

Patients' Use of Walk-In Centres

Report

October 2013

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CONTENTS

| | |
|---|----|
| Executive Summary | i |
| 1. INTRODUCTION | 10 |
| 1.1 Background | 10 |
| 1.2 Objectives | 10 |
| 2. METHODOLOGY | 11 |
| 2.1 Introduction | 11 |
| 2.2 Respondent Selection | 11 |
| 2.3 Centre selection, location and interviewers schedule | 11 |
| 2.4 Interviewers | 14 |
| 2.5 Interviewing Schedule | 14 |
| 2.6 Questionnaire Development | 15 |
| 2.7 Research Methodology | 15 |
| 2.8 Recording Refusals | 17 |
| 2.9 Incentives | 20 |
| 2.10 Reporting | 20 |
| 3. FINDINGS | 21 |
| 3.1 Introduction | 21 |
| 3.2 The types of patients who use the walk-in centres | 21 |
| 3.3 The purpose of patients' visit and types of service used | 32 |
| 3.4 Registration with a GP Practice | 49 |
| 3.5 Reasons for choosing to visit the centre that day | 62 |
| 3.6 What patients would have done if the walk-in centre was not available | 68 |
| 4. CONCLUSIONS | 75 |
| Appendix A: Questionnaire | |
| Appendix B: Poster | |
| Appendix C: Letter of Authority | |

Executive Summary

Research Background

Monitor is the sector regulator for healthcare services in England. Its main duty is to protect and promote the interests of people who use healthcare services. This is achieved by promoting the provision of healthcare services which are economic, efficient and effective as well as maintaining or improving the quality of those services. Monitor is independent of government and directly accountable to Parliament.

On 31 May 2013, Monitor launched a review of the provision of walk-in centre services in England. The review was launched on the back of reports that a number of walk-in centres had closed. Monitor wanted to explore if and why walk-in centres are closing and if this is in the best interests of patients.

Research Objectives

Accent was commissioned by Monitor to undertake a survey of patients using walk-in centre services. The main objectives of the research were to understand:

- The types of patients who attend these walk-in centres
- The types of services used by patients at these walk-in centres
- The reasons for choosing these walk-in centres over other providers
- What the patient would have done if the walk-in centre had not been available.

Research Methodology

A face-to-face methodology utilising Portable Digital Assistants¹ (PDAs) was used, with interviews being carried out at twenty walk-in centres throughout England. An initial pilot of five cognitive interviews was undertaken at one of the selected centres followed by the main stage consisting of a total of 1,886 interviews conducted with those who had attended the walk-in centre on the day of interview.

Research Findings

The key findings below are broken down according to the research objectives set out in the study specification. Results reported in this summary focus on the findings for the walk-in centres as a whole. There was considerable variation between individual centres, and these findings are developed in the main report.

The Types Of Patients That Use Walk-In Centres

Whether patients attend on behalf of themselves or others

Most patients (86%) attended walk-in centres on their own behalf and a further just over one in ten (12%) attended on behalf of their child. Some individual centres had a higher proportion than average of people attending on behalf of their child (up to 23% at one walk-in centre).

¹ A PDA (Personal Digital Assistant) is a small computer that fits in one's hand.

Gender, age, ethnicity and socio-economic background of patients

Almost three-fifths of patients were female (59%) and just over two in five were male (41%). The age breakdown of patients shows a fairly even spread of ages with those in the 25 to 34 year age bracket (23%) and the 16 to 24 age bracket (16%) the most commonly attending patients.

People from lower socio-economic groups (i.e. DE) tended to be the most common users of these centres (36%). Over two-fifths of patients (44%) were working full time, with one in six (16%) and one in eight (13%) respectively either retired or working part-time. 7% of patients were in full-time education.

In most cases (71%), the ethnicity of patients was 'White British', with a further 11% being from 'other white backgrounds' and another 8% being of Asian origin. In some cases, walk-in centres serve higher proportions of minority ethnic groups relative to the local population.

Whether patients are local or non-local residents

Over three quarters of patients (78%) said they lived near the walk-in centres they attended. The majority of those that were registered with a GP practice at the walk-in centre (94%) said they lived near the centre.

Of those that were studying or of working age, over a third (37%) said they worked or studied near the centre, representing 31% of overall patients.

Around 6% of patients overall worked or studied near the centre but did not live near the centre, rising to 19% and 31% at some centres.

A small minority (4%) of all respondents were in the local area temporarily.

Where patients have travelled from and the distances travelled

The vast majority of patients (78%) travelled from home to attend their walk-in centre and just over one in ten (12%) travelled from work.

Few patients travelled for more than 30 minutes to get to the centre (4%). For about half of the patients, it either took less than 10 minutes (47%) or between 10 and 30 minutes (49%) to travel to their walk-in centre.

Almost half of the patients (49%) travelled by car to their walk-in centre, while 30% walked and almost a fifth (18%) travelled by public transport.

Frequency of attendance and whether patients would use the walk-in centre again

In over a third of cases (35%) this was patients' first visit to the walk-in centre while, for over a quarter of people (28%), this was at least their third visit in the last 12 months. Patients registered at the walk-in centre were much more likely than those registered elsewhere or not registered at all to have visited the centre more than 3 times over the past 12 months (62% cf 10% and 6%).

In the vast majority of cases (84%) patients said they would use the same walk-in centre again. Few patients (4%) said that they would not use the walk-in centre again.

The Purpose of Patients' Visit and Types of Services used

Who attended to the patients' care needs?

Virtually every patient (97%) attending the walk-in centre was seen on that occasion by a GP, nurse or other healthcare professional. Of those seen by a healthcare professional, almost half were either seen by a GP (48%) or by a nurse (49%), with 4% being seen by another health professional.

What medical conditions led the patient to visit the walk-in centre?

There was a vast number of medical reasons why people visited their walk-in centre, the most commonly cited ones being for flu-like symptoms (i.e. colds, coughs and sore throats: 8%), for various skin conditions (8%), ear/eye infection (7%), sprains or strains (6%), a blood pressure check/general health check (6%), and cuts, bruises or abrasions (5%).

The health conditions were summarised into 6 overarching medical conditions, with minor illnesses (39%) the main reason for attending the centre, followed by minor injury (24%) and health advice or health check (15%).

The extent to which patients considered their condition urgent

Just over half of the patients (52%) described their condition as urgent and requiring immediate attention, while 48% said their condition was non-urgent.

Those conditions that were more likely than average to be described as urgent included coughs, colds and sore throats (10% cf 8%), ear or eye infection (9% cf 7%), pain in chest or stomach (5% cf 4%) and pain passing urine/urinary tract infection (6% cf 4%). Those conditions that were more likely than average to be described as non-urgent included blood pressure check/other health check (10% cf 6%) and blood test (7% cf 4%).

Patients who would describe their condition as urgent were also more likely than average to indicate that their alternative to the walk-in centre would have been to attend an A&E department or call an ambulance (81% cf 52%).

The day of week and time of day patients attended the centre

There was a fairly even spread of patients' visits by day of week, including weekdays and weekends. Half of the patients' visits (50%) were in the morning ie between 8am and 12:59pm and half in the afternoon ie after 1pm, with almost a quarter of patients visiting the walk-in centre before 11am (23%). This even split between morning and afternoon visiting is repeated over weekdays (49% vs 51%) and at weekends (52% vs 48%).

The extent to which patients used walk-in appointments

About two thirds of patients (67%) did not try to make an appointment prior to coming to the centre, a further 2% tried to book an appointment but were unable to, while over a quarter of patients (27%) had booked an appointment. Of those patients who did not make an appointment prior to visiting the centre, seven in ten (70%) said that they still would have used the walk-in centre even if they had to phone ahead to make the appointment.

Patients' satisfaction with the timeliness of appointments

For those who had booked an appointment at the centre, over three quarters (77%) said their appointment took place on time. For those whose appointment was late or who had made no appointment, the waiting time for the vast majority was considered to be acceptable (91%).

Patients' intended actions following the visit to the walk-in centre

Following their visit to the walk-in centre, over four-fifths of patients (84%) said they did not intend to use the services of another healthcare provider and a further 2% said they did not know if they would use the services of another provider in order to attend to the same condition for which they had visited the walk-in centre.

Of those remaining patients who said they did intend to use the services of another healthcare provider (14% i.e. 263 patients), over half said they would go to their own GP (52% i.e. 137 patients) and less than one in ten said that they would go to A&E (9% i.e. 24 patients). Extrapolating this to include all patients indicates that 7% would go to their own GP, 2% would go to a pharmacy and a further 1% would go either to the A&E or to a different walk-in centre.

Of the patients who would use another healthcare service, the main reasons provided were because they needed to see a specialist or have further tests (32% i.e. 83 patients) and the walk-in-centre advised them to go and see their own GP (29% i.e. 77 patients).

Registration with a GP Practice

When looking at all of the patients interviewed, a third (34%) were registered at the walk-in centre they visited, whereas the majority (62%) were registered with a GP elsewhere and the remaining minority (3%) were not registered with a GP at all.

Extent to which patients are registered at the walk-in centre

Of those patients attending the 16 walk-in centres where it was possible to register with a GP, almost half (45% i.e. 640 patients) said it was their registered practice. Those who lived near the walk-in centre were more likely to have registered with a GP at the walk-in centre (51%) than those who worked or studied nearby (44%) and much more likely than those who neither lived nor worked nearby (19%). The main reason for choosing to register with a GP at the walk-in centre they attended was because of its proximity to the patient's home (77% stated this as a reason; 56% said it was the most important reason).

Before registering with a GP at the walk-in centre, almost half (49%) said they were registered with another GP locally with a further quarter of these patients each saying they were registered in another area or they were not registered previously.

Those who had previously been registered with another GP locally were more likely to state that their reasons for registering with a GP at the centre were linked to the time of day or week that appointments are offered (22% cf 18%) and that they were dissatisfied with the service where they were registered previously (11% cf 5%).

Patients who had not previously been registered with a GP were more likely to be aged between 25 and 34 years of age (29%), working full-time (42%), of lowest socio-economic grouping (ie, DE: 46%), and female (58%).

Almost a fifth (18%) of patients who had registered with a GP at the walk-in centre either researched or considered registering at another GP practice in the local area before registering at the walk-in centre.

Extent to which patients are registered with a different GP practice

For patients not registered at the walk-in centre they attended, over two thirds (69%) were registered locally with a GP practice and just over a quarter (26%) were registered with a GP in another area. For patients not registered at a walk-in centre, the main reason for not registering was that patients wanted to stay registered at their own GP because they still wanted to use their service (70%). Almost a third of patients (31%) visited their registered GP practice twice a year, with a further fifth (19%) visiting less than once a year. A small minority (2%) stated that they never visit their GP.

Extent to which patients are not registered with any GP practice

Of those patients not registered with a GP at the walk-in centre, 5% were also not registered with any GP practice (i.e. 63 patients) and a further 1% (i.e. 9 patients) stated don't know or prefer not to say if they were registered with a GP. There were also a further 14 patients who were non-UK based residents who were not asked this question.

Those patients who were not registered with any GP practice tended to be young (within the 16 to 24 age group, i.e. 25 patients), working full-time (32 patients), of social grade DE (26 patients), male (35 patients) and of White background (47 patients).

The main reason, given by 25% of these patients (i.e. 16 patients), was that there was no need to register at the walk-in centre as they could use the walk-in centre service without registering. A further third of patients who were not registered with a GP practice indicated that registering with a GP was problematic: 11% indicated that they were not eligible to register (i.e. 7 patients), 10% found registering too difficult or time consuming (i.e. 6 patients), 8% did know how to register (i.e. 5 patients) and 6% preferred not to give personal details (i.e. 4 patients).

Reasons For Choosing To Visit the Centre That Day

The main reasons for patients choosing to visit a walk-in centre

The most commonly cited reasons for visiting the walk-in centre was the proximity to the patient's home (48%) and not having to phone ahead to book an appointment (27%).

The extent to which patients chose to visit because they have been directed to go there by another healthcare provider

Some patients registered with a GP practice elsewhere tried to contact their own GP prior to coming to the centre (see section below). A few patients (i.e. 68 patients) were subsequently directed to the walk-in centre by their own GP, which equates to 4% of patients overall or 6% of patients registered with a GP practice elsewhere.

Of those patients who were not registered with a GP at the walk-in centre, the vast majority (92%) had not contacted any other healthcare provider before going to the walk-in centre. A small minority (3%) had contacted the local pharmacy, 2% had called an NHS Helpline and 1% had contacted their A&E Department. Of those that had contacted another healthcare provider (104 patients), the majority (74%) indicated that the provider had directed them to the walk-in centre.

Why patients who are registered with a GP elsewhere use a walk-in centre instead of going to their GP

Patients registered with a GP practice other than at the walk-in centre were asked to indicate whether they had tried to contact or book an appointment with their own GP practice before they attended the walk-in centre. Nearly three in ten (29%) of these patients had tried to contact their own GP before attending the walk-in centre (337 patients), comprising 14% who could not get an appointment (i.e. 157 patients), 6% who were told to go to the walk-in centre (i.e. 68 patients), 4% who couldn't get a convenient appointment time (i.e. 48 patients), 3% would have had to wait too long to be seen (i.e. 35 patients), 1% had tried to call but could not get through (i.e. 16 patients) and 1% had seen their GP previously about this condition (i.e. 13 patients).

Nearly seven in ten (69% i.e. 803 patients) of those registered with a GP practice had not tried to contact their GP before attending the walk-in centre. The likelihood of not contacting the GP practice differed significantly by whether the visit to the centre was during the week (63%) or at a weekend (82%).

The main reasons provided for those who did not contact their own GP practice before attending the walk-in centre were that they felt they wouldn't be able to get an appointment that was convenient to them (36% or 283 patients) or that they simply did not think about it (28% or 221 patients).

The extent to which it is important to patients that they don't have to register to use the centre

Just under a quarter of patients not registered with any GP practice (63 patients) would potentially not have used the walk-in centre if they had to register (23% i.e. 14 patients). This includes 13% (8 patients) who had said No and 10% (6 patients) who were uncertain as to what they would do.

The extent to which it is important that they don't have to make an appointment to use the centre

Almost a quarter (24% i.e. 324 patients) of the patients who had not tried to book an appointment with the walk-in centre would not have used the walk-in centre if they had to book an appointment beforehand.

What Patients Would Have Done If The Centre Was Not Available

What patients would have done if the walk-in centre was not available

When patients were asked to spontaneously indicate where they would have gone if the walk-in centre had not been available, around 80% indicated that they would try to use other services in place of the walk-in centre. One in five (21%) said they would have gone to the A&E Department and over a third (34%) said they would go to their own or a different GP practice, depending on where they were registered currently. Fewer than one in ten (8%) would have self-treated with a further just over one in ten (13%) unsure what they would do, prefer not to say or do not know what they would have done.

When patients were then presented with a range of healthcare options and asked which they would prefer to use assuming these were available at a time that was convenient to them, almost three-fifths (57%) would choose to visit a GP, while one in six (16%) would have chosen to attend another walk-in centre.

The difference it would make to patients if the walk-in centre was not available

For two-fifths of patients (40%) it would not have made a difference if they had to visit a different healthcare provider that day; however, for just over half (51%), it would have made a difference if alternative arrangements had to be made. For those for whom alternative arrangements would be impactful, just over half said they would have to wait much longer to see someone (54%), whilst just under half (45%) felt they would have further to travel.

1. INTRODUCTION

1.1 Background

Monitor is the sector regulator for healthcare services in England. Its main duty is to protect and promote the interests of people who use healthcare services. This is achieved by promoting the provision of healthcare services which are economic, efficient and effective as well as maintaining or improving the quality of those services. Monitor is independent of local government and directly accountable to Parliament.

On 31 May 2013, Monitor launched a review of the provision of walk-in centre services in England. The review was launched on the back of reports that a number of walk-in centres had closed. Monitor wanted to explore if and why walk-in centres are closing and if this is in the best interests of patients.

Accent was commissioned by Monitor to undertake a survey of patients using walk-in centre services. The research included interviewing 1,886 patients at twenty walk-in centres which were chosen to reflect the geographical coverage and types of walk-in centre services available in England.

1.2 Objectives

The main objectives of the research were to understand:

- The types of patients who attend these walk-in centres
- The types of services used by patients at these walk-in centres
- The reasons for choosing these walk-in centres over other providers
- What the patient would have done if the walk-in centre was not available.

2. METHODOLOGY

2.1 Introduction

A face-to-face methodology was used with interviews carried out by interviewers at twenty walk-in centres throughout England. An initial pilot of five cognitive interviews was undertaken at one of the centres followed by the main stage research which consisted of 1,886 interviews conducted with patients leaving the centre.

2.2 Respondent Selection

In order to ensure that the research accessed the views of a range of patients, the interviewers were scheduled to interview at each of the centres at different times of the day and on different days of the week, including a range of weekdays and weekends. This included scheduling shifts to commence shortly after the centres opened at the start of the day and scheduling shifts to run until the centres closed in order to ensure research inclusivity. Only those leaving the centre were interviewed in order to ensure they were able to report on their experience, including whether they intended to visit another healthcare service following their visit to the walk-in centre.

Random selection of respondents was employed to select patients for interview, which meant that every patient had an equal chance of being selected for interview. As the number of patients attending the walk-in centre on any given day was unpredictable in practical terms this meant trying to recruit the first person who was on the point of leaving the centre once the interviewers were ready to interview.

2.3 Centre selection, location and interviewers schedule

The walk-in centres were chosen jointly by Monitor and Accent. Monitor had compiled a list of all walk-in centres across England broken down by Strategic Health Authority (SHA)² and by the type of centre (e.g. whether it was a GP-led or nurse-led walk-in centre). Additional information was also available on each centre such as the opening hours, where the centres were located (i.e. within a hospital site, urban centre such as shopping centre or near a train station or within a residential area) and the deprivation levels for the surrounding area³. The selection of the centres were also sought to achieve a good spread of centres in terms of rural and urban areas.

² The SHA areas adopted were those formed in 2006. The 10 SHA areas are: North East, North West, Yorkshire & Humber, East Midlands, East of England, West Midlands, South Central, South East Coast, South West, and London. Although SHAs no longer exist, they are a convenient way of dividing England into a relatively small number of regions to which postcodes can be allocated. Furthermore, SHAs were responsible for overseeing healthcare services in each region when the latest wave of walk-in centres was established.

³ The Index of Multiple Deprivation (IMD) 2010 was adopted for this purpose. Data are calculated at Lower Layer Super Output Areas (LSOAs) level. To assign an IMD score to each walk-in centre, walk-in centre postcodes were used to identify the LSOA each centre is situated in. Source data and further information on the IMD are available from: <https://www.gov.uk/government/organisations/department-for-communities-and-local-government/series/english-indices-of-deprivation> Table 1 presents the data indicating the level of deprivation for each area within which the walk-in centre is located. The higher the number, the more deprived the area.

Twenty centres were selected to directly reflect the proportion and type of centres in each region. This led to London and the North West having the largest number of centres (4 centres in each) as more centres were present in those regions (see Table 1).

Fifteen of the twenty centres were originally created as GP-led health centres as part of the Equal Access to Primary Medical Care (EAPMC) programme in 2009.^{4,5} The remaining five centres each operate slightly different models. Three of the five are nurse-led centres established as part of the original policy initiative which created the first nurse-led centres in 2000.⁶ The fourth is also a nurse-led centre created in 2000, but it is embedded within an Urgent Care Treatment Centre and supported by a GP practice located onsite.⁷ The fifth is an Urgent Care Centre which is led by a local GP practice (whose practice is located offsite, but nearby to the centre).⁸ For four of the centres selected it was not possible to register with a GP at the centre.⁹ These centres are:

- NHS Walk-In Centre Widnes
- Liverpool City Centre NHS Walk-In Centre
- Finchley NHS Walk-In Centre
- Urgent Care Centre, Guy's Hospital.

Monitor made initial contact with each of the selected centres in order to advise them that the research was taking place and to invite them to participate in the research. When the centre agreed to take part in the research Accent was then responsible for the direct communication with each centre in order to gather information to plan and inform the interviewer schedule. This included (where it was known) gathering information on the typical daily patient footfall. The proposed interviewer timetable was then sent to each centre for approval prior to fieldwork commencing.

⁴ These centres are: Battle Hill Health Centre, The Skelton Medical Centre, Ashton GP-led Health Centre, Doncaster 8 to 8 Health Centre, Story Street Medical Practice and Walk-in Centre, Derby Open Access Centre, Putnoe Medical Centre, Shropshire Walk-in Health Centre, Hanley Health and Wellbeing Centre, Reading Walk-in Centre, Brighton Station Health Centre, Cardrew Health Centre, Yeovil Health Centre, New Cross GP Walk-in Centre, and the Practice Loxford.

⁵ A number of these have since revised their service offering at commissioners' request to what was originally intended by the EAPMC programme (e.g., their opening hours have been reduced, eg, as at Putnoe Medical Centre).

⁶ These centres are: Liverpool City Centre NHS Walk-in Centre, NHS Walk-in Centre Widnes, and Finchley NHS Walk-in Centre.

⁷ Bury Walk-in Centre.

⁸ Urgent Care Centre, Guy's Hospital.

⁹ While patients cannot register directly with a GP at these centres, staff may offer patients a list of GP practices local to them who are accepting new patients.

Table 1: Background information on the walk-in centres selected

| Name of Centre | Region | Centre Type (GP led or Nurse led) | Opening hours | Location | Deprivation level |
|--|--------------------|-----------------------------------|---|--|-------------------|
| Battle Hill Health Centre | North East | GP | Open 8am – 8pm, 365 days a year | Residential area | 28.97 |
| The Skelton Medical Centre | North East | Nurse | Open 8am-6.30pm Mon-Fri; 9am - 3pm Sat 11am - 3pm Sun | Residential area | 44.04 |
| Bury Walk-in Centre | North West | Nurse | Open 7am – 10pm, Mon-Fri, 9am-10pm Sat, Sun and bank holidays | Urban / town centre (within a retail park) | 57.29 |
| NHS Walk-in Centre Widnes | North West | Nurse | Open 7am-10pm, 365 days a year | Urban / town centre | 69.42 |
| Liverpool City Centre NHS Walk-in Centre | North West | Nurse | Open 7am-10pm Mon-Fri; 9am-10pm Sat, Sun and bank holidays | Urban town centre (near train station) | 31.61 |
| Ashton GP-led Health Centre | North West | GP | Open 8am – 8pm, 365 days a year | Urban / near town centre | 63.65 |
| Doncaster 8 to 8 Health Centre | Yorkshire & Humber | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (near train station) | 72.31 |
| Story Street Medical Practice and Walk-in Centre | Yorkshire & Humber | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (within a shopping area) | 47.26 |
| Derby Open Access Centre | East Midlands | GP | Open 8am – 8pm, 365 days a year | Residential area | 38.28 |
| Putnoe Medical Centre | East of England | GP | Open 8am – 6.30pm, 365 days a year | Residential area | 7.49 |
| Shropshire Walk-in Health Centre | West Midlands | GP | Open 8am – 8pm, 365 days a year | Residential area | 16.53 |
| Hanley Health and Wellbeing Centre | West Midlands | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (within a shopping area) | 73.26 |
| Reading Walk-in Health Centre | South Central | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (within a shopping mall) | 25.73 |
| Brighton Station Health Centre | South East Coast | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (near train station) | 28.96 |
| Cardrew Health Centre | South West | GP | Open 8am – 8pm, 365 days a year | Urban fringe (within an industrial estate) | 58.76 |
| Yeovil Health Centre | South West | GP | Open 8am – 8pm, 365 days a year | Urban / town centre (within a shopping area) | 38.97 |
| Finchley NHS Walk-in Centre | London | Nurse | Open 8am – 9pm, 365 days a year | Hospital site | 20.31 |
| New Cross GP Walk-in Centre | London | GP | Open 8am – 8pm, 365 days a year | Residential area | 34.98 |
| Urgent Care Centre, Guys' Hospital | London | GP | Open 8am – 8pm, 365 days a year | Hospital site | 22.13 |
| The Practice Loxford, Loxford Polyclinic | London | GP | Open 8am – 8pm, 365 days a year | Residential area | 29.48 |

2.4 Interviewers

Three of the centres specified at the outset of the research that the Accent interviewers should have current CRB checks. These three centres were Liverpool City Centre NHS Walk-In Centre, Hanley Health and Wellbeing Centre and Brighton Station Health Centre. The interviewers selected to interview at these three centres had current enhanced CRB checks and (given the short research timeline) Accent made every effort to ensure that as many interviewers as possible with enhanced or basic CRB checks were selected to interview at the other centres.

2.5 Interviewing Schedule

The following table (Table 2) provides a summary of when the interviews were conducted, how many interviews were achieved and the number of refusals for each of the centres. For some of the centres with lower throughput it was necessary to schedule additional shifts in order to achieve sufficient interviews to achieve close to the target of 100 target interviews.

A target was set of achieving 100 interviews per centre so results could be analysed robustly at the individual centre level. This target was exceeded in the busier centres but not achievable in other centres due primarily to low footfall but also to unpredictable circumstances such as medical emergencies (which meant patients had to wait several hours to be seen by a healthcare professional) which took priority or practical issues such as a power cut. The table below reports the number of interviews achieved at each of the walk-in centres. Whilst 100 interviews per centre was considered ideal in terms of a comparison of whether the results were statistically significant between walk-in centres, the lower number of interviews achieved at some centres was still sufficient for analysis purposes.

Of the 20 walk-in centres, Bury, Widnes and Liverpool had the longest opening hours i.e. 8am to 10pm, whilst Finchley was open from 8am to 9pm. However, as these centres advised that the footfall steadily decreased towards the end of the evening the interviewing shifts were conducted earlier than this to maximise the number of interviews achieved. The busiest days for the centres were Wednesday (19%) and Friday (17%). Bury was busiest at the weekend with Sunday achieving 26% and Saturday achieving 23% of the patients attending compared to an average of 20% of patients attending on weekdays.

Table 2: Number of interviews achieved at each walk-in centre

| Name of Centre | Number of interviewer shifts | Timing of shifts | Number of interviews achieved | Number of refusals |
|--|------------------------------|--------------------------------------|-------------------------------|--------------------|
| Battle Hill Health Centre | 6 | 4 weekdays, 1 Saturday and 1 Sunday | 116 | 69 |
| The Skelton Medical Centre | 8 | 6 weekdays, 1 Saturday and 1 Sunday | 61 | 40 |
| Bury Walk-in Centre | 5 | 3 weekdays, 1 Saturday and 1 Sunday | 66 | 47 |
| NHS Walk-in Centre Widnes | 5 | 4 weekdays and 1 Sunday | 120 | 9 |
| Liverpool City Centre NHS Walk-in Centre | 7 | 5 weekdays, 1 Saturday and 1 Sunday | 75 | 125 |
| Ashton GP-led Health Centre | 6 | 5 weekdays and 1 Saturday | 80 | 90 |
| Doncaster 8 to 8 Health Centre | 6 | 5 weekdays and 1 Saturday | 120 | 19 |
| Story Street Medical Practice and Walk-in Centre | 5 | 5 weekdays and 1 Saturday | 99 | 61 |
| Derby Open Access Centre | 6 | 4 weekdays and 2 Saturday | 97 | 105 |
| Putnoe Medical Centre | 7 | 6 weekdays and 1 Saturday | 90 | 127 |
| Shropshire Walk-in Health Centre | 6 | 5 weekdays and 1 Sunday | 80 | 89 |
| Hanley Health and Wellbeing Centre | 7 | 5 weekdays, 1 Saturday and 1 Sunday | 103 | 58 |
| Reading Walk-in Health Centre | 7 | 5 weekdays, 1 Saturday and 1 Sunday | 104 | 146 |
| Brighton Station Health Centre | 6 | 4 weekdays, 1 Saturday and 1 Sunday | 87 | 199 |
| Cardrew Health Centre | 7 | 5 weekdays, 1 Saturday and 1 Sunday | 91 | 152 |
| Yeovil Health Centre | 7 | 6 weekdays and 1 Saturday | 99 | 87 |
| Finchley NHS Walk-in Centre | 7 | 5 weekdays and 2 Sundays | 104 | 178 |
| New Cross GP Walk-in Centre | 7 | 4 weekdays, 2 Saturdays and 1 Sunday | 108 | 48 |
| Urgent Care Centre, Guys' Hospital | 7 | 6 weekdays and 1 Sunday | 100 | 135 |
| The Practice Loxford, Loxford Polyclinic | 8 | 6 weekdays, 1 Saturday and 1 Sunday | 86 | 201 |

2.6 Questionnaire Development

The questionnaire was developed in conjunction with Monitor to ensure it met with all the survey objectives.

