



# Creating Healthier Communities – engaging on our Long Term Strategy

## Healthwatch engagement – The results





## Healthwatch engagement

Healthwatch England awarded funding to support ICS's to carry out **local engagement with the public** to support the development of our strategy.

We have been working together with our local Healthwatch organisations to develop an engagement plan which includes a range of activities including **surveys, focus groups and events.**

We created a short survey, bespoke to our area and had **1510 responses – one of the highest in the country.** The Survey was designed to capture feedback about access to services, wellbeing and self-care prevention.

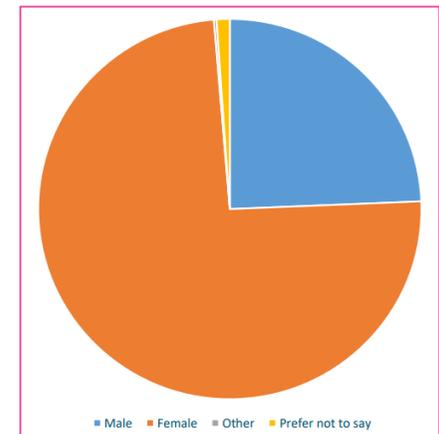
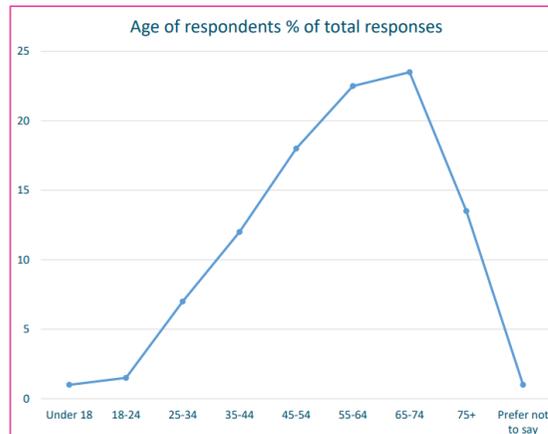
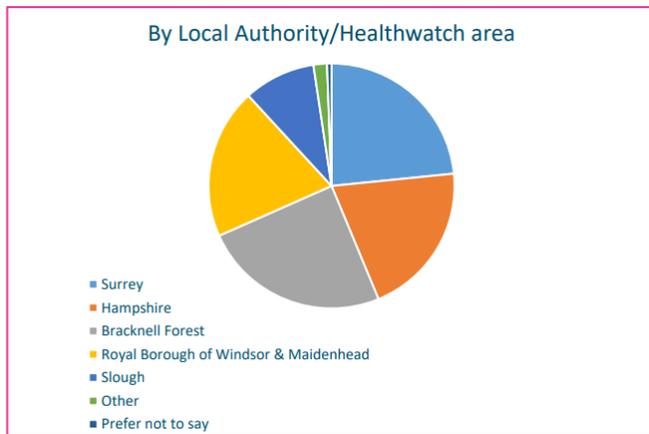




## Breakdown of responses

**1510 responses were received**; 1421 online and 89 (paper and easy read formats). 33 responses (2.19%) did not give consent to the use of their data and were taken by the survey software to the end of the survey. Therefore, **this report is based on the answers of 1477 responses.**

