



LCD WYUC Patient feedback

2023 Quarter 3: July, August and September

The survey and response

Survey details

During the quarter being reported on, 58,645 patients used our West Yorkshire Urgent Care services. To meet our contractual requirements, we required 176 survey responses from patients.

762 patients provided feedback through Local Care Direct's WYUC survey. This survey was shared three times via text messages on 18 August, 19 September and 17 October 2023 to 26,039 recipients who used the service during July, August and September.

Please note, due to various reasons we currently do not survey palliative care patients, those who do not provide a mobile contact number, as well as patients in care homes, nursing homes and residential homes. We are reviewing how we can reach these individuals going forwards.

Out of the 762 responses we received, 50 focused on services or elements of the pathway not provided by Local Care Direct. These have been removed from the analysis on the following slides.

Of the 712 responses, 82% rated our services as very good or good (this is 1% lower than the previous quarter) and 11% rated the services as poor or very poor (this is 3% higher than the previous quarter).

When analysing the rating of our services against demographics, we can see that:

- there is a slight increase in positive views against the increasing age of the patient;
- responses are similar from those identifying as female or male, and the results are different for those who identify as non-binary;
- more variance is present in responses from different ethnic groups; and
- those with a learning disability or mental health condition have rated their experience slightly different when compared against others.

We are aware that we can only base these statements on the results from those who complete the survey and some of our sample sizes are particularly small. For example, only four non-binary people responded to the survey compared to 422 females.

Purpose of the survey

The survey is shared with patients to gather feedback as part of our efforts to monitor the quality of our service and implement continuous improvements.

Qualitative data

The comments from this survey are included in the excel file.

Document details

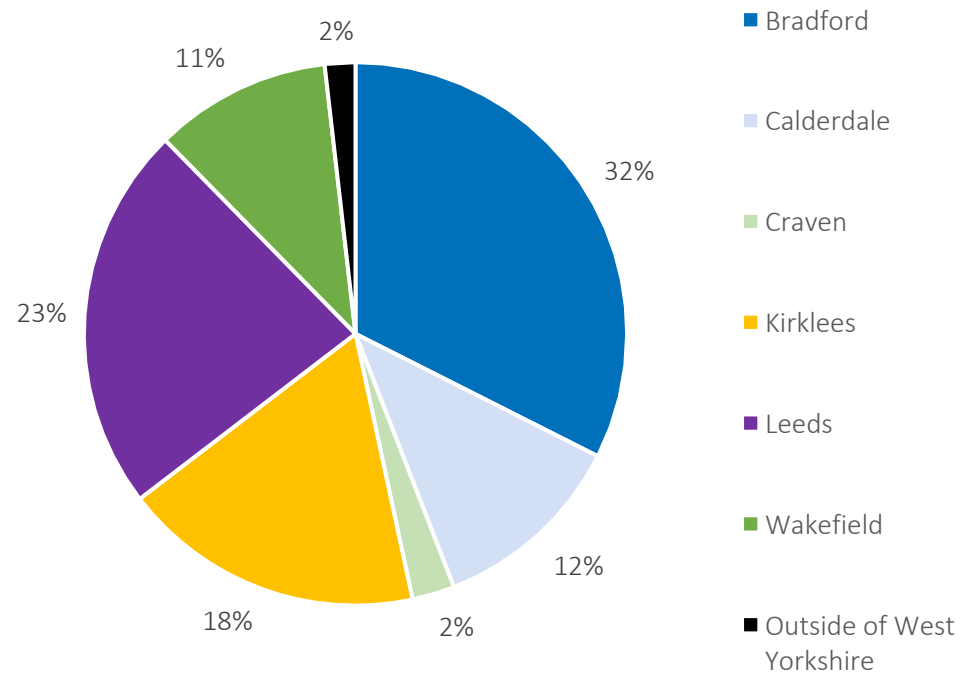
Title	LCD WYUC Patient feedback: 2023 Quarter 3: July, August and September
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Status:	Approved
Document version:	Version 1
Date of this version:	14 December 2023
Distribution:	Commissioners, West Yorkshire IUC/999 Clinical Quality group, LCD Executive Committee, LCD Patient Safety Group, LCD Operational Managers
Responsible person:	Sarah Dooley, Communications and Engagement Manager
Accountable person:	Alison Russell, Associate Director of Information and Risk
Approved for distribution:	Carol Gilchrist, Director of Operations
Date approved for distribution:	14 December 2023
Associated documents:	“Patient Experience 2023 Q3” excel file with all response data including comments

Changes since the last survey

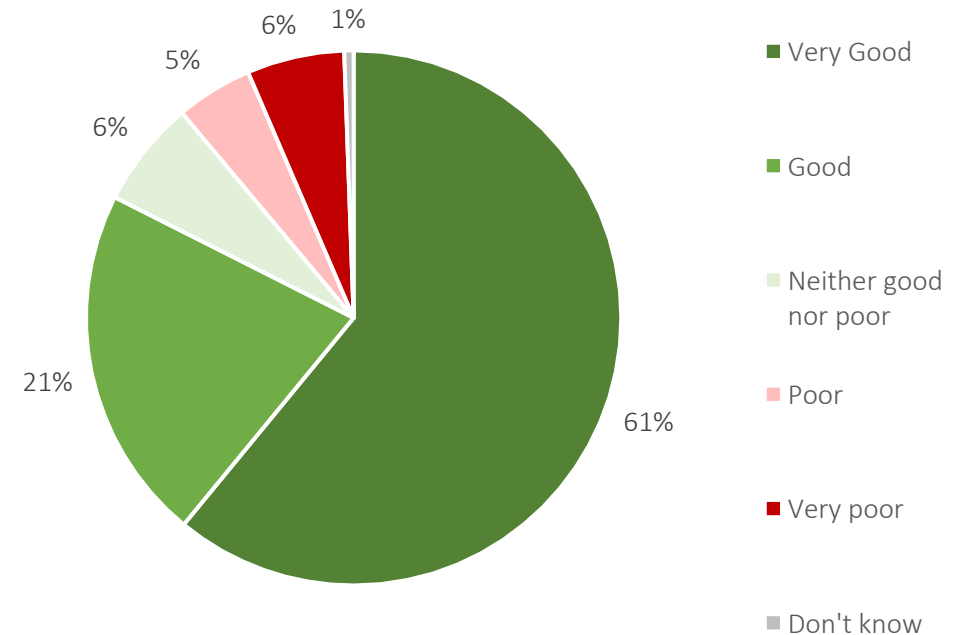


Thinking about urgent primary care, overall how was your experience of our service?	23/24 Q3	23/24 Q2
Very Good	61%	62%
Good	21%	21%
Neither good nor poor	6%	7%
Poor	5%	5%
Very poor	6%	4%
Don't know	1%	0%
Grand Total	712	640

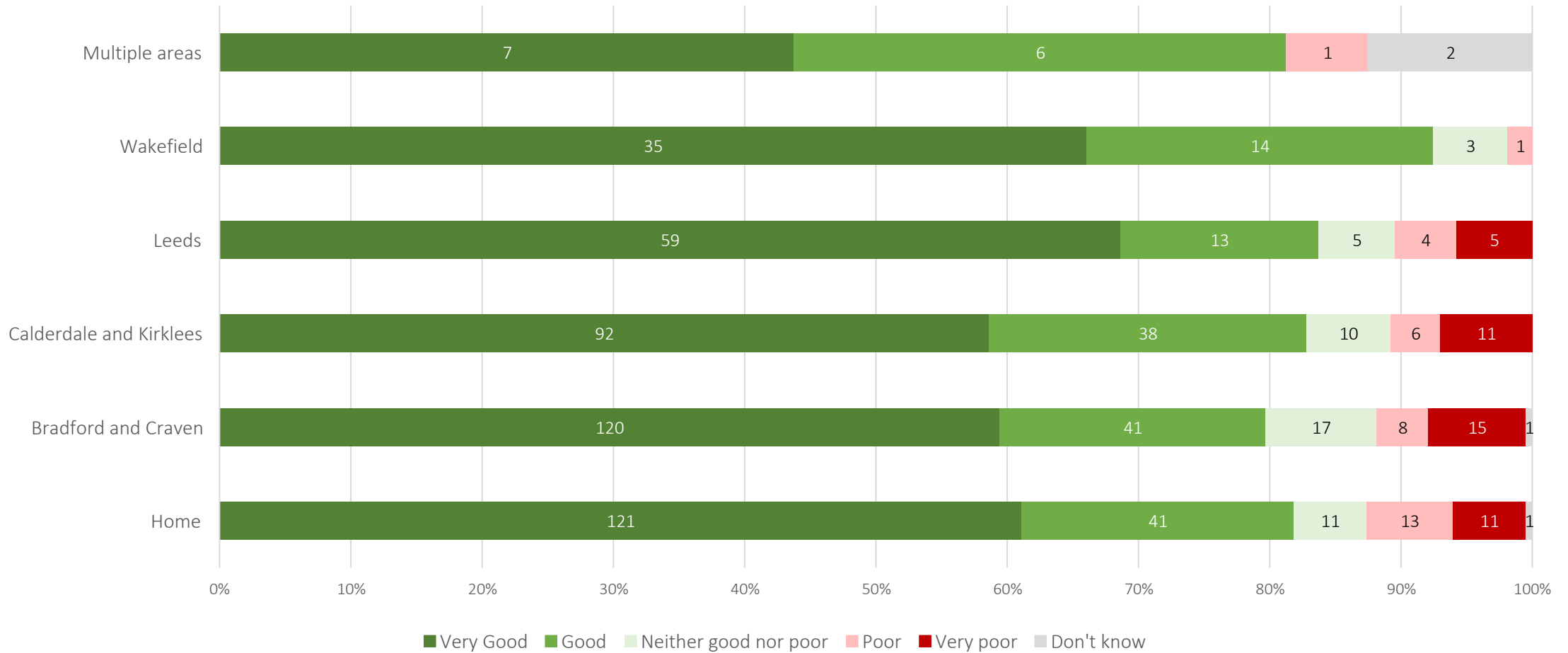
Which area of West Yorkshire best describes where you live?



