Urgent Care: Our proposals for urgent treatment centres in Leeds


Engagement Report Supplementary Information

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1. Executive Summary
Executive Summary

This report provides an overview of how we engaged with local people on our proposals for five urgent treatment centres in Leeds. These centres will help people who have an urgent but not emergency need for healthcare. This covers a wide range of situations, such as cuts, insect bites, sprains and strains, fevers, and vomiting. It is hoped urgent treatment centres will address two challenges:

1. a lot of people go to Accident and Emergency (A&E) because they’re not sure where to go for urgent care or because they say they can’t get a GP appointment; and
2. to meet anticipated future demand as more people will live with long-term health problems who may periodically need urgent care.

The NHS Leeds Clinical Commissioning Group (CCG) asked people in Leeds to give their feedback on the plans for urgent treatment centres. This document supplements the independent analysis and engagement report produced by Brainbox Research.

NHS Leeds CCG engaged with a large number of people, including those who face challenges in accessing health care and can sometimes find it difficult sharing their views about services.

- A total of 3227 people completed the survey
- The results provide evidence that there is confusion about what urgent care means and how to access it
- There is strong support for the proposed urgent treatment centres: most people (63%) believe that they will improve access
- Reasons why they will improve access include:
  - that they will make it clearer where people should go if they need urgent care,
  - they will increase choice and capacity, and
  - they will provide a convenient and realistic alternative to seeking care from GP practices

People who were unsure reported that the centres could improve access but only if they are:

- easy to get to and use,
- have a good range of facilities, and
- are communicated well to the general public.

When asked specifically about the locations and opening hours of the centres, people preferred to have the centres close to where they live, however, many supported the CCG’s proposal to have a centre in the Seacroft area.

Statistical analysis of the data shows that the proposals are not discriminatory, and indeed, have a more positive impact on people with a disability and people who have recently given birth.

You can read a full analysis of our engagement here: [https://www.leedsccg.nhs.uk/content/uploads/2019/01/2019_09_12_Brainbox.UTC_v5-.pdf](https://www.leedsccg.nhs.uk/content/uploads/2019/01/2019_09_12_Brainbox.UTC_v5-.pdf)

This document provides extra information about the engagement, including:

- how patient representatives helped us develop and deliver the engagement;
- the methods we used to engage with people; and
- the support we received from our partners to deliver the engagement
2. Background information
2. Background information

a. How did we identify and engage with people?

The CCG developed a comprehensive engagement and communication plan of how to involve as many people as possible. An equality impact assessment also helps us identify if any communities will be adversely affected by our proposals.

There were three ways that people could give feedback on the plans.

- **Complete a survey**, available online and in paper formats. An easy read version was also available. The survey ran from 21st January to 15th April 2019
- **Talk to representatives** of the CCG at one of the six formal events and fifteen drop-in sessions held around the city between February and April
- **Tweet or post** on Facebook and Twitter

b. Patient Assurance

We have a responsibility to involve patient representatives in developing our plans to engage with the public. We call this ‘patient assurance’. Their role is to provide assurance that the voices of patients, public and carers are heard and taken into account when we develop local health services.

Patient assurance for our Urgent Treatment Centre (UTC) engagement has come from:

- The NHS Leeds CCG Patient Assurance Group (PAG). The PAG is an advisory group made up of patient representatives and Healthwatch Leeds. They reviewed our engagement plan for UTCs in Leeds on 5 December 2018. They agreed that our plans to engage local people were robust. You can read the minutes from the meeting here: [https://www.leedsccg.nhs.uk/content/uploads/2019/02/2018-12-05PAGMinutesv2.pdf](https://www.leedsccg.nhs.uk/content/uploads/2019/02/2018-12-05PAGMinutesv2.pdf)
- Our CCG volunteer programme gives local people a chance to take part as we work to engage and involve the people of Leeds in developing health care services across the city. You can find out more about our volunteer programme here: [https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/](https://www.leedsccg.nhs.uk/get-involved/ccg-volunteer/)
- Our CCG volunteers have helped support the engagement by getting involved in a number of ways:
  - Distributing surveys and promoting the engagement in their local communities
  - Attending engagement events and drop-in sessions around the city and speaking directly to people about the proposed change
  - Sitting on project groups

You can see details of the engagement on our website at the following link:
[https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/](https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/)

