



Urgent Community Response Survey

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healthwatch
East Sussex

Introduction

During August 2024, Healthwatch East Sussex engaged with patients who had recently used East Sussex Healthcare NHS Trust's Urgent Community Response (UCR) service.

We surveyed 7 patients about their experiences of using the service.

Our aims were to:

- To gain insight into patients experiences of using UCR.
- To better understand what pathway's lead into UCR and what pathways patients are discharged through.
- To explore the effectiveness of the service in preventing further hospital admissions

Methodology



We asked ESHT to gather consent from patients being seen by the Urgent Community Responses clinical team.

12 patients agreed to participate and were contacted by our volunteers via telephone. Of those 12 patients, 7 completed a telephone survey with our volunteers.

We asked participants a series of questions relating to communication and clarity of information, care and support and post service support.



What we heard – Our key findings

What worked well:

- 100% of patients told us that they felt that the UCR staff treated them with care, dignity and respect.
- Over 85% of patients told us that the UCR service met their needs.
- Most patients told us that they felt that the UCR team clearly explained the service, and the support they would receive, at the beginning of their care.

What didn't work well:

- Very few patients were asked if they had any communications needs which may require additional support or adaptation to their care.
- Patients didn't feel that they were given much information on what would happen after their UCR care ended.



We asked: What was the best part of your experience of using the UCR service?

"When I was on the floor, quick response"

"I was just happy with everything"

"I got my rails"

"The attention I was given and access to staff being on call at all times.."

"What a relief having the correct support and being well cared for"

"The attention I was given and access to staff being on call at all times.."

"They listened to me and my partner, took note of concerns and the whole thing was put into place very quickly. Company that sent bed was also very helpful and in place within a day."

We asked: Which aspects of the UCR service do you feel could be improved?

Cannot contact my Occupational Therapist.

"Nothing"

"No mention of follow up physio. Had to wait till follow up appointment with the fracture clinic."

"Extended for longer than 7 days if possible. The wait and gap in onward services feels too long and that services don't communicate well with each other.."

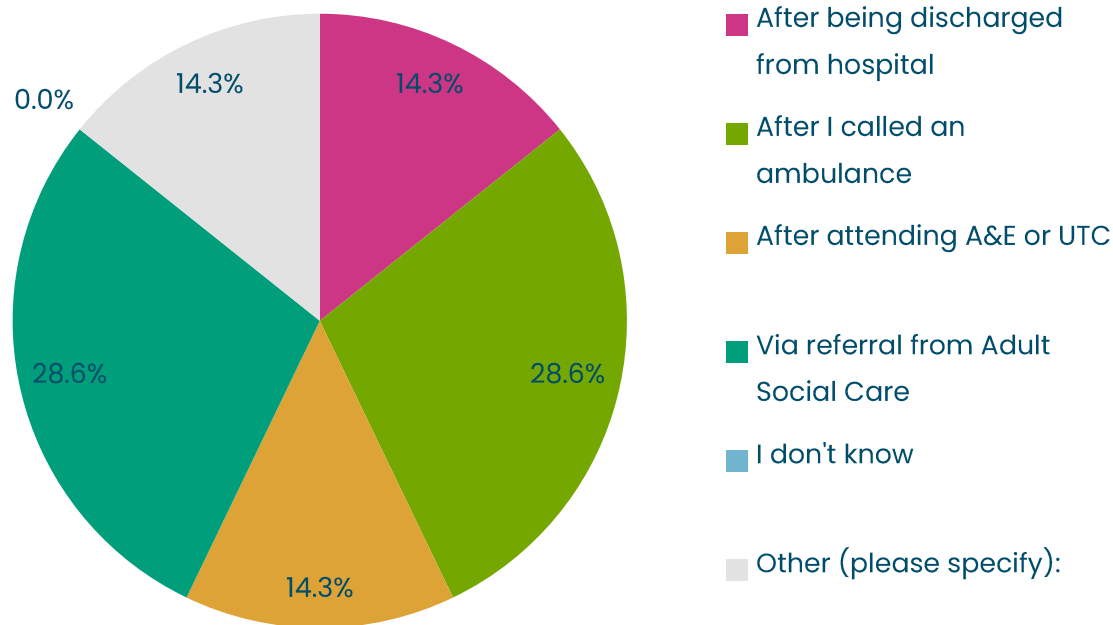
"The speech therapist was going to come back after identifying an alternative way for patient to take medication but has not done so."

