

Children Urgent Care

Contents

[Overview - Why we did this work](#)

[What we did](#)

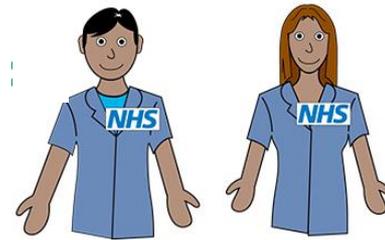
[What you said](#)

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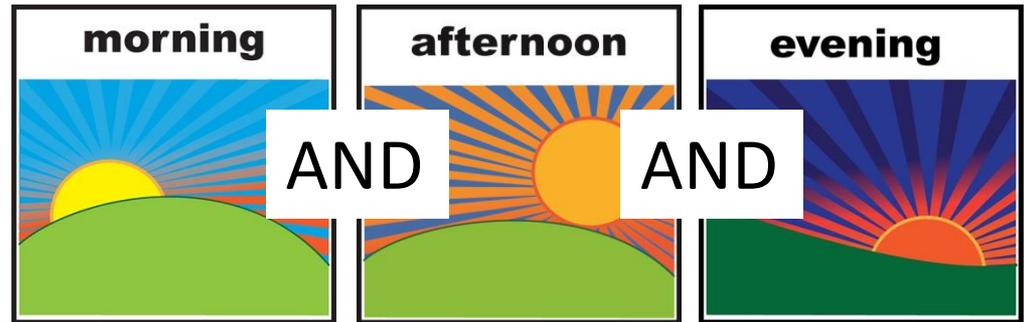


Overview

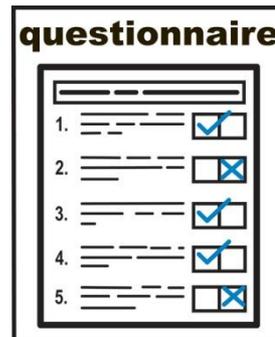
Two members of staff visited the hospital to speak to patients in A&E



The NHS staff went to the hospital to talk to patients in the morning, the afternoon and the evening.



Staff spoke to parents/carers along with children/young people and worked through questionnaires.



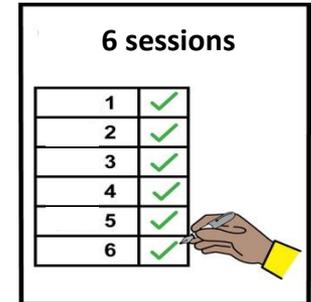
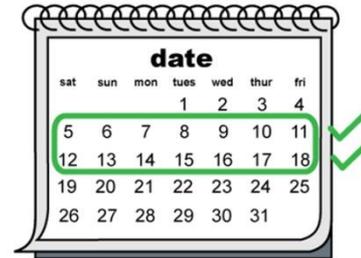
Questionnaires were also left at the Walk in Centre to be completed outside the sessions when CCG staff were present.

Walk-In Centre

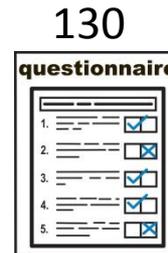


What we did

6 sessions over two weeks 2.5 weeks



130 questionnaires were completed at the Walk in Centre, a number which were completed outside the sessions when CCG staff were present.



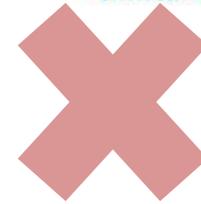
Walk-In Centre



52 questionnaires were completed at Children's A&E over 3 sessions however we could not engage with all families due to children being quite poorly or having challenging behaviour



What worked well and didn't work well



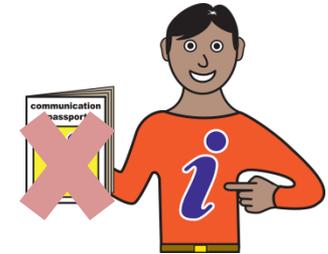
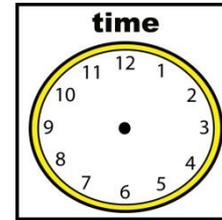
Most people were positive about the service. They said treatment was quick and liked being treated under

Quick treatment ^{oof.}



Most respondents at A&E said that waiting times and communication could be improved.

Long wait time



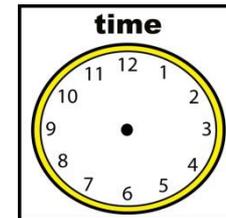
Walk-In Centre

For the Walk in Centre most respondents stated that the service was convenient to them.

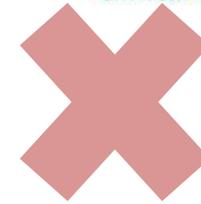


For the Walk in Centre, waiting times within busy periods were the main complaint.

Long wait time

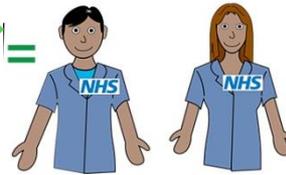


What worked well and didn't work well

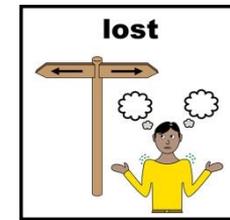
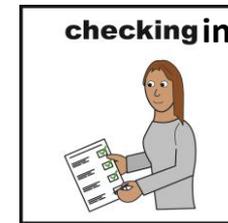


For A&E most respondents were positive about being quick to be seen in emergencies and excellent staff.

Quick in emergency

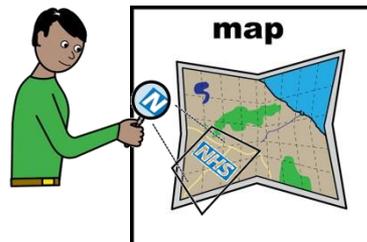


Most respondents at A&E thought the booking in procedure could be improved along with the signage to children's A&E.



Walk-In Centre

For the Walk in Centre most respondents thought the service was convenient and easy to access.



For the Walk in Centre, most respondents raised concerns around parking due to the location.

