



Exeter Walk In Centres

November 2014

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About this Report

This report has been produced by Healthwatch Devon - the independent consumer champion for health and social care in Devon.

Healthwatch Devon would like to thank everyone who took the time to respond to this survey, as well as the organisations and individuals who helped to promote the survey through their own networks.

Registered Charity Number: 1155202 Healthwatch Devon CIO

Introduction

Northern, Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG) is reviewing the current network of urgent care services across the Eastern Locality to ensure consistent and sustainable delivery of the national performance target for emergency department services at the Royal Devon and Exeter (RD&E) NHS Foundation Trust. This includes the two Walk in Centres (WICs) in Exeter.

As part of this review, NEW Devon CCG asked Healthwatch Devon to find out about users and carers experience of these services.

Methodology

A survey was designed by NEW Devon CCG to gather the information required. A copy of the survey can be seen in Appendix A.

Healthwatch Devon created a formatted paper copy of the survey and an online version for people to fill in.

The survey was available from 22 September - 14 November 2014.

It was promoted through the WICs, Healthwatch Devon's website and social media accounts, through Healthwatch Devon's partners: Be Involved Devon, Devon Carers Voice, Devon Link Up, Devon Senior Voice, Living Options and Hikmat, by NEW Devon CCG and their social media.

To ensure ethnic minority voices were heard within this process Hikmat Devon conducted two focus groups, with 27 attendees.

Key findings

The convenience of the WIC is attractive and few people experienced long waiting times.

“Very convenient and easy to use”

“It was a Saturday and there was no alternative service open to me. I had asked a pharmacist for advice the previous day but the condition had worsened and I did not think should leave it until Monday and try and get a GP appt.”

Few people tried to contact their doctor for an appointment before attending. Of those that did and still attended the WIC this was due to a lack of appointments or it was suggested they attend by the GP. Similarly few people contacted 111 before attending.

“Told by the GP and hospital to get the wound re-dressed by WIC on a daily basis”

“Couldn't get an appointment for that week, but was going to be away the following week and couldn't get an appointment for the week after that. It wasn't urgent but if I waited until returning I would have had to wait further days or weeks and didn't want to wait for over a month for an appointment.”

If the service was no longer available respondents have raised concerns about accessing health care when they need it, either because of lack of availability at their GP, or resorting to using Accident and Emergency for minor injuries. Some respondents suggested that they would go untreated.

“I would have had to visit A&E as the problem was sufficiently serious it needed a professional and the GP had no appointments. It would be a waste of A&E resources for minor issues.”

“I would have little access to immediate appointments. Sometimes acute issues need this but are non-emergency and so A&E is unsuitable.”

“Not easy to access healthcare. Would not be able to have medical issues resolved.”

“I think this would put extra strain on an already overcrowded GP service as well as forcing people to head into A&E more over silly things when their GP isn't available”

“I wouldn't get treatment because you have to wait to long for a Doctor's appointment when you are ill you need to see a Doctor quickly, not have to wait two weeks”

“I wouldn't be able to access healthcare when I needed it as my surgery doesn't have enough appointments. I may end up having to go to A and E”

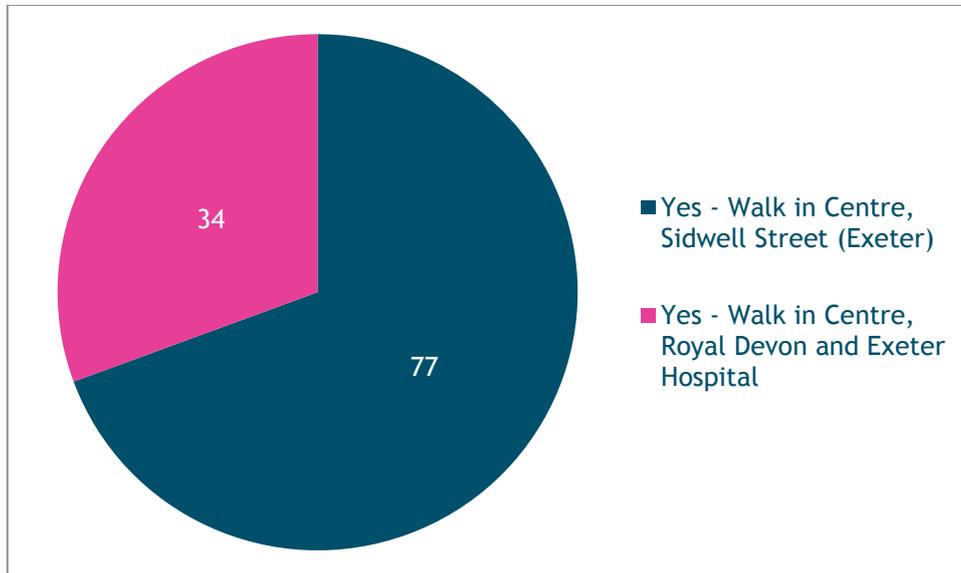
In response to the quantitative questions:

- The majority of people, 64%, attended WICs in the morning.
- Very few people, 6%, use the WICs in the evening.
- 98% said they were registered with a local doctor.
- 92% said they felt they understood what a WIC is for.
- 72% did not try and contact a GP before attending the WIC.
- 85% did not try contacting 111 before attending the WIC.
- 86% of cases were resolved at the WIC
- 93% would recommend the service.

Survey Responses

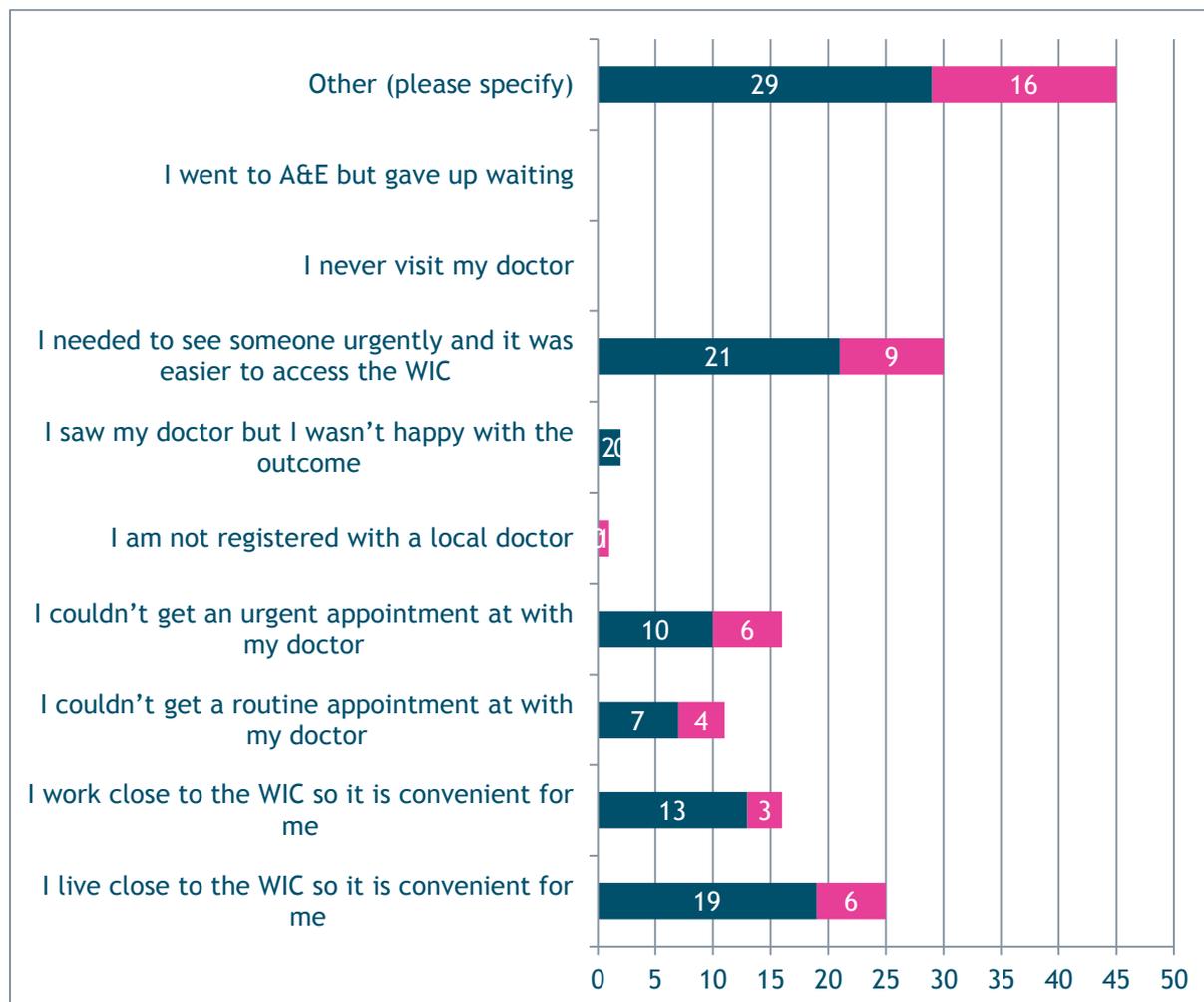
In total 111 people responded to the survey.

1. Have you been to a Walk in Centre (WIC) in the last 6 months? (If more than once, please answer these questions in relation to your most recent visit).