"Unsure how to get in touch with community team."

"Asked if I could have my "covid" jab, but was told this could not be done at home unless I was house bound. I tried all other means and in the end, did not have one."

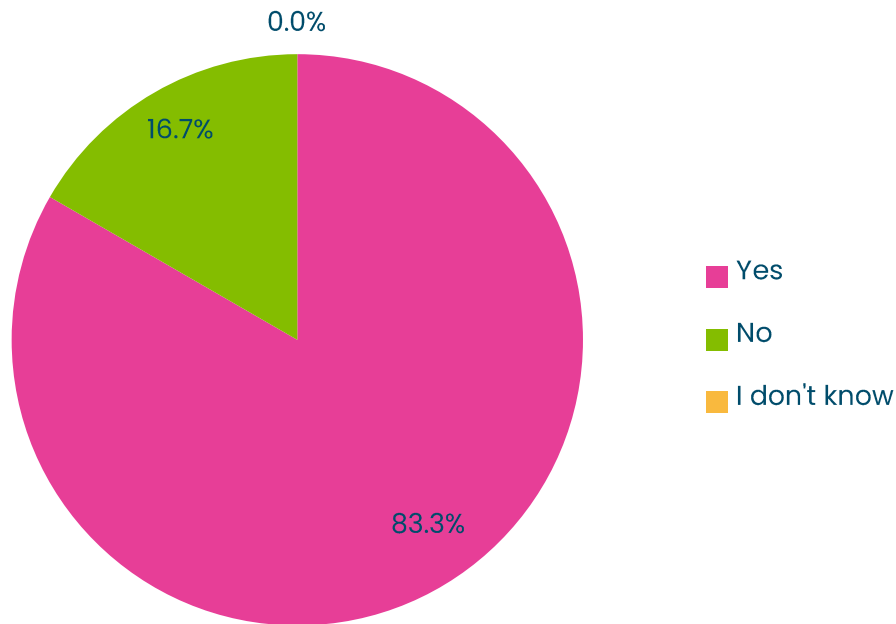
What we asked

We asked: How were you referred into the Urgent Community Response service?



What we asked

We asked: Did staff explain to you what the Urgent Community Response service was and how it would support you, at the beginning of your care package?

