



# A&E Watch

# Macclesfield

# Hospital

July 2023

# Introduction

## What is Healthwatch?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England. As part of our core activity we seek the views and experiences of residents of Cheshire East and Cheshire West and Chester, to help inform how health, care and wellbeing services are planned and delivered. The information we gather is then analysed so we can identify and act upon trends, presenting our findings to decision makers to improve the services people use. We also share people's views locally with Healthwatch England who strive to ensure that the government put people at the heart of care nationally.

## What is A&E Watch?

A&E Watch is designed to gain a snapshot view of the Accident and Emergency (A&E) departments at specific hospitals. Healthwatch Cheshire undertake A&E Watch periodically to gain experiences of patients, understand why they attended and how they thought services could be improved. The purpose of A&E Watch is to explore themes emerging from comments made and feed back to help improve services in the future.

## A&E Watch Macclesfield – July 2023

Healthwatch were approached by the Accident and Emergency Delivery Board to conduct an A&E Watch at Macclesfield hospital. This was in the context of unprecedented levels of attendance in the department and to understand reasons why people were attending, specifically whether they had attempted to access any other services prior to going to A&E.

A&E Watch allows Healthwatch Cheshire to gather the experiences of individuals, which provides additional rich and detailed information, enhancing the statistics regarding A&E attendance.



## When was A&E Watch?

The A&E Watch was conducted on a number of different days and sessions to capture the experiences of people visiting the department during a range of times - some that would be anticipated as busy times and others potentially quieter periods.

- Tuesday 29 June 17:00 – 20:00
- Saturday 1 July 12:00 – 15:00
- Monday 3 July 9:00 – 12:00

## Our approach

Building on our established relationships with health partners, Healthwatch Cheshire made contact with the key individuals who manage the A&E department. We made the necessary arrangements to conduct our A&E Watch, taking into consideration the busy workload of staff. Throughout our visits, Healthwatch team members felt welcomed, and staff were friendly and helpful.

Four members of the Healthwatch Cheshire team, accompanied by three volunteers held conversations and completed surveys with individuals whilst they were waiting to be seen. Survey results were then input into software to allow analysis to aid this report.

## Who will this report be shared with?

The following report has been produced based on the responses from the 61 people who completed our survey.

A copy of the final report will be published on our Healthwatch Cheshire East website, and sent to the below with the recommendation that the information is used to provide intelligence for the planning of Accident and Emergency services at Macclesfield Hospital and across the Health and Care System.

- East Cheshire Hospitals NHS Foundation Trust
- Cheshire East Health and Care Partnership Board
- North West Ambulance Service (NWAS)
- NHS 111
- Cheshire East Council Scrutiny Committee



## Summary of findings

The findings are based on analysis of the results of **61 survey responses** Healthwatch representatives gathered during their time at Macclesfield A&E.

### Why people told us they attended A&E rather than other services

- **Almost three quarters of all respondents had spoken to someone else before attending A&E.** The majority had been advised to attend by their GP Practice, 111 or 999.
- **79% had spoken** to someone for advice or treatment **the same day** as attending A&E and 7% the day before. Other respondents had spoken to someone 2-7 days previously and some had accessed numerous services before attending.
- **The majority (74%) had been advised to go to A&E.** Of these 19% were expected on arrival at A&E.
- Of respondents who had chosen not to speak to anyone prior to attending A&E, **41% assumed A&E would be the best place to be treated** for their symptoms and **33%** had been **previously advised to come to A&E** by another medical professional.
- **Over half (60%)** of the respondents had **others drive them** to A&E, with the most popular other modes of transport being driving themselves and ambulance.

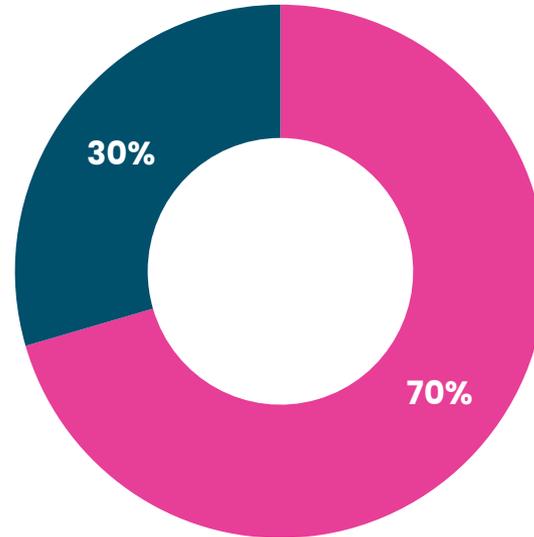
## People's experiences of attending A&E

- Of those that arrived by ambulance, nobody waited more than 2 hours with half **arriving within the hour**. **Three quarters (75%) rated the ambulance service 5 out of 5 for service** (5 being excellent). Nobody rated it less than 3.
- **The majority (67%)** said they **had been kept informed** of their wait time whilst in A&E and **70%** said they had been kept informed of the **treatment and care**.
- **Almost all (97%)** said they had been **treated with dignity and respect** during their time at A&E and **91%** said they felt their **privacy had been maintained** as much as possible.
- **Over three quarters (79%)** rated the service they'd received in A&E **a 4 or 5 out of 5** (5 being excellent). **Positive** themes included **short wait times** and the care and service they received from the **staff**. **Negative** themes included **long wait times, not being kept up to date** with their care and **general facilities**.
- **42% hadn't used** A&E before in the past 12 months. Of the ones who had, 79% had used it once or twice.
- Attendees were predominantly **White British (93%) and Heterosexual (88%)** with slightly **more female than male** (53% versus 47%). Age demographics varied across the range with most being in the **65-79** category.
- **13%** considered themselves to be a **carer** and **30%** said they had a **disability or long term health condition**.

# Survey results

## 1) Before coming to A&E today, did you try speaking to anyone else, or try to go somewhere else for advice or treatment?

Answered: 61 Skipped: 0

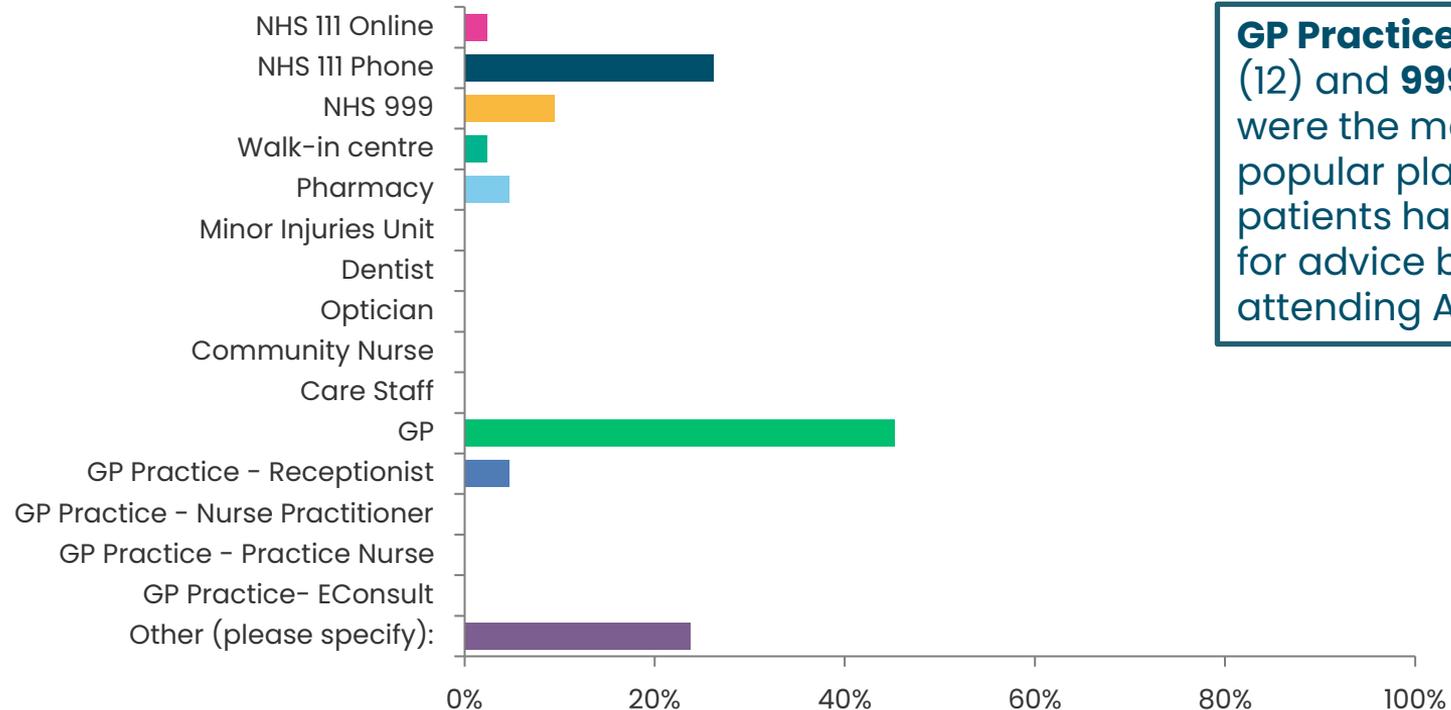


■ Yes ■ No

**Almost three quarters** of respondents had spoken to someone else before attending A&E.

## 2) If yes, who/where? (Please tick all that apply)

Answered: 42 Skipped: 19



**GP Practice (21), 111 (12) and 999 (4)** were the most popular places patients had gone for advice before attending A&E.

