



What are your top 3 priorities?

Feedback Summary Report

May 2015

Foreword:

Healthwatch gives people a powerful voice locally and nationally. At a local level, Healthwatch Swindon work to help local people get the best out of health and social care services. Whether it is improving them today or helping to shape them for tomorrow. Healthwatch is about voices being able to influence the delivery and design of local services.

Introduction:

During 2014, Healthwatch Swindon key priority was to recruit and establish a local board of directors to take the operational and strategic lead to make informed and evidence based decisions.

In December 2014, the newly formed Healthwatch Swindon board met for the first time and decided that they wanted to ensure that the work plan for 2015/16 incorporated the views of the local people of Swindon.

Over a three-month period (January to March 2015), Healthwatch Swindon completed 125 questionnaires over a series of events and through promoting through the monthly e-bulletins. The following report provides analysis of the responses and a summary of conclusions.

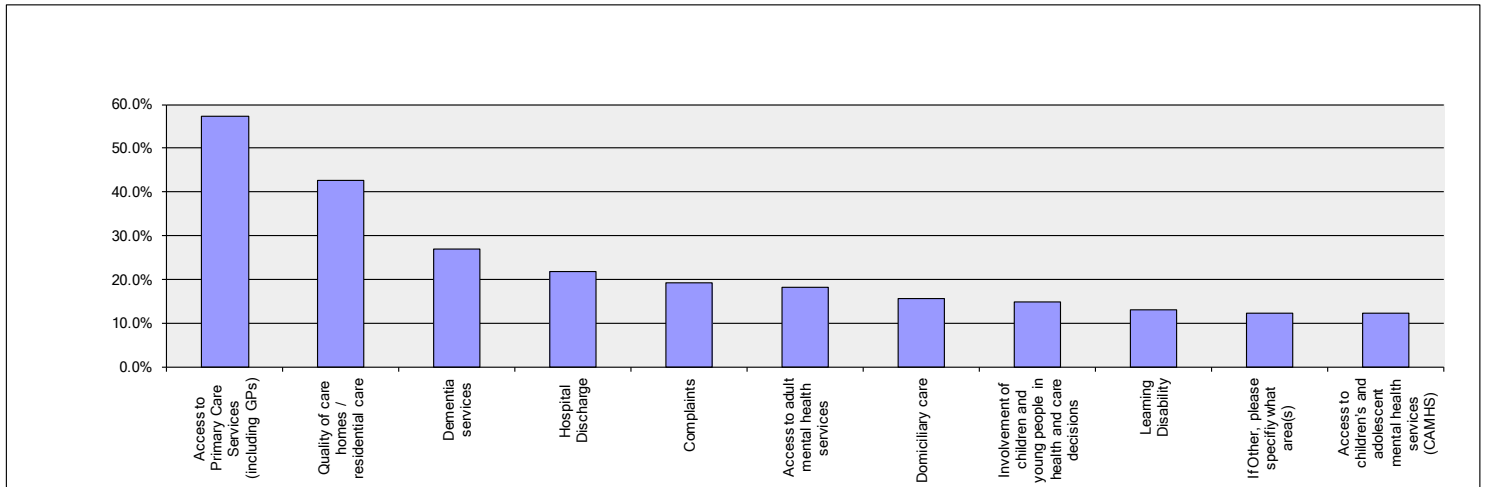
Methodology:

In December 2014, Healthwatch Swindon developed created a questionnaire (Appendix 1) on Survey Monkey, which was circulated between January to March 2015 through the flowing channels:

- Engagement Event (Brunel Plaza);
- Healthwatch Swindon Website;
- Healthwatch Swindon E-bulletins; and
- Follow up to New College students from the Health and Wellbeing Event in December 2013.
- Occupying a notice board in Citizens Advice Bureau reception.

In total 115 completed questionnaires.

What were the top 3 priorities?



- Over half (**57%**) selected **Access to Primary Care Services** as one of their top 3 priorities, closely followed by **Quality of Care in Care Homes (43%)**.
- Others in the **Top 5** included **Dementia Services (27%)** and **Hospital Discharge (22%)**.
- **Being able to complain (19%)** completed the **Top 5**, which raised further evidence to strengthen our previous research highlighting that **2 in 3 people** would not know how to raise a complaint against an NHS service or service provider.

