

# Same Day Emergency Care Survey for Non SDEC users

NHS England and NHS Improvement have established a project group to try and develop a list of practical ideas for hospitals that offer Same Day Emergency Care to implement to improve the experience of care. This will benefit those who use the service and also those who work within the service.

## **What is Same Day Emergency Care (SDEC)?**

SDEC is the delivery of same day care for emergency patients who would otherwise be admitted to hospital.

Under this care model, patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward, and if clinically safe to do so, will go home the same day their care is provided.

Same day emergency care is sometimes called Ambulatory Care.

Patients can be referred to SDEC treatment through different routes, including:

- From emergency departments
- Direct referral from GPs
- Direct transfer from ambulance services
- Direct referral from NHS 111

## **We need your help!**

In order to develop a list of practical ideas that can improve experience of care we need to understand what a good experience of care is. We would like your help to understand what matters to you when you use a hospital service.

The survey should take no more than 10 minutes to complete.

**Please do not** include any personal information in this questionnaire. This feedback will be shared with a project group to understand if there are any themes coming out of all the feedback we receive. We may share some comments internally within NHS England and NHS Improvement. This feedback will not go back directly to the hospital you have visited but they will be able to access the practical ideas that are developed as part of this project. We will not identify you or anyone else. All your feedback will be kept anonymous.

The closing date is **Sunday 27th March**.

**Thank you for your help**

# Overall Experience

1. Please look at this list below and think about what is most important to **you** when using a hospital service? Please identify your **top 3**.

- ☐ A Comfortable clean and attractive environment
- ☐ Being involved in your care and treatment
- ☐ Privacy
- ☐ The right medical staff
- ☐ Friendly, caring and respectful staff
- ☐ Staff who know about you and any needs you have (e.g. access, cultural, mental health)
- ☐ Staff meeting the needs you have
- ☐ Knowing what to expect from the service before you arrive
- ☐ A friendly welcome and being told what to expect
- ☐ Being kept informed of how long you will be waiting
- ☐ There is good signposting or directions to services to help find your way
- ☐ Knowing where to get food and drink from
- ☐ Having easy access to toilets
- ☐ Getting a quick diagnosis
- ☐ Being told about any new treatment and next steps for you
- ☐ Being able to ask questions about your diagnosis and treatment
- ☐ Quick and easy discharge
- ☐ Receiving any new medication quickly and easily
- ☐ Being clear about what happens once you have left the hospital
- ☐ Having easy access and support with mobility to get to the service
- ☐ Something else – please tell us about this:

2. What is one of the most important to **you** when using a hospital service that is not listed above?

3. Please think about a time when you have received a good experience of care in a hospital service in the last 5 years. Please name one thing that made that experience positive for you.

4. If you could make one change to improve a hospital service you have experienced what would that be?

5. We would love to hear more about your experiences and ideas for improvement. If you are interested in joining a small 1 hour online focus group in Mid-March 2022 to share your experience please provide contact details – email/phone number in the box below or email [england.peadmin@nhs.net](mailto:england.peadmin@nhs.net) (<mailto:england.peadmin@nhs.net>) and we will get back to you.

## Population Demographics

The following questions will help us to understand how experiences vary between different groups of the population. We will keep your answers completely confidential. None of the answers in the questions below will be published.

6. What age are you?

- ☐ Under 16
- ☐ 17-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 74-84
- ☐ 85 or over

7. Do you have any long-term physical or mental health conditions, disabilities or illnesses? By long term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.

- ☐ Yes
- ☐ No
- ☐ Don't know / can't say
- ☐ Prefer not to say

8. Which, if any, of the following long-term conditions do you have? Please tick to all the boxes that apply.

- ☐ Alzheimer's disease or other cause of dementia
- ☐ Arthritis or ongoing problem with back or joints
- ☐ Autism or autism spectrum condition
- ☐ Blindness or partial sight
- ☐ A breathing condition such as asthma or COPD Cancer (diagnosis or treatment in the last 5 years)
- ☐ Deafness or hearing loss
- ☐ Diabetes
- ☐ A heart condition, such as angina or atrial fibrillation
- ☐ High blood pressure
- ☐ Kidney or liver disease
- ☐ A learning disability
- ☐ A mental health condition
- ☐ A neurological condition, such as epilepsy
- ☐ A stroke (which affects your day-to-day life)
- ☐ Another long-term condition or disability
- ☐ I do not have any long-term conditions

9. Do any of these conditions reduce your ability to carry out your day-to-day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ No, not at all

10. Do you look after, or give any help or support to family members, friends, neighbours or others because of either their long-term physical or mental ill-health / disability, or problems related to old age?

- ☐ No
- ☐ Yes, 1-19 hours a week
- ☐ Yes, 20-49 hours a week
- ☐ Yes, 50 or more hours a week
- ☐ Prefer not to say

## What is your ethnic group? (Tick ONE only)

### 11. Asian or Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background

### 12. Black, Black British, Caribbean or African

- ☐ Caribbean
- ☐ African
- ☐ Any other Black, Black British, Caribbean or African Background

### 13. Mixed or Multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed or Multiple ethnic background

### 14. Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group, please indicate

15. Any other ethnic group, please indicate

16. White

- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Roma
- ☐ Any other White background
- ☐ Prefer not to say

17. Which of the following best describes you?

- ☐ Femal
- ☐ Male
- ☐ Non-binary
- ☐ Prefer to self -describe
- ☐ Prefer not to say

18. Prefer to self-describe as

19. Is your gender identity the same as the sex you were registered at birth?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

20. Which of the following best describes how you think of yourself?

- ☐ Heterosexual or Straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Other
- ☐ Prefer not to say

21. Which, if any, of the following best describes your religion?

- ☐ No religion
- ☐ Buddhist
- ☐ Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Other
- ☐ Prefer not to say