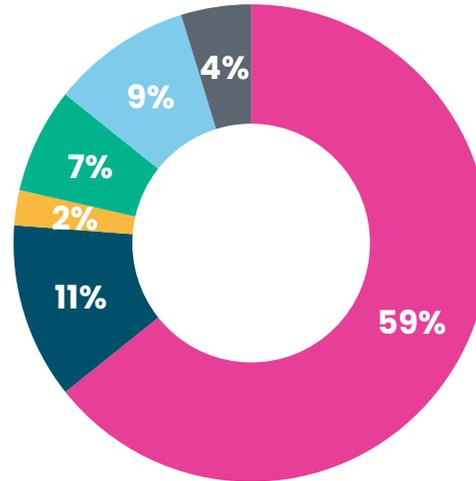
## Other (please specify)

Answered: 9

- *Spoke to friend's mum who works in the hospital and advised to come*
- *Outpatients as husband is a regular patient (wife was answering for her husband as he is deaf)*
- *Very long and convoluted process considering my daughter is 5. The GP surgery was difficult to get through to, then I had to send a text. My GP by text advised me to come to A&E*
- *Previously seen in Chesterfield, had pulled a muscle but pain has got worse*
- *Wythenshawe hospital/chemotherapy department*
- *GP referral to X-ray*
- *Alderley Edge Practice - very helpful*
- *Nurse at David Lewis Centre*
- *Contacted the pharmacy first and they said to go to the GP. Went to the GP who said the rash was due to an allergic reaction, prescribed antihistamines and if it got worse to attend A&E*

### 3) When?

Answered: 42 Skipped: 19



**79%** of respondents spoke to someone the **same day** they attended A&E.

■ This morning

■ This afternoon

■ This evening

■ Yesterday

■ 1-3 days ago

■ 3-7 days ago

■ More than 7 days ago

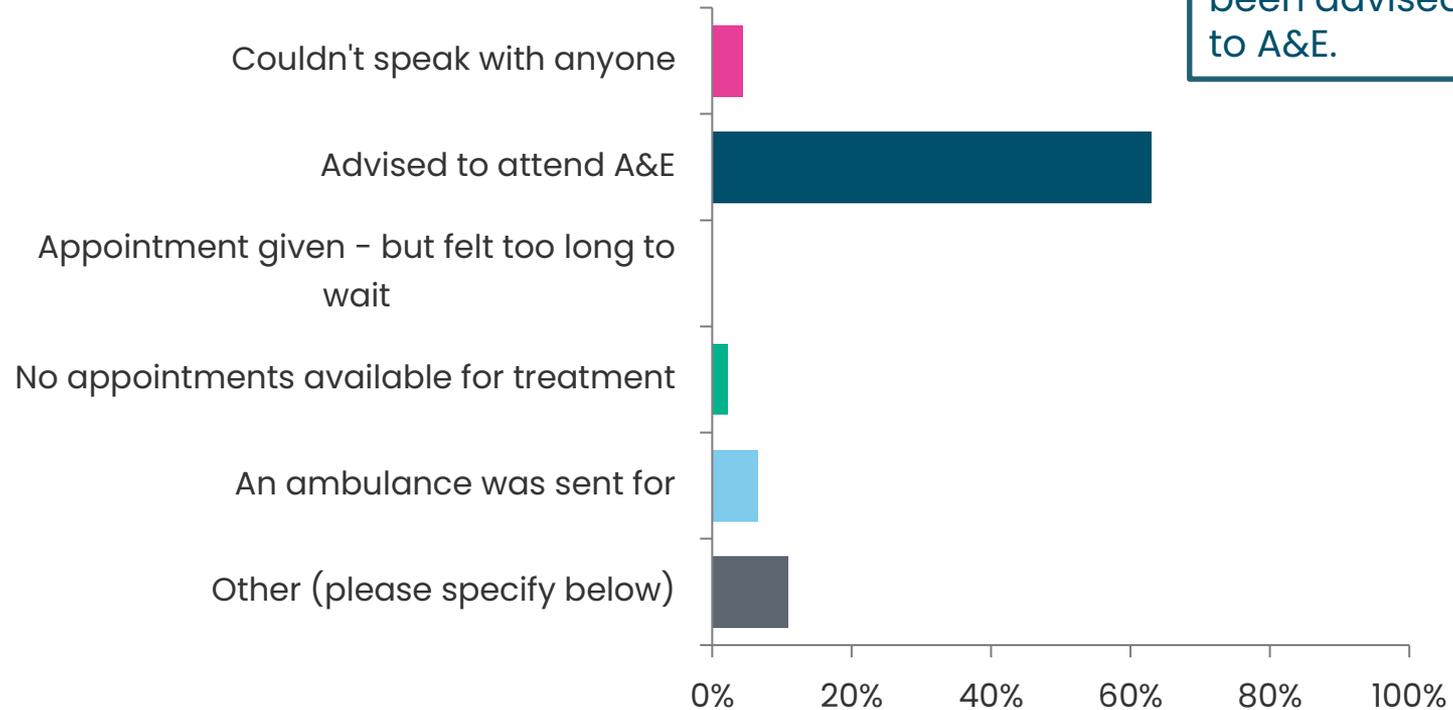
## Additional comments

Answered: 9

- *Tried to call the GP in the week but couldn't get through. Thought I'd wait and try again this week but symptoms got worse*
- *Took a long time to get an answer from my GP*
- *Came into hospital yesterday and stayed over night*
- *I was told that if my symptoms got worse I should go to A&E*
- *Rang GP this morning to get an appointment but none available. Advised by surgery to come to A&E*
- *NHS 111 - waiting time - took too long on the phone so I ended up hanging up and coming to A&E*
- *Phoned 999 in the early hours of this morning/middle of the night*
- *Pharmacy - 3 days ago, GP - 2 days ago First visit to A&E 1 day ago and returned today as problem not resolved*
- *I had a stent inserted 10 days ago and was advised by the hospital on discharge, that if there were any signs of infection in the post operative period that I need to attend A&E. I contacted NHS 111 to confirm as my symptoms aren't too bad and they said to attend*

## 4) What was the outcome?

Answered: 39 Skipped: 22



**74% (29)** of respondents had been advised to go to A&E.

## Other (please specify)

Answered: 5

- *They were going to call an ambulance for me but I knew my neighbour would drive me in and it would be quicker*
- *They were going to send an ambulance but it was going to take 30-45 minutes and the patient's husband thought it would be quicker to take her himself*
- *Paramedic phoned me back after I phoned 999. Having spoken to the paramedic he requested for an ambulance to come and bring me to A&E I suffer with depression and live alone*
- *Came straight to A&E to get checked out*
- *I felt I should just come to A&E*

## Additional comments

Answered: 11

- *Went to the walk in centre in Blackpool as I'd been on a night out. They advised for me to go to A&E in Preston but I live in Macclesfield so I came here.*
- *My GP at Park Lane was very helpful and advised that I come to A&E for an urgent scan*
- *Advised to attend A&E minor injuries*
- *Advised to attend A&E if the condition got worse*
- *Was treated overnight and this morning*
- *I was told that if my symptoms got worse I should go to A&E (Cellulitis). My leg has swollen more so I came*
- *The person responding to the questionnaire is the patient's daughter. She advised that her father (the patient) had been given a pass to go straight to the X-ray department. When her father came to the hospital, he was advised by A&E that he could not be seen on Sunday as the X-ray department was shut hence he came back this morning. The patient's daughter thinks the X-ray department should be open every day.*

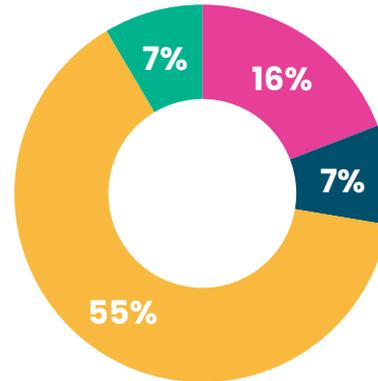
## **Additional comments**

Answered: 11

- *Poor service level - hanging on phone for over 30 minutes*
- *I was treated at A&E previously with Piriton but do not know what is the cause of the rash. No improvement so I have returned today*
- *Advised could make appointment to see GP but elected to attend A&E*
- *I decided to attend A&E myself - no consultation*

## 5) If you were told to attend A&E, were you advised that A&E would know you were coming?

Answered: 47 Skipped: 14



- Yes and they were expecting me when I arrived
- Yes but they were not expecting me when I arrived
- No
- Don't know