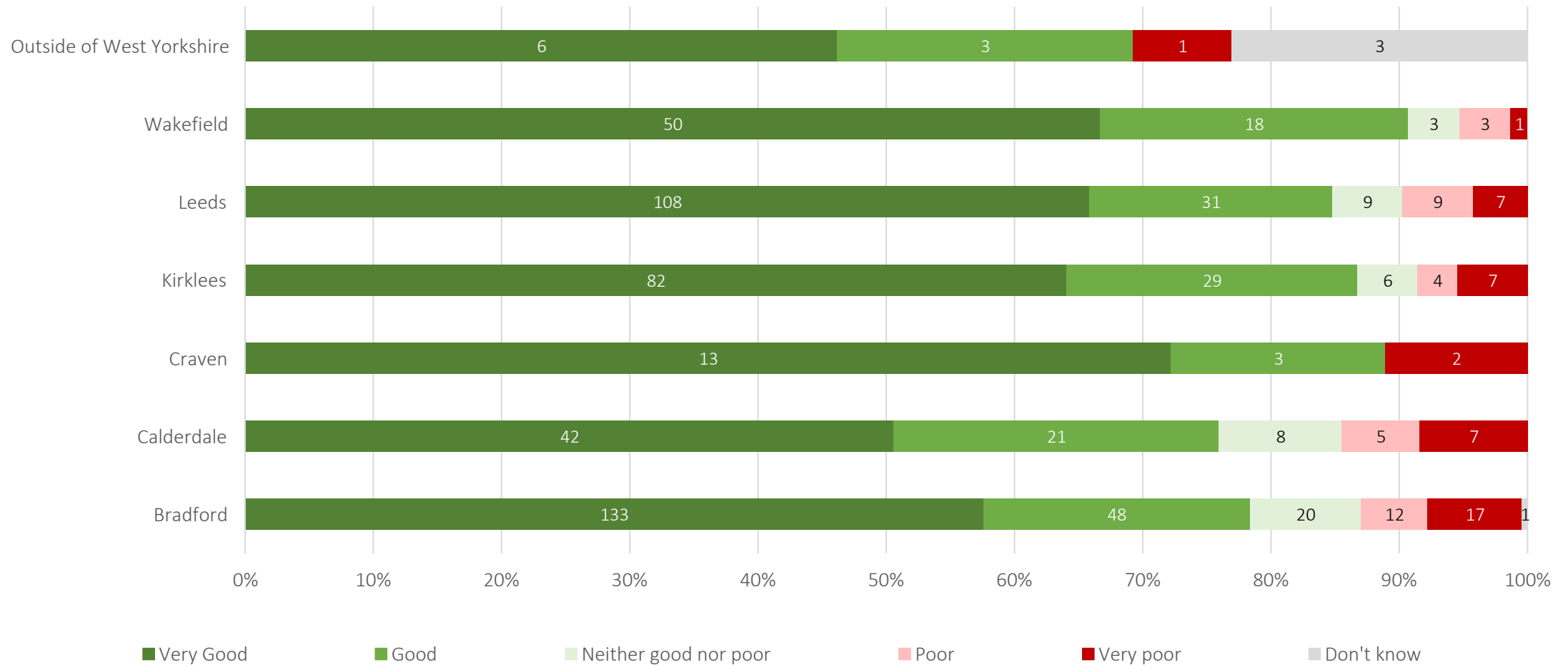
Thinking about your OVERALL experience, how would you rate our service(s)?



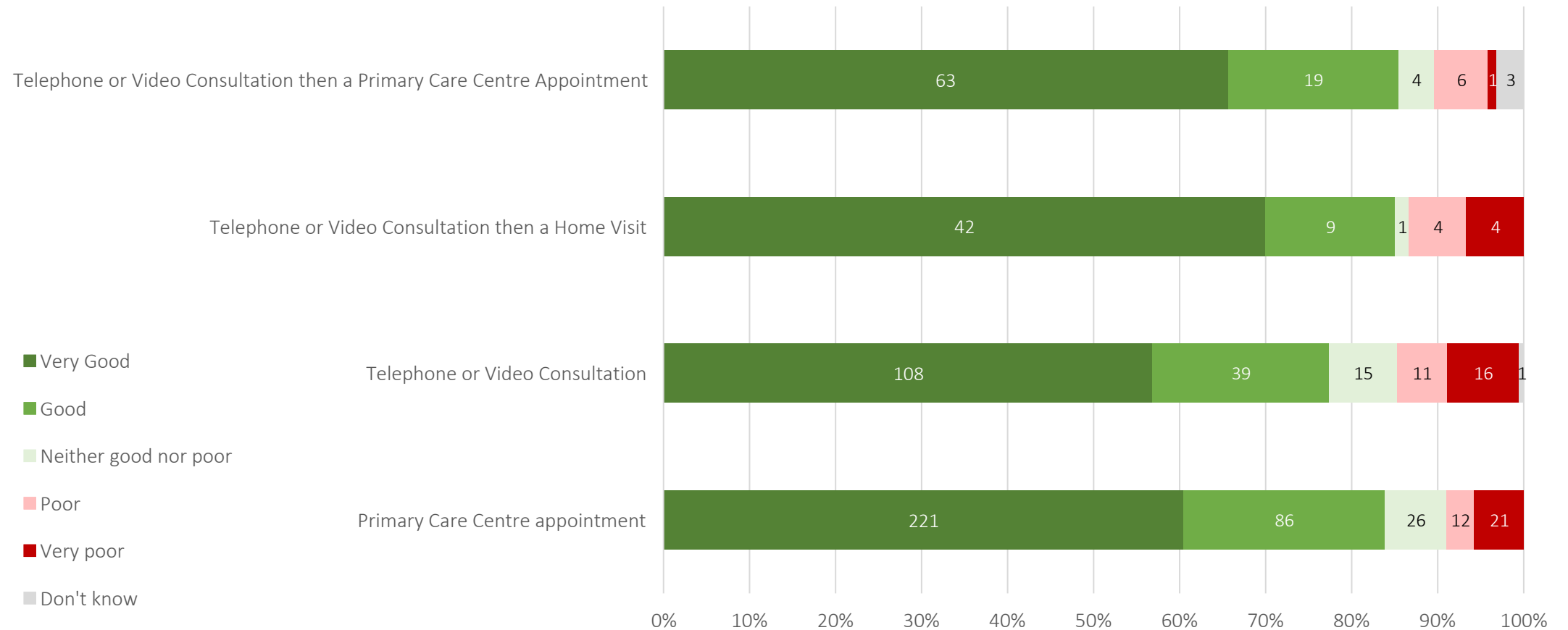
Thinking about urgent primary care, overall how was your experience of our service(s)? *against the area they used the service*



Thinking about urgent primary care, overall how was your experience of our service(s)? *against where people live*



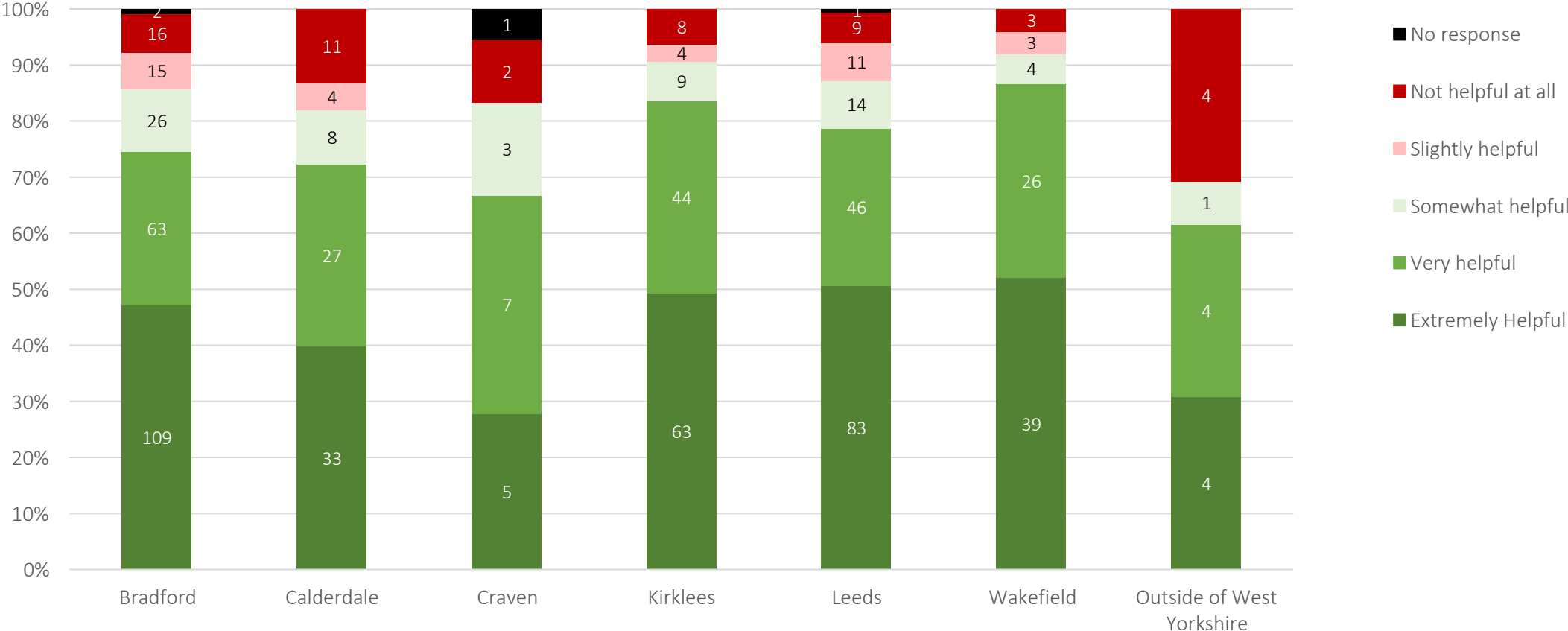
Thinking about urgent primary care, overall how was your experience of our service? *against what service they used*