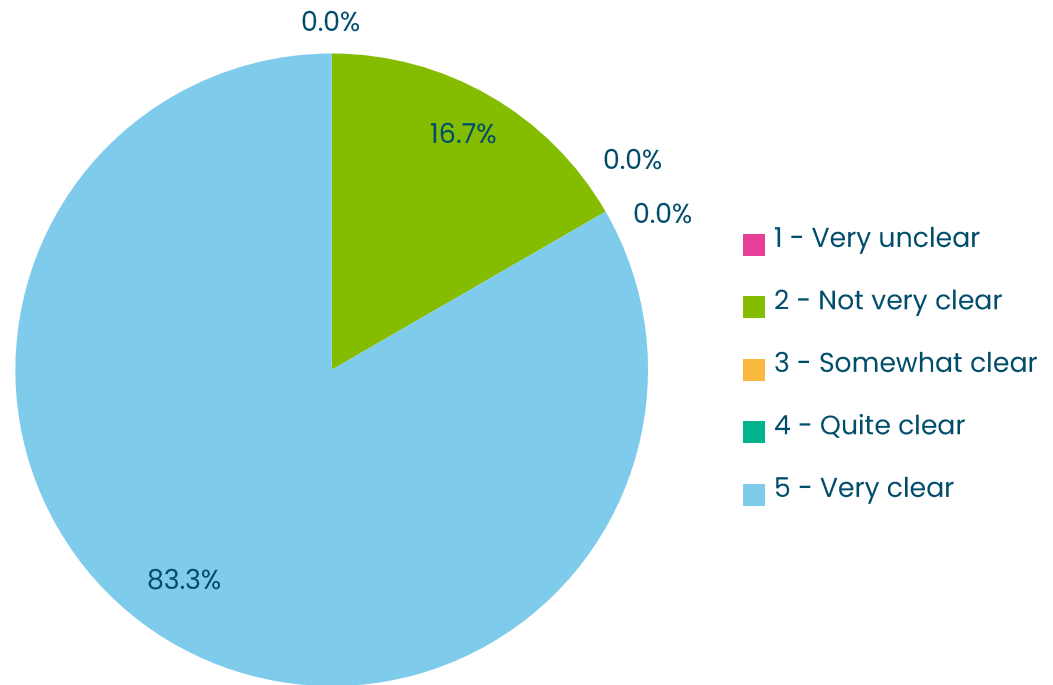


“Occupational therapist and nurse came first explained all the way through the process ”

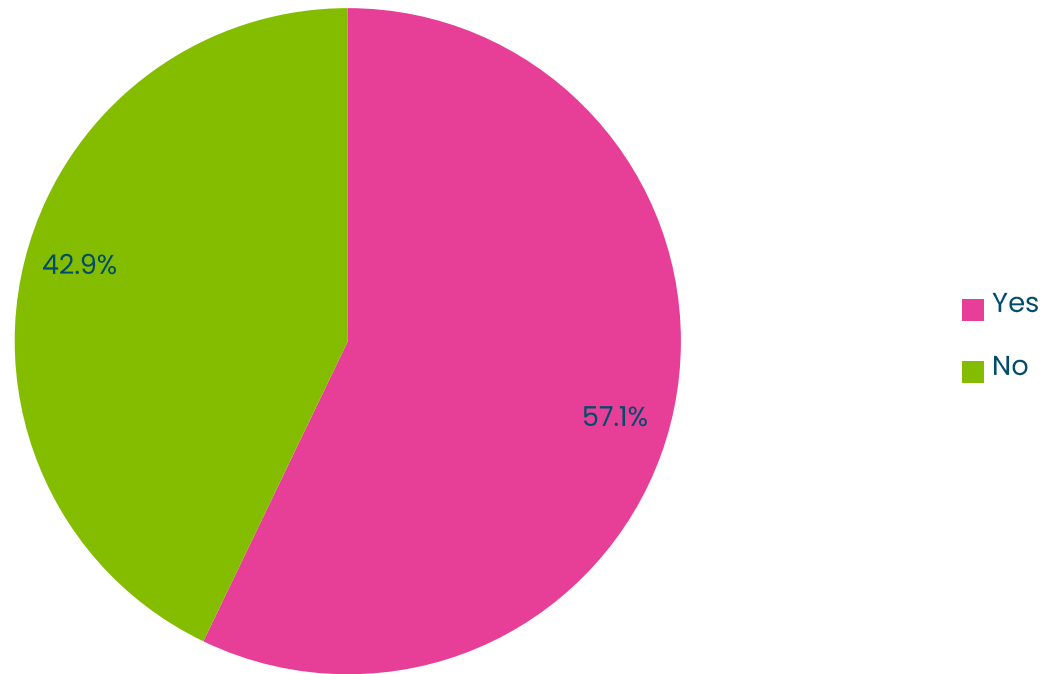
“(Patient) was a not clear about exactly what happened however was pleased with result.”

We asked: How clear was the explanation given to you about the support you would personally receive from the Urgent Community Response team?