**Over half (55%)** of the people who were told to attend A&E were **not advised that A&E would know they were coming.**

**Of the 23% (13)** who were told A&E would be expecting them, for **7% (4)** **this was not the case.**

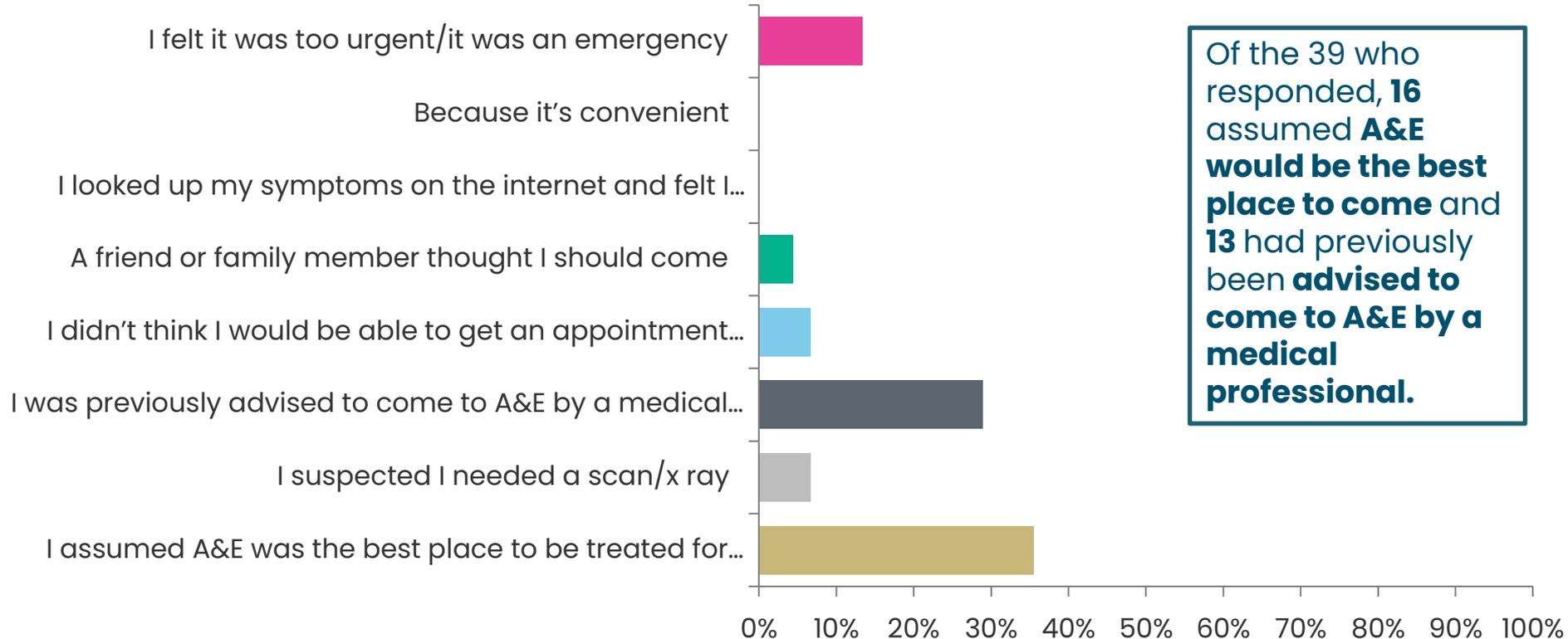
## **Additional comments**

Answered: 9

- *No one was aware I was coming when I booked in at reception*
- *A&E did not say whether or not they had been expecting me*
- *I was booked in very quickly*
- *I was given a letter from my GP to bring to A&E*
- *I just came to A&E as my eye was getting worse*

## 6) If you didn't try going anywhere else instead of A&E, why not? (Please tick all that apply)

Answered: 39 Skipped: 22



## Why was this the case? Could you tell us a bit more?

Answered: 35

- *Had appointment at the GP in 2 weeks time and was unable to cope with the pain anymore. I think I need an x ray anyway so thought I'd come here*
- *I had been trying to get a GP appointment but couldn't and as it was related to an ankle injury I assumed A&E would be the better option. I also work Monday to Friday so difficult to get to the GP*
- *I'm a cancer patient with some conditions*
- *Not easy to see a doctor, in fact no one saw my daughter even though she had been in hospital previously. She was told that if symptoms get worse we should come to A&E. I had a GP ring back but had to send a text and go through the NHS App*
- *I may have broken my arm after falling off a ladder. I need an x ray*
- *Husband is an outpatient and is deaf - wife finds it really difficult as he can't be left at all; she feels she can't ask for help*
- *Told to come here by text from my GP for my 5 year old who has hurt her arm. I don't think it's broken but it is swollen*
- *Pain and swelling got progressively worse over the weekend*
- *My arm was swelling badly and although I don't think I have broken it I felt the best place was A&E. My wife is in nursing and suggested the same*
- *Fell off a ladder yesterday and conditions have got worse - assume I need an x ray*
- *I had an issue 3 weeks ago and was told that if I had secondary symptoms I should come to A&E*

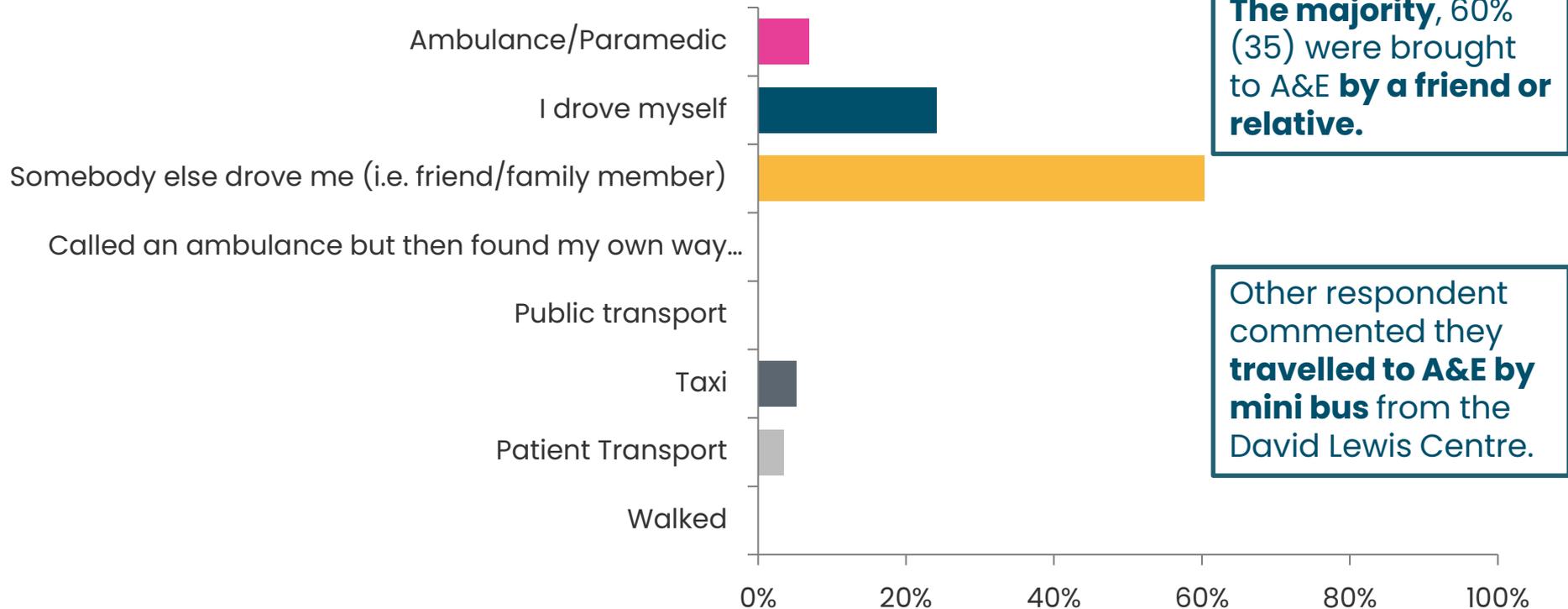
## Why was this the case? Could you tell us a bit more?

