ I have heard of this service, and I know what it does
- ☐ I have used this service before
- ☐ Not sure

In the future, would you consider going to any of the services above before attending A&E for the same condition?

- ☐ Yes
- ☐ No
- ☐ Not sure

Please tell us why you answered in that way?

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How would you rate the quality of the following facilities at the A&E department?

1. Environment (lighting, noise etc)

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

2. Food and drink

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

3. Internet access

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

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4. Parking

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

5. Phone charging facilities

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

6. Seating and comfort

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

7. Toilets

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

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Here is space to share any information or thoughts about the quality of facilities

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How would you rate the quality of the following information and communications at A&E?

1. Communication with staff

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

2. Information about discharge/follow-on treatment

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

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3. Knowing where to go (e.g signs, arrows, floor markings etc)

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

4. Information about your care

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

5. Updates about your care/wait time

- ☐ Very good
- ☐ Quite good
- ☐ Neither good nor poor
- ☐ Quite poor
- ☐ Very poor
- ☐ Not sure/cannot remember
- ☐ Not applicable

Here is space to share any information or thoughts about the quality of facilities

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How could the hospital improve your experience of waiting in A&E?

Is there anything else you would like to tell us about A&E that you haven't been covered?

About You

Please answer the questions about you.
You can choose to skip any questions you don’t want to answer.

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1. How old are you?

2. What is your ethnicity?
Please describe your ethnicity background however best fits you

3. How do you identify your gender?

4. Is your current gender identity the same as the gender you were described at birth?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to say

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5. What is your relationship status?

- ☐ Co-habiting – Living with partner
- ☐ Married / Civil Partnership
- ☐ Single
- ☐ Widow
- ☐ Prefer not to say
- ☐ Other (please can you tell us)

6. What is your faith?

- ☐ Atheist / None
- ☐ Baha'i
- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jain
- ☐ Jewish
- ☐ Muslim
- ☐ Pagan
- ☐ Sikh
- ☐ Zoroastrian
- ☐ Prefer not to say
- ☐ Other (please can you tell us)

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7. Which of the following options best describes how you think of yourself?

- ☐ Asexual
- ☐ Bisexual
- ☐ Gay Man
- ☐ Heterosexual / Straight
- ☐ Lesbian / Gay Woman
- ☐ Pansexual
- ☐ Prefer not to say
- ☐ Other (please can you tell us)

8. Do you consider yourself to have a disability?

Disability includes any long term illness or condition that limits your ability to live your everyday life

- ☐ No
- ☐ Prefer not to say
- ☐ Yes, *please tell us,*

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9. What is your employment status?

- ☐ Employed / Self-employed
- ☐ Unemployed
- ☐ A student
- ☐ Apprenticeship scheme or training
- ☐ Long term sick or disabled
- ☐ Homemaker looking after the family or home
- ☐ In receipt of
- ☐ Voluntary work
- ☐ Retired
- ☐ Prefer not to say
- ☐ Other (please can you tell us)

10. Are you currently or have you served in any of the UK armed forces?

- ☐ Yes, I am a current serving member of the armed forces
- ☐ Yes, I am an armed forces veteran
- ☐ No
- ☐ Prefer not to say

11. Are you a carer?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

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You have finished

If you need help or you want to get in touch here is how.

Leave us a voice mail, text or WhatsApp us on 07786673762.

You can also send us BSL videos

Email us: gmhscp.engagement@nhs.net

Visit our webpage:
https://getinvolved.gmintegratedcare.org.uk

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Thank you.