As well as asking respondents to select their Top 3 Priorities, we also asked them for reasons why they selected as they did.

Over two-thirds told us why they had selected as they did and, where applicable, the comments have been captured anonymously into our database to provide and evidence based insight.

Demographics of respondents:

- Nearly 65% were female.
- Two thirds were 50 years or over.
- 79% were White British.
- SN1, SN3 and SN5 accounted for 50% of the responses.

For full demographics breakdown, please see Appendix 2.

Over 10% of respondents raised other areas of concerns or feedback that they felt should be included.

- My top priority would be looking after visually impaired people and those with hearing loss in the community.
- Rid the system of overpaid 'managers' in supposed commissioning bodies.
- Charge people for A&E if a result of alcohol excess
- We need more meetings to disuse alternative remedies for health. More and more people are turning to natural products because of side effects from prescription drugs. When is the next meeting in Swindon on alternatives?
- For improved 1:1 counselling services to be accessible via GP's. Current IAPT provision is not enough and at times inappropriate. Some patients are experiencing waiting lists, different counsellors at each appointment, appointments weeks apart. Suitability for CBT method of counselling for some patients. It is often ineffective and inappropriate. They will often only be offered 6 sessions. Max 18 if they are lucky.
- Care of the elderly in their own homes, also in hospitals. I am aware it costs so much to have this vitally important care, especially for someone living alone. Many have to depend on the goodwill and kindness of their neighbours, who in turn are most likely elderly themselves. Community resources are very limited and too expensive for many elderly. It is a heartbreaking situation, when we should be valuing our elderly and be a caring society. I know the NHS is very overloaded and stretched, but what do we do with these deserving citizens? Sad to hear what is happening nationwide in hospitals too, and the elderly always seem to be at the bottom of the needs.
- Maternity.
- Community based support so not reliant on NHS services.
- Support for those with chronic pain illness.
- Keeping up with latest non-drug treatments for GI patients.
- Prevention and intervention in case of obesity and weight management.
- 1. Length of time taken to see a consultant. 2. Poor communication between different departments in hospital.
- More informed decisions by patients. Hospital consultants, particularly registrars, tend not to be transparent as to why they prescribe a certain approach for managing the patient. At times it feels like the overriding priority is to experiment rather than to treat. The patient needs to know if that is the case.

In Summary

The Swindon public that we have engaged with have highlighted the priorities that they feel Healthwatch Swindon should focus on.

As a result, our work plan priorities for 2015/16 are:

- Access to Primary Care.
- Quality of Care in Care Homes.
- Dementia Services.
- Hospital Discharge.
- Children and Young People.

We are now exploring and considering the most effective methods to address these priorities and developing:

- An engagement plan supported by activities to involve as many patients and public as possible;
- Relationships with Statutory, Voluntary and Community organisations;
- A credible and effective projects to provide evidence based insight to support and inform policy and decision makers.

As we finalise details, the information will be available through our website (www.healthwatchswindon.org.uk) and our monthly e-bulletin, which you can register for by emailing us at info@healthwatchswindon.org.uk.

Are you passionate about improving health and social care in Swindon and giving consumers a voice in the design and delivery of services?

If the answer is yes and you would like to find out more about volunteer opportunities at Healthwatch Swindon please contact us at info@healthwatchswindon.org.uk or call 01793 497777.

Thank you to everyone who helped contribute to this report.

Pete Rowe
Manager

Appendix 1: Master Questionnaire

Have Your Say on Health and Social Care in Swindon

Healthwatch Swindon is a completely independent organisation who gathers people's views in order to influence the design and delivery of health and social care services in Swindon.

With so much in the media regarding the state of health and social care in England, we would like to gain an insight into your thoughts regarding services here in Swindon.