A pilot of five cognitive interviews took place at Brighton Station Health Centre on the 30th July 2013 and some small enhancements to the questionnaire were made following cognitive testing. The pilot questionnaire, which included the cognitive questions, took an average of 55 minutes to administer. The main stage questionnaire took an average of 15 minutes to administer and this is included in Appendix A.

2.7 Research Methodology

In-Scope Respondents

Any patient was in scope for this research if they had attended the walk-in centre on the day of interview with the intention of being seen by a healthcare professional, for example, a nurse or GP, even if they had not been seen by a healthcare professional.

Therefore those in scope for this survey were those who on the day of interview had been:

- seen by a healthcare professional
- turned away as the walk-in centre was too busy
- turned away as they arrived too late to be seen that day
- decided to leave as the predicted wait time was considered too long.

Whom to Interview

Young People

If the patient appeared to be less than 16 years of age interviewers were required to determine their age. If it transpired that they were under 16 years of age and attending the centre with a guardian/responsible adult then the interviewer was obliged to seek permission from this person to conduct the interview with them. The guardian/responsible adult or the child themselves with the appropriate permission could complete the survey about their visit to the walk-in centre.

If the person was under 16 years of age and no adult was attending the walk-in centre with them the interviewer was not permitted to interview them. This information was then recorded on the Refusal sheet.

Carer

Interviewers were advised that the patient may be attending the centre with a carer, for example, their child, partner, official carer etc. In this circumstance either the patient or the carer could complete the interview on behalf of the patient.

Respondent Recruitment

The interview was conducted at the point at which the patient was leaving the walk-in centre rather than prior to or between appointments so that they could fully answer the questions about their visit on that day. All respondents had to have attended the walk-in centre with the aim of being seen by a healthcare professional on that day even if they were unable to be seen.

Face-to-face (CAPI) interviewing

A CAPI (Computer Assisted Personal Interview) approach was administered by interviewers using PDAs. CAPI is a method of data collection in which an interviewer uses a computer to display questions and accept responses during a face-to-face interview.

Originally it had been believed that the walk-in centres might be used by non-native English speakers which could potentially lead to language difficulties. With the exception of the Derby Open Access Centre, which was used by a greater proportion of non-native English language speakers (see discussion in Section 2.8), this proved not to be the case and a decision was made not to translate the survey instruments (for example, the questionnaire) or use interpreters to administer the survey.

Potential respondents were approached as they finished their appointment, rather than before, so that they could provide information on who had attended to their condition that day (GP, nurse or other healthcare professional), whether they intended to use another healthcare service following their visit to the walk-in centre, and whether they were likely to use the walk-in centre service again.

Some of the centres were able to provide a separate room or a booth where the interviewer could conduct the interview in a more comfortable and private setting. However, these separate rooms were also used, for example, for consultations and counselling and hence were not always available. The centres where a separate room was always or mostly available were Bury, Battle Hill, Brighton, Doncaster, Shropshire, Story Street, Guys, Hanley Health, Skelton and New Cross. For the remainder of the centres the interviews took place in the waiting rooms or at the exits to the centres.

In order to support respondents and offer them discretion in their responses show cards were used for several of the questions including the questions on the respondent's health condition that led them to attend the walk-in centre, the reasons for registering with a GP at the walk-in centre and the reasons for choosing to visit the walk-in centre on that day.

Each interviewer was provided with two posters to promote the survey which they placed in the waiting room or in a prominent position near to where they were interviewing. The poster informed patients that the research was taking place and that they may be approached by an interviewer to take part. This poster can be seen in Appendix B. All interviewers were also provided with a Letter of Authority which provided background information on the survey which can be seen in Appendix C. Furthermore, all interviewers also wore their Market Research Society (MRS) badges to further authenticate the survey.

Each respondent was given a 'thank you' leaflet at the end of the interview that confirmed that the Market Research Society Code of Conduct had been adhered to and provided a freephone number of the MRS so that they (or their family members/carers) could verify that Accent is a *bona fide* market research consultancy.

Interviewing took place between Tuesday 6th August and Friday 23rd August 2013. Where possible the interviewing schedule also tried to schedule interviewer shifts around Ramadan, particularly in areas with high Muslim populations.

2.8 Recording Refusals

Interviewers were also required to record on paper the number and the characteristics of those who refused an interview and (if determined) the reasons for their refusal. Occasionally patients offered more than one reason for a refusal and hence the number of reasons for the refusal may be greater than the number of refusals.

If someone did not speak English (or spoke English insufficiently to participate in the interview) this was recorded on the separate sheet. As shown below in Table 3, there were a number of refusals due to respondent language difficulties. This was particularly germane for the Derby walk-in centre and was identified as an issue for consideration after the first interviewer shift at that centre was completed. Due to the complexities

involved in ensuring a harmonised interview approach between all centres and also between English language and non-English language interviews, as well as the limited timeframe for the survey, it was determined that the research should continue as an English language interview only.

Table 3 – Reasons for refusals to be interviewed at each walk-in centre

| Name of Centre | TOTAL | Too busy today | Lone/unac accompanied child | Privacy/ Need for confidentiality | Not interested | Language difficulties | Other/ Don't know |
|--|--------------|-----------------------|------------------------------------|--|-----------------------|------------------------------|--------------------------|
| | No. | No. | No. | No. | No. | No. | No. |
| Battle Hill Health Centre | 69 | 59 | 0 | 0 | 7 | 1 | 2 |
| The Skelton Medical Centre | 40 | 26 | 1 | 0 | 7 | 1 | 8 |
| Bury Walk-in Centre | 47 | 9 | 3 | 0 | 5 | 10 | 22 |
| NHS Walk-in Centre Widnes | 9 | 4 | 0 | 0 | 4 | 1 | 0 |
| Liverpool City Centre NHS Walk-in Centre | 125 | 95 | 0 | 0 | 12 | 9 | 17 |
| Ashton Health Care Centre | 90 | 52 | 1 | 0 | 18 | 15 | 4 |
| Doncaster 8 to 8 Health Centre | 19 | 9 | 0 | 0 | 3 | 7 | 0 |
| Story Street Medical Practice and Walk-in Centre | 61 | 18 | 0 | 5 | 30 | 6 | 2 |
| Derby Open Access Centre | 105 | 24 | 0 | 0 | 2 | 71 | 10 |
| Putnoe Medical Centre | 127 | 83 | 0 | 3 | 15 | 0 | 26 |
| Shropshire Walk-in Health Centre | 89 | 71 | 14 | 0 | 5 | 5 | 0 |
| Hanley Health and Wellbeing Centre | 58 | 50 | 0 | 0 | 5 | 1 | 2 |
| Reading Walk-in Health Centre | 146 | 81 | 37 | 14 | 15 | 5 | 5 |
| Brighton Station Health Centre | 199 | 56 | 0 | 1 | 28 | 17 | 99 |
| Cardrew Health Centre | 152 | 115 | 0 | 2 | 2 | 1 | 34 |
| Yeovil Health Centre | 87 | 44 | 1 | 1 | 17 | 13 | 11 |
| Finchley | 178 | 131 | 0 | 0 | 35 | 6 | 6 |

| Name of Centre | TOTAL | Too busy today | Lone/unaccompanied child | Privacy/Need for confidentiality | Not interested | Language difficulties | Other/Don't know |
|--|-------------|----------------|--------------------------|----------------------------------|----------------|-----------------------|------------------|
| NHS Walk-in Centre | | | | | | | |
| New Cross GP Walk-in Centre | 48 | 14 | 0 | 0 | 7 | 4 | 23 |
| Urgent Care Centre, Guys' Hospital | 135 | 63 | 0 | 3 | 19 | 16 | 34 |
| The Practice Loxford, Loxford Polyclinic | 201 | 104 | 1 | 0 | 6 | 10 | 80 |
| Total | 1985 | 1,108 | 58 | 29 | 242 | 199 | 385 |

The characteristics of the patients who refused to complete the survey are included in the table below.

Table 4 – Characteristics of the patients who refused to be interviewed at each walk-in centre

| Name of Centre | TOTAL | Gender | | | Age | | | | | | Ethnicity | | |
|--|-------|--------|--------|-------------------|----------|-------|-------|-------|-----|----------------|-----------|-------|----------------------|
| | | Male | Female | Gender not stated | under 16 | 16-34 | 35-54 | 55-64 | 65+ | Age not stated | White | Other | Ethnicity not stated |
| | | No. | No. | No. | No. | No. | No. | No. | No. | No. | No. | No. | No. |
| Battle Hill Health Centre | 69 | 24 | 45 | | 3 | 23 | 22 | 15 | 6 | 0 | 66 | 2 | 1 |
| The Skelton Medical Centre | 40 | 17 | 23 | | 1 | 9 | 19 | 6 | 5 | 0 | 40 | 0 | |
| Bury Walk-in Centre | 47 | 14 | 33 | | 4 | 18 | 13 | 6 | 6 | 0 | 33 | 14 | |
| NHS Walk-in Centre Widnes | 9 | 6 | 3 | | 0 | 3 | 2 | 1 | 3 | 0 | 9 | 0 | |
| Liverpool City Centre NHS Walk-in Centre | 125 | 44 | 80 | | 0 | 83 | 24 | 8 | 9 | 0 | 90 | 34 | 9 |
| Ashton Health Care Centre | 90 | 37 | 53 | | 1 | 39 | 25 | 12 | 13 | 0 | 54 | 34 | 2 |
| Doncaster 8 to 8 Health Centre | 19 | 10 | 9 | | 0 | 8 | 8 | 2 | 1 | 0 | 5 | 13 | 1 |
| Story Street Medical Practice and Walk-in Centre | 61 | 23 | 38 | | 0 | 28 | 14 | 6 | 10 | 3 | 49 | 12 | |
| Derby Open Access Centre | 105 | 37 | 67 | 1 | 3 | 60 | 24 | 10 | 8 | 0 | 29 | 72 | 4 |
| Putnoe Medical Centre | 127 | 39 | 81 | 7 | 0 | 27 | 39 | 26 | 10 | 25 | 113 | 14 | |

| Name of Centre | TOTAL | Gender | | | Age | | | | | | Ethnicity | | |
|--|--------------|------------|-------------|-------------------|-----------|------------|------------|------------|------------|----------------|-------------|------------|----------------------|
| | | Male | Female | Gender not stated | under 16 | 16-34 | 35-54 | 55-64 | 65+ | Age not stated | White | Other | Ethnicity not stated |
| Shropshire Walk-in Health Centre | 89 | 37 | 52 | | 3 | 37 | 23 | 17 | 9 | 0 | 89 | 0 | |
| Hanley Health and Wellbeing Centre | 58 | 26 | 32 | | 0 | 19 | 17 | 18 | 4 | 0 | 44 | 14 | |
| Reading Walk-in Health Centre | 146 | 69 | 77 | | 2 | 58 | 48 | 28 | 9 | 1 | 83 | 56 | 7 |
| Brighton Station Health Centre | 199 | 83 | 116 | | 2 | 139 | 44 | 9 | 4 | 1 | 154 | 44 | 1 |
| Cardrew Health Centre | 152 | 54 | 98 | | 7 | 46 | 65 | 17 | 17 | 0 | 150 | 2 | |
| Yeovil Health Centre | 87 | 31 | 56 | | 7 | 34 | 26 | 9 | 11 | 0 | 86 | 1 | |
| Finchley NHS Walk-in Centre | 178 | 73 | 105 | | 0 | 20 | 54 | 51 | 49 | 4 | 133 | 44 | 1 |
| New Cross GP Walk-in Centre | 48 | 21 | 27 | | 3 | 22 | 16 | 4 | 3 | 0 | 18 | 23 | 7 |
| Urgent Care Centre, Guys' Hospital | 135 | 68 | 67 | | 5 | 69 | 36 | 10 | 15 | 0 | 79 | 52 | 4 |
| The Practice Loxford, Loxford Polyclinic | 201 | 82 | 119 | | 10 | 60 | 86 | 27 | 12 | 6 | 38 | 161 | 2 |
| Total | 1,985 | 795 | 1181 | 8 | 51 | 802 | 605 | 282 | 204 | 33 | 1362 | 592 | 39 |

2.9 Incentives

There were no respondent incentives for participation in this research.

2.10 Reporting

The data is summarised in the tables attached to this report. These report data from the survey overall, as well as for each of the individual walk-in centres participating in the survey.

3. FINDINGS

3.1 Introduction

This section details the findings from the responses of 1,886 patients who attended the 20 walk-in centres mentioned in Section 2.3. It comprises five sub-sections:

- Section 3.2: the types of patients who use the walk-in centres;
- Section 3.3: the purpose of the patients' visit and the types of services used
- Section 3.4: registration with a GP practice
- Section 3.5: reasons for choosing to visit the centre that day
- Section 3.6: what patients would have done if the walk-in centre was not available.

3.2 The types of patients who use the walk-in centres

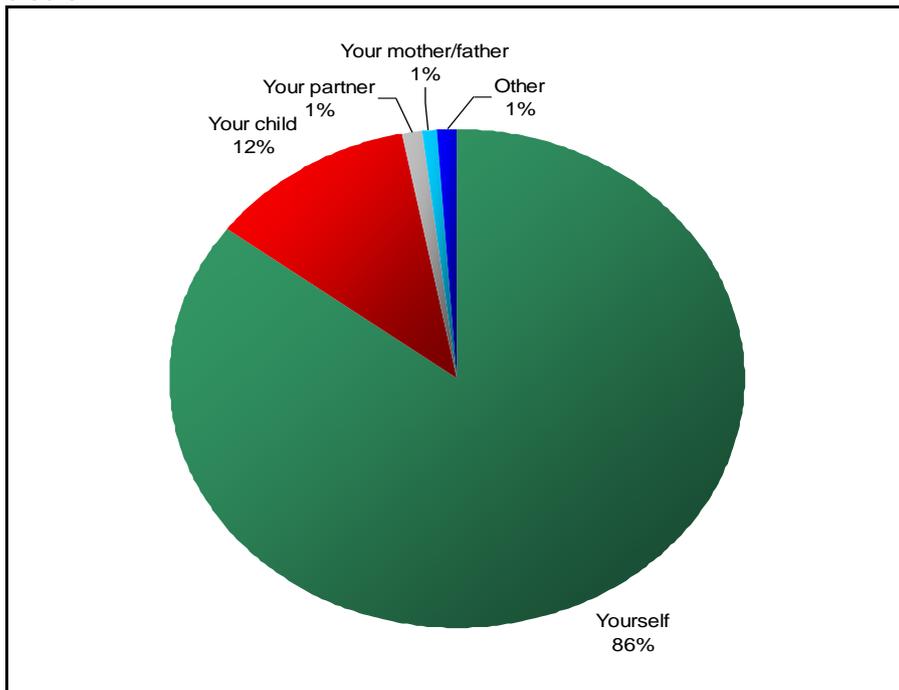
Key findings for Section 3.2

- Most patients (86%) attended the walk-in centres on their own behalf and a further just over one in ten (12%) attended on behalf of their child
- Almost three-fifths of patients were female (59%) and just over two in five (41%) were male
- The age breakdown of patients shows a fairly even spread of ages with those in the 25 to 34 year age bracket (23%) the most commonly attending patients
- People from the lower socio-economic groups (ie DE) tended to be the most common users of these centres (36%)
- Over two-fifths of patients (44%) were working full time, with one in six (16%) and one in eight (13%) respectively either working part-time or retired. Only 7% were in full time education.
- In most cases (71%), the ethnicity of patients was 'White British', with a further 11% being from 'other white backgrounds' and another 8% being of Asian origin
- Over three quarters of patients (78%) said they lived near the walk-in centres they attended
- A small minority of the patients overall (4%) stated that they were in the local area temporarily.
- The vast majority of patients (78%) travelled from home to attend their walk-in centre and just over one in ten (12%) travelled from work
- For about half of the patients, it either took less than 10 minutes (47%) or between 10 and 30 minutes (49%) to travel to their walk-in centre
- Almost half of the patients (49%) travelled by car to their walk-in centre, while 30% walked and almost a fifth (18%) travelled by public transport.
- In over a third of cases (35%), this was people's first visit to a walk-in centre, while for over a quarter of people (28%), this was at least their third visit in the last 12 months.
- In the vast majority of cases (84%) patients said they would use the same walk-in centre again.

Do patients attend on behalf of themselves or others?

Most patients (86%) attended walk-in centres on their own behalf as shown in Figure 1 below; a further just over one in ten (12%) attended on behalf of their child. There was variation across the walk-in centres, with some centres having as many as 18-23% of people attending on behalf of their child.

Figure 1 - Are you at this walk-in centre today because of your own needs or someone else's?



Base – all respondents (1,886)

A total of 236 interviews related to a child attending the walk-in centre for medical care (13%). An adult answered the questionnaire on the child's behalf for the vast majority of these (216 interviews). Twenty respondents (1%) were young people aged between 11 and 15 years of age who answered the questionnaire on their own behalf, with the permission of their parent or guardian.

Where an adult took part on their behalf, the person who attended the centre with the child was mostly their parent or guardian (94%). In 5% of cases it was either a brother or sister, or another family member who attended with the child.

Patient Demographics (Gender, Age and Socio Economic Background of Patients)

In terms of the demographics of people who attended walk-in centres, almost three-fifths of patients were female (59%) and just over two in five (41%) were male. There was some variation across the individual centres; two of the centres had a much higher proportion of females attending than males (NHS Walk-In Centre Widnes and Liverpool City Centre Walk-In Centre: 71% cf 59%), and three centres had a much higher proportion of males attending than females (Doncaster 8 to 8 Health Centre (49%), Finchley NHS Walk-In Centre (49%) and Putnoe Medical Centre (51%) cf 41%).

The age breakdown of patients is displayed in Table 5 and it shows a fairly even spread of ages. Those in the 25 to 34 year age bracket were the most commonly attending patients (23%), with a further 16% of patients in the 16 to 24 age bracket.

Considering the population of England as a whole¹⁰ a higher than expected proportion of patients attending the walk-in centres are female (59% cf 50%). There are fewer under 16s attending than might be expected (13% attending cf 18% residing nationally) and more 16 to 24 year olds (16% cf 13%) and 25-34 year olds (23% cf 14%). Those aged 35 to 44 years of age and 45 to 54 years of age are directly in line with the population, with fewer 55 to 64 year olds (8% cf 12%) and 65+ year olds (13% cf 16%).

Table 5 Age ranges of patients

| | Total |
|--|--------------|
| | % |
| Baby (0-2 years): adult take part | 5 |
| Child (3-10): adult take part | 6 |
| Teenager (11-15): adult take part | 1 |
| Teenager (11-15): child take part with guardian's permission | 1 |
| 16 to 24 | 16 |
| 25 to 34 | 23 |
| 35 to 44 | 13 |
| 45 to 54 | 14 |
| 55 to 64 | 8 |
| 65+ | 13 |
| Don't know/Prefer not to say | 0 |
| Base: All respondents | 1,886 |

In most cases (71%), the ethnicity of patients was classified as 'White British', with a further 11% being from 'other white backgrounds' and another 8% being of Asian origin as shown in the table below. For each centre, the proportion of those attending by ethnic groups was largely reflective of the local population, except at the one walk-in centre in the East Midlands region (the Derby Open Access Centre) where the proportion of Pakistani patients was higher than the proportion of Pakistani residents in the local area (23% vs 1%).¹¹

Table 6: Ethnicity of patients

| | Total |
|------------------------------------|-------|
| | % |
| White - British | 71 |
| White - Irish | 1 |
| White - Any other white background | 10 |
| White and Black Caribbean | 1 |
| White and Black African | 1 |
| White and Asian | 0 |
| Any other mixed background | 1 |
| Indian | 3 |
| Pakistani | 3 |
| Bangladeshi | 0 |
| Any other Asian background | 2 |
| Caribbean | 2 |
| African | 2 |
| Any other Black background | 1 |
| Chinese | 1 |
| Any other background | 1 |
| Don't know/Prefer not to say | 0 |

¹⁰ Data is based on the 2011 census for England.

¹¹ Census 2011, Key Statistics.

| | |
|------------------------------|--------------|
| | Total |
| | % |
| Refused | 0 |
| Base: All respondents | 1,886 |

The survey also sought information regarding patients' social grade. Social grade is a classification system based on occupation and it enables a household and all of its members to be classified according to the occupation of the Chief Income Earner (CIE) using the six groups A, B, C1, C2, D and E. A number of questions need to be asked in the interview in order to assign social grade accurately. For those who are retired an additional question is asked for social grade classification purposes relating to whether the head of household has a private or a state pension. Those with a private pension are classified according to their career before retirement, those only with a state pension are automatically classified as social grade E.

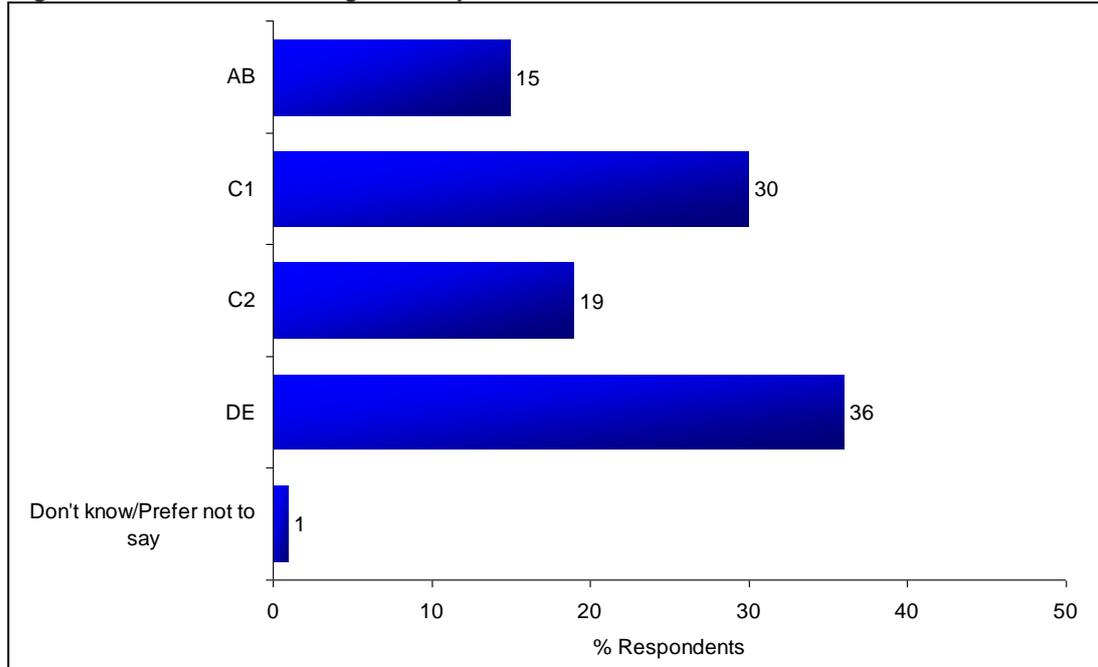
The classifications are based on the occupation of the head of the household and are described further in the table below.

Table 7: Description of social grades A-E

| Grade | Social class | Chief income earner's occupation |
|--------------|-----------------------|---|
| A | Upper middle class | Higher managerial, administrative or professional |
| B | Middle class | Intermediate managerial, administrative or professional |
| C1 | Lower middle class | Supervisory or clerical and junior managerial, administrative or professional |
| C2 | Skilled working class | Skilled manual workers |
| D | Working class | Semi and unskilled manual workers |
| E | Non-working | Casual or lowest grade workers, pensioners, and others who depend on the welfare state for their income |

In terms of social grade, those from the lower socio-economic groups (ie DE) tended to be the most common users of these centres (36%), although as Figure 2 below shows, there are more C1s (30%) who attended a walk-in centre than C2s (19%). In this report the social grade classification has been collapsed down into AB, C1, C2 and DE, which is standard reporting practice.

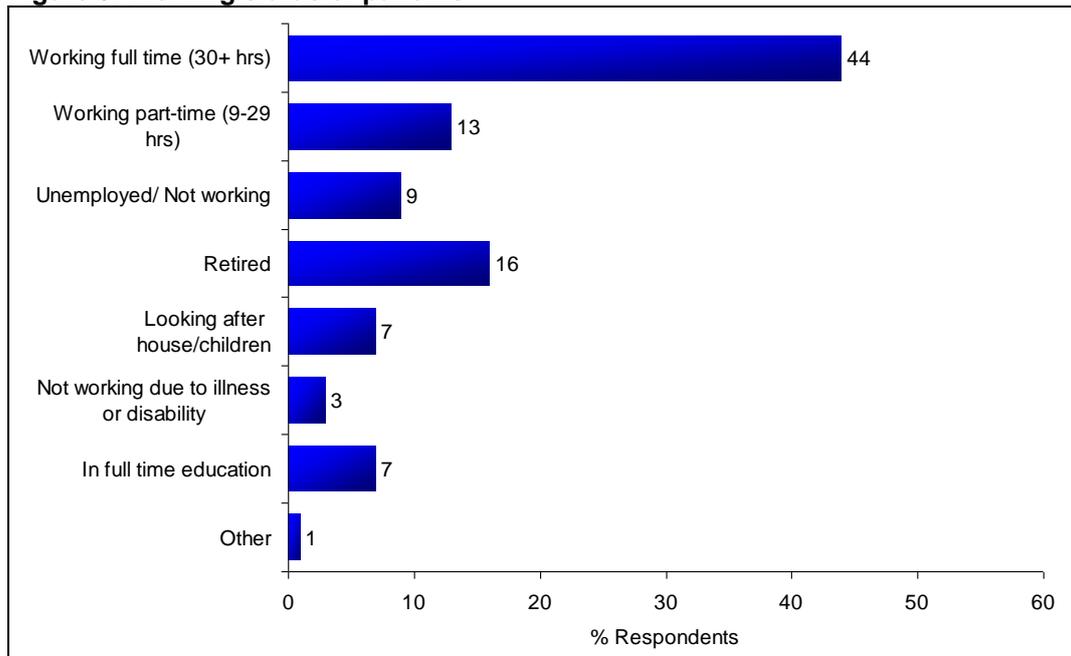
Figure 2: Socio-economic grade of patients



Base – all respondents (1,886)

In terms of working status, Figure 3 shows that over two-fifths of patients (44%) were working full time, with one in six (16%) and one in eight (13%) respectively either retired or working part-time. 7% of patients were in full time education. 7% of patients were in full time education.

Figure 3: Working status of patients



Base – all respondents (1,886)

Whether patients are Local or Non-Local Residents

Over three quarters of patients (78%) said they lived near the walk-in centre they attended. This rose to 94% of those who were registered with a GP at the centre. This is shown in Table 8.

Table 8: Whether they lived near the centre by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|------------------------------|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Yes | 78 | 94 | 71 | | 67 | 67 |
| No | 21 | 5 | 29 | 100 | 33 | 33 |
| Don't know/Prefer not to say | 0 | 0 | 0 | | | |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

There was some variation across the individual centres. Four centres were more likely to have patients living near to the centre than average (92%, 93%, 94% and 95%); four were less likely to have patients living near to the centre compared to the average (34%, 59%, 59% and 60%).