You can read the main engagement report here:
[https://www.leedsccg.nhs.uk/content/uploads/2019/01/2019_09_12_Brainbox_UTF_v5-.pdf](https://www.leedsccg.nhs.uk/content/uploads/2019/01/2019_09_12_Brainbox_UTF_v5-.pdf)

This document aims to outline and detail additional information relating to the engagement we conducted between January and April 2019.
2. Methods
2. Methods

Below you will find further detail on the methods the NHS Leeds CCG used to engage with people

a. Survey

We used online and paper surveys as the main method of engaging with patients, members of the public, carers, NHS staff and wider partners. We also worked with Change who produced easy read versions of the engagement document and survey. They also put together an easy read online survey. You can view all versions of the engagement document here: https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres

The survey was shared in hard copy and/or electronic formats with the following:

- All GP practices in Leeds
- NHS Leeds CCG patient and staff networks (GP bulletin, staff bulletin, E-engage newsletter, CCG Community Network)
- NHS partner organisations including: Leeds Teaching Hospitals NHS Trust (LTHT), Leeds and York Partnership NHS Foundation Trust (LYPFT) and Leeds Community Healthcare NHS Trust (LCH)
- Leeds Citizen Panel
- Promoted on Forum Central and Doing Good Leeds
- Community organisations such as one stop shops, libraries, schools, community hubs
- A wide range of third sector organisations (see section ‘b. Public events’)
- The survey was also shared by Voluntary Action Leeds (VAL) with Engaging Voice’s partners that work with priority groups identified by our equality impact analysis. The full list of organisations engaged with by VAL can be seen in section ‘c. Drop-in sessions’
b. Public events

We ran a number of public events to allow people to come along and find out more about our proposals. The events were promoted widely by our partners, using posters and via social media. The events featured:

- A presentation from a commissioner on the proposal
- Facilitated group work for people to share their thoughts and ideas
- The opportunity for people to ask questions in a dedicated ‘Questions and Answers’ session

We planned and delivered nine engagement events across six days in total. We held the events in different locations across Leeds to allow different people the opportunity to come along.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Number of people who attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday 8 February 2019</td>
<td>10am – 12pm &amp; 1.30 – 3.30pm</td>
<td>Leeds Society for Deaf and Blind</td>
<td>17</td>
</tr>
<tr>
<td>Monday 25 February 2019</td>
<td>1.30 – 3.30pm</td>
<td>Old Fire Station, Gipton</td>
<td>9</td>
</tr>
<tr>
<td>Monday 4 March 2019</td>
<td>10am – 12pm &amp; 1.30 – 3.30pm</td>
<td>Seacroft Recovery Hub</td>
<td>7</td>
</tr>
<tr>
<td>Friday 8 March 2019</td>
<td>10.30am – 12.30pm</td>
<td>New Wortley Community Centre</td>
<td>1</td>
</tr>
<tr>
<td>Wednesday 13 March 2019</td>
<td>10am – 12pm</td>
<td>Carriageworks Theatre</td>
<td>9</td>
</tr>
<tr>
<td>Friday 22 March 2019</td>
<td>10am – 12pm &amp; 1.30 – 3.30pm</td>
<td>Hamara Centre</td>
<td>0*</td>
</tr>
</tbody>
</table>

*We promoted the two events at the Hamara Centre widely as part of our promotion of the engagement work. We also worked with the Hamara Centre to promote the events with their network. Despite this, we did not have anyone attend the two planned engagement events.
c. Drop-in sessions

