URGENT & EMERGENCY CARE SURVEY 2022

A Type 1 department is a major, consultant-led A&E department with full resuscitation facilities operating 24 hours a day, 7 days a week. The 2022 survey had 122 NHS Trusts take part, with responses from over 29,000 patients. Feedback from a sample of patients who attended A&E in September 2022. dadago of patients were able to get help with their conditions or symptoms from a member of staff while waiting



25%

significant

increase since

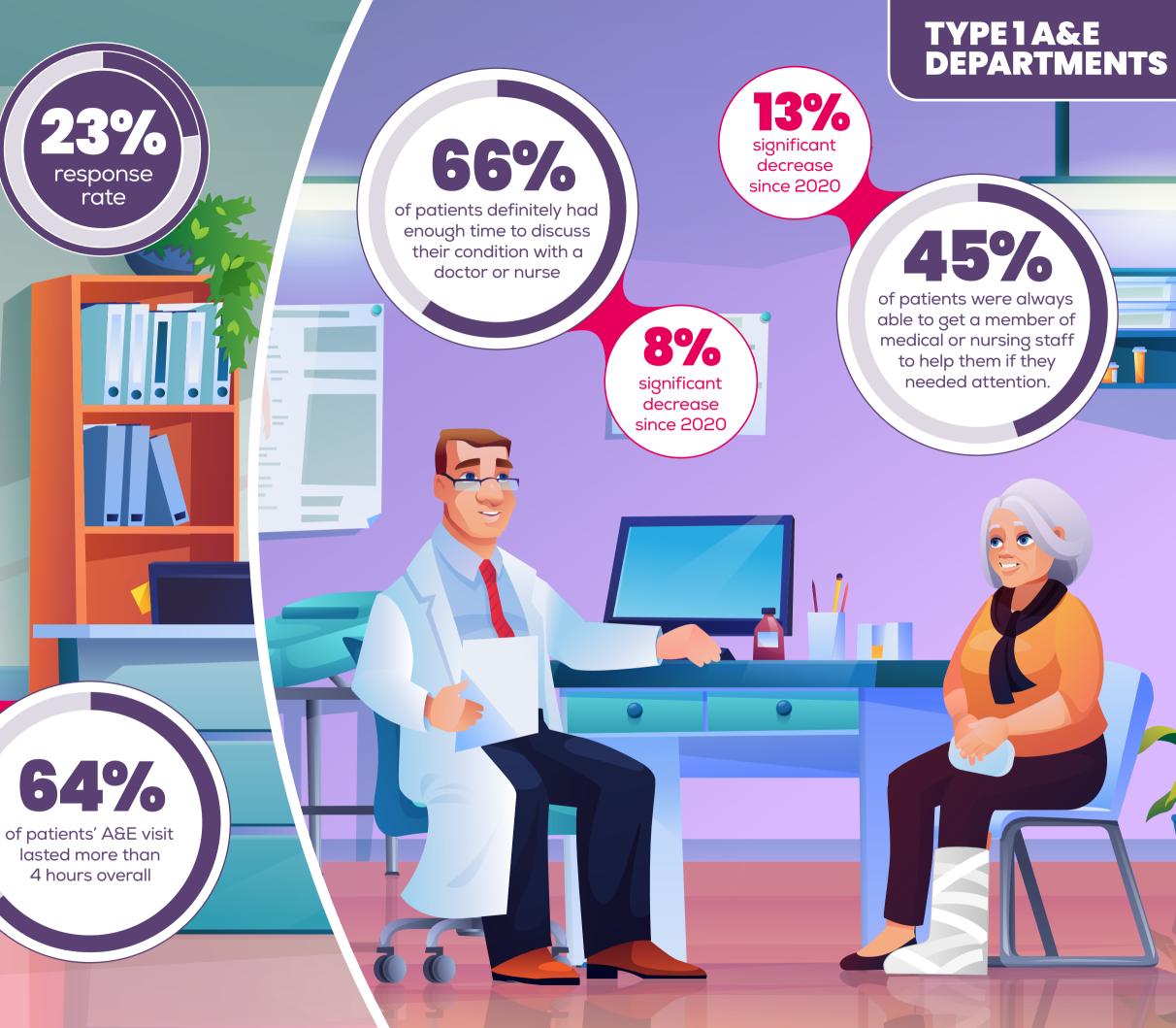
2020

32% of patients waited more

than 60 minutes before they first spoke to a nurse or a doctor







The highest quality person centred care for all, always.



