

Urgent care terminology review

Results

Urgent care terminology review

Last year there were assumptions made between the CCG and acute colleagues around the terminology we use for urgent care.

NDHT and RD&E call the place people attend for urgent care Accident and Emergency (A&E).

PHT call the place people attend for urgent care the Emergency Department (ED).

Our marketing materials from last year used the terminology A&E. However, given the differences between areas we decided to complete some research on what the public feel we should be calling the place they receive urgent care.

From the research we wanted to know:

- What the public call the place they receive urgent care; so that they will understand our terminology
- Are the public confused by different terminology used for urgent care services.

Survey Monkey – promoted by Health watch and the CCG

A survey was created on Survey Monkey asking the following two questions:

What would you call the place where you go when you have a health emergency?

- A&E
- ED
- Casualty
- Other (please specify)

Do you think there is any difference between A&E, ED and casualty?

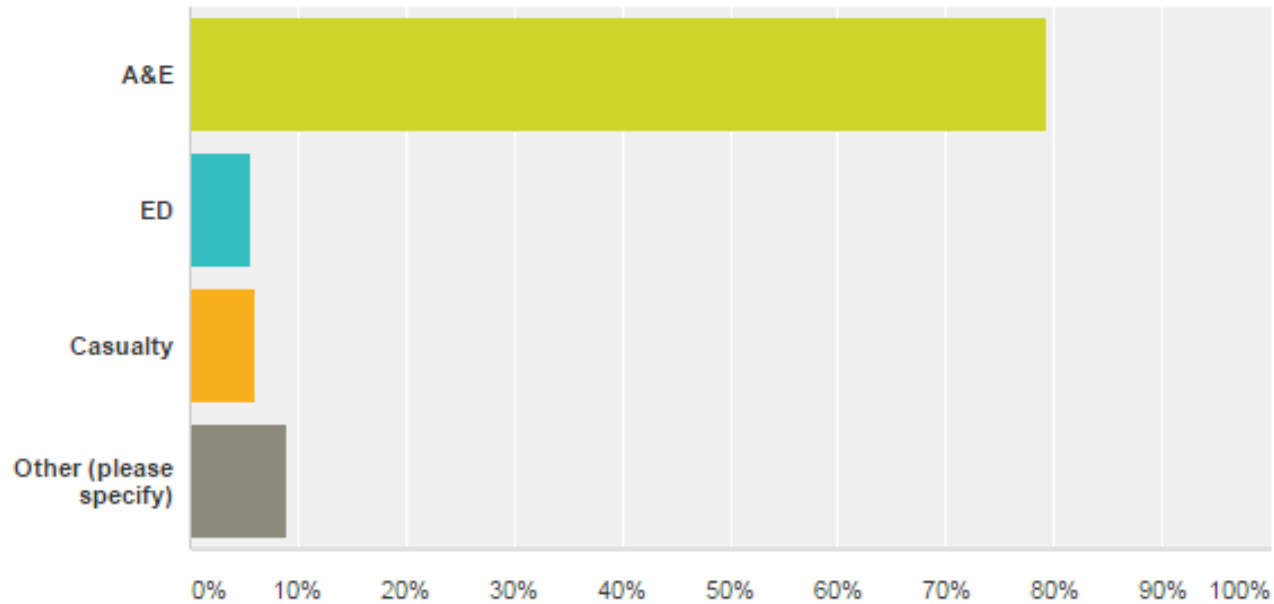
- Yes
- No
- Don't know

The questions were deliberately short and the questions were written so that we did not influence the reader in anyway.

301 people completed the survey.

What would you call the place where you go when you have a health emergency?

Answered: 301 Skipped: 0



Answer Choices	Responses
▼ A&E	79.40% 239
▼ ED	5.65% 17
▼ Casualty	5.98% 18
▼ Other (please specify)	Responses 8.97% 27

What would you call the place where you go when you have a health emergency?

Showing 27 responses

- Emergency
6/16/2015 12:16 PM [View respondent's answers](#) [Categorize as...](#) ▼
- Emergency
6/16/2015 12:13 PM [View respondent's answers](#) [Categorize as...](#) ▼
- A&E or Casualty. Never heard of ED.
6/12/2015 6:54 PM [View respondent's answers](#) [Categorize as...](#) ▼
- A&E
6/7/2015 5:24 PM [View respondent's answers](#) [Categorize as...](#) ▼
- 999
6/5/2015 8:11 PM [View respondent's answers](#) [Categorize as...](#) ▼
- Hospital
6/5/2015 5:56 PM [View respondent's answers](#) [Categorize as...](#) ▼
- I will call Emergency room. And I don't know what's meaning ED ?
6/4/2015 5:04 PM [View respondent's answers](#) [Categorize as...](#) ▼

What would you call the place where you go when you have a health emergency?