Table 9: Whether they lived near the centre by centres with highest and lowest level of people living near to the centre

| | Total | Finchley NHS Walk-in Centre | Putnoe Medical Centre | Doncaster 8 to 8 Health Centre | Ashton Health Care Centre | Story Street Medical Practice and | Urgent Care Centre, Guy's | Liverpool City Centre | Reading Walk-in Health |
|------------------------------|--------------|-----------------------------|-----------------------|--------------------------------|---------------------------|-----------------------------------|---------------------------|-----------------------|------------------------|
| | % | % | % | % | % | % | % | % | % |
| Yes | 78 | 92 | 93 | 94 | 95 | 34 | 59 | 59 | 60 |
| No | 21 | 7 | 7 | 5 | 5 | 66 | 41 | 41 | 40 |
| Don't know/Prefer not to say | 0 | 1 | | 1 | | | | | |
| Base: All respondents | 1,886 | 104 | 90 | 120 | 80 | 99 | 100 | 75 | 104 |

Of those who were of studying or working age, defined as being aged between 3 and 65 years of age, over a third (37%) said they worked or studied near the walk-in centre, representing 31% of the overall patients. This was similar irrespective of whether patients were registered with a GP at the centre (36%) or with a GP elsewhere (39%). This is shown in Table 10.

Table 10: Whether they studied/worked near the centre by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | | |
| Yes | 37 | 36 | 39 | | 25 | 33 |
| No | 63 | 64 | 61 | 100 | 75 | 67 |
| Base: Respondents of studying/working age i.e. 3 – 65 years of age | 1,550 | 529 | 939 | 14 | 8 | 60 |

The likelihood that patients studied or worked near the centre rose to nearly seven in ten patients (70%) at one centre (the Urgent Care Centre, Guys' hospital), almost six in ten patients at two other centres (Shropshire Walk-in Health Centre, 59%; Finchley Walk-in

Centre: 55%). It was much lower than average for three of the centres namely NHS Walk-in Centre Widnes (13%), the Skelton Medical Centre (13%) and New Cross GP Walk-In Centre (18%). This is shown in Table 11.

Table 11: Whether they studied/ worked near the centre by centres with highest and lowest level of people studying/working near the centre

| | Total | Urgent Care Centre Guys' | Shropshire Walk-in Health Centre | Finchley NHS Walk-in Centre | NHS Walk-in Centre Widnes | The Skelton Medical Centre | New Cross GP Walk-in Centre |
|---|--------------|--------------------------|----------------------------------|-----------------------------|---------------------------|----------------------------|-----------------------------|
| | % | % | % | % | % | % | % |
| Yes | 37 | 70 | 59 | 55 | 13 | 13 | 18 |
| No | 63 | 30 | 41 | 45 | 87 | 87 | 82 |
| Base: Respondents of studying/working age ie 3 – 65 years of age | 1,550 | 91 | 59 | 60 | 93 | 47 | 95 |

Of those who worked or studied near the walk-in centre, almost four in ten (39% i.e. 475 patients) also lived nearby. Of those who worked or studied near the centre, almost a third do not live near the centre (31% i.e. 104 patients). This is shown in Table 12.

Table 12: Those who worked or studied near the centre by whether they lived near the centre

| | Total | Yes, live nearby | No, don't live nearby | Don't know/Prefer not to say |
|---|--------------|------------------|-----------------------|------------------------------|
| | % | % | % | % |
| Yes, work or study | 37 | 39 | 31 | 100 |
| No, don't work or study | 63 | 61 | 69 | |
| Respondents of studying/working age ie 3 – 65 years of age | 1,550 | 1,209 | 340 | 1 |

In terms of overall patients, 6% (i.e., 104 patients) stated that they did not live near the centre but worked or studied nearby. This rose to 19% and 31% at two centres (Liverpool City Centre Walk-in Centre and the Urgent Care Centre at Guy's).

Overall 13% of patients (i.e. 236 patients) stated that they neither lived nor worked/studied near to the walk-in centre. There were a number of walk-in centres with a higher proportion of patients who did not live or work/study near the centre they attended including Cardrew Health Centre (11%), Reading Walk-In Health Centre (12%) and Story Street Medical Practice and Walk-in Centre (17%); as shown in Table 13 below.

Table 13: Walk-in Centres where proportion of patients not living or working/studying near was significantly higher than average

| | Total | Lives nearby | Works/studies nearby | Doesn't live or work/study nearby | Doesn't live but works nearby |
|--|--------------|--------------|----------------------|-----------------------------------|-------------------------------|
| | % | % | % | % | % |
| Ashton Health Care Centre | 4 | 5 | 5 | 0 | 2 |
| Battle Hill Health Centre | 6 | 7 | 7 | 3 | 7 |
| Brighton Station Health Centre | 5 | 5 | 6 | 3 | 4 |
| Bury Walk-in Centre | 3 | 4 | 3 | 4 | 1 |
| Cardrew Health Centre | 5 | 4 | 5 | 11 | 1 |
| Derby Open Access Centre | 5 | 5 | 4 | 5 | |
| Doncaster 8 to 8 Health Centre | 6 | 8 | 6 | 2 | 1 |
| Finchley NHS Walk-in Centre | 6 | 6 | 6 | 1 | 3 |
| Hanley Health and Wellbeing Centre | 5 | 6 | 4 | 4 | 3 |
| Liverpool City Centre NHS Walk-in Centre | 4 | 3 | 6 | 6 | 13 |
| New Cross GP Walk-in Centre | 6 | 6 | 3 | 8 | 3 |
| NHS Walk-in Centre Widnes | 6 | 7 | 2 | 2 | 4 |
| Putnoe Medical Centre | 5 | 6 | 4 | 1 | 1 |
| Reading Walk-in Health Centre | 6 | 4 | 5 | 12 | 6 |
| Shropshire Walk-in Health Centre | 4 | 5 | 6 | 3 | 2 |
| Story Street Medical Practice and Walk-in Centre | 5 | 2 | 6 | 17 | 15 |
| The Practice Loxford, Loxford Polyclinic, | 5 | 5 | 4 | 4 | 1 |
| The Skelton Medical Centre | 3 | 3 | 1 | 3 | |
| Guys' Hospital (Urgent Care Centre) | 5 | 4 | 11 | 3 | 30 |
| Yeovil Health Centre | 5 | 5 | 5 | 8 | 4 |
| Base=All respondents | 1,886 | 1,480 | 580 | 236 | 104 |

Those 236 patients who don't live, work or study near the centre were asked whether they were in the local area temporarily. Almost a third (30% i.e. 71 patients) stated that they were in the local area temporarily, representing 4% of patients overall.

Of those 71 patients who said they were in the area temporarily:

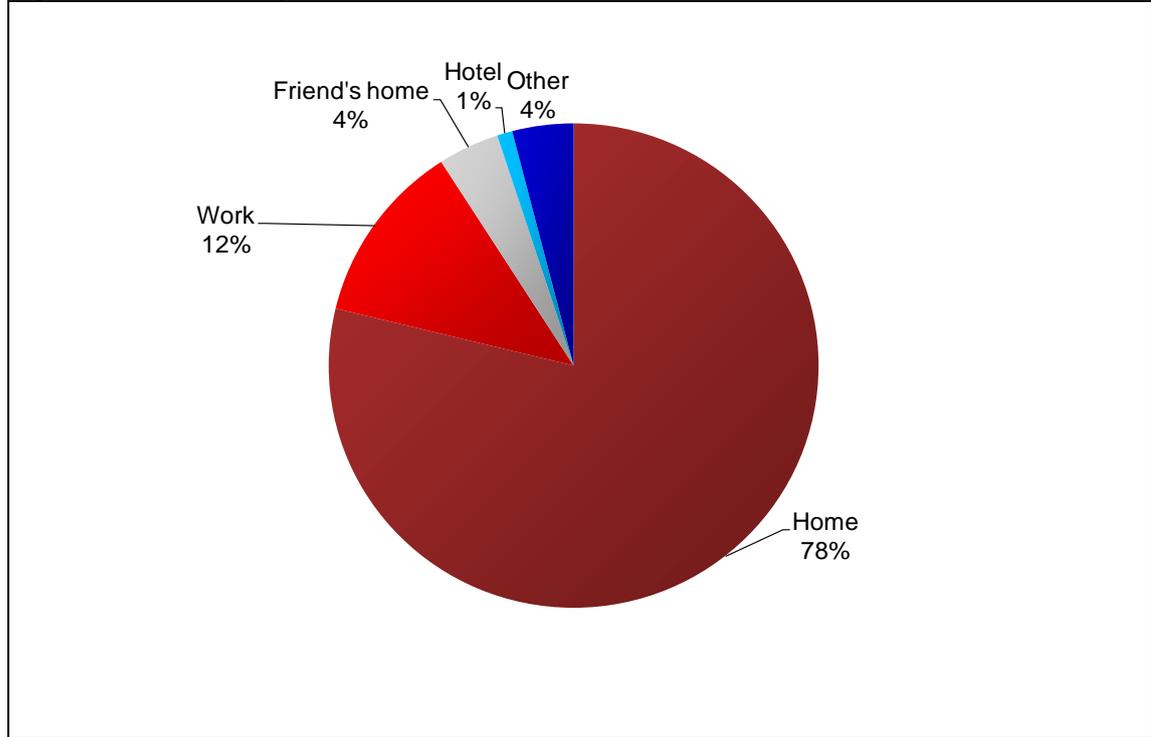
- 44 patients (62%) were UK residents who were in the local area on holiday rising to 74% for one centre (Cardrew Health centre)¹²
- 14 patients (20%) were non-UK residents visiting from overseas
- 4 patients (6%) were UK residents in the area on business
- 3 patients (4%) were visiting family and friends
- 1 patient (1%) used to live in the area and had come back to visit
- 1 patient (1%) stated they had had an accident nearby
- 1 patient (1%) stated that it was the only centre they were aware off
- 3 patients (4%) did not specify why they were in the area.

¹² Please note that the per centre bases are small here. The base for Cardrew is 27 patients.

Where patients had travelled from and the distances travelled

The vast majority of patients (78%) travelled from their home to attend the walk-in centre and just over one in ten (12%) travelled from work as shown in Figure 4 below.

Figure 4 – Where did you travel from to the walk-in centre?



Base – all respondents (1,886)

For the 4% who stated ‘other’ this included those attending the centre from a holiday venue (eg a campsite, caravan site or holiday home) and a family member’s home.

There were significantly more patients travelling from home or work compared to the average for a number of walk-in centres, as summarised in Table 14.

Table 14: Walk-in Centres where proportion of patients travelling from home or work was significantly higher than average

| | Travelling from home – Average 78% | Travelling from work – Average 12% |
|------------------------------------|------------------------------------|------------------------------------|
| Widnes Walk-in Centre | 96% | |
| The Practice Loxford | 92% | |
| Bury Walk-in Centre | 91% | |
| Derby Open Access Centre | 90% | |
| Urgent Care Centre, Guys’ Hospital | | 53% |
| Ashton GP-Led Health Centre | | 23% |
| Liverpool City NHS Walk-in Centre | | 23% |

For about half of the patients, it either took less than 10 minutes (47%) or between 10 and 30 minutes (49%) to travel to their walk-in centre, as shown in Table 15. Only 4% of patients travelled more than 30 minutes to get to the walk-in centre they attended.

Table 15: Time taken to travel to the walk-in centre

| | Total |
|-------------------------------|--------------|
| | % |
| Less than 10 minutes | 47 |
| Between 10 and 30 minutes | 49 |
| Between 31 minutes and 1 hour | 3 |
| More than 1 hour | 1 |
| Base: All respondents | 1,886 |

The time it took patients to travel varied between centres. For three of the walk-in centres, a larger proportion of patients took more than 30 minutes to travel to the centre (8%, 9% and 12% of patients cf 4% at Ashton GP-Led Health Centre, Cardrew Health Centre and New Cross GP Walk-in Centre respectively).

As might be expected, a higher proportion of those patients who lived nearby travelled less than ten minutes to the centre (51%) as did those who worked or studied nearby (57%).

Almost half of the patients (49%) travelled by car to their walk-in centre, while 30% walked and almost a fifth (18%) travelled by public transport as shown in Table 16. This varied considerably by centre with the use of a car to travel to the centre increasing to 95% of the patients attending Cardrew Health Centre. The use of cars to travel to the centres was much lower in the city centre locations reducing to 7% for Liverpool City Centre, 10% for Brighton Station Health Centre and 15% of patients attending Guys Urgent Care Centre.

Travelling by public transport increased to almost half (48%) of those attending Liverpool City Centre NHS Walk-In Centre, whilst walking was most likely to Brighton Station Health Centre (57%).

Table 16: How patients travelled to the centres

| | Total |
|------------------------------|--------------|
| | % |
| By car | 49 |
| By public transport | 18 |
| Walked | 30 |
| Cycled | 1 |
| Other | 2 |
| Base: All respondents | 1,886 |

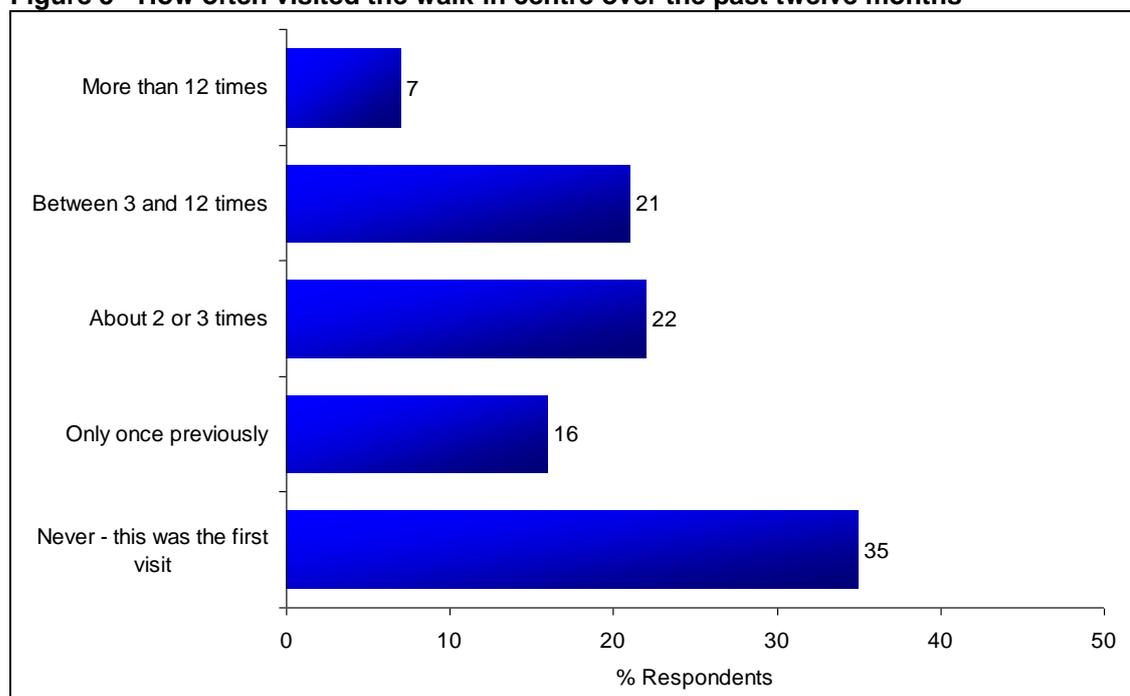
Extent to which patients used the centre previously and the likelihood of using the centre again

Figure 5 below shows the numbers of times in the last 12 months that patients had visited the walk in centre they attended. In over a third of cases (35%), this was the patients' first visit to a walk-in centre. Almost two in five (38%) had been between 1 and 3 times in the last 12 months, while nearly three in ten (28%) had visited more than three times in the last 12 months.

There was considerable variation across the individual walk-in centres. A higher proportion of first time visits compared to the average were recorded for three walk-in

centres (Guy's (73%), Finchley (57%) and Story Street (56%) walk-in centres). Two centres reported a much lower proportion of first time visits than average (Widnes (5%) and Doncaster (9%)).

Figure 5 - How often visited the walk-in centre over the past twelve months



Base – all respondents (1,886)

Those who were registered with a GP at the centre were more likely to have visited the centre on more occasions with almost half of these patients (45%) having visited between three and twelve times and almost a fifth (17%) having visited more than twelve times. This is shown in Table 17.

Table 17: How often visited the walk-in centre over the past twelve months by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|----------------------------------|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Never - this was the first visit | 35 | 7 | 47 | 79 | 50 | 76 |
| Only once previously | 16 | 8 | 21 | 21 | 10 | 8 |
| About 2 or 3 times | 22 | 23 | 22 | | 10 | 8 |
| Between 3 and 12 times | 21 | 45 | 8 | | 30 | 6 |
| More than 12 times | 7 | 17 | 2 | | | |
| Don't know/Prefer not to say | 0 | 0 | 0 | | | 2 |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 10 | 63 |

In the vast majority of cases (84%) patients said they would use the same walk-in centre again, and 10% said ‘Maybe’, whilst just 4% said they would not use the walk-in centre again. This is summarised in Table 18.

Those who indicated that they would use the walk-in centre again were more likely to live or work/study nearby (88% and 89% respectively). The propensity to use the walk-in centre again increased in line with previous use of the centre, with three quarters (74%) of first time users saying they were likely to use the walk-in centre again rising to almost all (99%) of those who had used the walk-in centre on 12 or more occasions previously.

Those who were registered with a GP at the centre (94%) were much more likely than those who were registered with a GP elsewhere (81%) to state that they would visit the walk-in centre again. This is shown in Table 18.

Table 18: Whether patients would visit the centre again by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|------------------------------|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Yes | 84 | 94 | 81 | 43 | 56 | 71 |
| No | 4 | 1 | 4 | 36 | 11 | 11 |
| Maybe | 10 | 5 | 13 | 7 | 22 | 16 |
| Don't know/Prefer not to say | 2 | | 2 | 14 | 11 | 2 |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

3.3 The purpose of patients' visit and types of service used

| Key findings from Section 3.3: |
|--|
| <ul style="list-style-type: none"> • Virtually every patient (97%) attending the walk-in centre was seen on that occasion by a GP, nurse or other healthcare professional. Of these, almost half were either seen by a GP (48%) or by a nurse (49%), with 4% being seen by another health professional. • There was a vast number of medical reasons why people visited their walk-in centre, the most commonly cited ones being for flu like symptoms (ie colds, coughs and sore throats: 8%), various skin conditions (8%), sprains/strains (6%), ear/eye infections (7%), cuts, bruises and abrasions (5%) and blood pressure check/other health check (6%) • The health conditions can be summarised into 6 overarching medical conditions, with minor illnesses (39%) the main reason for attending the centre, followed by minor injury (24%) and health advice or health check (15%) • Just over half of the patients (52%) described their condition as urgent and requiring immediate attention, while 48% said their condition was non-urgent • Half of the visits to the centres (50%) were in the afternoon, after 1pm, with almost a quarter of patients visiting the walk-in centre in the morning, before 11.00am • Over two thirds (67%) of patients did not book an appointment prior to visiting the walk-in centre, whilst a quarter of patients (27%) did book an appointment • Of those patients who did not make an appointment prior to visiting the centre, over two thirds (70%) said that they still would have used the walk-in centre even if they had to phone ahead to make the appointment • For those who booked an appointment, over three quarters (77%) said their appointment took place on time |

- For those whose appointment was late or who had made no appointment, the waiting time for the vast majority was considered to be acceptable (91%)
- Following their visit to the walk-in centre, over four-fifths of patients (84%) said they did not intend to use the services of another healthcare provider in order to attend to the same condition that they had visited 'this walk-in centre' for. Of those patients who said they did intend to use the services of another healthcare provider over half will go to their own GP (52% i.e. 137 patients)
- In terms of the main reason why patients would use another healthcare service this was because they needed to see a specialist or have further tests (32%) and the walk-in-centre said to go and see their own GP (29%)

The vast majority of patients (97%) who attended the walk-in centre were seen by a healthcare professional i.e. they were not turned away as the centre was too busy, nor did they arrive too late to be seen that day and nor had they decided to leave as the predicted wait time was too long.

Of those that were turned away: three patients were turned away as the centre was too busy, six patients were turned away as they arrived at the centre too late to be seen on that day and nineteen patients decided to leave as the predicted wait time was too long. A further twenty two patients had attended the centre for a variety of reasons unrelated to the need to see a healthcare professional at that time. These reasons were:

- collecting or ordering repeat prescriptions (eight patients)
- making an appointment to see a healthcare professional at another time (six patients)
- wishing to register at the walk-in centre (two patients)
- registering a change of address (one patient)
- collecting a form for a blood test (one patient)
- making an enquiry (one patient)
- getting advice (one patient)
- collecting their immunisation record (one patient)
- dropping off a letter from the hospital to the GP (one patient).

Almost a half of the patients were seen by a GP (48%) and almost a half were seen by a nurse (49%); 4% were seen by another health professional.

The medical condition(s) that led the patient to visit the walk-in centre

Respondents were asked to choose from a range of medical conditions listed on a show card to indicate what had led to their visit to the walk-in centre. (The list of options provided to patients is listed in Q32 of the questionnaire (see Appendix A)). Patients could indicate one or more conditions, and were able to suggest other conditions if not already listed.

Table 19 shows a very wide number of reasons why people visited their walk-in centre. The table shows the proportion of patients who attended for one health condition and those who attended for multiple health conditions. As patients were able to give multiple reasons for attending the centre, the final column in the table adds to more than 100%.

The table also shows that for some medical conditions patients were likely than average to be attending the centre for multiple health reasons rather than single reasons. Patients attending the centre with coughs, cold and sore throats (17% vs 7%), sprains or strains

(16% vs 5%) and nausea/diarrhoea (17% vs 1%) were most likely than the average to be attending the centre for multiple health reasons rather than single reasons. Examples of multiple health reasons included:

- sprain or strain & injury to back or shoulder
- cough, cold or sore throat & breathing or asthma problems & dizziness & headache
- nausea/diarrhoea & stomach ache & dizziness & headache
- insect and animal bite & nausea/diarrhoea & skin condition eg eczema
- nausea/diarrhoea & stomach ache & headache
- sprain or strain & dizziness & headache
- cough, cold or sore throat & nausea/diarrhoea & headache.

Table 19 - The health conditions that led to the visit to the walk-in centre by whether single or multiple health condition

| | Total | Single health condition provided for attending the centre | Multiple health conditions provided for attending the centre |
|---|-------|---|--|
| | Total | % | % |
| Cough, cold, sore throat | 8 | 7 | 17 |
| Skin conditions – eczema, rashes, psoriasis, boil etc | 8 | 8 | 11 |
| Ear/eye infection | 7 | 7 | 8 |
| Sprain or strain | 6 | 5 | 16 |
| Blood pressure check/other health check | 6 | 5 | 12 |
| Cut, bruise or abrasion | 5 | 5 | 8 |
| Refused/would prefer not to say | 5 | 5 | 2 |
| Stomach ache | 4 | 3 | 12 |
| Pain in chest or stomach | 4 | 3 | 10 |
| Pain passing urine/urinary tract infection | 4 | 4 | 5 |
| Blood test | 4 | 4 | 7 |
| A prescription | 4 | 4 | 9 |
| Injury to the back or shoulder | 3 | 3 | 5 |
| Something in ear or eye | 3 | 2 | 4 |
| Nausea/diarrhoea | 3 | 1 | 17 |
| Breathing or asthma problems | 3 | 3 | 11 |
| Female issues e.g. thrush | 3 | 3 | 4 |
| Dressing care | 3 | 3 | 6 |
| Insect and animal bites | 2 | 2 | 1 |
| Suspected fracture/broken bone | 2 | 2 | 5 |
| Dizziness | 2 | 1 | 13 |
| Headache | 2 | 1 | 10 |
| Other | 2 | 2 | 5 |
| Burn or scald | 1 | 1 | |
| Health advice e.g. weight loss, stop smoking | 1 | 1 | |
| Removal of stitches | 1 | 0 | 2 |
| Don't know | 1 | 1 | |
| Mental health issues – depression/anxiety etc | 1 | 1 | 2 |
| Pain – back | 1 | 1 | 1 |
| Vaccinations | 1 | 1 | 1 |
| Xray/scan | 1 | 1 | |
| Podiatry – verruca, corn etc | 1 | 1 | |
| Midwife – check up etc | 1 | 1 | |
| Appointment/referral/registration | 1 | 1 | 1 |
| Minor injury/fall – foot/knee/elbow | 1 | 1 | 1 |
| Infection – fingers/thumb/post-op | 1 | 1 | 1 |
| Not specified – advice/medication/problem | 1 | 1 | |

| | Total | Single health condition provided for attending the centre | Multiple health conditions provided for attending the centre |
|---|--------------|---|--|
| | Total | % | % |
| Emergency contraception | 0 | 0 | 1 |
| Pain – leg/foot/toe | 0 | 0 | |
| Sexual health issues | 0 | 0 | |
| Diabetes related | 0 | 0 | 1 |
| Lump | 0 | 0 | 1 |
| Swelling – toe/foot/leg | 0 | 0 | |
| Injection (not specified) | 0 | 1 | |
| Chest infection | 0 | 0 | 1 |
| Heart problem related – angina/irregular heart beat | 0 | 0 | 1 |
| Pregnant – test etc | 0 | 0 | 1 |
| Contraception – advice/injection | 0 | 0 | 1 |
| Allergic reactions – hay fever etc | 0 | 0 | |
| Pain (not specified) | 0 | 0 | 1 |
| Temperature/fever | 0 | 0 | 1 |
| Oral/Dental – abscess/mouth infection/shingles | 0 | 0 | 1 |
| Joints – wrist problems/osteoarthritis | 0 | 0 | 1 |
| Smear test | 0 | 0 | |
| Insomnia | 0 | 0 | |
| Measles/mumps | 0 | 0 | |
| Piles | 0 | 0 | |
| Constipation | 0 | 0 | |
| Muscle pain/trapped nerves/cramp | 0 | 0 | 1 |
| Base: All respondents | 1,886 | 1,716 | 170 |

At the individual walk-in centre level, there was also a wide range of reasons for patients visiting the centre. At a few of the centres, the frequency of certain conditions was more likely than others. Patients who attended one centre had a higher proportion of coughs, colds and sore throats, 25% cf 8% overall (the Story Street Walk-In Centre); while 28% of patients at another centre compared to 2% of patients overall had suspected fractures and/or broken bones (the Urgent Care Centre at Guys' Hospital).

Those attending with cuts, bruises and abrasions were more likely to be registered with a GP elsewhere (8%) or not registered with a GP (5%) than to be registered with a GP at the centre (1%). Those presenting with suspected fractures or broken bones were most likely to be not registered with a GP (5%).

