

Working with Healthwatch Hampshire, Community Action Fareham set-up a survey to determine the patient's satisfaction with contacts with the health service. This included Primary Care, Hospitals and comment about Social Care. The survey was promoted to clients of services and community groups.

Method

The survey was designed using the similar an Age Concern Mens' survey and by involving project leaders in a number of care projects. The survey was written in Survey Monkey with paper copied printed directly from it.

The survey was distributed to Community Action Fareham Projects (Dial-a-Ride, Home Helps, Shopmobility and Community English Classes) and to Fareham College's Health and Social Care Course. The College students were invited to complete the survey themselves and each student asked to interview a client while on placement. The survey was also actively promoted to wellbeing-focused community groups. The explanation and link to the survey were widely promoted in the charity's e-newsletter. The survey was promoted between January and end of March. No questions in the survey were mandatory and therefore some were skipped by respondents.

Results

65 responses were received. All were completed on paper and returned for manual input to SurveyMonkey. The responses were from a range of community organisations, however no responses were received from the college. While this number of responses was the target, we did have expectations that a much larger number would be received.

Q1 Which best describes you?

User of Dial-a-Ride, Shopmobility, Home Help Car Scheme or similar services	8
English is not your first language	16
A Student	0
None	31
Total Answered	55
Skipped	10

Q2 How many times have you used these services in the last year?

	None (1)	Once (2)	Twice (3)	Three or more (4)	Total
GP	8	6	12	39	65
Hospital Consultant	31	10	5	11	57
Hospital treatment day visit	36	8	4	6	54
Hospital stay overnight or more	44	7	0	1	52
Community Nurse	42	5	3	4	54
Home Carer	50	0	0	2	52
Adult / Social Services	51	0	1	2	54
From a voluntary organization	51	0	1	3	55

Q3 Of those please score your satisfaction

	Poor	OK	Good	Fantastic	Total
GP	4	13	37	4	58
Hospital Consultant	1	5	17	6	29
Hospital treatment day visit	0	6	12	2	20
Hospital stay overnight or more	2	5	6	1	14
Community Nurse	2	3	7	2	14
Home Carer	1	3	2	1	7
Adult/Social Services	0	4	2	1	7
From a voluntary organisation	1	3	3	1	8
totals	11	42	86	18	

The majority of respondents scored their service received as Good with 12% scoring as “Fantastic”.

Q4 Considering your main issue, to what extent did you feel the professional understood?

	Poorly	OK	Well	Excellently	Total
Doctor	3.6%	27.3%	49.1%	20.0%	55
Nurse	0.0%	26.7%	46.7%	26.7%	15
Carer	0.0%	33.3%	33.3%	33.3%	3

Q5 What would you like to have been different about your treatment or care

There were few comments for improvement given; these included:

About the Gosport War Memorial Hospital having a Coeliac menu
 If the doctor was more interested in my issue
 Follow up visits
 don't wait so long for appointment, even for treatment.
 Waiting time for appointment must be shorter
 More information

Otherwise comments were positive or nil.

Q6 Please score the following about Doctors and Medical Care

	Poor	OK	Good	Excellent	Total
	5.4%	35.7%	50.0%	8.9%	
How clear is the information about how you get health care	3	20	28	5	56
	18.9%	34.0%	37.7%	9.4%	
Ease of contact	10	18	20	5	53
	17.5%	40.4%	38.6%	3.5%	
Arranging/booking an appointment	10	23	22	2	57
	35.9%	37.7%	22.6%	3.8%	
Waiting time for the appointment	19	20	12	2	53
	7.0%	53.5%	39.5%	0.0%	
Transport or getting to appointments	3	23	17	0	43
	18.5%	48.2%	29.6%	3.7%	
Waiting time at the appointment	10	26	16	2	54
	1.8%	34.6%	49.1%	14.6%	
Understanding what was being said or asked, options being given in an understandable way	1	19	27	8	55
	8.0%	44.0%	42.0%	6.0%	
Information and follow-up	4	22	21	3	50

Question 6 shows that generally the answers were scored “Good” but that waiting times and contact scores were lower than for the way information was given or if it was understandable.

Q7 about setting up social care: almost 25% of respondents (14) said they received social care. 2 replies said it was “difficult” and 1 “Simple” with the others at the “Easy enough” level.

Q8 Scoring the quality of Social Care

15 respondents provided answers. One each responded as Not good and Excellent respectively . the others gave middle scores with more as “Average” (48%) compared to “Good” (38%)

Q9 What has been the most difficult thing about getting medical treatment or social care?

There were 19 responses, 5 were "nothing", 8 were about waiting times and getting an appointment, and 6 others as below.

I belong to a medical practice, therefore, I do not know my doctor and my doctor doesn't know me.

only register once

Learn how to manage your condition or to adapt

Lack of email

Improve fitness

Getting Physiotherapy

Q10 What would you like to be able to do to improve your health or happiness? you may say something like Get better from an illness. Learn how to manage your condition or to adapt. Improve fitness. Have more companionship. Get out and about more

Question 10 was a "led" question. It had 22 responses but some with multiple comments.

13 responses were about improving fitness

5 about adapting to a medical condition

4 about recovering from illness

3 about having companionship

1 having trust in public transport

Q11 If you wanted to complain about the treatment or care you receive, where would you go?

Doctor	30
Hospital	3
Healthwatch	7
CCG	1
Practice Manager	1
Don't know	2
I wouldn't	1
Email	1

Q12 If you do not know where to go, how would you get help?

Family/friend	19
Doctor	12
Google	12
CAB	8
Community information centre	7
Council	2
College	1
Social Worker	1

Q 13 Age of Respondents

Age	<18	18 to 29	30 to 50	51 to 64	65 to 79	80+	Total
Respondents	0	10	11	15	24	3	63

Q14 Gender of Respondents

	Male	Female	Transgender	Prefer not to say
Respondents	21	42	0	0

Q15 Do you consider yourself to have any disabilities?

Physical Disability	10
I prefer not to say	6
Sight, hearing impairment	3
Learning difficulty/disability	2
Dementia or Alzheimer's	0
Mental Health condition	0
I do not consider I have a disability	35

Interpretation

The survey had a majority of responses from older persons; 25% with a disability of some sort. There were twice as many responses from women as men.

Satisfaction with the health or care services provided was scored in the middle of the range. When asked about improvements the most common response was about getting appointments or waiting times.

People generally thought that their clinicians or carers understood their condition and communicated it well enough. There was a range of improvement outcomes desired by people; the most common was about improving fitness, but also included recovery and adaptation to long term conditions. Companionship featured as a desired improvement too.

Asked about where to complain about service if they were not happy most said the Doctor. Out of 41, 7 said Healthwatch and 1 person knew about the CCG. Asked about where to get help the most common response was a family or friend, after that Google and the Doctor.

Link to Data. There is a password.

<https://www.surveymonkey.net/results/SM-TT8BCRY9/>