We also ran 12 drop-in sessions around the city. These drop-in sessions allowed the CCG engagement team and CCG volunteers to visit different locations round Leeds and talk to people about the proposals, hand out surveys and listen to feedback from people.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Total number of people engaged with (approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saturday 2 February 2019</td>
<td>1pm – 4pm</td>
<td>Kentmere Community Centre</td>
<td>25</td>
</tr>
<tr>
<td>Tuesday 5 February 2019</td>
<td>11am – 2pm</td>
<td>Leeds Society for Deaf and Blind</td>
<td>30</td>
</tr>
<tr>
<td>Wednesday 13 February 2019</td>
<td>10am – 2pm</td>
<td>Merrion House</td>
<td>20</td>
</tr>
<tr>
<td>Monday 18 February 2019</td>
<td>10am – 2pm</td>
<td>Seacroft Community Hub</td>
<td>10</td>
</tr>
<tr>
<td>Wednesday 27 February 2019</td>
<td>10am – 2pm</td>
<td>Reginald Centre</td>
<td>25</td>
</tr>
<tr>
<td>Tuesday 12 March 2019</td>
<td>4pm – 8pm</td>
<td>HEART Centre</td>
<td>35</td>
</tr>
<tr>
<td>Tuesday 26 March 2019</td>
<td>10am – 3pm</td>
<td>Gledhow Wing, St. James’ Hospital</td>
<td>20</td>
</tr>
<tr>
<td>Thursday 28 March 2019</td>
<td>10am – 3pm</td>
<td>Jubilee Wing, Leeds General Infirmary</td>
<td>20</td>
</tr>
<tr>
<td>Saturday 30 March 2019</td>
<td>10am – 2pm</td>
<td>Leeds Kirkgate Market</td>
<td>25</td>
</tr>
<tr>
<td>Tuesday 2 April 2019</td>
<td>5pm – 7pm</td>
<td>Leeds Autism Hub</td>
<td>6</td>
</tr>
<tr>
<td>Thursday 4 April 2019</td>
<td>10am – 2pm</td>
<td>Wharfedale Hospital</td>
<td>20</td>
</tr>
<tr>
<td>Sunday 7 April 2019</td>
<td>8am – 1pm</td>
<td>Pudsey Craft Market</td>
<td>30</td>
</tr>
</tbody>
</table>

We had planned to deliver an additional two drop-in sessions at the Leeds/Bradford Airport and Wetherby Racecourse car boot sales but these had to be cancelled due to bad weather.
Through our equality impact analysis we have identified that there are some communities who may find it more difficult to access services than others. We wanted to work with those communities to find out more. To support this, we worked closely with the Leeds Society for Deaf and Blind and Leeds Autism AIM to facilitate drop-in sessions to better understand people from those communities.

**Leeds Society for Deaf and Blind**

We worked closely with the Leeds Society for Deaf and Blind (LSDB) as part of this engagement work. This included hosting an engagement event and a drop-in session at the society’s centre.

Leeds Society for Deaf and Blind’s objective is to respond to the expressed needs and aspirations of D/deaf, hard of hearing, deafblind, blind and partially sighted people. From previous engagement work and research, we know that people who are D/deaf, hard of hearing, blind or visually impaired have increased difficulty in accessing care services and we wanted to ensure we heard from them to help develop our proposals for UTCs in Leeds.

A member of the NHS Leeds CCG engagement team and a member from the Leeds Voices team conducted interviews in a drop-in session, supported by an interpreter. The engagement event that followed a few days later was filmed to capture the presentation delivered by the urgent care commissioner. This video was shared with people who were unable to attend any of the engagement events but wanted to find out more about the proposals. A British Sign Language interpreter was also filmed at the same time so that the video, along with subtitles, could be as accessible as possible. You can watch the video here: https://youtu.be/pZxHTTtHWYg

Some of the key themes and feedback from the work with the Leeds Society for Deaf and Blind included:

- ‘You often have to use an intercom to gain entry to buildings and departments. Deaf people are unable to use these.’
- ‘Deaf people can’t use 111’. People told us that they didn’t know about the NHS 111 BSL (British Sign Language) Interpreter Service – they told us that it hasn’t been advertised enough. People told us that it needs to be available during the night. They told us that it isn’t possible to phone 111
- People told us that if they had an urgent care need, they would be most likely to use their GP or A&E. They told us that this is because:
  - They are familiar with these services.
  - Interpreters prioritise A&E over urgent treatment centres, walk-in centres or minor injuries units
  - Some people had tried to use services at St George’s and Wharfedale but were told they can’t have an interpreter, so they would not go there again
  - People don’t know what other services could offer
  - People don’t know what urgent treatment centres are for
  - People don’t know what pharmacists can do
  - People told us that in British Sign Language, the signs used for ‘Emergency Care’ and ‘Urgent Care’ are the same
  - People told us that they felt that they had to worry about booking and paying for interpreters instead of being able to focus on their health needs

A separate report is available for the information we collected at the Leeds Society for Deaf and Blind, which can be seen here: https://www.leedsccg.nhs.uk/content/uploads/2019/01/LSDBP_Event_Report_2019.02.08.pdf
Leeds Autism Hub drop-in
In promoting the Urgent Treatment Centre work, we were in contact with the Leeds Autism Hub, a drop-in service, run every Tuesday afternoon by Leeds Autism AIM (Advocacy, Information and Mentoring). The aim of the Hub is to provide information, signposting and peer support for adults on the autistic spectrum and carers who have little or no funded support in place.

