

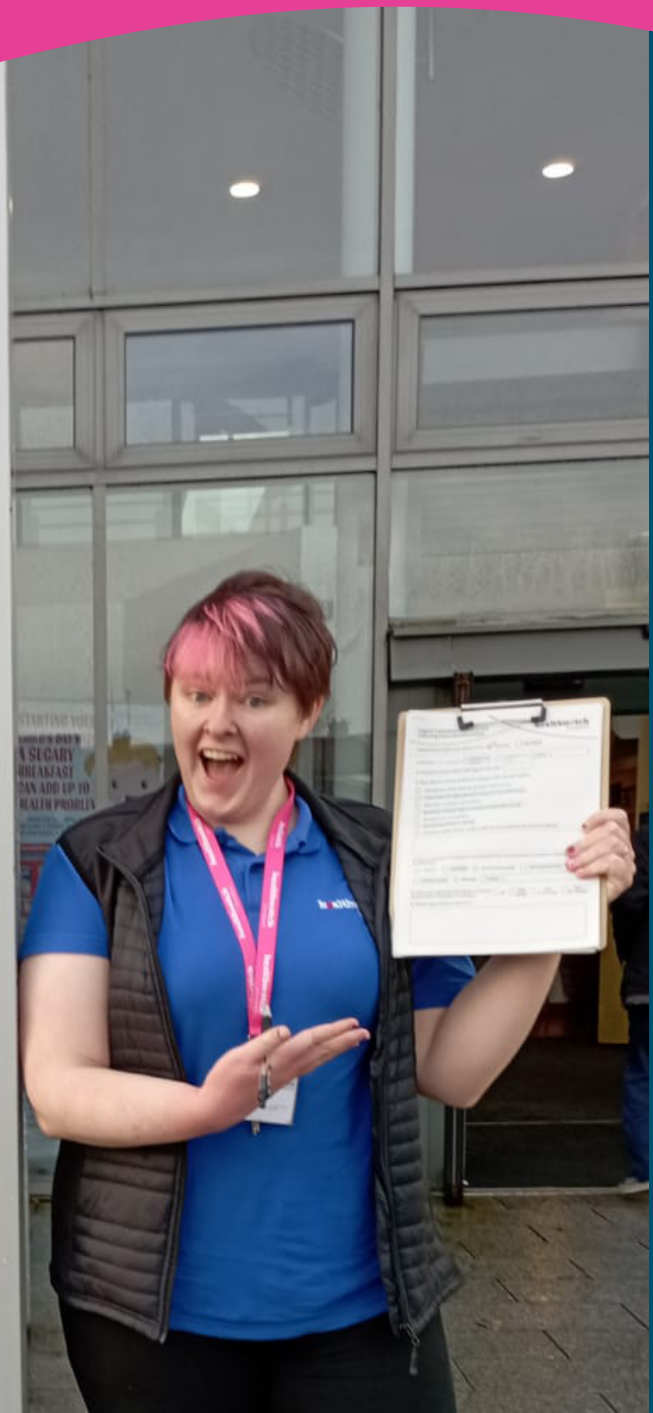
Urgent Treatment Centres (UTC) Listening Event Report

South Liverpool UTC 5th December 2023
Old Swan UTC 7th December 2023

South Liverpool NHS
Urgent Treatment Centre
Garston

Main Entrance

Diology
Blood Tests
Children's Services
Community Services
Dental
ECG
GP Practices
Ophthalmology
Out of Hours GP
Outpatients
Physiotherapy
Podiatry



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Introduction

Healthwatch Liverpool staff visited the Urgent Treatment Centres (UTC) in South Liverpool (Garston) and Old Swan in December 2023 to find out from patients what they thought of the service, where it worked well and where improvements could be made.

We visited the South Liverpool UTC on a Tuesday morning and spoke with 30 patients and 4 relatives or friends. In Old Swan UTC we spoke with 25 patients and 2 relatives/ friends on a Thursday morning.

We used a survey to ensure we asked everyone the same questions. Some people were called in before they could fully complete the survey. In this report we have separated the feedback as much as possible by South Liverpool and Old Swan Urgent Treatment Centre site to make the information more useful to the service.

The Urgent Treatment Centre's are managed by Mersey Care NHS Foundation Trust. Until recently both the Old Swan and South Liverpool sites provided a nurse-led Walk-in Centre service from 8am-8pm 7 days per week. In October 2023 this changed to a GP-led Urgent Treatment Centre. Mersey Care explains the difference thus:

*"In addition to treating minor injuries and illnesses that are not an emergency, the new UTCs are aiming to include diagnostics, urine tests and x-rays, and prescribe medication and issue prescriptions for some conditions. They will also be able to refer patients to other urgent care services within the community and hospitals."
(<https://www.merseycare.nhs.uk/our-services/liverpool/walk-in-centres>)*

Services at each centre vary to some extent, e.g. there are currently no x-ray facilities at Old Swan UTC, while at South Liverpool UTC patients have been able to get an x-ray for many years.