2. Did you attend for any of the following reasons:

Sidwell Street/Royal Devon and Exeter



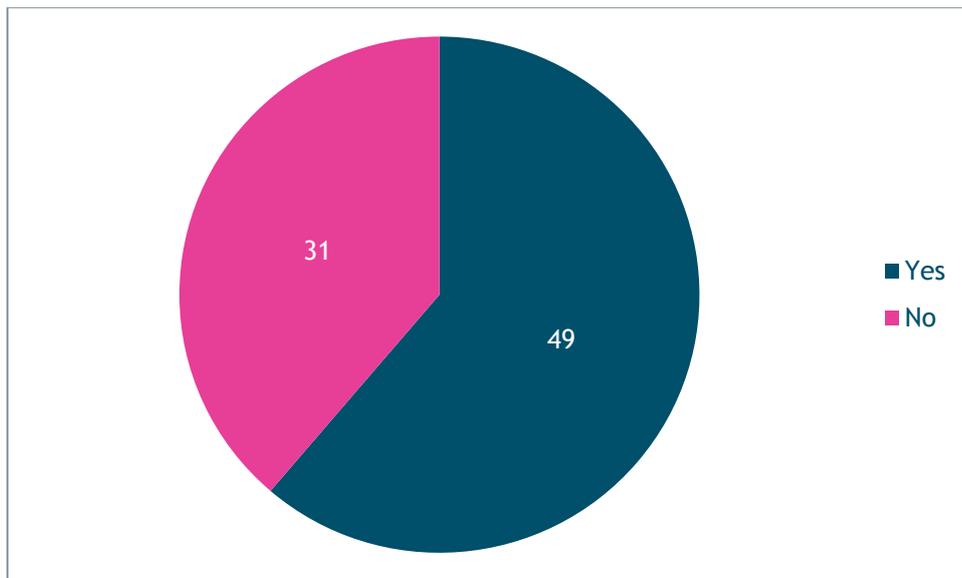
The 45 'other' comments were:

- More convenient
- Very convenient and easy to use
- No need for appointments
- Very easy to access service
- Very easy to access
- It was a weekend
- It was a Saturday
- No need for an appointment
- It was a weekend
- I needed emergency attention
- GP was closed
- blood test recommended by GP
- I went to A & E following a fall and following triage they directed me to the WIC at the hospital for dressings. Then I went to the WIC Sidwell Street to replace dressings.

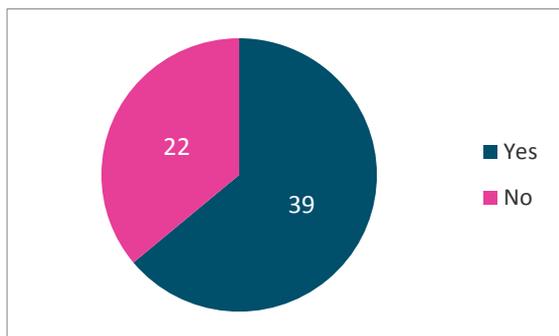
- x
 - Burn dressing. WIC is where I was told to go
 - I required a considered, informed and professional opinion
 - Wound re-dressing every day
 - Daily re-dressing at WIC, could not get convenient appointments at GP
 - The staff have known me for years and they understand and treat me really well. Often come here to feel safe. Also I attend when I know injury doesn't require A&E
 - I prefer the WIC to either visiting A&E or a GP. I have visited the WIC several times over recent months with minor ailments. On every occasion I have been seen promptly by an experienced medical professional who has been able to diagnose the issue and deal with it accordingly, through the prescription of relevant medication. The medical professionals in the WIC that I have seen (Roz, Kathleen, Caroline and Al) have ALL been efficient, helpful and knowledgeable. They have ALL displayed empathy and given me time - regardless of how busy they may have been, they have made me feel not only like they have time to give to me but also that I am a valued patient and my needs are important. The WIC is completely aligned with patient-focused outcomes. Compared to the other principal points in the delivery system, the WIC stands out and should be encouraged as a more effective solution than going to see a GP and a more efficient solution from a NHS resource perspective, than going to A&E.
 - I went for sexual health screening
 - I couldn't get a hospital-required blood test done by my practice's phlebotomist at a convenient time for me, anytime within a week of ringing to book.
 - My child needed to see someone
 - Bee stings in mouth, deep cat scratches, thorns in feet - none of these are emergencies but if left untreated/not looked at can go very wrong. The WIC provides an excellent service at just the right level.
 - It was a weekend; it was not urgent but needed looking at to know how to treat it. Skin condition, possibly needed antibiotics, or to use cream I already had and needed advice.
 - It was a Saturday and there was no alternative service open to me. I had asked a pharmacist for advice the previous day but the condition had worsened and I did not think should leave it until Monday and try and get a GP appt.
 - Couldn't get an appointment for that week, but was going to be away the following week and couldn't get an appointment for the week after that. It wasn't urgent but if I waited until returning I would have had to wait further days or weeks and didn't want to wait for over a month for an appointment.
 - Over the counter service - hearing aid battery replacement.
 - reputation I had heard from people who had used it was good - and it was
-
- It was quick and efficient
 - It was an emergency
 - It was an emergency
 - It was an emergency and is easy to access without an appointment
 - It was an emergency

- It was an emergency
- It was an emergency
- It was an emergency
- it was an emergency
- It was the weekend
- GP sent me for x-rays
- I was told to go to the RD&E WIC by an on-call duty doctor.
- needed emergency treatment over bank holiday
- I was referred to a&e for my daughter but following triage ended up being directed to a doctor in the walk in centre
- Needed an urgent appointment at the weekend.
- I accompanied my son to the walk in centre. He has high functioning autism, lives independently from me and had been suffering with a chest infection for 3 months but had found it too difficult to get a GP appointment.

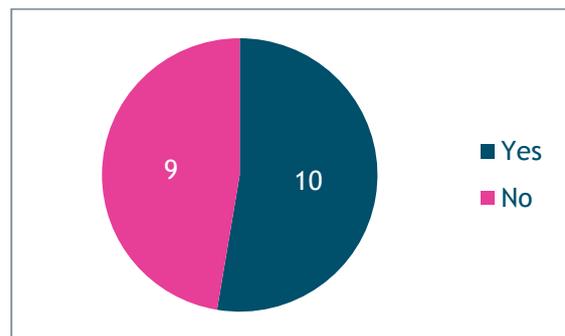
3. Do you work in Exeter?



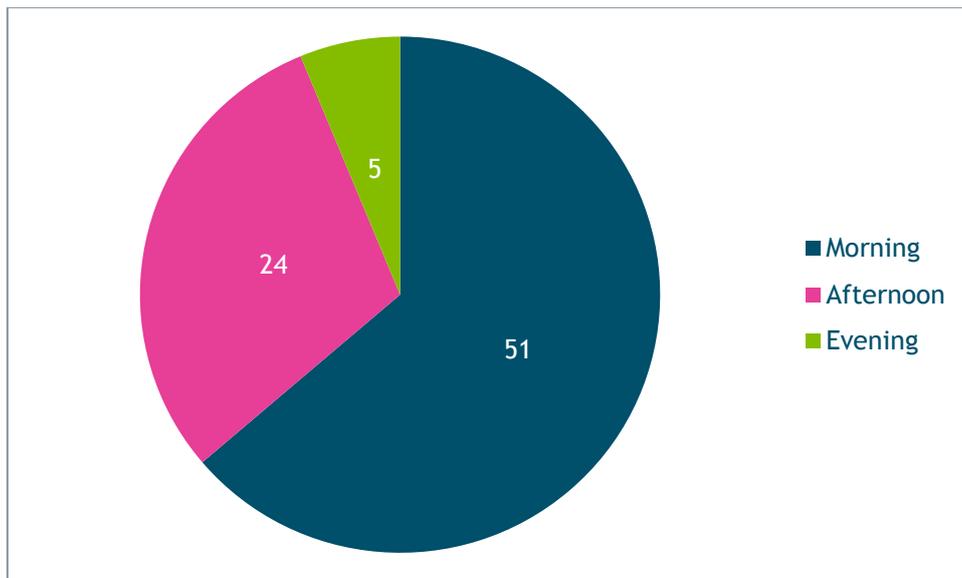
Sidwell Street



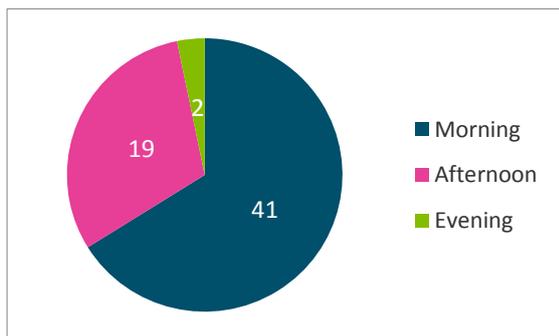
Royal Devon and Exeter



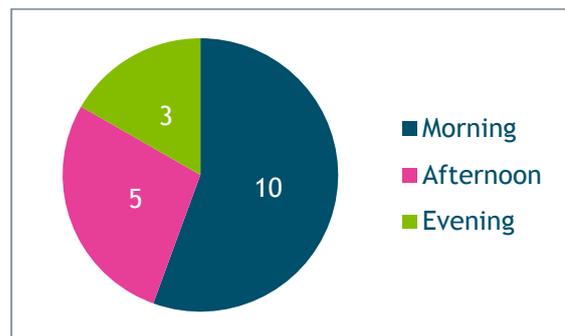
4. What time of day did you attend the WIC?



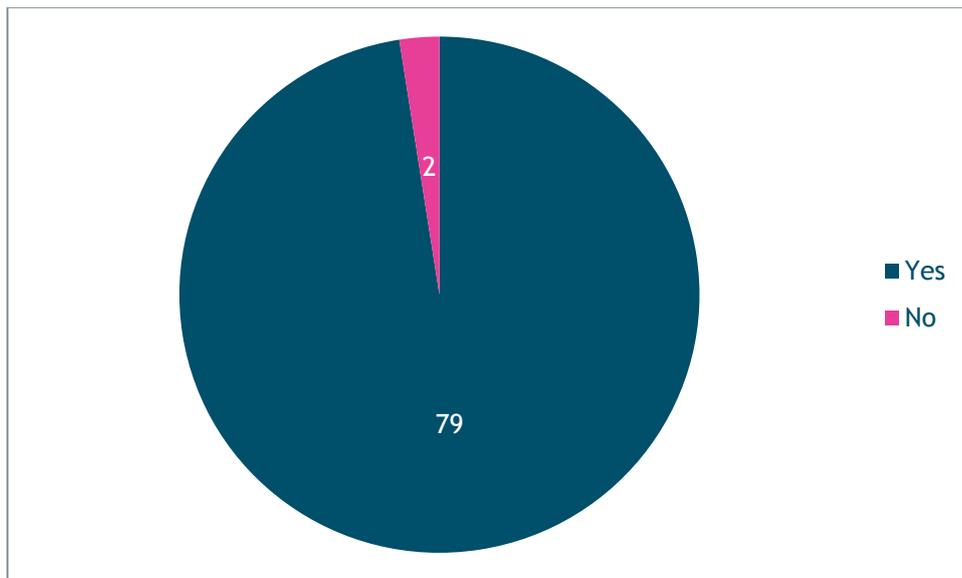
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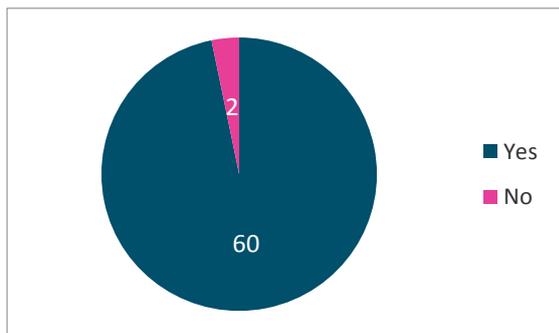
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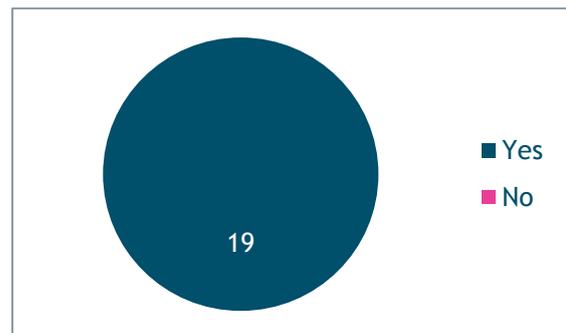
5. Are you registered with a doctor?