At this Hub, they host workshops, provide useful advice on a range of issues affecting autistic people in the Leeds area and act as a source of information on everything from employment to benefits. They were keen to host a drop-in for any of their service users to provide an opportunity to have a say.

We attended the drop-in with one of our CCG volunteers to interview willing people on a 1:1 basis about their experiences and thoughts on urgent care in Leeds and the proposals to bring UTCs to the city.

Some of the key themes and feedback from that drop-in include:
• Communication and the need to communicate and raise awareness, specifically, about UTCs; what they are and what they are for, was highlighted as very important
• Keeping patients updated when they are in services was also identified as being very important. This can include providing updates if they are waiting a long time to be seen (for example at A&E)
• The waiting environment was mentioned as being an important element to consider as people with autism can find certain environments/-settings stressful and overwhelming due to the busyness, volume etc. which can add to an already stressful situation

A separate report is available for the drop-in session that we ran at Leeds Autism Hub, which can be seen here: https://www.leedscgg.nhs.uk/content/uploads/2019/01/2019_04_02_Leeds_Autism_Hub_drop-in_feedback.pdf

d. Other engagement activities

Healthwatch Leeds
Healthwatch Leeds sought feedback with people who have a visual impairment. They spoke with 113 people with a visual impairment, of which 72 shared their views on the urgent treatment centres.

Healthwatch Leeds asked individuals from different backgrounds with a range of visual impairments, for example Age Macular Degeneration, about the proposal for UTCs in Leeds. They surveyed people and discussed this topic in two focus groups.

Some of the key themes and feedback include:
• UTCs should be a single floor venue with bold signage for directions to access different services
• Locating urgent care centres on popular bus routes are very important for people with visual impairments
• Patient’s accessibility needs should be shared with the urgent treatment centre.
• Some people wanted a 24 hour service from these centres
• Some would prefer assistance from volunteers after arriving at the urgent treatment centre
• Offer facilities to monitor eye conditions locally so patients don’t need to go to GP or A&E unnecessarily
• One person said the ability to “call in to the urgent treatment centre to check in intraocular pressure” would be good as it can reduce admission to eye casualty

A separate report from Healthwatch Leeds is available for the work that they did which can be seen here: https://www.leedscgg.nhs.uk/content/uploads/2019/01/HW_Leeds.UTC_V1.pdf
**Media**

Communication activities to support this work included:

- The engagement was promoted widely in the *media*. We promoted the engagement via Tempo FM and a Radio Aire interview. We also wrote a press release that was published 11 times in various newspapers including:
  - Yorkshire Evening Post
  - Yorkshire Post
  - Wharfedale Observer
  - Telegraph & Argus
  - Ilkley Gazette

- In order to support the message and make it easier to convey to a larger number of people, we created two *animation videos* to help explain the proposals. These were created to help people understand the engagement and be easily shared on social media and with others. You can view the videos here: [https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/](https://www.leedsccg.nhs.uk/get-involved/your-views/urgent-treatment-centres/)

- **Social media** was widely used to promote the engagement and related activities. Leeds Teaching Hospitals NHS Trust and Leeds Voices also posted about the proposals on Facebook. A total of 58 social media posts were made (both Facebook and Twitter), which reached more than 85,000 followers.
  - Facebook posts led to:
    - 2,346 engagements
    - 85 ‘likes’
    - 106 shares
    - 11 comments
    - 10 people commented on a Leeds Hospitals post
    - 52 people commented on Leeds Voices posts
  - Twitter posts led to:
    - 178,568 impressions/engagements
    - 524 likes
    - 485 retweets
    - 32 comments

- Through the course of the engagement we used a platform called *ScribbleLive* to capture social media posts from Facebook and Twitter and place them into one place on the NHS Leeds CCG website. This then creates a visual picture of the engagement and allowed us to show the breadth of discussions taking place on social media platforms. You can view the full stream here: [https://www.leedsccg.nhs.uk/urgentcareleeds/](https://www.leedsccg.nhs.uk/urgentcareleeds/)
3. Engagement support
3. Engagement support

a. Background

We commission Voluntary Action Leeds (VAL) to support our engagement work. VAL delivers the ‘Leeds Voices’ project to undertake public and community engagement on behalf of NHS Leeds CCG. VAL use three different approaches to help people get involved and share their views.