We would like to thank the patients we spoke to for their time and feedback. We would also like to thank Mersey Care staff for their support with our visits.

Key findings

- Nearly 1/3 of people we spoke to had been advised to attend the UTC by another NHS service.
- 1/4 of people we spoke to said they had come because it was convenient, or because it was the right thing to do.
- In South Liverpool most people we spoke to had not been to a Walk in Centre (WiC) or UTC in the past year. Most people we spoke to in Old Swan UTC had been there before in the previous year.
- The main improvement people wanted to see were the waiting times, although many understood there were pressures.
- In South Liverpool most positive comments were about the convenience and accessibility, and in Old Swan most positive comments were about it being local.
- Most people with additional support needs felt they were well supported, but some people said they were not well supported by the service.

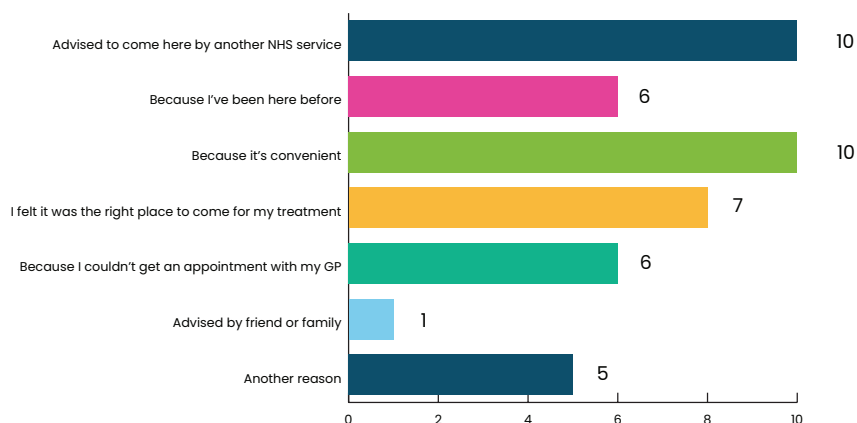
Survey responses

We asked: What is good about The Walton Centre

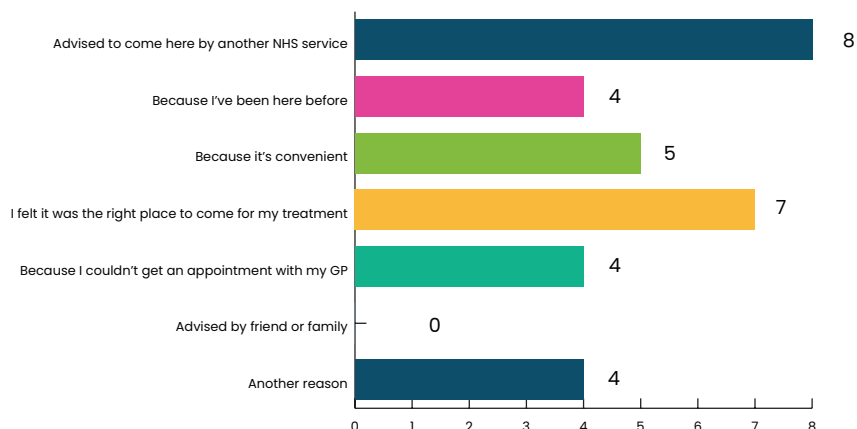
We asked: Why did you come to this UTC today? (tick all that apply).

Most people said they had been advised to come to a UTC by another NHS service. In South Liverpool the same number of people said they had come because it was convenient, while in Old Swan slightly fewer people said they had gone there because they felt it was the right choice. The responses are outlined in the graphs below.

South Liverpool UTC: Why did you come to this UTC today (tick all that apply)?



Old Swan UTC: Why did you come to this UTC today (tick all that apply)?



Several people at each centre gave another reason or more information. Most people had either tried to contact the GP or had been in contact with their GP practice and had been advised to go to the UTC, because a treatment was not available at the GP practice. Some people had not tried to contact their GP practice because they assumed they would not be able to get an appointment. Comments included:

"The receptionist at the GP practice advised me to attend as the GP practice had no staff."

"I was advised by the GP that I might need a tetanus shot and the GP had none in stock. They directed me through to the walk in as they apparently have a test they can use for tetanus."

Some said they had been referred by other (non-GP) services:

“111 Advised to attend.”

“The pharmacist said this was the best place.”

Other people mentioned they attended for follow-up treatment:

“I was told last Monday that I had to come back here to get my dressing changed.”

Several said the location was good for them:

“It’s the closest one to where I work.”