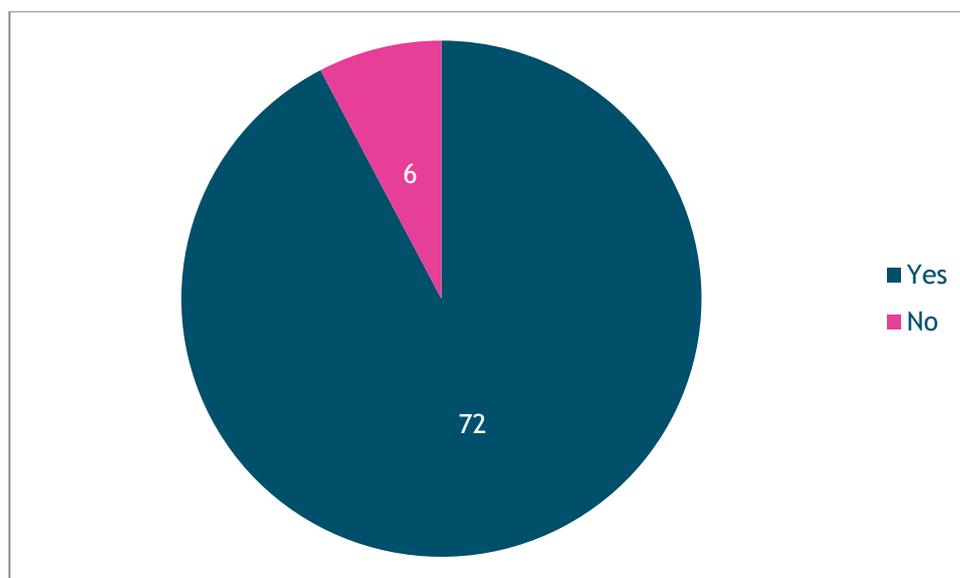
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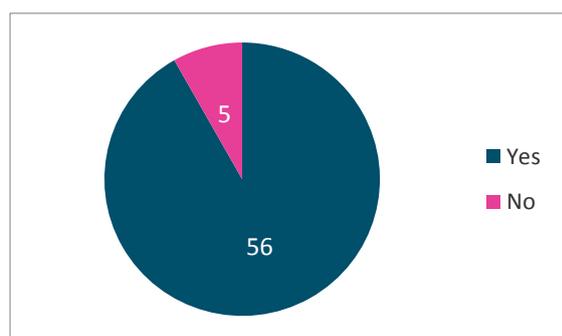
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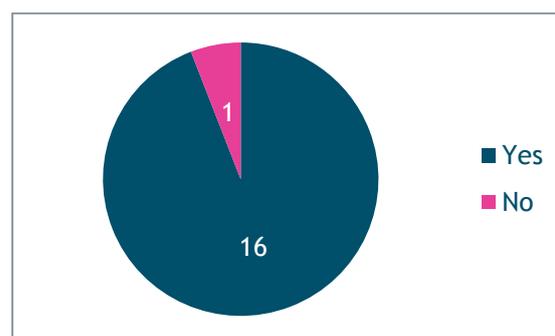
6. Do you feel like you understand what you should attend a WIC for?



Sidwell Street



Royal Devon and Exeter

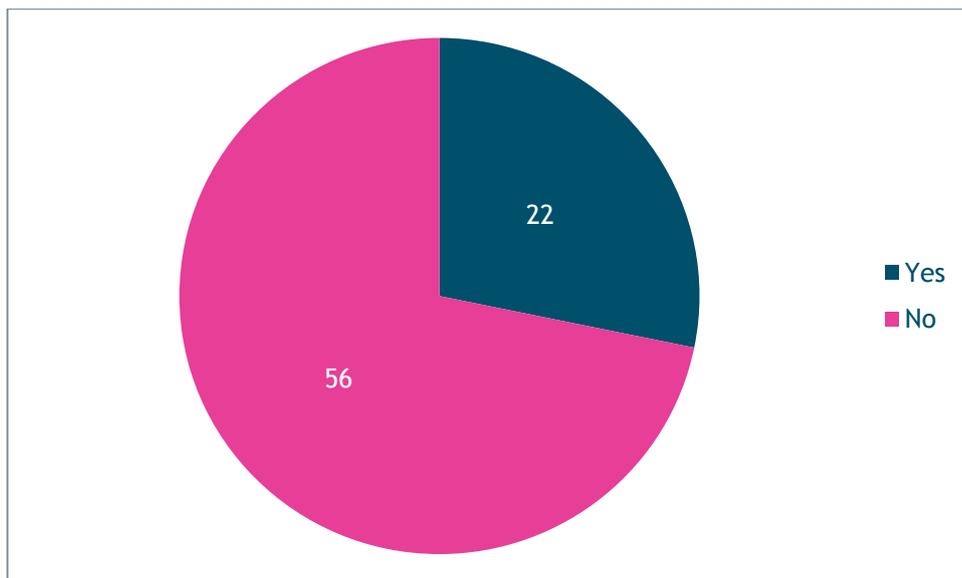


There were 12 additional comments:

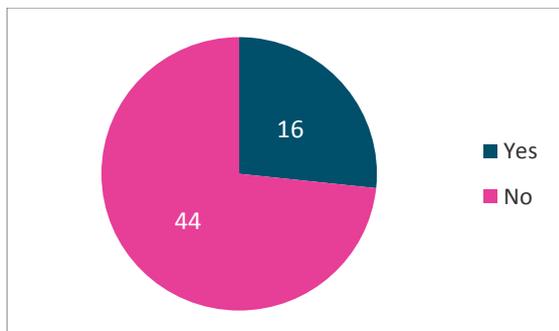
- I spoke to my surgery first and they advised to go to the WIC.
- Don't know if you can only see a nurse or if you can also see a doctor. Not clear on contraception services
- It was 2 years ago, I was out and not feeling well with chest pains. They were excellent and got me a taxi to RD&E where I was admitted
- I don't think it's well-publicised what conditions can be treated there. I have always checked the nhs choices website that my condition can be treated there (minor injuries and blood tests) before turning up.
- See comments above
- Not sure, I think I do! Any non-urgent situations or if I cannot get hold of a doctor e.g. at weekends or out of hours.
- Non-urgent health problems
- My perception is that it is for "less serious" matters that could - for want of better terminology - waste a doctors time!
- We don't seem to have enough Doctor Surgery's around.

- It was a weekend when I attended and my doctors surgery was closed and I was in severe pain
- Contraception services are better provided for at the Family Planning Clinic than anywhere else.
- I thought it was partly to make treatment more accessible for people who had difficulties accessing healthcare, but it seems this remit is no longer a part of the service, which I feel is a great loss for vulnerable people. I would urge the commissioners to consider the needs of people with autism when planning services.

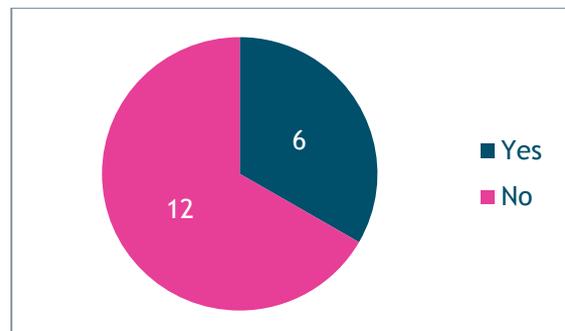
7. Did you try to contact your GP practice/doctor before attending the WIC?