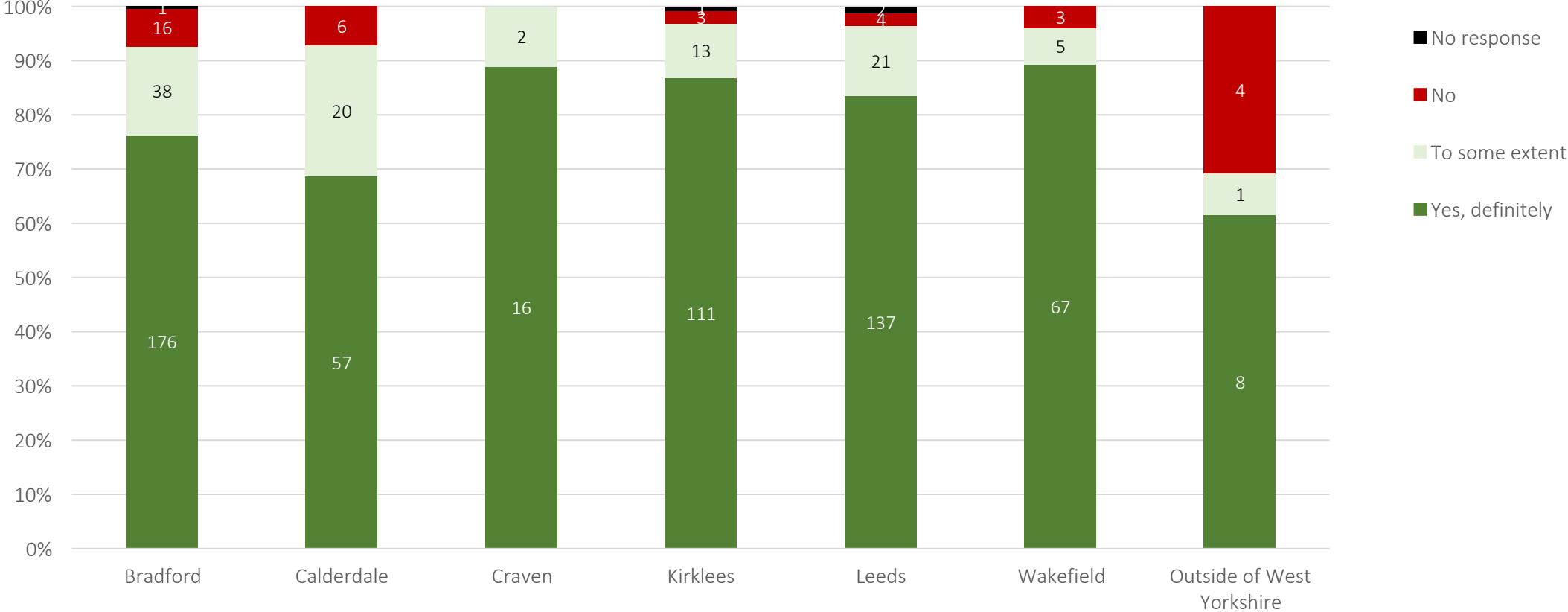
Did you understand the explanation of the care and treatment provided? *against where people live*



How helpful was the advice on what to do if your condition worsens? *against where people live*

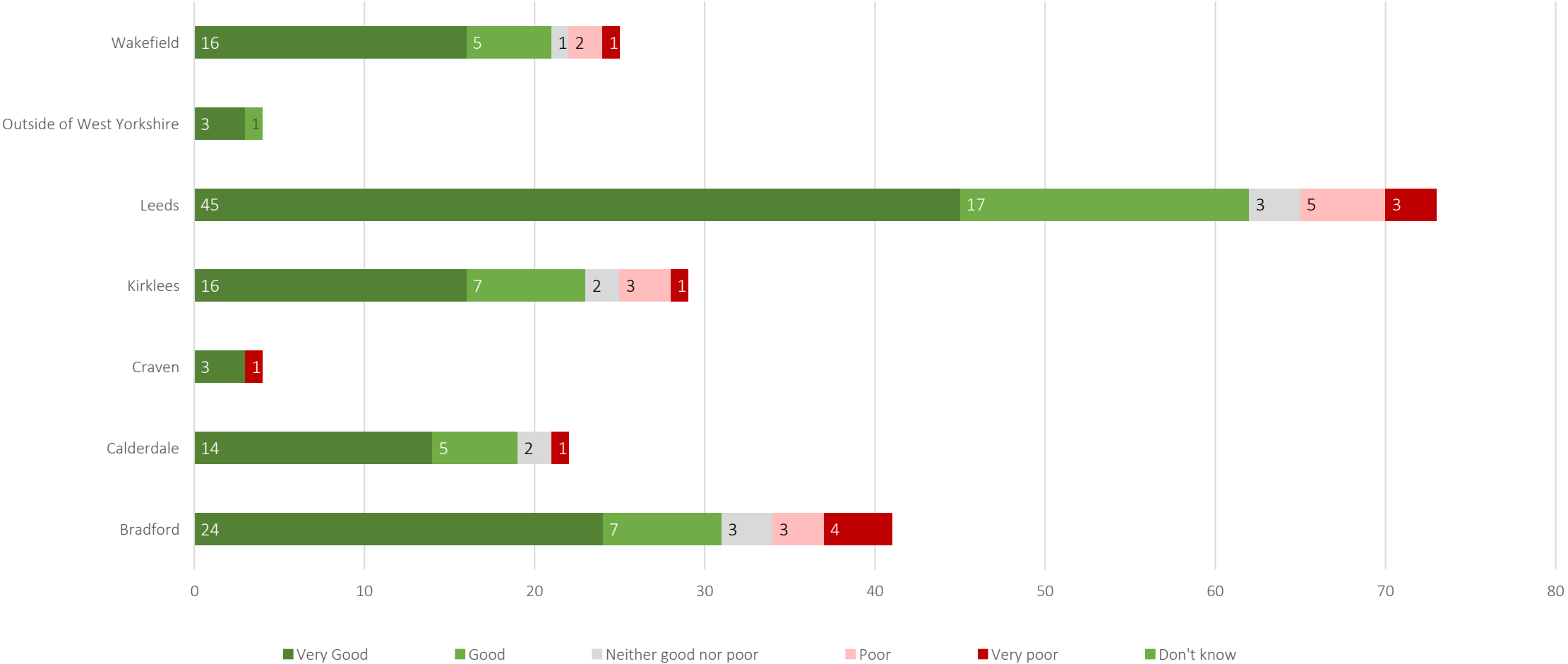


Do you feel like you were treated with dignity and respect whilst using our service(s)? *against where people live*