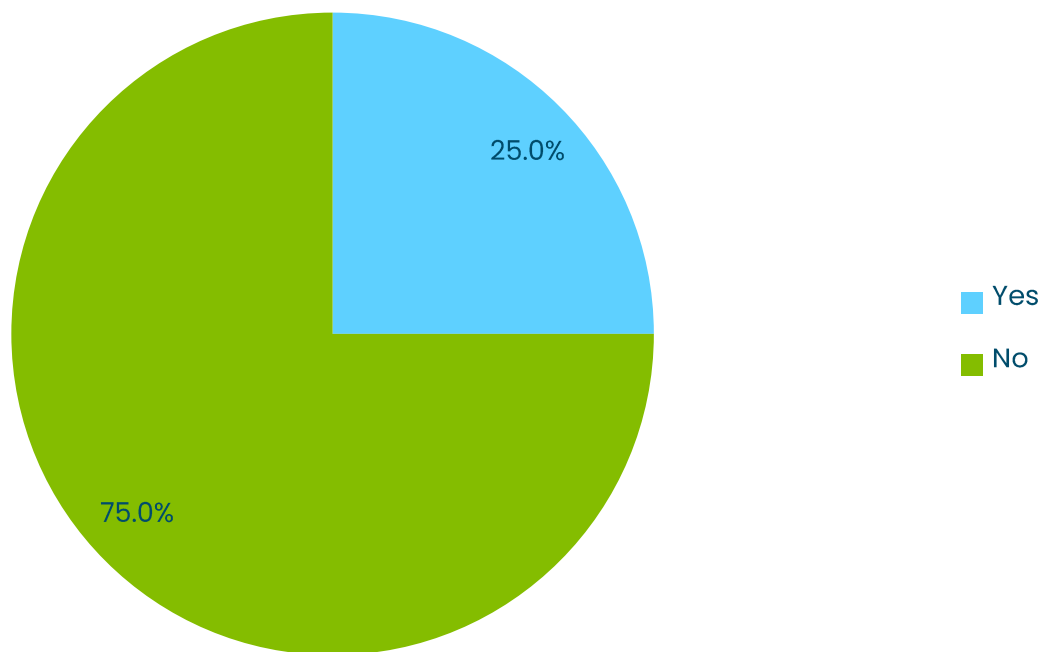
“All information was relevant and made clear.”



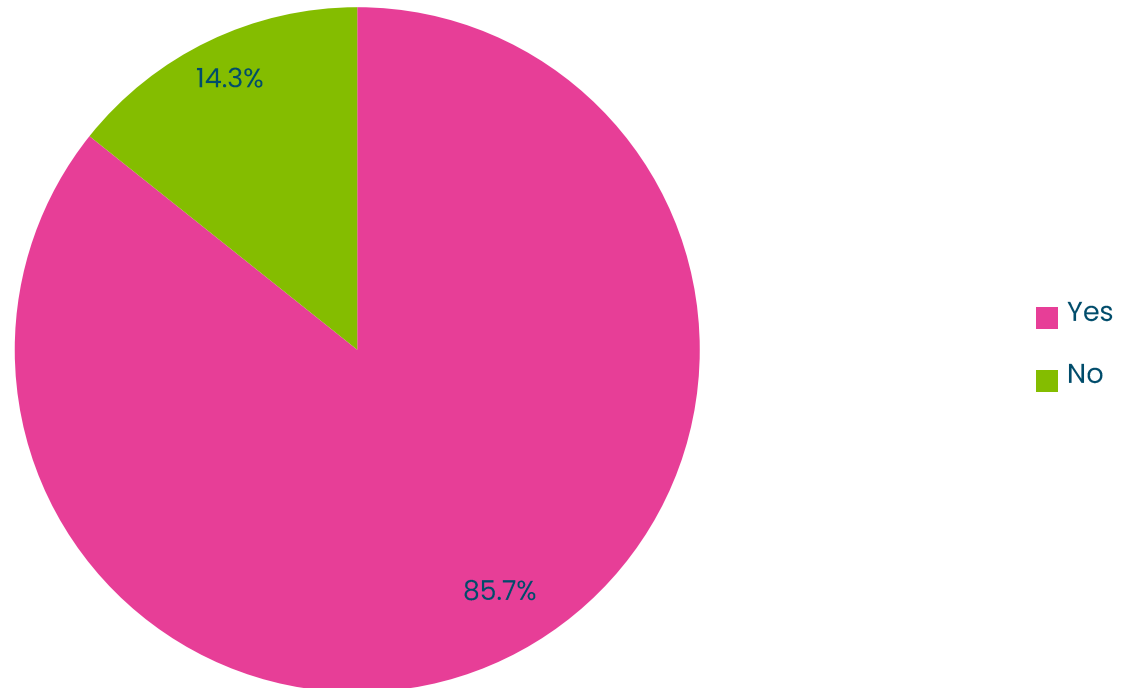
We asked: Did you receive any documents or information (physical or via email) from the UCR team which explained what the URC service was, or what kind of care you would receive?



