

1. ADDITIONAL ANALYSIS POINTS

1.1 WHERE THESE POINTS COME FROM

The following points are based on **additional analysis of free text comments** provided in response to Questions 5, 6 and 7.

This was undertaken after the main evaluation report was compiled. The purpose was to compare the frequency of comments for those favouring Options 1 and 2 against the headline themes to see if the data indicates different issues of interest or concern between these two groups.

1.2 Q5/6 – PREFERENCE FOR OPTION 1 / OPTION 2.

For both groups

- Ease of journey is the main driver for choice of UTC site, with this being the most commonly stated reason for **both** those preferring Option 1 **and** those preferring Option 2.

For those preferring Option 1 – Gravesham Community Hospital

- Respondents that selected Gravesham as their preference claimed it was easier, as Darent Valley Hospital is harder to access, mainly due to traffic and because it is further from where they live
- In response to this question parking is a significantly greater issue among those that selected Option 1. This is due both to a lack of spaces and the cost of parking at the Darent Valley site.
- Those that preferred Option 1 are more likely to believe that the facilities at Darent Valley are overstretched by current patient numbers and that it may not be able to cope with the added patient load the UTC would bring.

For those preferring Option 2 – Darent Valley Hospital

- There is an implication that those who chose the Darent Valley site as their preference did so due to their proximity to the site
- Those that selected Option 2 were more likely to cite co-location with hospital facilities as a reason, implying that respondents were in favour of the Darent Valley because they believe the hospital has on site a more appropriate set facilities to respond to urgent care needs.



The Fold Space,
20 Clyde Terrace
London SE23 3BA

REG VAT GB 858230025
Registered in England Company
Number 05358457
Registered office:
24 Old Bond Street, London W1S 4AP



+44 207 017 2011



hello@vervecommunications.co.uk
www.vervecommunications.co.uk

1.3 Q7 – COMMENTS ON TOP 3 ISSUES: PARKING; ACCESS TO PUBLIC TRANSPORT; WAITING TIMES

For both groups

- Once again, access is the main issue, and most commonly stated by those that selected **both** Option 1 **and** Option 2
- **In responses to this question**, parking is an issue of equal concern among both groups
- Concern about the level of level of service at the site they did not prefer is shared by **both** those who prefer Option 1 **and** those who prefer Option 2.

For those preferring Option 1 – Gravesham Community Hospital

- Once again, the cost and general anxiety about parking at Darent Valley Hospital are the main reasons why parking is seen as an issue for respondents that preferred Option 1
- Respondents who selected Gravesham are more likely to be worried about longer waiting times
- Not enough or good enough public transport links to the Darent Valley site is another concern more commonly stated by those who preferred Option 1
- The overall cost for the patient (both parking and overall perceived cost to get to the UTC) is more likely to be cited by those in favour of Gravesham.

For those preferring Option 2 – Darent Valley Hospital

- There were no comments in response to this question which were significantly higher for those who preferred Option 2 – although it should be noted this was a small minority of respondents.