Table 20: The health conditions that led to the visit to the walk-in centre by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|--------------------------------|-------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Sprain or strain | 6 | 4 | 7 | 7 | | 5 |
| Cut, bruise or abrasion | 5 | 1 | 8 | | 33 | 5 |
| Burn or scald | 1 | 0 | 1 | | | 2 |
| Injury to the back or shoulder | 3 | 3 | 3 | | | 6 |
| Insect and animal bites | 2 | 1 | 3 | | | |
| Suspected fracture/broken bone | 2 | 1 | 3 | 14 | 11 | 5 |
| Something in ear or eye | 3 | 1 | 3 | | | 3 |
| Cough, cold, sore throat | 8 | 5 | 9 | 14 | 11 | 11 |

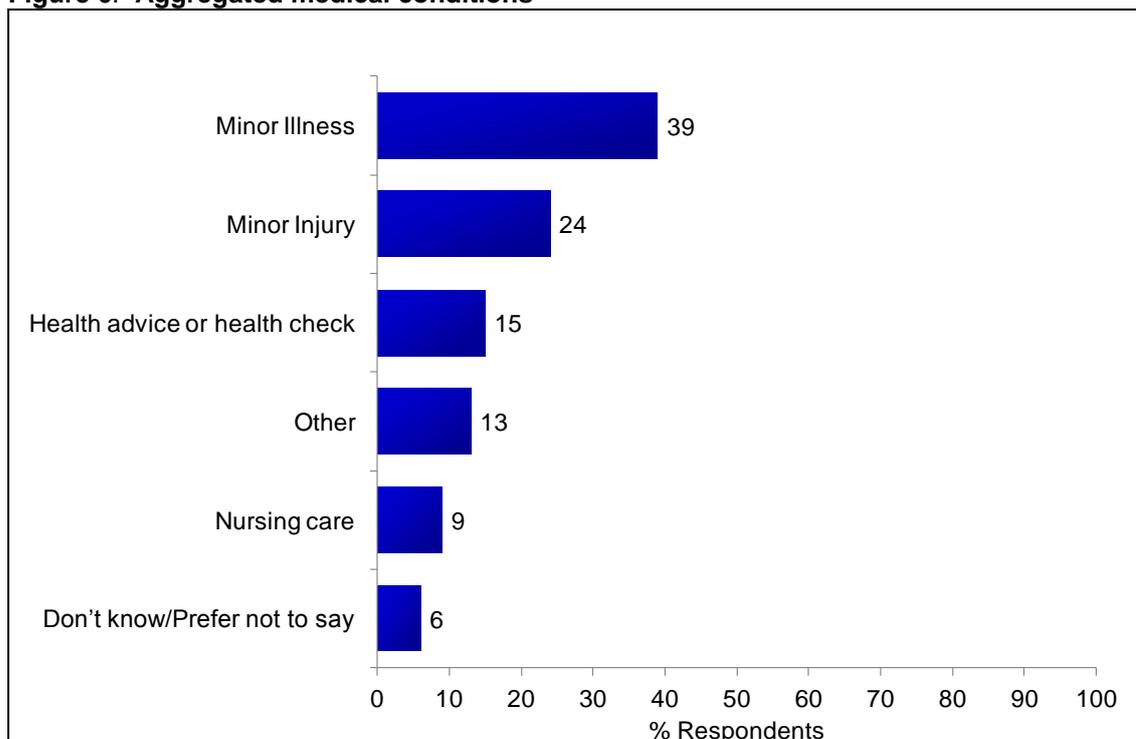
| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|-------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Nausea/diarrhoea | 3 | 1 | 4 | 7 | | 3 |
| Stomach ache | 4 | 3 | 4 | | 11 | 5 |
| Skin conditions – eczema, rashes, psoriasis, boil etc | 8 | 9 | 8 | | 11 | 11 |
| Ear/eye infection | 7 | 5 | 8 | 7 | | 5 |
| Pain in chest or stomach | 4 | 3 | 4 | 7 | | 6 |
| Breathing or asthma problems | 3 | 5 | 3 | 21 | | 3 |
| Dizziness | 2 | 2 | 2 | | | |
| Female issues e.g. thrush | 3 | 4 | 3 | | | 3 |
| Pain passing urine/urinary tract infection | 4 | 3 | 5 | | | 3 |
| Headache | 2 | 1 | 2 | | | 2 |
| Health advice e.g. weight loss, stop smoking | 1 | 1 | 0 | | | |
| Blood pressure check/other health check | 6 | 13 | 3 | | | |
| Emergency contraception | 0 | 0 | 1 | 7 | | |
| Dressing care | 3 | 1 | 4 | | 11 | 3 |
| Removal of stitches | 1 | 0 | 1 | | | 2 |
| Blood test | 4 | 7 | 3 | | | 2 |
| A prescription | 4 | 7 | 3 | 14 | | 5 |
| Other | 2 | 3 | 2 | | | 3 |
| Don't know | 1 | 0 | 1 | | | |
| Refused/would prefer not to say | 5 | 4 | 5 | 7 | 11 | 5 |
| Mental health issues – depression/anxiety etc | 1 | 4 | 0 | | | |
| Pain – leg/foot/toe | 0 | 0 | 0 | | | |
| Pain – back | 1 | 1 | 0 | | | |
| Sexual health issues | 0 | 0 | 0 | | | |
| Vaccinations | 1 | 2 | 0 | | | |
| Xray/scan | 1 | 1 | 1 | | | |
| Podiatry – verruca, corn etc | 1 | 0 | 1 | | | |
| Diabetes related | 0 | 1 | 0 | | | |
| Lump | 0 | 0 | 0 | | | 2 |
| Swelling – toe/foot/leg | 0 | 0 | 1 | | | |
| Injection (not specified) | 0 | 1 | | | | 2 |
| Chest infection | 0 | 0 | 0 | | | |
| Heart problem related – angina/irregular heart beat | 0 | 1 | 0 | | | |
| Midwife – check up etc | 1 | 1 | 1 | | | |
| Pregnant – test etc | 0 | 1 | 0 | | | |
| Contraception – advice/injection | 0 | 1 | 0 | | | |
| Appointment/referral/registration | 1 | 1 | 0 | | | |
| Minor injury/fall – foot/knee/elbow | 1 | 0 | 1 | | | 2 |
| Allergic reactions – hay fever etc | 0 | 0 | 0 | | | |
| Pain (not specified) | 0 | 1 | 0 | | | |
| Temperature/fever | 0 | 0 | 0 | | | 2 |
| Oral/Dental – abscess/mouth infection/shingles | 0 | | 1 | | | 2 |
| Infection – fingers/thumb/post-op | 1 | 0 | 1 | | | 2 |
| Joints – wrist problems/osteoarthritis | 0 | 1 | 0 | | | |
| Smear test | 0 | 0 | | | | |
| Insomnia | 0 | 0 | 0 | | | |
| Measles/mumps | 0 | | 0 | | | |
| Piles | 0 | | 0 | | | |
| Constipation | 0 | | 0 | | | 2 |

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Muscle pain/trapped nerves/cramp | 0 | 1 | 0 | | | |
| Not specified – advice/medication/problem | 1 | 1 | 0 | | | |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

The health conditions can be summarised into 6 overarching medical conditions, with minor illnesses (39%) the main reason for attending the centre, followed by minor injury (24%) and health advice or health check (15%) – see Figure 6). These are defined as follows:

- Minor injury included sprains/strains, cuts/bruises/abrasions, burns/scalds, injuries to the back/shoulder, insect/animal bites; suspected fractures/broken bones, something in the ear/eye, pain in the leg/foot/toe/back, swelling in the toe/foot/leg, minor injury/fall to foot/knee/elbow, pain (not specified) and muscle pain/trapped nerves/cramp
- Minor illness included coughs/cold/sore throat, nausea/diarrhoea/stomach ache, skin conditions eg eczema/rashes/psoriasis/boils, ear/eye infections, pain in the chest/stomach, breathing/asthma problems, dizziness, headaches, chest infection, heart problem eg angina/irregular heart beat, allergic reactions eg hay fever, temperature/fever, infections in the fingers/thumb/post-op, joint problems eg wrist problems/osteoarthritis, constipation, measles/mumps and piles
- Health advice or health check including female issues eg thrush, health advice eg weight loss/stop smoking blood pressure check/other health check, mental health issues eg depression/anxiety, sexual health issues, vaccinations, x-rays/scans, podiatry issues eg verrucas/corns, Diabetes related issues, lumps, smear tests and insomnia
- Nursing care including dressing care, removal of stitches, blood tests, injections, and attending the midwife eg for a check up
- ‘Other’ including pain passing urine/urinary tract infection, a prescription, pregnancy issues eg pregnancy test, contraception including emergency contraception/advice/injection, appointments/referrals/ registration and oral/dental issues eg abscesses/mouth infections
- Don't know/Prefer not to say included unspecified – advice/medication/problem.

Figure 6: Aggregated medical conditions



Base=All respondents

The extent to which patients considered their conditions urgent

Just over half of patients (52%) described their condition as urgent and requiring immediate attention, while 48% said their condition was non-urgent. Those who were walk-in patients were more likely to classify their condition as being urgent and requiring immediate attention (61%). This is shown in Table 21.

Table 21 – Urgency of the health condition by whether appointment was pre-booked

| | Total | Pre-booked appointment | Walk-in i.e. no appointment | Not stated |
|--|--------------|------------------------|-----------------------------|------------|
| | % | % | % | % |
| Urgent and requiring immediate attention | 52 | 34 | 61 | 6 |
| Not urgent | 48 | 66 | 39 | 94 |
| Don't know | 0 | 0 | 0 | 0 |
| Base: All respondents | 1,886 | 509 | 1,309 | 68 |

Patients whose conditions were more likely to be described as urgent compared to the average were patients under 16 years of age (63%) and those attending the centre on their first visit (63%). Those patients who did not live or work near the walk-in centre were also more likely to describe their condition as urgent (73%).

Patients who would describe their condition as urgent were also more likely than average to indicate that their alternative to the walk-in centre would have been to have attended an A&E department or call an ambulance (81%).

At the individual centre level, there were some centres with a higher proportion of patients describing their condition as urgent as shown in Table 22 below. The table also shows where there were centres with higher proportions of non urgent conditions.

Table 22: Walk-in Centres where proportion of patients defined in terms of urgency of condition was significantly higher than average

| | Describing their condition as urgent – Average 52% | Describing their condition as not urgent – Average 48% |
|--|--|--|
| Story Street Medical Practice and Walk-in Centre | 81% | |
| Ashton GP-Led Health Centre | 75% | |
| Liverpool City NHS Walk-in centre | 73% | |
| Urgent Care Centre at Guys' hospital | 69% | |
| | | |
| Widnes Walk-in Centre | | 98% |
| Doncaster Health Centre | | 69% |

Table 23 shows the patients' urgency of the condition by the health condition. Those conditions that were more likely than average to be described as urgent included coughs, colds and sore throats (10%), ear or eye infection (9%), pain in chest or stomach (5%) and pain passing urine/urinary tract infection (6%). Those conditions that were more likely than average to be described as non-urgent included blood pressure check/other health check (10%) and blood test (7%).

As patients could give more than one health condition which led them to the walk-in centre, the totals in the table add to more than 100%.

Table 23: Health condition that led to a visit to the walk-in centre by urgency of this condition

| | Total | Urgent | Non-Urgent | Don't know |
|---|-------|--------|------------|------------|
| | % | % | % | % |
| Sprain or strain | 6 | 6 | 5 | |
| Cut, bruise or abrasion | 5 | 6 | 5 | |
| Burn or scald | 1 | 1 | 0 | |
| Injury to the back or shoulder | 3 | 3 | 2 | |
| Insect and animal bites | 2 | 2 | 2 | |
| Suspected fracture/broken bone | 2 | 3 | 2 | |
| Something in ear or eye | 3 | 3 | 2 | 17 |
| Cough, cold, sore throat | 8 | 10 | 6 | |
| Nausea/diarrhoea | 3 | 4 | 2 | 17 |
| Stomach ache | 4 | 4 | 3 | |
| Skin conditions – eczema, rashes, psoriasis, boil etc | 8 | 8 | 9 | 33 |
| Ear/eye infection | 7 | 9 | 5 | 17 |
| Pain in chest or stomach | 4 | 5 | 2 | |
| Breathing or asthma problems | 3 | 4 | 3 | |
| Dizziness | 2 | 3 | 1 | 17 |
| Female issues eg thrush | 3 | 4 | 3 | |
| Pain passing urine/urinary tract infection | 4 | 6 | 2 | |
| Headache | 2 | 2 | 1 | |
| Health advice eg weight loss, stop smoking | 1 | 0 | 1 | |
| Blood pressure check/other | 6 | 2 | 10 | |

| | Total | Urgent | Non-Urgent | Don't know |
|---|--------------|------------|------------|------------|
| | % | % | % | % |
| health check | | | | |
| Emergency contraception | 0 | 0 | 1 | |
| Dressing care | 3 | 3 | 3 | |
| Removal of stitches | 1 | 0 | 1 | |
| Blood test | 4 | 2 | 7 | 17 |
| A prescription | 4 | 3 | 6 | 17 |
| Other | 2 | 3 | 2 | |
| Don't know | 1 | | 1 | |
| Refused/would prefer not to say | 5 | 4 | 5 | |
| Mental health issues – depression/anxiety etc | 1 | 1 | 2 | |
| Pain – leg/foot/toe | 0 | 0 | 0 | 17 |
| Pain – back | 1 | 1 | 0 | |
| Sexual health issues | 0 | 0 | 0 | |
| Vaccinations | 1 | 0 | 1 | |
| Xray/scan | 1 | 1 | 1 | |
| Podiatry – verruca, corn etc | 1 | 0 | 1 | |
| Diabetes related | 0 | 0 | 0 | |
| Lump | 0 | 0 | 1 | |
| Swelling – toe/foot/leg | 0 | 1 | 0 | |
| Injection (not specified) | 0 | | 1 | |
| Chest infection | 0 | 0 | 0 | |
| Heart problem related – angina/irregular heart beat | 0 | 1 | 0 | |
| Midwife – check up etc | 1 | | 1 | |
| Pregnant – test etc | 0 | 1 | 0 | |
| Contraception – advice/injection | 0 | 0 | 1 | |
| Appointment/referral/registration | 1 | 0 | 1 | |
| Minor injury/fall – foot/knee/elbow | 1 | 1 | 0 | |
| Allergic reactions – hay fever etc | 0 | 0 | 0 | |
| Pain (not specified) | 0 | 0 | 0 | |
| Temperature/fever | 0 | 1 | 0 | |
| Oral/Dental – abscess/mouth infection/shingles | 0 | 0 | 0 | |
| Infection – fingers/thumb/post-op | 1 | 1 | 0 | |
| Joints – wrist problems/osteoarthritis | 0 | 0 | 0 | |
| Smear test | 0 | | 0 | |
| Insomnia | 0 | 0 | 0 | |
| Measles/mumps | 0 | | 0 | |
| Piles | 0 | 0 | 0 | |
| Constipation | 0 | 0 | | |
| Muscle pain/trapped nerves/cramp | 0 | 0 | 0 | |
| Not specified – advice/medication/problem | 1 | 0 | 1 | |
| Base: All respondents | 1,886 | 975 | 905 | 6 |

Time of day/week patients attended the centre

The timing of patients' visits to the centre by day of week is shown in Table 24 below. There was a fairly equal spread of patients' visits by day of the week, including weekdays and weekends, with a greater number of patients attending on Wednesdays (19%) and Fridays (17%).

There was some variation by centre with Hanley Heath and Wellbeing Centre (23%) and Putnoe Medical Centre (36%) receiving most patients on Mondays. Almost half of Cardrew Health Centres' patients attended on a Friday (47%), whilst over four in ten of Ashton GP-led Health Centres' patients attended on a Thursday (43%). Bury was most popular at weekends with 23% of patients attending on Saturdays and 26% on Sundays. This is shown in Table 24.

Table 24: Proportion of interviews by the day of week

| | Total | Hanley Health and Wellbeing Centre | Putnoe Medical Centre | Cardrew Health Centre | Ashton GP-led Health Centre | Bury Walk-in Centre | New Cross GP Walk-in Centre |
|------------------------------|--------------|------------------------------------|-----------------------|-----------------------|-----------------------------|---------------------|-----------------------------|
| | % | % | % | % | % | % | % |
| Monday | 14 | 23 | 36 | 15 | 13 | | 12 |
| Tuesday | 11 | 15 | 14 | | | 17 | 14 |
| Wednesday | 19 | | 14 | 19 | 20 | 15 | |
| Thursday | 14 | 18 | | 7 | 43 | | 10 |
| Friday | 17 | 15 | 23 | 47 | 13 | 20 | 11 |
| Saturday | 14 | 14 | 12 | 7 | 13 | 23 | 35 |
| Sunday | 12 | 16 | | 5 | | 26 | 18 |
| Base: All respondents | 1,886 | 103 | 90 | 91 | 80 | 66 | 108 |

Patients registered with a GP at the centre were more likely to attend during the week (88%) than at a weekend (12%). This is shown in Table 25.

Table 25: Day of week of visit by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|------------------------------|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Monday | 14 | 15 | 12 | 14 | | 17 |
| Tuesday | 11 | 16 | 9 | 7 | 11 | 13 |
| Wednesday | 19 | 20 | 18 | 7 | | 21 |
| Thursday | 14 | 16 | 13 | 14 | 44 | 13 |
| Friday | 17 | 21 | 16 | 21 | | 6 |
| Saturday | 14 | 8 | 17 | 7 | 33 | 19 |
| Sunday | 12 | 4 | 16 | 29 | 11 | 11 |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

Patients on both Saturdays (18% vs 10%) and Sundays (13% vs 10%) were more likely to describe their condition as urgent rather than non-urgent. This is shown in Table 26.

Table 26: Day of week of visit by urgency of condition

| | Total | Urgent | Non urgent | DK |
|------------------------------|--------------|------------|------------|----------|
| | % | % | % | % |
| Monday | 14 | 13 | 15 | |
| Tuesday | 11 | 11 | 12 | 33 |
| Wednesday | 19 | 17 | 21 | |
| Thursday | 14 | 12 | 15 | 33 |
| Friday | 17 | 17 | 18 | |
| Saturday | 14 | 18 | 10 | 33 |
| Sunday | 12 | 13 | 10 | |
| Base: All respondents | 1,886 | 975 | 905 | 6 |

Those working full-time were more likely to visit the centre at the weekend (30%), whilst the unemployed/not working were much more likely than those working full-time to visit on a weekday (82%). This is shown in Table 27.

Table 27: Day of week of visit by employment status

| | Total | Working full time | Working part time | Unemployed/not working | Retired | Looking after house/children | Not working due to illness/disability | In full time education | Other/don't know/prefer not to say |
|------------------------------|--------------|-------------------|-------------------|------------------------|------------|------------------------------|---------------------------------------|------------------------|------------------------------------|
| | % | % | % | % | % | % | % | % | % |
| Monday | 14 | 14 | 14 | 12 | 14 | 11 | 12 | 13 | |
| Tuesday | 11 | 11 | 13 | 10 | 10 | 17 | 18 | 7 | 11 |
| Wednesday | 19 | 15 | 20 | 25 | 20 | 24 | 13 | 23 | 28 |
| Thursday | 14 | 13 | 13 | 16 | 15 | 14 | 15 | 17 | 6 |
| Friday | 17 | 17 | 20 | 19 | 16 | 12 | 30 | 11 | 33 |
| Saturday | 14 | 16 | 11 | 12 | 13 | 14 | 10 | 15 | 11 |
| Sunday | 12 | 14 | 10 | 6 | 12 | 8 | 2 | 14 | 11 |
| Base: All respondents | 1,886 | 835 | 246 | 173 | 294 | 133 | 60 | 126 | 18 |

The timing of patients' visits to the centre by both day of week and time of day is shown in the Figure 7 below.

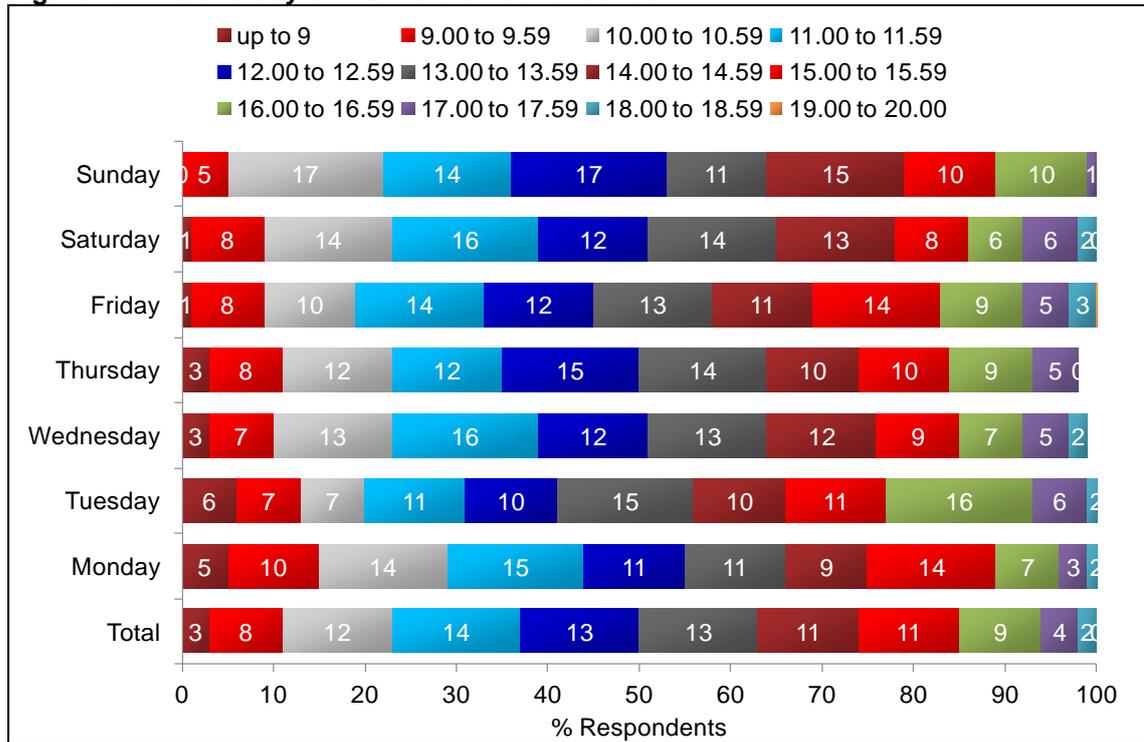
Half of the patients' visits (50%) were in the morning ie between 8am and 12:59pm and half in the afternoon ie after 1pm, with almost a quarter of patients visiting the walk-in centre before 11am (23%). This even split between morning and afternoon visiting is repeated over weekdays (49% vs 51%) and at weekends (52% vs 48%).

There was some variation by centre. One in five patients (20%) attending the Widnes centre did so before 9am, with almost one in ten (9%) at Battle Hill attending before 9am. With regards to attendance after 6pm, 10% of the patients attending the Ashton GP-Led Health Centre arrived there between 6pm and 6.59pm, whilst at Bury Walk-In Centre 5% arrived between 6pm and 6.59pm and 6% arrived between 7pm and 8pm.

Those patients arriving before 10am were more likely to be patients who were registered at the centre (11%), patients who described their condition as non-urgent (16%) and those who had visited the centre on more than twelve occasions previously

(23%). The early attendees were also more likely to have booked an appointment before attending the centre (14%) rather than simply turning up.

Figure 7: Time and day of visit to the walk-in centre



Base=All respondents

Extent to which patients used walk-in appointments

Two thirds (67% i.e. 1,263 patients) of patients did not try to book an appointment before coming to the centre, whilst over a quarter of patients (27% i.e. 509 patients) booked an appointment prior to visiting the walk-in centre. A further 2% (i.e. 46 patients) tried to book an appointment but were unable to and 4% (i.e. 68 patients) either didn't know or preferred not to say. Those who were registered with a GP at the walk-in centre were much more likely to book an appointment (68%). This is summarised in Table 28 below.

Table 28: Whether tried to book an appointment by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Yes - booked an appointment prior to coming to the centre | 27 | 68 | 6 | | | 3 |
| No - tried to book an appointment but was unable to | 2 | 2 | 2 | 7 | | 10 |
| No – did not try to book an appointment | 67 | 30 | 86 | 93 | 90 | 87 |
| Don't know/Prefer not to say | 4 | 0 | 6 | | 10 | |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 10 | 63 |

Almost three quarters of those working full-time (72%), part-time (72%) or in full time education (78%) did not try and book an appointment. A much higher proportion of those who were not working due to illness or disability (72%), the unemployed (37%) and retired (31%) booked an appointment prior to visiting the centre. This is shown in Table 29 below.

Table 29: Whether tried to book an appointment by employment status

| | Total | Working full time | Working part time | Unemployed/not working | Retired | Looking after house/children | Not working due to illness/disability | In full time education | Other/don't know/prefer not to say |
|---|--------------|-------------------|-------------------|------------------------|------------|------------------------------|---------------------------------------|------------------------|------------------------------------|
| | % | % | % | % | % | % | % | % | % |
| Yes - booked an appointment prior to coming to the centre | 27 | 23 | 24 | 37 | 31 | 26 | 72 | 16 | 28 |
| No – tried to book an appointment but was unable to | 2 | 3 | 2 | 1 | 2 | 4 | | 4 | |
| No – did not try to book an appointment | 67 | 72 | 72 | 58 | 60 | 62 | 28 | 78 | 72 |
| Don't know/Prefer not to say | 4 | 3 | 2 | 3 | 7 | 8 | | 2 | |
| Base: All respondents | 1,886 | 835 | 246 | 173 | 294 | 133 | 60 | 126 | 18 |

Those patients who described their condition as being non-urgent (37%) were more likely than those who described their condition as urgent (18%) to try and book an appointment prior to attending the centre. This is shown in Table 30.

Table 30: Whether tried to book an appointment by description of condition

| | Total | Urgent | Non-Urgent | Don't know |
|---|--------------|------------|------------|------------|
| | % | % | % | % |
| Yes - booked an appointment prior to coming to the centre | 27 | 18 | 37 | 33 |
| No - tried to book an appointment but was unable to | 2 | 3 | 2 | |
| No – did not try to book an appointment | 67 | 79 | 54 | 67 |
| Don't know/Prefer not to say | 4 | 0 | 7 | |
| Base: All respondents | 1,886 | 975 | 905 | 6 |

There was some variation by walk-in centre. The vast majority of patients at one centre booked an appointment prior to coming to the walk-in centre (89% of patients at the Doncaster centre), whilst only a small minority (1%) at another centre booked an appointment prior to visiting the centre (the Ashton Heath Centre).

Of those patients who did not make an appointment prior to visiting the centre, over two thirds (70%) said that they still would have used the walk-in centre even if they had to phone ahead to make the appointment; however, a quarter (24%) said they would not have used the walk-in centre if they had to phone ahead, rising to 93% for patients at one centre (Widnes).

Patients' satisfaction with the timeliness of appointments

For those who booked an appointment and saw a healthcare professional (508 patients), over three quarters (77% i.e. 391 patients) said their appointment took place on time, rising to 91% for patients at one centre (Shropshire). Of the 117 people whose appointment was not on time there were varying lengths of delay recorded as follows:

- Less than 10 minutes 31% (36 patients)
- Between 10 and 30 minutes 44% (52 patients)
- Between 31 minutes and one hour 19% (22 patients)
- More than one hour 4% (5 patients)
- Don't know 2% (2 patients).

Patients visiting a GP or a nurse were more likely to be seen within 10 to 30 minutes (39% and 42% respectively), whilst patients seeing some other healthcare professional typically waited less time (i.e. 54% waited less than 10 minutes).

Table 31: Waiting time for GP, nurse and other healthcare professionals for those how did not book an appointment

| | GP | Nurse | Another healthcare professional |
|--|------------|------------|---------------------------------|
| | % | % | % |
| Less than 10 minutes | 21 | 27 | 54 |
| Between 10 and 30 minutes | 39 | 42 | 36 |
| Between 31 minutes and an hour | 25 | 20 | 4 |
| More than 1 hour but less than 4 hours | 15 | 10 | 7 |
| Base: All respondents who did have an appointment | 565 | 724 | 56 |

For those whose appointment was late or who had made no appointment, the waiting time for the vast majority was considered to be acceptable (91%); only 8% said that the waiting times were unacceptable. As might be expected levels of unacceptability increased the longer patients had to wait.