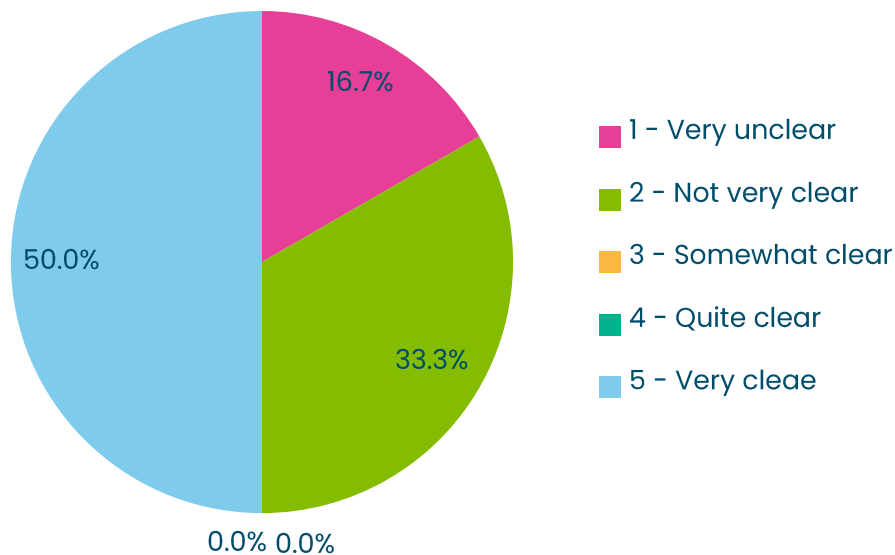
We asked: When you were first contacted by the URC team, were you asked if you had any communication needs? I.e. if you required communications in large print or easy read, if you required an interpreter or translated materials, or if you had a sensory disability such as hearing or sight loss?



We asked: Do you feel that the URC service was the right service to meet your needs?



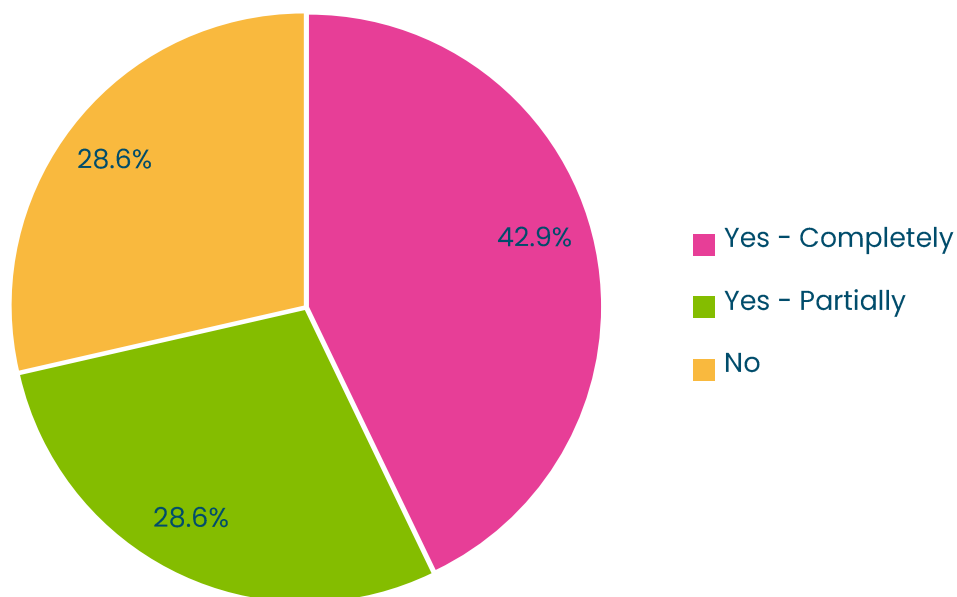
We asked: How clear were you about the process for raising concerns or requesting assistance from UCR?