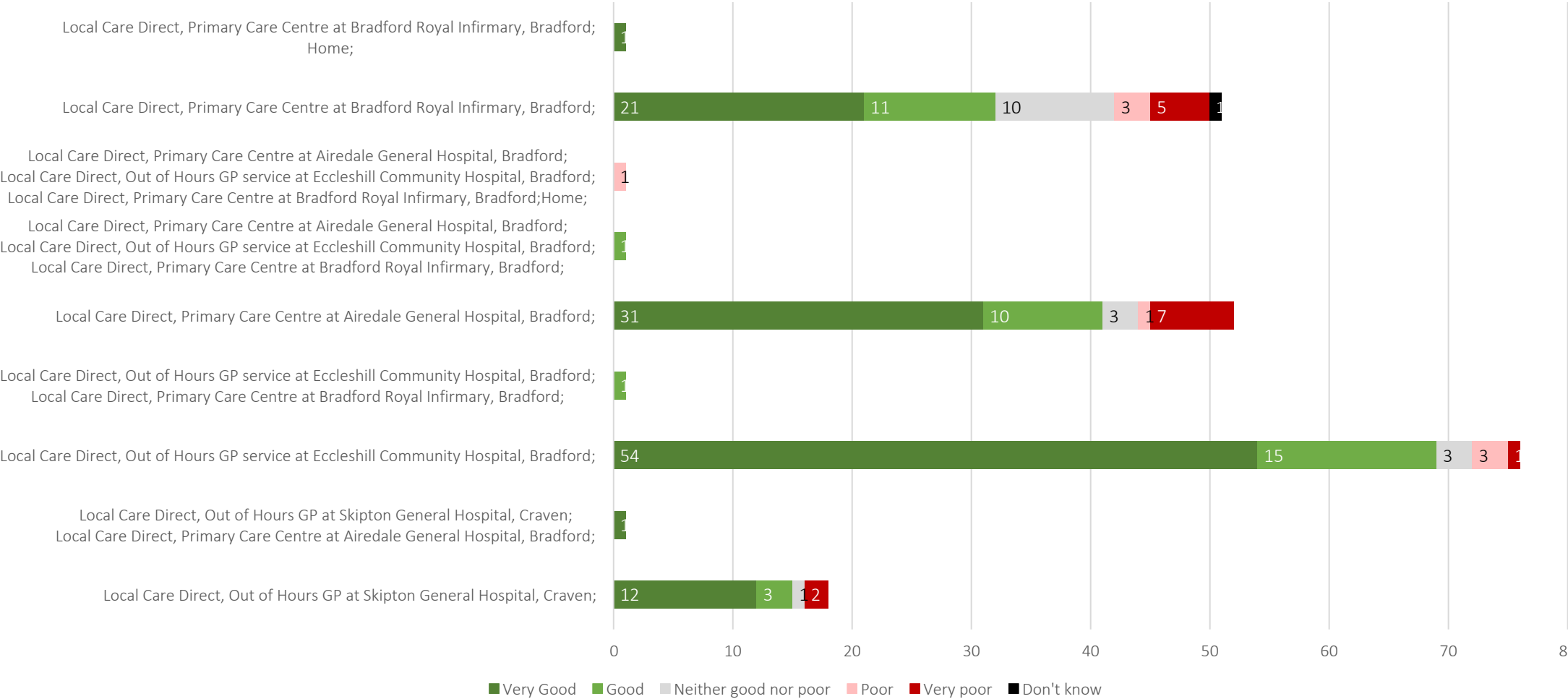


Patient feedback by area they used the service(s)

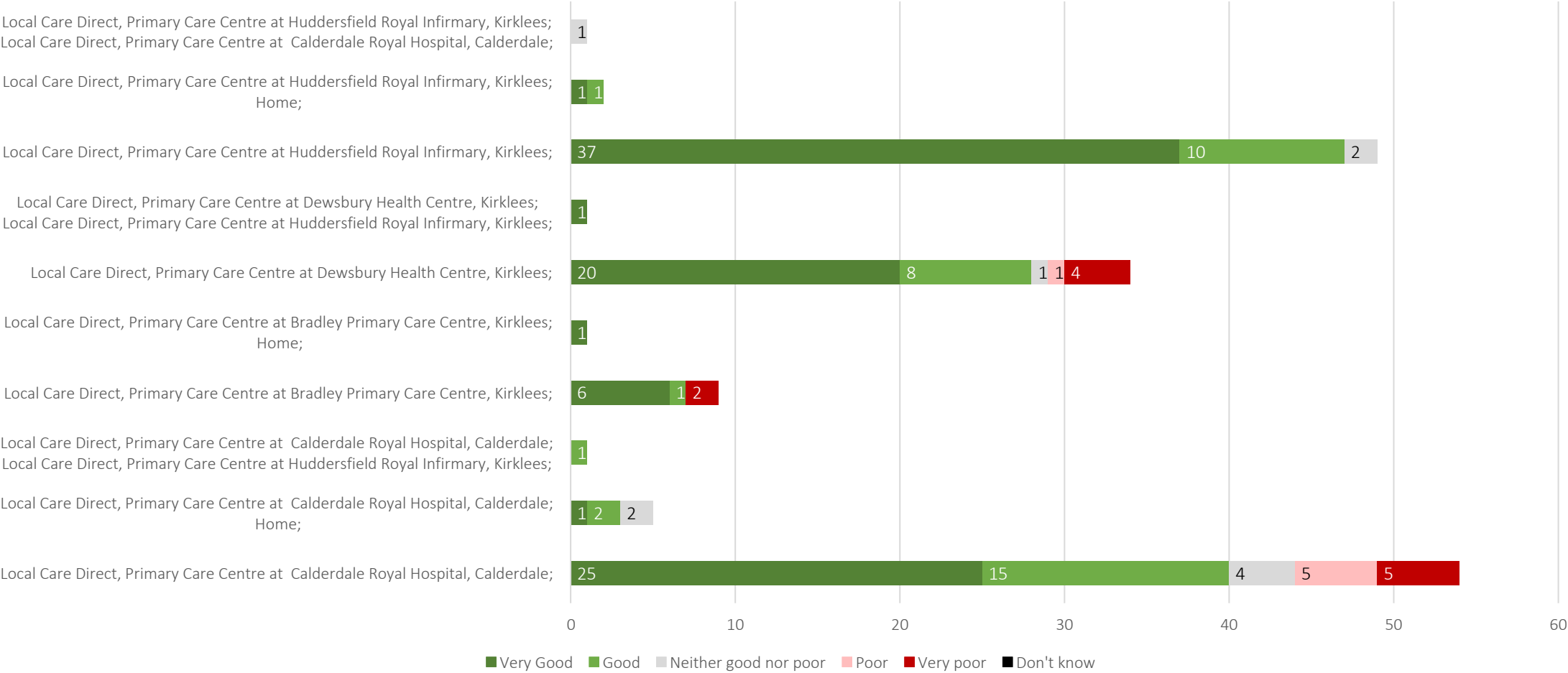
Thinking about urgent primary care, overall how was your experience of our service? *against services used at home, against where people live*



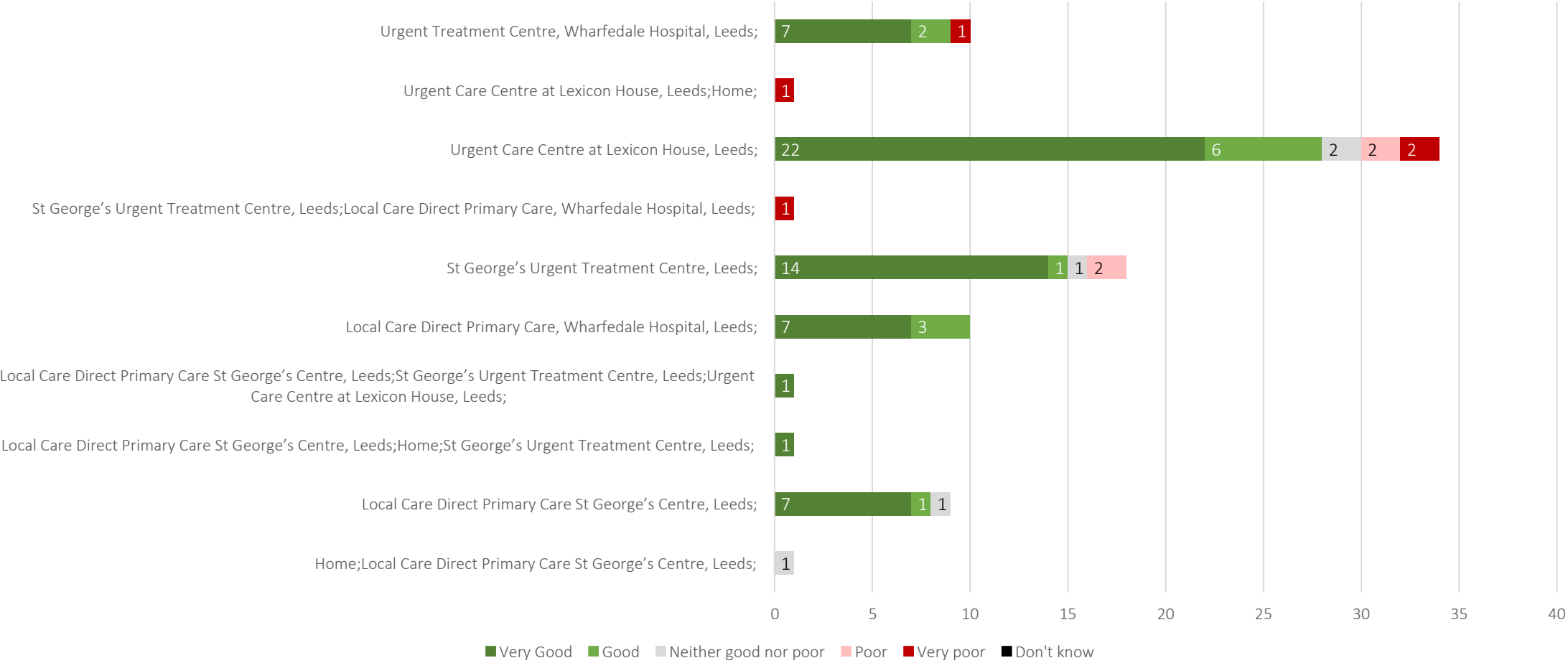
Thinking about urgent primary care, overall how was your experience of our service? *against services used in Bradford and Craven*