Answered: 35

- *Staff in the Chemotherapy department advise me to come to A&E according to my symptoms*
- *I have been bitten by a dog*
- *My GP is based in Wales. I'm only in Macclesfield for approximately one month. I decided to come straight to A&E based on previous experience; I have a long-standing back issue that requires coming into hospital*
- *Daughter had a head injury - didn't think GP could do anything for that.*
- *Panic - felt needed to be seen by someone very quickly so I phoned 999. I live alone and suffer with depression*
- *I was having chest pains and I was concerned I might be having a heart attack*
- *Our GP practice has become less effective over the last few years since it joined with other practices*
- *I wanted to get seen quickly and my GP would take too long to diagnose because he would have to refer me for scans or x rays*
- *I felt ill enough to attend A&E, and assumed I wouldn't get a doctor's appointment*
- *My eye got steadily worse and it was too late to speak to a doctor*
- *Just told that I needed to come to A&E*

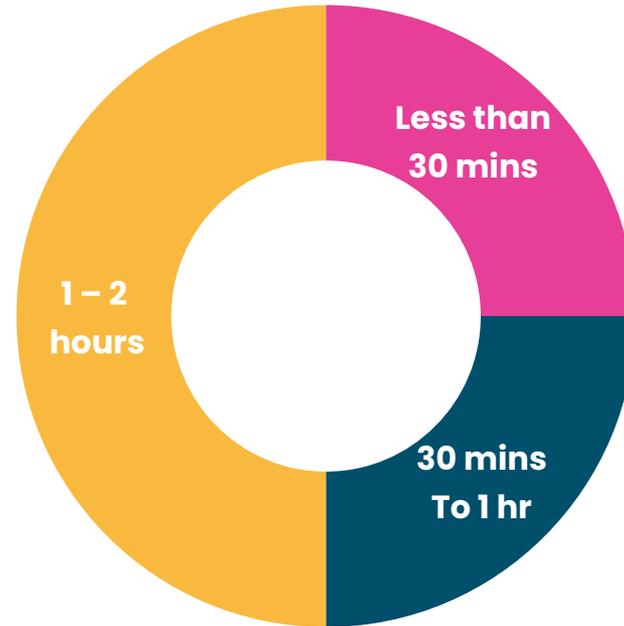
## 7) How did you travel here today?

Answered: 58 Skipped: 3



## 8) If you came to A&E after ringing NHS 999, how long did you wait for an ambulance?

Answered: 4 Skipped: 57

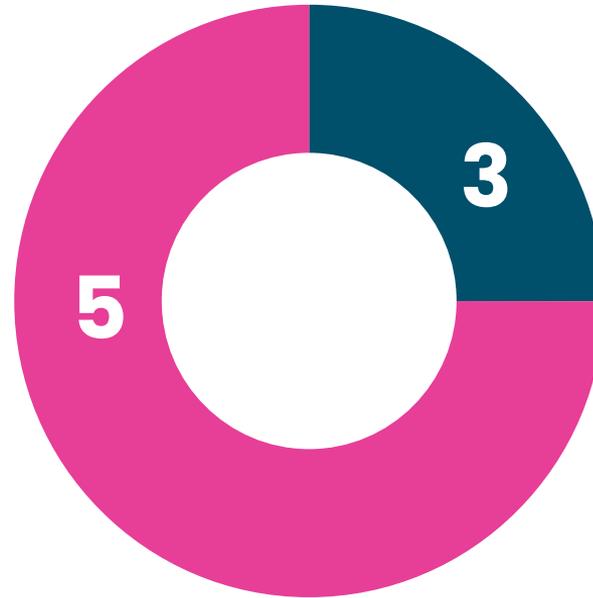


All the people who **came by ambulance** (4) were waiting **less than 2 hours** for it to arrive.

Additional comments included **“excellent service”** and **“wait was OK”**.

## 9) If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

Answered: 4 Skipped: 57



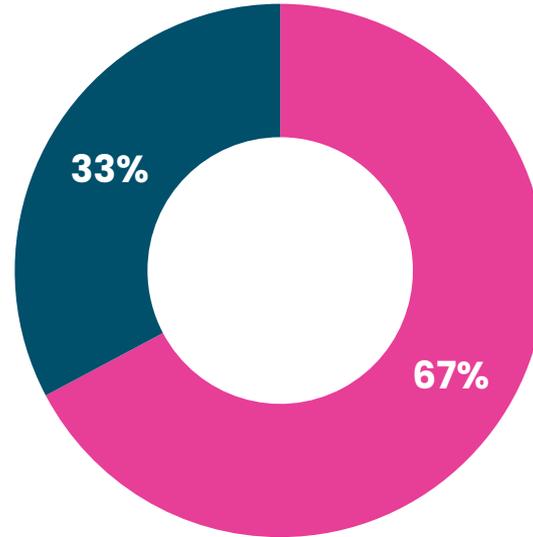
**Three quarters** of the people who came by ambulance (3) **rated the care they received as excellent.**

### Comments included:

- *"It was quick, the paramedics were amazing. They did an ECG and I felt confident in their ability."*
- *"Excellent care."*
- *"Kind and caring, just what I needed."*

## 10) Whilst in A&E, are you being/have you been kept regularly informed about waiting times or delays?

Answered: 58 Skipped: 3



■ Yes ■ No

The majority (39) of those waiting at A&E had been kept regularly up to date on waiting times.

## **Additional comments from those who answered 'yes' to previous question:**

Answered: 35

### **Told of waiting times by staff members**

- *It was 10/15 minutes before I saw Triage after arrival. Then they said approx. 1.5 hour wait. We have been waiting about an hour so shouldn't be too long*
- *Less than 5 minutes for triage, and told less than 2.5 hour wait to be seen by Doctor. Chose to attend Macclesfield Hospital A&E instead of Royal Stoke which is a similar distance from home because it is a smaller hospital, more friendly and has shorter waiting times to be seen.*
- *I've not been here long. I was told the doctor would come and see me soon. They've given me morphine whilst I wait*
- *We were prioritised and came straight to a bed*
- *Doctor advised me on the timing of my blood results which he thought should be about an hour*
- *I was told by the doctor that my blood results would take approximately 1/1.5 hours*
- *By staff - it would be easier if the info board was in the corridor although it is small*
- *Not been here long (receptionist explained wait)*
- *By staff, but not all of the time I have been in. It has been at odd times*
- *Staff, but it has been very slow, I have been here 3 hours, I am waiting for a prescription from Pharmacy*

A further 6 respondents said staff had kept them informed.

## **Additional comments from those who answered 'no' to previous question:**

Answered: 35

### **Just arrived at A&E**

- *I have only been waiting about 2-3 minutes*
- *I've only been here about 10 minutes*
- *Not long arrived*
- *I have only been here 20 mins*
- *To be fair I haven't been here that long*
- *I've only been here for 15 minutes*

### **Longer waiting times with no update**

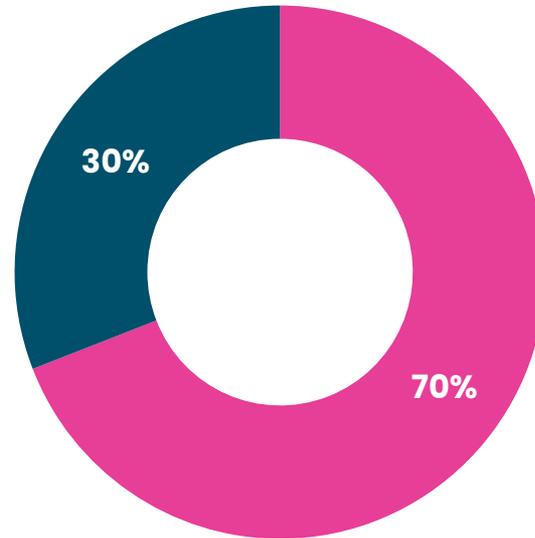
- *I've been here 1.5 hours with no update*
- *I overheard someone say it's taking 1.5 hours approx. We've been waiting 2 hours. Would appreciate being told approx. times though. There used to be a board with timings on which would be better.*
- *Been very good initially, but not sure what is happening now*

### **Those with disabilities**

- *Neither husband or wife could read the information boards - they are very small. As her husband is deaf they had to listen hard to be called to Triage. It might have helped if the receptionist had noted this disability*
- *We've been waiting approx. 2 hours from arrival. I explained the patient had severe learning difficulties and needed a quiet space and was told to go into the waiting room. I reiterated she would melt down if she was in a busy place and then went straight to Triage. Triage then took her to a curtained room in the Majors unit.*

## 11) Whilst in A&E, are you being/have you been kept up to date regarding your treatment and care?

Answered: 55 Skipped: 6



■ Yes ■ No

**The majority (38)** of those waiting at A&E had been **kept up to date** regarding their treatment and care.

## **Additional comments from those who answered 'yes' to previous question:**

Answered: 23

### **Updated on arrival and by triage**

- *No further updates than the one given on arrival*
- *Only just arrived so not sure what's next. Waiting for the doctor to come*
- *I know I'm waiting to see the doctor now after being triaged and having some bloods taken*
- *Currently just been triaged - awaiting further assessment*
- *Triage will see me next - it appears there isn't a long wait*
- *I haven't been to Triage yet - 15 mins in A&E*
- *I will need to see the Triage nurse next*
- *I'm waiting to see Triage but I haven't been here long*
- *Triage Nurse explained everything and was very helpful. My experience has been good*
- *Seen very quickly by a nurse when first arrived but now think waiting for a medical doctor. Feel I've been neglected for a while now and not sure what is happening*
- *When the nurse triaged me he told me that I should take a seat and wait to be called through to see a practitioner/doctor*

## **Additional comments from those who answered 'yes' to previous question:**

Answered: 23

### **Seen by doctor or had/waiting further investigations**

- *I was seen by the doctor then taken for an x ray. Just waiting for results*
- *Nurses have been attentive and given my wife morphine. We are waiting for doctor to assess further*
- *I know I'm waiting for an urgent CT scan*
- *Doctor and nurse said blood results would confirm it but they don't think I had a heart attack*
- *We have to have bloods done and possibly an Infection marker*
- *I am having bloods and a CT scan*
- *Waiting for X-ray*
- *Waiting for my bloods and x ray to be done*

