

Big Care Decision

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Thanks you for taking time to respond to this consultation about Care Closer to Home and Urgent Care in North East Essex and helping us take some Big Care Decisions. Your views are very important to us. All information provided by you is anonymous unless you give us contact details because you want to get more involved in what we are doing. You do not have to give this information but if you do provide your e-mail or telephone number we guarantee that all information you have provided remains confidential and will only be used for the purpose of the consultation

***1. Please tick the box to say you understand the Big Care Decision Proposals**

Yes

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Care Closer to Home

Health and Social Care services can have many different positive impacts on people's lives. We want to make sure that, in future, Care Closer to Home services look at the results (outcomes) that are most important to you.

2. What is most important for people who use health and social care services? Rank in order of importance with 10 as least important and 1 as most important

<input type="text"/>	I can look after myself day to day
<input type="text"/>	I feel supported by health and social care services
<input type="text"/>	I am able to go to work if I choose
<input type="text"/>	3 months after breaking a bone, I can walk as well as I could beforehand
<input type="text"/>	I have a good quality of life overall
<input type="text"/>	I feel in control of my daily life
<input type="text"/>	When I was discharged from hospital, I had enough support to help me become independent again
<input type="text"/>	I am happy with the care and support I receive
<input type="text"/>	It is easy for me to find out the information I need about services
<input type="text"/>	I feel safe

3. We want people to stay well and healthy and look after themselves where possible. What would help you to be confident about looking after yourself

- I don't need anything
- Advice and information on a NHS website I trust
- Advice and information on a NHS telephone line
- Leaflets with advice and information
- Support from someone who understands my condition because they have it too
- Support from a trained advisor who understands my condition

4. Thinking about what is most important for people who use health and social care services - is there anything else you would like us to consider?

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5. If you provide care for someone who has a long term condition or disability (a friend or relative for example) or who uses social services and this is not a paid job what is important to you? Rank in order of importance with 4 as most important and 1 as least important

I can look after myself day to day

I have a good quality of life overall

I am happy with the care and support I receive as a Carer

I am happy with the amount I am included by services in discussions about the person I care for

6. If you provide care for someone who has a long term condition or disability or who uses social services (a friend or relative for example) is there anything else that is important to you we should be thinking about?

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7. I use (or have used) this service. I would like to be involved in how the service will work in the future. Tick all that apply

- Audiology (hearing services)
- Cardiology (heart) services
- District nursing
- COPD specialist nurse
- Epilepsy nurse
- Care for skin to avoid pressure sores/ulcers
- Rapid assessment service at home
- Rapid assessment service at Clacton Hospital
- Rapid assessment service at Harwich Hospital
- Intermediate care and reablement (services to help get home after a hospital stay)
- Continence (service for people who need help with bladder/bowel problems)
- Urology (urine retention in men)
- Falls prevention
- Ophthalmology (treatment for eye conditions)
- Rehabilitation after a stroke
- Physiotherapy
- Occupational therapy
- Dietetics
- Orthotics
- Prosthetics
- Speech and Language Therapy

Changes to urgent care services

We would like to know your views about how urgent care services should work in the future.

With each of the options, people will go to Urgent Care Centres in Colchester, Harwich or Clacton for minor injuries and for sudden but not life threatening illnesses.

Each one will be open on the same days and at the same times. Each will be linked together and share information.

The Urgent Care Centre would provide treatment for the patient or decide if they need to be seen elsewhere. Patients who could be seen by their GP would be helped to make an appointment with their GP.

A&E will only see patients who need emergency care - who are so unwell or badly injured that they need to go there by ambulance or because they have been sent there by an urgent care centre or by their GP.

8. Which, if any of the options we have developed for the future of urgent care do you believe is in the best interest of people in North East Essex ?

With each of the options, people will go to the urgent care centres for minor injuries and for sudden but not life threatening illnesses.

A&E will only see patients who need emergency care - who are so unwell or badly injured that they need to go there by ambulance or because they have been sent there by an urgent care centre or by their GP.

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- Option 1 Turn the Walk in Centre at Colchester and the minor injuries units at Harwich and Clacton into urgent care centres
- Option 2 Close the Walk In Centre at Colchester. Create an urgent care centre at the front of Colchester General Hospital's A&E department and turn the minor injuries units at Harwich and Clacton into urgent care centres
- Option 3 Close the Walk In Centre at Colchester. Create an urgent care centre at Colchester General Hospital. Move some outpatient services to the Primary Care Centre building where the walk in centre is now
- Another option that has not been considered

9. Which of the following best describe you (tick all that apply)

- I don't use health services
- I sometimes need health services and go to my GP
- When I need GP services in the evenings and at weekends I call the out of hours service
- I sometimes need health services and call 111 to find out what is best for me
- I sometimes need health services and go to the minor injuries unit at Harwich
- I sometimes need health services and go to the minor injuries unit at Clacton
- I sometimes need health services and go to the walk in centre at Colchester
- I sometimes need health services and go to A&E
- I sometimes need health services and call an ambulance
- I only go to hospital if my GP sends me there

***10. To help us in understanding whether we have a representative sample of our community, please can you answer some questions about yourself. If you answered the question about getting involved with helping us to change services please give an e-mail address and/or a telephone number**

City/Town	<input type="text"/>
First half of your postcode	<input type="text"/>
Email address	<input type="text"/>
Phone Number	<input type="text"/>

11. What is your gender?

- Female
- Male

12. Do you consider yourself to be heterosexual, homosexual, bisexual or something else?

- Heterosexual
- Homosexual
- Bisexual
- None of the above
- Prefer not to answer

13. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to answer

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14. What is your ethnicity?

- White British
- White Irish
- White other
- Mixed race
- Indian
- Pakistani
- Bangladeshi
- Other Asian
- Caribbean
- African
- Other Black
- Chinese
- Other ethnic group
- Prefer not to say

15. What is your age?

- 12 to 17
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

Thank you for responding to our survey.