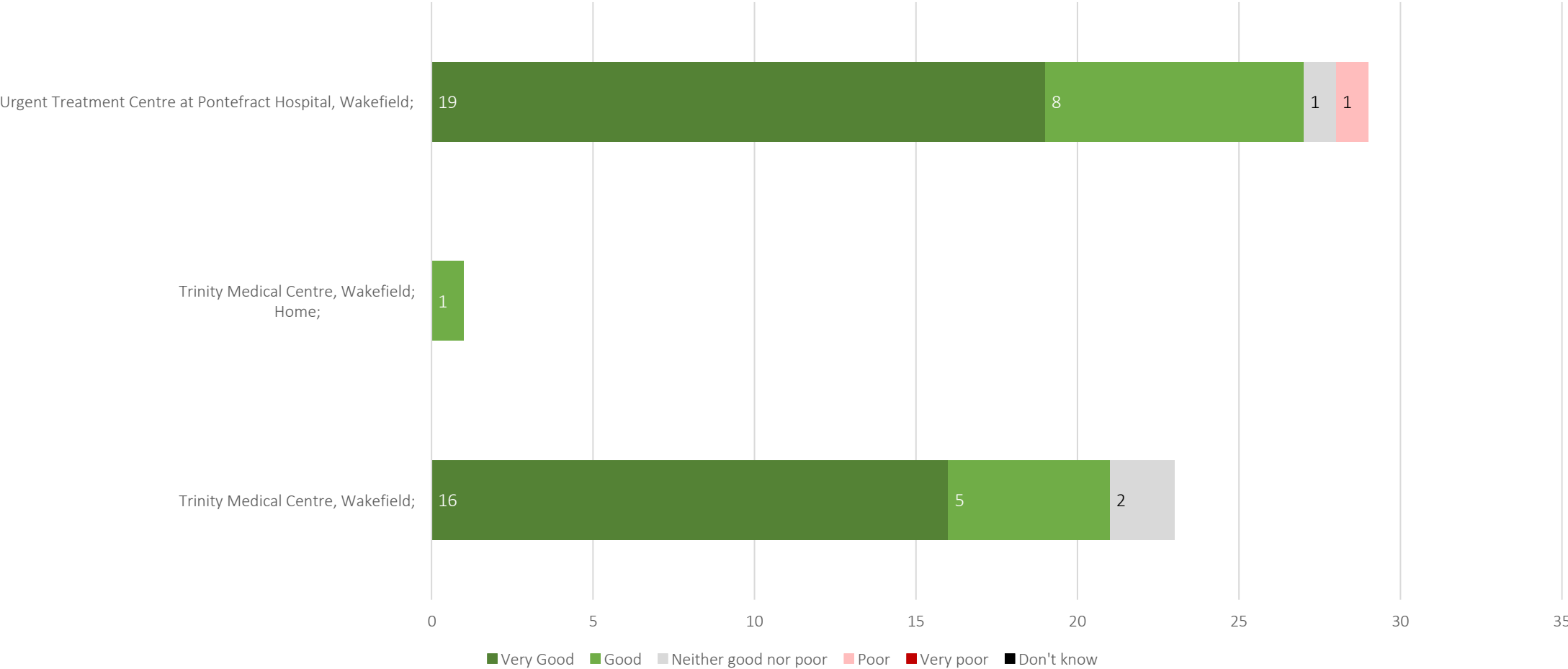
Thinking about urgent primary care, overall how was your experience of our service? *against services used in Calderdale and Kirklees*



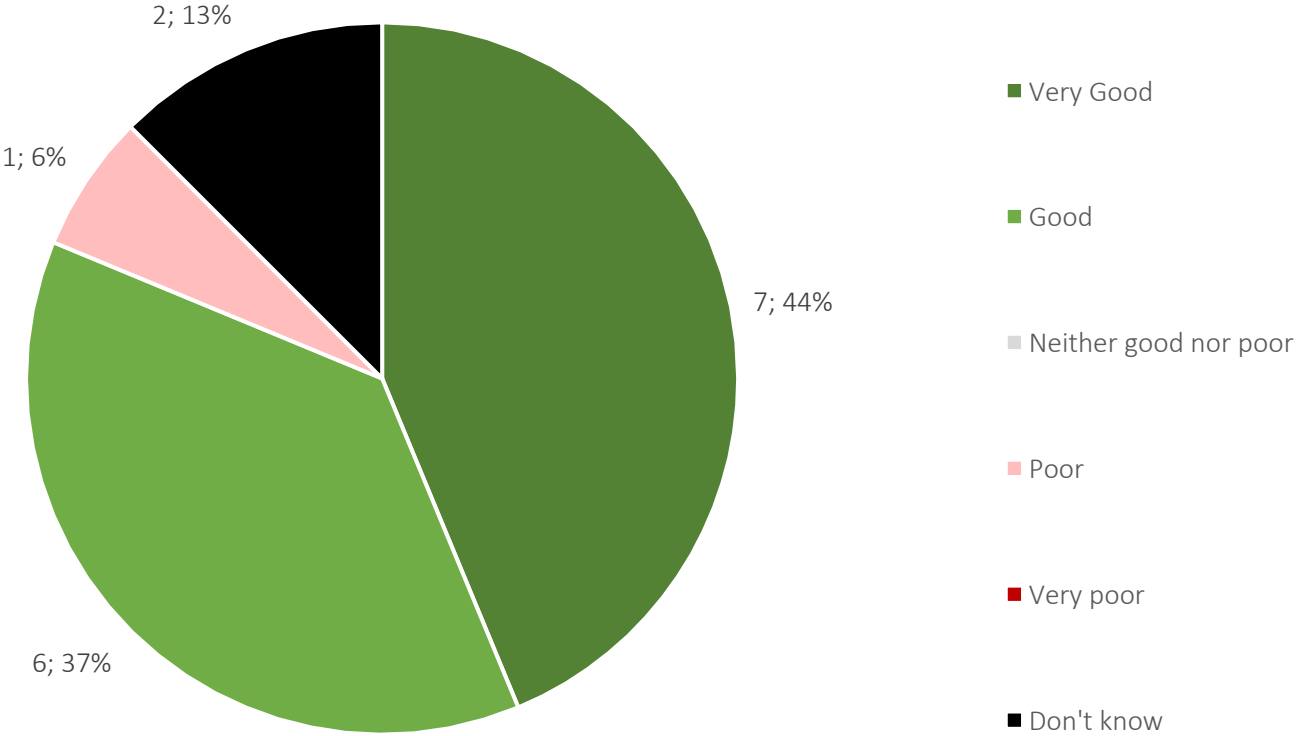
Thinking about urgent primary care, overall how was your experience of our service? *against services used in Leeds*



Thinking about urgent primary care, overall how was your experience of our service? *against services used in Wakefield*



Thinking about urgent primary care, overall how was your experience of our service? *against services used in multiple areas*



Action from this survey

- This slide pack and the full data set have been shared with the appropriate teams within LCD (including Senior Managers) and external groups.
- LCD reviews the feedback to identify improvement actions across clinical, local and organisational levels.



Patient feedback by demographics

Demographics

Questions asked:

Please tell us the patient's gender

- (Female / Male / Non-binary / Prefer not to say)

Please select the patient's age group

- (<1 year / 1 – 10 / 11 – 20 / 21 – 30 / 31 – 40 / 41 – 50 / 51 – 60 / 61 – 70 / 71 – 80 / 81 – 90 / 91 >)

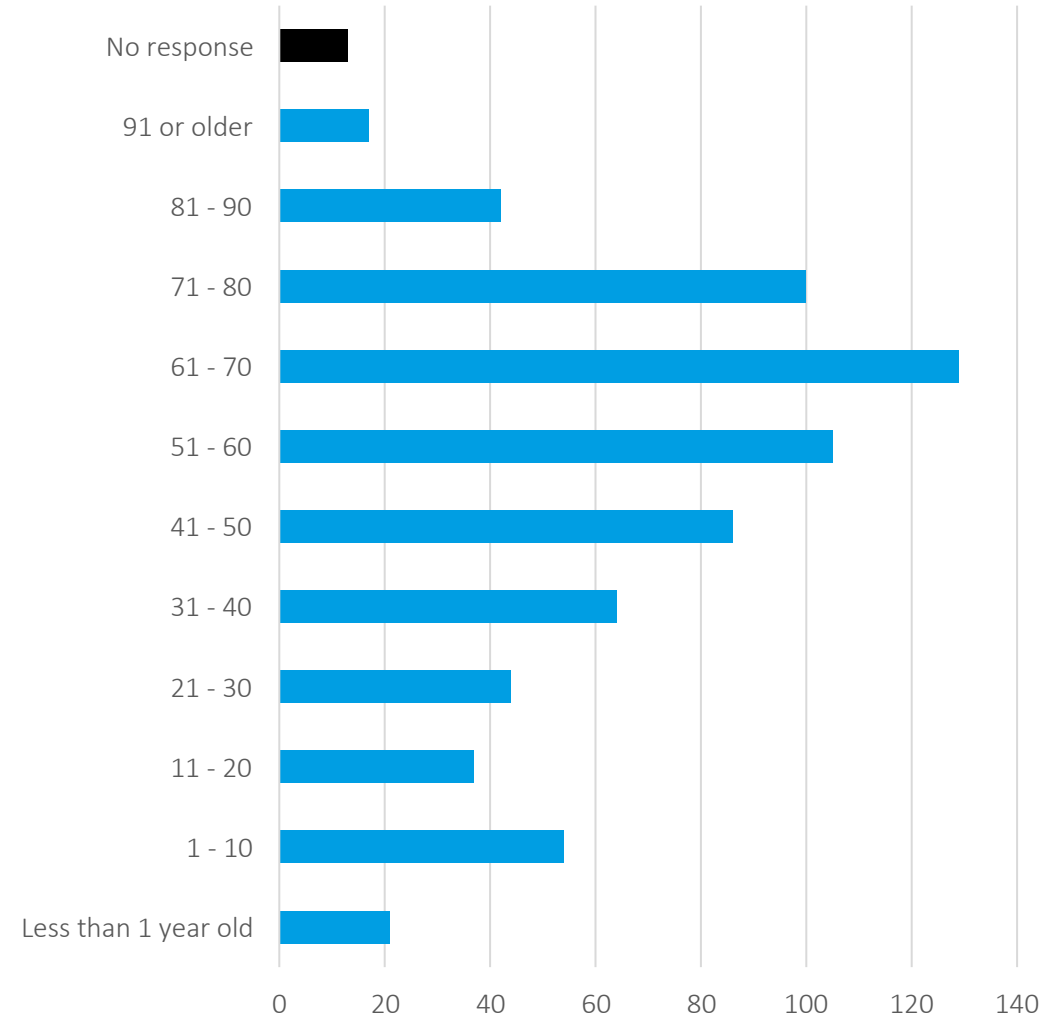
Are you / the patient living with any long term conditions, impairments or illness that have lasted or are expected to last for 12 months or longer? (please tick any that apply)