URGENT & EMERGENCY CARE SURVEY 2022

A Type 3 department is an urgent treatment centre/ minor injuries unit treating minor injuries and illnesses. They can be doctor or nurse-led and accessed without appointment. The 2022 survey had 59 NHS trusts take part, with responses from 7,418 patients. Feedback was from a sample of patients who attended a Type 3 department in September 2022 (and August 2022 if the sample size was not achieved in September alone). of patients' visit to the Urgent Treatment Centre lasted more than 4 hours overall

17%

9% significant increase since 2020

10% of patients with an

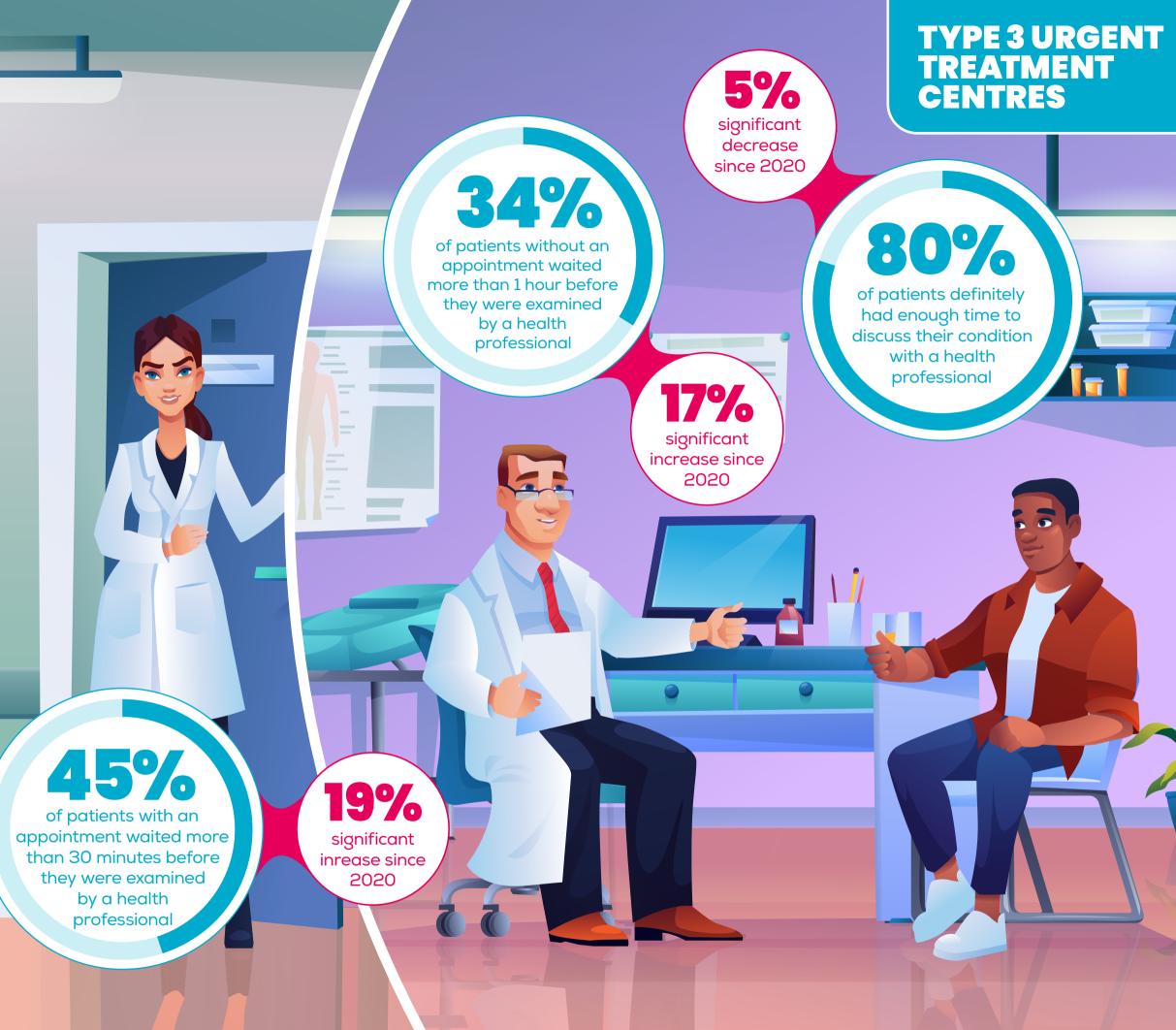
appointment waited more than 2 hours before they first spoke to a health professional

79% significant increase since 2020



22%

response rate



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