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Why do people choose Emergency and Urgent care services?

**Figure 2: Theme descriptions**

<p>Confidence in primary care and access to care appointments:</p>	<p>Factors identified included lack of awareness of options (particularly OOH services), dissatisfaction with GPs, limited opening hours, anticipated waiting times for appointments, previous experience using OOH services and perceived barriers. This theme encompasses service defined barriers to care, whereas the convenience theme is about patient defined barriers to care.</p>
<p>Perceived urgency, anxiety and the value of reassurance from emergency based services</p>	<p>Self-perceived urgency and reassurance from increased confidence in emergency and urgent health care providers. This theme is based on patient-based anxieties rather than a desire for specific medical investigations.</p>
<p>Views of family, friends or healthcare professionals:</p>	<p>Being advised to attend the ED by family, friends or healthcare professionals.</p>
<p>Convenience:</p>	<p>In terms of location, not having to make an appointment and opening hours was a factor. Older people were more likely to contact a GP first, whereas younger patients contacted urgent care centres, ED or OOH services, as they found this more convenient. This theme is about patient specific issues around access to care facilities and how these are viewed by population sub-groups.</p>
<p>Individual patient factors:</p>	<p>In some health systems, costs and transport options affected decision-making.</p>
<p>Perceived need for EMS or hospital care, treatment or investigations:</p>	<p>A belief that their condition needed the resources offered by a hospital, including hospital doctors (rather than GPs), diagnostics (particularly radiography), and treatment.</p>