Sidwell Street



Royal Devon and Exeter

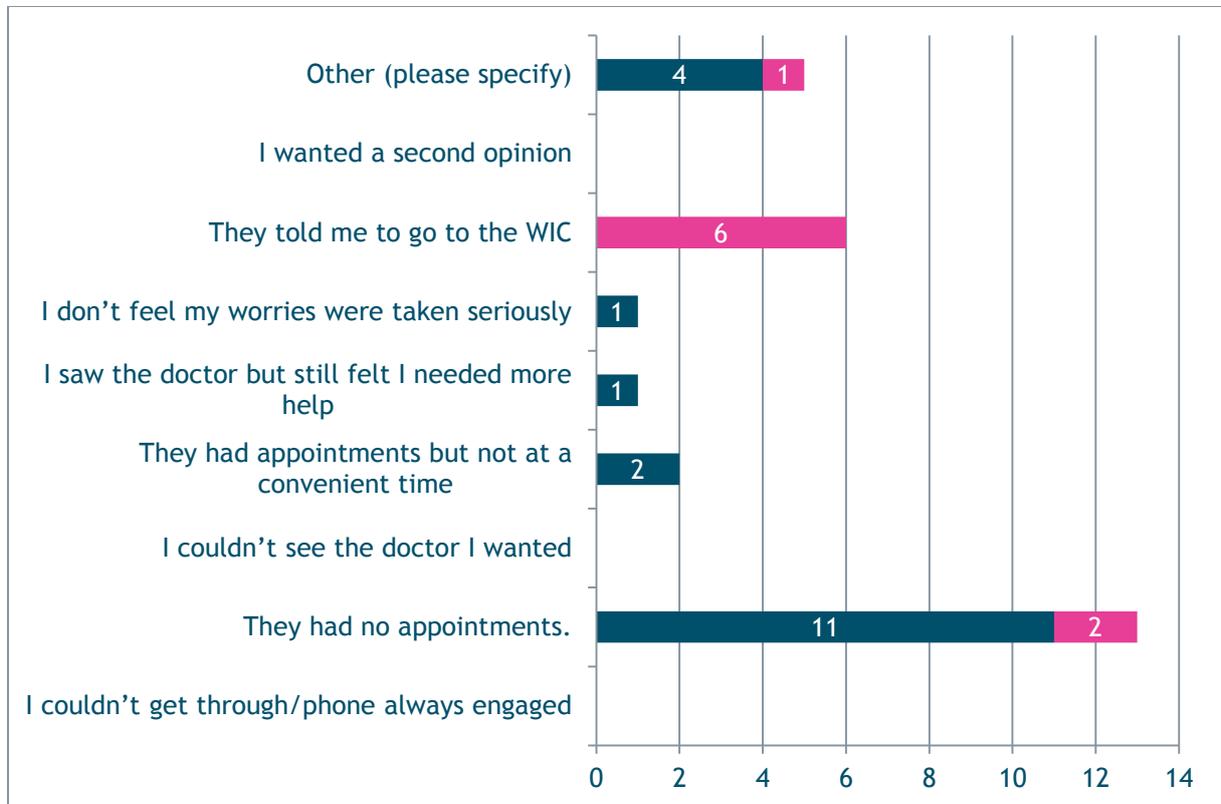


There were 25 additional comments:

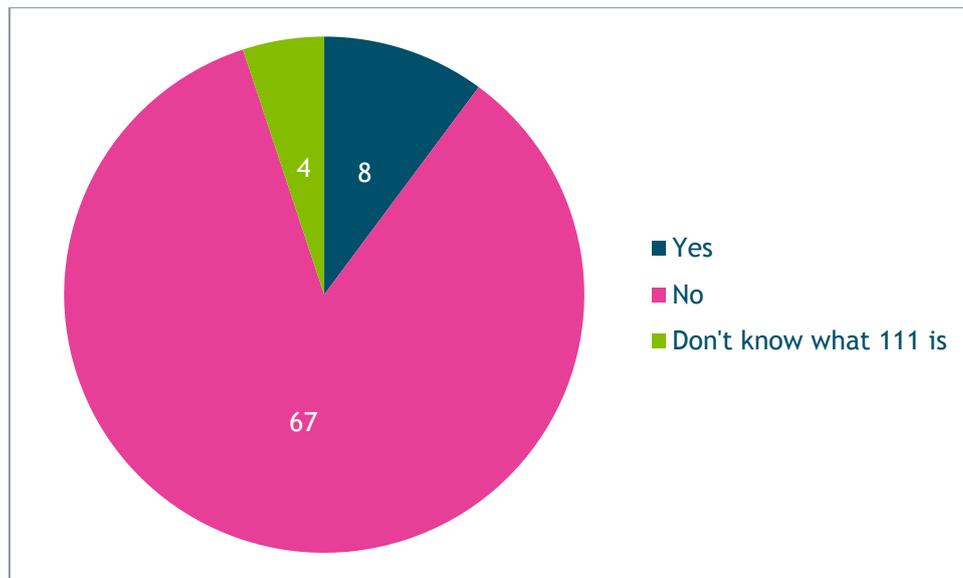
- GP recommended as quicker as surgery
 - No appointments and it needed attention
 - it was a Saturday
 - Difficult to get appointment with GP
 - It was an unresolved accident at home
 - Told by the GP and hospital to get the wound re-dressed by WIC on a daily basis
 - I don't believe in the GP system anymore; a bunch of individuals earning in the region of £140,000 pa, who have negotiated their own working conditions (no evenings, no weekends) and who sit behind a desk for a max. 10 minute appointment, where their service delivery is to look at a PC and then either dispense painkillers or anti-inflammatories before sending the patient away.
 - Wouldn't go to GP for sexual health screening
 - But I could not get an appointment within a week that was convenient for me.
 - Saturday am and going on holiday the next day
 - It was a weekend. It did not seem urgent enough. Waiting for a week day appointment with the doctor is less convenient for me.
 - it was a Saturday and Dr's closed
 - N?A it was a Saturday
 - It was a weekend, my GP practice wasn't open and I was in pain.
 - Saturday
-
- Referred to out-of-hours service as it was during evening.
 - It was a Sunday so own GP not available
 - They were shut, so called 111 who sent me to WIC
 - I was out for the day in Exeter.
 - It was a Sunday and the surgery was closed
 - I called 111 and was advised to go to A&E but instead when we got there we were redirected to the walk in centre.
 - It was a weekend and was put through to A and E first
 - I needed to be seen on the same day & I always have no opportunity to be seen by GP on the same day!
 - Phoned NHS 111 first
 - Our previous family GP gave a high level of support to my son, having known him from childhood. He is no longer practising, and we have recently moved house and to a new practise, where the doctors don't know my son. My son experiences extreme anxiety when attending a GP surgery.

8. If you answered 'Yes' to question 7, why did you attend the WIC after contacting your GP practice/doctor?

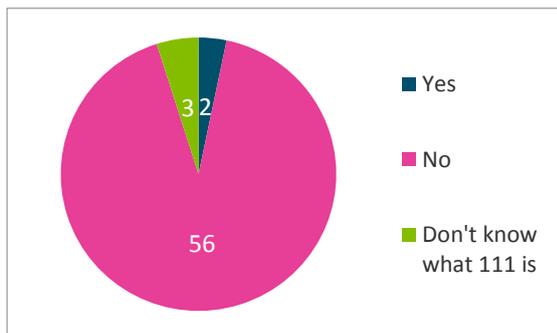
Sidwell Street/Royal Devon and Exeter



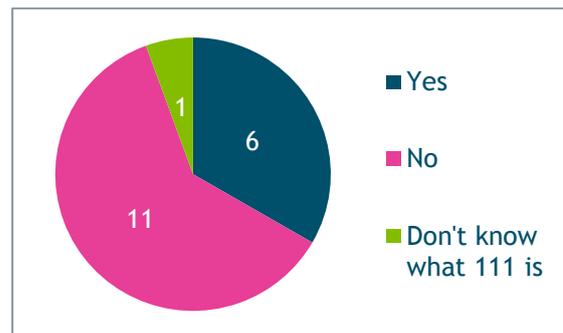
9. Did you call 111 before you attended the WIC?



Sidwell Street



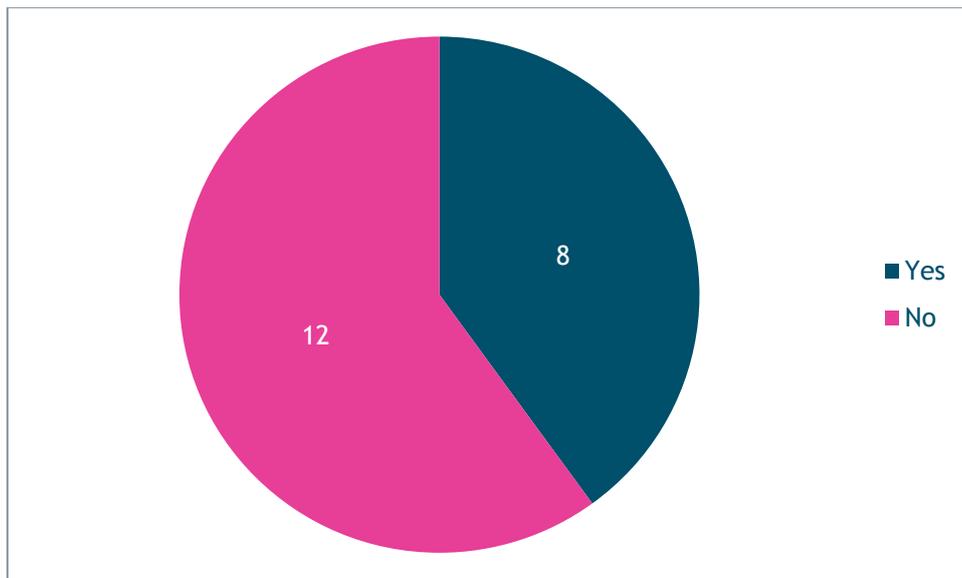
Royal Devon and Exeter



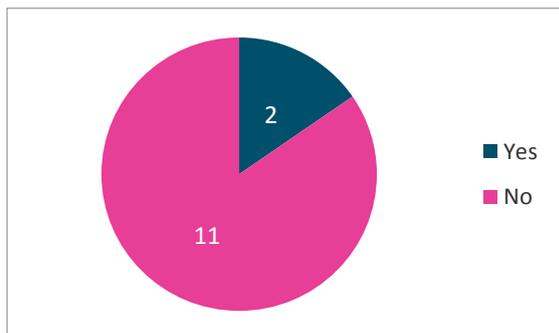
There were 5 additional comments:

- Dr attended to me and suggested I go to WIC next morning
- It cost money
- Not necessary.
- I reckoned that I knew that going to the WIC was a sensible thing to do.
- I have had pretty poor experience of out of hour's service in recent years. Any response seems to deal only with relieving immediate symptoms/giving "reassurance" (which can be false reassurance) and understanding of ASD seems rare

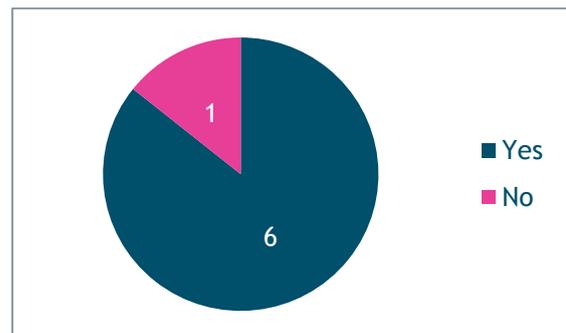
10. If 'Yes', did you attend WIC as a result of this call?