- The **Engaging Voices** network of third sector organisations provides opportunities for seldom heard communities and vulnerable groups to get involved in consultation and engagement activities.

- The **Working Voices** project offers opportunities for businesses to enable their employees to be involved in CCG engagement activities, by allowing working people to volunteer their time to be involved in engagements within the workplace.

- Volunteer Leeds **Health Ambassadors** directly engage with the public and patients at a range of venues, public events and activities across the city.

Voluntary Action Leeds carried out 55 different engagement activities between January and April, these included:

- **Nine** focus groups
  - Voluntary Action Leeds ran a series of focus groups with specific groups of people who often face challenges accessing healthcare: people with learning disabilities; migrants, refugees and asylum seekers, people with mental health conditions, older adults, and people with hearing impairments.

- The Leeds Voices team carried out a number of focus groups and interviews with priority groups, supported by third sector partners within the Engaging Voices project.
  - As well as taking part in in-depth discussions, focus group participants were given the opportunity to complete an individual survey if they wished to do so.

- **Nine** ‘on-street’ engagement sessions where Health Ambassadors and VAL engagement workers were speaking to members of the public and handing out surveys.

- **Ten** drop-in sessions at various locations around the city including:
  - Leeds University Students Union
  - Flamingo Coffee House
  - Hamara Centre
  - Middleton Elderly Aid
  - Old Fire Station, Gipton
  - Ark Café
  - Refugee Council
  - New Wortley Community Café
  - Leeds Beckett University
  - Kirkgate Market
a. Background cont.

- Five Leeds Voice engagement sessions where people were briefed about the engagement and given the opportunity to ask questions and complete a survey:
  - Seacroft Community Hub
  - Compton Vente Library
  - LGBT+ Café
  - Leeds and York Partnership Foundation Trust (LYPFT) Service User Network
  - Leeds LGBT+ Hub meeting

- Nine door to door distribution events where Leeds Voices would hand out surveys and tell people about the engagement. VAL visited:
  - Lincoln Green Court, Lincoln Green
  - Clifton and Nowell Estates, Harehills
  - Clydes and Holdsworths Estates, New Wortley (visited twice)
  - Nowells, Harehills (visited twice)
  - Boggart Hill Estate, Seacroft,
  - Stratford Estates, Beeston
  - Recreation Estate, Holbeck

- Four Working Voices sessions:
  - Merrion House, Leeds City Council
  - Unity Housing, Chapeltown Road
  - Osmandthorpe Hub
  - LYPFT, Becklin Centre – carers group

- Seven data collection/questionnaire sessions:
  - Technorth
  - Leeds Bus Station (visited twice)
  - Leeds City College
  - The Refugee Council
  - Aspire CBS
  - Tunstall Road Community Centre

- Two event stalls where they promoted the engagement:
  - White Rose Centre
  - Lincoln Green Fun Day

Through the Leeds Voices work, Voluntary Action Leeds worked with a number of seldom heard communities including:

- People with a learning disability
- People from migrant populations, asylum seekers and refugees
- People with mental health conditions
- People over the age of 65
- People who were deaf or hard of hearing

The following pages highlight the key points of discussion from these communities
b. People with a learning disability

VAL ran three focus groups with people with a learning disability, working with LEEP1 and Aspire CBS to achieve this. They engaged with 20 service users, four support workers and one carer in the focus groups.