Table 32: Whether the waiting times were acceptable

| | Total |
|---|--------------|
| | % |
| Waiting time was acceptable | 91 |
| Waiting time was unacceptable | 8 |
| Don't know/Prefer not to say | 1 |
| Base: All respondents with an appointment which was late or no appointment | 1,435 |

Patients' intended actions following the visit to the walk-in centre

Following their visit to the walk-in centre, over four-fifths of patients (84%) said they did not intend to use the services of another healthcare provider in order to attend to the same condition that they had visited the walk-in centre for. A further 14% (i.e. 263 patients) indicated that they did intend to use the services of another healthcare provider. The remaining 2% said they did not know or did not wish to say if they needed to see another healthcare provider. This is summarised in the following table.

Those who were registered with a GP at the centre where it was possible to register were much more likely to state that they did not intend to use the service of another healthcare provider following their visit to the centre (94%).

Table 33: Whether following the visit to the centre they intended to use the service of another healthcare provider by whether registered with a GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|------------------------------|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | | |
| Yes | 14 | 5 | 19 | | 22 | 13 |
| No | 84 | 94 | 79 | 86 | 78 | 87 |
| Don't know/Prefer not to say | 2 | 1 | 2 | 14 | | |
| Base: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

There was variation at the individual centre level, with patients at seven of the centres much more likely than average to indicate that they did not intend to use the services of another healthcare provider to attend to the same condition that had led to their visit to the centre (ranging from 90% to 98% of patients at these centres cf 84%). At three centres in particular patients were more likely to state that they were going to attend another healthcare provider (Battle Hill Health Centre, 43%; Ashton Health Centre, 25% and New Cross GP Walk-In Centre, 25%).

Of those 263 patients who said they did intend to use the services of another healthcare provider for the same reason as they had attended the walk-in centre, the patients indicated that the following services would be used:

- Will go to own GP 52% (i.e. 137 patients)
- Will go to a pharmacy 13% (i.e. 34 patients)
- Will go to A&E 9% (i.e. 24 patients)
- Will go to a different walk-in centre 5% (i.e. 12 patients)
- Other 21% (i.e. 56 patients).

If this is extrapolated to include all patients it means that 7% would go to their own GP, 2% would go to a pharmacy and a further 1% would go either to the A&E or to a different walk-in centre.

With regard to the 21% in the ‘other’ category this included going to a dentist, attending a hospital specialist, visiting a chiropodist and visiting a physiotherapist.

In terms of the main reason why patients would use another healthcare service this was because:

- They need to see a specialist or have further tests 32% (83 patients)
- The walk-in-centre said go and see own GP 29% (77 patients)
- The walk-in centre said go to the pharmacy 11% (28 patients)
- They wanted a second opinion 7% (18 patients)
- The walk-in centre said to go to A&E 4% (11 patients)
- Other 17% (46 patients).

If this is now extrapolated to include all patients the proportions would be:

- They need to see a specialist or have further tests 4%
- The walk-in-centre said go and see own GP 4%
- The walk-in centre said go to the pharmacy 1%
- They wanted a second opinion 1%
- The walk-in centre said to go to A&E 1%
- Other 2%.

The 17% of patients indicating ‘other’ included patients having on-going treatment or follow-up treatment, needing to access prescriptions and to see the dentist.

The medical conditions leading to the patient’s visit to the centre compared with the reason they intend to use another healthcare provider are summarised in Table 34. The

percentages here will add up to more than 100% as patients could provide more than one health condition that led them to attend the centre.

As might be expected, patients were more likely to be referred to A&E for suspected fractures/broken bones (18%), sprains or strains (27%) and cuts, bruises and abrasions (27%).

Table 34: Medical conditions leading to the patient's visit to the centre by the reason patients intend to use another healthcare service afterwards

| | Total | Centre said go to GP | Centre said go to A&E | Centre said go to pharmacy | Need to see a specialist for further tests | Want a second opinion | Other |
|---|-------|----------------------|-----------------------|----------------------------|--|-----------------------|-------|
| | % | % | % | % | % | % | % |
| Sprain or strain | 6 | 9 | 27 | 7 | 6 | 6 | 7 |
| Cut, bruise or abrasion | 5 | 6 | 27 | 11 | 5 | 6 | 2 |
| Burn or scald | 1 | 1 | | | 1 | | 2 |
| Injury to the back or shoulder | 3 | 10 | 9 | | 5 | | 7 |
| Insect and animal bites | 2 | | | 7 | 1 | | 2 |
| Suspected fracture/broken bone | 2 | 1 | 18 | | 1 | 6 | 4 |
| Something in ear or eye | 3 | | 9 | | 4 | | |
| Cough, cold, sore throat | 8 | 5 | | 7 | 2 | 11 | 7 |
| Nausea/diarrhoea | 3 | 5 | | 4 | 6 | | 7 |
| Stomach ache | 4 | 5 | | 4 | 10 | 17 | 9 |
| Skin conditions – eczema, rashes, psoriasis, boil etc | 8 | 10 | | 4 | 10 | 11 | |
| Ear/eye infection | 7 | 10 | | 4 | 7 | 11 | 4 |
| Pain in chest or stomach | 4 | 13 | | 4 | 10 | 6 | |
| Breathing or asthma problems | 3 | 5 | | | 2 | | 7 |
| Dizziness | 2 | 5 | | 4 | 2 | | 2 |
| Female issues eg thrush | 3 | 4 | | 7 | 4 | 6 | 9 |
| Pain passing urine/urinary tract infection | 4 | 6 | | 21 | 8 | 6 | 2 |
| Headache | 2 | 4 | | 4 | 1 | | 2 |
| Health advice eg weight loss, stop smoking | 1 | | | | | | |
| Blood pressure check/other health check | 6 | | | 7 | 4 | | 2 |
| Emergency contraception | 0 | 1 | | | | | |
| Dressing care | 3 | 3 | 9 | 4 | 2 | | 7 |
| Removal of stitches | 1 | | | | | | |
| Blood test | 4 | | | 4 | 2 | | |
| A prescription | 4 | | | 14 | | | 13 |
| Other | 2 | 1 | | | 8 | 11 | 4 |
| Don't know | 1 | | | | | | |
| Refused/would prefer not to say | 5 | 3 | | 4 | 1 | | 2 |
| Mental health issues – depression/anxiety etc | 1 | | | | 2 | | 2 |
| Pain – leg/foot/toe | 0 | | | | | | |
| Pain – back | 1 | 1 | | | | | |
| Sexual health issues | 0 | | | | 2 | | |
| Vaccinations | 1 | | | | | | |
| Xray/scan | 1 | | | | 2 | | |
| Podiatry – verruca, corn etc | 1 | | | | | | |
| Diabetes related | 0 | | | | | | |
| Lump | 0 | 3 | | | | | |
| Swelling – toe/foot/leg | 0 | 1 | | | | | |

| | Total | Centre said go to GP | Centre said go to A&E | Centre said go to pharmacy | Need to see a specialist for further tests | Want a second opinion | Other |
|---|--------------|----------------------|-----------------------|----------------------------|--|-----------------------|-----------|
| | % | % | % | % | % | % | % |
| Injection (not specified) | 0 | | | 4 | | | 2 |
| Chest infection | 0 | | | | | | |
| Heart problem related – angina/irregular heart beat | 0 | | | | | | |
| Midwife – check up etc | 1 | | | | | | 2 |
| Pregnant – test etc | 0 | | | | | | |
| Contraception – advice/injection | 0 | | | | | | |
| Appointment/referral/registration | 1 | | | | 1 | | |
| Minor injury/fall – foot/knee/elbow | 1 | 1 | | | 1 | | |
| Allergic reactions – hay fever etc | 0 | | | | | | |
| Pain (not specified) | 0 | 1 | | | | | |
| Temperature/fever | 0 | | | | | | |
| Oral/Dental – abscess/mouth infection/shingles | 0 | | | | | 6 | |
| Infection – fingers/thumb/post-op | 1 | | | 4 | | | 2 |
| Joints – wrist problems/osteoarthritis | 0 | | 9 | | | | |
| Smear test | 0 | | | | | | |
| Insomnia | 0 | | | | | | 2 |
| Measles/mumps | 0 | | | | | 6 | |
| Piles | 0 | | | | | | |
| Constipation | 0 | | | | | | |
| Muscle pain/trapped nerves/cramp | 0 | | | | | | |
| Not specified – advice/medication/problem | 1 | 1 | | | 1 | | |
| Base: All respondents | 1,886 | 77 | 11 | 28 | 83 | 18 | 46 |

3.4 Registration with a GP Practice

| Key findings from Section 3.4 |
|--|
| <ul style="list-style-type: none"> For those 16 centres where it was possible to register with a GP almost half of the patients (45% i.e. 640 patients) said it was their registered practice. Those who lived near the walk-in centre (51%) were more likely to have registered with a GP at the walk-in centre than those who worked or studied nearby (44%) and much more likely than those who neither lived nor worked nearby (19%) The main reasons for choosing to register with a GP at the walk-in centre they attended was because of its proximity to the patient's home (77% stated this as a reason; 56% said it was the most important reason) Before registering with a GP at the walk-in centre almost half (49%) said they were registered with another GP locally with a further quarter of these patients each saying 'no, was registered in another area' or 'no, was not registered previously' Those who had previously been registered with another GP locally were more likely to state that their reasons for registering with a GP at the centre were linked to the time of day or week that appointments are offered (22% cf 18%) and that they were dissatisfied with the service where they were registered previously (11% cf 5%) Almost a fifth (18% ie 116 patients) of patients who had registered with a GP at the walk-in centre either researched or considered registering at another GP practice in the local area before registering at the walk-in centre they visited For patients not registered at the walk-in centre they attended, over two thirds (69% ie 845 patients) were registered locally with a GP practice and just over a quarter (26% ie 315 patients) were registered with a GP in another area |

- For patients not registered with a GP at a walk-in centre, the main reason for not registering was that patients wanted to stay registered at their own GP because they still wanted to use their service (70%)
- 3% of all patients (ie 63 patients) were not registered with a GP (i.e. either at the centre or with a (different) GP practice. The main reason for not registering with any GP practice, given by 24% of these patients, was that they could use the walk-in centre service without registering.

When looking at all of the patients interviewed, a third (34%) were registered with a GP at the walk-in centre they visited, whereas the majority (62%) were registered with a GP elsewhere. This is summarised in Table 35 below.

Sixty-three patients (3%) were not registered with a GP practice (ie either at the centre or at another GP practice) and a further 9 patients stated don't know or prefer not to say if they were registered with a (different) GP. There were also a further 14 patients (1%) who were non-UK residents visiting from overseas.

The results for each of these categories are discussed in the following sections.

Table 35: Whether registered with a GP practice

| | Total |
|------------------------------|--------------|
| | % |
| Registered with GP at Centre | 34 |
| Registered with GP elsewhere | 62 |
| Non UK residents | 1 |
| Don't know/prefer not to say | 0 |
| Not registered with a GP | 3 |
| Base=All respondents | 1,886 |

Extent to which patients were registered at the walk-in centre

At the centres where it was possible to register with a GP, and the respondent was someone who was not just temporarily in the local area, patients were asked whether the walk-in centre they attended was their registered GP practice. Almost half (45% ie 640 patients) said it was their registered practice.

Five walk-in centres showed a much higher likelihood of patients registering with a GP at the centre compared to the overall picture, as shown in Table 36 below. Conversely patients at five walk-in centres were much less likely to have patients registered with a GP at those centres.

Table 36: Is this your registered GP practice?

| | Yes – 45% | No - 55% |
|---|-----------|----------|
| Doncaster 8 to 8 Health Centre (110) | 86% | 14% |
| Loxford Polyclinic (84) | 75% | 24% |
| Putnoe medical Centre (89) | 66% | 34% |
| Yeovil Health Centre (94) | 60% | 40% |
| Shropshire Walk-in Centre (76) | 59% | 41% |
| | | |
| Battle Hill Health Centre (116) | 33% | 67% |
| New Cross Walk-in Centre (102) | 31% | 69% |
| Bury Walk-in Centre (65) | 11% | 82% |
| Story Street Walk-in Health Centre (98) | 8% | 92% |
| Ashton GP-led Health Centre | 0% | 100% |

Base - Centres where it is possible to register with a GP, not temporarily in local area – 1,427

In terms of the types of patients registered at the walk-in centre, they were those who lived near the walk-in centre (51%) and who presented with conditions described by themselves as non-urgent (58%).

The registered patients also appeared to be the less affluent patients in that 87% of those who were not working due to illness or disability, 55% of those unemployed/not working and 54% of those looking after the house/children were registered with a GP at the centre. This is shown in Table 37.

Table 37: Whether registered with a GP at the centre by employment status

| | Total | Working full time | Working part time | Unemployed/ not working | Retired | Looking after the house | Not working due to illness/disability | In full time education | Other/don't know/prefer not to say |
|--|--------------|-------------------|-------------------|-------------------------|------------|-------------------------|---------------------------------------|------------------------|------------------------------------|
| | % | % | % | % | % | % | % | % | % |
| Yes | 45 | 41 | 34 | 55 | 48 | 54 | 87 | 33 | 56 |
| No | 55 | 58 | 66 | 45 | 52 | 46 | 13 | 66 | 44 |
| Don't know/Prefer not say | 0 | 0 | | | | | | 1 | |
| Base: Those attending centres where it was possible to register with a GP | 1,427 | 617 | 202 | 150 | 202 | 97 | 53 | 89 | 16 |

In line with this, a higher proportion of patients who were social grade DE (53%) were registered with a GP at the centre. Of those who were BME a higher proportion (55%) were registered with a GP at the centre. This is shown in Table 38.

Table 38: Whether registered with a GP at the centre by SEG and Ethnicity

| | | SEG | | | | Ethnicity | |
|--|--------------|------------|------------|------------|------------|--------------|------------|
| | Total | AB | C1 | C2 | DE | White | BME |
| | % | % | % | % | % | % | % |
| Yes | 45 | 34 | 42 | 40 | 53 | 42 | 55 |
| No | 55 | 66 | 58 | 60 | 46 | 58 | 45 |
| Don't know/Prefer not say | 0 | | | | 1 | 0 | |
| Base: Those attending centres where it was possible to register with a GP | 1,427 | 188 | 396 | 290 | 540 | 1,136 | 282 |

Reasons for choosing to register at the walk-in centre

Patients that were registered with a GP at the walk-in centre were asked to indicate why they had chosen to register with the walk-in centre. Patients were presented with a show card with a list of potential reasons for registering at the centre and asked to indicate the main reasons why they had chosen to do so. They were able to select more than one reason and were also able to suggest other reasons for registration. The reasons given are summarised in Table 39 (percentages will add up to more than 100% due to the possibility of multiple reasons being given).

The main reason for registering with a GP at the walk-in centre was proximity to home (77%), rising to 92% and 90% for two centres (The Practice Loxford and Putnoe respectively). The next most common reasons were not having to phone ahead to book an appointment and the time of day or week that appointments are offered (chosen by 19% and 18% of patients respectively). Not having to phone ahead to book an appointment was especially important for two centres (Cardrew (67%) and Shropshire (67%)), whilst the time of day or week that appointments are offered was most important for one centre (Reading, 44%).

Table 39: Reasons for choosing to register with a GP at the walk-in centre

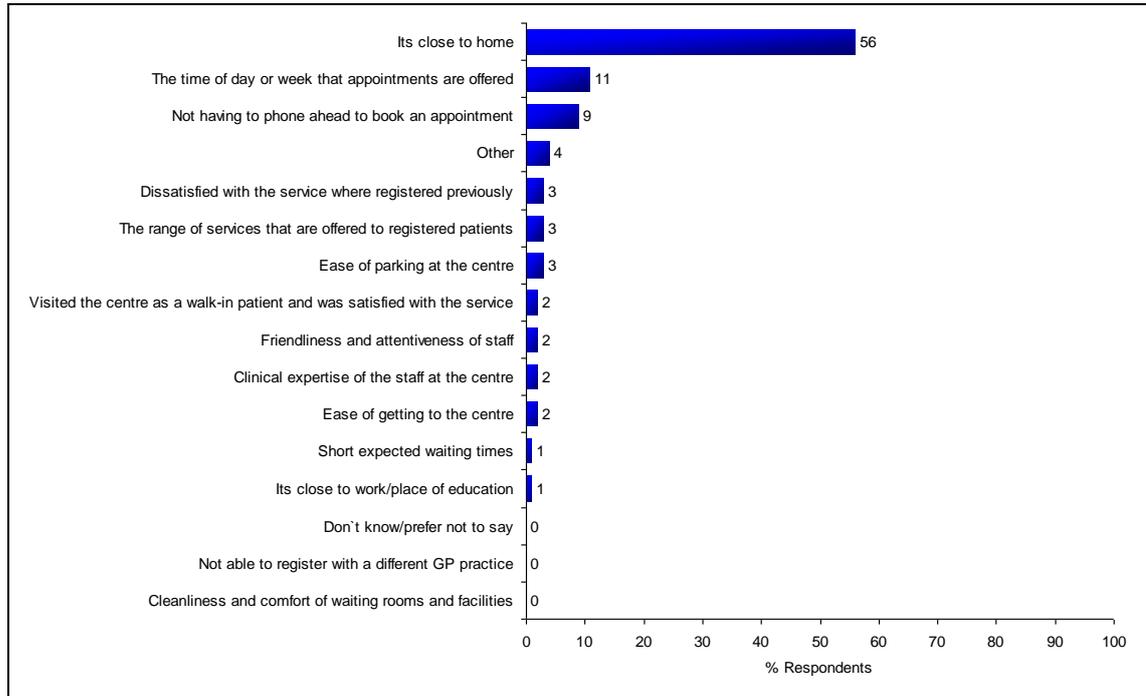
| | Total |
|--|------------|
| | % |
| It's close to home | 77 |
| Not having to phone ahead to book an appointment | 19 |
| The time of day or week that appointments are offered | 18 |
| Ease of getting to the centre | 15 |
| It's close to work/place of education | 10 |
| The range of services that are offered to registered patients | 10 |
| Short expected waiting times | 8 |
| Friendliness and attentiveness of staff | 8 |
| Clinical expertise of the staff at the centre | 7 |
| Dissatisfied with the service where registered previously | 5 |
| Visited the centre as a walk-in patient and was satisfied with the service | 5 |
| Cleanliness and comfort of waiting rooms and facilities | 4 |
| Ease of parking at the centre | 2 |
| Not able to register with a different GP practice | 1 |
| Unlikely to see anyone I/we know | 0 |
| Other | 5 |
| Don't know/prefer not to say | 0 |
| Base: Those registered with a GP at the centre | 640 |

In terms of the 5% of patients using the 'other' category, the reason stated for choosing to register with a GP at the walk in centre included the flexibility and convenience afforded by the extended opening hours (i.e. 8am to 8pm), that other family members and friends were registered there and that they liked the atmosphere emanating of the centre on a previous visit and had decided to register.

Those who had selected more than one reason for choosing to register with the walk-in centre were presented with their selected options again and asked to indicate a single, most important reason for choosing to register at the centre ("the main reason"). As shown in Figure 8 below, the reason most commonly cited as the main reason was that the walk-in centre was 'close to home' (56%) rising to 78%, 73% and 72% for three of the centres (for The Practice Loxford, Putnoe and New Cross). For around one in ten the

main reason was ‘the time of day or week that appointments are offered’ (11%) and that they did ‘not have to phone ahead to book an appointment’ (9%).

Figure 8 – The most important reason for choosing to register with a GP at the walk-in centre

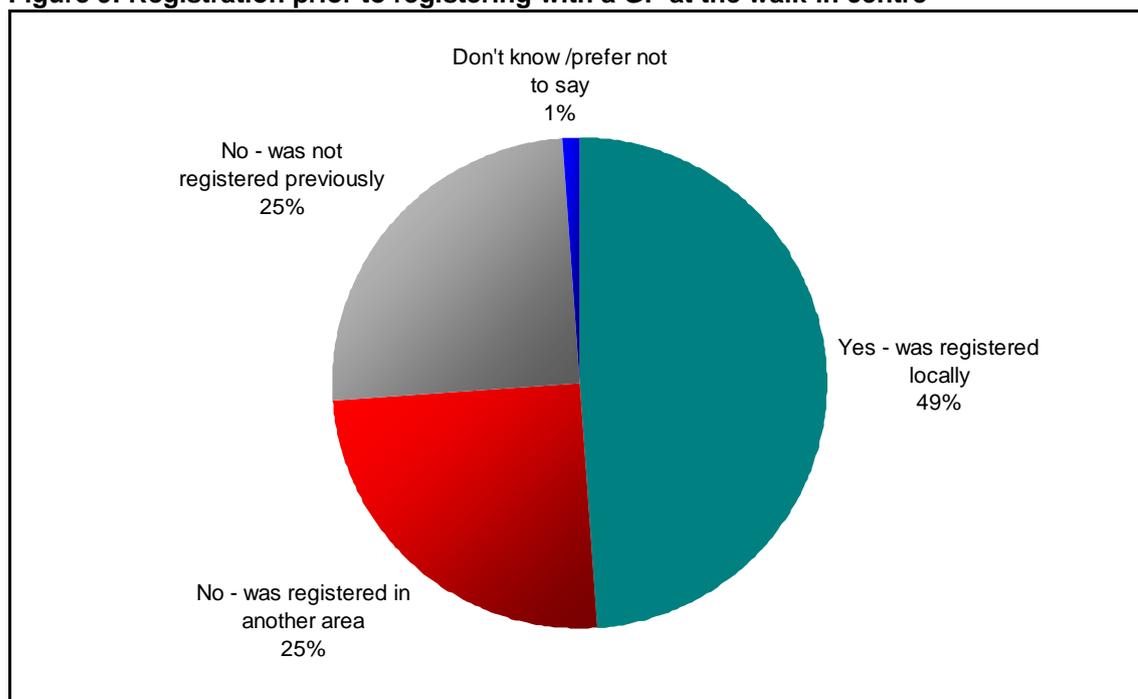


Base – 640 respondents: Centres where it is possible to register with a GP, not temporarily in local area

In terms of the ‘other’ category this included predominantly the extended opening hours and also the provision of disability access, personal recommendations from friends, the quality of the service offered and the ease of registration.

As well as being asked why they had chosen to register at the centre, patients registered at the walk-in centre were also asked whether they had been registered with another GP practice before registering at the walk-in centre. Responses are summarised in Figure 9. Almost half (49%) said they had been registered with a GP locally, with a further quarter each saying ‘no, was registered in another area’ or ‘no, was not registered previously’. A few centres had a very high proportion of patients stating that they had previously been registered with another GP locally, including Battle Hill (79%), Shropshire (76%) and The Skelton Medical Centre (76%).

Figure 9: Registration prior to registering with a GP at the walk-in centre



Base – 640 respondents: Centres where it is possible to register with a GP, not temporarily in local area

The characteristics of the ‘not previously registered’ patients are included in Table 40 below. These patients were more likely to be aged between 25 and 34 years of age (46 patients), be working full-time (66 patients), social grade DE (73 patients) and female (92 patients).

Table 40: Demographic profile of those who were not previously registered at a GP practice

| Age | Number of patients | % of Patients |
|---------------------------------------|--------------------|---------------|
| Less than 16 years of age | 35 | 22 |
| 16-24 | 25 | 16 |
| 25-34 | 46 | 29 |
| 35-44 | 23 | 15 |
| 45-54 | 12 | 8 |
| 55-64 | 7 | 4 |
| 65+ | 10 | 6 |
| Working status | | |
| Working full-time | 66 | 42 |
| Working part-time | 16 | 10 |
| Unemployed/not working | 21 | 13 |
| Retired | 14 | 9 |
| Looking after house/children | 19 | 12 |
| Not working due to illness/disability | 8 | 5 |
| In full-time education | 11 | 7 |
| Other/Don't know | 3 | 2 |
| Social Grade | | |
| AB | 15 | 9 |
| C1 | 44 | 28 |
| C2 | 24 | 15 |
| DE | 73 | 46 |
| Ethnicity | | |
| White | 96 | 61 |
| BME | 60 | 38 |

| Gender | | |
|-------------|------------|------------|
| Male | 66 | 42 |
| Female | 92 | 58 |
| Base | 158 | 100 |

Furthermore, with regard to those not registered previously with a GP, a few centres had a very high proportion of patients stating this, including Bury Walk-In Centre (73%), Brighton Station Health Centre (54%) and New Cross GP Walk-In Centre (44%)¹³.

Table 41 and Table 42 compare the reasons given by patients for their current registration at the walk-in centre by whether the patient was registered elsewhere previously. Note that percentages in Table 41 will add up to more than 100% due to the multiple reasons patients were permitted to provide for their registration at the centre.

As stated earlier, one of the main reasons given by patients for registering with a GP at the centre was its location close to home. As can be seen by Table 41 below, this was especially pertinent for those patients who had previously been registered in another area (85%) or who were not previously registered (84%) (and less pertinent for those that had been registered locally, 69%). For those who had previously been registered locally, they were more likely to state their reasons for registering with a GP at the centre was linked to the time of day or week that appointments are offered (22% cf 18%) and that they were dissatisfied with the service where they were registered previously (11% cf 5%).

Table 41: Reasons for registering with a GP at the centre by prior registration

| | Main reasons | Yes - was registered locally | No - was registered in another area | No - was not registered previously | Don't know /prefer not to say |
|--|--------------|------------------------------|-------------------------------------|------------------------------------|-------------------------------|
| | % | % | % | % | % |
| It's close to home | 77 | 69 | 85 | 84 | 100 |
| Not having to phone ahead to book an appointment | 19 | 22 | 19 | 14 | 22 |
| The time of day or week that appointments are offered | 18 | 22 | 17 | 11 | |
| Ease of getting to the centre | 15 | 13 | 18 | 15 | |
| It's close to work/place of education | 10 | 7 | 14 | 10 | 11 |
| The range of services that are offered to registered patients | 10 | 10 | 11 | 9 | 11 |
| Short expected waiting times | 8 | 8 | 8 | 7 | 22 |
| Friendliness and attentiveness of staff | 8 | 7 | 12 | 7 | 11 |
| Clinical expertise of the staff at the centre | 7 | 7 | 9 | 5 | 11 |
| Dissatisfied with the service where registered previously | 5 | 11 | 1 | | |
| Visited the centre as a walk-in patient and was satisfied with the service | 5 | 4 | 8 | 2 | 11 |
| Cleanliness and comfort of waiting rooms and facilities | 4 | 3 | 7 | 4 | |
| Ease of parking at the centre | 2 | 1 | 3 | 3 | |
| Not able to register with a different GP practice | 1 | 1 | | 1 | |
| Unlikely to see anyone I/we know | 0 | 0 | | | |
| Other | 5 | 5 | 5 | 5 | 11 |

¹³ These centres have small bases of 11, 37 and 32 respectively and so should be treated with caution.

| | Main reasons | Yes - was registered locally | No - was registered in another area | No - was not registered previously | Don't know /prefer not to say |
|--|--------------|------------------------------|-------------------------------------|------------------------------------|-------------------------------|
| Don't know/prefer not to say | 0 | 0 | | 1 | |
| Base: All respondents at centres where it is possible to register with a GP and who are not temporarily in the area | 640 | 312 | 161 | 158 | 9 |

A similar pattern occurs in Table 42. Patients who had previously been registered in another area (60%) or who were not previously registered (70%) were much more likely to choose to register with a GP at the centre because it was located close to home. In contrast, for those who had previously been registered locally, they were more likely to state their reasons for registering with a GP at the centre was because of the time of day or week that appointments are offered (14%) and that they were dissatisfied with the service where they were registered previously (6%).