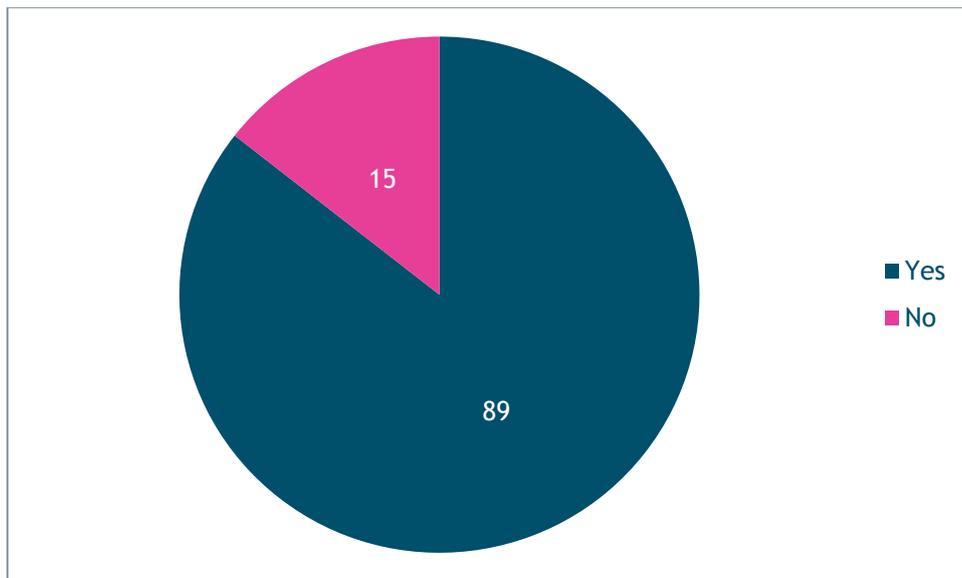
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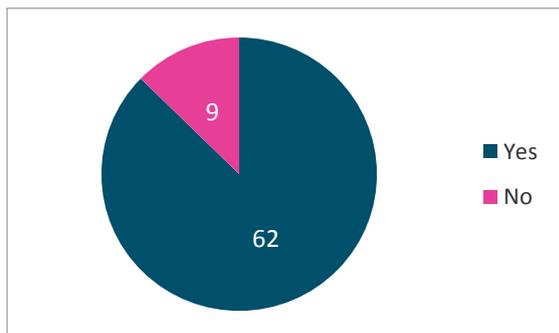
Royal Devon and Exeter



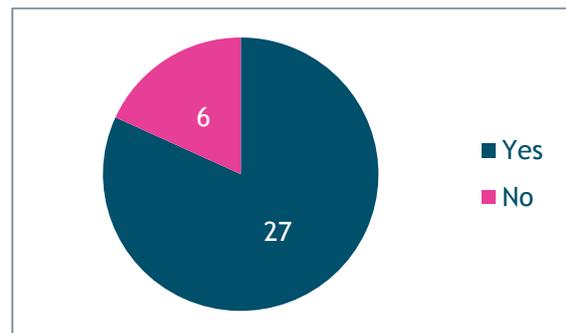
11. Was the WIC able to resolve your medical issue?



Sidwell Street

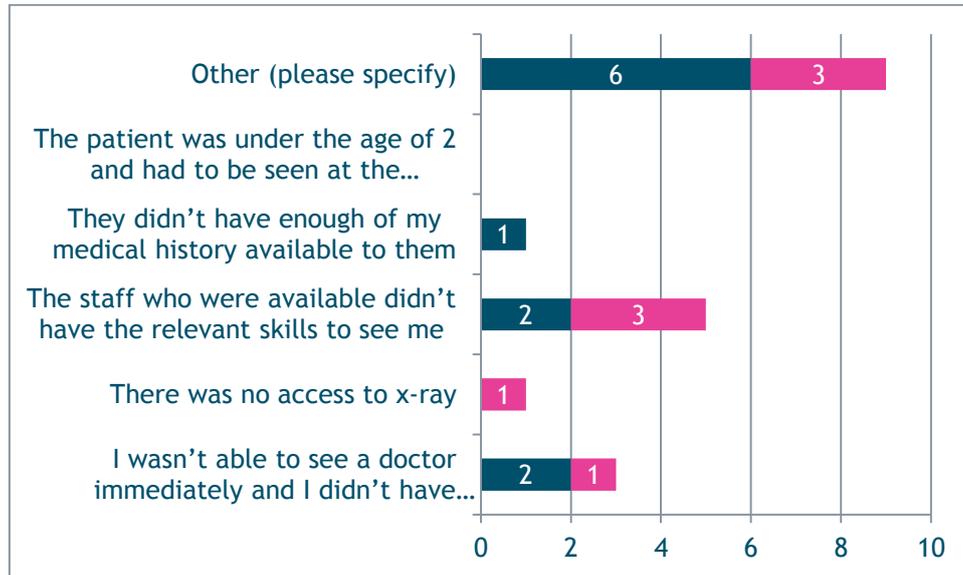


Royal Devon and Exeter



12. If 'No' what were the reasons for this?

Sidwell Street/Royal Devon and Exeter



The 9 'other' comments were:

- Not convinced that they were correct venue
 - Referral immediately to Eye Nurse at RD&E WIC
 - I did not realise you needed to, can you not just go to a WIC?
 - I went to the WIC as I couldn't see my GP. I saw a nurse at the WIC who then told me I needed to see a doctor.
 - Misdiagnosed condition
 - They weren't able to offer me the test needed and made me an urgent appointment with my doctor- I had tried myself but the receptionist said none were available!
-
- was too serious and I needed a referral to specialist
 - Was told to see GP as soon as possible but was given some medicine
 - We were told there is now no doctor available. A nurse assessed my son as needing to be seen that day and phoned GP surgery to identify how this could be achieved. My son would not have managed this without support and transport from me.

13. If you were no longer able to access the WIC, what problems would this cause for you?

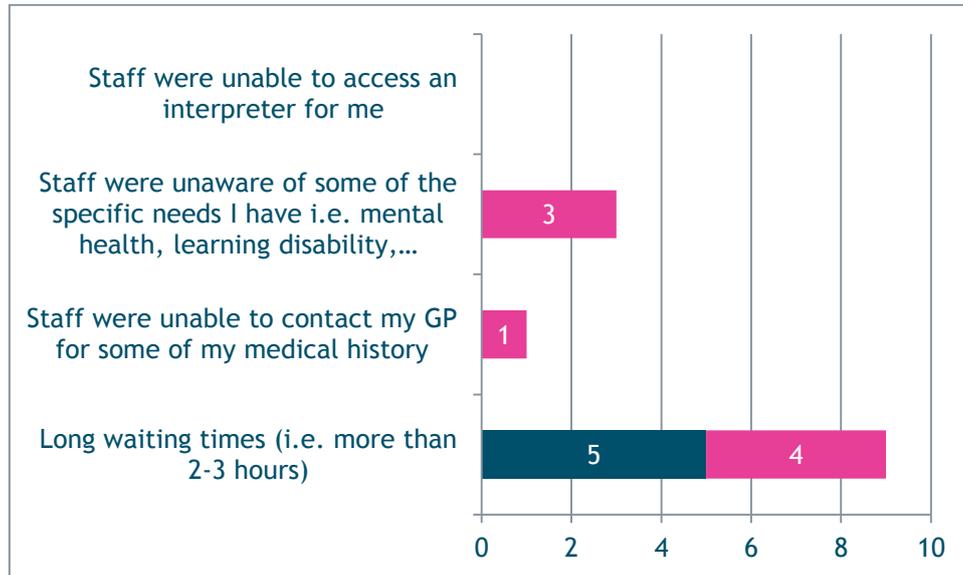
- I would have had to visit A&E as the problem was sufficiently serious it needed a professional and the GP had no appointments. It would be a waste of A&E resources for minor issues
- Would no longer have a means of getting help at the time that it is needed.
- Delays in removing stitches, replacing awkward dressings.
- Place to be seen immediately
- Have to put up with painful symptoms for longer
- Comforting to know the service is there. Although this was my first experience, I could go, from work, without having to wait for days for a doctor appt. An instant answer
- I would have little access to immediate appointments. Sometimes acute issues need this but are non-emergency and so A&E is unsuitable
- I would be seriously worried about the lack of expertise in the medical centre. A hub of knowledge amongst nursing practitioners outweighs by far that at GP practice
- The WIC in Sidwell St have been very helpful during the course of my treatment and I find it more convenient than the one at RD&E
- Prefer WIC in Sidwell St, WIC in RD&E has longer waiting times - plus, I hate hospitals. I have to go to WIC every day for dressings, this would cause problems.
- Not easy to access healthcare. Would not be able to have medical issues resolved.
- None. A good idea in principle, in practice, a waste of time and public money
- Very useful if you are in town and need advice
- There would be a much longer wait before I could get a simple thing attended to. I had cut my leg and take pills to thin the blood. The WIC fixed it beautifully
- Major problems - I self-harm on a frequent basis and if WIC wasn't here I would not be able to see my practice nurse soon enough and I don't always require A&E. I also find it very valuable to use WIC as a "safe place" to come and sit when feeling at risk
- Have to wait for doctor plus much better service at WIC
- In an emergency it would mean I would need to go to A&E
- I would just make an appointment with my GP; it doesn't make much of a difference. At least my GP has my medical record, which makes it a lot easier.
- I had not thought about it. I really do not know.
- I would be forced to visit either a GP surgery or A&E. Given the problems facing A&E - too many patients turning up there because they are bored with the failed GP service delivery model - it would be counterintuitive to close any WIC. Budget should be spent on promoting the role of the WIC in the delivery chain and directing patients there instead of A&E, as the WIC can fulfil an essential position in this respect.
- Less confidential and would have to go to a hospital which is less anonymous
- It would mean taking time off work in order to attend appointments. In some circumstances it was preferable for me to wait at the WIC to see someone on a Saturday morning than at a pre-arranged time at my surgery.