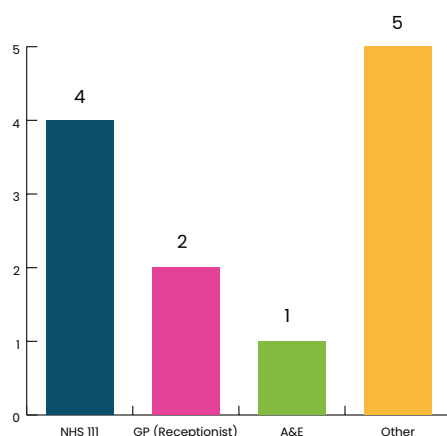
A few people gave other reasons for attending:

“Huyton was chocca - I checked there yesterday too.”

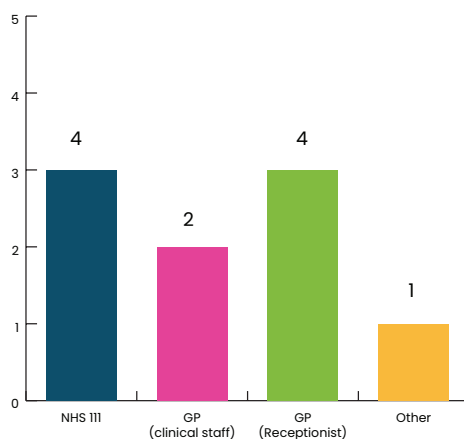
We asked people who said they had been advised to come to the UTC by an NHS service, which service that was. In South Liverpool most people said they had been told to go to the UTC by a variety of ‘other’ NHS services including; Halewood Walk-in Centre, a pharmacist, the treatment rooms, staff on an inpatient ward at Aintree hospital, and a podiatrist.

In Old Swan most people we spoke to had been referred via NHS 111 or a GP receptionist.

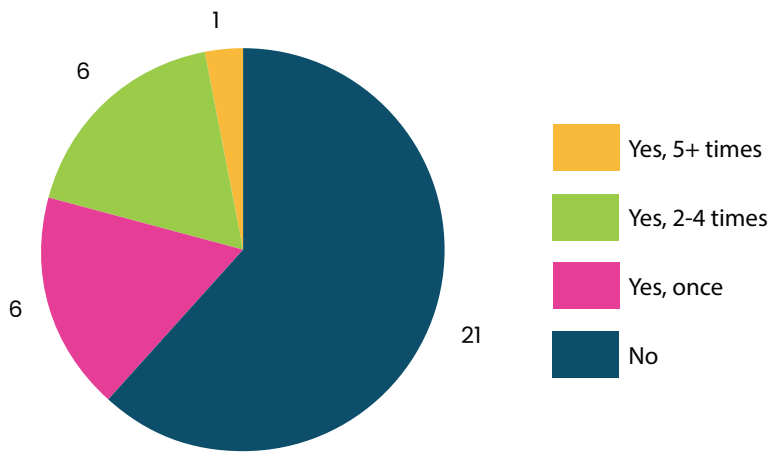
South Liverpool: Which NHS service advised you to come to the UTC?



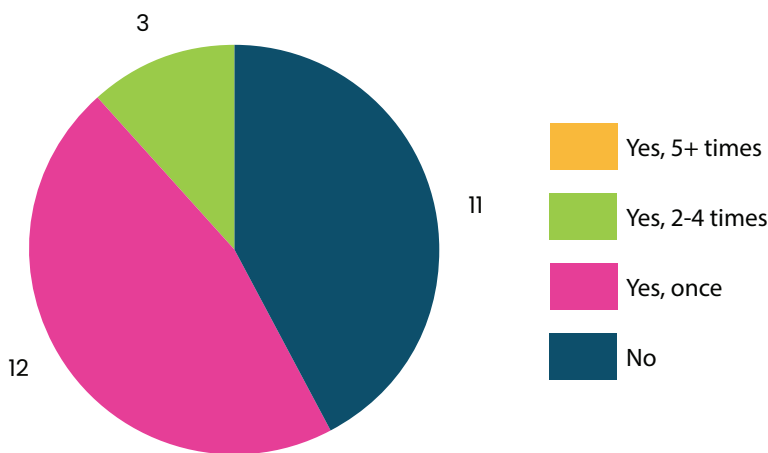
Old Swan: Which NHS service advised you to come to the UTC?



We asked: Have you used the UTC/ WiC in the previous 12 months, and if yes, how often? In South Liverpool people said:



In Old Swan, the response was:



We asked: What is good about the UTC?

In South Liverpool UTC the convenience and accessibility of the service were mentioned most, by 14 people:

“Good you can just come up and get seen without appointment. You can wait a while but you can also wait at the GP.”

“Hard to get a GP appointment but here is so accessible.”

“It has better hours and is more accessible and less pressuring.”

The locality was mentioned by 8 people:

“It’s better than in town because it’s local and actually within the community.”

Another 8 people mentioned the friendly staff:

“It’s good here, the nurse is always lovely.”