- Physical or mobility impairment (such as using a wheelchair to get around and/or difficulty using their arms)
- Sensory impairment (such as being blind/ partially sighted or deaf/ hard of hearing)
- Mental health condition (such as depression or schizophrenia)
- Learning disability (such as having Downs Syndrome or dyslexia) or a cognitive or developmental issue (such as autism or a head-injury)
- Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)
- Other (please specify) - [free text]
- Prefer not to say

Please choose one option that best describes yours / the patient's ethnic group or background

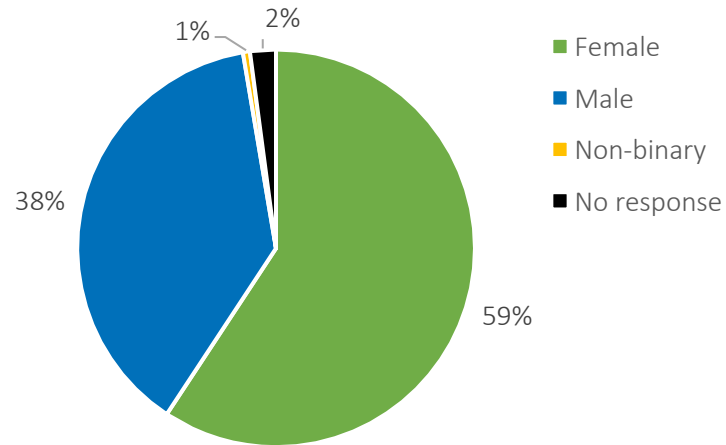
- Asian/Asian British:** Bangladeshi, Chinese, Indian, Pakistani or any other Asian background
- Black/African/Caribbean/Black British:** African, Caribbean or any other Black/African/Caribbean background
- Mixed/Multiple ethnic groups:** White and Asian, White and Black African, White and Black Caribbean, and any other mixed/multiple ethnic background
- White:** English/Welsh/Scottish/Northern Irish/British, Irish, Gypsy or Irish Traveller and any other White background
- Other [free text]

Please select your/ the patient's age group

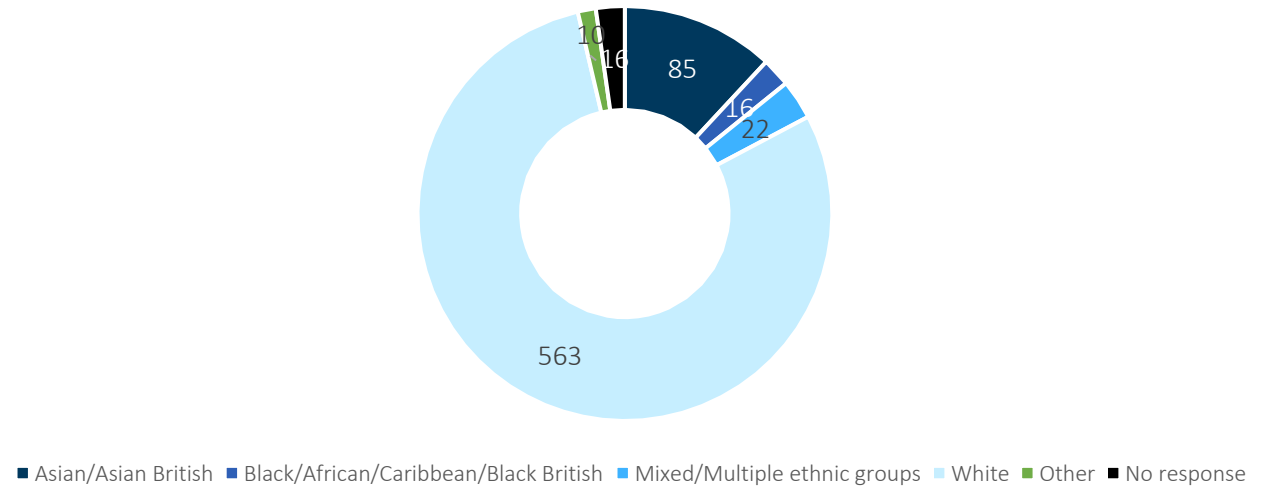


Demographics

Please tell us your/ the patient's gender

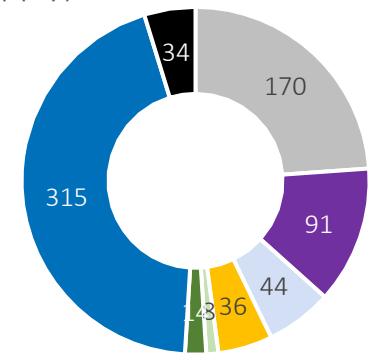


Please choose one option that best describes yours / the patient's ethnic group or background

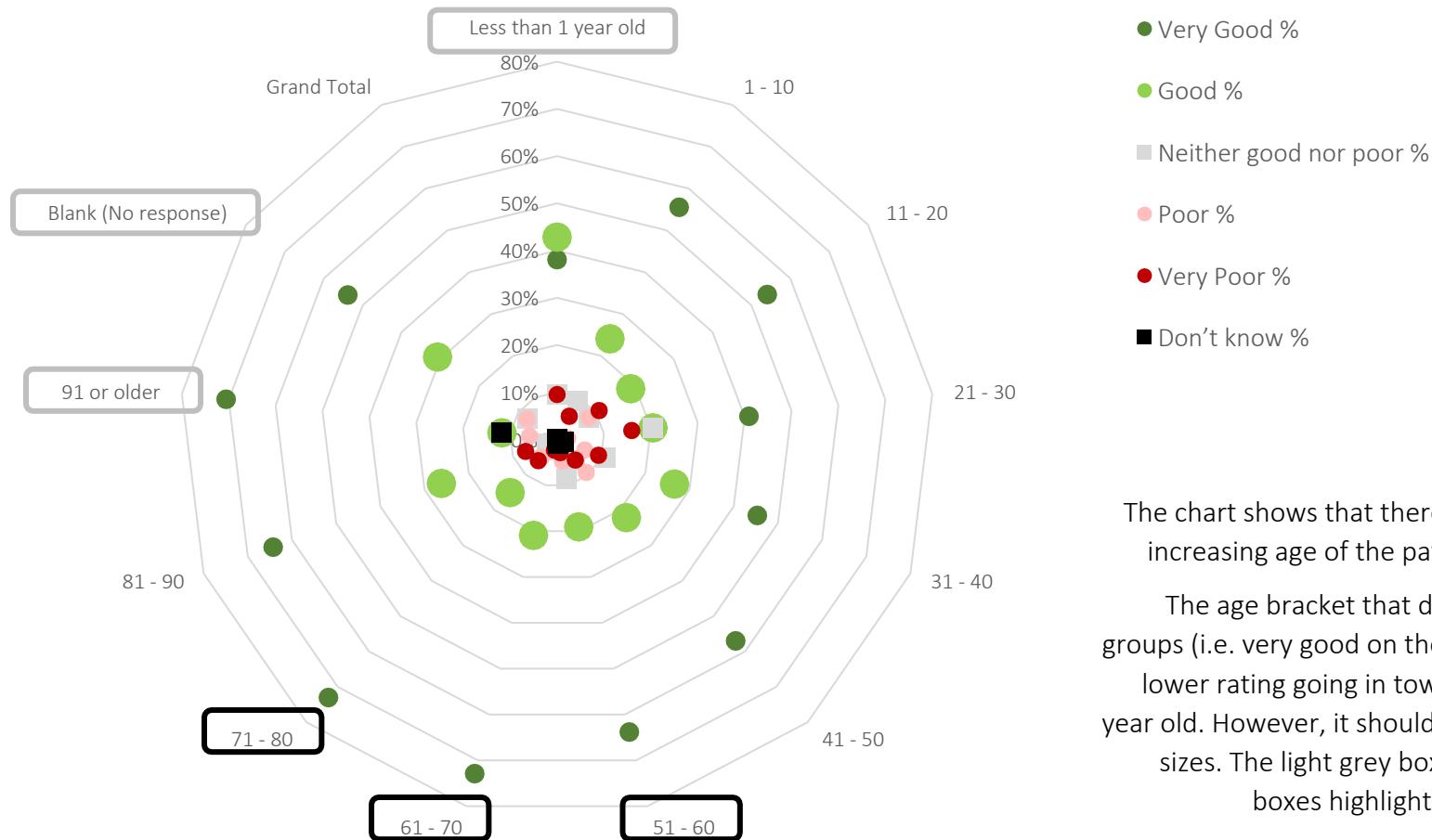


Count of Are you / the patient living with any diagnosed long-term conditions, impairments or illness that have lasted or are expected to last for 12 months or longer? (please tick any that apply)

- Other / Multiple
- Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)
- Mental health condition (such as depression or schizophrenia)
- Physical or mobility impairment (such as using a wheelchair to get around and/ or difficulty using their arms)
- Sensory impairment (such as being blind/ partially sighted or deaf/ hard of hearing)
- Learning disability (such as having Downs Syndrome or dyslexia) or a cognitive or developmental issue (such as autism or a head-injury)
- No
- No response



Thinking about urgent primary care, overall how was your experience of our service? *against age shown in percentages*



The chart shows that there is a slight increase in positive views against the increasing age of the patient, as the dark green slightly spirals outwards.