Some of the key points that came through from Voluntary Action Leeds’s engagement included:

- Confusion over the distinction between ‘urgent’ and ‘emergency’ care
- Difficulties in accessing the right service and knowing what you should and shouldn’t use a service for
- Availability of services which could limit choices when you need care
- Waiting times to be seen can be very long which can be problematic for people with a learning disability as it can impact their wellbeing and behaviour if the situation becomes stressful
- Difficulties when being communicated to which can impact on a person’s wellbeing and the need for support when communicating with NHS staff
- Support for the even distribution of services across the city
- Support for all UTCs to be open ‘round the clock’
- A need for clarity about what UTCs will be for (for example, will there be mental health provision available?)
- All UTCs need to be easy to access for all including information on transport links
- Clear signage is needed that incorporates pictures to help people find the services needed
- Information sent to patients with a learning disability needs to be consistently in an easy-read format, including post appointment information.
- Patients would like ‘health passports’ to be recognised in UTCs as they are in other health settings
- Staff need to be trained and aware of the differences of someone with a learning disability accessing a service

NHS Leeds
Clinical Commissioning Group

18

NHS Leeds Clinical Commissioning Group
c. People from migrant populations, asylum seekers and refugees Cont.

- Waiting times to be treated and assessed in A&E were very long at times
- It can be confusing to understand a new country’s healthcare system
- 111 can be difficult to access due to language barriers
- All patients should be treated fairly and evenly
- UTCs need to have access to medical records so it is easier to understand and treat someone
- An information campaign (using various different methods) should be used across Leeds to help people understand the changes
- People reported negative experiences with engaging with staff in different healthcare settings, difficulties communicating and accessing translation services
- People felt that UTCs would be positive for Leeds and make it easier to access urgent care services
- People asked whether the UTCs will be joined up with other services
- People thought that the centres’ locations leave some gaps in the city

d. People with a mental health condition

VAL ran a focus group with people with a mental health condition, working with East Leeds Health for All to achieve this. They engaged with nine people.

Some of the key points that came through from Voluntary Action Leeds’s engagement included:

- There is confusion in the differences between ‘urgent care’ and ‘emergency care’
- Waiting times can be very long and difficult for people with a mental health condition
- People acknowledged the hard work that the NHS staff are doing, though a number of people had negative experiences with reception staff
- There were different views and perceptions as to which service to access in an urgent care situation
- People with mental health difficulties may need additional support and needs when they go to A&E but is often not the case
- People commented on a lack of urgent care services in west Leeds
- People commented on getting to the centres, commenting on transportation, being able to afford to travel and childcare concerns
- People raised concerns about accessing UTCs in a mental health crisis and whether people with an urgent mental health care need would be able to go to a UTC and receive adequate and appropriate care
- People all agreed that UTCs should be for urgent mental health care
- People suggested using TV adverts and other forms or advertising to promote the new UTCs and how people should access services
e. Over 65s

VAL ran two focus groups with people over 65 from seldom heard groups, working with Touchstone Sikh Elders to achieve this. They engaged with 15 people.

Some of the key points that came through from Voluntary Action Leeds’s engagement included:

- People spoke of difficulties in engaging with healthcare services via interpreters including having less time to explore medical concerns as it takes longer to convey the information needed
- People thought that the UTCs would mean getting seen quicker
- Transport issues were raised as a concern and there was a query whether transportation would be provided to the UTCs in a similar way that they are between the two hospitals in Leeds
- People wanted more information on access for people who are disabled as they are not mentioned in the proposals
- 24 hour opening for the UTCs would be preferable as it would relieve pressure on A&E
- UTCs need to effectively promoted and advertised so as to be clear on how accessing urgent care will work so as to avoid confusion

f. People who are D/deaf and hard of hearing

VAL supported the NHS Leeds CCG to run a one to one drop-in session where four members of the Leeds Society for Deaf and Blind were engaged. Feedback from the work with the Leeds Society for Deaf and Blind can be found here: [https://www.leedsccg.nhs.uk/content/uploads/2019/01/LSDBP_Event_Report_2019.02.08.pdf](https://www.leedsccg.nhs.uk/content/uploads/2019/01/LSDBP_Event_Report_2019.02.08.pdf)

Themes and recommendations from VAL

VAL collected feedback and pulled together a summary document of their work including the findings from these focus groups, along with supplementary data gathered from conversations with the general public and comments made on the Leeds Voices Facebook page.