- Small scale cuts, stings and thorns would go untreated as I wouldn't find time to go to the GP or casualty and they might then become big things at cost to us all.
- inconvenience in urgent but not emergency issues
- I have used them for all members of my family, myself, children and husband. If there was not a WIC in the middle of the night or at weekends it would mean I would have to use A and E if there was no doctor available in cases of emergency.
- I would have had to go to the hospital it was an emergency horse fly bite, which would have taken a long time
- I think this would put extra strain on an already overcrowded GP service as well as forcing people to head into A&E more over silly things when their GP isn't available
- If the WIC was no longer available for minor health problems I would need to make a GP appointment and I think this would take up an unnecessary amount of both my time and the GP's.
- quite considerable as it would have meant going to the RDE at Wonford
- My GP surgery is in my home town, 15 miles from where I work, so it would make it more difficult to deal with this sort of health query, get a prescription etc
- I would have to wait longer for an appointment with my GP.
- None to me personally, but more pressures on GP Practices and A&E
- I use the WIC for routine treatments like ear syringing where it's not necessary to see a familiar doctor or nurse. It's easier to fit around work because my GP practice is near my home (and 10 miles from work).
- The WIC provides an invaluable service.
- Don't know, I suppose I'd have a long wait in A & E for little extra benefit.
- Having to walk a very long way for another one!
- I would have to book myself into the Doctors for "routine" or "mundane" check-ups, which would take longer for myself and potentially waste the doctors valuable time
- It's a convenient place for me to have minor ailments seen to when it is so hard (with my work diary) to see my GP by phoning first thing and hoping for a same-day appointment.
- I wouldn't get treatment because you have to wait too long for a Doctor's appointment when you are ill you need to see a Doctor quickly, not have to wait two weeks.
- Not able to see a doctor when unable to get a same day appointment (when needed).
- "Inconvenience for routine things like battery replacement.
- Long waiting at A&E for minor emergencies."
- Could not drive to where I live due to ankle sprain
- loss of valuable amenity - more difficulty going to gp or might have to go to big hospital or phone out of hours services - seems unnecessary when it looks like good service and not extravagant to me
- I wouldn't be able to access healthcare when I needed it as my surgery doesn't have enough appointments. I may end up having to go to a and e

- Delays - in actually seeing GP. Also I sometimes get a specific eye problem - WIC at RD&E has access to ophthalmic equipment/nurses on site, avoiding further delays for a referral.
- In my case, I was called in because of an adverse blood test report. It was decided I needed treatment that evening. if there was no WIC, I would have had to attend A&E and either take up potentially critical time there or else be left waiting too long.
- No easily accessible unsocial hours access ability. Reduced options for urgent health support.
- Where would I get emergency treatment out of hours?
- I am a 75 year old woman on warfarin and suffered a substantial bleed following a fall in central Exeter. The WIC was my only option for urgent treatment.
- I think the walk in centre is a service we need when the doctors are closed. The only problem is they have long waits and the staff don't seem to be as qualified as you need
- Long waiting lists at the doctors!!
- It's miles away from me so would never go there as a first choice anyway. Would go to local GP if I could get an appointment.
- I might have had a serious wound infection
- It is a great service esp for out of hours where you need to see somebody for help/advice. Sometimes it is quicker than GP appt.
- I would have to take time off work to fit in with GP
- Health issues might be delayed which may cause more problems
- It would make access to non-emergency care more difficult.
- If no doctor is present, their effectiveness is very restricted. Their closure in London had a directly negative impact on my son being able to access healthcare. I believe that walk in centres with doctors, nurses, diagnostic facilities and treatment options are hugely valuable. It is cost effective and compassionate for health services to be accessible for vulnerable individuals, and be able to treat their acute health problems, preventing them from becoming chronic disease, or a life threatening crisis.

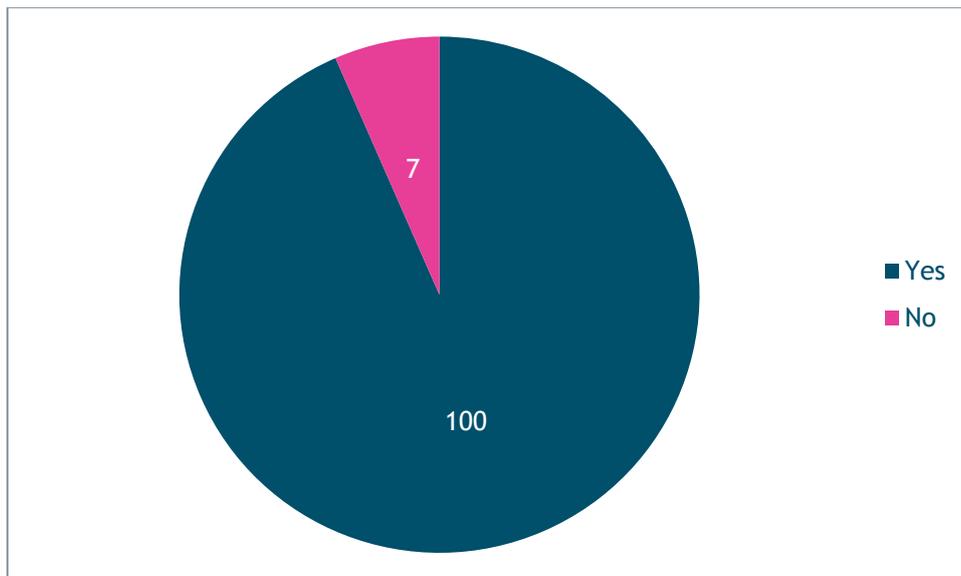
14. Have you experienced any of the following at a WIC:

Sidwell Street/Royal Devon and Exeter

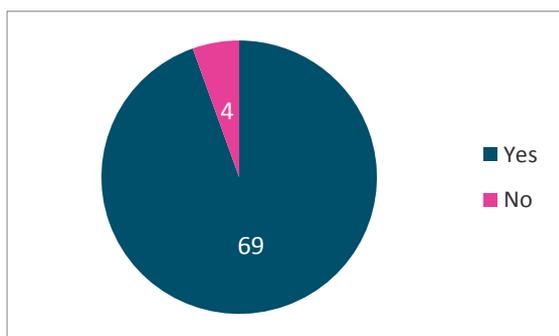


- Amazing experience - in and out in 5 mins - was seen straight away
 - All good
 - No, in fact the nurse met me at the lift.
 - was able to to resolve problem in short space of time
 - Always a fantastic and welcoming/comforting service
 - Nothings
 - None of the above, I had an hour waiting time
 - No, my experiences of WIC have been great actually
 - No
 - It has been quick and excellent the three times I have used it
-
- Maximum wait 1 hour
 - None
 - I have always had excellent service at the WICs
 - No doctor seen for a urine infection in pregnancy. Ended up having to go to the Labour Ward for further observations.
 - Clearly staff could not have a comprehensive understanding of all health problems. Training for staff around hidden impairments such as ASHD, SCLN, and ASD are important, as well as training in "first aid for mental health problems".

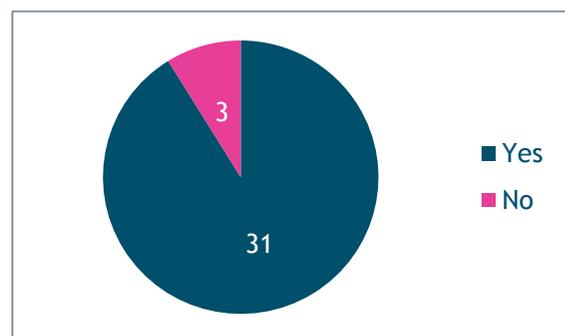
15. Would you recommend the care that you received at a WIC to family and friends?



Sidwell Street



Royal Devon and Exeter



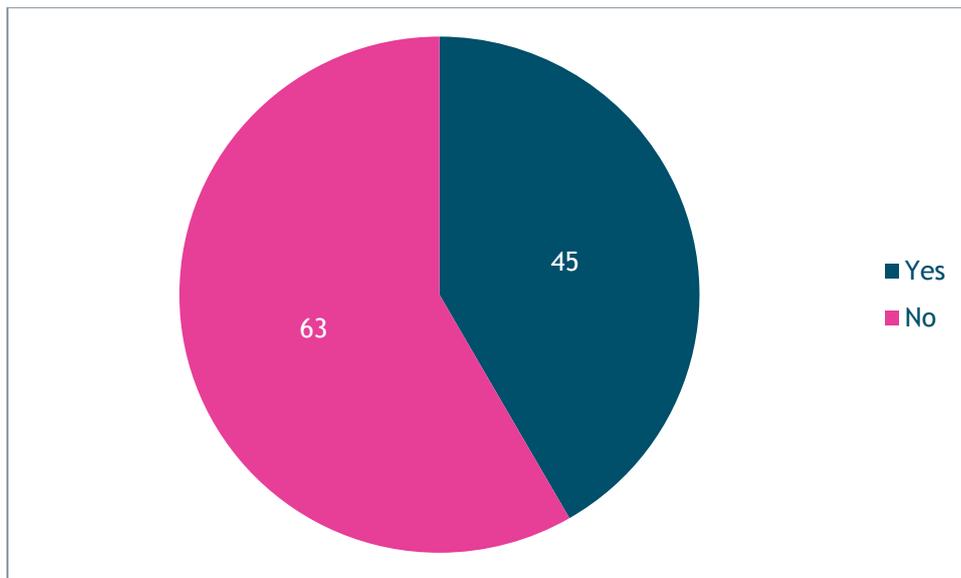
There were 24 additional comments:

- very important service
- Healthcare assistant amazing looked after me and my 18 month old daughter. Very short waiting time for blood test and my daughter was seen following a concern over a possible chest infection. Very good advice and made me feel at ease. Excellent service.
- Only as a last resort if your normal doctor can't help you or to avoid long A&E queues for less serious problems
- I think the service is excellent and should be retained.
- Thorough, welcoming and quick
- Informed and professional
- The nurses at Sidwell St WIC have been very kind and caring, especially the health care assistant
- Definitely
- The staff - receptionists and nurses - are amazing
- It was fine

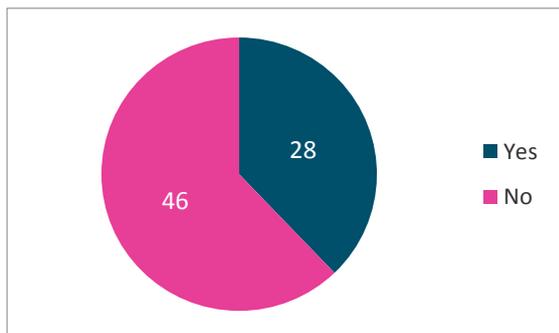
- I have been singing the praises of a) the WIC in general and b) its staff in particular to everyone I know.
- I have used the walk in centre numerous times. The care is always excellent
- Top quality and experienced nurses who get to the point quickly. Good reception staff.
- I realise its a last resort sort of service so No
- Frist class care
- I found the queues to be very reasonable, the staff nice, and not having to book an appointment is a big bonus
- For a guest from Europe, it rescued a weekend
- Nurse practitioners in WIC are brilliant
- not sure- mixed experiences

- Excellent for providing reassurance without having to "bother" my GP
- Experience received in the past excellent. Family members have also used the services. Grateful thanks. Keep up the good work you do.
- We were seen promptly and the examination seemed thorough.
- Prescribed 4 times the amount of antibiotic I should have had.
- The lack of a doctor meant the service could not treat my son. He would not have been able to negotiate public transport or afford a taxi to get to a GP surgery. I am concerned that this survey will be used as evidence that Walk In centres are not good value for money, and they will be closed. To remove the doctor, and then do a survey of how useful the service is worrying. It needs to be made clear that this survey was carried out after the doctor had been removed from the service.