The age bracket that does not follow the trend as seen by all other age groups (i.e. very good on the outside with the highest percentages, with the lower rating going in towards the centre of the spiral) is those under one year old. However, it should be noted that this is one of our smallest sample sizes. The light grey boxes received the fewest responses, and the black boxes highlight the ages where we received the most feedback.

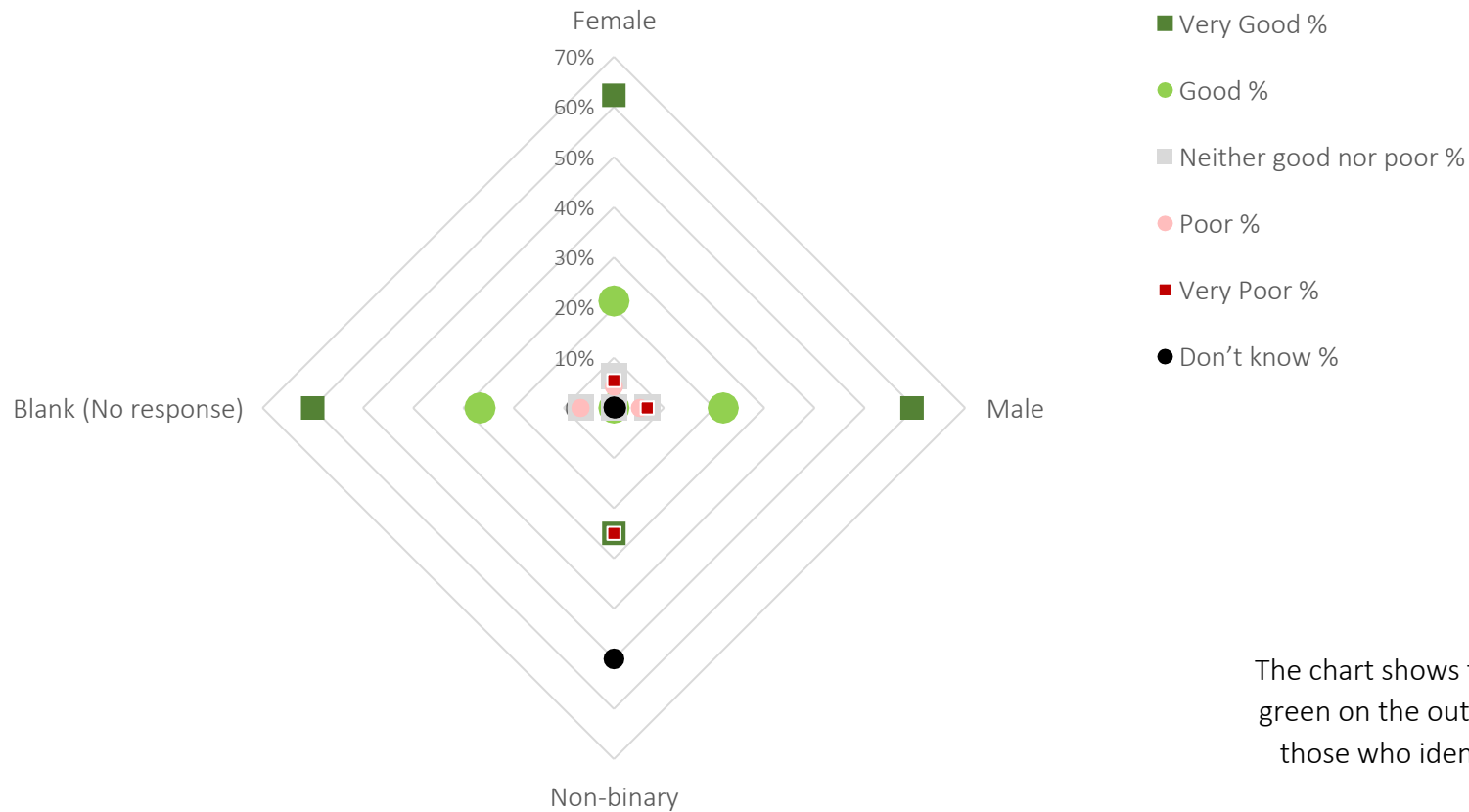
The table this is built from is capture don the next slide.

Thinking about urgent primary care, overall how was your experience of our service?

Please select your's/ the patient's age group	Very Good %	Very Good	Good %	Good	Neither good nor poor %	Neither good nor poor	Poor %	Poor	Very Poor %	Very poor	Don't know %	Don't know	Grand Total
Less than 1 year old	38%	8	43%	9	10%	2	0%		10%	2	0%	0	21
1 - 10	56%	30	24%	13	9%	5	6%	3	6%	3	0%	0	54
11 - 20	54%	20	19%	7	8%	3	8%	3	11%	4	0%	0	37
21 - 30	41%	18	20%	9	20%	9	2%	1	16%	7	0%	0	44
31 - 40	45%	29	27%	17	11%	7	6%	4	9%	6	2%	1	64
41 - 50	57%	49	22%	19	6%	5	9%	8	6%	5	0%	0	86
51 - 60	64%	67	19%	20	9%	9	5%	5	3%	3	1%	1	105
61 - 70	73%	94	21%	27	2%	3	2%	2	2%	3	0%	0	129
71 - 80	73%	73	15%	15	1%	1	5%	5	6%	6	0%	0	100
81 - 90	64%	27	26%	11	2%	1	0%	0	7%	3	0%	0	42
91 or older	71%	12	12%	2	0%	0	6%	1	0%	0	12%	2	17
Blank (No response)	54%	7	31%	4	8%	1	8%	1	0%	0	0%	0	13
Grand Total		434		153		46		33		42		4	712



Thinking about urgent primary care, overall how was your experience of our service? *against gender* in percentages



The chart shows that the responses are similar across three groups, i.e., green on the outside and red on the inside. The results are different for those who identify as non-binary; please note that this is our smallest sample size, with only four responses.

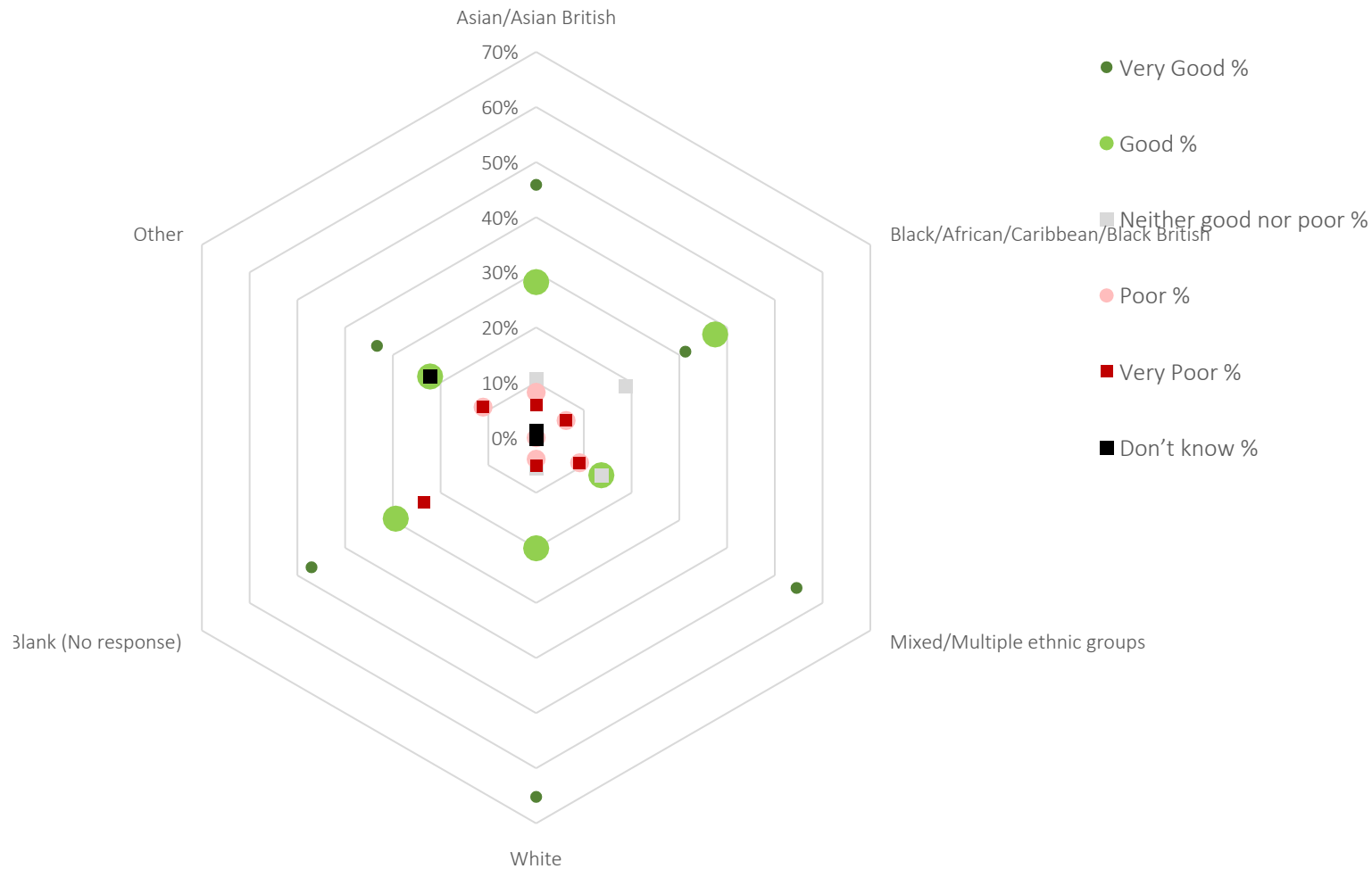
The table of figures that this chart is developed from is on the next slide.