Key points and themes raised from the above engagements included:

- People noted the lack of urgent care services available in the west of the city
- Urgent treatment centres need to be accessible by people who need urgent mental health care
- UTCs need to be joined up with the Leeds Care Record system to ensure consistency across the city
- Concerns were raised about people using it inappropriately because they can’t get an appointment (without it being urgent)
- People queried whether UTCs were the best use of money and if funding should be spent improving access to a different range of GP services
- People want to know if dental care will be available at UTCs

Appendices

a. Equality monitoring information
We deliver a wide range of services and we need to know who is benefiting from our services and who might be missing out. We ask survey respondents to complete an ‘equality monitoring form’ at the end of the survey to help us understand who we are hearing from. There is no requirement to fill this section in and people can choose to not answer some or any of the questions asked if they’d prefer not to.

The charts and information below are based on the people who answered the questions in this section.

**What is the first part of your postcode?**
What is your age?

[Pie chart showing age distribution with the following data:
- 26-35 (361): 13.78%
- 36-45 (441): 16.84%
- 46-55 (484): 18.48%
- 56-65 (453): 17.30%
- 66-75 (414): 15.81%
- 76-85 (156): 5.96%
- 86+ (38): 1.45%
- Prefer not to say (18): 0.69%
- Under 16 (12): 0.46%
- 16-25 (242): 9.24%
- 26-35 (361): 20.54%
- 36-45 (441): 76.98%]

Are you disabled?

The Equality Act 2010 defines disability as ‘a physical, sensory or mental impairment which has, or had a substantial and long-term adverse effect on a person’s ability to carry out normal day to day activities’.

[Bar chart showing disability status with the following data:
- Yes (529): 20.54%
- No (1983): 76.98%
- Prefer not to answer (64): 2.48%]
Are you disabled? Cont.

If yes, what type of impairment?

- Long-standing illness: 42.26%
- Physical impairment: 29.17%
- Learning disability: 8.63%
- Mental health condition: 32.74%
- Hearing impairment (such as deaf or hard of hearing): 12.35%
- Visual impairment (such as blind or partially sighted): 6.55%
- Other (please specify): 13.99%
- Prefer not to answer: 5.95%
What is your ethnic background?
Pregnancy and maternity

Pregnancy and maternity are a ‘protected characteristic under the Equality Act 2010, this covers women who are pregnant or have given birth within a 26 week period.

What is your religion or belief?

Christianity (1201) 47.49%
Hinduism (15) 0.59%
Islam (85) 3.36%
Judaism (29) 1.15%
Sikhism (23) 0.91%
No religion (928) 36.69%
Prefer not to say (149) 5.89%
Buddhism (17) 0.67%
Other (please specify): (82) 3.24%
What is your sexual orientation?

What is your relationship status?
What is your employment status?

- Student: 2.72%
- Student - at college: 1.56%
- Student - at university: 5.02%
- Employed - full time: 36.06%
- Employed - part time: 16.53%
- In receipt of state benefits (e.g. Personal Independence Payment (PIP), Universal Credit (UC)): 4.05%
- Unemployed - looking for work: 2.26%
- Unemployed - unable to work: 3.15%
- Unemployed - not looking for work: 1.52%
- Apprenticeship/training: 0.16%
- Retired: 27.42%
- Prefer not to answer: 1.83%
- Other (please specify): 3.85%
Carers (A carer is someone who provides unpaid support/care for a family member, friend, etc. who needs help with their day to day life; because they are disabled, have a long-term illness or they are elderly).

Would you describe yourself as homeless?
What is your gender?

![Gender bar chart]

Are you transgender? (Is your gender different to the gender you were given at birth?)

![Transgender bar chart]
Appendices

b. Circulation list
To ensure we gave as many people the opportunity to have their say, we circulated information and materials to a wide range of organisations and centres. We asked for support in giving out, sharing and promoting the engagement in whatever form is best for each contact.

Below are a list of different organisations who received printed materials and information about the Urgent Treatment Centre engagement.

**GPs**
Survey documentation and a brief were sent to all GP surgeries and their branch practices in the city.

**Pharmacies**
Survey documentation and a brief sent to all pharmacies in the city.

**Community centres and community associations**
Survey documentation and a brief was sent to all community centres in the city.

