

**The National Institute for Health and Care Research (NIHR)  
Manchester Biomedical Research Centre (BRC) and  
NIHR Manchester Clinical Research Facility (CRF):  
Inclusive Research examples**



<b>Case Title</b>	What are the drivers of urgent and emergency care out-of-hours use for non-urgent conditions in Greater Manchester and Lancashire? - a qualitative study
<b>BRC Cluster(s)</b>	Advanced Diagnostics and Therapeutics Catalyst, Cancer, Under-Researched Conditions and Inflammation Clusters
<b>BRC Theme(s)</b>	Next Generation Therapeutics, Next Generation Phenotyping and Diagnostics, Cancer Prevention and Early Detection, Advanced Radiotherapy, Cancer Precision Medicine and Living With and Beyond Cancer, Hearing Health, Mental Health, Rare Conditions, Rheumatic and Musculoskeletal Diseases, Respiratory Medicine, Dermatology, Integrative Cardiovascular Medicine
<b>Inclusive Research Element</b>	Health Inequalities
<b>Rationale for case study</b>	<ul style="list-style-type: none"> <li>To understand the experiences and perceptions of patients who attend ED out of hours for non-urgent conditions.</li> <li>To understand the perceptions of staff about patients who attend ED out of hours for non-urgent conditions.</li> <li>To identify barriers and problems for people seeking alternative services for non-urgent conditions and barriers to attending within daytime working hours (8am to 18.30).</li> <li>To suggest ways that access to appropriate services could be organised to reduce ED attendance for non-urgent conditions and reduce out of hours attendance.</li> <li>To identify/suggest alternative service provisions to barriers of primary care.</li> </ul>
<b>Background</b>	Previous research has shown a significant association between deprivation and attendance at out-of-hours health facilities for non-urgent conditions. Whilst this association persists across different countries little research has been carried out to study the reasons behind this association. There are significant gaps in the published literature exploring why people from deprived areas visit A&E out-of-hours. Also, studies in this area are predominately quantitative. However, qualitative research gives holistic and detailed description of participants' experiences and offers a flexible approach to study designs. We therefore aim to explore why people from deprived areas visit out-of-hours.
<b>What we did</b>	The Research Ethics Committee (REC) reviewed the ethics application on 22 November 2024 and requested additional information before final ethical approval which has been submitted on 08.01.25. Conditional approval has been given pending full approval from HRA An Initial Assessment Letter has been issued, allowing applicants to share the Local Information Pack with the three hospitals involved. The study will commence once final approval is issued.
<b>What the outcome(s) is/are</b>	-
<b>Conclusions</b>	-
<b>Recommendations</b>	-
<b>Future work</b>	We will interview 25 patients and 10 staff in total across the A&E Departments of Royal Preston Hospital, Blackpool Victoria Hospital and Manchester Royal Infirmary to explore why people from different areas visit out-of-hours for non-urgent conditions.