Thinking about urgent primary care, overall how was your experience of our service?

Please tell us your/ the patient's gender	Very Good %	Very Good	Good %	Good	Neither good nor poor %	Neither good nor poor	Poor %	Poor	Very Poor %	Very poor	Don't know %	Don't know	Grand Total
Female	62%	263	21%	90	6%	27	4%	18	5%	23	0%	1	422
Male	59%	161	22%	59	7%	18	5%	14	7%	18	0%	1	271
Non-binary	25%	1	0%	0	0%	0	0%	0	25%	1	50%	2	4
Blank (No response)	60%	9	27%	4	7%	1	7%	1	0%	0	0%	0	15
Grand Total		434		153		46		33		42		4	712



Thinking about urgent primary care, overall how was your experience of our service? *against ethnic group or background shown in percentages*



The chart shows a level of variance that is not present in the other demographic questions.

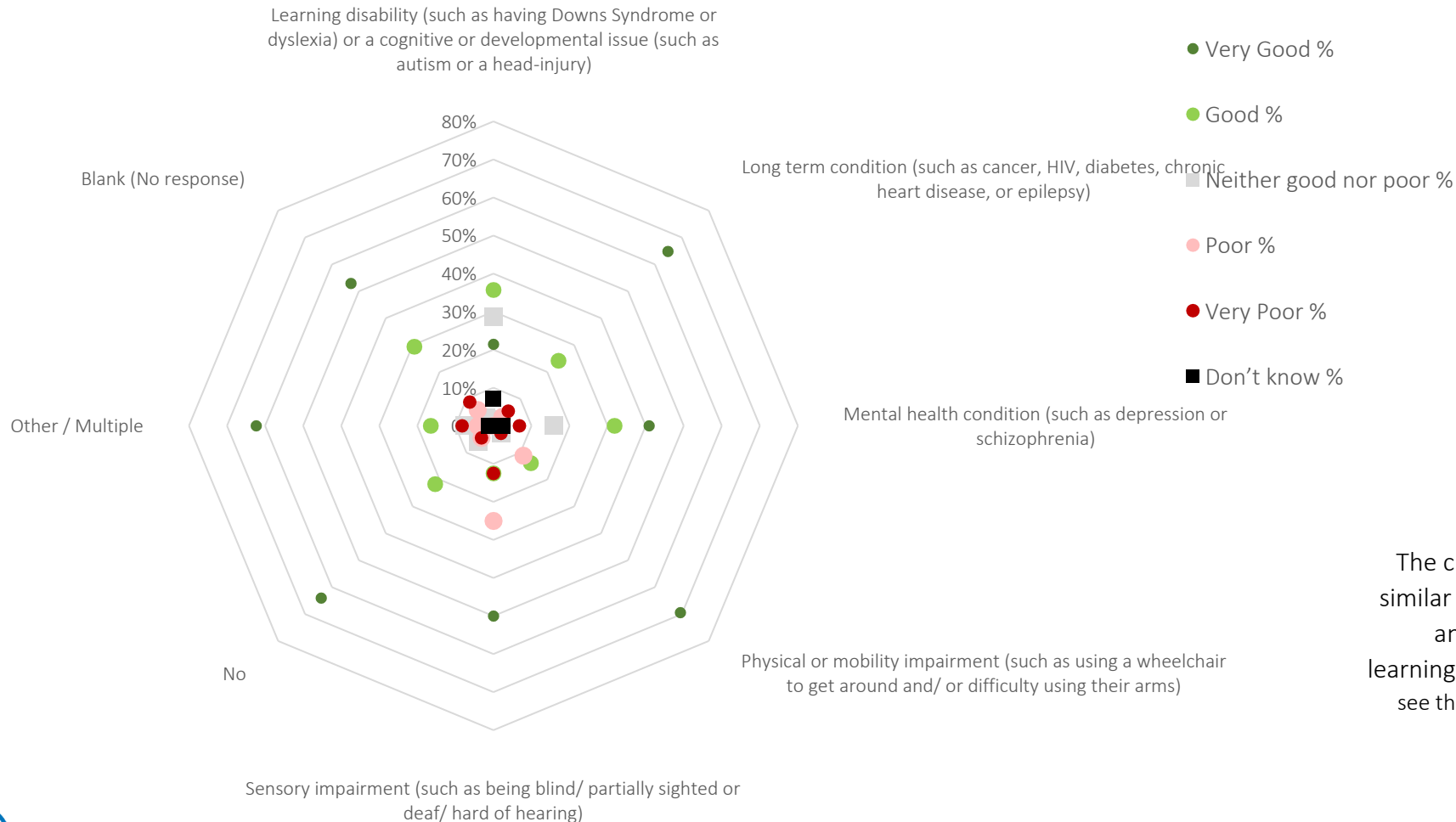
The difference in sample sizes is notable, with 563 people identifying as White and only 16 identifying as Black/African/Caribbean/Black British.

Please see the table this chart is built from on the next slide to integrate the data.

Thinking about urgent primary care, overall how was your experience of our service?

Please choose one option that best describes yours / the patient's ethnic group or background	Very Good %	Very Good	Good %	Good	Neither good nor poor %	Neither good nor poor	Poor %	Poor	Very Poor %	Very poor	Don't know %	Don't know	Grand Total
Asian/Asian British	46%	39	28%	24	11%	9	8%	7	6%	5	1%	1	85
Black/African/Caribbean/Black British	31%	5	38%	6	19%	3	6%	1	6%	1	0%	0	16
Mixed/Multiple ethnic groups	55%	12	14%	3	14%	3	9%	2	9%	2	0%	0	22
White	65%	367	20%	113	6%	31	4%	22	5%	29	0%	1	563
Blank (No response)	47%	8	29%	5	0%	0	0%	0	24%	4	0%	0	17
Other	33%	3	22%	2	0%	0	11%	1	11%	1	22%	2	9
Grand Total		434		153		46		33		42		4	712

Thinking about urgent primary care, overall how was your experience of our service? *against long term conditions, impairments or illness that have lasted or are expected to last for 12 months or longer shown in percentages*



The chart shows that generally the responses are similar across the groups (i.e. green on the outside and red on the inside) except for those with a learning disability or mental health condition. Please see the table this chart is built from on the next slide to integrate the data.

Thinking about urgent primary care, overall how was your experience of our service?

Are you / the patient living with any diagnosed long term conditions, impairments or illness that have lasted or are expected to last for 12 months or longer? (please tick any that apply)	Very Good %	Very Good	Good %	Good	Neither good nor poor %	Neither good nor poor	Poor %	Poor	Very Poor %	Very poor	Don't know %	Don't know	Grand Total
Learning disability (such as having Downs Syndrome or dyslexia) or a cognitive or developmental issue (such as autism or a head-injury)	21%	3	36%	5	29%	4	0%	0	7%	1	7%	1	14
Long term condition (such as cancer, HIV, diabetes, chronic heart disease, or epilepsy)	65%	59	24%	22	2%	2	3%	3	5%	5	0%	0	91
Mental health condition (such as depression or schizophrenia)	41%	18	32%	14	16%	7	2%	1	7%	3	2%	1	44
Physical or mobility impairment (such as using a wheelchair to get around and/ or difficulty using their arms)	69%	25	14%	5	3%	1	11%	4	3%	1	0%	0	36
Sensory impairment (such as being blind/ partially sighted or deaf/ hard of hearing)	50%	4	13%	1	0%	0	25%	2	13%	1	0%	0	8
No	64%	201	22%	68	6%	18	4%	14	4%	14	0%	0	314
Other / Multiple	62%	106	16%	28	8%	13	4%	7	8%	14	1%	2	170
Blank (No response)	53%	18	29%	10	3%	1	6%	2	9%	3	0%	0	34
Grand Total		434		153		46		33		42		4	712



Thank you

