

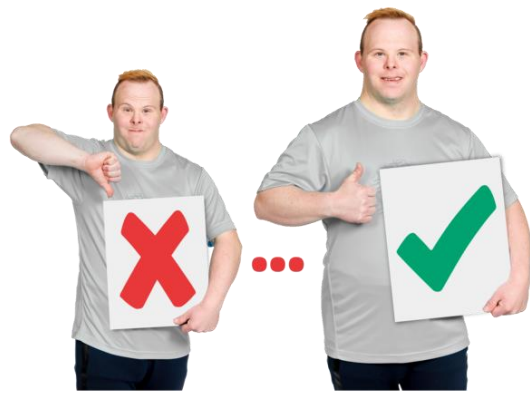
Easy
Read

Accident & Emergency



Wolverhampton Urgent and Emergency Care Services Report

March 2021



Healthwatch is here to make care better for people like you.



We listen to peoples experiences of using **health and social care services.**



Health and social care services include GP surgeries, hospitals, pharmacies and care homes.



We share your views with professionals to improve the services.



We had meetings with professionals to discuss how **urgent and emergency care services** were delivered in Wolverhampton.



We carried out a **project** to see how and why these services were being used during the pandemic.



Urgent and Emergency Care services include; New Cross Emergency Department, NHS 111, Ambulance, GP out of hours and Walk in Centres.



We asked patients how they had used services **before and during the pandemic**.



Services were less busy during the first lockdown.



Across the year, most patients used the **Emergency Department** at New Cross Hospital.



Most patients were advised to use the **Emergency Department** by other **health professionals**.



Most patients felt they had received appropriate treatment for the reasons they attended.



Participants were **very positive** about the **experience** they received from services.



Participants **understood** the use of urgent services and the importance of using them for emergencies.



Healthwatch recommend to **increase awareness** of using other services prior to using the Emergency Department.

Easy
Read



Healthwatch Wolverhampton
Regent House
Bath Avenue
Wolverhampton
WV1 4EG

www.healthwatchwolverhampton.co.uk
t: 0800 470 1944
e: info@healthwatchwolverhampton.co.uk
tw: @Hwwolverhampton
fb: Healthwatch Wolverhampton