- EMERGENCY Room
6/3/2015 5:28 PM [View respondent's answers](#) [Categorize as...](#) ▼

- what is ED?
6/3/2015 1:27 PM [View respondent's answers](#) [Categorize as...](#) ▼

- My GP
6/3/2015 12:34 PM [View respondent's answers](#) [Categorize as...](#) ▼

- Mount Pleasant Surgery - Doctor depends on seriousness
6/2/2015 11:29 AM [View respondent's answers](#) [Categorize as...](#) ▼

- Doctors surgery, Devon Doctors out of hours
6/2/2015 11:18 AM [View respondent's answers](#) [Categorize as...](#) ▼

- Dial 111 then Devon Doctors on Call then A&E as necessary
6/1/2015 4:18 PM [View respondent's answers](#) [Categorize as...](#) ▼

- Call an Ambulance. To me A&E, Casualty are the same. ED I have never heard of.
6/1/2015 2:58 PM [View respondent's answers](#) [Categorize as...](#) ▼

What would you call the place where you go when you have a health emergency?

-
- A&E and/or Casualty
5/29/2015 12:03 AM [View respondent's answers](#) [Categorize as...](#) ▼

 - depends what the health emergency is
5/28/2015 10:13 AM [View respondent's answers](#) [Categorize as...](#) ▼

 - depends on what type of 'health emergency' it is
5/28/2015 10:11 AM [View respondent's answers](#) [Categorize as...](#) ▼

 - GP first
5/25/2015 7:55 AM [View respondent's answers](#) [Categorize as...](#) ▼

 - NHS Direct
5/23/2015 11:45 AM [View respondent's answers](#) [Categorize as...](#) ▼

 - telephone-----111
5/22/2015 8:48 PM [View respondent's answers](#) [Categorize as...](#) ▼

 - It depends upon how serious it is. Life & death - A&E. Less serious, minor injuries unit.
5/22/2015 5:39 PM [View respondent's answers](#) [Categorize as...](#) ▼

What would you call the place where you go when you have a health emergency?

- What is ED?!!
5/22/2015 5:07 PM [View respondent's answers](#) [Categorize as...](#) ▼

- That is what I would use in Exeter. In Okehampton I would join the shorter queue at a MIU. IN South London where my son used to run the Medical Emergency unit at the Hammersmith I would want to separate accident from Medical emergencies with a clear name difference.
5/22/2015 4:28 PM [View respondent's answers](#) [Categorize as...](#) ▼

- Depending on the degree of emergency I would first think of the GP Practice
5/22/2015 4:16 PM [View respondent's answers](#) [Categorize as...](#) ▼

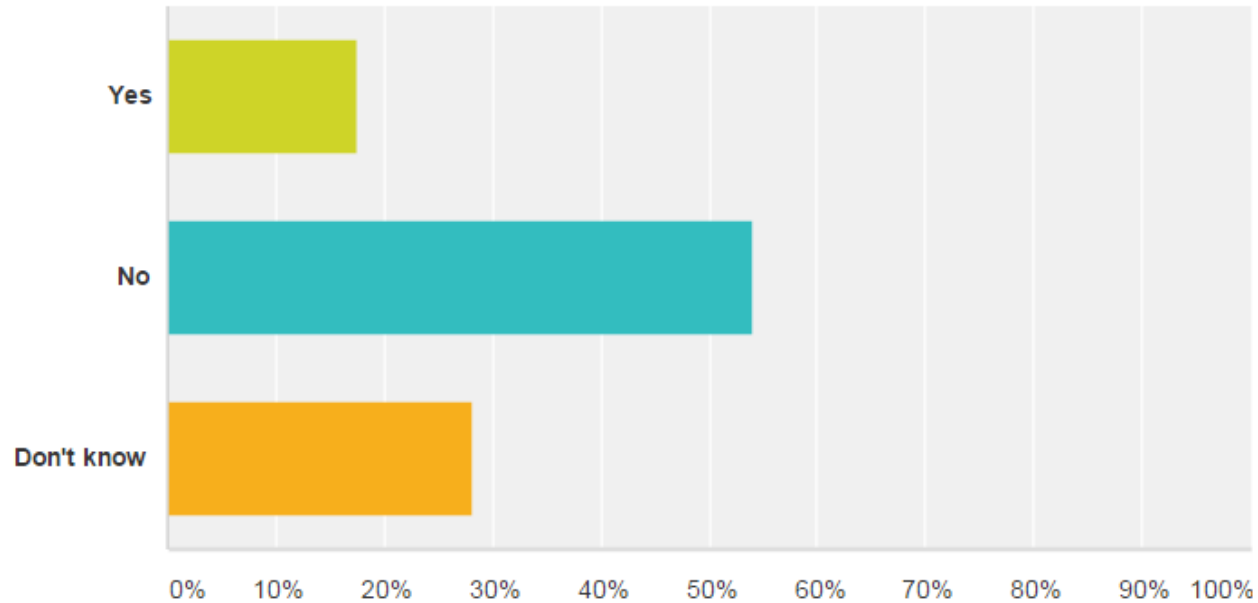
- Depending on the degree of emergency I would first think of the GP Practice
5/22/2015 4:16 PM [View respondent's answers](#) [Categorize as...](#) ▼