### **General comments**

- *It has been slow wait*
- *It's a very efficient service*
- *Staff have been helpful and friendly*
- *Staff have been very informative, caring and respectful*

## **Additional comments from those who answered 'no' to previous question:**

Answered: 9

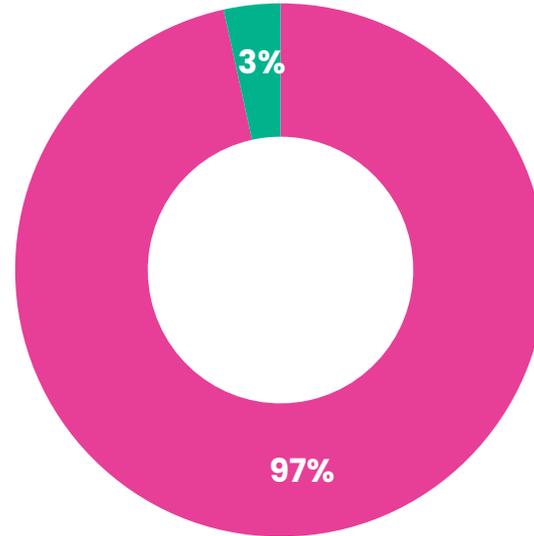
- *The doctor came and looked at her injury but I'm unsure what's happening next. We've not had anyone coming to check in on us*
- *Difficult to hear or read the boards, the TV screen would have been a better size*
- *Not always (overnight stay)*
- *Just currently waiting for triage which is about 30 minute wait*
- *Since I was seen by the nurse (triage) I have been told to take a seat and I will be called but that was over an hour ago*

## **Only just arrived at A&E**

- *I have only been here a short while (half an hour)*
- *Only been here for 15 mins*
- *I have just arrived*
- *I've only been in the department about 10 minutes*

## 12) Do you feel you have been treated with dignity and respect during your time at A&E?

Answered: 58 Skipped: 3



**97% (56)** of those who responded said they felt they had been **treated with dignity and respect.**

■ Yes   ■ No   ■ Sometimes   ■ Don't know

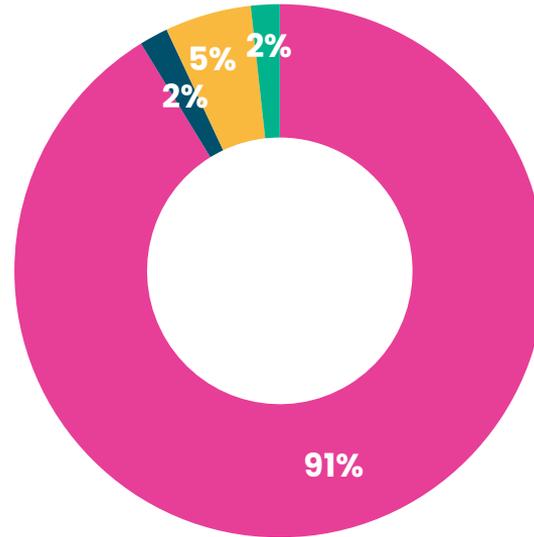
## **Additional comments:**

Answered: 7

- *Not really spoken to anyone or had any treatment. It's been fine waiting in the waiting room but feel unable to comment*
- *All of the staff I've seen are very nice*
- *Staff respectful and kind*
- *Everyone seems very nice*
- *Staff polite and courteous*
- *Staff very good*
- *With a lot of building going on the conditions aren't great - it is quite open and a narrow corridor*

### 13) Do you feel your privacy has been maintained as much as possible during your time at A&E?

Answered: 57 Skipped: 4



■ Yes ■ No ■ Somewhat ■ Don't know

**The majority (52)** of people said **their privacy had been maintained** as much as possible.

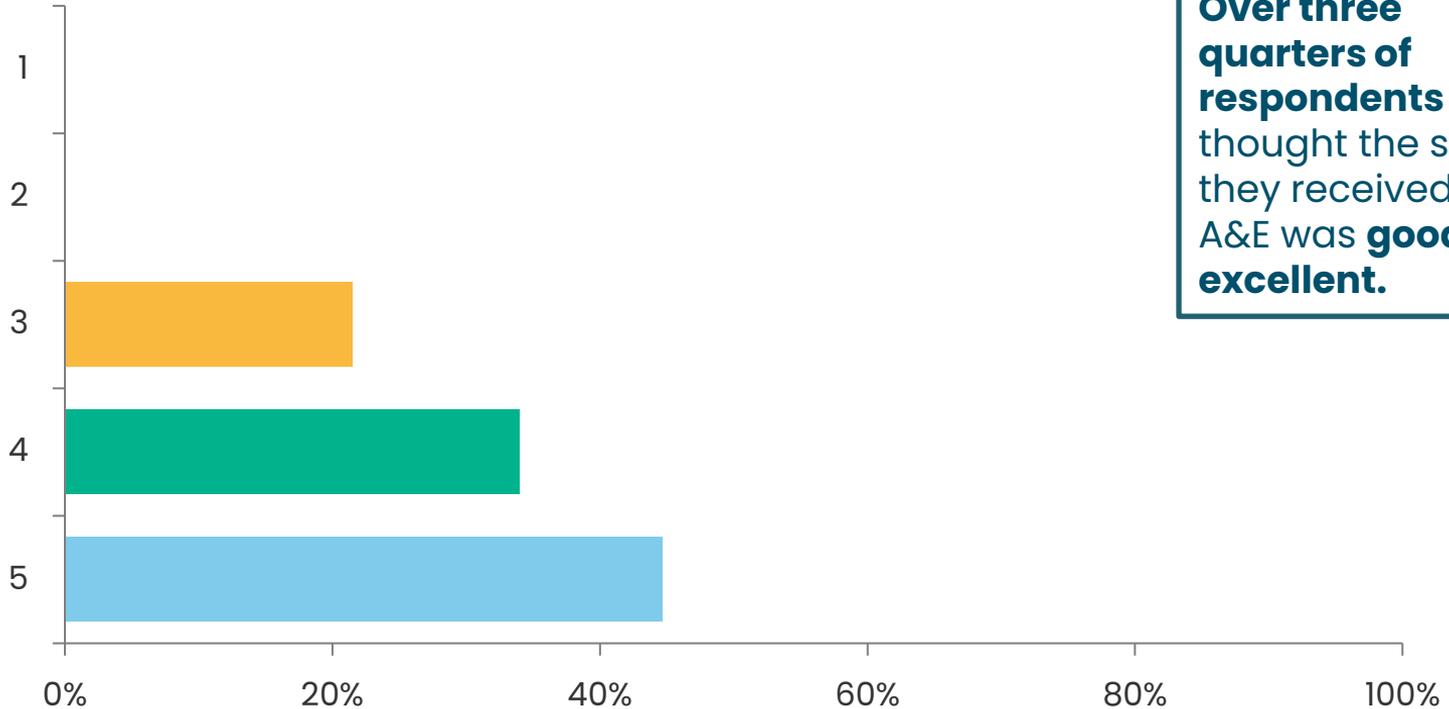
## Additional comments:

Answered: 12

- *As much as it can be in a waiting room*
- *Although I would have preferred my daughter to be in a children's wing*
- *Sometimes it is difficult for people at reception as others can hear*
- *The corridor is a bit strange with people going past you back and forth*
- *It's a small waiting area so not that private but it doesn't concern me today*
- *It's a bit of a corridor with people coming and going but assume it's to do with the building works*
- *Not long arrived - still sat in first waiting room*
- *Yes as much as possible given that some treatment areas are open to corridors/other areas with just a paper curtain - but staff always pulled the curtain across*
- *Been in just a curtained cubicle - so not ideal for privacy and quiet but these are the facilities available in this hospital*
- *I would have liked somewhere more private if possible*
- *There is a small space at reception and you can hear other patients' details - this could be changed when the building is re developed*
  
- Patient said they were not happy that their personal details (paper copy of patient's personal details) had been handed over to them for them to hold in a public waiting area in A&E where other patients sitting close to them could easily read their personal information. Patient said they would have preferred for the doctor/clinician to keep the patient's personal details with them until the patient was called in to the relevant consultation room – comment documented by Healthwatch representative

## 14) How would you rate the service you have received so far in A&E (1 being poor and 5 being excellent)?

Answered: 56 Skipped: 5



**Over three quarters of respondents (78) thought the service they received in A&E was **good or excellent.****

## 15) How have you found your experience in A&E? Positives

Answered: 45

### Quick service

- *Quick triage. Seats available in the waiting room. Drinks of water and juice freely available*
- *Good service so far. Not taken as long as expected. Grateful for the service the NHS provides*
- *We have been seen very quickly and looked after straight away. My wife has had scans and x ray immediately and we feel looked after. It's been an excellent service so far and we're very grateful*
- *I've only just arrived so not sure either way. Fine so far*
- *About to be taken to have an x ray so pleased with approach taken. Understand waiting times and that's fine*
- *Seen by triage very quickly*
- *All fine, reception were very friendly*
- *Not been here long enough to determine - all seems fine at present and the wait time isn't bad (1 hour)*
- *No waiting, seen quickly*
- *Quick response*
- *Seen quickly and assessed*
- *I was seen as soon as I arrived and explained my symptoms which reassured me greatly*
- *Triaged quickly*
- *Seen fairly quickly and advised where to go*
- *Check in was very good - currently waiting for triage which can see is happening fairly quickly*

