

A study of peoples' views and experiences of using urgent care services



What is this about?

We are carrying out a study at the University of Southampton to find out more about peoples' views and experiences of urgent and emergency care.

Who are we looking for?

We are looking for people aged 18-25, 75+ and from East European populations who have used an urgent or emergency care service. This might include telephoning NHS 111, visiting a minor injuries unit, NHS walk-in centre or out-of-hours centre, or visiting an emergency department.

What would I have to do?

The researcher will talk to you on the telephone first and to arrange a convenient time and date to be interviewed at your home (or by telephone if you would prefer). At the interview, the researcher will ask you what you think about urgent and emergency care services, and your experiences of using them. This will take no more than one hour.

I'm interested, what shall I do?

Please contact Gemma McKenna G.R.Mckenna@soton.ac.uk 023 8059 8841 for more information or to discuss taking part.

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