- Minor Injuries Unit, GP, Pharmacy
5/22/2015 3:27 PM [View respondent's answers](#) [Categorize as...](#) ▼

- cannot answer because I do not know the difference between ED , Casualty and A+E (see below)
5/22/2015 3:17 PM [View respondent's answers](#) [Categorize as...](#) ▼

Do you think there is any difference between A&E, ED and casualty?

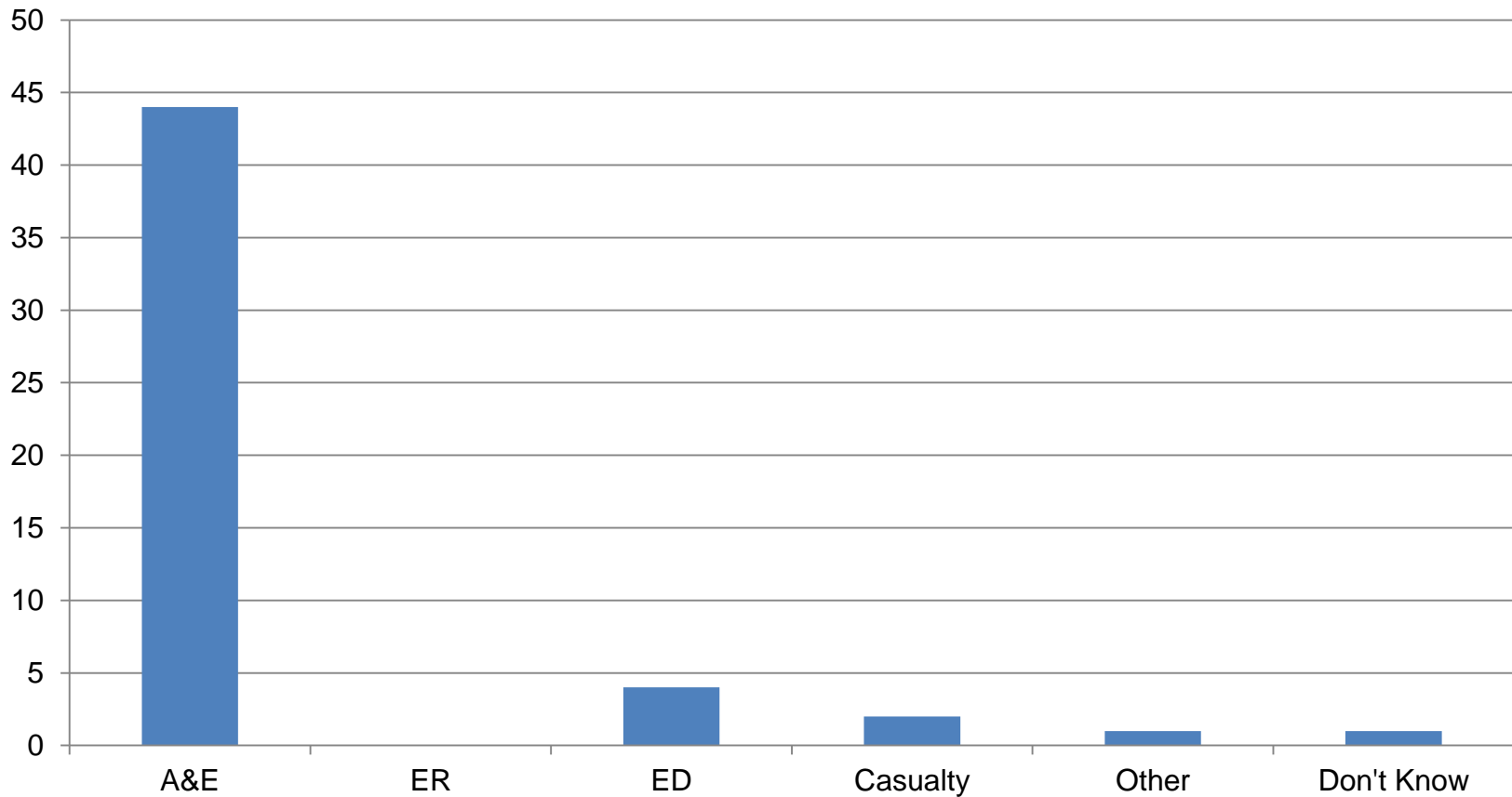
Answered: 301 Skipped: 0



Answer Choices	Responses
▼ Yes	17.61% 53
▼ No	54.15% 163
▼ Don't know	28.24% 85
Total	301

Exeter Respect Festival 2015

Our community relations manager did a straw poll at the Exeter respect Festival 2015. The results were:



Blue Light Day - Plymouth

Our community relations manager attended the Blue Light Day in Plymouth and asked people with a learning disability for their thoughts. The question asked was:

What do you call the part of the hospital you would be taken to if you had an accident?

- **A&E**
- **ER**
- **ED**
- **Casualty**
- **Don't Know**
- **Other**

Blue Light Day - Plymouth

Forty people answered the question.

Twenty nine people we spoke to had a learning disability.

Fifteen of you said you would call it A&E, three said ED, two said ER, six said Casualty. No-one said they didn't know and three people who were asked gave 'other' answers of:

- Hospital
- Burns
- Front door