The cleanliness and building environment were mentioned by 5 people:

"It feels new, nice and clean and I don't worry about catching COVID here."

A relatively quick triage and service was also mentioned by 5 people:

"You get seen quicker. I tried to go to the Royal, but it was an 8 hour wait."

"It's quicker than what I thought, I have been triaged already."

In Old Swan UTC, 8 people liked that the service was local:

"It is convenient and local. Really good."

Seven people mentioned the friendly staff:

"Staff are really nice, and you have a reasonable experience."

The fact that you can walk in and get seen to was mentioned by 5 people:

"You get seen to, does not matter what time you wait as you know you will be seen."

Three people mentioned the assessment, advice and treatment they received:

"The assessment and treatment were really good."

Individual comments mentioned that sometimes it was better than the GP, that people should use the UTC instead of going to A&E, and that Old Swan UTC had a quicker turnaround than Huyton WiC.

We asked: what could be improved?

At South Liverpool UTC the main improvement people mentioned was about the waiting times, which 15 people mentioned although several said that they understood the reasons why:

"Waiting times but it's alright and to be expected."

"Waiting time - I have been here 1 hour and 10 minute and not triaged yet."

"The wait times don't reflect the triage system. Triage is short but then you restart your wait to access the main people."

Whilst 8 people said that nothing could be improved, several people mentioned that they would like to see more staff:

"Get more doctors and nurses."

Individual comments included a better understanding of Learning Disability, the way patients were called in to be seen, a lack of food/drink being available and a lack of privacy.

In Old Swan 10 people said nothing could be improved, and 4 people were not sure.

Waiting times were only mentioned by 3 people, which may partly have been because during the first part of our visit there were no updates about waiting times available. We were told that the system that shows waiting times on screens wasn't working; eventually a member of staff did come out on a few occasions to tell people in the waiting area the expected waiting time which during our visit increased from 2 to 4 hours. Later in the morning a member of staff

announced that the service would be triage only from that point onwards. Several people were not sure what that meant and were asking others. We also observed several people leave the UTC.

Two people mentioned that the UTC needed more staff:

“Could use more staff to see people quicker.”

Individual comments included patients preferring for their name to be called in for their appointment via a screen, UTCs providing more specialist services like catheter fitting, and that there should be more WiC/UTCs.

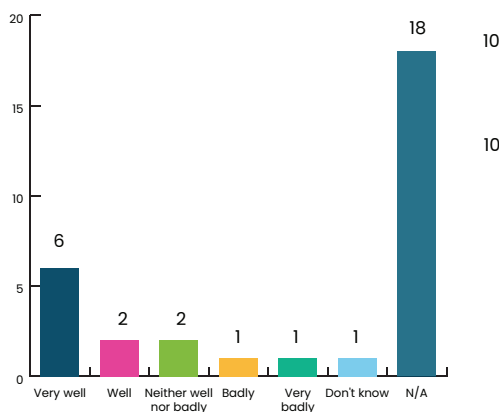
We asked: Have you been informed of expected waiting times since you arrived?

In **South Liverpool** UTC a screen displayed the estimated waiting time which was updated regularly throughout our visit. A few people were sitting outside the waiting area and could not see the screen. In total 23 people said they had been informed, and 8 said they had not been informed of waiting times.

Staff in **Old Swan** UTC told us that the function to display waiting times in the screens wasn't working. Although staff did occasionally tell people in the waiting area of the expected waiting times, many people we spoke to had not been in the area at the times that staff had come out to announce this. In Old Swan 16 people said they had not been informed, 9 said they had been, and 2 were not sure.

We asked: If you have any additional support needs (for example with communication, mobility, or because of neurodiversity or a learning disability etc.) how well do you feel that this service supports you with this?

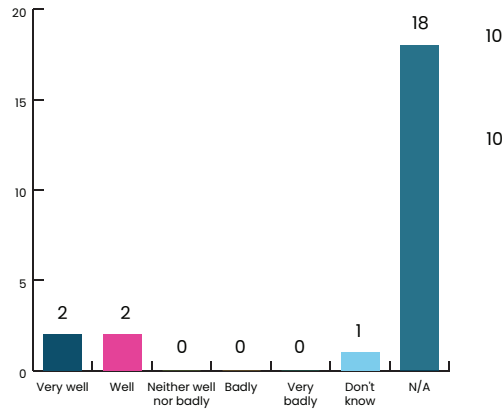
South Liverpool



In South Liverpool UTC most people said that this question did not apply to them. 8 respondents said they were supported well or very well, 2 neither well nor badly, and 1 person each said they were supported badly or very badly. Additional comments included:

“It could be better. I have mental health issues and I stammer, and sometimes it is hard to access services, most of it is by phone. When I can do so I use the internet, but here I can't.”