Please select your Top 3 priority areas for Healthwatch Swindon to focus on in 2015/2016:

- ☐ Access to Primary Care Services (including GPs)
- ☐ Hospital Discharge
(Discharge from hospital is at the point when a patient leaves and either returns home or is transferred to another facility such as rehabilitation or a nursing home)
- ☐ Involvement of children and young people in health and care decisions
- ☐ Quality of care homes / residential care
- ☐ Access to children's and adolescent mental health services (CAMHS)
- ☐ Access to adult mental health services
- ☐ Learning Disability
- ☐ Dementia Care
- ☐ Domiciliary Care
- ☐ NHS Complaints
(Raising awareness of where and how to make a complaint about an NHS service, and improving the process so that it is easier and more transparent)
- ☐ Other, please specify what area(s)

It would be helpful for us to know why you think these are priority areas, please tell us here:

In order to gain a better understanding of our sample base for this survey we would like to ask you for your demographics. The details you provide will not be shared with anyone or any organisation outside Healthwatch Swindon to ensure confidentiality and anonymity.

Gender:

- Male ☐
- Female ☐
- Transgender ☐

Ethnic Origin:

- British ☐
- Irish ☐
- Any other White Background ☐
- White and Black Caribbean ☐
- White and Black African ☐
- White and Asian ☐
- Other Mixed Background ☐
- Other Asian Background ☐
- Other Black Background ☐
- Indian ☐
- Pakistani ☐
- Bangladeshi ☐
- Caribbean ☐
- African ☐
- Chinese ☐
- Gypsy/Traveller ☐
- Other Ethnic Group ☐

Age Range:

- 17 and under ☐
- 18 to 24 ☐
- 25 to 49 ☐
- 50 to 64 ☐
- 65 to 79 ☐
- 80+ ☐
- Prefer Not To Say ☐

First part of your postcode (SN0 or SN00):

SN_____

Do you consider yourself to have a disability?

Yes ☐ No ☐ Prefer Not To Say ☐

If you would you like to know more about Healthwatch Swindon then please provide your email address below and join our monthly e-bulletin mailing list. Our e-bulletin has all the latest health and social care stories both locally and nationally:



Healthwatch Swindon



@ HealthwatchS

Email: info@healthwatchswindon.org.uk

Website: www.healthwatchswindon.org.uk

Telephone: 01793 497777

Office Address:

Swindon Advice and Support Centre, Sanford House, Sanford Street, Swindon, SN1 1QH

Appendix 2: Demographics

Gender:

Answer Options	Response Percent	Response Count
Female	64.3%	74
Male	25.2%	29
Transgender	0.0%	0
Prefer not to say	10.4%	12
<i>answered question</i>		115

Age:

Answer Options	Response Percent	Response Count
17 and under	7.0%	8
18 to 24yrs	3.5%	4
25 to 49yrs	13.9%	16
50 to 64yrs	21.7%	25
65 to 79yrs	40.9%	47
80 and over	2.6%	3
Prefer not to say	10.4%	12
<i>answered question</i>		115

Ethnic Background

Answer Options	Response Percent	Response Count
Arab	1.7%	2
British	79.1%	91
Irish	0.9%	1
Any other White Background	1.7%	2
White and Black Caribbean	0.0%	0
White and Black African	0.0%	0
White and Asian	0.0%	0
Any other Mixed Background	0.0%	0
Indian	0.0%	0
Pakistani	0.0%	0
Bangladeshi	0.0%	0
Any other Asian Background	1.7%	2
Caribbean	0.0%	0
African	2.6%	3
Any other Black Background	0.0%	0
Chinese	0.0%	0
Any other Ethnic Group	1.7%	2
Gypsy/Traveler	0.0%	0
Prefer not to say	10.4%	12
<i>answered question</i>		115

Do you consider yourself as disabled?

Answer Options	Response Percent	Response Count
Yes	11.3%	13
No	65.2%	75
Learning Disability/Difficulty	0.0%	0
Long-standing illness	1.7%	2
Mental Health condition	0.9%	1
Physical	0.9%	1
Sensory	0.0%	0
Other	0.9%	1
I don't wish to disclose	19.1%	22
<i>answered question</i>		115

Postcode

Answer Options	Response Percent	Response Count
SN1	17.4%	20
SN2	3.5%	4
SN25	6.1%	7
SN3	17.4%	20
SN4	3.5%	4
SN5	16.5%	19
Other	13.9%	16
I don't wish to disclose	21.7%	25
<i>answered question</i>		115