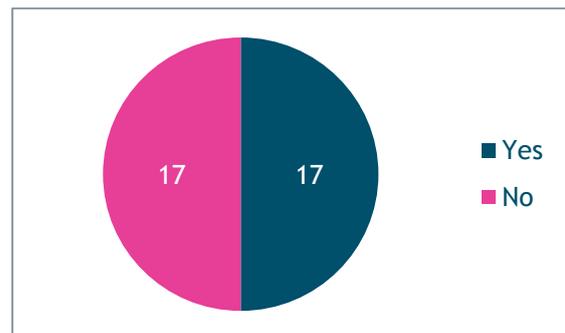
16. Did you use public transport to attend WIC?



Sidwell Street



Royal Devon and Exeter



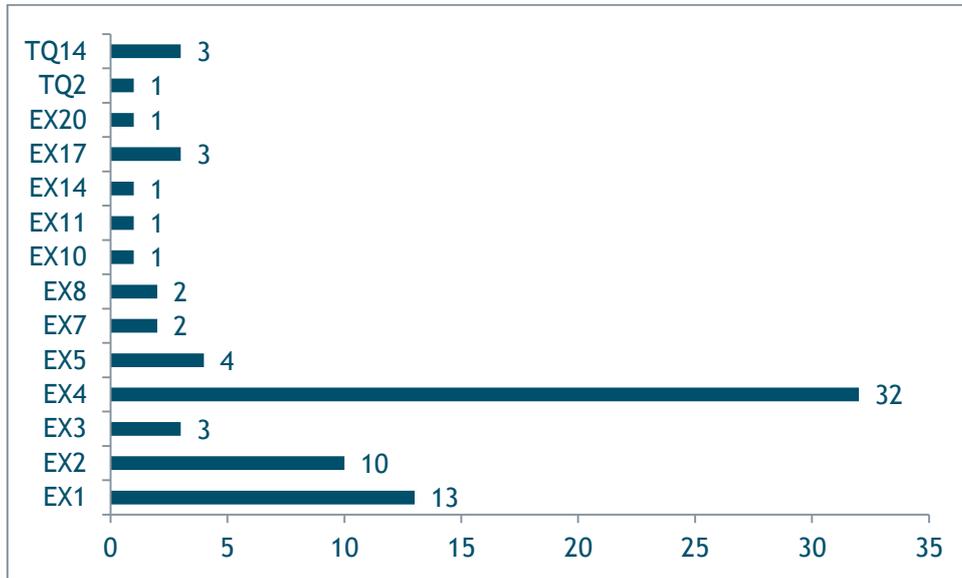
There were 18 additional comments:

- by bus
- by bus
- by bus
- by bus
- Walked
- by bus
- Walked
- by bus
- Walked
- Well, I walked. Does that count?
- For the Sidwell St WIC
- Cycled
- My scooter (invalid)
- I walked
- no, walked from bus station where I has sustained the injury

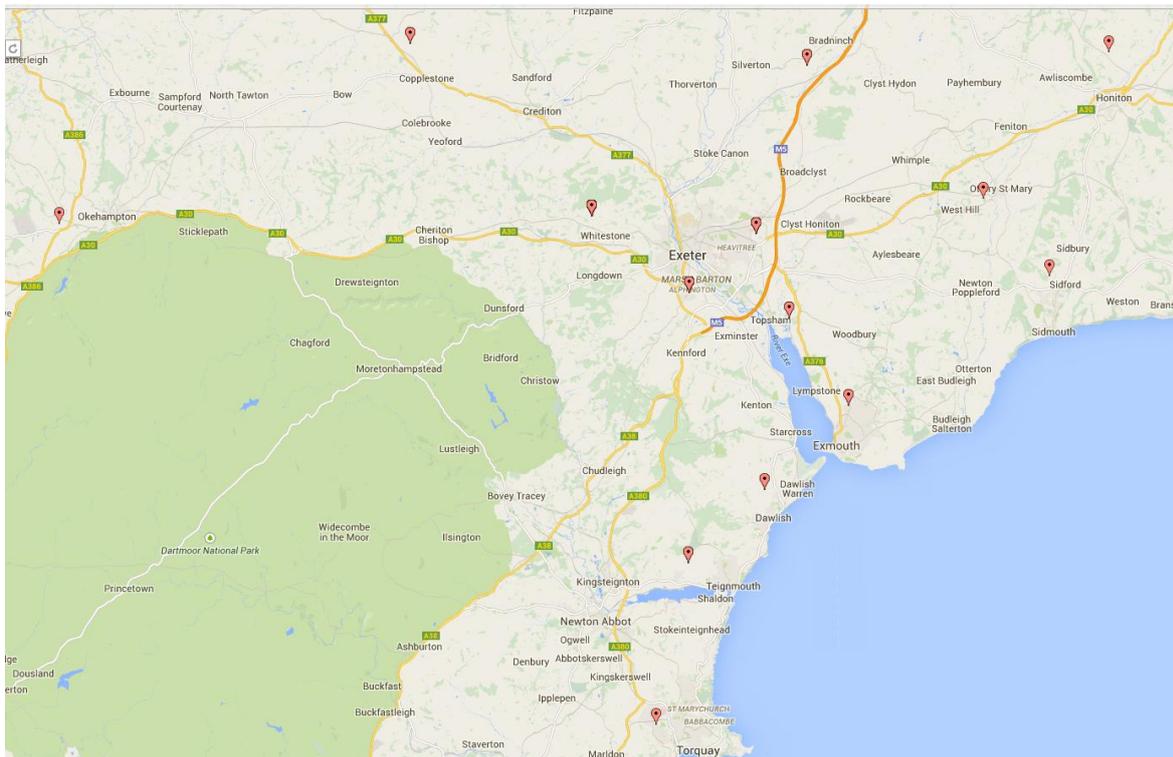
- by bus
- I usually walk to both the Exeter WICs
- My son has inordinate difficulty using public transport.

The following monitoring data was collected from responses to the survey.

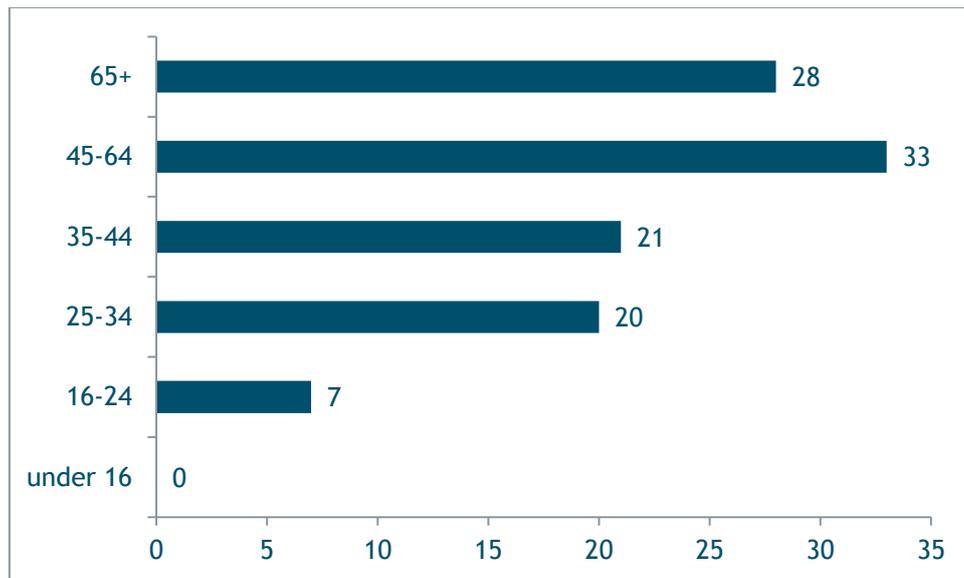
17. Location



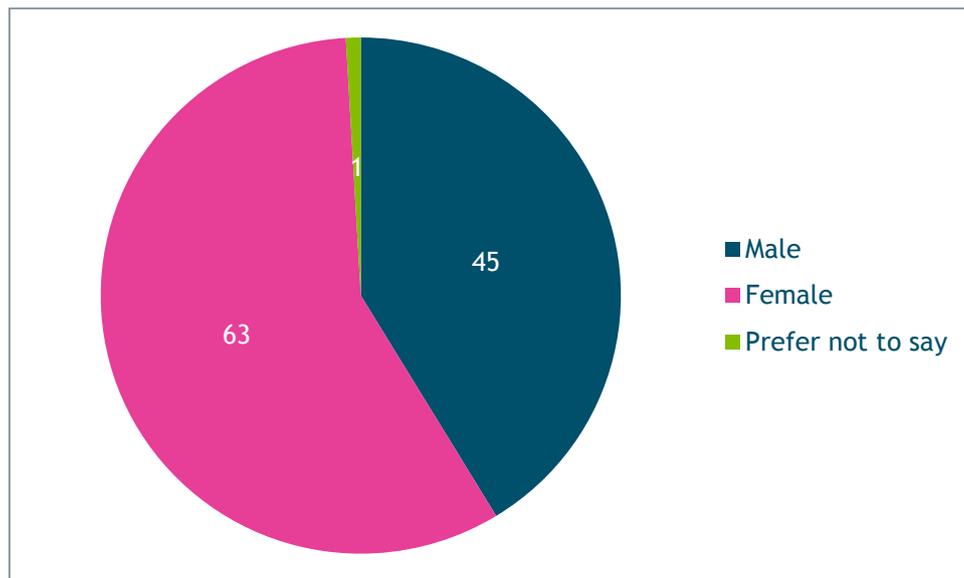
The location of those postcodes is identified by a read marker on the map below.