Old Swan



In Old Swan, a large majority of people said the question did not apply to them. The people who felt it did apply to them said they felt well or very well supported. However, during our visit we also received some feedback about a lack of neurodiversity awareness of staff. One person said that their child was neurodivergent and would have struggled in the centre's environment.

We asked: Is there anything else that you would like to tell us about the service?

In South Liverpool 13 people provided further comments, including 2 people who liked that there were multiple services on site:

"It's great. All services are in one place and it's really good for the community."

One person said they didn't mind the waits, but 2 people did:

"I've been here 45 minutes and not been triaged yet."

Individual positive comments included the fact there was disabled parking, the staff being nice and doing their jobs, and that the service generally was very good.

In Old Swan, 17 people had additional comments. 4 people said that the UTC was very good:

"Every time I've come here they've been great. I never had a problem"

Individual comments included wanting more Urgent Treatment Centres, more funding, and more pay for staff as well as more staff:

"Staff deserve more pay, they are very caring"

One person mentioned they would have liked to be kept better informed about the waiting times, and another said the centre was nice and warm. 3 people said they had dyslexia, and one said that the support with that had been good.

Conclusion

We are aware that many – if not most – NHS services are under pressure. This was also reflected by the number of people who told us that they had come to the Urgent Treatment Centre because other NHS services had advised them to, including NHS111, pharmacy or hospital staff. In addition, several people told us they had come to the UTC because they could not get through to their GP practice. Others assumed that they would not be able to get a GP appointment.

It was clear that both Urgent Treatment Centres we visited experienced high demand and pressures too which increased throughout the visit. In Old Swan this led to patients being told that it would be a ‘triage only’ service. Not all patients understood what that meant.

Most of the feedback we received at both centres was positive. People especially liked that the service was easily accessible, i.e. they could walk in and be seen by a health professional, and that it was local.

Expected waiting times varied from 1-2 hours when we first arrived but had changed to 4 hours at both UTCs by the time we left at midday. Patients we spoke to at both UTCs mostly understood the pressures and reacted reasonably to the fact that there would be a wait. However, we found that people did not always know that they would be triaged first, which was mostly done quickly. That there might be a much longer wait afterwards depending on the triage assessment was not always clear to people.

A couple of people mentioned having been triaged before at the same or another centre. For example, someone who initially attended Halewood WiC had been advised to go to South Liverpool UTC as X-rays could be done there. This person was told they had to be triaged and start their treatment process all over again at South Liverpool UTC.

During our visit to Old Swan UTC information about expected waiting times was not provided regularly at first. Several patients left when they were told by a member of staff that the expected wait would be 4 hours.

At both centres we received feedback from people who were neurodivergent or had a learning disability and/or their families. They questioned how accessible the environment at the centres was for people who are neurodivergent or have a learning disability.

Recommendations:

1. Demand for the Urgent Treatment Centres is likely to continue to be high – and increase – as it is a popular, accessible service in a national health service that is often stretched. Ideally, staffing levels will need to increase too to deal with this, which may be a system-wide issue and not solely for this Trust.
2. Ensure that estimated waiting times are clearly and regularly communicated to help manage patient expectations. During triage explain that the wait for treatment may be substantially longer.
3. On occasions where due to demand the service becomes ‘triage only’ clearly explain what that means to people in the waiting area.
4. Ensure that all staff including reception staff have at least basic awareness of Neurodiversity and Learning Disability (Oliver McGowen training). Explore if there are ways at each centre to make the experience (from the environment to staff) more Neurodivergent- and Learning Disability-friendly where practicably possible.
5. There may be good clinical reasons for asking patients to go through triage again if they have been referred by another UTC or WiC, in which case we recommend that this is explained clearly to the patient.
6. Both centres displayed signs about triage. Display additional signs that explain the system in easy-to-understand language and formats (e.g. not everyone we spoke to knew what ‘triage’ was, but understood what ‘assessment’, ‘being assessed’ or ‘first/ initial check/ look’ was).

Acknowledgements

Thanks to everyone who took the time to share their stories, experiences, and information with us. Their contributions were anonymous, but very much appreciated.

About Healthwatch

Healthwatch is the independent champion for people who use health and social care services. We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

As part of a national network made up of local Healthwatch organisations in every local authority area of England (and Healthwatch England, the national body) our work contributes to a nationwide perspective on health and social care services.

At Healthwatch we also provide an information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.

If you require a copy of this report in another format or language, please contact us and we will provide it.

March 2024

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Appendix A: Comments for each UTC

South Liverpool:

South Liverpool: What is good about the UTC?

Not much, they are not ASD friendly at all. They need to have an understanding of learning disabilities as well.

It's very convenient when there are no appointments, and you get seen by professionals. It's hard to get a GP appointment but here is so accessible.

It is local and convenient and closer than other services.

It has better hours and is more accessible and less pressuring.

I can come earlier in the morning but not today.

It is usually quick.

It feels new, nice and clean and I don't worry about catching COVID here.

You get seen and it's more reassuring.

