

Same day and urgent care workforce Priority Setting Partnership

What is this study?

We are a group of researchers, healthcare staff, and patients who are working with the James Lind Alliance on the same day and urgent care workforce priority setting partnership. We want to find out the most important unanswered questions about staff working in same day and urgent care services. We are looking for people working in these roles, patients who have used same day or urgent care, carers, and the public. There are **3 options** to take part:

1. A survey that asks you what questions you think need to be answered in same day and urgent care. We will also ask a few questions about you. You do not have to give this information if you do not want to.
2. Signing up to an online or in-person workshop to discuss what questions you think need to be answered in same day and urgent care based on your own experience.
3. Sending us a WhatsApp voice note or message about what questions you think need to be answered in same day and urgent care.

Do I have to take part?

No, taking part is entirely your choice and participation is voluntary. By filling out the survey or sending us a message on WhatsApp, you are agreeing to take part and for us to use the information you give us in the project.

If you want to stay updated or take part in the next steps, you can sign up at the end of the survey with your name and email address. We will keep these separately from the other answers you give us. Once your answers have been submitted, it will not be possible to withdraw your responses.

What do you want to know?

We will ask you about questions you think need to be answered in same day and urgent care based on your own experience. In the survey and workshops, we will also ask a few questions about you. You do not have to give this information if you do not want to.

What is the same day and urgent care workforce?

We are interested in questions about the staff who work in:

- Ambulance services (including 999 and 111 call centres)
- General Practice and Community Pharmacy (for same day urgent care)
- Emergency departments and urgent treatment centres (this includes out-of-hours GP services)
- Urgent community response services (like Virtual wards, mental health crisis teams, and Hospital@Home)

What happens with the results of this study?

We will use the answers people give to make a list of all the questions people want answered. We will then check if any of these questions have already been answered in research. We will list all the questions in a second survey for people to decide which are the most important. We will take the top 10 priority questions and decide on a final priority order in a workshop. This list will be used by researchers to design and develop research for the SURGE workforce.

An anonymised copy of the overall questions will be available on the James Lind Alliance website. You will not be identifiable from these overall results.

What are the next steps in this priority setting exercise?

If you would like to be sent updates about the priority setting exercise, in the survey there will be a chance at the end to give your name and email address for this purpose. You don't have to give these details. If you do, we will keep them separately from the other answers you give us. If you take part another way, you can email SURGE@uwe.ac.uk to receive updates about the next steps.

If you have any questions or want more information, you can visit the website for the Priority Setting Partnership or email SURGE@uwe.ac.uk.