

Your voice matters

Talking about A&E



Parent, Carer and Guardian Questionnaire



The NHS (National Health Service) is over **70** years old.

It started right here in Greater Manchester so everyone can have free, good quality health care.

You get what you need – and you don't have to pay.



The first ever patient was Sylvia Diggory – a 13-year-old girl.



Now, there are **520,000** children and young people in Greater Manchester and it's going up.



By 2032 there will be around **28,000** more

That's a lot!

Health services need to help them all.

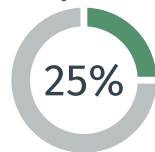


But sometimes people don't know where to get help.

Like when do you go to accident and emergency departments?



Last year



of the young people who went to an accident and emergency department didn't need any treatment.



While others who needed care had to wait around for a long time.

So, we want your help!

We want to know what was it like when you went to A&E?

How can we improve it for other children and young people?

Get involved and tell us what you think.



The questions



Answer
online



Please answer the questions and hand it in or send to:

✉ **Freepost GMHSCP**
Improving Specialist Care Programme
Communications and Engagement
5th Floor
3 Piccadilly Place
Manchester M1 3BN

If you need this document in alternative formats, including other languages, easy read, large print, audio, Braille and electronically, please contact:

📧 gmhscp.isc@nhs.net



1 How old is your child?

- 0 – 2 years
- 3 – 5 years
- 6 – 7 years
- 8 – 9 years
- 10 – 11 years
- 12 years
- 13 – 14 years
- 15 – 16 years
- 17 – 18 years
- 19 – 21 years

2 When did you go to A&E?

- in the last year
- over a year ago

3 Why did you need to go to A&E?
What was wrong with you?

What happened when you were there?

- X-rays
- Advice
- Blood tests
- Urine tests (wee test)
- Treatment
- Operation or procedure
- Something else
What?

4 Which hospital did you go to?
(tick any that apply)

- Royal Manchester Children's Hospital
- Royal Albert Edward Infirmary (Wigan)
- Wythenshawe Hospital
- Tameside Hospital
- North Manchester General Hospital
- Royal Oldham Hospital
- Royal Bolton Hospital
- Salford Royal Hospital
- Stepping Hill Hospital (Stockport)
- Somewhere else
Where?



5 Did you go somewhere else before going to A&E? (tick any that apply)



- The doctor
- The local pharmacy for advice
- Walk-in Health Centre
- A doctor visited me at home
- School nurse
- NHS 111
- Somewhere else
Where?

Your ideas



After going to A&E did they:

 **go home** OR  **stay in hospital**

What was good about their visit to A&E?

What could we do to make it better?

Pick 3 words to sum up their visit to A&E.

1	2	3
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Rate your experience:



What was good about their stay in hospital?

What could we do to make it better?

Pick 3 words to sum up their stay in hospital.

1	2	3
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Rate your experience:



Equality Questionnaire



We want to make sure that we are listening to everyone in the community. You don't have to answer these questions if you don't want to but it helps us check we aren't leaving groups out. The information is **confidential** and **anonymous**.

Where do you live?

Please tell us which area of Greater Manchester you live in e.g. Oldham/Bury

How did you hear about this survey?

- Via the GP Surgery/CCG
- Via Children's Centre
- Via youth services
- Via hospital A&E department
- Via hospital clinic
- Other (please specify)

What is your age range?

- < 21
- 21 – 30
- 31 – 40
- 41 – 50
- 51 – 60
- > 60

What is your gender?

- Male
- Female
- Prefer not to say

Gender Reassignment: what is your gender identity? Is your gender identity the same as the gender you were assigned at birth?

- Yes
- No
- Prefer not to say

What is your country of origin? Please detail:

- Prefer not to say

What is your ethnic group? Tick the appropriate box to indicate your ethnic group.

A: White

- British
- Irish
- East European
- Gypsy/Roma/Traveller
- White** other background (please state)

B: Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Mixed** other background (please state)

C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Asian** other background (please state)

D: Black or Black British

- Caribbean
- African
- Other Black** background (please state)

E: Prefer not to say

Are you a carer? No matter how old you are, do you carry the unwaged responsibility for providing or arranging care for someone else, young or old who, because of long term illness, disability or frailty, is unable to care for him/herself?

- Yes
- No
- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

Name of disability/disabilities:

Do you consider yourself to have a long term condition?

- Yes
- No
- Prefer not to say

Name of condition(s):

What is your religion/belief?

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- None
- Prefer not to say

Other:

What is your sexual orientation?

- Lesbian
- Gay
- Bisexual
- Heterosexual/Straight
- Prefer not to say