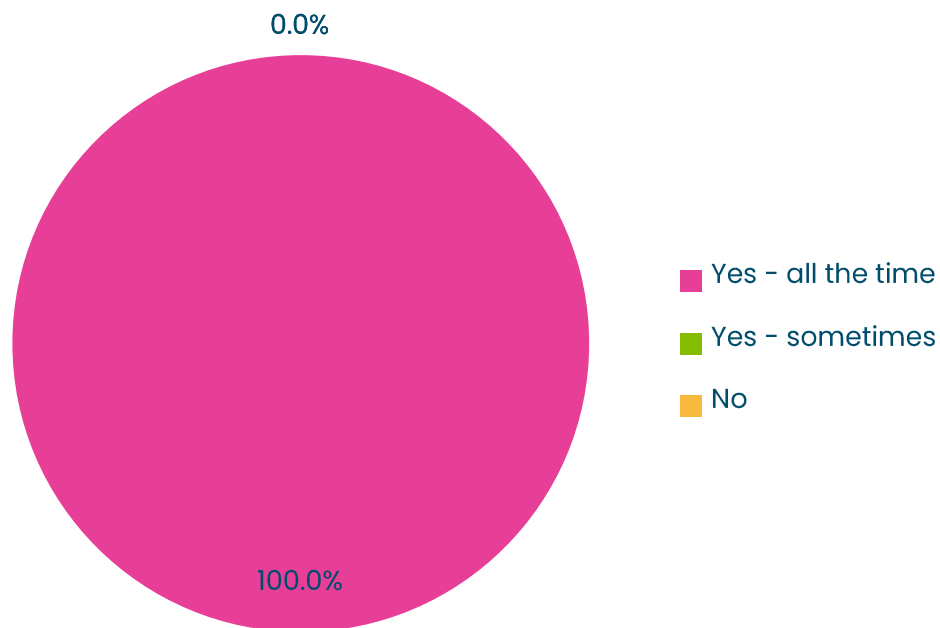
“Was given a phone number to call from 8am-10pm to contact with any issues”

We asked: Do you feel that you were offered adequate support and information from the UCR team on what would happen when your UCR package of support ended?

i.e. information on how to care for your condition(s) at home, information on follow ups with primary care (GP or Nurse) or secondary care (hospital).



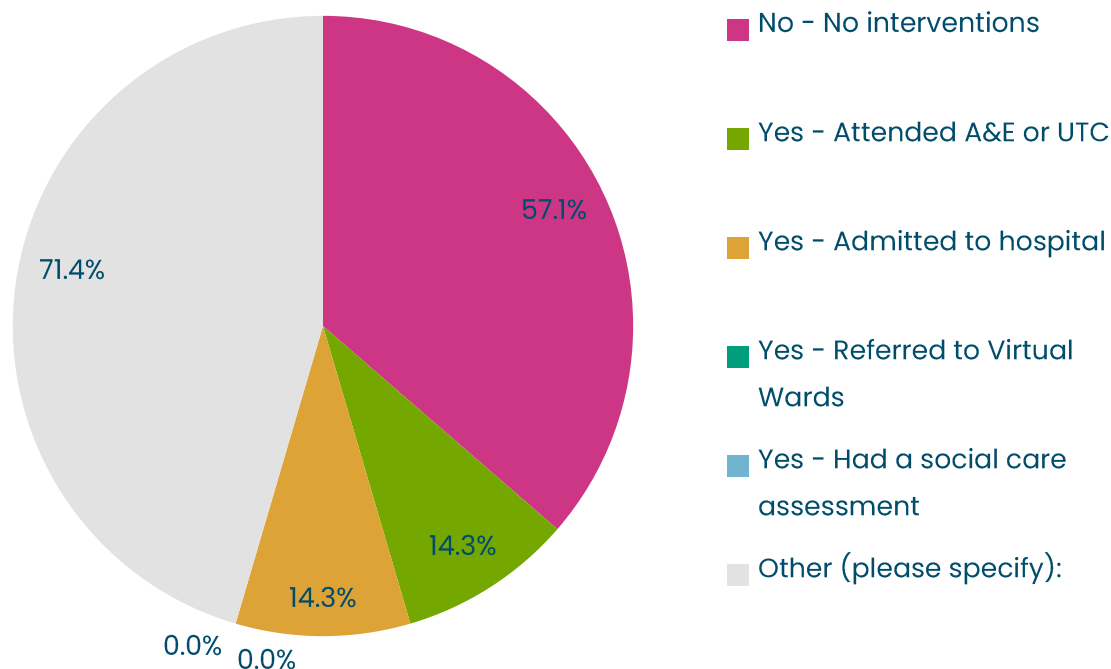
We asked: Do you feel that the UCR staff treat you with care, respect, and dignity?