## 15) How have you found your experience in A&E? Positives

Answered: 45

### Staff

- *Welcoming and understanding. Been taken to a separate room*
- *The nurse was lovely and really looked after me*
- *Nice staff. Calm atmosphere. Seen quickly*
- *In A&E everything has been good so far. I did try and ring an ambulance as I was on my own and couldn't drive but they said it could be a long wait and asked if anyone could take me so I contacted a family member who brought me. When I was waiting for a lift the ambulance service did ring me back to ask how I was and to check if I was alright which I thought was very good and was appreciated as I felt that they cared*
- *The staff are helpful and kind. The environment is bright and clean*
- *Feels caring and friendly. Clean, bright waiting area*
- *Quite good, staff caring*
- *Polite staff. Friendly atmosphere with a "sense of caring". I have been to Stepping Hill A&E before and you feel like just a number there*
- *Staff are very nice. We have so far moved very quickly through the department*
- *Good staff*
- *Being kept informed which is most important when waiting*

## 15) How have you found your experience in A&E? Positives

Answered: 45

### Staff

- *Staff all very nice*
- *Whole experience very positive and staff showed great level of understanding*
- *Everyone is doing a good job*
- *All positive, friendly professional staff*

### General

- *All OK but haven't been here long enough to tell. It looks as though building is going on so it's a bit cramped in the corridor*
- *It is Ok but some issues regarding my disability*
- *I am glad to be here even if I have to wait*
- *Very positive, friendly and calm*

A further 11 "good" and "positive" comments were received.

## 16) How have you found your experience in A&E? Negatives

Answered: 19

### Waiting times

- *Waiting and not knowing what's happening*
- *My daughter has a burn on her hand and we think (as well as my friend's mum who works at the hospital) it will just need a quick dressing. This could be done very quickly. It would be good if quick procedures were seen first to get people in and out whilst others are waiting for x rays etc.*
- *Slow progress through system*
- *Waiting to see the doctor and these longer wait times cannot be helped*
- *Just waiting for treatment on my own is difficult*
- *I had to wait an hour in a cubicle to see a doctor. They didn't do a blood test and I feel that they should have. I have felt really unwell and shaken*
- *Long wait time to see doctor but expected and kept informed*
- *Waiting times are longer than I would have liked*
- *I have been told I really need an MRI scan but there are no appointments at all. I am really disappointed as I feel this might impede my progress*

## 16) How have you found your experience in A&E? Negatives

Answered: 19

### Being kept informed

- *It is very busy and you can't always understand what will happen next and if an ambulance comes along what will happen to your appointment*
- *Not informed of how long it will be for test results to come back - seems a long wait*
- *We've not been kept informed of next steps. The doctor came in and didn't ask how best to approach her (the patient has severe learning difficulties and was accompanied by two carers). He just went straight in and felt around her eye without asking first. I wouldn't expect that myself, so especially not the right approach for someone with extreme learning difficulties.*

### Facilities

- *I would have liked a coffee machine and would have preferred a more spacious area if possible*
- *Being deaf and with a partner who is deaf is really difficult, could more be done to cater for the patients' needs*
- *The TV isn't on which helps to keep you occupied. There is no coffee machine. The information board could also be in the corridor. It is very small. I would have liked a GP to have seen my daughter*
- *No negatives so far although signposting to A&E parking is difficult*

## 16) How have you found your experience in A&E? Negatives

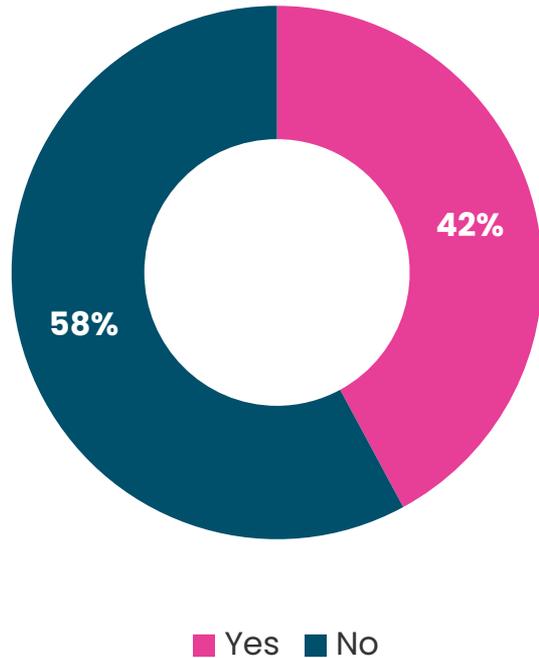
Answered: 19

### Additional comments from Healthwatch representatives

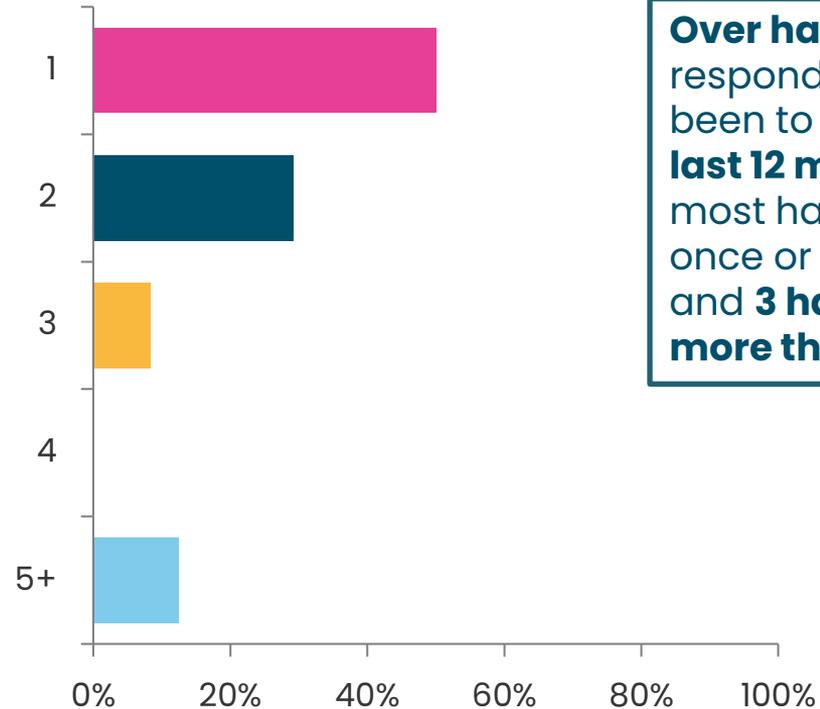
- *“Second visit and still no diagnosis – I feel as if I’m being fobbed off.”*  
This individual was attending with his grandparent who had attended each of his other visits and was exasperated that no one seemed able to diagnose the cause of the rash
- One patient wanted to feedback her experiences of her last visit to A&E with her daughter who has learning difficulties and physically shows this. She felt her daughter had not been treated with dignity and respect. The doctor was very rude insinuating that she was a “princess”. The daughter at 21 was very upset. He didn’t take her seriously and she had since then been diagnosed with some relevant issues. She felt that everyone, no matter their ability or disability, should be treated with respect

## 17) Have you used A&E in the past 12 months and if so how many times?

Answered: 57 Skipped: 4



Answered: 24 Skipped: 37



**Over half of respondents had been to A&E in the last 12 months, most had been once or twice (19) and 3 had been more than 5 times.**

## 18) Which GP Practice are you registered with?

Answered: 56 Skipped: 5

ANSWER CHOICES	RESPONSES
Other (please specify) <span style="float: right;">Responses</span>	19.64% 11
Cumberland House Surgery	10.71% 6
South Park Surgery	10.71% 6
Readesmoor Medical Group Practice	7.14% 4
Alderley Edge Medical Centre	5.36% 3
Lawton House Surgery	5.36% 3
Park Green Surgery	5.36% 3
Wilmslow Health Centre	5.36% 3
Bollington Medical Centre	3.57% 2
Chelford Surgery	3.57% 2
McIlvrade Medical Practice	3.57% 2
Park Lane Medical Centre	3.57% 2
Toft Road Surgery	3.57% 2

## 18) Which GP Practice are you registered with?

ANSWER CHOICES	RESPONSES
▼ Annandale Medical Centre	1.79% 1
▼ Broken Cross Surgery	1.79% 1
▼ Handforth Health Centre	1.79% 1
▼ Kenmore Medical Centre	1.79% 1
▼ Meadowside Medical Centre	1.79% 1
▼ Middlewich Road Surgery	1.79% 1
▼ Waters Edge Medical Centre	1.79% 1