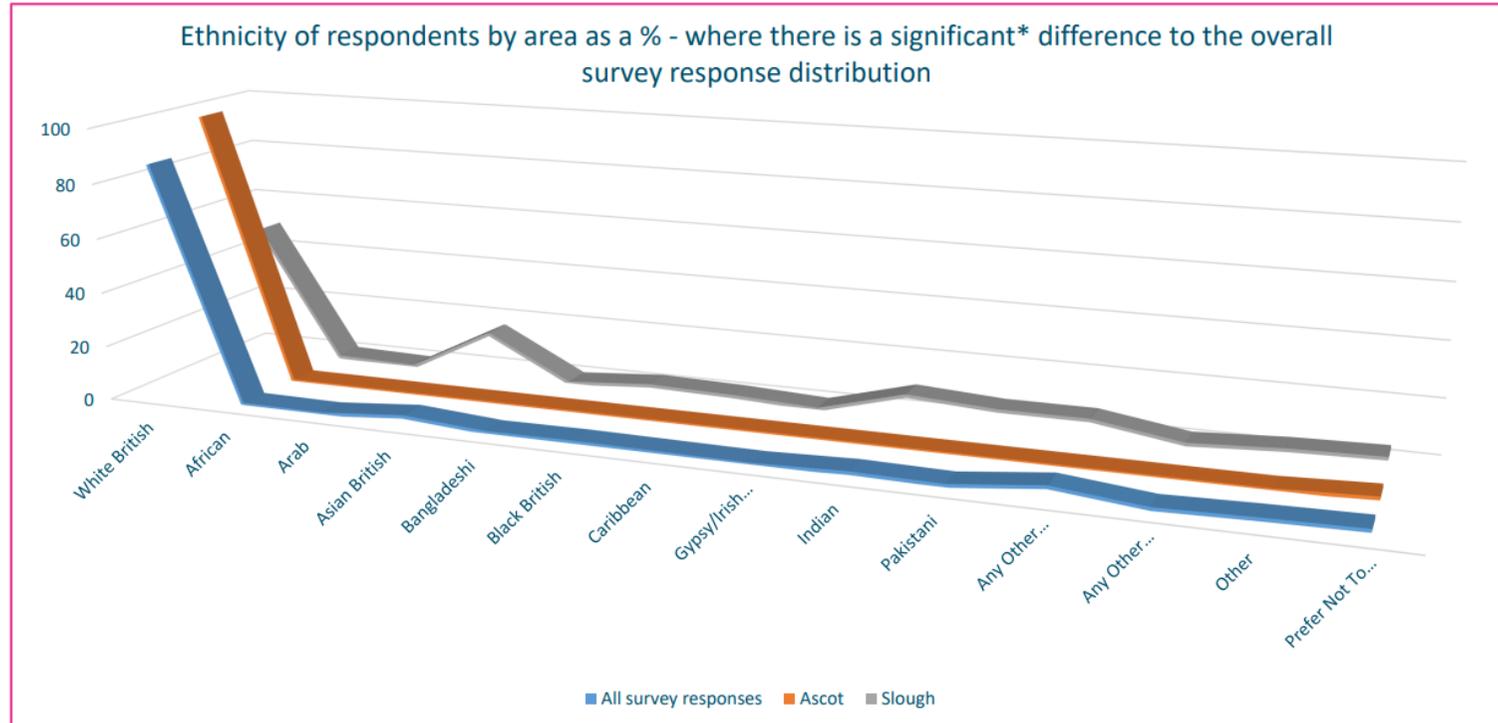
There was good representation across our five neighbourhoods and a range of respondents of different ages, particularly 25-75+. There was a particularly high response rate from females and people who had no children living in their household.





# Breakdown of responses

The mix of responses reflect the diversity of ethnicity across our population.



\*where there is a difference of 10% in distribution within at least one category





## Demographics and results

- Approximately 20% recognised themselves as unpaid carers, 40% have long term health conditions, 15% considered themselves to have a disability and 65% regularly take prescribed medication – this includes contraception
- 20.5% people said they work for an organisation that forms part of the ICS
- Generally people know where to go for information. The majority of respondents (76%), when looking for information for themselves, are very confident/confident. However 13.5% did score themselves as least confident.
- When it comes to digital technology many people find helpful information when they need it (internet, apps, email, skype etc) but there is a more varied picture of confidence levels to use digital technology to make contact with services.
- When asking people what is important to them, most people want access to help and treatment at a time that is right for them.