Table 42: The most important reason for registering with a GP at the centre by prior registration

| | Total | Yes - was registered locally | No - was registered in another area | No - was not registered previously | Don't know /prefer not to say |
|--|------------|------------------------------|-------------------------------------|------------------------------------|-------------------------------|
| | % | % | % | % | % |
| Its close to home | 56 | 46 | 60 | 70 | 56 |
| Its close to work/place of education | 1 | 0 | 1 | 2 | |
| Ease of getting to the centre | 2 | 2 | 2 | 3 | |
| Ease of parking at the centre | 3 | 3 | 3 | 1 | |
| Not having to phone ahead to book an appointment | 9 | 11 | 6 | 8 | 11 |
| Short expected waiting times | 1 | 1 | 1 | 1 | 11 |
| The time of day or week that appointments are offered | 11 | 14 | 11 | 6 | |
| The range of services that are offered to registered patients | 3 | 4 | 2 | 3 | |
| Clinical expertise of the staff at the centre | 2 | 3 | 2 | 1 | |
| Cleanliness and comfort of waiting rooms and facilities | 0 | 0 | | | |
| Friendliness and attentiveness of staff | 2 | 2 | 3 | 2 | 11 |
| Not able to register with a different GP practice | 0 | 1 | | | |
| Dissatisfied with the service where registered previously | 3 | 6 | 1 | | |
| Visited the centre as a walk-in patient and was satisfied with the service | 2 | 3 | 3 | 1 | |
| Other | 4 | 4 | 3 | 3 | 11 |
| Don't know/prefer not to say | 0 | 0 | | 1 | |
| Base: All respondents at centres where it is possible to register with a GP and who are not temporarily in the area | 640 | 312 | 161 | 158 | 9 |

Patients who were registered with a GP at the walk-in centre were also asked whether they had researched or considered registering with another GP practice before registering at the walk-in centre. Results are presented in Table 43. Almost a fifth (18%) of patients who had registered with a GP at the centre either researched or considered registering at another GP practice in the local area before registering at the walk-in

centre. This was significantly higher for those attending two of the centres (Reading (47%) and Cardrew (30%) walk in centres).

Table 43: Whether before choosing to register with a GP at the centre they researched or considered registering at another GP practice in the local area

| | Total |
|--|------------|
| | % |
| No | 82 |
| Yes | 18 |
| Don't know/Prefer not say | 0 |
| Base: All respondents at centres where it is possible to register with a GP and who are not temporarily in the area | 640 |

Patients who did research other GP practices before registering at the centre were more likely than those that had not to state that their main reasons for choosing to register at the centre were that it was close to work/place of education (15%), the clinical expertise of the staff at the centre (15%), the friendliness and attentiveness of staff (14%), the cleanliness and comfort of waiting rooms and facilities (11%), the range of services that are offered to registered patients (10%), those who had visited the centre as a walk-in patient and were satisfied with the service (9%) and the ease of parking at the centre (4%).

When patients were required to nominate their most important reason for registering at the centre the most significant difference between those who had researched and considering registering at another GP practice in the local area and those who had not done so were that those who had conducted some research had highlighted the friendliness and attentiveness of staff (6% vs 1%) and had mentioned that they had visited the centre as a walk-in patient and were satisfied with the service (5% vs 2%).

Table 44: Main reason for choosing to register at the centre by whether they researched other GP practices in the local area before registering

| | Main reason provided vs whether researched | | |
|--|--|-----|----|
| | Total | Yes | No |
| | % | % | % |
| It's close to home | 56 | 43 | 58 |
| Not having to phone ahead to book an appointment | 9 | 8 | 9 |
| The time of day or week that appointments are offered | 11 | 15 | 10 |
| Ease of getting to the centre | 2 | 2 | 2 |
| It's close to work/place of education | 1 | 1 | 1 |
| The range of services that are offered to registered patients | 3 | 5 | 2 |
| Short expected waiting times | 1 | 2 | 1 |
| Friendliness and attentiveness of staff | 2 | 6 | 1 |
| Clinical expertise of the staff at the centre | 2 | 3 | 2 |
| Dissatisfied with the service where registered previously | 3 | | 4 |
| Visited the centre as a walk-in patient and was satisfied with the service | 2 | 5 | 2 |
| Cleanliness and comfort of waiting rooms and facilities | 0 | 1 | |

| | | | |
|--|------------|------------|------------|
| Ease of parking at the centre | 3 | 3 | 2 |
| Not able to register with a different GP practice | 0 | 1 | 0 |
| Unlikely to see anyone I/we know | | | |
| Other | 4 | 5 | 3 |
| Don't know/prefer not to say | 0 | 1 | 0 |
| Base: All respondents at centres where it is possible to register with a GP and who are not temporarily in the area | 639 | 116 | 523 |

Extent to which patients are registered with a different GP practice

Patients not registered at the walk-in centre they attended, including patients from those centres where it was possible to register with a GP and those centres where it was not possible to register with a GP (1,233 patients), were asked whether they were registered with a (different) GP practice. Over two thirds of these patients (69%) were registered locally with a GP practice and just over a quarter (26%) was registered with a GP in another area. This is summarised in Table 45. The figures equate to 62% of patients (i.e. 1,160 patients) overall being registered with a GP practice away from the walk-in centre they attended.

Table 45: Whether they were registered with a (different) GP practice

| | Total |
|--|--------------|
| | % |
| Yes - locally | 69 |
| Yes – in another area | 26 |
| No | 5 |
| Don't know/Prefer not to say | 1 |
| Base: All respondents not registered at this centre | 1,233 |

Table 46 below summarised the significant differences by walk-in centres, with patients at five of the centres most likely to be registered with a local GP.

Table 46: Proportion of patients registered with a different GP practice

| | Yes, locally – 69% | Yes, in another area - 26% |
|------------------------------------|--------------------|----------------------------|
| Ashton GP-led Health Centre (80) | 93% | |
| Story Street Walk-in Centre (91) | 95% | |
| Finchley Walk-in Centre (104) | 90% | |
| Hanley Health Centre (53) | 85% | |
| Battle Hill Health Centre (78) | 82% | |
| | | |
| Liverpool City Walk-in Centre (74) | | 57% |
| Cardrew Health Centre (62) | | 50% |
| Guys Hospital (97) | | 44% |
| Derby Open Access Centre (58) | | 40% |

Patients who were registered with a different GP, were asked why they had chosen not to register with the walk-in centre. The main reason, as shown in Table 47 below, is that patients wanted to stay registered at their own GP because they still wanted to use their service (70%). This was particularly the case with three walk-in centres: Battle Hill (95%), Hanley Health (88%) and Story Street (98%).

Table 47: Why respondents chose not to register with this walk-in centre

| | Total |
|--|------------|
| | % |
| Want to stay registered at my own GP because still want to use their service | 70 |
| No need to register as can still use the walk-in service | 13 |
| Only in the area temporarily | 5 |
| Just moved to area | 4 |
| Intend to register shortly | 2 |
| Not eligible to register at this walk-in centre | 1 |
| Would register, but it is too difficult or time consuming | 0 |
| Other | 9 |
| Base: All respondents not registered with this centre but registered with a (different) GP practice | 779 |

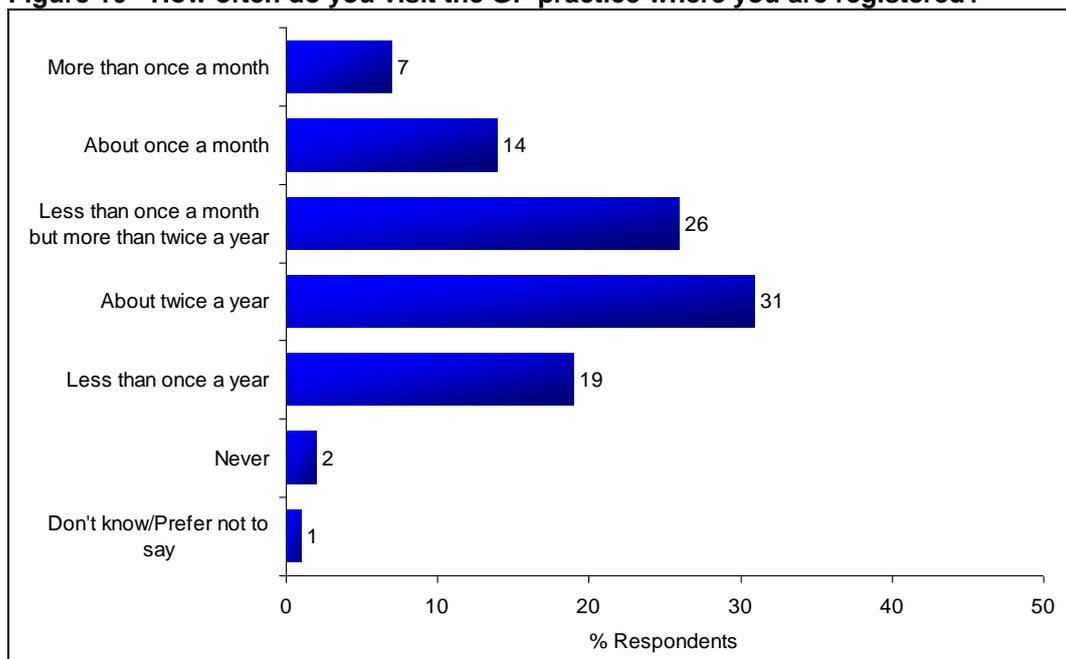
In terms of the ‘other’ category this included patients stating that they didn’t know they could register with a GP at the walk-in centre, they had attended the walk-in centre simply due to timing issues (eg it was a weekend and their GP practice was closed or they couldn’t get an appointment with their own GP) and because they lived or worked closer to their own GP practice and hence preferred to remain with their GP.

Patients who were registered with a different GP practice were also asked how frequently they visited that GP practice. Figure 10 shows the results. Almost a third (31%) have a twice yearly visit and just over a quarter (26%) visit their own GP practice less than once a month but more than twice a year. A small minority (2% i.e. 20 patients) stated that they never visit their own GP.

Frequency of visiting their own GP correlates strongly with the frequency of visiting the walk-in centres, with those who are high frequenters of their GP practice also frequently attending the walk-in centre. Those who visit their GP more than once a month are more likely to visit the walk-in centre more than 12 times a year (65%)¹⁴. High frequenters of their own GP practice were also more likely than low frequenters to be older i.e. 65 year of age and older (16%) and retired (15%). There were also a higher proportion of these patients attending one centre (the Reading centre (23%)).

¹⁴ Please note that the base is small here i.e. 17 respondents.

Figure 10 - How often do you visit the GP practice where you are registered?



Base – 970 respondents: Those registered with local GP

Extent to which patients are not registered with any GP practice

Of those patients not registered with a GP at the walk-in centre, 5% indicated that they were not registered with any GP practice (i.e. 63 patients). This equates to 3% of patients overall being not registered with a GP practice. A further 9 patients stated don't know or prefer not to say when asked about their registration. A further 14 patients were non-UK based residents and were not asked whether they were registered with a GP practice.

While 3% of patients overall indicated that they were not registered with any practice, there was some variation by centre. The figure rose to between 6-12% at five centres (Putnoe Medical Centre, Reading Walk-in Centre, Brighton Station Health Centre, the Urgent Care Centre at Guy's, and New Cross GP Walk-in Centre).

The 63 patients who were not registered with any GP practice were more likely to be aged 16 to 24 years of age (i.e. 25 patients), working full-time (i.e. 32 patients), social grade DE (i.e. 26 patients), White (i.e. 47 patients) and male (i.e. 35 patients). This is shown in Table 48.

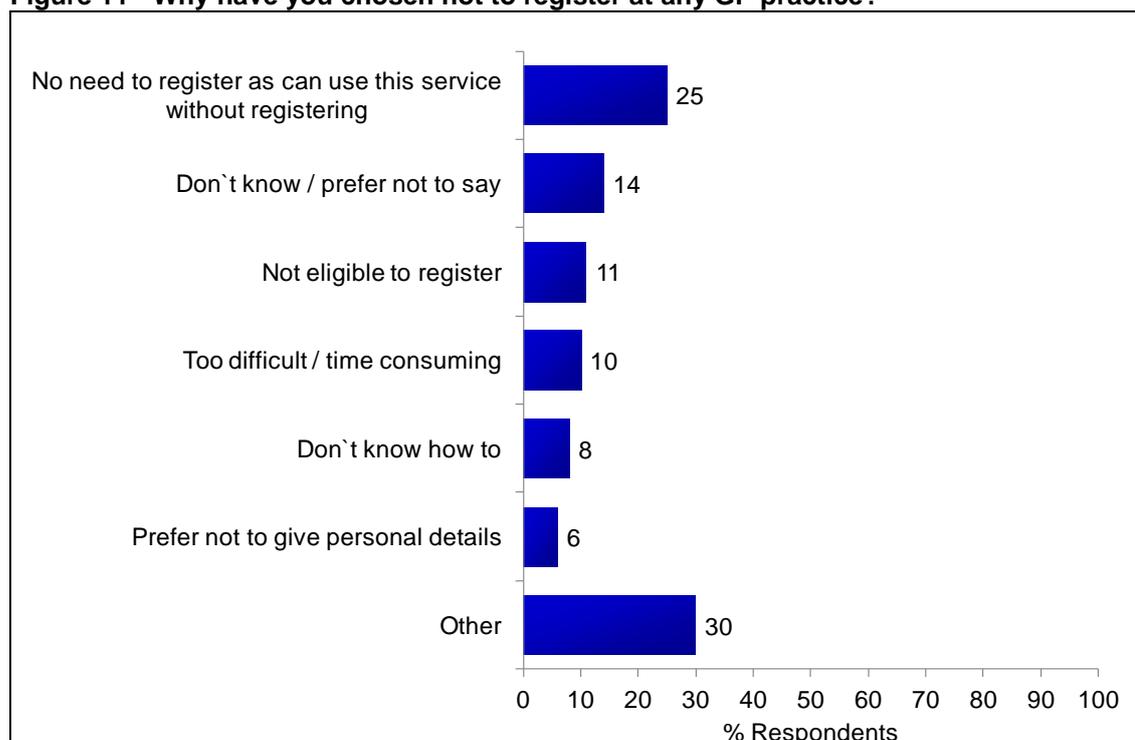
Table 48: Demographic information of patients not registered with a GP

| Age | Number of patients | % of these Patients |
|---------------------------|--------------------|---------------------|
| Less than 16 years of age | 1 | 2 |
| 16-24 | 25 | 40 |
| 25-34 | 19 | 30 |
| 35-44 | 10 | 16 |
| 45-54 | 1 | 2 |
| 55-64 | 3 | 5 |
| 65+ | 3 | 5 |
| Not stated | 1 | 2 |
| Working status | | |
| Working full-time | 32 | 51 |
| Working part-time | 5 | 8 |
| Unemployed/not working | 6 | 10 |

| | | |
|---------------------------------------|-----------|-------------|
| Retired | 5 | 8 |
| Looking after house/children | 3 | 5 |
| Not working due to illness/disability | 2 | 3 |
| In full-time education | 9 | 14 |
| Other/Don't know | 1 | 2 |
| Social Grade | | |
| AB | 9 | 14 |
| C1 | 20 | 32 |
| C2 | 7 | 11 |
| DE | 26 | 41 |
| Prefer not to say | 1 | 2 |
| Ethnicity | | |
| White | 47 | 75 |
| BME | 16 | 25 |
| Gender | | |
| Male | 35 | 56 |
| Female | 28 | 44 |
| Base | 63 | 100% |

For those 63 patients not registered with any GP practice at all, the reasons for not registering are shown in Figure 11 below. The main reason, given by 25% of patients, was that there was no need to register as they could use the walk-in centre service without registering. A third of patients indicated that registration could be problematic: reporting that they were not eligible to register (11%), they found registering too difficult/time consuming (10%), they don't know how to register (8%) or they preferred not to give personal details (6%).

Figure 11 - Why have you chosen not to register at any GP practice?



NB. Those not registered with any GP practice (63 respondents: Low Base)

In terms of the 'other' category this included those who do intend to register with a GP at the centre at some stage, those who have just moved and are new to the area and those who are in the area for a short period of time.

3.5 Reasons for choosing to visit the centre that day

| Key findings from Section 3.5 | |
|-------------------------------|--|
| • | The main reasons for visiting the walk in centre were once again its proximity to the patient's home (48%), reducing to 34% when patients asked to indicate the most important reason for attending the centre |
| • | For patients who were registered at the centres, the vast majority (85%) stated that they choose to visit the centre for the same reasons that they had registered at the centre |
| • | Nearly seven in ten (69%) patients registered with a (different) GP practice had not tried to contact their GP practice before attending the walk-in centre. This differed significantly by whether the visit to the centre was during the week (63%) or at a weekend (82%) |
| • | The main reasons were that they felt they wouldn't be able to get an appointment that was at a convenient time to them (36%) or that they simply didn't think about it (28%) |
| • | The vast majority of patients (92%) who attended the walk-in centre, but were not registered there, had not contacted any other healthcare provider before going to the walk-in centre |
| • | Of those who had contacted another healthcare provider prior to attending the walk-in centre (104 patients), the majority (74%) indicated that they were directed to the walk-in centre by the healthcare provider they had originally contacted, rising to 89% for those attending a centre where it was not possible to register with a GP |
| • | Over three quarters of patients not registered with a GP (78%) would still have used the walk-in centre even if they had to register with it |
| • | Almost a quarter (24%) of the patients who had not tried to book an appointment with the walk-in centre would not have used the walk-in centre if they had to book an appointment beforehand |
| • | Nearly three in ten (29%) of these patients with a GP practice had tried to contact their own GP before attending the walk-in centre |

Main reasons for patients choosing to visit a walk-in centre when they are registered at the centre

For those patients who were registered at the centres where it was possible to register, the vast majority (85%) stated that they chose to visit the centre for the same reasons that they had registered at the centre. Additional reasons provided included that they had an appointment that day, they had come for a repeat prescription and they had come to see the GP.

Table 49: Those registered with a GP at the centre

| | Total |
|--|------------|
| | % |
| For the same reasons as choosing to register here | 85 |
| Other | 15 |
| Base = Those registered with a GP at the walk-in centre | 640 |

Main reasons for patients choosing to visit a walk-in centre when they are not registered at the centre

Those patients who were not registered at the walk-in centre and who had not been directed by their GP or another healthcare provider to the walk-in centre (1,098 patients) were asked to indicate why they chose to visit the walk-in centre. These patients were presented with a show card with a list of potential reasons for choosing to

visit the centre and asked to indicate the main reasons why they had chosen to do so. They were able to select more than one reason and were also able to suggest other reasons also. For those who selected more than one reason for attending the centre they were next presented with the options they had already chosen and asked to indicate the most important reason for choosing to visit the centre. In the following tables this will be referred to as the ‘main reasons’ and the ‘most important reason’ respectively. In this section Table 50 includes all of the reasons that were selected by patients for visiting the centre, and so the percentages will add up to more than 100%.

The most common reasons given for visiting the walk in centre were its proximity to the patient’s home (48%), followed by the ability to attend the centre without having to book an appointment (27%).

Table 50: Main reasons for choosing to visit the walk-in centre when not registered at the centre

| | Main reasons |
|--|--------------|
| | % |
| It’s close to home | 48 |
| It’s close to work/place of education | 13 |
| Ease of getting to the centre | 18 |
| Parking at the centre | 1 |
| Not having to phone ahead to book an appointment | 27 |
| Short expected waiting times | 6 |
| The time of day or week that appointments are offered | 7 |
| The range of services that are offered at the centre | 8 |
| Clinical expertise of the staff at the centre | 4 |
| Cleanliness and comfort of waiting rooms and facilities | 3 |
| Friendliness and attentiveness of staff | 4 |
| Unlikely to see anyone I/we know | 0 |
| Prefer not to give personal details | 1 |
| Newly arrived in the area/country | 1 |
| Only in the area on a temporary basis | 2 |
| Not having to register with a GP practice | 1 |
| Needed to see someone urgently | 7 |
| Didn’t know where else to go | 1 |
| Just stumbled across it/walked by | 1 |
| Could not get an appointment with a GP | 11 |
| Other | 6 |
| Base: All respondents who are not registered at this centre and were not directed to visit it by other healthcare providers | 1,098 |

In terms of the ‘other’ category this included patients who had attended the centre previously and liked it and that the centre was recommended to them by eg a family member or friend.

As mentioned previously, those who provided more than one reason for visiting the walk-in centre were asked to indicate the most important reason for choosing the walk-in centre they visited (“the main reason”). The most important reasons cited by the patients are shown in Table 51 below.

Just over a third (34%) stated that the most important reason was that the centre was ‘close to home’. Proximity to the walk-in centre was especially pertinent for those attending two centres (the Widnes (86%) and Finchley (61%) walk-in centres).

The other main reason stated by just under a fifth (17%) was ‘not having to phone ahead to book an appointment’. This was more common for patients aged under 16 years of age (24%), those who had visited the centre more than 12 times (24%) and male respondents (20%). Not having to phone ahead to book an appointment was most important for patients in Shropshire (66%), whereas being close to place of work or education was most likely to be mentioned by patients from Guys (46%).

Table 51: Most important reason for choosing to visit the walk-in centre

| | Most important reason |
|--|-----------------------|
| | % |
| It's close to home | 34 |
| It's close to work/place of education | 10 |
| Ease of getting to the centre | 9 |
| Not having to phone ahead to book an appointment | 17 |
| Short expected waiting times | 2 |
| The time of day or week that appointments are offered | 4 |
| The range of services that are offered at the centre | 3 |
| Clinical expertise of the staff at the centre | 1 |
| Cleanliness and comfort of waiting rooms and facilities | 0 |
| Friendliness and attentiveness of staff | 1 |
| Unlikely to see anyone I/we know | 0 |
| Prefer not to give personal details | 0 |
| Newly arrived in the area/country | 0 |
| Only in the area on a temporary basis | 1 |
| Not having to register with a GP practice | 1 |
| Needed to see someone urgently | 5 |
| Didn't know where else to go | 1 |
| Just stumbled across it/walked by | 5 |
| Could not get an appointment with a GP | 4 |
| Other | 3 |
| Base: All respondents who are not registered at this centre and were not directed to visit it by other healthcare providers | 1,098 |

To what extent are patients directed to go there by another healthcare provider

Some people tried to contact their own GP before coming to the walk-in centre (see discussion in the section below). A few of these patients were subsequently directed to the walk-in centre by their GP practice (68 patients). This number of patients equates to 4% of patients overall or 6% of patients registered with a GP practice elsewhere (see Table 56). Being directed by their own GP to the walk-in centre was most likely to be mentioned by patients from Finchley NHS Walk-In Centre (25% i.e. 25 patients) and the Urgent Care Centre at Guy's (13% i.e. 12 patients).

The vast majority of patients who attended the walk-in centre but were not registered there (1,142 patients or 92%) had not contacted any other healthcare provider before going to the walk-in centre. This increased to all of the patients at two centres (Hanley Health and Reading walk-in centres). A small minority contacted another provider: 3% had contacted the local pharmacy, 2% had called an NHS Helpline, and 1% had contacted their A&E Department. This is summarised in Table 52.

Table 52: Whether they contacted another healthcare provider before attending the walk-in centre

| | Total |
|---|--------------|
| | % |
| No | 92 |
| Yes - local pharmacy | 3 |
| Yes - Call an NHS helpline | 2 |
| Yes – A&E | 1 |
| Other | 3 |
| Base: All respondents not registered at the centre | 1,246 |

In terms of the ‘other’ code this included contacting other walk-in centres and also looking online for information.

Of those who had contacted another healthcare provider (other than their GP) prior to attending the walk-in centre, the majority (74% i.e. 77 patients) indicated that they were directed to the walk-in centre by the healthcare provider they had originally contacted.

Table 53: Whether directed to the centre by healthcare provider first contacted

| | Total | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % |
| No | 26 | 25 | | | 38 |
| Yes | 74 | 75 | 100 | 100 | 63 |
| Base: Base: All respondents not registered at the centre who contacted another healthcare provider first | 104 | 84 | 2 | 2 | 16 |

The extent to which it is important to patients that they don't have to register to use the centre

Of those patients not registered with any GP practice and who were resident in the UK (i.e. 63 patients), over three quarters (78%) would still have used the walk-in centre even if they had to register with it in order to use the services at the centre. This is reported in Table 54 below.

For those 8 patients who said they would not use the walk-in centre if they had to register, four patients had said they were not eligible to register with a GP, one did not know how to register, two had stated that they did not want to provide personal details and two had said there was no need to register as they could use the service without registering.

Table 54: Whether, if patients had to register to use the services at the walk-in centre, they would still use the centre

| | Total |
|--|-------|
| | |

| | % |
|--|-----------|
| Yes | 78 |
| No | 13 |
| Don't know / prefer not to say | 10 |
| Base: Respondents not registered with any GP practice | 63 |

Extent to which it is important to patients that they don't have to make appointments to use the centre

Almost a quarter (24% i.e. 324 patients) of those patients who had not tried to book an appointment with the walk-in centre would not have used the walk-in centre if they had to book an appointment beforehand. This rose to 93% of patients attending the Widnes centre. Those who were registered at the centre were much more likely to state that they would still use the centre if they had to book an appointment (85%). This is shown in Table 55.

Table 55: Whether patients would have used the centre if had to book an appointment

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|---|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Yes | 70 | 85 | 68 | 46 | 67 | 67 |
| No | 24 | 11 | 27 | 15 | 11 | 27 |
| Don't know / prefer not to say | 6 | 4 | 6 | 38 | 22 | 5 |
| Base: All respondents who did not try to book an appointment | 1,331 | 193 | 1,061 | 13 | 9 | 55 |

Why patients that are registered with a GP elsewhere use a walk-in centre instead of going to their GP

Those patients registered with a GP practice other than at the walk-in centre (i.e. 1,160 patients) were asked to indicate whether they had tried to contact or book an appointment with their own GP practice before visiting the walk-in centre. The results are summarised in Table 56. The vast majority of patients who were registered elsewhere did not try to contact their own GP before coming to the walk-in centre (69%). Nearly three in ten (29%) of these patients had tried to contact their own GP before attending the walk-in centre, with one in five (22%) trying but encountering difficulty with making an appointment with their GP. One in seven patients (14%) had tried to book an appointment but had found that no appointment was available; 4% had tried to book but had found that no appointments were available at convenient times; 3% had tried to book but had found that the waiting time was too long; and 1% had tried but could not get through on the telephone.

A minority of patients (1% i.e. 13 patients) had already seen their GP before coming to the centre. For the thirteen patients who had seen their own GP previously about the ailment that led to their visit to the walk in centre their reasons for attending the walk-in centre included five had wanted a second opinion, four had wanted treatment or medication that their own GP would not prescribe, one patient had 'trouble with his eye', one patient has a leg injury, one had a foot injury and one did not state the injury.

For those attending during the week almost one in five (18%) had tried to book an appointment but none was available, compared to 4% at weekends. This is shown in Table 56.

Very few of those patients who had tried to contact their own GP had also contacted any other healthcare provider.

Table 56: Whether they tried to contact their own GP practice

| | Total | Weekday | Weekend |
|--|--------------|------------|------------|
| | % | % | % |
| No | 69 | 63 | 82 |
| Yes - Called but couldn't get through | 1 | 1 | 2 |
| Yes - Tried to book but no appointment was available | 14 | 18 | 4 |
| Yes - Tried to book but the appointments available were not at a convenient time | 4 | 5 | 3 |
| Yes - Tried to book but the waiting time for appointments was too long | 3 | 4 | 2 |
| Yes - They said come to this walk-in centre | 6 | 6 | 5 |
| Yes - Saw own GP previously about this | 1 | 1 | 1 |
| Other | 2 | 2 | 2 |
| Base: All respondents registered with any GP practice | 1,160 | 786 | 374 |

Table 57 shows that the main reasons provided for those not contacting their own GP practice before attending the walk-in centre were that they felt they wouldn't be able to get an appointment that was convenient to them (36%) or that they simply didn't think about it (28%). A further 4% of patients did not wish to bother their GP with their medical condition. Patients attending the centre during the week were more likely than those attending at the weekends to state that they did not think about booking an appointment (34% vs 18%). The figures imply that 24% of patients registered with a GP practice elsewhere did not try to contact their GP because they perceived that they would not be able to get an appointment that was convenient.