### Other GP Practices were:

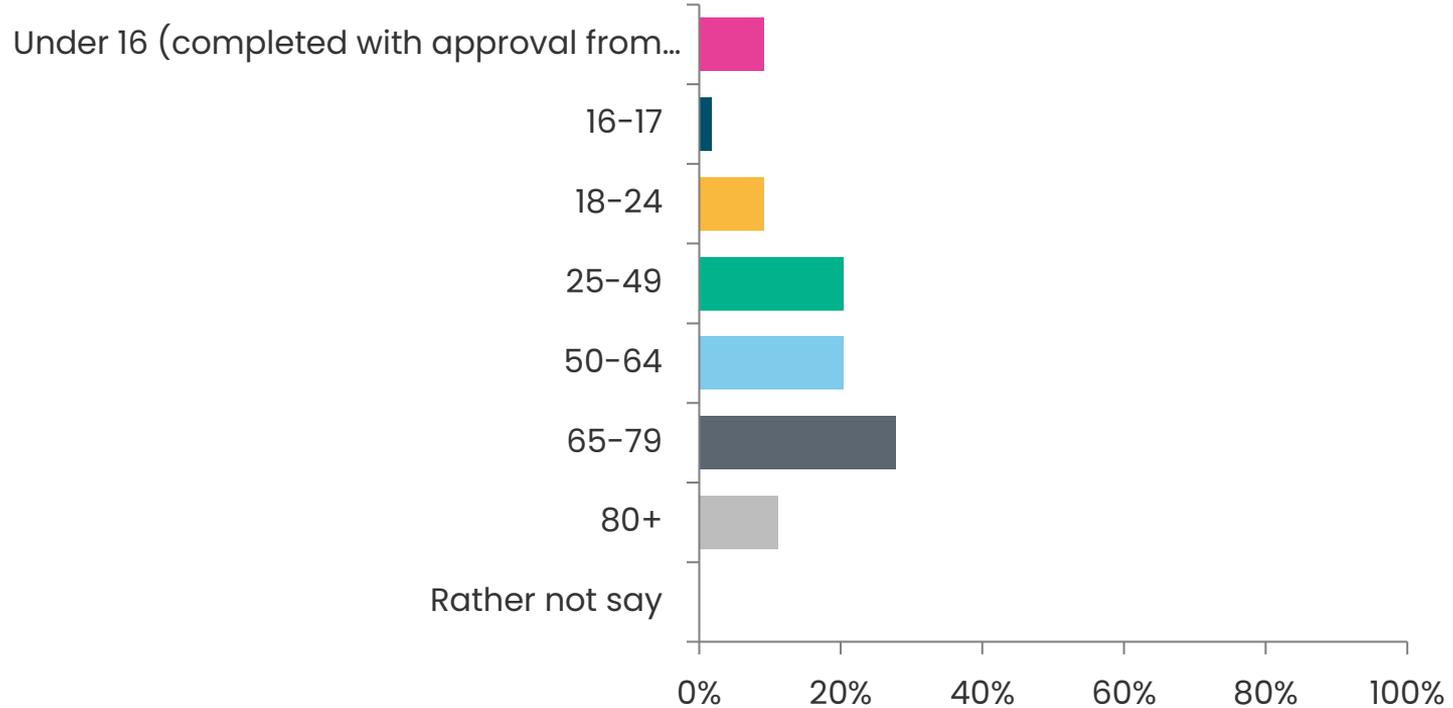
- Stuart Medical Centre, Buxton x 2
- Middlewood Practice, Poynton
- Goyt Valley Medical Practice, High Valley
- The Laurels Surgery, Wales
- Elmwood Practice, Buxton
- Biddulph Valley Surgery, Stoke on Trent

# Appendix - Demographics of survey respondents



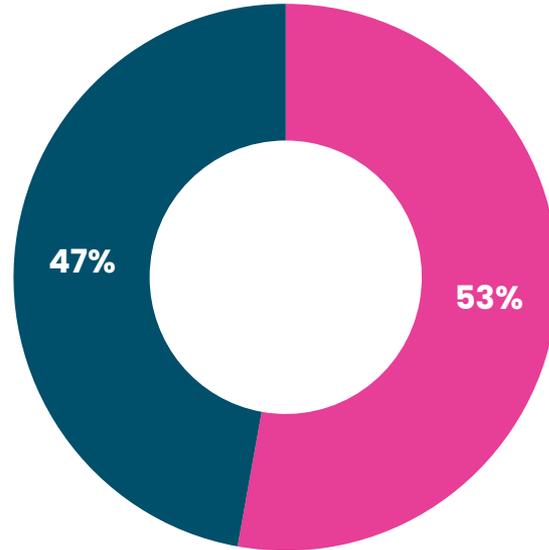
## 20) Age

Answered: 54 Skipped: 7



## 21) Gender

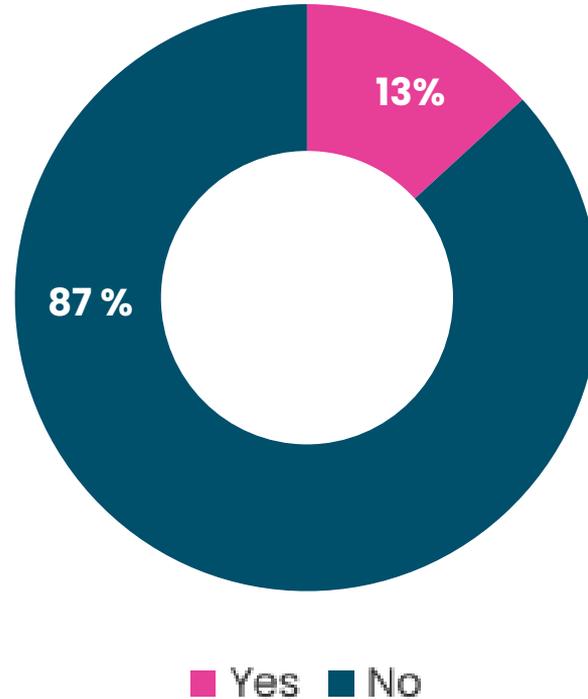
Answered: 53 Skipped: 8



- Woman (including trans woman)
- Man (including trans man)
- Non-binary
- Transsexual

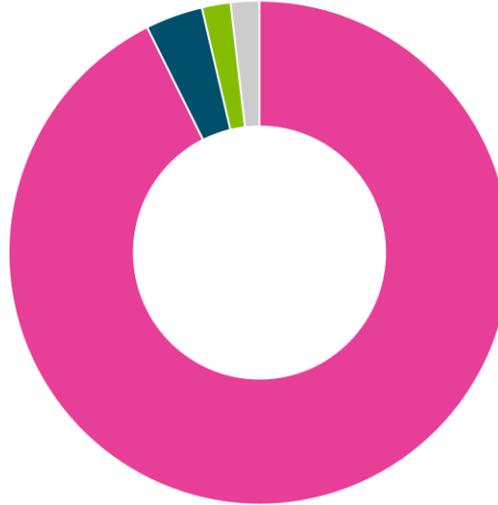
## 22) Do you consider yourself to be a carer?

Answered: 53 Skipped: 8



## 23) Ethnicity

Answered: 53 Skipped: 8

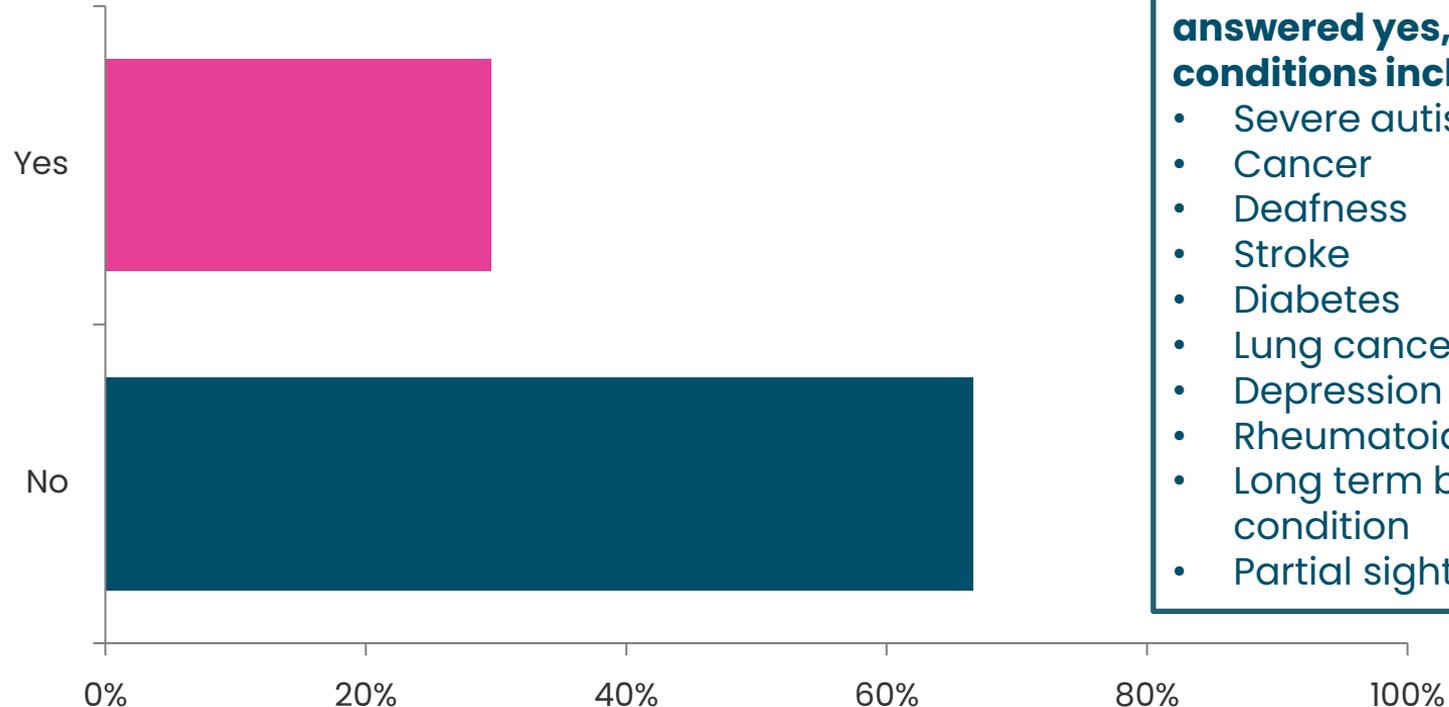


The vast majority of those spoken to were **White British (50)**.