**Children’s centres**
Survey documentation and a brief was sent to all children’s centres in the city.

**Dentists**
Survey documentation and a brief were sent to all dentists in Leeds.

**Health centres and clinics**
- Armley Health Centre
- Bramley Clinic
- Horsforth Clinic
- Kirkstall Health Centre
- Middleton Health Centre
- Morley Health Centre
- Primrose Health Centre
- Pudsey Health Centre
- Seacroft Clinic
- Woodhouse Health Centre
- Woodsley Road Health Centre
- Wortley Beck Health Centre
- Yeadon Health Centre
Leeds ‘Hubs, Community Hubs and One Stop Centres’

- Merrion House, city centre (LS2)
- Hawksworth Hub (LS5)
- Headingley Hub (LS6)
- Reginald Centre (LS7)
- Osmandthorpe (LS9)
- Compton Hub (LS9)
- St. George’s, Middleton (LS10)
- Dewsbury Road One Stop (LS11)
- Armley Hub (LS12)
- Bramley Hub (LS13)
- South Seacroft (LS14)
- North Seacroft, Deacon House (LS14)
- Moor Allerton Shopping Centre (LS17)
- Horsforth Hub (LS18)
- Yeadon Town Square (LS19)
- Otley Hub (LS21)
- Wetherby Hub (LS22)
- Garforth One Stop (LS25)
- Kippax One Stop (LS25)
- Rothwell Hub (LS26)
- Morley Hub (LS27)
- Pudsey One Stop (LS28)

Leisure centres

- Kirsktall Lane Leisure Centre (LS5)
- Scott Hall Leisure Centre (LS7)
- Fearnville Leisure Centre (LS8)
- Middleton Leisure Centre (LS10)
- John Charles Leisure Centre (LS11)
- Armley Leisure Centre (LS12)
- John Smeaton Leisure Centre (LS15)
- Holt Park Leisure Centre (LS16)
- Aireborough Leisure Centre (LS20)
- Wetherby Leisure Centre (LS22)
- Garforth Squash and Leisure Centre (LS25)
- Kippax Leisure Centre (LS25)
- Rothwell Leisure Centre (LS26)
- Morley Leisure Centre (LS27)
- Pudsey Leisure Centre (LS28)
Libraries

- Central Library (LS1)
- Headingley Library (LS6)
- Reginald Centre (LS7)
- Oakwood Library (LS8)
- Compton Road Hub (LS9)
- Hunslet Library (LS10)
- Middleton Hub (LS10)
- Dewsbury Road Hub (LS11)
- Beeston Library (LS11)
- Armley Hub (LS12)
- Bramley Library (LS13)
- Whinmoor Library (LS14)
- Seacroft Hub (LS14)
- Halton Library (LS15)
- Scholes Library (LS15)
- Crossgates Library (LS15)
- Calverley Library (LS28)
- Holt Park Community Library (LS16)
- Moor Allerton Library (LS17)
- Horsforth Library (LS18)
- Rawdon Community Library (LS19)
- Guiseley Library (LS20)
- Otley Library (LS21)
- Wetherby Library (LS22)
- Boston Spa Library (LS23)
- Garforth Library (LS25)
- Kippax Library (LS25)
- Rothwell Library (LS26)
- Gildersome Library (LS27)
- Morley Hub (LS27)
- Ardley/Tingley Library (WF3)
- Pudsey Library (LS28)
- Farsley Library (LS28)

Voluntary organisations, charities, 
NHS and council offices

- Alzheimer’s Society
- Archway
- Arthritis Care
- Asha
- Autism Plus
- AVSED
- Bangladeshi Centre
- Basis
- Belle Isle Elderly Aid
- Better Leeds
- BIRT Daniel Yorath House
- BITMO Gate
- Black Elders
- Black Health Initiative
- Blackburn Hall
- Bramley Baths
- British Lung Foundation
- Burley House Special Care
- Calverley Mechanics
- Cancer Research
- Candlelighters
- Cardigan Centre
- Care and Repair
- Casa
- Catholic Care
- Chapeltown Youth Development Centre
- Child Line
- Christian Aid
- Citizens Advice
- Community Action
- Community ENT Care
- Community Links
- Dewsbury Road Over 55’s Club
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<td>• DOSTI</td>
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<td>• Dyslexia Action</td>
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<td>• Ebor Gardens Advice</td>
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<td>• Epilepsy Action</td>
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<td>• For Disability Mobility (FDM)</td>
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<td>• Forum Central</td>
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<td>• Forward Leeds</td>
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<td>• Garforth Miners Welfare</td>
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<td>• Hawksworth Wood Family Centre</td>
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<td>• Health 4 All</td>
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<td>• Henry Barran Centre</td>
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