About Llais

Llais is an independent body that was set up by the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

We represent people's views on health and social care in Wales making sure that we listen, working with NHS bodies, Welsh Local Authorities, and others to shape and improve services for everyone.

About this survey

We would like to hear about your experience of accessing urgent and emergency care at the Grange University Hospital.

Your feedback will help us understand what is working well and where improvements are needed.

This survey is anonymous, and you do not have to include any information that identifies you.

If you would prefer to talk to someone

Our teams would be more than happy to talk to you by phone or online if you would rather share your experiences that way:

Phone: 01633 838516

Email: gwentregion@llaiscymru.org

You can find out more about Llais here: www.llaiscymru.org

What we will do with what you tell us

We will use what you tell us to share what improvements need to be made, or what is working well, with service providers. This will help to try and make sure people have better experiences of using health and social care services.

What you tell us will remain anonymous, so if you complete the survey, no one will know. We are not sharing any details from you that can identify you. The information you provide will be held and used by us in line with our privacy statement – www.llaiswales.org.

If you are answering the survey on behalf of someone else, please make sure that they have given you their consent to do so.

About you

1. Which Borough in Gwent do you live in?

☐ Blaenau Gwent ☐ Caerphilly ☐ Monmouthshire ☐ Newport

☐ Torfaen ☐ Other (please state): _____

2. Which Emergency Department did you attend?

☐ Adults
☐ Children's

3. When did you attend the Emergency Department?

Month: _____ Year: _____

About your experience

4. What was the main reason you came to the Emergency Department?

☐ I felt my condition was an emergency
☐ I was worried my symptoms might be serious
☐ I was told/advised to come here by a healthcare professional
☐ I was brought here by ambulance
☐ I couldn't get help somewhere else
☐ I had already tried another service but still needed help
☐ I wasn't sure where else to go
☐ Other – please tell us:

About your experience

5. Before coming to the Emergency Department, did you try to get help or advice anywhere else? *(Select all that apply)*

- ☐ GP practice
- ☐ NHS 111 Wales
- ☐ 999/Ambulance Service
- ☐ Pharmacy
- ☐ Minor Injury Unit
- ☐ Another hospital/service
- ☐ Out-of-hours service
- ☐ Mental health service
- ☐ Social care/community service
- ☐ I looked for information online
- ☐ I didn't try anywhere else
- ☐ Other: _____

6. If you contacted another service first, what happened? *(Select all that apply)*

- ☐ They advised me to attend the Emergency Department
- ☐ They couldn't offer me an appointment
- ☐ The appointment/wait was too long
- ☐ The service was closed/unavailable
- ☐ They couldn't deal with my problem
- ☐ I was passed/referred between services
- ☐ I didn't feel the advice I received addressed my concern
- ☐ Other: _____

7. Who, if anyone, advised you to attend the Emergency Department?

- ☐ GP
- ☐ NHS 111 Wales
- ☐ NHS 111 Press 2
- ☐ 999/Ambulance

About your experience

- ☐ Pharmacist
- ☐ Minor Injury Unit
- ☐ Another healthcare professional
- ☐ Family/friend/carer
- ☐ Nobody – I decided myself
- ☐ Other: _____

If you were advised to attend by a healthcare service or professional, please tell us who advised you and where they were based *(for example, the name of your GP practice, pharmacy, Minor Injury Unit, or healthcare professional):*

8. Before coming to the Emergency Department, was there another service you thought might be able to help you?

- ☐ Yes
- ☐ No – I felt the Emergency Department was the right place for my needs
- ☐ No – I didn't know what other services were available
- ☐ Not sure where else I could have gone

If yes, which service?

- ☐ GP Practice
- ☐ NHS 111
- ☐ Minor Injury Unit
- ☐ Pharmacy
- ☐ Out of hours GP
- ☐ Mental Health Service
- ☐ Community/social care service
- ☐ Another service, please tell us: _____

About your experience

9. What was the main reason you didn't use that service?
(Select all that apply)

☐ I couldn't get an appointment
☐ The wait for an appointment was too long
☐ It was closed or unavailable
☐ I needed help more quickly
☐ I didn't think it could deal with my problem
☐ I wasn't sure how to access it
☐ It was too difficult for me to get there
☐ I had used/contacted it already and still needed help
☐ I was advised to attend the Emergency Department instead
☐ I preferred to come to the Emergency Department
☐ Other, please tell us: _____

10. What, if anything, could have helped you get the care you needed without coming to the Emergency Department?
(Select all that apply)

☐ A GP appointment sooner
☐ Easier access to NHS 111
☐ Being seen at a Minor Injury Unit
☐ Advice from a healthcare professional
☐ Faster access to community services
☐ Faster access to mental health support
☐ Help managing my condition at home
☐ Nothing – I needed emergency care
☐ Other: _____

Your experience of care

11. When you moved between staff or services, how well was your information shared?

- ☐ Very well – staff already knew the important information
- ☐ Mostly well – I only had to repeat a few things
- ☐ Not very well – I had to repeat information several times
- ☐ Not well at all – important information did not seem to be shared
- ☐ I only saw one member of staff
- ☐ Not sure

If there were problems, did you experience any of the following?
(Select all that apply)

- ☐ I had to repeat my story
- ☐ My care was delayed
- ☐ I received different or conflicting information
- ☐ Something important was missed
- ☐ I didn't feel listened to
- ☐ I didn't feel understood
- ☐ I felt less safe
- ☐ Something else: _____

12. What would have made the biggest difference to you before you reached the Emergency Department?

13. What worked well about your experience?

Your experience of care

14. What could have been better about your experience?

15. Is there anything else you would like to tell us?

Further conversations

16. Want to tell us more?

This survey may not capture everything about your experience.

If you would like to speak to someone from Llais about your urgent and emergency care journey, please contact us:

📞 **01633 838516**
✉ **gwentregion@llaiscymru.org**

We welcome feedback about what worked well and what could be improved.

Stay involved

17. How did you hear about Llais?

☐ Social media ☐ Website ☐ Email or newsletter
☐ Event ☐ Event ☐ Healthcare setting
☐ Friends, family or colleagues
☐ Local organisation or charity
☐ Tv, radio or newspaper
☐ Other: _____

18. Would you like to receive updates from Llais?

☐ Yes, local updates
☐ Yes, national updates
☐ Yes, both local and national
☐ No

19. Would you like to hear about opportunities to get involved? (E.g., events, discussions, surveys) ?

☐ Yes ☐ No

Your contact details:

20. I consent to Llais contacting me by email about updates and opportunities to get involved:

☐ Yes ☐ No