

## **NHS Bolton CCG Communications & Engagement Team**

### **Name of project: A&E Engagement/Research**

#### **1. Introduction**

Our Accident and Emergency department at Bolton NHS Foundation Trust continues to see rising levels of attendance and admissions.

We have tailored our communications in preparation for peak attendance during Autumn/Winter to highlight our primary care offer - with the aim of raising the profile of alternative services. However, we need to proactively start laying foundations to manage increased demand.

We are very fortunate in Bolton to have a Business Intelligence team where we can gain detailed information such as; numbers, trends, times of the day where A&E has seen a higher level of attendance etc. However, it's critical that we understand the motivation and characteristics of attendances with non-emergency problems and the reasons why they choose to attend A&E over any community provision.

It is to this end we are proposing to undertake some research (quantitative and qualitative) alongside our urgent care colleagues to help us identify solutions to the challenges associated with increased rising demand. Ultimately, this will enable us to consider interventions and improve services across a patient-centred health and care service.

#### **2. Aims/Objectives**

- To better understand patient reasons for attending Accident and Emergency over another service
- To identify if there are any awareness gaps in local alternative services
- To identify possible solutions to the challenges associated with rising demand

#### **3. Methods**

- Survey - this will be pitched as a patient discussion
- Mixture of quantitative and qualitative research questions
- Intensive 2 week period of engagement (covering evening and weekend)

From insight collated to date (8 wks - 28<sup>th</sup> Feb, 2019 to 24<sup>th</sup> April, 2019) we know there are times of the day where patients arriving on foot starts to pick up and these patterns change from day to day, as illustrated:

**Typical A&E Attendances -**

**Darker shading in the table above indicates busier times of the day.**

Time of arrival	Mon	Tue	Wed	Thu	Fri	Sat	Sun
00:00 - 00:59	4	4	4	4	5	4	5
01:00 - 01:59	3	3	3	5	3	4	4
02:00 - 02:59	2	2	3	2	2	2	3
03:00 - 03:59	4	2	2	2	2	3	4
04:00 - 04:59	2	3	2	2	2	3	3
05:00 - 05:59	3	2	2	1	2	2	3
06:00 - 06:59	3	2	2	2	3	4	2
07:00 - 07:59	6	4	3	3	4	5	4
08:00 - 08:59	11	8	9	9	8	7	8
09:00 - 09:59	18	15	16	15	15	10	15
10:00 - 10:59	18	16	16	16	15	15	16
11:00 - 11:59	23	19	17	17	15	16	19
12:00 - 12:59	19	17	16	13	14	17	18
13:00 - 13:59	19	15	16	17	13	16	17
14:00 - 14:59	18	16	17	14	12	14	17
15:00 - 15:59	17	14	15	13	13	16	18
16:00 - 16:59	19	18	18	18	15	15	17
17:00 - 17:59	19	20	15	17	12	15	18
18:00 - 18:59	20	19	22	20	17	15	13
19:00 - 19:59	22	20	21	18	18	14	17
20:00 - 20:59	17	15	19	17	14	14	14
21:00 - 21:59	11	15	12	12	12	12	13
22:00 - 22:59	10	9	10	10	11	10	12
23:00 - 23:59	8	6	8	7	8	6	8

**To summarise peak times include:**

- Monday: 11am to 12 noon and 7-8pm
- Tuesday: 11am to 12 noon and 5-8pm
- Wednesday: 6 – 9pm
- Thursday: 6-7pm
- Friday: the peak starts slightly earlier around 9am-1pm and again between 6-8pm
- Saturday: Relatively steady all day between 9am and 9pm. There is a slight peak around 12 noon.
- Sunday: Busiest between 11am and 6pm.

## Survey

The following questions will be weaved into a suggested discussion guide. To ensure we collate as many responses as possible the survey is primarily structured around 3 main questions.

<b>Q1</b> What made you choose A&E today?
<b>Q2</b> Did you consider accessing an alternative service. Yes/No
Yes - which service have you tried and what then made you choose A&E?
No - what would have made you choose differently?
<b>Q3</b> Are you aware of alternative local services that you can use?
<b>General demographic questions</b>
Age
Postcode
What is the name of your GP practice

We are proposing to commit our own internal resources to collate this insight. This will be led by the above questions and will encourage an open and honest conversation with those who are presenting at A&E.

Our proposed patient survey has been designed to understand:

- how decisions are made to attend our A&E department
- patient awareness of, access to and use of other local community services
- levels of patient satisfaction with using other local community services

### Patient exclusions

Patients self-presenting with low-level problems are eligible for inclusion.

Patients will be excluded if:

- They lack the capacity to consent, other than children under 16 years old when their parents or carers will be approached for consent
- They have a serious injury requiring immediate treatment
- They are too distressed to participate in the research

**Further details and outcomes can be shared upon executive approval to proceed with engagement.**