## Key themes from the report:

- When asked ‘what stops you and family leading a healthy lifestyle?’ people indicated - **lack of time, conflicting advice and information about healthy lifestyles, a lack of interest or motivation, a lack of money and a lack of support from health professionals.** A high number of respondents also stated ‘nothing stops them (and their families) from leading a healthy lifestyle.
- In the last 6 months people have received information or advice about how they or their families can stay healthy and well through **Health websites, Health apps, friends and family, books/magazines and TV shows**, rather than Healthwatch, social prescribing, community support groups and local authority staff.
- **108 people told us what they were seeking advice on** - wellbeing (healthy eating, weight management, exercise, smoking and alcohol etc), Long term Conditions (physical), Minor illnesses, Major illnesses (before and after diagnosis, support groups and helplines), mental health (including stress management, counselling and therapy services) and other information including medication, menopause, pregnancy, social activities and travel clinics.





## Comments on information and advice:

Sentiment of the comments



■ Positive ■ Neutral ■ Negative

"Pharmacist was really helpful , I didn't realise you could access the pharmacist until I saw an NHS advert."

"YouTube Video about lower back pain has led me to undertaking remedial exercise everyday that reduces the pain."

"The (dementia) bus is a great way to experience what dementia is like."

"Regular newsletters helpful and reminders of own health responsibility."

"The help and advice I receive from the Specialist Nurse (Parkinson's) is excellent. Her guidance re: medication is reassuring and gives me confidence."

"I check symptoms (and gp's diagnosis) on [www.nhs.uk](http://www.nhs.uk) to see whether there is any sensible information which would help me to help myself. I find it informative, balanced and useful."

"A lot of information available on the internet does not have any scientific or other information to back it up."

"Sometimes there are too many access routes, too much information, too many services. You can end up ignoring all of it and just speaking to someone that has had a similar experience to you to get advice."

"Sometimes its too difficult to read - as not in layman's terms - all in medical terminology."

"Social services not at all helpful, just focused on money and not the individual."

"I don't want advice about how I can save the NHS money by doing it all myself with the help of the overstretched 3rd sector and under qualified community prescribers."

"What I find is that healthy eating/diets vary and depend what the latest fad is or what a celeb. is doing."





## Key themes from the report so far:

- We received 671 comments on what would help you live a healthy life:
  - more affordable healthy food, activities and facilities and reduce the amount of unhealthy food available
  - better access to health professionals who can give health, nutrition, wellbeing and lifestyle advice,
  - more time, money and better work/home balance
  - clear, consistent, correct information
- 33.5% of people aged 18-64 work for an organisation that is part of the ICS who responded to this question. People cited **long hours, pressure of responsibilities and commuting as contributing factors to the impact of their work health and wellbeing.**
- We asked where people would go to seek advice or information before making the decision to attend A&E – Out of 895, over **650 said NHS111** and a further **280 said NHS online**. About 450 said their GP and 300 said pharmacist.