It's easy to access.

You get seen quicker. I tried to go to the Royal but it was an 8 hour wait.

You get a full body MOT.

Everything is in one place. I don't have to travel for an x-ray or a blood test. They can do a routine check like blood pressure.

It's easier than the GP because I only get sent here to deal with everything anyway. Get the full treatment in one place.

The appointments are not rushed like at the GP where it's only 10 minutes.

It's better than in town because it's local and actually within the community.

Can just walk in and no judgement.

Parking is great, there is plenty of spaces

It's friendly.

From a Neurodivergent perspective it feels okay but could be better.

Nothing.

I'm waiting for triage, so don't know yet (patient called in for triage).

Its proximity. It's always busy but quite thorough really. They're polite, friendly.

It's convenient, near as only a 10-minute walk, and has a pleasant and spacious environment.

Good you can just come up and get seen without appointment. You can wait a while, but you can also wait at the GP.

They are thorough, doctors don't always have that time. I had a cut a little while ago and I was worried there'd be a scar, but there wasn't at all, really good treatment.

It's quicker than what I thought, I have been triaged already.

It's convenient, close to ours. Triage was quick.

Waiting for triage at the moment. It's convenient coming here, and always better than other places like the A&E at the Royal.

It saves going to the Royal to A&E, and waiting hours.

The locality. Staff are always good whenever I've been in. It's close to my work.

The location!

It's nice and clean, everyone seems friendly. I haven't been triaged here yet, I was at Halewood but need to do it here again - staff at Halewood phoned here and told me.

The wait times here are a bit faster than the other ones, compared to Old Swan.

The triage is good, the people are lovely. I've had an x-ray already. And it saves time if you don't need A&E.

I always come here, it's local and it's professional. I can't get a doctor's appointment, but now at (GP practice) it's a bit easier.

Also Mersey Care treatment rooms couldn't fit me in to check the sutures, so I had to come back here. Otherwise, it's good here, the nurse is always lovely.

It's convenient, clean, staff are always lovely, and usually it's quick to be seen.

It's local and convenient. I'm frequently in this building for other services.

First class service. (Called in to appointment)

It's convenient instead of going to Alder Hey.

It's very convenient, nice and clean, and the staff are nice. My dressings are done here, not at the GP.

It's helpful and they're very caring. It's a nice building, and it's good that there are multiple services in one place.

South Liverpool: What could be improved about the UTC?

More understanding of learning disabilities.

More staff. More funding.

Waiting times.

The access to a chemist that is actually stocked. The one here never has anything I need.

Nothing: 5 people said nothing could be improved without adding any further comments.

Waiting times but it's all right and to be expected.

The wait times don't reflect the triage system. Triage is short but then you restart your wait to access the main people.

It depends how long everyone is. I was told that four people are in front of me but that means nothing. Those four people could be quick or take a very long time.

Nothing because it is good, but there's a bit of a wait but you get sorted.

People kick off all the time though which feels stressful.

I have been here two hours today after spending a few hours here yesterday. I got triaged yesterday but needing triage again today. It would have been more productive to give me a set appointment time to return as I've family commitments and I have spent a lot of time waiting and not being a priority. That's not a problem as others may be more urgent but it's stressing me out.

Staff also call your name from around a corner and don't look for you or see that you may have needs. It just feels so rude. They hold the door open with their foot and shout for you, but it would be better to come up to me.

The chairs are too close together I might catch something.

Basic needs are not met. No food or drinks nearby and the toilets are too far away, I worry my name will be called while I pop to the loo and that's stressful because I don't want to miss out. You feel punished for going loo and missing your name being called.

The whole process feels disorganised and feels like they don't keep records on you. Constantly repeating the problem to staff in different teams and the info in admin needs improving.

Triage information isn't passed over, forever repeating.

Discussing personal information in private areas. The wait times.

3-hour wait is a long time and it's very uncertain.

The car parking spaces are very tight and difficult to get into the car.

Get more staff and management to treat and the right information

More staff! It's clearly very busy.

There can be quite long waiting times - that means getting more staff I guess.

Nothing, you sit, you wait your turn, you get seen to, that's fine.

Get more doctors and nurses. It's a big building but not enough bodies to fill it.

Waiting time - I have been here 1 hour and 10 minutes and not triaged yet.

The waiting times, but how do you go about that?

Don't know, whenever I've been they've sorted me out.

Waiting times, but I don't expect it to be quick. I guess the fire alarm going off didn't help.

The wait time is still long.

So far everything went smoothly.

If you've not got an appointment here or are coming to the WiC you should not be able to park here. Some people using Liverpool South Parkway use the car park here!

Everyone wants to be seen quicker but that's unrealistic, I think.

The wait times, it's 2 hours at the moment!

The wait times.

Sometimes it's a long wait.

South Liverpool: Is there anything else that you would like to tell us about the service?