18. Age



19. Gender



20. No transgender, transsexual, or intersex people were identified in response to this survey.

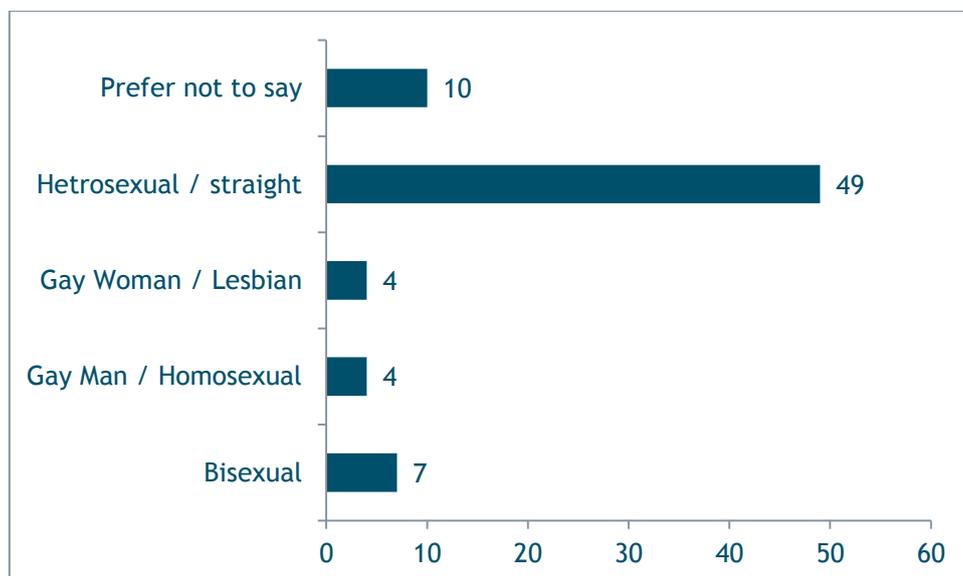
21. Working pattern:



The 5 others were:

- x
- Carer
- Permanently signed off sick
- x
- Self employed

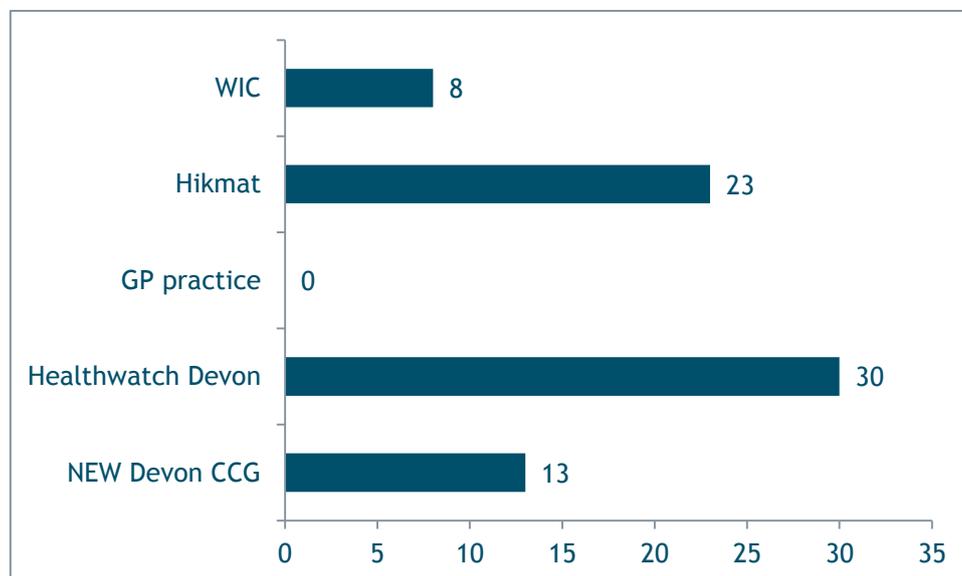
22. Sexual orientation:



23. Ethnic Origin:

Answer Options	Response Percent	Response Count
Bangladeshi	0.0%	0
Indian	0.0%	0
Pakistani	1.9%	2
Any other Asian background	8.3%	9
African	3.7%	4
Caribbean	0.0%	0
Any other Black background	0.0%	0
Chinese	11.1%	12
Any other	0.9%	1
Black and White Caribbean	0.0%	0
Black and White African	0.0%	0
Asian and White	0.0%	0
Any other mixed background	0.0%	0
British	44.4%	48
English	25.9%	28
Irish	0.0%	0
Scottish	0.9%	1
Welsh	0.0%	0
Any other White background	0.9%	1
Prefer not to say	1.9%	2

24. How did you hear about this questionnaire?



Appendix A

Northern, Eastern and Western Devon Clinical Commissioning Group (CCG) is reviewing the current services that are available for urgent care services across East, Exeter and Mid Devon to ensure consistent and sustainable delivery of the national performance target for emergency department (ED) services at the Royal Devon and Exeter (RD&E) NHS Foundation Trust. This review includes the two walk in centres (WIC) in Exeter. As part of this review, we would like to find out about users and carers experience of these services.

Responses to this questionnaire are anonymous and we do not require your name or contact details.

Please send completed questionnaires to:

FREEPOST RTEK-TZZT-RXAL, Healthwatch Devon, 3 & 4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter. EX2 8PW.

The questionnaire is available online:

<https://www.surveymonkey.com/s/ExeterWICs>

The closing date for responses is: Friday 14 November

For further information, or, if you require a large print version, would like to complete the questionnaire over the telephone, or would like to be sent a freepost return envelope, please contact Martin Parkes: mparkes@devonrcc.org.uk or telephone 01392 248919

1. Have you been to a Walk in Centre (WIC) in the last 6 months? (If more than once, please answer these questions in relation to your most recent visit).

- Yes - Walk in Centre, Sidwell Street (Exeter)
- Yes - Walk in Centre, Royal Devon and Exeter Hospital

2. Did you attend for any of the following reasons:

- I live close to the WIC so it is convenient for me
- I work close to the WIC so it is convenient for me
- I couldn't get a routine appointment at with my doctor
- I couldn't get an urgent appointment at with my doctor
- I am not registered with a local doctor
- I saw my doctor but I wasn't happy with the outcome
- I needed to see someone urgently and it was easier to access the WIC
- I never visit my doctor
- I went to A&E but gave up waiting
- Other (please state)

3. Do you work in Exeter?

Yes

No

4. What time of day did you attend the WIC?

Morning
Evening

Afternoon

5. Are you registered with a doctor?

Yes

No

6. Do you feel like you understand what you should attend a WIC for?

Yes

No

Additional comments:

7. Did you try to contact your GP practice/doctor before attending the WIC?

Yes

No

Additional comments:

8. If you answered 'Yes' to question 7, why did you attend the WIC after contacting your GP practice/doctor?

I couldn't get through/phone always engaged

They had no appointments.

I couldn't see the doctor I wanted

They had appointments but not at a convenient time

I saw the doctor but still felt I needed more help

I don't feel my worries were taken seriously

- They told me to go to the WIC
- I wanted a second opinion
- Other (please state)

9. Did you call 111 before you attended the WIC?

- Yes what 111 is
- No
- Don't know

Additional comments:

10. If 'Yes', did you attend WIC as a result of this call?

- Yes
- No

11. Was the WIC able to resolve your medical issue?

- Yes
- No

12. If 'No' what were the reasons for this?

- I wasn't able to see a doctor immediately and I didn't have time to wait
- There was no access to x-ray
- The staff who were available didn't have the relevant skills to see me
- They didn't have enough of my medical history available to them
- The patient was under the age of 2 and had to be seen at the Emergency Department instead
- Other (Please state)

13. If you were no longer able to access the WIC, what problems would this cause for you?

14. Have you experienced any of the following at a WIC:

- Long waiting times (i.e. more than 2-3 hours)
- Staff were unable to contact my GP for some of my medical history
- Staff were unaware of some of the specific needs I have i.e. mental health, learning disability, sexuality, gender, faith –specific, language
- Staff were unable to access an interpreter for me

Additional comments:

15. Would you recommend the care that you received at a WIC to family and friends?

- Yes No

Additional comments:

16. Did you use public transport to attend WIC?

- Yes No

Additional comments:

To help put this information in context and ensure we are successfully reaching all parts of Devon, we would like to ask a little bit about your personal situation.

17. What is the first part of your postcode? (e.g. TQ11)

18. Age:

under 16 16-24 25-34 35-44 45-64
 65+

19. Gender:

Male Female Prefer not to say

20. Gender identity (if appropriate):

If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex, which group do you identify with?

Transsexual Transgender Intersex

20. Working pattern:

Part time Full time Unemployed
 Retired In education Other

21. Sexual orientation:

Bisexual Gay Man / Homosexual Gay Woman / Lesbian
 Hetrosexual / straight Prefer not to say

22. Ethnic origin:

Asian or Asian British

- Bangladeshi
- Pakistani

- Indian
- Any other Asian background

Black or Black British

- African
- Any other Black background

- Caribbean

Chinese or Other ethnic group

- Chinese

- Any other

Mixed

- Black and White Caribbean
- Asian and White

- Black and White African
- Any other mixed background

White

- British
- Irish
- Welsh

- English
- Scottish
- Any other White background

- Prefer not to say**

23. How did you hear about this questionnaire?

- NEW Devon CCG
- GP practice

- Healthwatch Devon
- Other, please state: