



North of England
Commissioning Support

Partners in improving local health

Path to Excellence Phase 2

**On–Street Survey Bede, Biddick
& All Saints, West Park and
Whiteleas wards
Current and future use of
Emergency Departments,**



June 2019

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Executive summary

As part of the planned programme of ongoing involvement for the Path to Excellence programme, stakeholder feedback highlighted the need to understand the preferences of specific communities living in local authority border areas between South Tyneside and Gateshead in accessing emergency departments.

A review of patient flow in the use of emergency departments in Gateshead and South Tyneside identified the following wards, Bede, Biddick & All Saints, West Park and Whiteleas and a survey was designed to capture feedback from residents.

The survey was collected on street within the four wards during the period of 10th – 21st June 2019.

The surveys were aimed at capturing residents' current and future use of emergency departments, if South Tyneside District Hospital changed to an Urgent Treatment Centre for less serious conditions.

In total, 861 residents responded to the questionnaire giving a 95% confidence level throughout the four wards in market research methodology terms.

Summary of findings

Looking at the below findings from the four electoral wards, the following findings can be summarised.

Current use for emergency health care needs

- The majority of residents from all four wards would currently use South Tyneside District Hospital (STDH) (Bede (B): 93%, Biddick and All Saints (BAS): 93%, West Park (WP): 91%, Whiteleas (W): 88%).
- Sunderland Royal Hospital (SRH) is significantly more popular with residents from Whiteleas (W: 8%, B: 3%, BAS: 2%, WP: 3%).
- Some residents felt they didn't have a choice of hospital - they would either be taken to the hospital by ambulance or they would need to go to the nearest hospital (B: 6, BAS: 3, WP: 11, W: 10). Others suggested their choice would depend upon the emergency (BAS: 1, WP: 6, W: 4).

Why residents would go to their current choice of hospital for an emergency health care need

- The majority of residents from all four wards would choose an emergency department that was the closest and nearly one-quarter would choose the hospital because they had been there before (86%, 24% respectively).
- Comments from some residents in all four wards suggested they would choose a hospital because they felt it was a great hospital or because they preferred this hospital (STDH: 16, SRH: 10, Queen Elizabeth Hospital (QEH): 4).

- Some comments from residents indicated that they made their choice because they either didn't like a particular hospital or that they had a bad experience at another hospital (STDH: 13).

Alternative use for emergency health care needs

- Over half of residents from all four wards would choose SRH as their alternative hospital for an emergency health care need (55%). Nearly one-quarter of residents would choose QEH and nearly one-fifth would choose Royal Victoria Infirmary (RVI) (21%, 17% respectively).
- Significantly more residents from Biddick & All Saints, Whiteleas and West Park would choose to go to SRH, in comparison to residents from Bede (62%, 53%, 62%, 43% respectively).
- Significantly more residents from Bede would choose to go to the QEH, in comparison to residents from West Park and Whiteleas (28%, 17%, 20% respectively).
- Residents aged 25-34 and 45-64 were significantly more likely to choose the RVI in comparison to residents aged 35-44 (25-34: 24%, 45-54: 22%, 55-64: 21%, 35-44: 10%).
- Residents aged 25-34 and 45-54 years were also significantly more likely to choose the RVI when compared to residents age 65+ (24%, 13% respectively).
- 10% of residents from all four wards indicated that they wouldn't know which hospital to go to, with 16-17 year olds and 65+ significantly more likely to say they didn't know, in comparison to 18-34 year olds (16-17: 18%, 65+: 13%, 18-24: 6%, 25-34: 4%).
- Residents from all wards also commented that they wouldn't know which hospital to attend because they didn't know where the hospitals were or they didn't know which hospital was closest (B: 6, BAS: 13, WP: 20, W: 11).
- Some residents commented that STDH was their hospital, that it was needed, and should be kept as an emergency department (27 comments).

Why residents would go to their alternative choice of hospital for an emergency health care need

- Nearly half of residents from all four wards chose the hospital because it was closest (46%); with 18-54 year olds significantly more likely to choose the hospital because it was closer, in comparison to residents aged 66-64 years (18-24: 53%, 25-34: 52%, 35-44: 58%, 45-54: 45%, 55-64: 33%)
- Also, residents from Biddick & All Saints were significantly more likely to choose the hospital because it was the closest (BAS: 58%, B: 39%, WP: 43%, W: 46%)

- Some residents suggested they were concerned about the extra travel time and costs associated with attending an alternative hospital (41 comments)
- Over one quarter of residents indicated they made their decision because they had been there before (26%); with residents from Bede significantly more likely to state this as a reason (B:36%, BAS: 19%, WP: 22%, W: 26%). Also, 55+ year olds were significantly more likely to indicate they would choose a hospital because they had been there before, in comparison to 24-34 year olds (55-64: 31%, 65+: 32%, 25-34: 15%).
- Some comments from residents suggested that they chose a hospital because they thought it was easier to get to or they knew how to get there (SRH: 47, QEH: 28, RVI: 17).
- Other notable comments from residents suggested that they chose their alternative hospital because they felt it was a good hospital, they liked it, or due to past experience (RVI: 86, QEH: 39, SRH: 23)

Background

The Path to Excellence is a five-year transformation of healthcare services across South Tyneside and Sunderland. It has been set up to secure the future of local NHS services and to identify new and innovative ways of delivering safe, high quality, joined up, sustainable care that will benefit the population of South Tyneside and Sunderland, both now and in the future. Partners in the Path to Excellence are:

- South Tyneside Clinical Commissioning Group
- Sunderland Clinical Commissioning Group
- South Tyneside and Sunderland NHS Foundation Trust (formerly City Hospitals Sunderland NHS Foundation Trusts and South Tyneside NHS Foundation Trust)

Decisions were made on Phase One of the Path to Excellence in February 2018. Details can be found [here](#). The focus of Phase Two of this process covers the following:

- **Emergency care and acute medicine** – the care provided when patients arrive at the Emergency Department or need emergency admission to hospital
- **Emergency surgery** – the care provided when patients are admitted to hospital as an emergency and require an immediate operation
- **Planned care (including surgery and outpatients)** – the care provided when patients are referred to hospital by their GP for a test, scan, treatment or operation.
- **Clinical support services** – across both hospitals such as therapy services, clinical pharmacy and radiology services.

Through this Phase Two process, the partners have ambitions to deliver care differently in future, citing aims to:

- Work towards achieving 7-day consultant-led emergency care services

- Deliver the right care, at the right time, by the right person, in the right place
- Maximize the skills and expertise of staff
- Improve access to services in the community
- Use technology to increase efficiency and improve patient experience
- Drive out duplication and waste

Phase Two has been progressing throughout 2018 with clinical service review design teams, made up of frontline staff from both hospitals, meeting regularly since December 2017.

Introduction

As part of Path to Excellence Phase Two, an on street survey was designed to capture views on emergency care from residents within the electoral wards of Bede, Biddick & All Saints, West Park and Whiteleas. Surveys were completed between the dates of 10th June – 21st June 2019.

The insights from this report will support a logical process of developing views for change as a staged approach. Insights from this report will feed into the process, influencing the next element in the process, whilst ensuring stakeholder involvement.

With a sample of 861, there is a 95% confidence level from the four electoral wards collectively.

The survey was completed by residents from four wards, the table below summarises the responses received from each electoral ward.

Table 1: Response per electoral ward

	Bede	Biddick & all Saints	West Park.	Whiteleas
No. of responses	224	207	211	219

The four electoral wards

Bede

The Bede ward includes Brockley Whins as well as parts of Jarrow and Simonside. This covers Bede Industrial Estate and a proportion of the housing around the area where John Reid Road meets Newcastle Road.

Biddick & All Saints

This ward connects to Bede beside Brockley Whins. It includes Biddick Hall and All Saints and a small area of South Shields. Biddick & All Saints covers the housing estates surrounding the middle section of John Reid Road.

West Park

West Park connects to Biddick & All Saints and Whiteleas in South Shields. It is based around a large park known as West Park. Stanhope Road runs through the centre of this ward.

Whiteleas

Whiteleas ward is to the right of Biddick & All Saints, covering John Reid Road. Whiteleas covers the village of Whiteleas and part of South Shields. STDH and Temple Park are within this ward.

Report

The following report will summarise the key findings from the questionnaire. The number of people answering each question has been identified for each question ('n='). All open-ended comments have been coded up into the most popular responses and themes. For questions where respondents can select more than one answer, the percentages will exceed 100% or the number of responses will exceed the number of people who answered the question. In addition, all responses have been rounded up to the nearest whole number; therefore, some proportions may not add up to 100%.

Graphs or tables have been included for each question, showing the number or responses as a percentage. Statistical significance will be discussed if it has been found during the analysis stage. If it is not addressed, then no statistical significance has been found.

For the purposes of analysis, the following hospitals and electoral wards will be referred to as:

Sunderland Royal Hospital – SRH
Queen Elizabeth Hospital – QEH
Royal Victoria Infirmary – RVI
South Tyneside District Hospital – STDH

Bede – B
Biddick & All Saints - BAS
West Park – WP
Whiteleas - W

Key findings

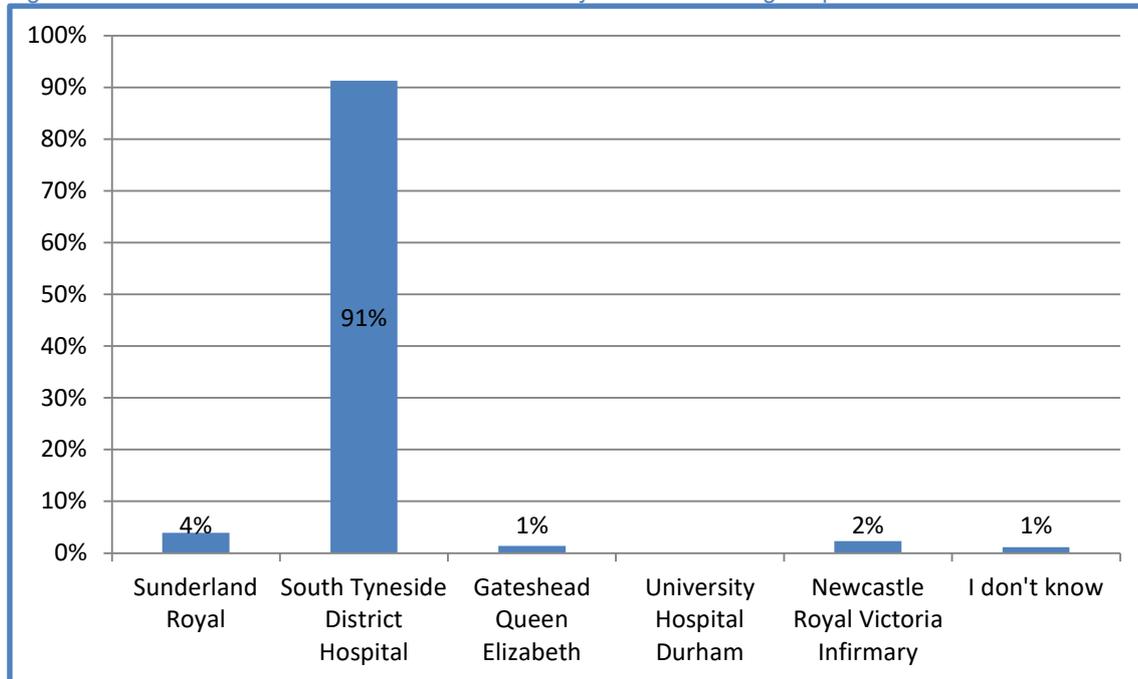
Each question has been analysed and then each ward has been analysed independently below.

Q1. Thinking about the current services available, which hospital would you go to if you had an emergency health need – such as a broken bone, loss of blood or suspected heart attack?

All Four Wards (n=218)

Looking at the chart below, we can see that the majority of residents from all four electoral wards would choose to visit STDH for an emergency health care need (91%).

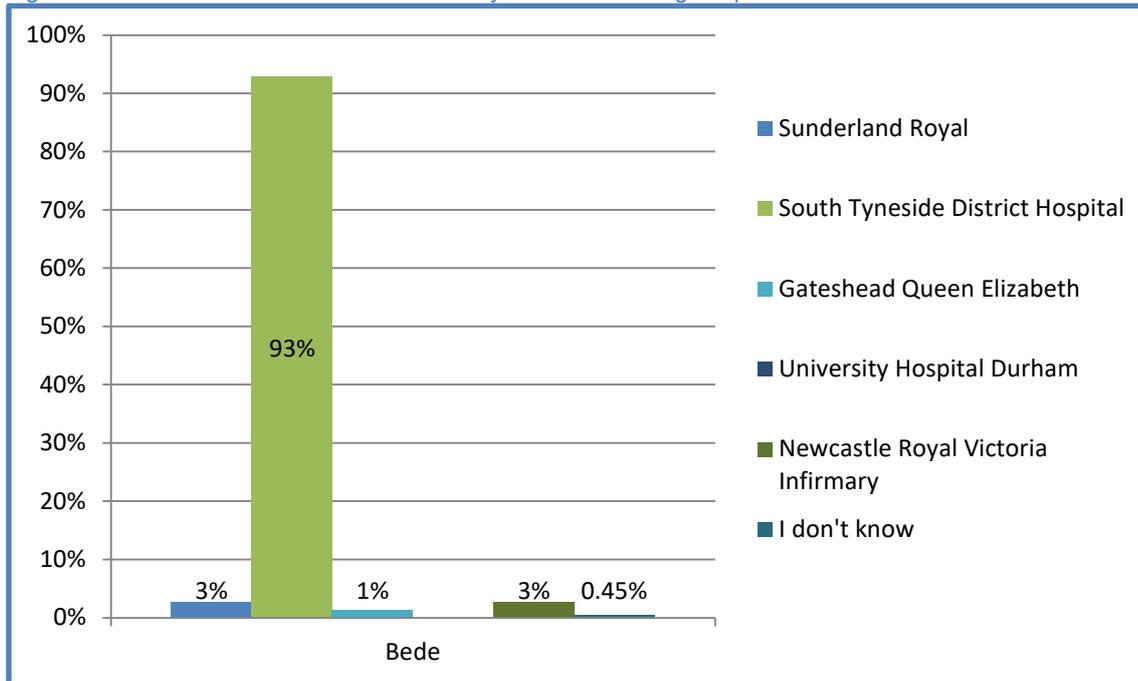
Figure 1: Residents from all four wards would currently use the following hospitals



Bede (n=224)

As we can see from the chart below the majority of residents within the Bede electoral ward would currently go to STDH if they had an emergency health care need (93%).

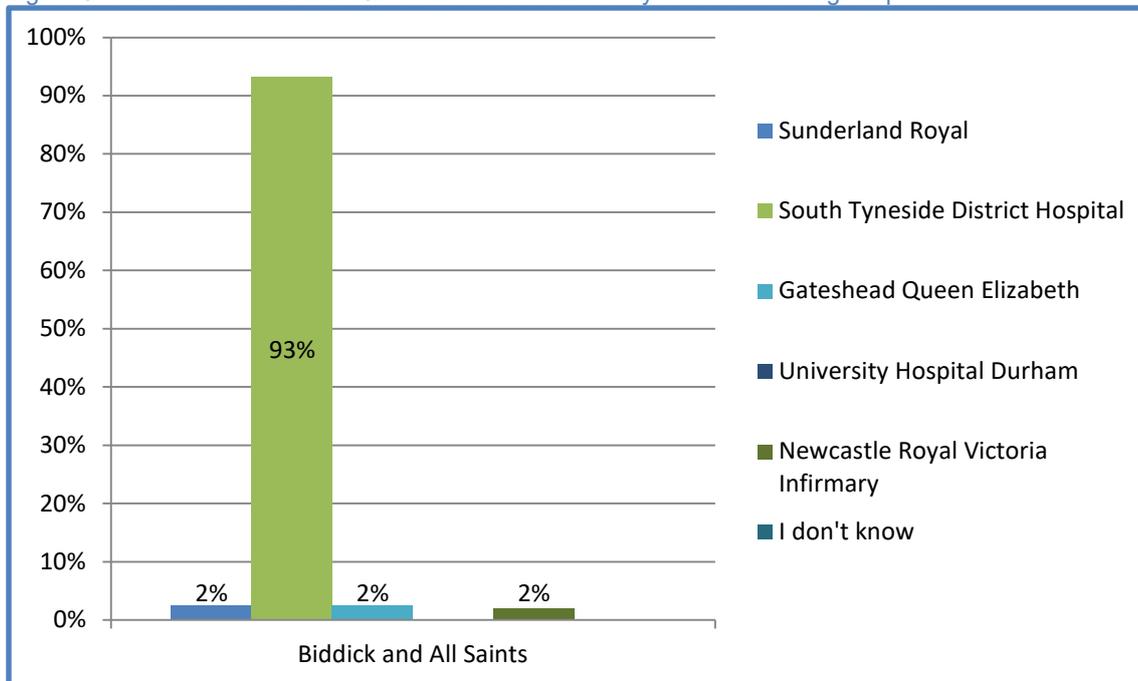
Figure 2: Residents from Bede would currently use the following hospitals



Biddick & All Saints (n=207)

The majority of residents from within Biddick & All Saints would currently use STDH for current emergency health care needs (93%).

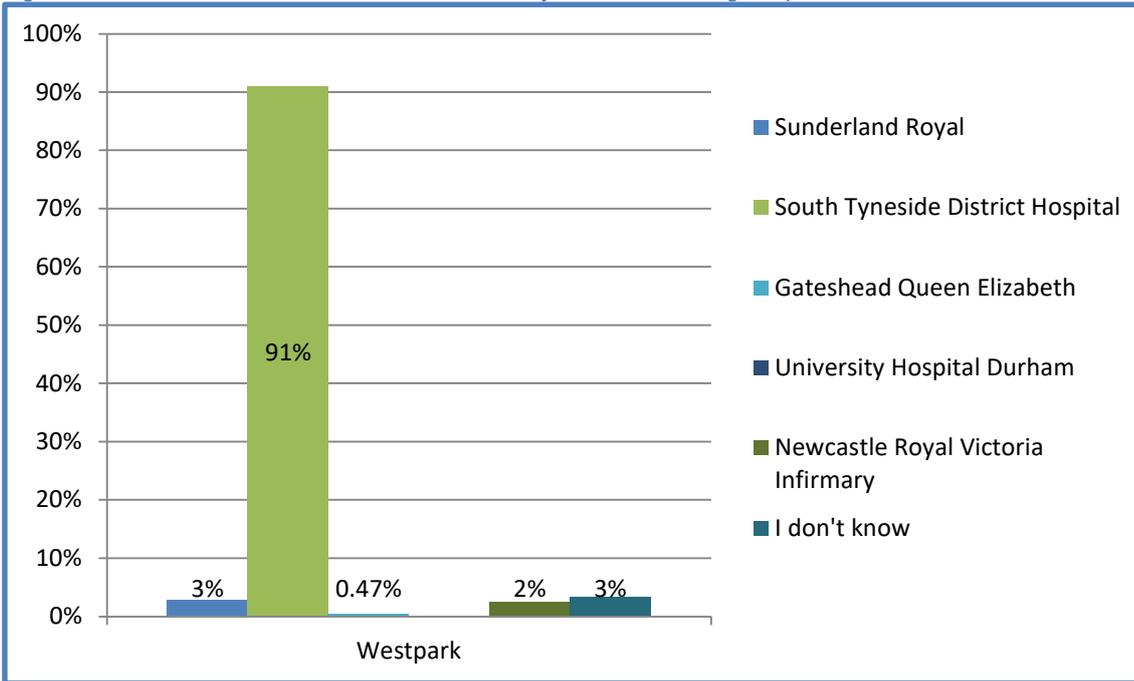
Figure 3: Residents from Biddick & All Saints would currently use the following hospitals



West Park (n=211)

The majority of residents from within West Park would go to STDH if they had an emergency health care need (91%).

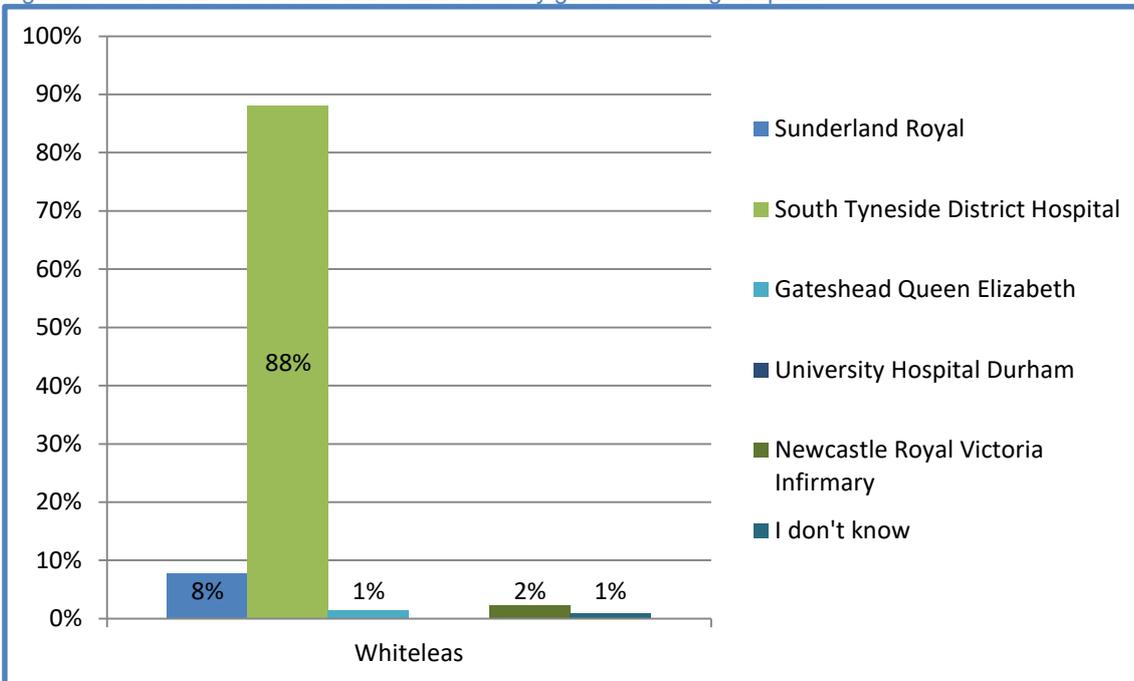
Figure 4: Residents from West Park would currently use the following hospitals



Whiteleas (n=218)

Looking at the chart below we can see that most residents within the Whiteleas electoral ward would go to STDH if they had an emergency health care need (88%).

Figure 5: Residents from Whiteleas would currently go the following hospitals



Statistical significance (all wards):

When comparing the responses from residents living within the four electoral wards, we can establish that significantly more residents from Whiteleas in comparison to Bede, Biddick & All Saints and West Park would choose SRH if they had an emergency health care need (8%, 3%, 2%, 3% respectively).

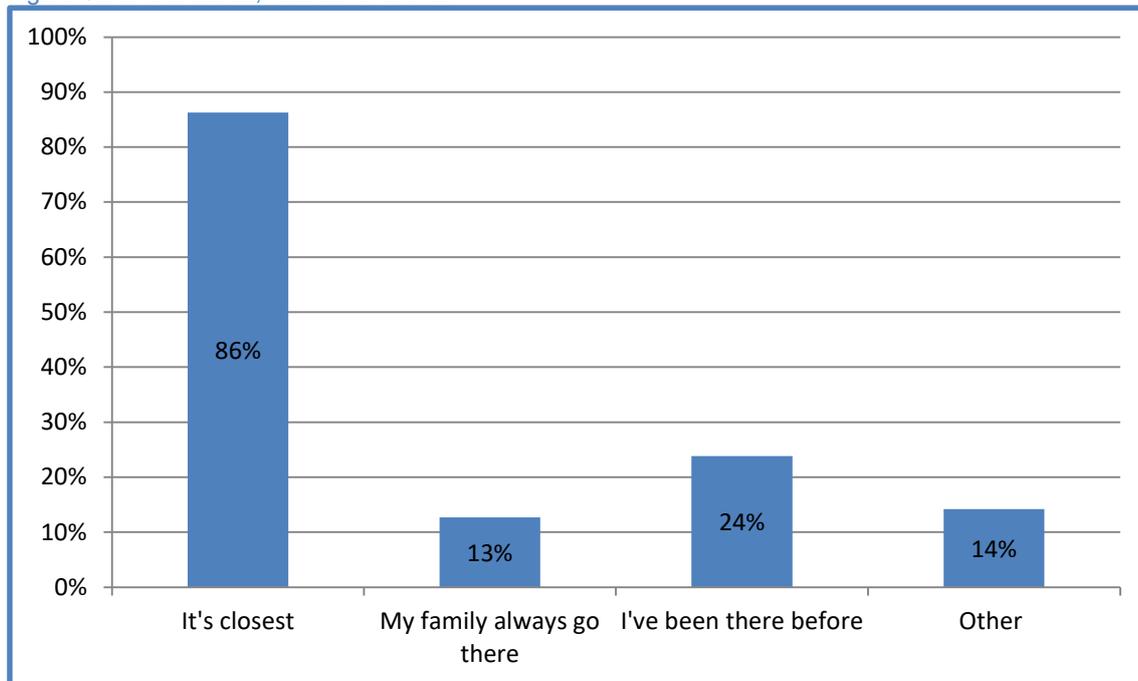
Q2. Why would you go there?

All four wards (n= 860)

When looking at all four electoral wards as a collective, we can see that the majority of residents chose their hospital for an emergency health care need because they felt it was closest (86%).

Just under one-quarter, of residents chose a hospital because they had been there before (24%).

Figure 6: All four wards, reason for choice

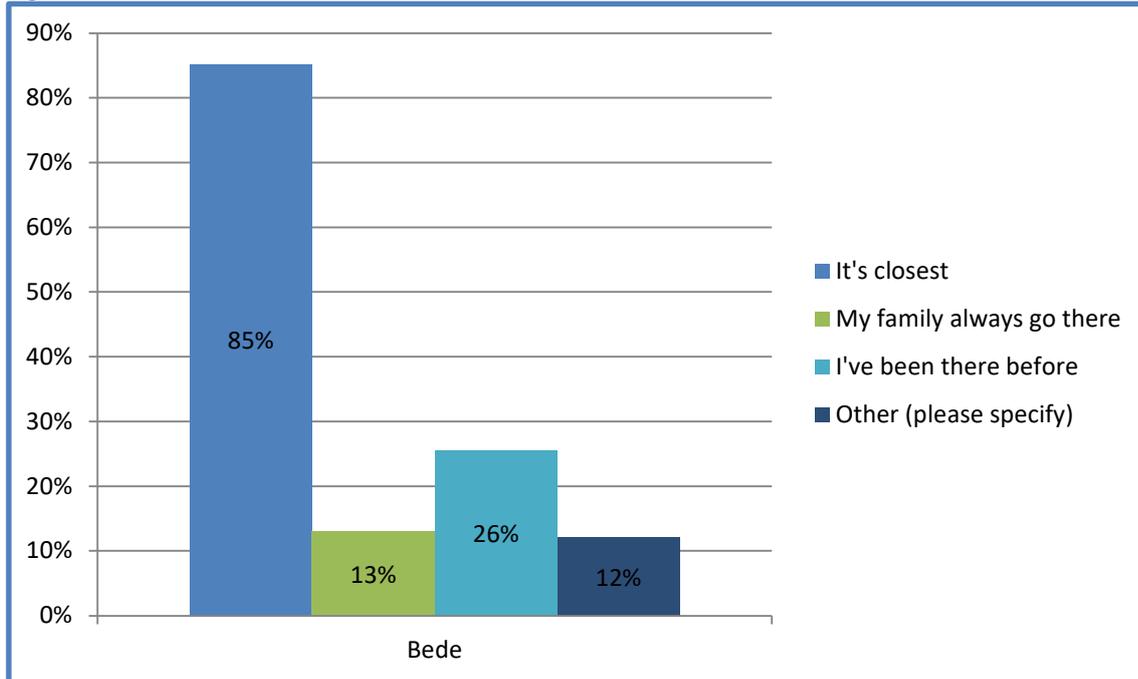


Bede (n=223)

From the chart below, we can see that the majority of residents from within the Bede electoral ward chose a particular hospital for an emergency health care need because they felt that it was the closest (85%).

Just over one-quarter of residents chose the particular hospital for an emergency health care need because they had been there before (26%).

Figure 7: Residents from Bede and their reason for choice

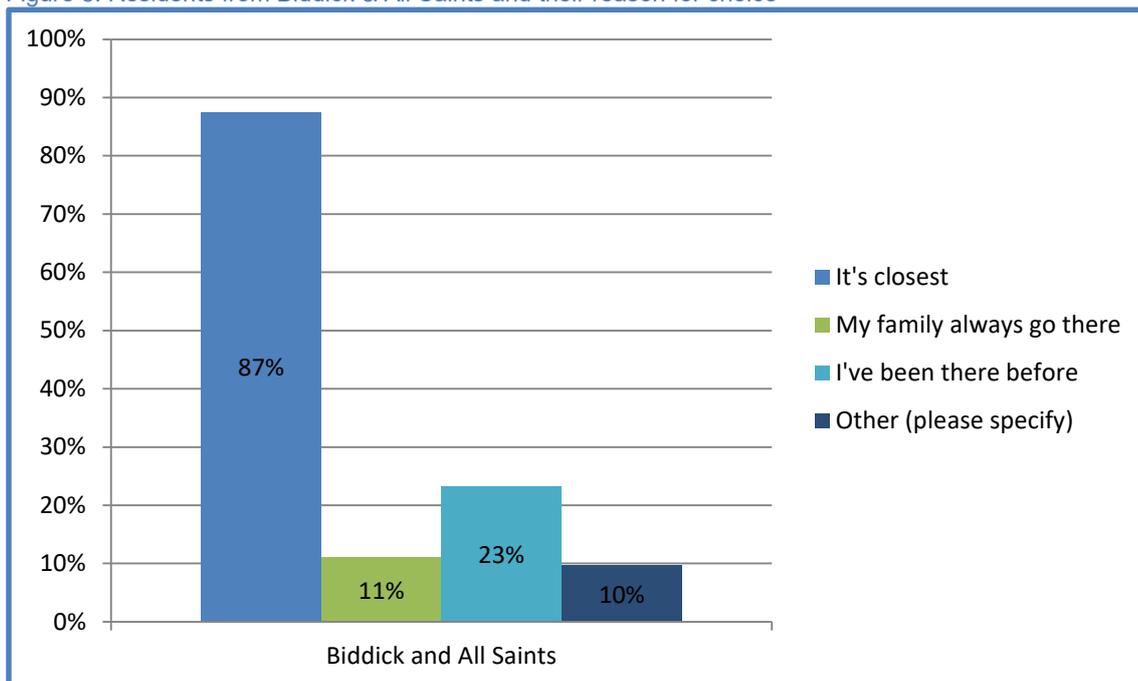


Biddick & All Saints (n=207)

We can see in the chart below that the majority of residents from within the Biddick & All Saints electoral ward chose a particular hospital for an emergency health care need because they felt that it was the closest (87%).

Nearly one-quarter of residents chose the particular hospital for an emergency health care need because they had been there before (23%).

Figure 8: Residents from Biddick & All Saints and their reason for choice

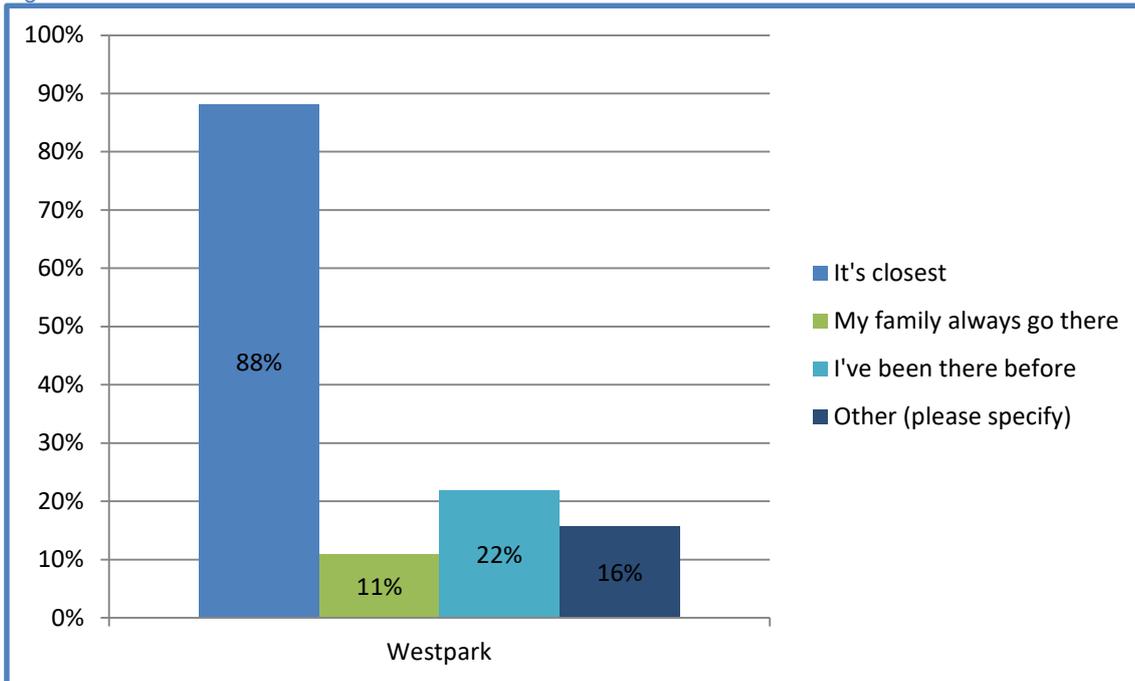


West Park (n=211)

We can also see in the chart below that the majority of residents from within the West Park electoral ward chose a particular hospital for an emergency health care need because they felt that it was the closest (88%).

Nearly one-quarter of residents chose the particular hospital for an emergency health care need because they had been there before (22%).

Figure 9: Residents from West Park and their reason for choice

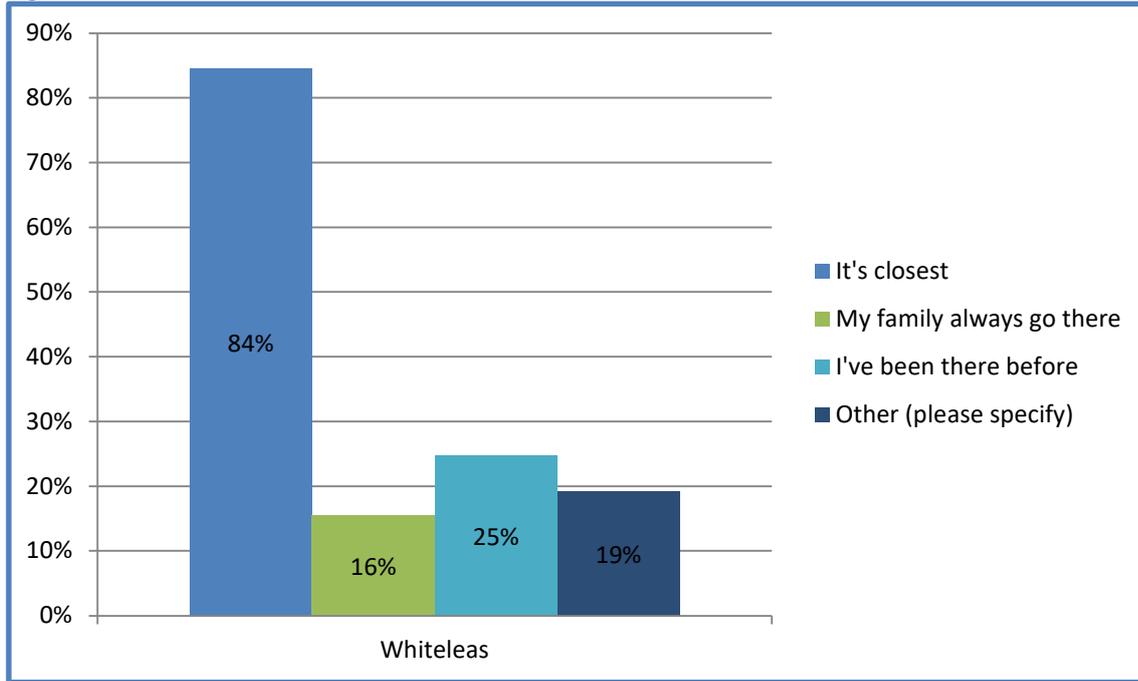


Whiteleas (n=219)

Again, the majority of residents from the Whiteleas electoral ward chose to visit their hospital of choice for an emergency health care need because they felt it was the closest (84%).

One-quarter of residents chose a particular hospital for an emergency health care need because they had been there before (25%).

Figure 10: Residents from Whiteleas and their reason for choice



Other reasons for choice of emergency department (n=122)

Some residents suggested other reasons for their choice of emergency department. These responses have been interpreted in to the following themes:

No choice - you go where the ambulance takes you/you must go to the quickest hospital

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated they didn't have a choice, that they would either go where the ambulance would take them or that they must go to the quickest hospital (6, 3, 11,10 comments respectively).

An example of a comment received:

“Would you not just ring 999 and go where they took you?”

It's our local, handy hospital. Keep it, it's needed

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that their choice was local and handy – that STDH should be kept as it is needed. (7, 4, 6,10 comments respectively).

An example of a comment received:

“South Tyneside is our local hospital.”

STDH – great hospital/prefer it

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that STDH was a great or good hospital, with some indicating they preferred this hospital. (4, 4, 3, 5 comments respectively).

An example of a comment received:

“South Tyneside is excellent.”

Don't like STDH/bad experience

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they didn't like STDH, with some indicating they had a bad experience there. (3, 2, 3, 5 comments respectively).

An example of a comment received:

“Don't like Shields, bad experience there.”

RVI – great hospital/prefer it

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that the RVI was a great or good hospital, with some indicating they preferred this hospital. (1, 4, 3, 4 comments respectively).

An example of a comment received:

“South Tyneside is quickest – but wouldn't be first choice. I would prefer RVI.”

Travel – cost/distance/time to go anywhere else

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they had issues with the travel to any other hospital other than STDH. Concerns arose over the cost, distance and time to get anywhere else (3, 3, 3, 3 comments respectively).

An example of a comment received:

“They're trying to change it to Sunderland, and it is too far away.”

Depends on the emergency

When residents were asked why they chose the emergency department, residents from Biddick & All Saints, West Park and Whiteleas indicated that their choice depended upon the emergency. (1, 6, 4 comments respectively).

An example of a comment received:

“It depends what the emergency is. I work for the NHS – I know some emergencies are better dealt with at different hospitals”

SRH – great hospital/prefer it

When residents were asked why they chose the emergency department, residents from Bede, West Park and Whiteleas indicated that SRH was a great or good hospital, with some indicating they preferred this hospital. (2, 1, 7 comments respectively).

An example of a comment received:

“I prefer Sunderland hospital.”

I worked or know someone who worked for the NHS

When residents were asked why they chose the emergency department, residents from Bede, Biddick & All Saints and Whiteleas indicated that working/worked for, or knowing someone that works/worked for the NHS influenced their decision. (1, 1, 2 comments respectively).

An example of a comment received:

“I work at South Tyneside too.”

QEH – great hospital/prefer it

When residents were asked why they chose the emergency department, residents from Bede and Whiteleas indicated that QEH was a great or good hospital, with some indicating they preferred this hospital. (1, 3 comments respectively).

An example of a comment received:

“QE better all round.”

I know STDH

When residents were asked why they chose the emergency department, a couple of residents from West Park indicated that they know or only know STDH. (2 comments).

An example of a comment received:

“I know about South Tyneside.”

They’re trying to change STDH

When residents were asked why they chose the emergency department, a couple of residents from Whiteleas indicated that they think they’re trying to change STDH. (2 comments).

An example of a comment received:

“They’re trying to change South Tyneside to Sunderland and it’s too far.”

Other

Some comments from Bede, Biddick & All Saints, West Park and Whiteleas could not be themed and were therefore categorised as other (1, 1, 3, 1 comments respectively).

An example of a comment received:

“It’s got an A&E”

Table 2: Themes

	Bede	Biddick & All Saints	West Park	Whiteleas	Total
No choice - you go where the ambulance takes you/must go to the quickest hospital	6	3	11	10	30
It's our local, handy hospital. Keep STDH, it's needed.	7	4	6	10	27
STDH – great hospital/prefer	4	4	3	5	16
Don't like STDH/bad experience	3	2	3	5	13
RVI – great hospital/prefer	1	4	3	4	12
Travel – cost/distance/time to go anywhere elsewhere	3	3	3	3	12
Depends on the emergency	-	1	6	4	10
SRH – great hospital/prefer	2	-	1	7	10
I worked or know someone who worked for the NHS	1	1	-	2	4
QEH – great hospital/prefer	1	-	-	3	4
I know STDH	-	-	2	-	2
They're trying to change STDH	-	-	-	2	2
Other	1	1	3	1	6
Total	29	23	41	56	148

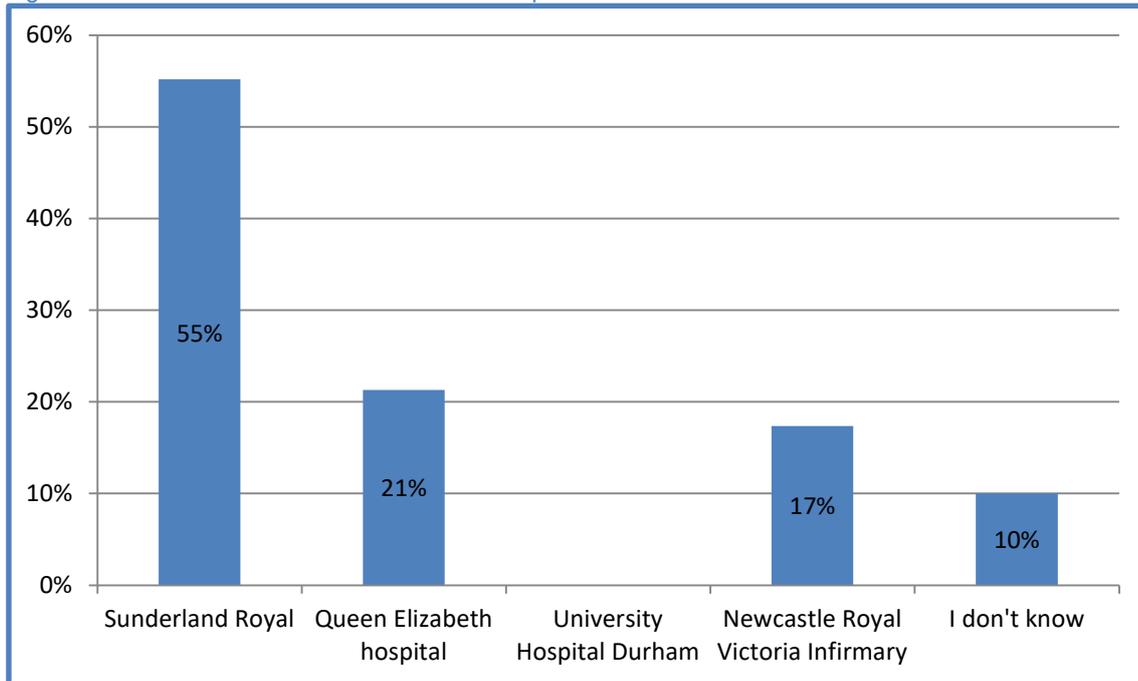
Q3. If current emergency department services change, and South Tyneside Hospital changed to an urgent treatment centre for less serious conditions – which alternative hospital would you go to for an emergency health care need – such as a broken bone, loss of blood or a suspected heart attack?

All Four wards (n=859)

More than half of residents from all four wards would choose SRH as their alternative hospital of choice, if STDH was an Urgent Treatment Centre for less serious conditions (55%).

Nearly one-quarter of residents would choose QEH and nearly one-fifth would choose the RVI (21%, 17% respectively).

Figure 11: All four wards and their alternative hospital of choice

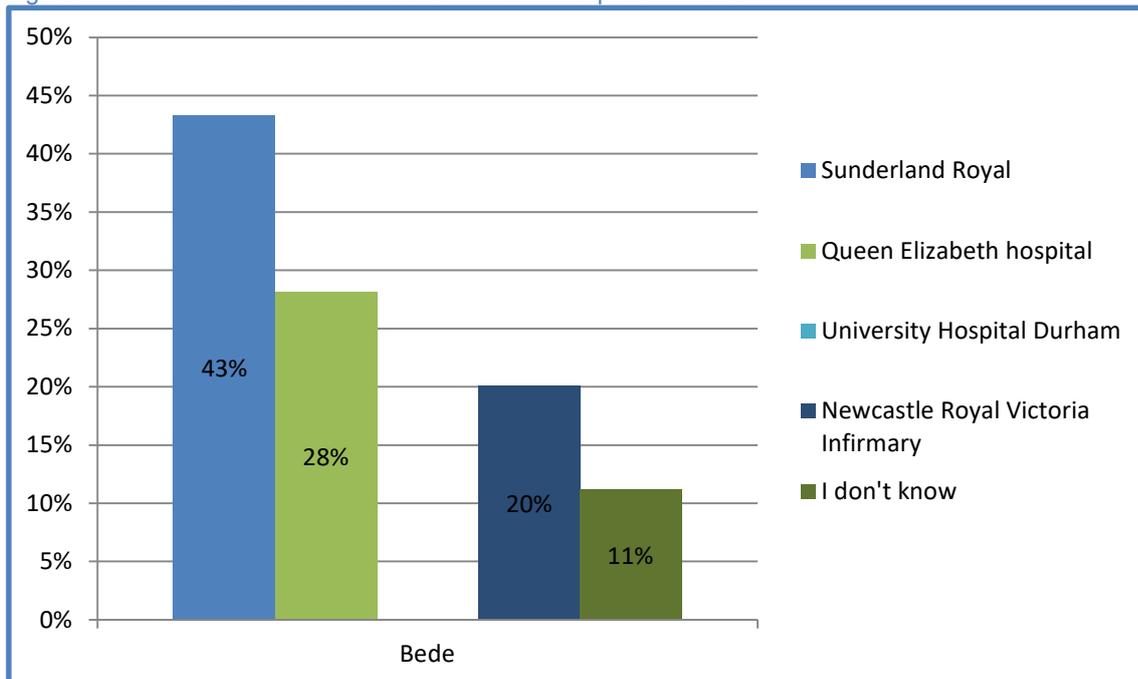


Bede (n=224)

Just short of half, a clear majority of residents within the Bede electoral ward, would go to SRH for an emergency health care need, if STDH was an urgent treatment centre for less serious conditions (43%).

A good proportion of residents also stated that they would go to the QEH and the RVI (28%, 20% respectively).

Figure 1: Residents from Bede and their alternative hospital of choice

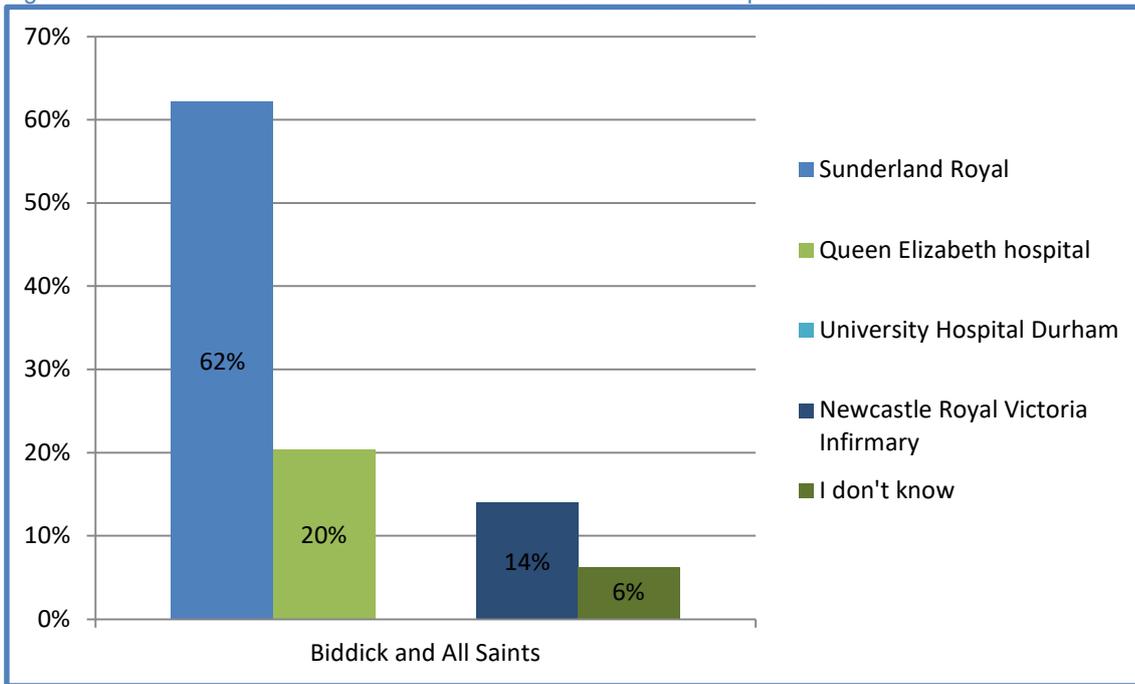


Biddick & All Saints (n=206)

Over half, a clear majority of residents within the Biddick & All Saints electoral ward, would go to SRH for an emergency health care need, if STDH was an urgent treatment centre for less serious conditions (62%).

One-fifth (20%) of residents would go to the QEH, with slightly fewer suggesting they would go to the RVI for an emergency health care need (20%, 14% respectively).

Figure 2: Residents from Biddick & All Saints and their alternative hospital of choice

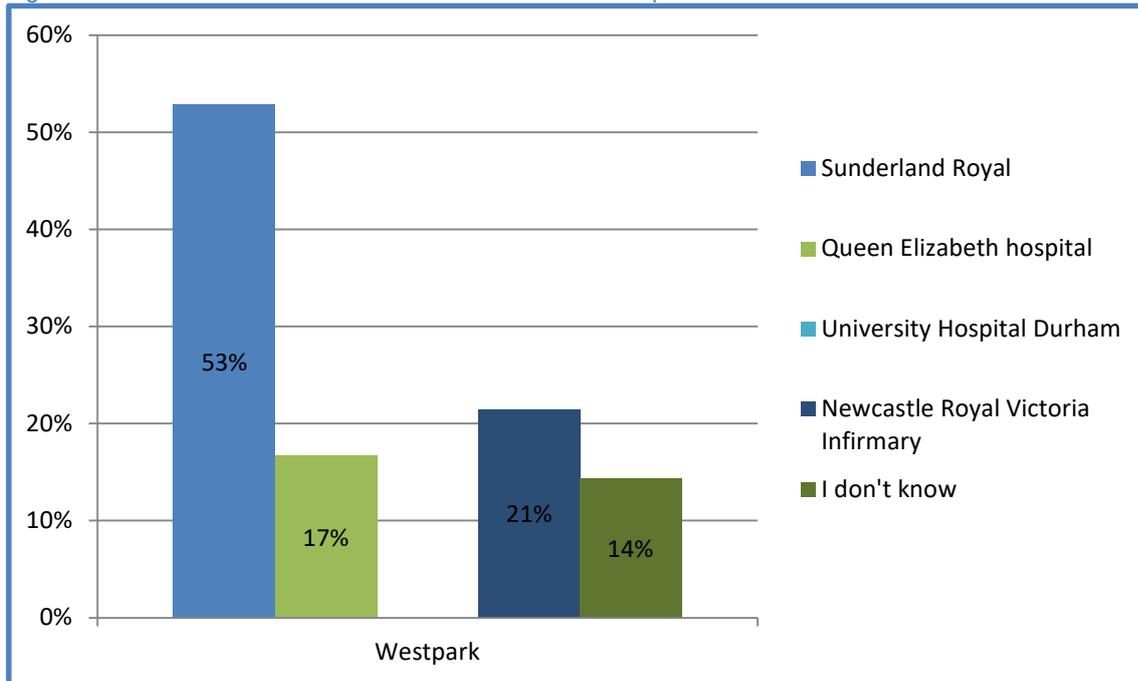


West Park (n=210)

Over half, a clear majority of residents within the West Park electoral ward, would go to SRH for an emergency health care need, if STDH was an urgent treatment centre for less serious conditions (53%).

A good proportion of residents also stated that they would go to the RVI and the QEH (21%, 17% respectively).

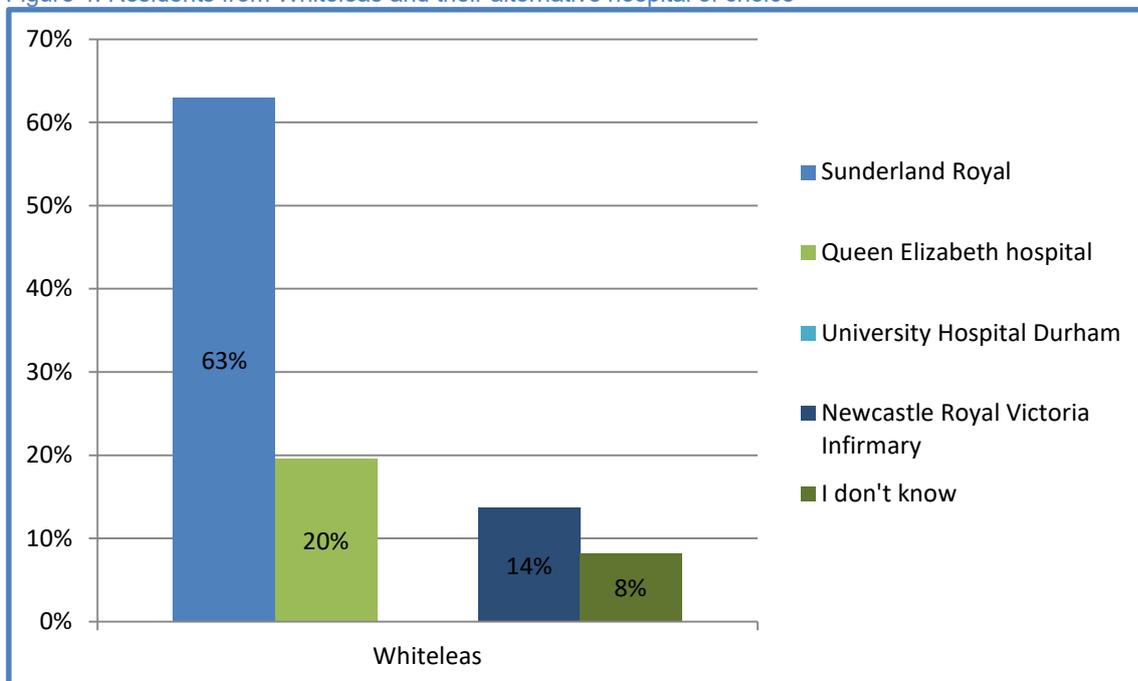
Figure 3: Residents from West Park and their alternative hospital of choice



Whiteleas (n=219)

Looking at the chart below, we can see that more than half of the residents in Whiteleas would go to SRH for an emergency health care need, if STDH was an Urgent Treatment Centre for less serious conditions (63%).

Figure 4: Residents from Whiteleas and their alternative hospital of choice



Statistical Significance (All wards):

When looking at the data from the four electoral wards, we can see that significantly more residents from Biddick & All Saints, West Park and Whiteleas would choose to go to SRH, in comparison to residents from Bede (62%, 53%, 63%, 43% respectively).

We can also see that significantly more residents from Bede would choose to go to the QEH, in comparison to Whiteleas and West Park (28%, 20%, 17% respectively).

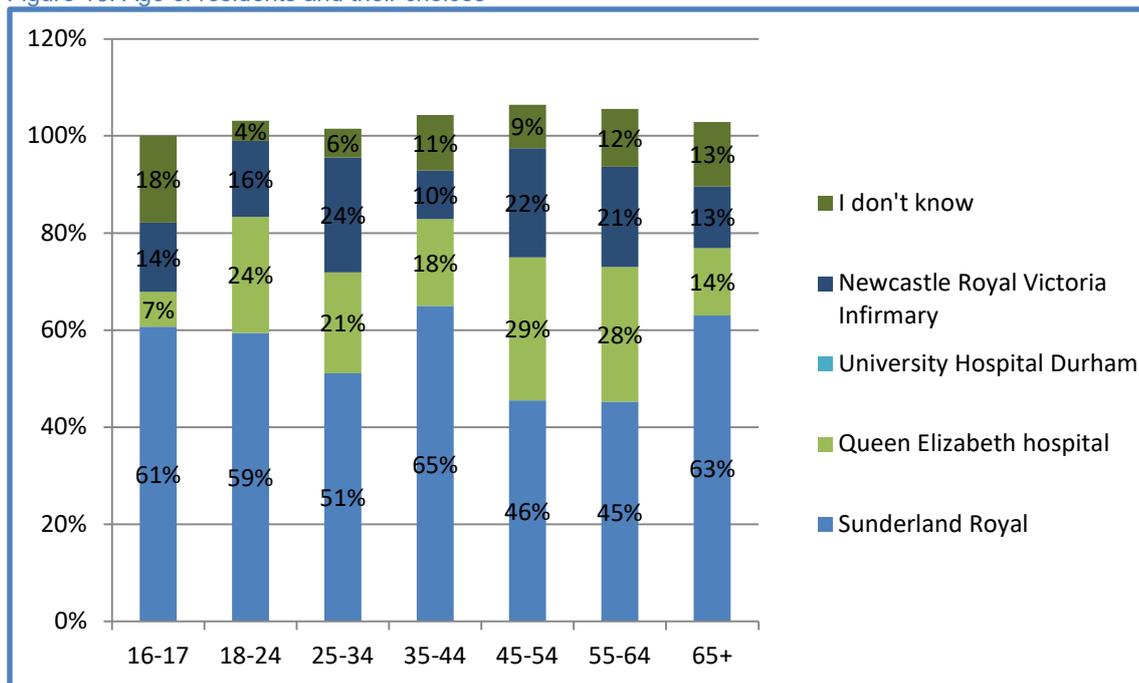
Statistical significance (Age): (n=854)

Statistical significance can be addressed when we compare the age of residents from all four wards and their choices of alternative hospital. Residents aged 25-34, 45-54 and 55-64 were significantly more likely to choose the RVI for their alternative emergency health care needs, in comparison to residents aged 35-44 (24%, 22%, 21%, 10% respectively).

Furthermore, residents aged 25-34 and 45-54 were significantly more likely to choose the RVI, in comparison to the age range 65+ (24%, 22%, 13% respectively).

16-17 year olds and 65+ year olds were also significantly more likely to say they didn't know, to this question, when compared to 18-24 year olds and 25-34 year olds (18%, 13%, 6%, 4% respectively)

Figure 16: Age of residents and their choices



Q4 Why would you go there?

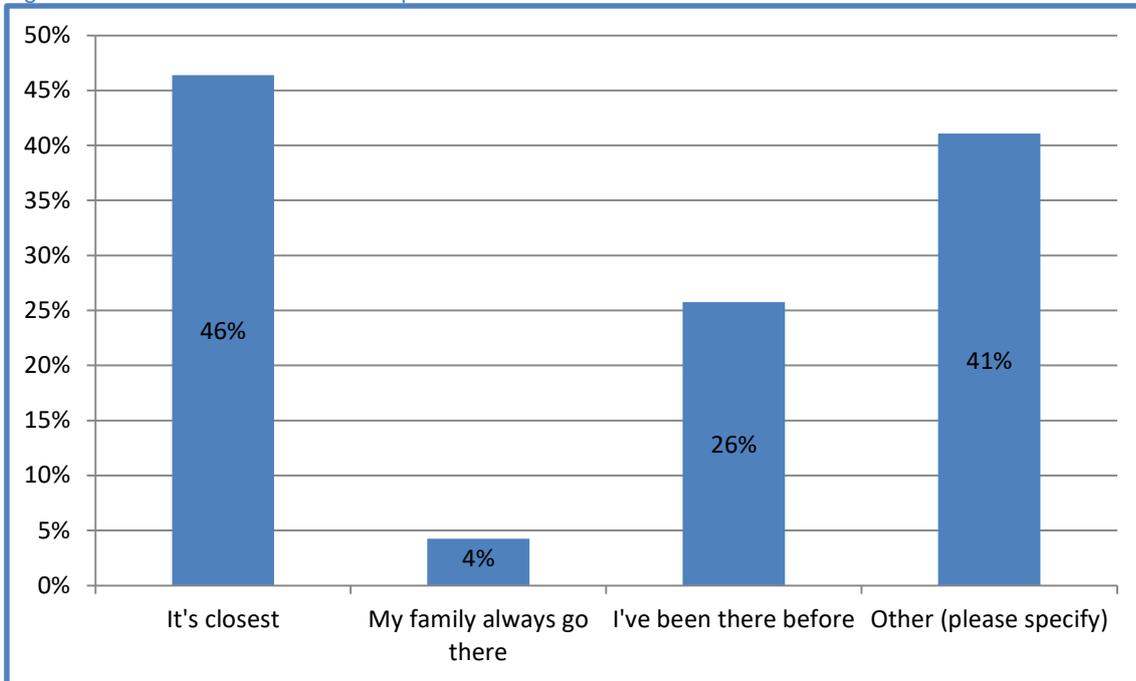
All four wards (n=847)

Nearly half of residents from all four wards indicated that they would choose their alternative hospital of choice because they felt it was closest (46%). A high proportion also

indicated towards other reasons for their choice (41%). We will discuss these reasons in the next section.

Over one-quarter of residents suggested that they chose the hospital because they had been there before (26%).

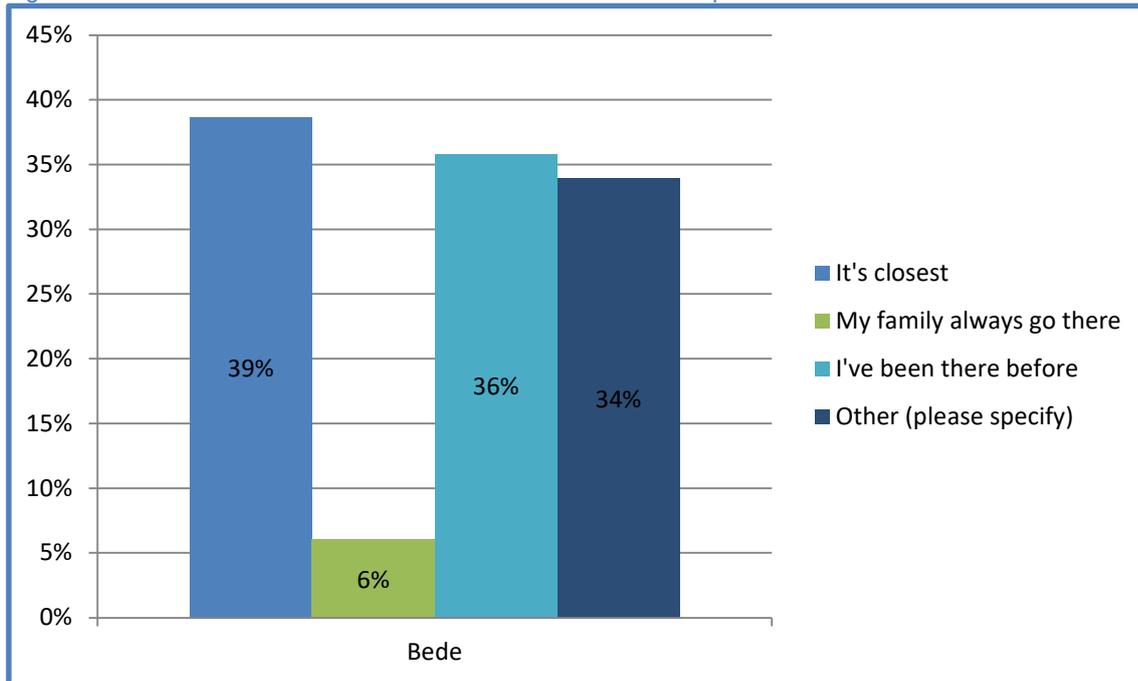
Figure 17: Reason for alternative hospital of choice



Bede (n=215)

Residents from within the Bede electoral ward provided mixed responses when they were asked why they would choose their alternative hospital for an emergency health care need. Residents were most likely to respond that they felt the hospital was either closest, they had been there before, or other reasons impacted their decision making process (39%, 36%, 34% respectively). We will cover the other responses in the next section.

Figure 5: Residents from Bede and their reason for alternative hospital of choice

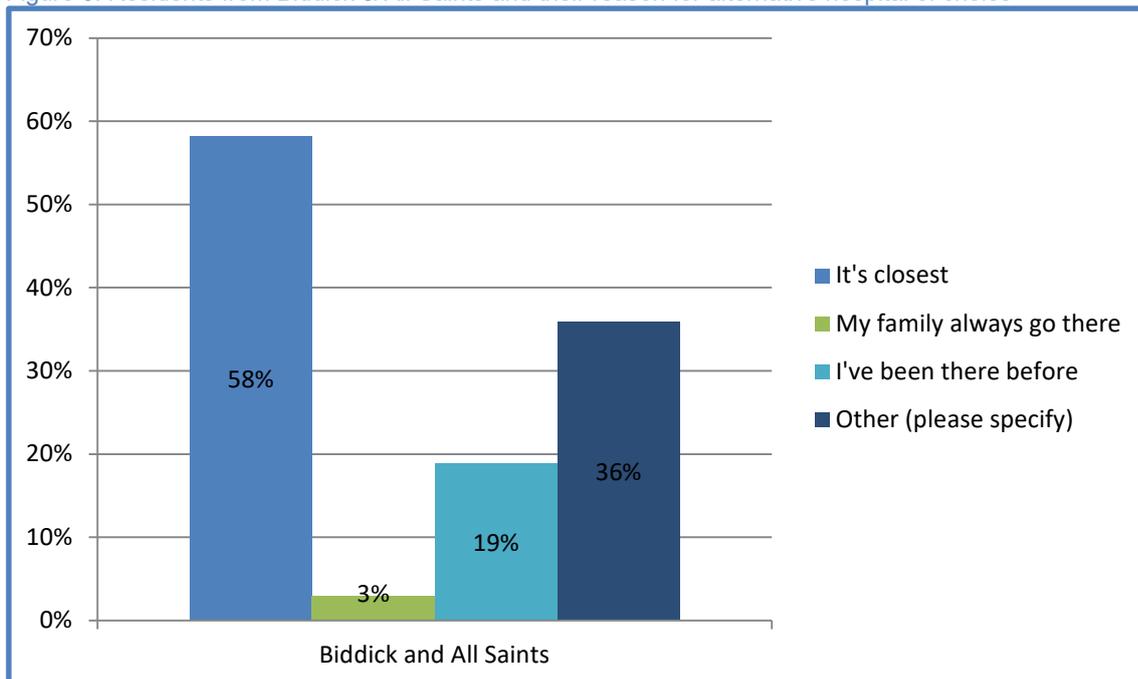


Biddick & All Saints (n=206)

More than half of residents from within Biddick & All Saints were likely to choose their alternative hospital because they thought it was closest (58%). A good proportion of residents also suggested other reasons for their choice (36%). Again, we will discuss these in the next section.

Just short of one-fifth of residents indicated they would go there because they had been there before (19%).

Figure 6: Residents from Biddick & All Saints and their reason for alternative hospital of choice

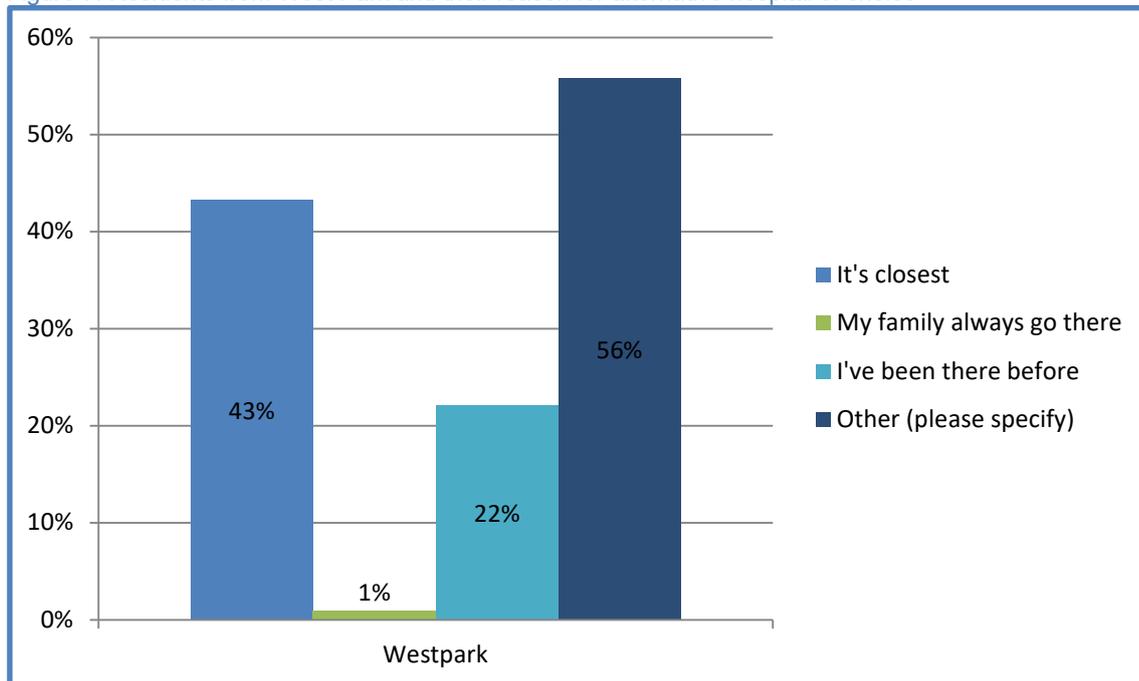


West Park (n=208)

Residents from within the West Park electoral ward provided mixed responses when they were asked why they would choose their alternative hospital for an emergency health care need. More than half of residents indicated that they would choose their alternative hospital due to other reasons not listed (56%). We will cover the other responses in the next section.

Nearly half of residents indicated that they would choose the emergency department because it was closest, with nearly one-quarter indicating they had been there before (43%, 22% respectively).

Figure 7: Residents from West Park and their reason for alternative hospital of choice

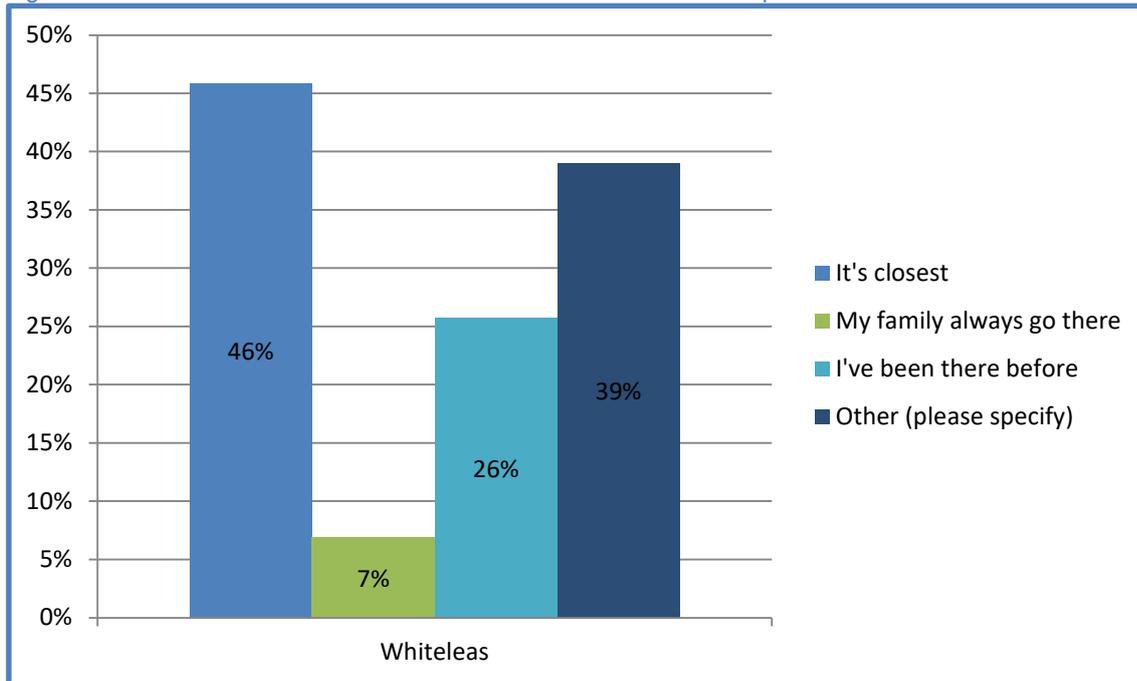


Whiteleas (n=218)

A small majority of residents from Whiteleas indicated they would choose their alternative hospital for an emergency health care need because they felt it was closest (46%). A high proportion of residents indicated towards another reason for their choice of emergency department (39%). Other reasons will be discussed in the next section.

Also, just over one-quarter of residents indicated that their choice was made because they had been to the particular hospital before (26%).

Figure 8: Residents from Whiteleas and their reason for alternative hospital of choice



Statistical significance (all four wards):

When looking at the data from the four electoral wards we can see that significantly more residents from Biddick & All Saints would choose their alternative hospital of choice because they thought it was closer, in comparison to residents from Whiteleas, West Park and Bede (58%, 46%, 43%, 39% respectively)

We can also see that significantly more residents from both Whiteleas and Bede would choose their alternative hospital of choice because their family goes there in comparison to residents from West Park (7%, 6%, 1% respectively).

Also, significantly more residents from Bede electoral ward would choose their alternative hospital of choice because they had been there before, in comparison to residents from Whiteleas, West Park and Biddick & All Saints (36%, 26%, 22%, 19% respectively).

Finally, we can see that significantly more residents living within West Park would suggest other reasons for choosing their alternative hospital of choice, in comparison to Whiteleas, Biddick & All Saints and Bede (56%, 39%, 36%, 34% respectively)

Statistical significance (age):

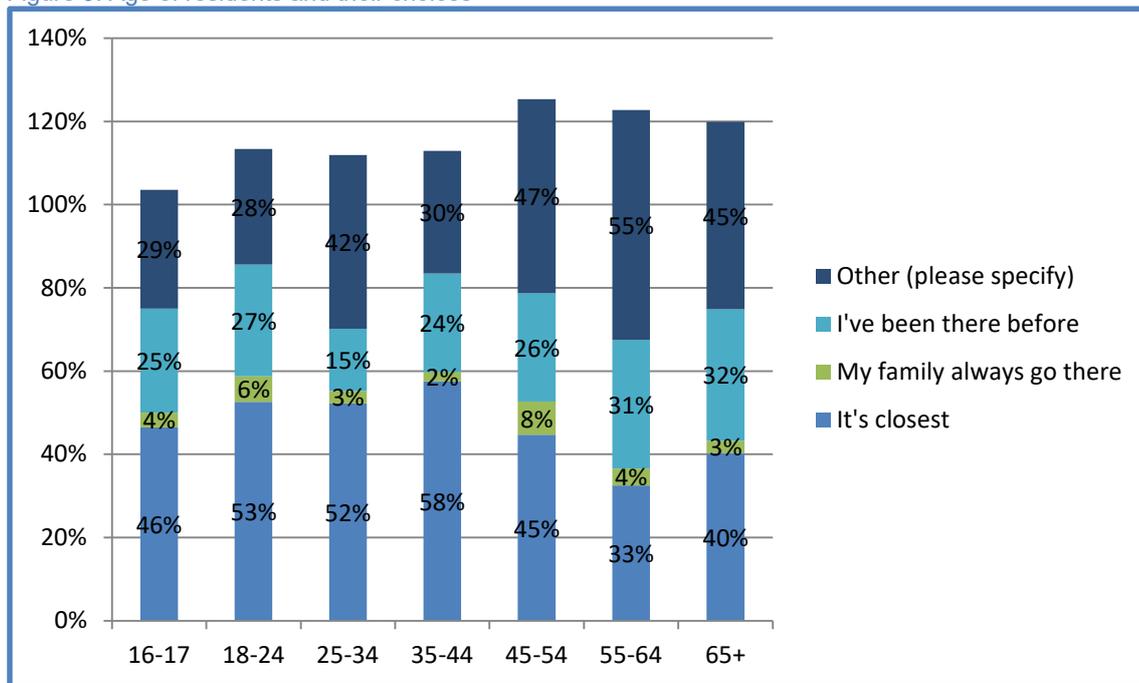
When residents were asked why they would choose their alternative hospital for an emergency health care need, we can see statistical difference between age brackets and responses.

Ages 18-24, 25-34, 35-44 and 45-54 were significantly more likely to choose their alternative hospital because they felt it was closest, in comparison to residents who were aged 55-64 (53%, 52%, 58%, 45%, 33% respectively).

Also, 55-64 year olds and 65+ were most likely to suggest that they chose their alternative hospital of choice because they had been there before, in comparison to 25-34 year olds (31%, 32%, 15% respectively).

25-34, 45-54, 55-64 and 65+ were most likely to cite other reasons for their choice of alternative hospital, when compared to 18-24 and 35-44 year olds (42%, 47%, 55%, 45%, 28%, 30% respectively).

Figure 9: Age of residents and their choices



Other reasons for choice of emergency department

Some residents suggested other reasons for their choice of alternative emergency department. These responses have been interpreted into the following themes:

RVI – good hospital and/or I like it/past experience (reputation)

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they thought the RVI was either a good hospital/that they liked it, with some mentioning its reputation and/or past experience (20, 16, 28, 22 comments respectively).

An example of a comment received:

“Excellent at RVI.”

Wouldn't know - don't know where they are or any other hospital/or which is closest

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they wouldn't know which to choose. Either they didn't know where they were or wouldn't know which was closest (7, 13, 20, 11 comments respectively).

An example of a comment received:

“Don’t know which to choose.”

SRH – easier to get to/know how to get there

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they thought SRH was easier to get to or that they knew how to get there (3, 14, 15, 15 comments respectively).

An example of a comment received:

“I think Sunderland is quickest after South Tyneside.”

Concern over the extra travel - cost/time/distance

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas addressed concerns over the extra travel. Concerns arose over the cost, extra time and distance (9, 8, 13, 11 comments respectively).

An example of a comment received:

“Don’t drive and a taxi would cost too much.”

QEH – good hospital and or I like it/past experience (reputation)

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they thought the QEH was either a good hospital/they liked it with some mentioning its reputation and or past experience (14, 7, 13, 5 comments respectively).

An example of a comment received:

“Good care at the QE before.”

QEH – easier to get to or know how to get there

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas suggested that the QEH was easier to get to or they know how to get there (1, 8, 7, 12 comments respectively).

An example of a comment received:

“QE only one I know where it is.”

SRH – good hospital and/or I like it/past experience (reputation)

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they thought the SRH was either a good hospital/they liked it with some mentioning its reputation and or past experience (3, 2, 11, 8 comments respectively).

SRH - bad experience/bad reputation/dislike this hospital

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas suggested that they either had a bad experience at SRH, they disliked this hospital or that they feel it has a bad reputation (3, 4, 4, 7 comments respectively).

An example of a comment received:

“Horror story at Sunderland.”

RVI - easier to get to or they know how to get there

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they thought RVI was easier to get to or that they knew how to get there (6, 3, 5, 3 comments respectively).

An example of a comment received:

“RVI - only one I know.”

No choice – either the ambulance chooses where you go, or you must go to the closest if it is an emergency

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they felt they didn't really have a choice - the ambulance either chose where to take them or they felt they must go to the closest hospital (4, 2, 5, 1 comments respectively).

An example of a comment received:

“I'd go where the ambulance took me ”

Depends on emergency

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas suggested that their choice would depend upon their particular emergency (1, 1, 5, 2 comments respectively).

An example of a comment received:

“depends entirely upon the emergency as to which hospital to go to ”

Would want to go to STDH it's the nearest

When residents were asked why they would choose their alternative emergency department, some residents from Biddick & All Saints, West Park and Whiteleas suggested that they would want to go to STDH as it is the nearest (2, 3, 4 comments respectively).

An example of a comment received:

“Sunderland, 3 buses there and 3 back. All of them are too far away To play with lives when there's a hospital on your doorstep - you'd only go to the local hospital. You'd go to the nearest..”

Parking – terrible at SRH

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints and West Park suggested that the parking at SRH impacted on their decision making (4, 1, 2 comments respectively).

An example of a comment received:

“Sunderland might be quickest? Parking would be a problem..”

Would go to SRH anyway

When residents were asked why they would choose their alternative emergency department, a few residents from Bede, West Park and Whiteleas indicated that they would go to the SRH anyway (1, 2, 4 comments respectively).

An example of a comment received:

“Would go to Sunderland anyway.”

SRH harder to get to

When residents were asked why they would choose their alternative emergency department, some residents from Bede, Biddick & All Saints, West Park and Whiteleas indicated that they felt SRH was harder to get to (3, 1, 1, 2 comments respectively).

An example of a comment received:

“Sunderland awkward to get to.”

Would go to RVI anyway

When residents were asked why they would choose their alternative emergency department, a few residents from Bede, Biddick & All Saints and West Park indicated that they would go to the RVI anyway (1, 1, 4 comments respectively).

An example of a comment received:

“Would go to RVI anyway.”

Would go to QEH anyway

When residents were asked why they would choose their alternative emergency department, a few residents from Bede, West Park and Whiteleas indicated that they would go to the QEH anyway (1, 1, 2 comments respectively).

An example of a comment received:

“It’s where I’d go anyway.”

My consultant is based at the SRH

When residents were asked why they would choose their alternative emergency department, some residents from Bede indicated that they would make their choice because of where their consultant was based (3 comments).

An example of a comment received:

“Consultants are at Sunderland.”

Equal between two choices

When residents were asked why they would choose their alternative emergency department, a few residents from Biddick & All Saints indicated that more than one hospital would be an option. (3 comments).

An example of a comment received:

“Sunderland and QE are equal distance. But Sunderland is busier..”

Parking is better at the RVI

When residents were asked why they would choose their alternative emergency department, a couple of residents from Bede indicated that parking was better at the RVI (2 comments).

An example of a comment received:

“RVI has better doctors and the parking is easier.”

Visitors

When residents were asked why they would choose their alternative emergency department, a couple of residents from West Park and Whiteleas indicated that visitors and accessibility would impact on their decision making (1, 1 comments respectively).

An example of a comment received:

“QE is easier to get to (taxi driver) than Sunderland. If I had heart attack, wife doesn't drive. How does she visit me? Two buses from here...”

I work or family member works in the NHS

When residents were asked why they would choose their alternative emergency department, a couple of residents from Bede and Biddick & All Saints indicated either working or a family member working in the NHS would influence their decision (1, 1 comments respectively).

An example of a comment received:

“Daughter worked at the QE.”

Other

Some comments received from Bede, Biddick and All Saints, West Park and Whiteleas could not be themed and were therefore categorised as other (6, 5, 3, 2 respectively).

An example of a comment received:

“...QE is a pain to get in and out of”

Table 3: Themes

	Bede	Biddick & All Saints	West Park	Whiteleas	Total

RVI – good hospital and or I like it/ past experience (reputation)	20	16	28	22	86
Wouldn't know - don't know where they are or any other hospital/or which is closest	7	13	20	11	51
SRH – easier to get to or they know how to get there	3	14	15	16	48
Concern over the extra travel - cost/ time/distance	9	8	13	11	41
QEH – good hospital and or I like it/ past experience (reputation)	14	7	13	5	39
QEH - easier to get to or they know how to get there	1	8	7	12	28
SRH – good hospital and or I like it/ past experience (reputation)	3	2	11	8	24
SRH - bad experience/bad reputation/dislike this hospital	3	4	4	7	18
RVI - easier to get to or they know how to get there	6	3	5	3	17
No choice – either the ambulance chooses where you go, or you must go to the closest if it is an emergency	4	2	5	1	12
Depends on emergency	1	1	5	2	9
Would want to go to STDH it's the nearest	-	2	3	4	9
Parking – terrible at SRH	4	1	2	-	7
Would go to SRH anyway	1	-	2	4	7
SRH harder to get to	3	1	1	2	7
Would go to RVI anyway	1	1	4	-	6
Would go to QEH anyway	1	-	1	2	4
My consultant is based at the SRH	2	-	-	1	3
Equal between two choices	-	3	-	-	3
Parking is better at the RVI	2	-	-	-	2
Visitors	-	-	1	1	2
I work or family member works in the NHS	1	1	-	-	2
Other	6	5	3	2	16
Total	92	92	143	113	441

Conclusion

To conclude, we will look at hospital choices first and then look into the reasons for those choices.

Hospital choice

Currently

- The majority of residents from all four wards would use STDH currently, if they had an emergency health care need (B: 93%, BAS: 93%, WP: 91%, W: 88%). This can be supported by comments received from residents indicating that they think STDH is a great hospital and/or they prefer it (B: 4, BAS: 4, WP: 3, W: 5).
- SRH is currently significantly more popular with residents from Whiteleas (W: 8%, B: 3%, BAS: 2%, WP: 3% respectively). Comments were also received from residents in three wards indicating that they thought SRH was a great hospital or that they preferred it, with most of the comments in support of SRH coming from the Whiteleas ward (B: 2, WP:1, W: 7).
- Some comments from residents in the four wards suggested that STDH wasn't liked or that they had a bad experience there (B: 3, BAS: 2, WP: 3, W: 5).
- A few residents commented that they felt the QEH was a great hospital or that they preferred it (B: 1, W: 3).

Alternative choice

- Over half of residents from all four wards would choose SRH as their alternative hospital of choice for an emergency health care need (55%). Nearly one-quarter of residents would choose QEH and nearly one-fifth would choose RVI (21%, 17% respectively)
- Statistically, more residents from Biddick & All Saints, West Park and Whiteleas would choose to go to SRH as their alternative hospital of choice in comparison to residents from Bede (62%, 53%, ,63%, 43% respectively).
- Residents from Bede were significantly more likely to choose to go to the QEH in comparison to residents from Whiteleas and West Park (28%, 20%, 17% respectively).
- With some comments received from residents in all four wards suggesting that they thought QEH was a good hospital, that they liked it or would choose it due to past experience (B: 14, BAS: 7, WP: 13, W: 5).
- The RVI was significantly more popular with residents aged 25-34 and 45-64 in comparison to residents aged 35-44 (25-34: 24%, 45-54: 22%, 55-64: 21%, 35-44: 10%). Following on, 25-34 and 45-54 year olds were also significantly more likely to choose the RVI in comparison to 65+ (24%,23%, 13% respectively).
- We can also establish that 16-17 year olds and 65+ were significantly more likely to not know which alternative hospital they would choose, when compared to 18-34 year olds (16-17: 18%, 65+: 13%, 18-24: 6%, 25-34: 4%). Comments received also collaborate this, with some residents from all wards suggesting they wouldn't know which alternative hospital to attend, they either didn't know where the hospitals

were or which hospital was closest (B: 7, BAS: 13, WP: 20, W: 11). Although, overall only 10% of residents from all four wards indicated that they wouldn't know.

- Other comments received suggested that their alternative of hospital choice would be the same as their current choice (SRH - B: 1, WP: 2, W: 4, RVI - B: 1, BAS: 1, WP: 4, QEH - B: 1, WP: 1, W: 2).

Reasons for hospital choices

Currently

- When deciding upon which hospital to currently attend for an emergency health care need, the majority of residents from all four wards decided on their hospital of choice because it was the closest (B: 85%, BAS: 87%, WP: 88%, W: 84%). With comments received suggesting there were some concerns over the travel (cost/time) to go anywhere other than STDH (B: 3, BAS: 3, WP: 3, W: 3).
- Nearly a quarter of residents from all four wards chose a hospital because they had been there before, with a couple of comments received from West Park residents in favour of STDH suggesting that knowing the hospital influenced their decision (24%, WP: 2 respectively).
- Some residents from all four wards felt that they didn't have a choice where they would go for an emergency health care need, either you would be taken there by ambulance or you would need to go to the quickest one (B: 6, BAS: 3, WP: 11, W: 10). With a few residents from Biddick & All saints, West Park and Whiteleas suggesting that their choice would depend upon the emergency (1, 6, 4 respectively).
- It was suggested by some residents from all wards that STDH was their hospital, that it was needed and that it should be kept as an emergency department (B: 7, BAS: 4, WP: 6, W: 10). A couple of residents also indicated that they thought that attempts were being made to change STDH (W: 2).
- It was also suggested by a few residents that knowing someone who works for the NHS or working for the NHS themselves would influence their decision on which hospital to go to (B: 1, BAS: 1, W: 2).

Alternative hospitals

- When looking into an alternative hospital of choice, nearly half of residents from all four wards still indicated they made their decision because it was closest. A little over one-quarter suggested that they had decided on their alternative hospital of choice because they had been there before (46%, 26% respectively).
- Comments from residents from all four wards suggested concerns over the extra travel including the extra cost and distance (B: 9, BAS: 8, WP: 13, W: 11).

- 18-54 year olds were significantly more likely to choose their alternative hospital because they felt it was closer, in comparison to residents aged 55-64 years (18-24: 53%, 25-34: 52%, 35-44: 58%, 45-54: 45%, 55-64: 33%).
- Although, when comparing all four wards independently, we can see that residents from Biddick & All Saints were significantly more likely to choose their alternative hospital of choice because they felt it was closer (BAS: 58%, B: 9% ,WP: 43% W: 46%).
- Furthermore, two comments received suggested that accessibility to visitors would influence their decision (WP: 1, W: 1).
- Also, residents from Whiteleas and Bede were significantly more likely to choose their alternative hospital of choice because their family goes there, in comparison to those residents from West Park (7%, 6%, 1% respectively).
- Residents from Bede were also significantly more likely to choose their alternative hospital of choice because they had been there before (B: 36%, BAS: 19%, WP: 22%, W: 26%).
- Furthermore, comments from all wards indicated that some residents thought that SRH was easier to get to or they knew where it was (B: 3, BAS: 14, WP: 15, W: 15). Other comments suggested that other residents felt that that the QEH was easier to get to or they knew how to get there (B: 1, BAS: 8, WP: 7, W: 12), whilst a smaller proportion suggested they thought the RVI was easier to get to or they knew how to get there (B: 6, BAS: 3, WP: 5, W: 3).
- Also, residents from West Park were significantly more likely to cite other reasons for choosing their alternative hospital of choice (WP: 56%, B: 34%, BAS: 36%, W: 39%)
- Continuing on, 55+ year olds were significantly more likely to suggest that they chose their alternative hospital of choice because they had been there before in comparison to 25-34 year olds (55-64: 31%, 65+: 32%, 25-34: 5%).
- 25-34 year olds and 45+ year olds were most likely to cite other reasons for their choice of alternative hospital when compared to 18-24 and 35-44 year olds (25-34: 42%, 45-54: 47%, 55-64: 55%, 65+: 45%, 18-24: 28%, 35-44: 30%).
- Some residents commented that they would choose SRH because they felt it was a good hospital, they liked it or due to past experience whilst others said they wouldn't choose it because they either thought it had a bad reputation, they'd had a bad experience there or they disliked the hospital (B:2, BAS: 2, WP: 11, W: 8, B: 3, BAS: 4, WP: 4, W: 7 respectively). Parking at SRH was also mentioned, with some suggesting that parking was terrible (B: 4, BAS: 1, WP: 2). A small proportion from all wards also suggested that SRH was harder to get to (B: 3, BAS: 1, WP: 1, W: 2).
- Some residents from all four wards suggested that they would choose the RVI because it was a good hospital, they liked it or due to past experience (B: 20, BAS: 16, WP: 28, W:22) Parking was also mentioned here, with a couple of comments suggesting that it was better (B: 2).

- A few residents suggested that they would choose SRH because their consultant was based there, whilst another few residents indicated that their choice was split between two hospitals (B:3, BAS: 3 respectively).
- We can see that some residents from all four wards, again felt they had no choice over which hospital they would go to, suggesting that the ambulance would take them, or that they must go to the closest hospital in an emergency (B: 4, BAS: 2, WP: 5, W: 1).
- Other residents felt that they would make a decision on where to go, depending on the emergency (B: 1, BAS: 1, WP: 5, W: 2). A couple of other residents suggested working or knowing someone who works within the NHS would help them with their decision making (B: 1, BAS: 1)
- Comments from residents within three wards suggest that they would still want to go to STDH as it is the nearest (BAS: 2, WP: 3, W: 4)

Demographics

Demographic information was collected from the residents within the four electoral wards. This information has been summarised in the following table.

Table 17: Demographics by event

	Bede	Biddick & All Saints	West Park	Whiteleas	Total
Gender	(n=224)	(n=207)	(n=209)	(n=216)	(n=856)
Male	96	111	106	99	412
Female	128	96	103	117	444
Does your gender match your identity at birth	(n=224)	(n=207)	(n=210)	(n=216)	(n=857)
Yes	224	207	210	214	855
No	-	-	-	-	-
Prefer not to say	-	-	-	2	2
Age	(n=224)	(n=207)	(n=211)	(n=214)	(n=856)
16-17	7	7	6	8	28
18 - 24	26	24	25	22	97
25 – 34	31	35	35	34	135
35-44	39	34	34	33	140
45-54	38	40	39	39	156
55-64	38	29	29	30	126
65 +	45	38	43	48	174
Disability, long-term illness or health condition	(n=224)	(n=206)	(n=211)	(n=215)	(n=856)
Yes	73	63	52	53	241
No	147	142	158	159	606
Prefer not to say	4	1	1	3	9
Sexual Orientation	(n=221)	(n=205)	(n=211)	(n=215)	(n=852)
Heterosexual or straight	213	197	203	206	819
Gay man	3	1	1	-	5
Gay woman or lesbian	1	2	3	-	6
Bisexual	-	2	1	1	4
Asexual	2	-	1	-	3
Prefer not to say	2	3	2	8	15
Other	-	-	-	-	-
Relationship Status	(n=224)	(n=206)	(n=210)	(n=216)	(n=856)
Single	74	61	70	54	259
Cohabiting	35	45	32	34	146
Married	79	84	88	111	362
Civil Partnership	5	-	-	1	6

Separated (still legally married on in civil partnership)	-	1	-	3	4
Divorced or civil partnership dissolved	16	2	6	6	30
Widowed or surviving partner from civil partnership	15	12	12	5	44
Prefer not to say	-	1	2	2	5
Pregnant or a child under one	(n=224)	(n=206)	(n=211)	(n=215)	(n=856)
Yes	2	4	4	7	17
No	222	202	206	206	836
Prefer not to say	-	-	1	2	3
Race/ethnicity	(n=223)	(n=207)	(n=209)	(n=216)	(n=855)
Asian/British Asian (Bangladeshi, Chinese, Indian, Pakistani, or other)	5	5	12	1	23
White (British, Irish, European, or other)	215	197	192	211	815
Black/British Black (African, Caribbean, or other)	-	1	1	-	2
Mixed race (Black & white, Asian & white, or other)	1	3	4	1	9
Gypsy or traveller	1	-	-	-	1
Rather not say	1	-	-	3	4
Other	-	1	-	-	1
Religion/belief	(n=222)	(n=205)	(n=211)	(n=215)	(n=853)
No religion	100	90	80	87	357
Christianity	116	108	116	124	464
Buddhist	-	-	4	-	4
Hindu	-	1	4	-	5
Jewish	1	-	-	-	1
Muslim	2	3	6	-	11
Sikh	1	1	-	1	3
Prefer not to say	-	1	-	2	3
Other	2	1	1	1	5