Patients at two centres were most likely to indicate that they were unlikely to get an appointment that was convenient to them (Bury (76%) and Reading (77%)). Patients at two centres were most likely to state that they did not think about booking an appointment with their GP (the Finchley (69%) and Widnes (95%) walk-in centres).

Table 57: Why respondents decided not to contact the GP practice before attending the walk-in centre

| | Total | Weekday | Weekend |
|--|------------|------------|------------|
| | % | % | % |
| Didn't think about it | 28 | 34 | 18 |
| Don't want to bother own GP | 4 | 5 | 2 |
| Wouldn't be able to get an appointment that was convenient | 36 | 35 | 37 |
| Other | 34 | 28 | 45 |
| Base: All respondents | 789 | 493 | 296 |

| | | | |
|--|--|--|--|
| registered with a GP practice but who did not attempt to see that GP | | | |
|--|--|--|--|

The main ‘other’ codes included here was that the patients’ GP surgery was closed on a Saturday or Sunday.

3.6 What patients would have done if the walk-in centre was not available

| Key findings from Section 3.6 |
|--|
| <ul style="list-style-type: none"> • When patients were asked where they would have gone if the walk-in centre had not been available, one in five said they would have either gone to the A&E Department (21%) or to their own GP practice (20%) • Given a range of alternative available options to choose from, almost three-fifths (57%) would choose to visit a GP, while one in six would have chosen to attend another walk-in centre. • For two-fifths of patients (40%) it would no have made a difference if they had to visit a different healthcare provider that day; however, for just over half (51%) it would have made a difference if alternative arrangements had to be made. For those for whom alternative arrangements would be impactful, just over half said they would have to wait much longer to see someone (54%), whilst just under half (45%) felt they would have further to travel. |

What patients would do if the walk-in centre was not available

Without being prompted by the interviewer on the options they might choose, patients were asked to indicate where they would have gone if the walk-in centre had not been available i.e. they were not provided with a list of options.

The vast majority indicated that they would try to use other services if the walk-in centre was not available. For example, one in five stated that they would have gone to A&E (21% i.e. 403 patients). Over a third stated they would go to a GP practice (34%, comprising of those saying they would go either to their own GP practice (20% i.e. 380 patients), a different GP practice (13% i.e. 243 patients) or a GP practice (1% i.e. 14 patients)). This is shown Table 58 below. Patients from one centre were especially likely to indicate that they would have attended their own GP instead (the Finchley walk-in centre (60%)).

Few patients indicated that they would stay at home or try to self treat (8%). Some (13%) stated that they didn’t know or were unsure or preferred not to say.

When asked to give a name and location of the alternative place they would go to, patients were much more likely to be able to supply a name (63%) and a location (48%) for the A&E department than for other options. Furthermore, patients were most likely to say that they would need to conduct further research to locate another walk-in centre (60%).

The percentages here will add up to more than 100% as patients could provide more than one alternative healthcare option they could have used should the walk-in centre not be available.

Table 58 - If the walk-in centre was not available, where would patients have gone instead by whether the contact details has been provided

| | Total | Name provided | Location provided | Would need to conduct further research or ask someone | Don't know/Prefer not to say |
|--|--------------|---------------|-------------------|---|------------------------------|
| | % | % | % | % | % |
| A&E | 21 | 63 | 48 | 14 | 14 |
| Own GP practice | 20 | 2 | 2 | 3 | |
| A different walk-in centre | 16 | 19 | 26 | 60 | 48 |
| A different GP practice | 13 | 20 | 27 | 32 | 42 |
| Stay at home / self treat | 8 | 0 | 0 | 1 | |
| A pharmacist | 5 | 1 | 1 | 4 | 1 |
| Called an NHS helpline | 4 | 1 | 1 | 2 | 3 |
| A GP practice | 1 | 1 | 1 | | |
| Called an ambulance | 0 | | | | |
| Don't know / prefer not to say/ not sure | 13 | | | | |
| Other | 4 | 0 | | | |
| Base: All respondents | 1,886 | 536 | 491 | 107 | 145 |

Patients registered with a GP at the centre were more likely to attend a different GP (38% i.e. 241 patients), whilst patients registered with a GP elsewhere would be most likely to attend their own GP (33% i.e. 378 patients). Those not registered with a GP would attend a different walk-in centre (30% i.e. 19 patients) or A&E (29% or 18 patients). This is shown in Table 59.

Table 59: If the walk-in centre was not available, where would patients have gone instead by whether registered with GP

| | Total | Registered with GP at Centre | Registered with GP elsewhere | Non UK residents | Don't know/prefer not to say | Not registered with a GP |
|--|--------------|------------------------------|------------------------------|------------------|------------------------------|--------------------------|
| | % | % | % | % | % | % |
| Own GP practice | 20 | 0 | 33 | | | |
| A different GP practice | 13 | 38 | 0 | | | |
| A GP practice | 1 | 0 | 1 | | 11 | 8 |
| A&E | 21 | 16 | 24 | 29 | 44 | 29 |
| Called an ambulance | 0 | 0 | 0 | | | |
| Called an NHS helpline | 4 | 3 | 4 | 7 | | 5 |
| A pharmacist | 5 | 3 | 5 | 14 | 11 | 10 |
| A different walk-in centre | 16 | 13 | 17 | 21 | 11 | 30 |
| Stay at home / self treat | 8 | 11 | 6 | | 22 | 11 |
| Don't know / prefer not to say/ not sure | 13 | 15 | 12 | 29 | 11 | 14 |
| Other | 4 | 4 | 5 | | | 2 |
| Total: All respondents | 1,886 | 640 | 1,160 | 14 | 9 | 63 |

With regards to the 'other' category this mainly included going to another hospital (although A&E was not cited).

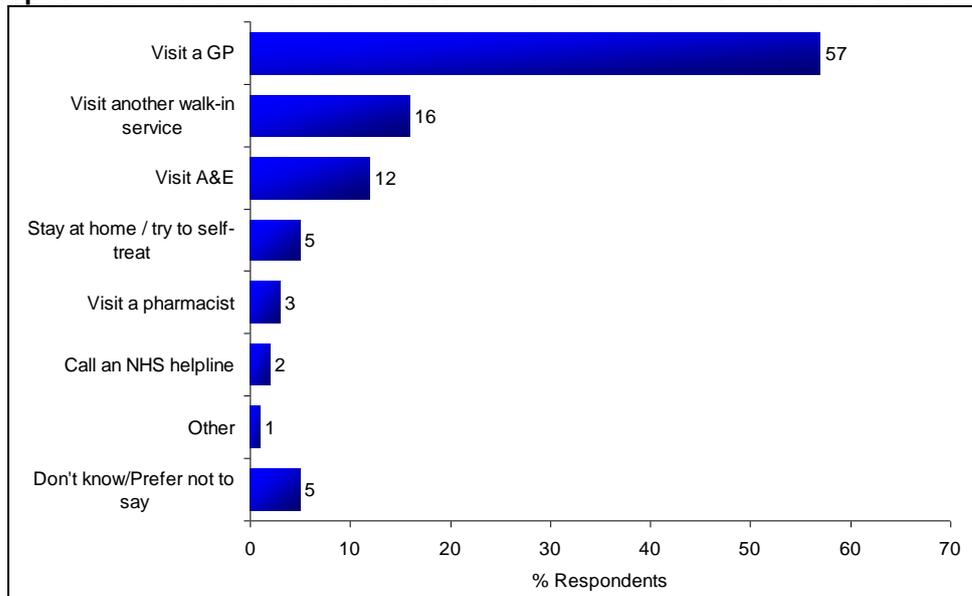
All patients were then provided with a list of options that they might have used instead of the walk-in centre and asked to indicate if all of these options were available to them at a convenient time, which one they would choose if the walk-in centre was not available. Results are reported in Figure 12. Almost three-fifths (57%) of patients would choose to visit a GP, while one in six (16%) would choose to attend another walk-in centre. Few people indicated that they would visit a pharmacy (3%) or stay at home or try to self-treat (5%).

In terms of visiting another walk-in centre this was most likely to be mentioned by patients at four centres (Brighton (31%), Derby (33%), Hanley Health (39%) and Guys (46%)). It was also more likely to be stated by those aged 25 to 34 years of age (21%), for those attending on the first visit (19%) or by those who had visited on more than twelve occasions (21%) and by those who had not tried to contact the GP before attending the centre (17%).

The likelihood of visiting a GP instead was highest for three centres (Finchley (85%), Putnoe (83%) and Story Street (82%)). The patients most likely to state that they would visit a GP were those who lived nearby (60%) and who described their condition as being urgent (61%). They were also more likely to be working part-time (69%) or be retired (63%). They were also more likely to be social grade C2 (62%), White (61%) and female (60%).

The likelihood of visiting the A&E was highest in Reading (35%). It was highest for those centres where it was not possible to register with a GP (18%), for those who don't live or work nearby (19%) and for those who describe their condition as urgent (19%). It was also higher for BMEs (25%) and males (15%).

Figure 12 - If all of the following options were available, at a time that was convenient, the option that would have been chosen if the walk-in centre was not available



Base – all respondents

What difference would it make to patients if the walk-in centre was not available

Patients were asked whether having to go elsewhere that day was likely to have made a difference to them. Results are summarised in Table 60. For two-fifths of patients (40%), visiting a different healthcare provider would not have made any difference to them; however, for just over half (51% or 970 patients) it would have made a difference as alternative arrangements would have to be made. The remaining one in ten patients refused to answer the question. Patients at four walk-in centres were especially likely to indicate that attending another healthcare provider would have impacted on them (Liverpool (81%), Shropshire (80%), Cardrew (76%) and Story Street (75%)).

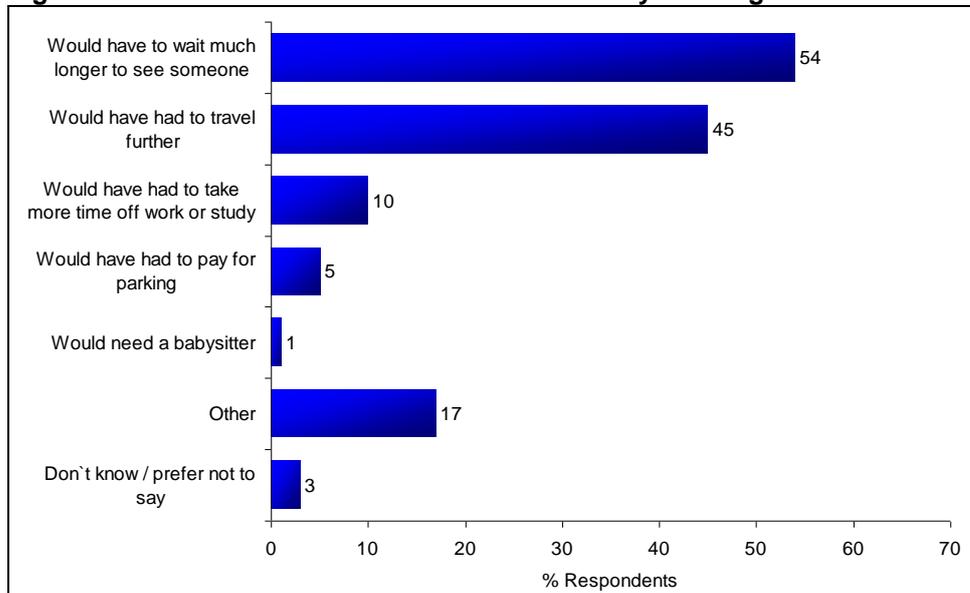
Those most likely to indicate that there would be an impact on them if they had to go elsewhere were patients aged under 16 years of age (59%), those who didn't live or work near the centre (61%) and those who described their condition as urgent (61%). These patients were also more likely to be White (53%) and female (54%).

Table 60: Whether it would have had an impact to attend a different healthcare provider

| | Total |
|------------------------------|--------------|
| | % |
| Yes | 51 |
| No | 40 |
| Don't know/Prefer not to say | 9 |
| Base: All respondents | 1,886 |

For those people for whom alternative arrangements would make a difference (51% i.e. 970 patients), Figure 13 below shows what impact this would have on patients. Just over half said they would have to wait much longer to see someone (54% i.e. 523 patients), whilst just fewer than half indicated that they would have further to travel (45% i.e. 433 respondents). The majority of patients in Putnoe (82%) and Ashton (80%) felt that they would have to wait much longer to see someone if the walk-in centre was not available.

Figure 13 - What would the difference for be if they had to go elsewhere



Base – 970 respondents (Those who said it would make a difference if they had to go elsewhere today)

The ‘other’ codes here included concerns over the level of pain they would experience if they had to travel further, the additional cost of travel, a preference for the current walk-in centre over the alternatives and the stress involved in going to a new centre.

Final Comments

All respondents were offered the opportunity to give their comments on the centre they had attended or on walk-in centres more generally. Just under a third of patients (30% i.e. 560 patients) took the opportunity to provide a comment. The comments made at this stage were predominantly positive ones, most were typically commending staff on the positive atmosphere generated by the centre and generally stating how convenient the service was for them. Some examples of the positive comments are included below:

“A brilliant idea for all the family.”

“A really good idea and handy when can’t get in to GP.”

“A very useful service when doctors are closed or fully booked.”

“Absolute fab staff treatment. Really fast. Would recommend highly.”

“Absolutely brilliant. Very caring reception. Is lovely too as they talk to you as an equal.”

“Always seen quickly no appointment needed.”

“Better waiting time than a GP.”

“Big help for people who don’t have access to doctors.”

“Brilliant. Friendly. Never turned away. Always have time.”

“Brilliant because of the timings.”

“Brilliant. What would we do without it?”

“Can always get an appointment. Polite. Doctors do try to help.”

“Convenient. Lovely, down to earth staff.”

“Doctor is brilliant. GP shows a lot of care and consideration for his patients.”

“Essential for the people and they offer a very good service.”

“Everyone very helpful and reassuring.”

“Excellent can see someone when I want to.”

“Excellent, first class and very friendly.”

“Excellent and quick service.”

“Extremely clean and tidy/service. Superb.”

“First impressions very good. Quick service.”

“Good centre and staff very friendly and helpful.”

“Good idea. Convenient, especially if you can’t get in your doctors.”

“Good place to use when doctors busy. Saves having to go to A&E.”

“Good service and convenient.”

“Good to know that they are there.”

“I have never been as happy with a GP as here. Better care is taken of me.”

“Very happy with service and grateful it is available.”

“Very quick and helpful. A great idea for immediate appointment when doctors have no appointment for 2 weeks.”

“Very happy with service and grateful it is available.”

Some examples of the recommendations for change are included below which focused mainly on the difficulty of obtaining an appointment at the walk-in centre and the length of the waiting times.

“[Would like] access to same GP more frequently.”

“Appointment is too difficult to get. Takes a month sometimes.”

“Appointment by phone takes long time. Sometimes they don’t give appointment for a month.”

“Better service for those not registered”,

“Didn’t like it that I had to tell reception what my problem was as it was so quiet and people could hear.”

“Don’t find this centre a good place to go. It’s too big. It seems to be more about cost cutting than patient’s care. Quality of service is poor at times. Been looking into changing to smaller practice.”

“Getting an appointment and seeing your own doctor is impossible sometimes.”

“Had to fill out paperwork every time. Should keep on computer data base.”

“Have to ring too early to get same day appointment.”

“You should be here at 8am when there is long queue to get appointment. Then you are told you haven't got appointment.”

“Waiting times needs improvement.”

4. CONCLUSIONS

As with the executive summary and the body of the main report, the conclusions have been set out according to the five key research objectives of the study.

The types of patients that use walk-in centre

Most patients attended walk-in centres on their own behalf. Almost three-fifths of patients were female and there was a fairly even spread of ages, with those in the 25 to 34 year age bracket the most commonly attending patients. People from the lower socio-economic groups (ie DE) tended to be the most common users of these centres. Patients were typically those who were working and they were mainly working full-time. In most cases the ethnicity of patients was 'White British'.

Clearly proximity to the walk-in centre is a consistent key driver for patients using the centres. Over three quarters of patients said they lived near the walk-in centres they attended. Of those that were studying or of working age, over a third (37%) said they worked or studied near the centre, representing 31% of overall patients. The vast majority of patients (78%) travelled from home to attend their walk-in centre and just over one in ten (12%) travelled from work. However, the likelihood that patients studied or worked near the centre rose to nearly seven in ten patients (70%) at one centre (the Urgent Care Centre, Guy's hospital), and to almost six in ten patients at two other centres (Shropshire Walk-in Health Centre, 59%; Finchley Walk-in Centre: 55%).

Typically the distances travelled to the centres were modest with about half of the patients travelling less than 10 minutes or between 10 and 30 minutes to travel to the walk-in centre. Patients preferred to travel independently to the centres arriving either by car (49%) or walking (30%) rather than relying on public transport (18%). However, the use of cars was much lower in the city centre locations reducing to 7% for Liverpool City Centre, 10% for Brighton Station Health Centre and 15% of patients attending Guys Urgent Care Centre.

In over a third of cases this was patients' first visit to a walk-in centre while, for over almost three in ten this was at least their third visit in the last 12 months. Of those who were registered at the centre they were more likely to have visited the walk-in centre over the past twelve months between 3 and 12 times (45% cf 21%) or more than 12 times (17% cf 7%). Both those who were registered with a GP elsewhere or who were not registered with a GP at all were more likely to be visiting the centre for the first time (47% and 73% respectively)..

The vast majority of patients stated that they would use the same walk-in centre again if the situation required it.

The purpose of patients' visit and types of services used

Virtually every patient attending the walk-in centre was seen on that occasion by a GP, nurse or other healthcare professional. Of these, almost half were seen by a GP and almost half were seen by a nurse. Of the very few patients who had not been seen by a healthcare professional, most had taken the decision to leave the centre as the wait time was too long.

There was a vast number of medical reasons why people visited their walk-in centre, the most commonly cited ones being for flu-like symptoms (i.e. colds, coughs and sore throats: 8%), for various skin conditions (8%), sprains or strains (6%), ear/eye infection (7%), cuts, bruises or abrasions (5%) and a blood pressure check/general health check (6%). The health conditions were summarised into 6 overarching medical conditions, with minor illnesses (39%) the main reason for attending the centre, followed by minor injury (24%) and health advice or health check (15%). Just over half of the patients described their healthcare condition as urgent and requiring immediate attention.

There was a fairly even spread of patients' visits by day of week. Half of the patients' visits were in the morning and half in the afternoon i.e. after 1pm, with almost a quarter of patients visiting the walk-in centre before 11.00am (23%). This even split between morning and afternoon visiting is repeated over both weekdays and at weekends.

Patients were more likely to simply turn up at the centre as a walk-in patient than book an appointment with just over a quarter of patients booking an appointment. Of those patients who did not make an appointment prior to visiting the centre, over two thirds said that they would still have used the walk-in centre even if they had had to phone ahead to make the appointment.

For those who booked an appointment, over three quarters said their appointment took place punctually. For those whose appointment was late or who had made no appointment, the waiting time for the vast majority was considered to be acceptable..

Following their visit to the walk-in centre, for over four-fifths (84%) of patients the healthcare matter was resolved and patients indicated that they did not intend to use the services of another healthcare provider regarding the same condition. Of those patients who said they did intend to use the services of another healthcare provider over half would go to their own GP. The most common reasons why patients would use another healthcare service was because they needed to see a specialist or have further tests (32% i.e. 83 patients) and the walk-in-centre had said to go and see their own GP (29% i.e. 77 patients).

Registration with a GP Practice

For those centres where it was possible to register with a GP almost half of the patients had done so. This equates to 34% of all patients being registered with a GP at the walk-in centre attended. Not surprisingly those who lived near the walk-in centre were more likely to have registered with a GP there. Proximity to the patient's home was the main reason provided for registering with a GP at the walk-in centre.

Before registering with a GP at the walk-in centre around three quarters of patients had already been registered with a GP, with almost half registered with another GP locally and a further quarter each had been registered in another area or had not been registered previously. The main reasons given for registering with a GP at the walk-in centre for those switching from a local GP practice were that it was close to their home (69% cf 77%), not having to phone ahead to book an appointment (22% cf 19%) and the time of day or week that appointments are (22% cf 18%).

Only a fifth of patients who had registered with a GP at the walk-in centre had either researched or considered registering at another GP practice in the local area before registering at the walk-in centre.

Just over two thirds of patients not registered at the walk-in centre attended were registered locally with a GP practice and just over a quarter were registered with a GP in another area. The main reason for not registering at the centre was that patients wanted to stay registered at their own GP because they still wanted to avail of their service. Attendance at their registered GP practice was infrequent with almost a third making a twice yearly visit whilst a further one in five visiting less than once a year.

Most patients were registered with a GP. Only 3% of all patients were not registered with any GP practice. The main reason, given by a quarter of these patients not registered at any GP practice, was that there was no need to as they could still use the walk-in centre service without doing so.

Reasons for choosing to visit the centre that day

A consistent message throughout this research has been the importance for patients of living close to the centre. Once again the most common reason for choosing to visit the walk-in centre was its proximity to the patient's home. For patients who were registered at the centres, the vast majority stated that they chose to visit the centre for the same reasons that they had registered at the centre, proximity once again.

Nearly seven in ten patients registered with a GP practice had not tried to contact their own GP before attending the walk-in centre (69%), mainly because they felt they wouldn't be able to get an appointment that was convenient to them or that they simply didn't think about it. This differed significantly by whether the visit to the centre was during the week (63%) or at a weekend (82%).

The vast majority of patients who attended the walk-in centre, but were not registered there, had not contacted any other healthcare provider before going to the walk-in centre. Of the few patients who had contacted another healthcare provider prior to attending the walk-in centre, the majority indicated that they were directed to the walk-in centre by the healthcare provider they had originally contacted.

Being required to register would not prohibit the majority of patients from attending the centre, as three quarters of patients not registered with a GP (i.e. 63 patients) would still have used the walk-in centre even if they had to register with it. Of these patients 6 stated that they had not registered with a GP as it was too difficult or time consuming to register and a further 5 patients said they did not know how to register. Furthermore, seven in ten patients who had not tried to book an appointment with their GP would still have used the walk-in centre if they had had to book an appointment beforehand.

What the patients would have done if the centre was not available

Without being prompted by the interviewer on the options they might choose, patients were asked to indicate where they would have gone if the walk-in centre had not been available. The main mentions from one in five patients were that they would have either gone to the A&E Department (21%) or to their own GP practice (20%). When provided with a range of alternative available options to choose from, almost three-fifths would

choose to visit a GP (57%), while one in six choose to attend another walk-in centre (16%).

For two-fifths of patients, visiting a different healthcare provider that day would not have made any difference to their schedule; however, for just over half, it would have made a difference if alternative arrangements had to be made. For those for whom alternative arrangements would be impactful, just over half said they would have to wait much longer to see someone, whilst just under half felt they would have further to travel.

APPENDIX A

Questionnaire

SYSTEM INFORMATION:

Interviewer number

Interviewer name

Date:

Time interview started:

Introduction

Good morning/afternoon/evening. My name is and I work for the market research company Accent, which is carrying out research for the healthcare regulator Monitor. Monitor's main duty is to protect and promote the interests of patients. The purpose of this questionnaire is to find out more about how patients use walk-in centres.

The questionnaire should take about 10-15 minutes.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society.

Before we start the main questions, I need to ask you a few quick questions about yourself to check that you are in scope for the research.

Scoping questions

Q1. INTERVIEWER CODE LOCATION

| Name of centre | Region | Possible to Register (for routing only) |
|--|----------------------|---|
| Battle Hill Health Centre | North East | Yes |
| The Skelton Medical Centre | North East | Yes |
| Bury Walk-in Centre | North West | Yes |
| NHS Walk-in Centre Widnes | North West | No |
| Liverpool City Centre NHS Walk-in Centre | North West | No |
| Ashton GP-led Health Centre | North West | Yes |
| Doncaster 8 to 8 Health Centre | Yorkshire and Humber | Yes |
| Story Street Medical Practice and Walk-in Centre | Yorkshire and Humber | Yes |
| Derby Open Access Centre | East Midlands | Yes |
| Putnoe Medical Centre | East of England | Yes |
| Shropshire Walk-in Health Centre | West Midlands | Yes |
| Hanley Health and Wellbeing Centre | West Midlands | Yes |
| Reading Walk-in Health Centre | South Central | Yes |
| Brighton Station Health Centre | South East Coast | Yes |
| Cardrew Health Centre | South West | Yes |
| Yeovil Health Centre | South West | Yes |
| Finchley NHS Walk-in Centre | London | No |
| New Cross GP Walk-in Centre | London | Yes |
| Urgent Care Centre, Guys' Hospital | London | No |

Q2. **ASK ALL:** Have you come here today to attend the walk-in centre (or a GP practice located together with the walk in centre) or a different clinic/service located on these premises?

1. Walk-in service/GP Practice
2. Other clinic/service (eg Sexual Health Clinic, Out of hours GP service) **THANK AND CLOSE**

Q3. Are you at this walk-in centre today because of your own needs or someone else's? **READ OUT**

Yourself
Your child
Your partner
Your mother/father
Other (please specify)
Don't know/Prefer not to say [IF TICK THIS IN TEXT FILLS INCLUDE THE WORD 'your friend'] DO NOT READ OUT

Q4. **INTERVIEWER: RECORD GENDER OF PATIENT**

Male
Female

Q5. May I just ask which of the following age bands #IF Q3=1# do you/#IF Q3>1# does #Q3# fall into? **READ OUT**

ASK IF GUARDIAN WILL GIVE PERMISSION FOR CHILD UNDER 16 TO PARTICIPATE OR IF GUARDIAN WILL ANSWER QUESTIONS ON THE CHILD'S BEHALF. IF NO THANK AND CLOSE

1. baby (0-2 years): adult take part
2. child (3-10): adult take part
3. teenager (11-15) adult take part
4. teenager (11-15) : child take part with guardian's permission

.

5. 16-24
6. 25-34
7. 35-44
8. 45-54
9. 55-64
10. 65+
- 11 Don't know/Prefer not to say DO NOT READ OUT
12. Child under 16: adult refuses to take part THANK AND CLOSE. CODE REFUSAL ON THE REFUSAL SHEET

Q6. **[IF Q5=1-3] OTHERWISE GO TO Q7**

May I ask, what is your relationship to the young person?

READ OUT

Parent or guardian
Brother / sister
Other family member
Other (specify)
Don't know/Prefer not to say DO NOT READ OUT

Main Questionnaire

Thank you, I can confirm #IF Q3=1# you are /#IF Q3>1# # Q3 is # in scope for the survey. The questionnaire will take between 10 and 15 minutes to complete. You do not have to answer questions you do not wish to and you can terminate the interview at any point.

Registration at the walk-in centre

Q7. #IF Q3=1# Have you/#IF Q3>1# Has # Q3# just been seen today by a GP, nurse, or other healthcare professional? **DO NOT READ OUT**

1. Yes
2. No, Turned away as centre too busy
3. No, Turned away as arrived too late to be seen today
4. No, Decided to leave as the predicted wait time is too long
5. Other (specify)

Q7a **[ASK IF Q7=1]:** Who attended to #IF Q3=1# you /#IF Q3>1# your Q3's# condition today? **READ OUT. MULTICODE**

- A GP
- A nurse
- Another healthcare professional (eg physiotherapist)
- Care assistant
- Don't know/Prefer not to say **DO NOT READ OUT**

Q8. #IF Q3=1# Do you/#IF Q3>1# Does # Q3# live near this walk-in centre?
INTERVIEWER: THIS REFERS TO THE USUAL PLACE OF RESIDENCE

- Yes
- No
- Don't know/Prefer not to say **DO NOT READ OUT**

Q9. **IF Q3 =5-9**

#IF Q3=1# Do you/#IF Q3>1# Does # Q3# work near this walk-in centre?