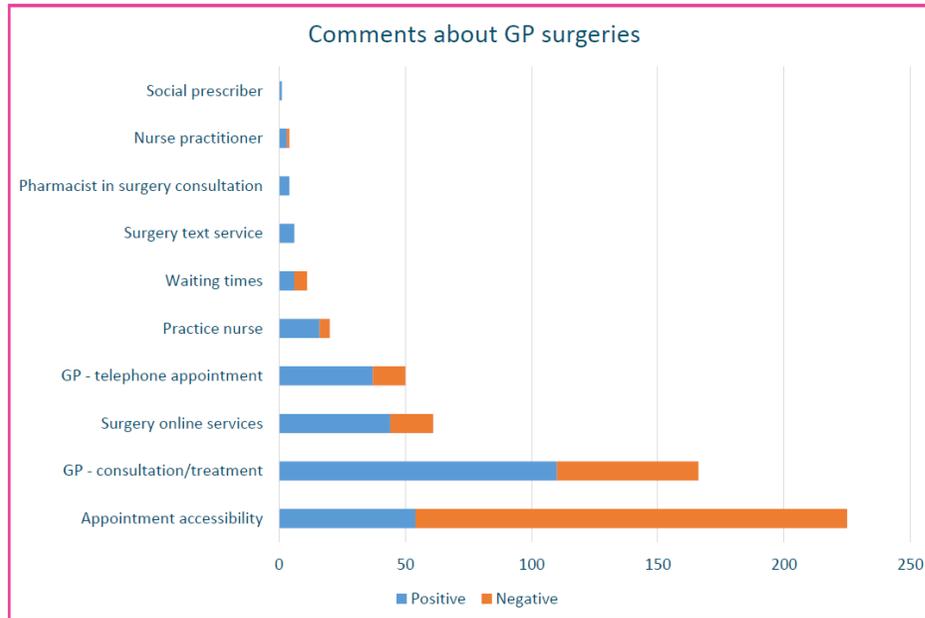
## Feedback on experience

- The survey asked people to reflect on recent experiences of health and care including what worked well and what could have been better. This generated over 1500 comments. 832 comments were about recent positive experiences of health and care and 764 comments about things that could have been better.
- Positive themes emerging: NHS 111 referrals to other services such as out of hours and A&E, telephone consultations, e-consult and other on-line services
- What could have worked better – themes include communication, issues around discharge and waiting times





## Key themes: GP Surgeries

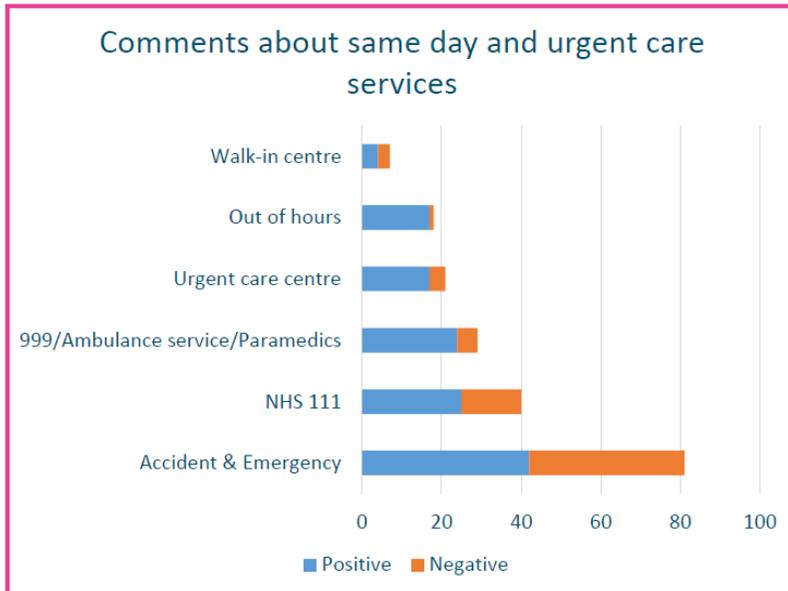


- Over 70% of comments for both telephone consultations and online services were positive – particularly in relation to GP time and patient time and for minor issues and queries.
- The majority of comments were about appointment accessibility and this was identified as an area that could do better. Themes included difficulty in obtaining same day appointments, unhappiness with triage systems, problems booking routine appointments in advance and a lack of flexibility.