All the eleven other people said that they would call it A&E.

Living Options – blind group

Healthwatch Devon provided the following feedback from a blind group who could not use survey monkey:

What would you call the place where you go when you have a health emergency?

A&E	7
ED	4
Casualty	3

Do you think there is any difference between A&E, ED and casualty?

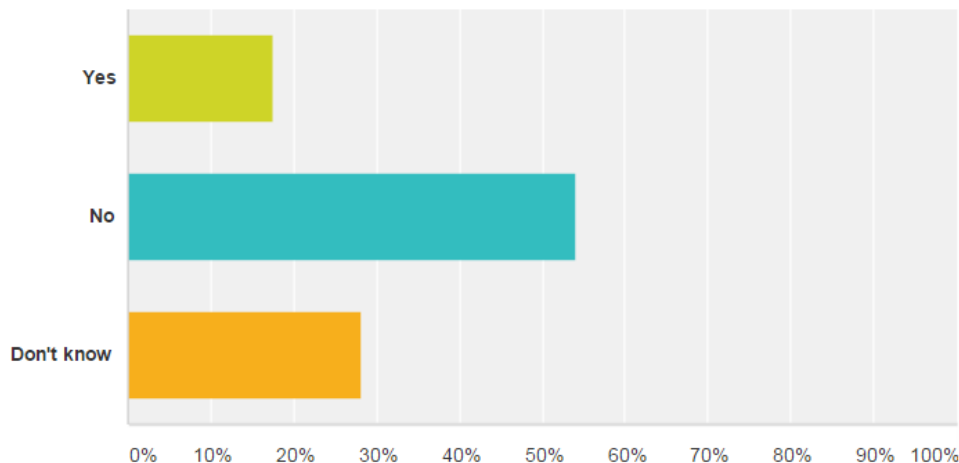
Yes	3
No	6
Don't know	5

Results – based on 355 responses

What would you call the place where you go when you have a health emergency?

A&E	77%
ED	7%
Casualty	7%
Other	9%

Do you think there is any difference between A&E, ED and casualty?



Although 'No' came out on top with 54%, there was some confusion around the different terminology and people being unsure if different names provide different services.

Next steps

Following the results of our research it is apparent that the large majority of people we asked call the place they receive urgent care A&E.

We will share this report with our colleagues across health and social care so that we can collectively agree the terminology we should be using. This will help ease the confusion around the terminology we use.

When we know what the best name is, we will share our decision in our Healthy People Newsletter.

We would like to thank everyone who shared their thoughts with us.