- Asian Bangladeshi
- Asian Pakistani
- White and Black African
- White British
- Gypsy/Traveller
- Rather not say
- Asian Chinese
- Other Asian Background
- White and Black Caribbean
- Black British
- Other White Background
- Asian Indian
- White and Asian
- Other Mixed Background
- White Irish
- Other

## 24) Do you consider yourself to have a disability/long term health condition?

Answered: 53 Skipped: 8

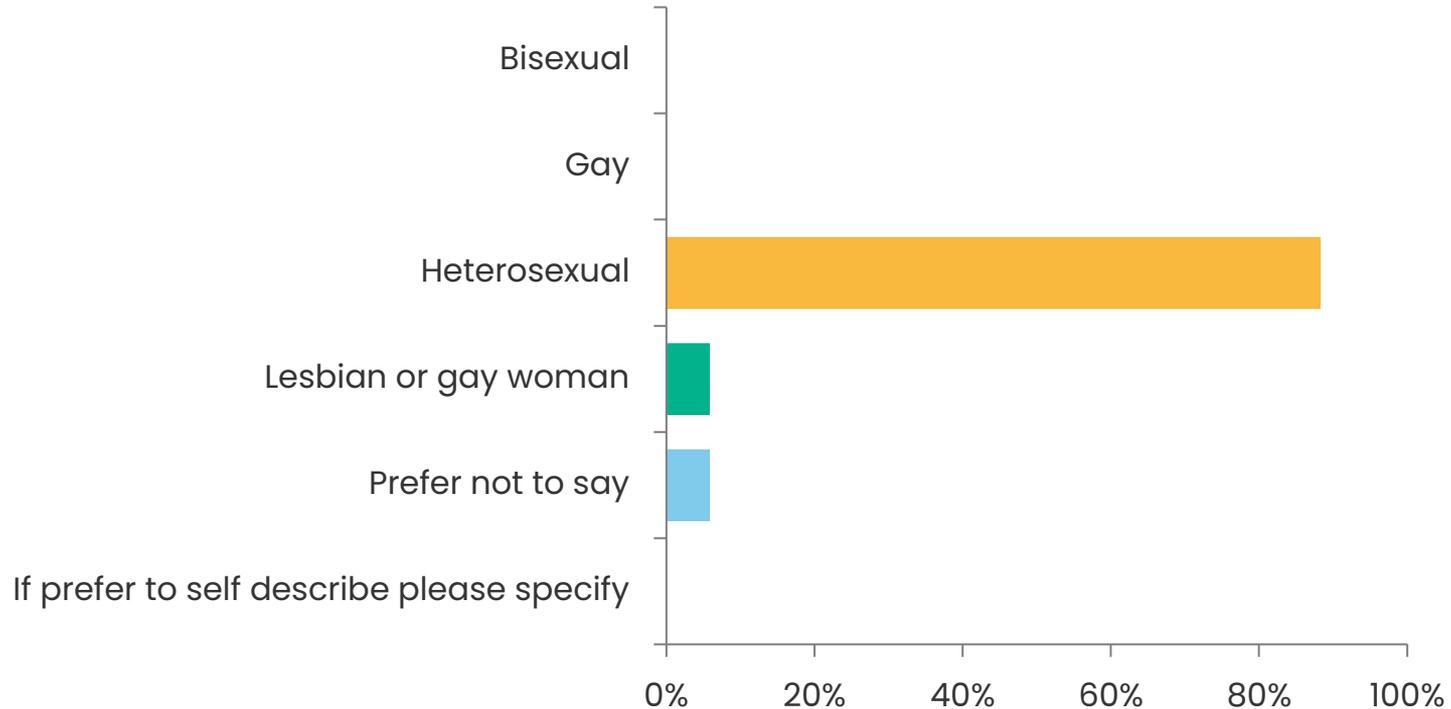


**Of the 15 who answered yes, conditions included:**

- Severe autism
- Cancer
- Deafness
- Stroke
- Diabetes
- Lung cancer
- Depression
- Rheumatoid arthritis
- Long term back condition
- Partial sightedness

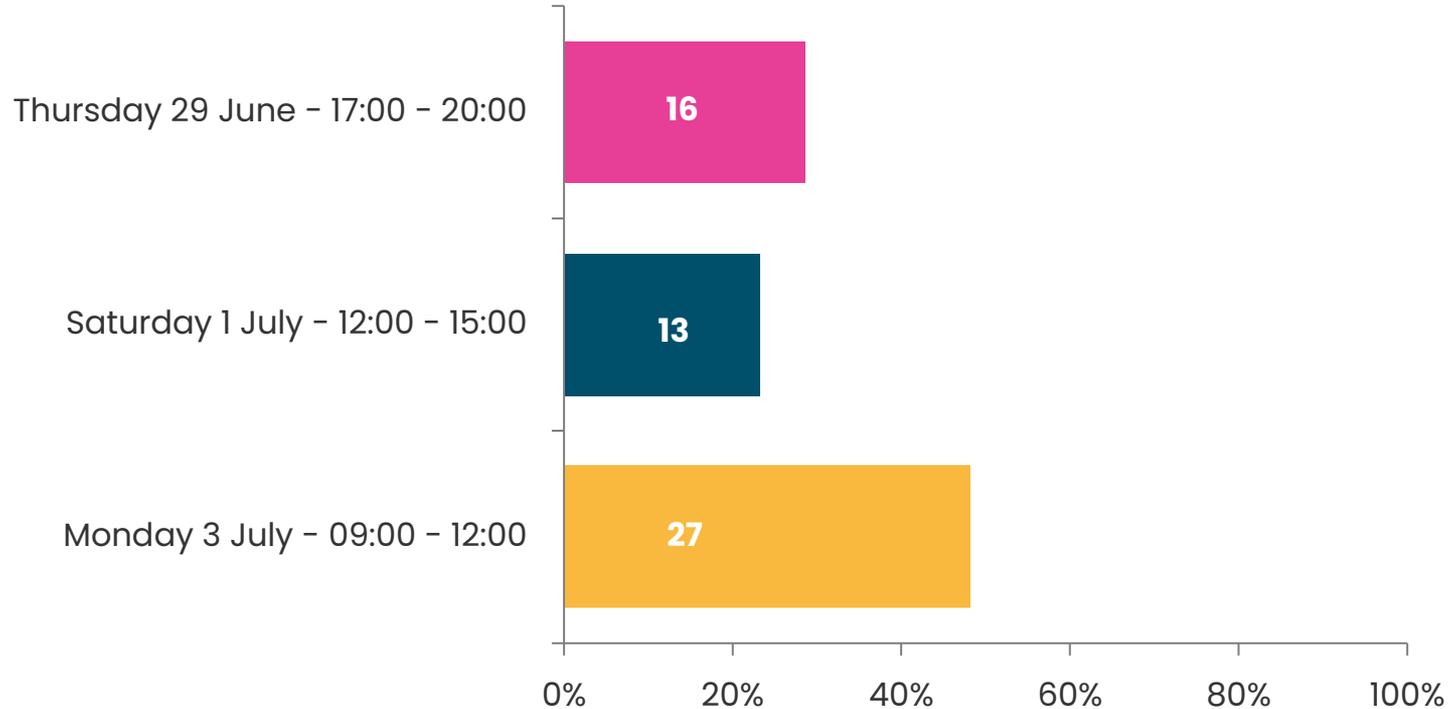
## 25) What sexual orientation do you identify with?

Answered: 51 Skipped: 10



## 26) Time and date completed

Answered: 56 Skipped: 5



Healthwatch Cheshire Feedback Centre can be found at:

 [www.healthwatchcheshire.org.uk](http://www.healthwatchcheshire.org.uk)

Or contact us on :

 0300 323 0006

Email: [info@healthwatchcheshire.org.uk](mailto:info@healthwatchcheshire.org.uk)

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