## Key themes: same day and urgent care services

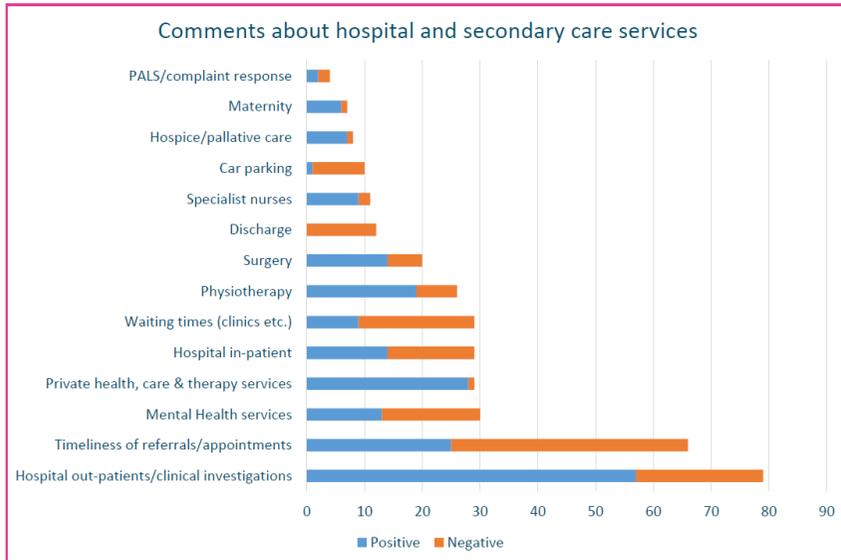


- The majority of comments about NHS 111 services (62.5%) were positive with people commenting they received the information or access to another service promptly using this route (e.g. out of hours doctors appointment, emergency ambulance).
- People's experiences with A&E were mixed with many praising the treatment and care received. Areas cited for improvement were waiting times (both to be seen and between tests and investigations), staff shortages and issues with the waiting room area.





## Key themes: hospital and secondary care

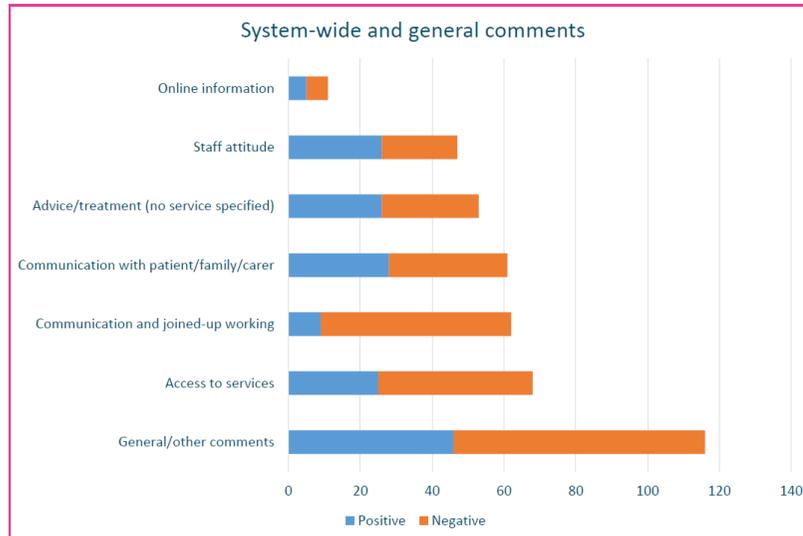


- All comments received about discharge from hospital indicate this process could have been better. Responses were largely about communication and joined up working.
- Comments about surgery were positive describing excellent experiences of the surgery itself but frustrations with last minute cancellations.
- In-patient experiences were mixed. Concerns were raised about staffing levels, particularly at weekends.
- 62% of people who commented on referrals to specialist services felt the process could have been faster but once attending hospital 72% highlighted this an area where services did well.





## Key themes: system-wide and general comments



- Many of the general comments received were related to communication. People felt that communication with patients/families/carers was not always timely.
- Communication and joint working between departments and services was also highlighted for improvement to improve patient experience and system efficiency.
- Access to services received positive comments with mentions of online and drop in services and integrated working. Wider access issues such as geography, access for people with disabilities and lack of affordable public transport were also mentioned.





**Thank you to everyone who completed and engaged with the survey and our local Healthwatch and Frimley Health and Care ICS partners for their work in the designing and promoting of the survey.**