No: 9 people

It's great. All services are in one place and it's really good for the community.

It is a good place for people to come and I really don't mind the waits.

Really nice. This building is better than the old one.

Everything is on one site and having my physio on site is useful.

I've been here 45 minutes and not been triaged yet.

Had my x-ray, now waiting to be called back in.

They're all nice and doing their jobs.

I'm back here for the same issue I've had before, so I know exactly what they'll do.

Not about here, but it would have been useful if NHS 111 had told me I might need an x-ray, then I would have come here directly.

I've seen them get a wheelchair out for someone.

Generally it's a very good service. No one wants to be here, but they treat people very well, you just need a bit of patience.

I presume they do very well with additional support needs but I don't know.

No, it's just the waiting times but it's better than Alder Hey.

It's good that they have disabled parking.

For Q9 - additional support needs:

It could be better. I have mental health issues and communication issues, and sometimes it is hard to access services, most of it is by phone. When I can do so I use the internet, but here I can't.

Old Swan:

Old Swan: What is good about the UTC?

You get seen to, does not matter what time you wait as you know you will be seen.

Local, easy to get too.

Get you healthy, get seen to and back home.

I was here last week and advised to come back.

I attended last night and found it good. I have found it a waste of time in the past. I was given good advice last night and they have saved my holidays as I'm leaving at the weekend. I'm not sure if the previous poor experience is down to the people I saw then.

In the past I was told that staff at the walk-in could not prescribe antibiotics that they told me I needed, but my own GP said that was not the case.

Local, staff are friendly. It's not as bad (busy) as last time.

Very good/staff always lovely. Local and handy.

Fact that you can just walk in.

People should be using the UTC rather than A+E. It's a good thing for people to have but you do have to wait. I wasn't aware that it changed from a walk into a UTC.

It is convenient and local. Really good.

It's local and everyone is nice. There's nothing to improve.

It is local and convenient.

Nothing really.

It's on your doorstep.

Very open/friendly

It's my first time attending (so wasn't sure what to say)

You can come in and get seen.

I used to live locally and made the journey here due to previous positive experiences. Staff are really nice and you have a reasonable experience.

Always a positive experience, great experiences in the past.

Sometimes they're better than the doctor, for some things.

It's my first time here, so I don't really know yet. I'm a student and not registered with a GP in Liverpool yet (HWL staff explained about options for registering).

It's quite quick, although it's busy today. The staff are friendly.

It's handy, I live close. You can just walk in, and they're nice people. But mainly that you can walk in without an appointment.

Considering it's a walk-in the wait was 1.5 hours. The assessment and treatment were really good.

They're quick, and they're sorted.

It was empty. There's more triage here, and a quicker turnaround compared to Huyton.

They're giving good health care.

Old Swan: What could be improved about the UTC?

Not applicable (5 people)

What they do is pretty good.

It's busier today than the night before.

Not sure honestly.

Nothing that I can think of.

I had to go to A+E previously for a catheter fitting as they were unable to provide this service on site.

It would be better with more specialist services.

Only just got here so can't comment.

Could use more staff to see people quicker.

More staff.

I have travelled to the UTC as Kirby the closer one to me is not seeing people and I have had to take two buses. I have anxiety that has made this journey difficult.

The dry heat from the aircon system is blowing directly down onto my seating.

Information should be on the screen, I struggle with staff shouting due to both ear infection pain and anxiety (patient sat near where staff came out to inform people of waiting times).

I don't like the harsh lighting.

There should be a children's seating section as I'm worried about the transmission of Covid and about hygiene levels.

I'm a very private person and am doing my best to stay relaxed. I feel concerned about the possibility of people discussing my medical details.

Nothing really

The wait times.

Waiting times.

I appreciate the fact that it is winter in the NHS, but the length of the wait time and the limitations of what they can refer you on too.

Nothing -- they do their best.

Don't know yet!

The Wi-Fi - my child can't get on their phone (child adds: and more plug sockets to charge my phone).

Make more of them! (WICs/UTCs)

It's underfunded - more help needed for places like this.

Nothing.

It's our first time here so can't say.

It's a good service.

Old Swan: Is there anything else that you would like to tell us about the service?

Could use more staff but otherwise I couldn't fault it.

Thinks they would be fine at managing any additional support needs.

I have dyslexia, I feel like the support is very good.

Not really. I have dyslexia

Staff deserve more pay; they are very caring.

I have had experience with getting blood taken at Old Swan with both me and my child finding the experience positive. Staff at other locations struggle to get blood from me but never a problem here. My child has a severe fear of needles and finds it much easier at Old Swan as they are really good with her and allow her to have someone with her for support.

I haven't told them here of my additional needs.

Nothing (else) really.

I don't think additional needs are taken into consideration. My child has Aspergers and would struggle in this environment.

No further comments: 4 people

It would be nice to know how long you are going to have to wait.

