

Appendix C – ‘The Big Health & Care Conversation’ Survey

1. Method

The ‘Big Health & Care Conversation’ survey used the same six key questions that were posed at the Roadshows, as well as gathering some demographic information about respondents. The survey was made available online via Oxfordshire CCG’s Talking Health engagement system here <https://consult.oxfordshireccg.nhs.uk/consult.ti/Bighealthandcare/consultationHome> as well as printed and widely distributed in hard copy format.

2. Results

An additional 48 survey responses were received between September and 31 October 2016, however it is important to note that some people only answered a selection of the questions and so each question has a different total number of responses. The questions from the survey are shown in the following pages along with the key themes that emerged from the responses.

Question 1: Do you understand why change is needed?

This question was answered 48 times.

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

40 people felt that they understood why change was needed, and 13 comments sighted a lack of funding as the main reason. 5 comments specifically related to the increased demand on services. Seven people did not understand and felt that this was only due to a cost cutting process. Other reasons given included:

‘Original 1948 NHS model is dead’

‘Yes but only because of Government spending cuts’

‘I understand the context and the rationale but do not always agree with the proposed solutions’.

‘Not completely. I think however the driving force is to give people a better experience and to save money’.

Question 2: What do you think we need to do to provide the best care?

This question has been answered 43 times.

There was a lot of varied feedback in this question with no particularly strong theme. Nine comments were about providing more GPs and protecting primary, seven comments expressed that by having services closer to homecare would be improved. Five comments suggested that we should

look to improve our existing services before developing new services and that we should ask patients what currently works now.

'put funding into general practice'

'Invest in primary care including training physician-assistants and nurse-practitioners'.

'I think that local care close to where people live is really important. I do not think that closing down or downgrading local hospitals is helpful'.

'Look at the areas and population of the catchment area of each hospital and provide the services that are required for each area and not just centralise the services there is a need for local hospitals to provide high standards of care and for the growing population in the outskirts of the Oxfordshire area they need to provide services'.

In addition to this a small number of comments were received about:

- Maternity services and the Horton hospital provision (3).
- Patient safety
- Lack of training for staff
- Improve waiting times
- Offer more funding for public health initiatives
- Community hospital and bed provision

'Cultural sensitivity to patients' issues and needs'

'Ensure that care providers are properly joined up and able to provide end to end services with no overlay and wastage. Public Health needs to be properly funded and integrated so that it is able to deliver an effective programme aimed at keeping the population healthy and thus reducing the drain on reactive services'.

'Having less beds in wards, may sound good but sometimes patients are sent home too soon and have to be re-admitted'.

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

Question 3: The countywide Transformation Programme will need to use pre-agreed criteria to review the proposals (possibly patient safety, cost, available site, deliverability, population coverage). Are these the right criteria? Which are the most important you?

This question has been answered 41 times.

12 people cited Patient Safety as a priority, then 10 comments for cost and location/access, and 9 people felt that deliverability was important. Other areas that people noted were:

- Improving performance in services
- Education, greater education in schools and information
- Population coverage, to take into account growing demographics and additional housing
- Investing in primary care, to have more GPs, better staff training

'Quality of care must be the most important criteria followed by patient safety, population coverage and deliverability'.

'Patient safety and deliverability are the main criteria which should be paramount in any reshaping of services. Cost considerations should be weighed against the additional costs of leaving a condition untreated or longer treatment being used instead of a proven more expensive drug/treatment. The availability of a site does not mean that the site is in the right place for maximum availability - a 'cheap site' that lacks access is wasting money rather than providing a service'.

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

Question 4: How can we keep more people healthy in Oxfordshire?

This question has been answered 44 times.

Twenty-six people felt that investing in public health and prevention was the way to keep more people healthy. Sixteen people went on to highlight a healthy lifestyle and specifically exercise as the key to this. People also felt that awareness raising and promotion of public health messages would be beneficial, as well as some more specific suggestion such as:

- Working with the food industry to create healthier supermarkets
- Improving exercise on referral schemes so that they are longer
- Sharing relevant information with target groups
- Improving hospital food

'Reduce costs for classes and gym membership'.

'Promote exercise and healthy clinics. Tips and info'.

'Education, on healthy eating and exercise'.

Other notable suggestions included:

- Having all age day centres, mix the elderly with the young
- Allow pharmacists to write prescriptions and therefore make the pharmacy the first port of call not a GP
- Keep services local with improved continuity of care

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

Question 5: Thinking about the challenges, how can we encourage people to take more responsibility for how they live their lives?

This question has been answered 40 times.

Twenty-seven people cited strategies in prevention and public health activities as a way to encourage people to take more responsibility. People felt strongly that this should start early in schools, and that education on healthy living should carry on throughout life, with appropriate guidance where necessary. Seven people felt that exercise was an important element to a healthy lifestyle.

'More health education. Perhaps needs starting in school'.

'The education can start at a young age, in schools. Parents should be encouraged to eat healthy which will help their children'.

Seven people also felt that it was not the responsibility of the NHS to encourage people to take more responsibility.

'Warn the public that the NHS will discriminate against people with self-induced conditions caused by obesity, smoking and alcohol'.

'Back off, and stop interfering! Just tell them that they are responsible for their own welfare, and if they are irresponsible and make themselves ill. then that is TOUGH!'

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

Question 6: Have we missed anything? Are there any other areas we need to think about, as we develop our plans?

This question has been answered 25 times.