INTERVIEWER: THIS REFERS TO THE USUAL PLACE OF WORK

IF Q5 = 1 OR 10 DO NOT ASK

IF Q5 = 2-4 ASK

#IF Q3=1# Do you # Q3>1# Does your # Q3# go to school or college near this walk-in centre? **INTERVIEWER: THIS REFERS TO THE USUAL PLACE OF EDUCATION**

- Yes
- No
- Don't know/Prefer not to say **DO NOT READ OUT**

Q10. **(IF Q8=2 or Q9=2 ASK)**

#IF Q3=1# Are you/#IF Q3>1# Is your #Q3# in this local area temporarily, for example, on holiday or business?

- No
- Yes – UK resident on holidays **GO TO Q16**
- Yes – UK resident on business **GO TO Q16**
- Yes- Non-UK resident visiting from overseas **GO TO Q24**
- Yes – other (please specify) **GO TO Q16**

Q11. **IF Q8=CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP**

Is this walk-in centre #IF Q3=1# your/#IF Q3>1# your # Q3#'s registered GP practice?

INTERVIEWER READ OUT IF NECESSARY: By 'registered' we mean that #IF Q3=1# you have/#IF Q3>1# your Q3 has# completed a form called a GMS1, giving details such as your name and address, your date of birth, your NHS number and other information, such as the name and address of your previous GP. Some GP surgeries will also ask to see proof of your identity.

Yes

No **GO TO Q16**

Don't know/Prefer not say **DO NOT READ OUT GO TO Q16**

Q12. REMOVE Q12. ASK Q12B
IF Q1=CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP

Q12B Why did #IF Q3=1# you/#IF Q3>1# your # Q3# choose to register with this walk-in centre? **MULTICODE. SHOWCARD A. READ OUT**

Convenience of location

It's close to home

It's close to work/place of education

Ease of getting to the centre

Ease of parking at the centre

Convenience of getting an appointment

Not having to phone ahead to book an appointment

Short expected waiting times

The time of day or week that appointments are offered

Quality and range of services

The range of services that are offered to registered patients

Clinical expertise of the staff at the centre

Cleanliness and comfort of waiting rooms and facilities

Friendliness and attentiveness of staff

Privacy or other practical reasons

Unlikely to see anyone I/we know

Not able to register with a different GP practice

Dissatisfied with the service where registered previously

Visited the centre as a walk-in patient and was satisfied with the service

Other

Other (please specify)

Don't know/prefer not to say **DO NOT READ OUT**

Q13. **[IF MORE THAN ONE RESPONSE AT Q12b BRING RESPONSES FORWARD AND ASK]:**

What was the **most important** reason for choosing to register with this walk-in centre? **SINGLE CODE. READ OUT SHOWCARD A**

Convenience of location

It's close to home

It's close to work/place of education

Ease of getting to the centre

Ease of parking at the centre

Convenience of appointments

Not having to phone ahead to book an appointment

Short expected waiting times

The time of day or week that appointments are offered

Quality and range of services

The range of services that are offered to registered patients
Clinical expertise of the staff at the centre
Cleanliness and comfort of waiting rooms and facilities
Friendliness and attentiveness of staff

Privacy or other practical reasons

Unlikely to see anyone I/we know
Not able to register with a different GP practice
Dissatisfied with the service where registered previously
Visited the centre as a walk-in patient and was satisfied with the service

Other

Other (please specify)
Don't know/prefer not to say **DO NOT READ OUT**

Q14. **IF Q1=CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP** Before #IF Q3=1# you /#IF Q3>1# your Q3 # registered at this walk-in centre, were #IF Q3=1# you /#IF Q3>1# they Q3 # registered with another GP practice in the local area?
Yes - was registered locally
No - was registered in another area
No - was not registered previously
Don't know /prefer not to say **DO NOT READ OUT**

Q15. **IF Q1=CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP** Before choosing to register at this walk-in centre, did #IF Q3=1# you /#IF Q3>1# they Q3 # research and consider registering at any other GP practice in the local area? **[INTERVIEWER PROMPT: BY RESEARCH WE MEAN FOR EXAMPLE TALKING TO FRIENDS OR LOOKING ON THE INTERNET TO UNDERSTAND WHICH GP PRACTICES ARE IN THE AREA AND WHAT THEY OFFER]**
Yes
No
Don't know/Prefer not say (**DO NOT READ OUT**)
GO TO Q28

Q16. IF Q11=2 or 3
#IF Q3=1# Are you /#IF Q3>1# Is your Q3 # registered with a different GP practice?
IF Q1 NE CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP or IF Q11 NE 1
#IF Q3=1# Are you /#IF Q3>1# Is your Q3 # registered with a GP practice?
Yes – locally
Yes – in another area
No **GO TO Q20**
Don't know / prefer not to say **GO TO Q20**

Q17. What is the name and location of the GP practice where #IF Q3=1# you are /#IF Q3>1# your Q3 is # registered?
[RECORD AS MUCH DETAIL AS POSSIBLE: EG NAME AND LOCATION/POSTCODE/ ANY LOCAL LANDMARKS NEARBY EG SHOPS]
Name/Location (specify)
Would need to conduct further research or ask someone
Don't know/Prefer not to say **DO NOT READ OUT**

Q18. IF Q11=2 AND Q16=3 AND IF Q1=CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP. READ OUT.

Why have #IF Q3=1# you /#IF Q3>1# Why has your Q3 # chosen **not** to register with this walk-in centre? **MULTICODE**

Just moved to area

Only in the area temporarily (**Q10 > 1**)

Not eligible to register at this walk-in centre

Intend to register shortly

No need to register as can still use the walk-in service

Would register, but it is too difficult or time consuming

Want to stay registered at my own GP because still want to use their service

Other (specify)

[If Q16=2 GO TO Q22]

Q19. [IF Q1=1 ASK] How often #IF Q3=1# do you /#IF Q3>1# does your Q3 # visit the GP practice where #IF Q3=1# you /#IF Q3>1# they# are registered? DO NOT READ OUT

More than once a month

About once a month

Less than once a month but more than twice a year

About twice a year

Less than once a year

Never

Don't know/Prefer not to say **DO NOT READ OUT**

Q20. [IF Q1<> CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP, and IF Q16=3], OR [IF Q1 = CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP, and IF Q11=2 and Q16=3] ASK: MULTICODE

Why have #IF Q3=1# you /#IF Q3>1# your Q3 # chosen not to register at any GP practice?

Not eligible to register

Don't know how to

Too difficult / time consuming

Prefer not to give personal details

No need to register as can use this service without registering

Other (please specify)

Don't know / prefer not to say [**DO NOT READ OUT**]

Q21. If #IF Q3=1# you /#IF Q3>1# your Q3 # had to register to use the services at the walk-in centre, would #IF Q3=1# you /#IF Q3>1# your Q3 # still use the walk-in centre?

Yes

No

Don't know / prefer not to say [**DO NOT READ OUT**]

GO TO Q24

Reason for choosing this walk-in centre

[IF Q11=1 ASK] I've asked you some questions about whether #IF Q3=1# you are/#IF Q3>1# your Q3 is registered with this walk-in centre. Now I want to ask you some questions about #IF Q3=1# your /#IF Q3>1# your Q3's # visit here today.

Not registered with centre

[IF Q16=1-2 ASK] I've asked you some questions about whether #IF Q3=1# you are /#IF Q3>1# your Q3 is registered with a different GP practice. Now I want to ask you some questions about #IF Q3=1# your /#IF Q3>1# your Q3's # visit here today.

[IF Q11=3 or Q16=3 OR IF Q1 NE CODES OF CENTRES WHERE IT IS POSSIBLE TO REGISTER WITH A GP ASK] I've asked you some questions about whether #IF Q3=1# you are #IF Q3>1# your Q3 is registered with a GP practice. Now I want to ask you some questions about #IF Q3=1# your #IF Q3>1# your Q3's # visit here today.

Q22. [IF Q16=1 OR 2 ASK] Did #IF Q3=1# you #IF Q3>1# your Q3 # try to contact or book an appointment with #IF Q3=1# your #IF Q3>1# their Q3 # GP practice before #IF Q3=1# you #IF Q3>1# they# came to this walk-in centre today? READ OUT. SHOWCARD B

1. No
2. Yes – Called but couldn't get through
3. Yes – Tried to book but no appointment was available
4. Yes – Tried to book but the appointments available were not at a convenient time
5. Yes – Tried to book but the waiting time for appointments was too long
6. Yes – They said come to this walk-in centre
7. Yes – Saw own GP previously about this
8. Other (specify)

Q22A [IF Q22=1] Why did #IF Q3=1# you #IF Q3>1# your Q3 # decide not to contact #IF Q3=1# your #IF Q3>1# your Q3's # GP practice before coming here today? READ OUT.

MULTICODE

- Didn't think about it
- Don't want to bother own GP
- Wouldn't be able to get an appointment that was convenient
- Other (please specify)

Q23. [IF Q22=7] Why did #IF Q3=1# you #IF Q3>1# your Q3 # choose to come to this walk-in centre today? SINGLE CODE

- Wanted a second opinion
- Wanted treatment or medication that own GP won't prescribe
- Were dissatisfied with the service at own GP practice
- Other (please specify)

GO TO Q24

Q24. ASK ALL: Did #IF Q3=1# you #IF Q3>1# your Q3 # contact any other health care provider before #IF Q3=1# you #IF Q3>1# your Q3 # came to this walk-in centre today? SINGLE CODE

No IF Q22 = 6 GO TO Q29, IF Q22=7 then Q29, OTHERWISE GO TO Q26

Yes – A&E [INTERVIEWER READ OUT IF NECESSARY: ACCIDENT & EMERGENCY/CASUALTY DEPARTMENT]

Yes – local pharmacy

Yes – Call an NHS helpline [INTERVIEWER PROMPT IF NEEDED: EG NHS DIRECT OR THE '111' PHONE LINE]

Other (please specify)

IF Q22=7 then Q29

Q25. #IF Q3=1# Were you #IF Q3>1# Was your Q3 # directed to this walk-in centre today by the #Q3#?

No IF Q22=6 GO TO Q29, OTHERWISE GO TO Q26

Yes **GO TO Q29**

Q26. REMOVE Q26 [IF Q24=1 Or Q25=1 ASK] Why did #IF Q3=1# you #IF Q3>1# your Q3 # choose to visit this walk-in centre today? MULTIPLE CODE. DO NOT READ OUT

ASK Q26B [IF Q24=1 Or Q25=1 ASK] Why did #IF Q3=1# you /#IF Q3>1# your Q3 # choose to visit this walk-in centre today? MULTICODE. SHOWCARD C. READ OUT. INTERVIEWER ENCOURAGE RESPONDENT TO CHOOSE ALL THAT APPLY

Convenience of location

1. It's close to home
2. It's close to work/place of education
3. Ease of getting to the centre
4. Parking at the centre

Convenience of appointments

5. Not having to phone ahead to book an appointment
6. Short expected waiting times
7. The time of day or week that appointments are offered

Quality and range of services

8. The range of services that are offered at the centre
9. Clinical expertise of the staff at the centre
10. Cleanliness and comfort of waiting rooms and facilities
11. Friendliness and attentiveness of staff

Privacy reasons

12. Unlikely to see anyone I/we know
13. Prefer not to give personal details

Overseas/temporary location

14. Newly arrived in the area/country
15. Only in the area on a temporary basis

Other practical reasons

16. Not having to register with a GP practice
17. Needed to see someone urgently
19. Just stumbled across it/walked by
20. Could not get an appointment with a GP

Other

- 21 Other (specify

Q27. [IF MORE THAN ONE RESPONSE AT Q26b BRING RESPONSES FORWARD AND ASK]:

What was the **most important** reason for choosing this walk-in centre today?
SINGLE CODE SHOW CARD C

Convenience of location

1. It's close to home
2. It's close to work/place of education
3. Ease of getting to the centre
4. Parking at the centre

Convenience of appointments

5. Not having to phone ahead to book an appointment
6. Short expected waiting times
7. The time of day or week that appointments are offered

Quality and range of services

8. The range of services that are offered at the centre
9. Clinical expertise of the staff at the centre
10. Cleanliness and comfort of waiting rooms and facilities
11. Friendliness and attentiveness of staff

Privacy reasons

- 12. Unlikely to see anyone I/we know
- 13. Prefer not to give personal details

Overseas/temporary location

- 14. Newly arrived in the area/country
- 15. Only in the area on a temporary basis

Other practical reasons

- 16. Not having to register with a GP practice
- 17. Needed to see someone urgently
- 18. Didn't know where else to go
- 19. Just stumbled across it/walked by
- 20. Could not get an appointment with a GP

Other

- 21. Other (specify)

GO TO Q29

Q28. IF Q11=1 Why did #IF Q3=1# you# /#IF Q3>1# your #Q3# choose to visit this walk-in centre today?

- For the same reasons as choosing to register here
- Other (please specify)

Journey to GP walk-in centre

Q29. Where did #IF Q3=1# you /#IF Q3>1# your Q3 # travel from today? **DO NOT READ OUT**

- Home
- Work
- Place of study
- Friend's home
- Hotel
- Other (please specify)

Q30. How long did it take #IF Q3=1# you /#IF Q3>1# your Q3 # to travel to the walk-in centre from # Q3#? **DO NOT READ OUT**

- Less than 10 minutes
- Between 10 and 30 minutes
- Between 31 minutes and 1 hour
- More than 1 hour
- Don't know/Prefer not to say **DO NOT READ OUT**

Q31. How did #IF Q3=1# you /#IF Q3>1# your Q3 # travel to the walk-in centre from #Q29#? **MULTICODE DO NOT READ OUT**

- By car
- By public transport
- Walked
- Cycled
- Other

Purpose of visit to the walk in centre

Q32. SHOW SHOWCARD D. What health condition led to #IF Q3=1# your /#IF Q3>1# your Q3's# visit to this walk-in centre today? **MULTICODE**

Injury

Sprain or strain
Cut , bruise or abrasion
Burn or scald
Injury to the back or shoulder
Insect and animal bites
Suspected fracture / broken bone
Something in ear or eye

Illness

Cough, cold, sore throat
Nausea / diarrhoea
Stomach ache
Skin conditions eg eczema, rashes, psoriasis, boil etc
Ear / eye infection
Pain in chest or stomach
Breathing or asthma problems
Dizziness
Female issues eg thrush
Pain passing urine / urinary tract infection
Headache

Other

Health advice eg weight loss, stop smoking
Blood pressure check / other health check
Emergency contraception
Dressing care
Removal of stitches
Blood test
A prescription

Other [please specify]
Don't know/Prefer not to say DO NOT READ OUT

Q33. How would #IF Q3=1# you /#IF Q3>1# your Q3 # describe the condition that led to #IF Q3=1# your /#IF Q3>1# your Q3's# visit?
Urgent and requiring immediate attention
Not urgent
Other (specify)

Q34. Did #IF Q3=1# you /#IF Q3>1# your Q3 # (or someone on #IF Q3=1# your /#IF Q3>1# their # behalf) try to book an appointment at this walk in centre before your visit today?
Yes - booked an appointment prior to coming to the centre
No - tried to book an appointment but was unable to
No - did not try to book an appointment
Don't know/Prefer not to say DO NOT READ OUT

Q34b [IF Q34=3 or 4, ASK] If you had to phone ahead on the day to book an appointment, would #IF Q3=1# you /#IF Q3>1# your Q3 # have used this centre today?
Yes
No
Don't know / prefer not to say {DO NOT READ OUT}

Q35. What time of day did #IF Q3=1# you /#IF Q3>1# your Q3 # arrive at the walk-in centre today? **TYPE IN USING 24 HOUR CLOCK**

Q36. blank question

Q37. **[ASK IF Q7=1 AND Q34 =1]:** Did #IF Q3=1# your /#IF Q3>1# your Q3's# appointment take place on time?

Yes **GO TO Q41**

No

Don't know/Prefer not to say **DO NOT READ OUT GO TO Q41**

Q38. **[ASK IF Q37=2]:** How long was the delay? **DO NOT READ OUT**

Less than 10 minutes

Between 10 and 30 minutes

Between 31 minutes and an hour

More than 1 hour

Don't know/Prefer not to say **DO NOT READ OUT**

Q39. **[ASK IF Q7=1 AND Q34=2-4]:** ASK if Q7a=1-4: How long did #IF Q3=1#you /#IF Q3>1# your Q3# have to wait before being seen today by # Q7A#? **DO NOT READ OUT. [check text fill works]**

[ASK FOR EACH TICKED AT Q7a]

Less than 10 minutes

Between 10 and 30 minutes

Between 31 minutes and an hour

More than 1 hour but less than 4 hours

More than 4 hours

Don't know/Prefer not to say **DO NOT READ OUT GO TO Q41**

Q40. **[ASK IF Q7=1 AND (Q34=2-4 OR Q37=2):** ASK if Q7a=1-4: How did #IF Q3=1# you /#IF Q3>1# your Q3# feel about this length of wait?

Waiting time was acceptable

Waiting time was unacceptable

Don't know/Prefer not to say **DO NOT READ OUT**

Q41. Following your visit to this walk-in centre, #IF Q3=1# do you /#IF Q3>1# does your Q3 # intend to use the services of another health care provider for the same reason as #IF Q3=1# you /#IF Q3>1# your Q3 # came here?

Yes

No **GO TO Q45**

Don't know/Prefer not to say **DO NOT READ OUT GO TO Q45**

Q42. What health care services #IF Q3=1# do you /#IF Q3>1# does your Q3 # intend to use following #IF Q3=1# your /#IF Q3>1# your Q3's# visit to this walk-in centre? **DO NOT READ OUT**

Will go to own GP practice **[list option only if 'yes' to Q16]**

Will go to A&E **[[INTERVIEWER READ OUT IF NECESSARY: ACCIDENT & EMERGENCY/CASUALTY DEPARTMENT]**

Will go to a different walk-in service

Will go to a pharmacy

Other (please specify)

Q43. **[ASK IF Q42=3]** Which walk-in service #IF Q3=1# do you /#IF Q3>1# does your Q3 # intend to go to?

[RECORD AS MUCH DETAIL AS POSSIBLE: EG NAME AND LOCATION/POSTCODE/ ANY LOCAL LANDMARKS NEARBY EG SHOPS]

Name/Location (specify)

Would need to conduct further research or ask someone

Don't know/Prefer not to say **DO NOT READ OUT**

Q44. What is the main reason why #IF Q3=1# you intend /#IF Q3>1# your Q3 intends# to use that other health care service?

The walk-in-centre said go and see own GP [SHOW ONLY IF Q42=1 AND Q16=1 OR 2]

The walk-in centre said to go to A&E [INTERVIEWER READ OUT IF NECESSARY: ACCIDENT & EMERGENCY/CASUALTY DEPARTMENT] [SHOW ONLY IF Q42=2]

The walk-in centre said go to the pharmacy [should only if Q42=4]

Need to see a specialist or have further tests

Want a second opinion

Other (please specify)

What respondent would have done if the walk-in centre wasn't available

Q45. There are no plans to close this walk-in service, but we want to understand what other healthcare options #IF Q3=1# you /#IF Q3>1# your Q3 # would have today if this walk-in centre was not available.

With this in mind if this walk-in centre was not available, where would #IF Q3=1# you /#IF Q3>1# your Q3 # have gone instead today? [DO NOT READ OUT] MULTICODE

1. Own GP practice [list only if Q16=1 or 2]

2. Different GP practice [list only if Q11=1]

3. A GP practice [list only if Q11 NE 1 OR Q16=3]

4. A&E [INTERVIEWER READ OUT IF NECESSARY: ACCIDENT & EMERGENCY/CASUALTY DEPARTMENT]

5. Called an ambulance

6. Called an NHS helpline [INTERVIEWER PROMPT IF NEEDED: EG NHS DIRECT OR THE '111' PHONE LINE]

7. A pharmacist

8. A different walk-in centre

9. Stay at home / self treat

10. Don't know / prefer not to say/ not sure DO NOT READ OUT

11. Other (please specify)

Q46. [ASK IF Q45=1, 2, 3, 4 OR 8]

What is the name of the # Q3# #IF Q3=1# you /#IF Q3>1# your Q3 # would go to instead?

[[RECORD AS MUCH DETAIL AS POSSIBLE: EG NAME AND LOCATION/POSTCODE/ ANY LOCAL LANDMARKS NEARBY EG SHOPS

Name/Location (specify)

Would need to conduct further research or ask someone

Don't know/Prefer not to say DO NOT READ OUT

Q47. Would it make any difference to #IF Q3=1# you /#IF Q3>1# your Q3 # if #IF Q3=1# you /#IF Q3>1# they Q3 # had to do this today? CLARIFY IF NEEDED: THE DIFFERENCE IN TERMS OF THE TIME OR COST OF GOING SOMEWHERE ELSE INSTEAD OF THE WALK-IN CENTRE

Yes

No

Don't know/Prefer not to say DO NOT READ OUT

Q48. [ASK IF Q47=1] What would be the difference for #IF Q3=1# you /#IF Q3>1# your Q3 #? Multicode DO NOT READ OUT

Would have had to take more time off work or study

Would have had to travel further

Would need a babysitter

Would have to wait much longer to see someone

Would have had to pay for parking
Other (specify)
Don't know / prefer not to say DO NOT READ OUT

Q49. If all of the following options were available to #IF Q3=1# you /#IF Q3>1# your Q3 #, at a time that was convenient, which **one** option would #IF Q3=1# you /#IF Q3>1# your Q3 # have chosen if this walk-in centre was not available?

READ OUT. SINGLE CODE. SHOWCARD E

Visit a GP
Visit A&E
Call an ambulance
Call an NHS helpline
Visit a pharmacist
Visit another walk-in service
Stay at home / try to self-treat
Other (please specify)
Don't know/Prefer not to say DO NOT READ OUT

Q50. Remove question.

Frequency of visiting walk-in centre and other health care services

Q51. How often #IF Q3=1# have you /#IF Q3>1# has your Q3 # visited this walk-in centre over the past twelve months? **DO NOT READ OUT**

Never – this was the first visit
Only once previously
About 2 or 3 times
Between 3 and 12 times
More than 12 times
Don't know/Prefer not to say DO NOT READ OUT

Q52. Do you think #IF Q3=1# you /#IF Q3>1# your Q3 # will visit this walk-in centre again?

Yes
No
Maybe
Don't know/Prefer not to say DO NOT READ OUT

Q53. REMOVE QUESTION

Q54. REMOVE QUESTION

Background Information

Q55. Which of the following best describes #IF Q3=1# your /#IF Q3>1# your Q3's # working status? **READ OUT. SHOWCARD F**

Working full time (30+ hrs)
Working part-time (9-29 hrs)
Unemployed/ Not working
Retired
Looking after house/children
Not working due to illness or disability
In full time education
Other
Don't know/Prefer not to say DO NOT READ OUT
Refused

Q56. What is the job title of the chief wage earner of #IF Q3=1# your /#IF Q3>1# your Q3's# household or, if you are the chief wage earner, your own job title?

IF SELF-EMPLOYED: ask if MANUAL/NON-MANUAL, SKILLED/QUALIFIED OR NOT, NUMBER OF EMPLOYEES – then look up self employed table

IF MANAGER/EXEC: ask for industry sector, NUMBER OF EMPLOYEES in company AND MANAGEMENT STATUS

IF RANK/GRADE (CIVIL SERVANT, NURSING, MILITARY, NAVY, POLICE ETC.) RECORD rank/grade SPECIFICALLY

IF PENSIONERS: ASK IF STATE (GRADE "E") OR PRIVATE/occupational PENSION (GRADE ON PREVIOUS OCCUPATION)

IF UNEMPLOYED: IF MORE THAN 6 MONTHS ago (GRADE "E"), IF LESS than 6 months ago (GRADE ON PREVIOUS OCCUPATION)

WRITE IN AND CODE

SEG.....

1. A
2. B
3. C1
4. C2
5. DE
6. Don't know/Prefer not to say DO NOT READ OUT

Q57. Which of the following groups do you consider #IF Q3=1# you belong /#IF Q3>1# your Q3 belongs# to? **READ OUT SHOWCARD G**

WHITE

1. British
2. Irish
3. Any other white background

MIXED

4. White and Black Caribbean
5. White and Black African
6. White and Asian
7. Any other mixed background

ASIAN OR ASIAN BRITISH

8. Indian
9. Pakistani
10. Bangladeshi
11. Any other Asian background

BLACK OR BLACK BRITISH

12. Caribbean
13. African
- 14 Any other black background

CHINESE OR OTHER ETHNIC GROUP

- 15 Chinese
- 16 Any other background
- 17 Don't know/Prefer not to say DO NOT READ OUT
- 18 Refused

Q58. What is #IF Q3=1# your /#IF Q3>1# your Q3's# postcode? **INTERVIEWER: IF ASKED, THIS IS FOR ANALYSIS PURPOSES ONLY**

Postcode (specify)

Non-UK resident

Don't know/Prefer not to say **DO NOT READ OUT**

Q58a Is there anything else you would like to tell Monitor about how you feel about this centre or walk-in centres more generally?

Yes (please specify)

No

Q59. We really appreciate the time that you have given us today. Would you be willing to be contacted again for clarification purposes or be invited to take part in other research for Monitor?

- Yes, for both clarification and further research
- Yes, for clarification only
- Yes, for further research only
- No

Thank you. This research was conducted under the terms of the MRS code of conduct and is completely confidential. If you would like to confirm my credentials or those of Accent please call the MRS free on 0500 396999.

HAND OVER THE THANK YOU SLIP.

Please can I take a note of your name and where we can contact you for quality control purposes?

Respondent name:

Telephone:

Interviewer Confirmation

I confirm that this interview was conducted under the terms of the MRS code of conduct and is completely confidential

Yes No

SYSTEM INFORMATION
Time interview completed:

APPENDIX B

Poster

Survey in Progress

In August 2013, this centre is taking part in a national survey of patients' views on walk-in centre services.

The survey will only take 10-15 minutes to complete.

We would greatly appreciate your views.

Please ask at Reception for further details

The logo for Monitor, featuring the word "Monitor" in a blue serif font with a blue arc above the letter "o".

Sector regulator of NHS-
funded health care services

The logo for Accent, featuring the word "Accent" in a bold blue sans-serif font with a red swoosh above the letter "t".

Independent market research
company conducting the survey on
Monitor's behalf

Thank you for your time today

APPENDIX C

Letter of Authority



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W4 5RT

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2636 LoA.doc
31st July 2013

Dear Sir/Madam

Patients' Use of NHS Walk-In Centres

Accent has been commissioned by Monitor to undertake research about NHS walk-in centres. The research is being conducted on behalf of Monitor and is therefore being conducted independently of the company or organisation that manages this walk-in centre.

Monitor is the sector regulator of NHS-funded health care services. Under the Health and Social Care Act 2012, Monitor's main duty is to protect and promote the interests of people who use them.

The purpose of the research is to understand how patients use the walk-in centres. The results will be used by Monitor as part of its review of the provision of walk-in centre services in England.

An Accent interviewer will be interviewing at this centre during August 2013. They will have an ID card with them at all times to identify them as a bona fide interviewer. We would greatly appreciate it if you could spend 10-15 minutes of your time answering some questions which will help us to understand your thoughts on this walk-in centre.

If you wish to verify or confirm any details of this survey, please do not hesitate to contact Rahima Miah (Accent Field Controller) or Teresa McGarry (Accent Project Manager) on 020 8742 2211. Alternatively, if you wish to confirm the validity of the survey or get more information about the survey aims and objectives then please call Nina Shore (Economic Advisor) or Sondra Roberto (Inquiries Lead) at Monitor on 020 3747 0000.

You can also find out more about Monitor and its review of walk-in centre services on its website (See:<http://www.monitor.gov.uk/home/news-events-publications/our-publications/browse-category/guidance-health-care-providers-and-co-40>).

Yours faithfully

Rahima Miah
Field Controller