Some sort of hot drink facilities would be welcomed.

My young daughter has difficulties with reading.

I travelled from Fazakerley to here in bad weather, Kirkby is the closest.

I have to get a taxi home as I struggled with the journey but am concerned about the cost (low paid job). My anxiety is worsened by public transport.

I have dyslexia

No, it's fantastic so far.

It's very good - we could do with more of these. I think they do the same thing but better than the GP. I may have to go to the GP tomorrow though, it's triage only here today?

Every time I've come here they've been great. I never had a problem.

Nothing apart from that it needs more funding!

The service is great.

It seems like a nice little walk-in centre - and it's nice and warm.

Appendix B: Questionnaire used on the day

Urgent Treatment Centre (UTC) Listening Event Questionnaire

healthwatch
Liverpool

Healthwatch staff only: Which UTC? Garston Old Swan

1. Are you: a Patient Relative or friend Professional carer Other

2. First part of your postcode (eg L8, L15, L24)

3. Why did you come to this UTC today? (tick all that apply)

- Advised to come here by another NHS service
- I felt it was the right place to come for my treatment
- Because I've been here before
- Because I couldn't get an appointment with my GP
- Because it's convenient
- Advised by friend or family
- Another reason (if you'd like to tell us more please use the box below)

4. If you answered 'Advised by an NHS Service' at the previous question, were you advised to attend by:

- NHS 111
- NHS 999
- GP (clinical staff)
- GP receptionist
- A&E
- District nurse
- Midwife
- Other

5. Have you used the UTC/Walk in Centre previously in the past 12 months? No Yes once Yes 2-4 times Yes 5+ times

6. What is good about the UTC?

7. What could be improved about the UTC?

8. Have you been informed about expected waiting times since you arrived?

- Yes No Unsure

If you would like to tell us more about this, please use the box below.

9. If you have any additional support needs (for example with communication, mobility, or because of neurodiversity or a learning disability etc.) how well do you feel that this service supports you with this?

- Very Well Well Neither well nor badly Badly Very Badly Don't know N/A

10. Is there anything else that you would like to tell us about the service?

Some questions about you (We don't ask for your name, so any information you give is anonymous)

Equality, Diversity and Inclusion Monitoring. We ask these questions because it helps us to understand how your life circumstances impact your experience with health services.

11. What age group are you in?

- 0-12 years 13-15 16-17 18-24 25-49 50-64 65-79 80+ years Prefer not to say

12. Are you a

- Woman Man Non-binary Intersex Prefer not to say

Prefer to self-describe

13. Is your gender identity the same as your sex recorded at birth?

- Yes No Prefer not to say Not known

14. What is your sexual orientation?

- Asexual Bisexual Gay man Heterosexual/Straight
 Lesbian/Gay woman Pansexual Prefer not to say Not known

Prefer to self-describe

15. How would you describe your ethnic group?

- | | |
|--|--|
| <input type="radio"/> Arab | <input type="radio"/> Mixed / Multiple ethnic groups: Black African and White |
| <input type="radio"/> Asian / Asian British: Bangladeshi | <input type="radio"/> Mixed / Multiple ethnic groups: Black Caribbean and White |
| <input type="radio"/> Asian / Asian British: Chinese | <input type="radio"/> Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify below) |
| <input type="radio"/> Asian / Asian British: Indian | <input type="radio"/> White: British / English / Northern Irish / Scottish / Welsh |
| <input type="radio"/> Asian / Asian British: Pakistani | <input type="radio"/> White: Irish |
| <input type="radio"/> Asian / Asian British: Any other Asian / Asian British background (please specify below) | <input type="radio"/> White: Gypsy, Traveller or Irish Traveller |
| <input type="radio"/> Black / Black British: African (please specify below) | <input type="radio"/> White: Roma |
| <input type="radio"/> Black / Black British: Caribbean | <input type="radio"/> White: Any other White background (please specify below) |
| <input type="radio"/> Black / Black British: Any other Black / Black British background (please specify below) | <input type="radio"/> Any other ethnic group (please specify below) |
| <input type="radio"/> Mixed / Multiple ethnic groups: Asian and White | <input type="radio"/> Prefer not to say |
| | <input type="radio"/> Not known |

Prefer to self-describe

16. Do you have a disability?

- Yes No Prefer not to say Not known

17. Do you have a long-term condition?

- Yes No Prefer not to say Not known

18. Do you consider yourself to be a carer?

- Yes No Prefer not to say Not known

19. Which of the following best describes your current financial situation?

- I have MORE THAN enough money for basic necessities and A LOT spare that I can save or spend on extras or leisure.
- I have MORE THAN enough money for basic necessities and A LITTLE spare that I can save or spend on extras or leisure.
- I have JUST ENOUGH money for basic necessities and little else
- I DON'T HAVE ENOUGH money for basic necessities and sometimes or often run out of money
- Prefer not to say Not known