A number of individual comments were received to this question, which are shown below and include seven responses where people simply responses by saying they had nothing to add:

- Care at home 1
- District nurses 1
- Parking 1
- Unnecessary costs 1
- Equity of services in all areas 1
- Transparency 2

- Promote staff vacancies 1
- Maternity Services 2
- Keep the Horton 2
- Patient safety 1
- Provide local services 4
- Look at transport 1
- Reduce management costs 1
- Improve drug abuse services 1
- Better integration with social care 3
- ASD service1
- Consider the role pf pharmacy 1
- Show the evidence from other areas to support changes 1
- Improve support at home 1
- Train staff in equality and diversity 1
- Technology/Snapchat 1

Maternity provision and location of services were the strongest themes with four comments each.

'JR is a nightmare to get to so anything that can be done away from there should be'.

'Take into account where population growth is happening and keep services local - the Horton has lost many services already and it's a nightmare for some to go to the Oxford hospitals'

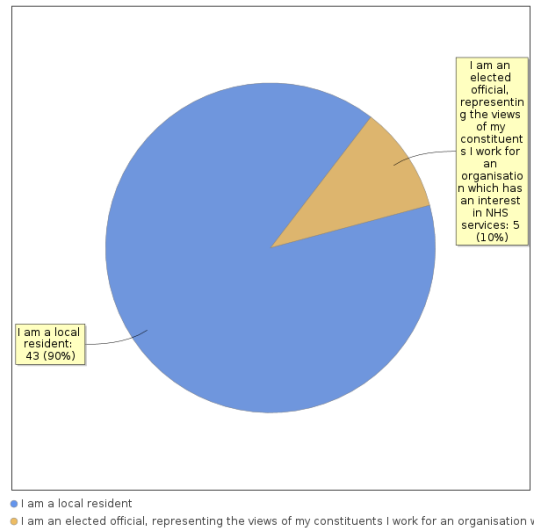
'Keep local consultant led maternity services and listen to local communities who know what is most needed & valued in their area. Keep consultant led maternity at the Horton. The Horton services (not just maternity) are vitally important for residents of Banburyshire and its growing population. Patient safety will not be achieved by a focus on shifting services to the JR. The Horton should be supported not downgraded in order to deliver patient safety'.

(Please note that the numbers against the tag themes refer to the number of comments made under that theme. An individual often comments on more than one theme in their response.)

About You

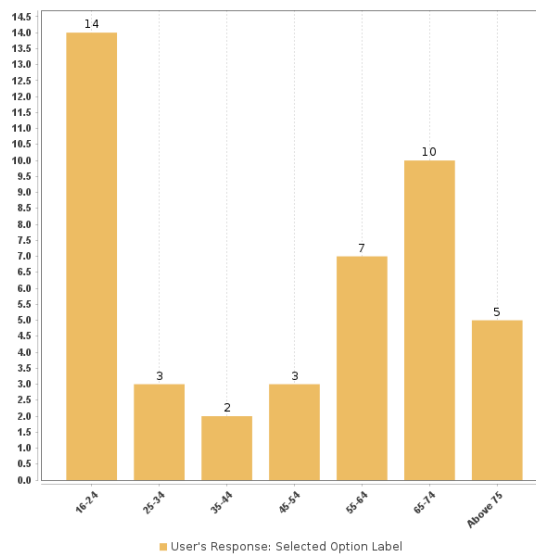
1) Please tell us about your interest in NHS services

The majority of respondents to the survey indicated that they were local residents of Oxfordshire (90% or 43 people). 5 responses were received from elected officials.



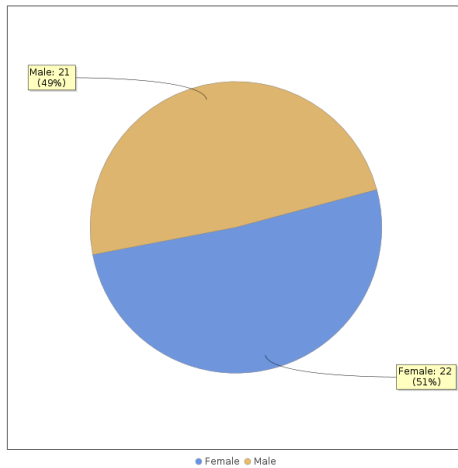
2) Please could you tell us your age?

The majority of respondents to the survey were aged 65 or over (15 people). 14 respondents were aged 16 – 24 and 15 were aged 25 - 64.



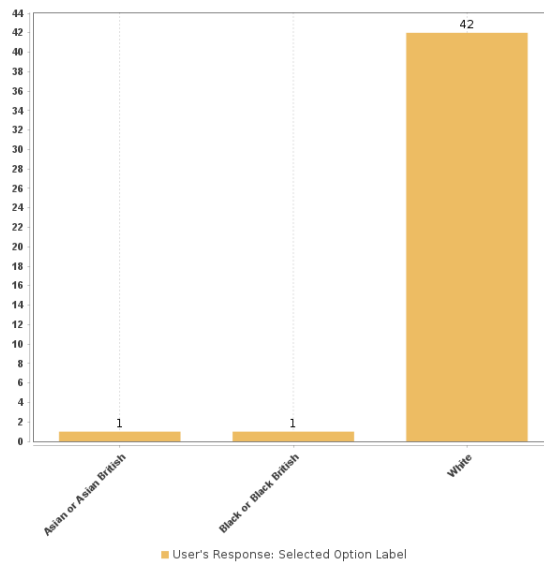
3) Please could you tell us your gender?

An almost 50: 50 split was received with only a 2% margin between men and women



4) Please could you tell us your ethnicity?

The majority of responses were described their ethnicity as white. 2 people indicated they were of other ethnicities.



5) Do you consider yourself to have a disability?

The majority of people said that they did not have a disability with 3 people indicating that they did have a disability and the remainder preferred not to say.