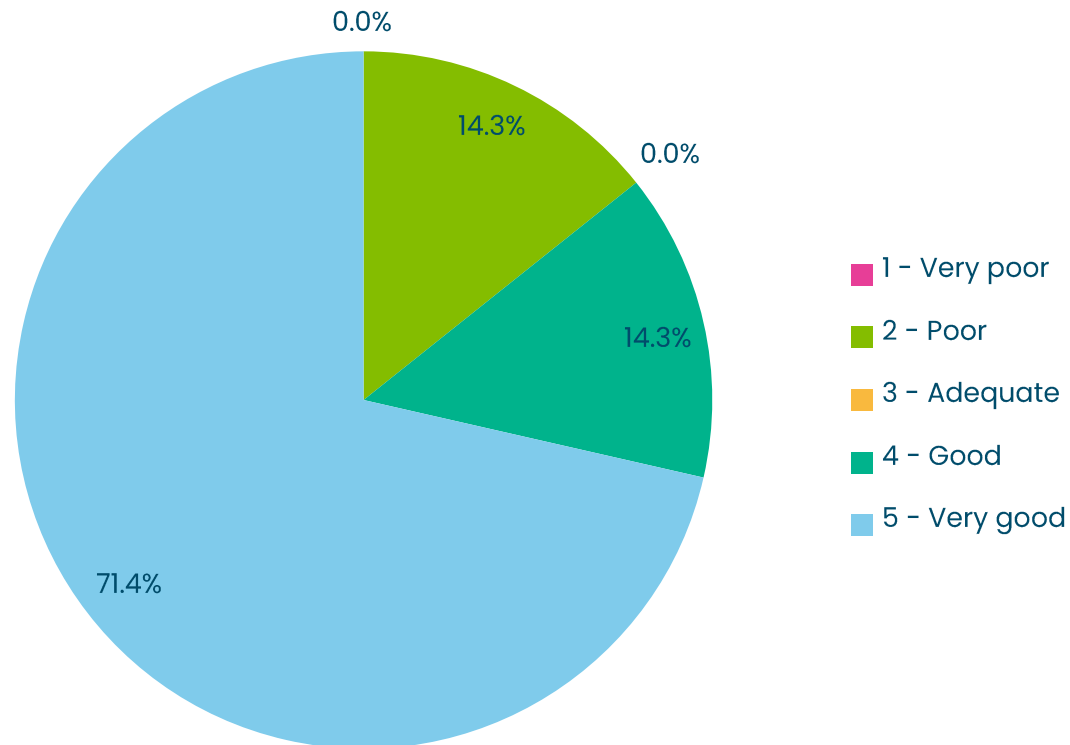
“Was put at ease and felt staff were easy to talk to.”

“We are very lucky staff members was very helpful ”

We asked: Since your care package ended, have you had to use any of the following services for the same issue which were being addressed through UCR?
Please tick all that apply



We asked: Overall, how effective was the Urgent Community Response Service in meeting your needs?



6 Conclusions

Overall, most of the patients we spoke to were happy with the care they received.

They praised staff for their kindness and caring, and most felt that the support they received was right for their needs.


The main area that patients felt could be improved was around communication and support towards the end of their care package, as they felt unsure about what would happen next in terms of treatments and support, and who to contact in case of they needed information or help.





Recommendations:

Healthwatch East Sussex recommend that The Urgent Community Response service consider the following recommendations:

- Ensure that UCR patients are given clear and concise information about what will happen next regarding their ongoing care and treatment once their care package with the UCR service comes to an end.
 - Provide patients and their carers with contact details for at least one person within the UCR team who can be contacted with queries or concerns regarding their care and support.
 - The UCR team should consider working with patients to identify and communication or support needs they may have at the beginning of their care package, and how their support may need to be adjusted to ensure they are receiving the best possible care.
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For more information

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