

Oxford City Locality Plans – Survey Results and Demographics

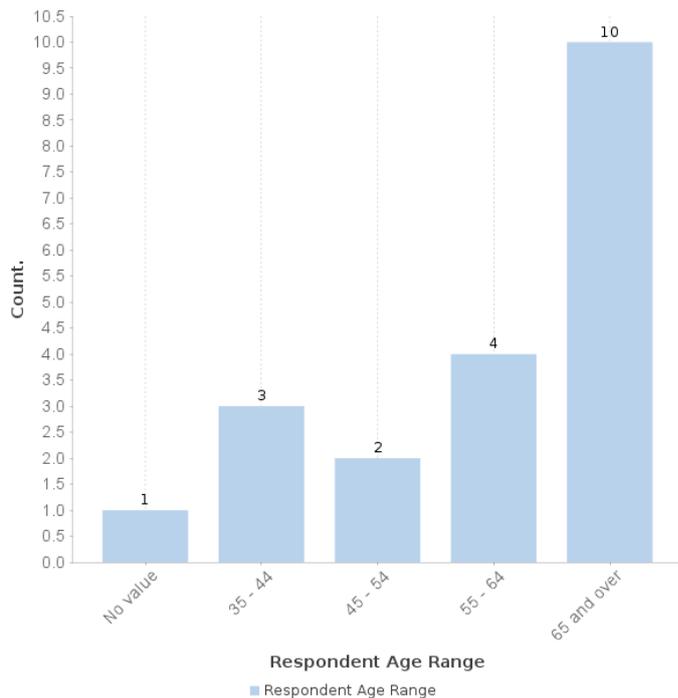
These are survey results that started on 3 November and ran until 3 December 2017.

46 people registered and followed this engagement activity on Talking Health. Of these 46 people, 20 people then responded to the survey.

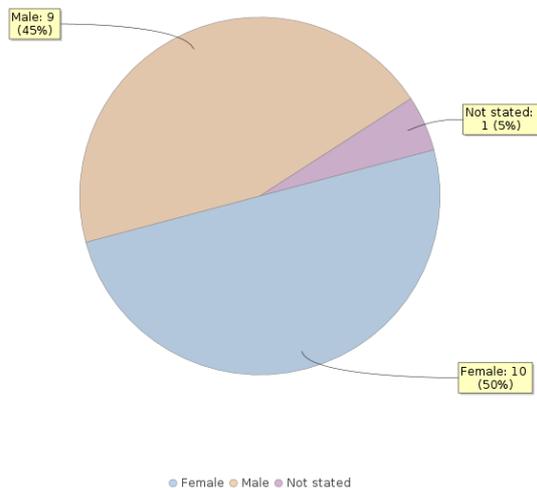
Demographics

The demographics for the 20 people that responded to the survey are shown below:

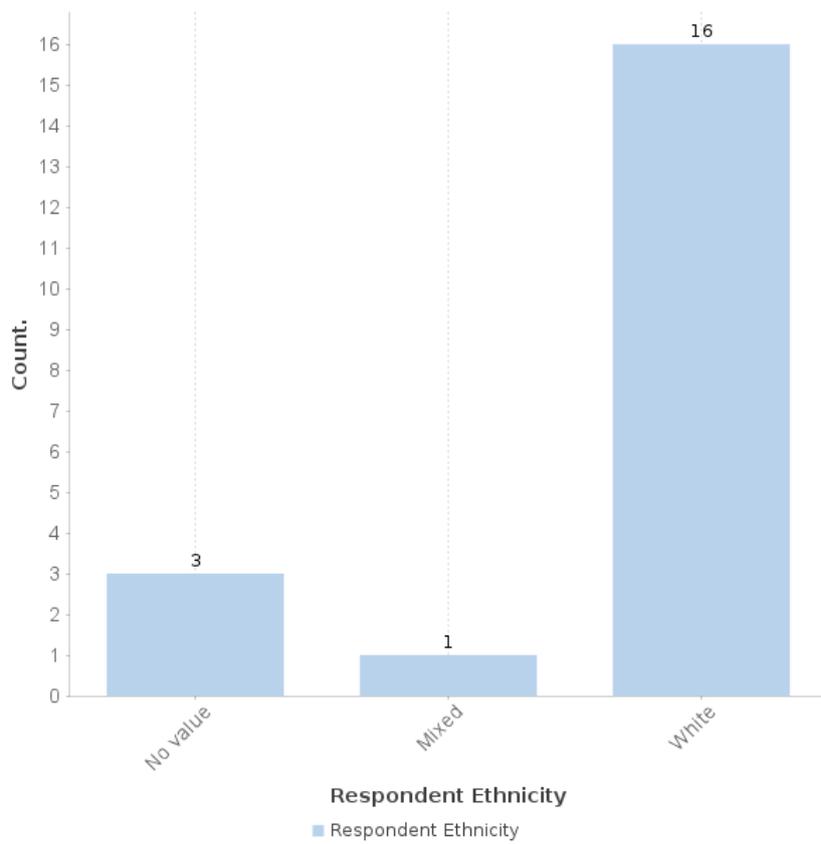
Respondent Age Range



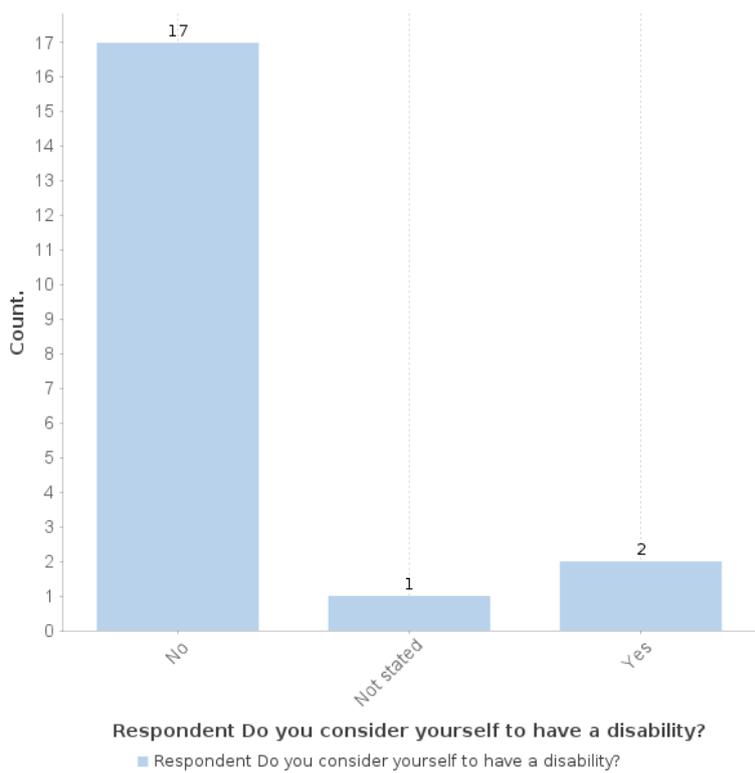
Gender of Respondents



Ethnicity of Respondents



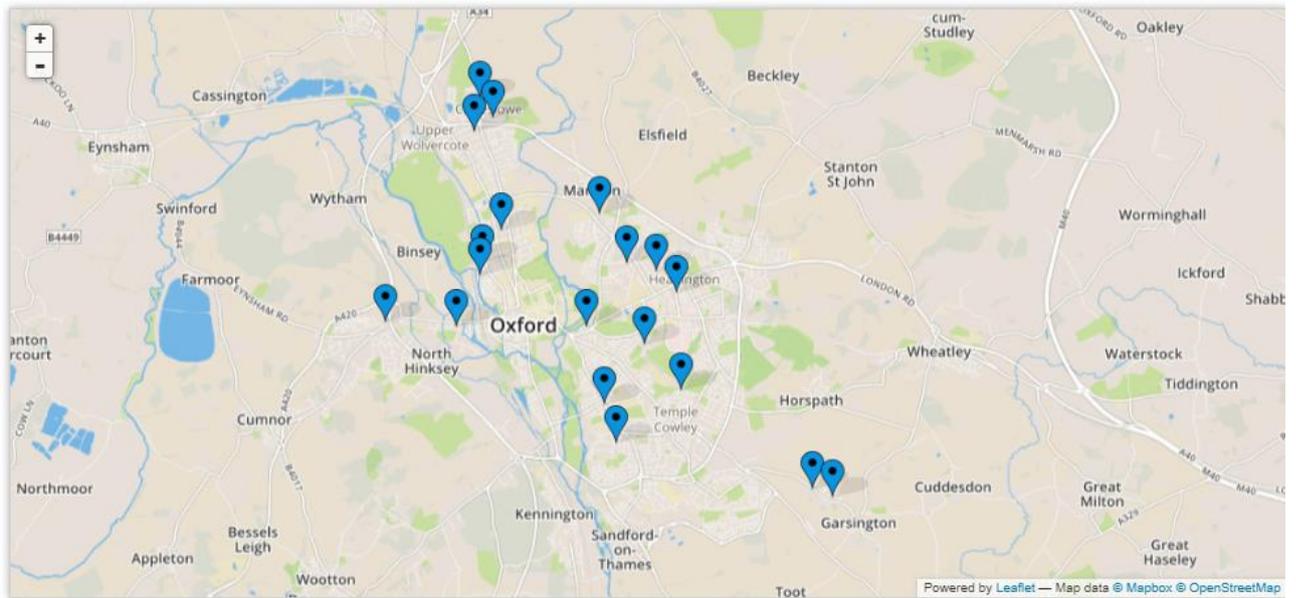
Disability status of Respondents



Survey Results

20 people responded to this questionnaire. The map below shows where the responses came from.

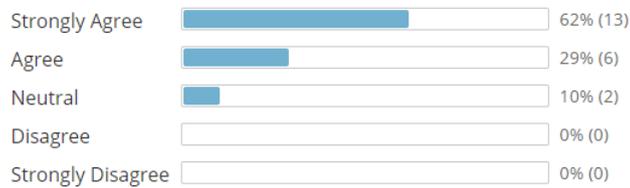
Map of respondents - Oxford City Locality Plan



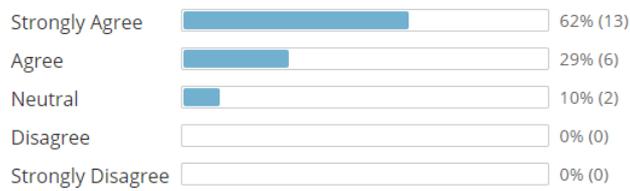
1. To what extent do you agree or disagree with the ideas/suggestions below:

21 people responded to the question. The majority of respondents either agreed or strongly agreed with the ideas. However, 10 people gave a neutral response to creating neighbourhood team. Nobody disagreed with the ideas put forward.

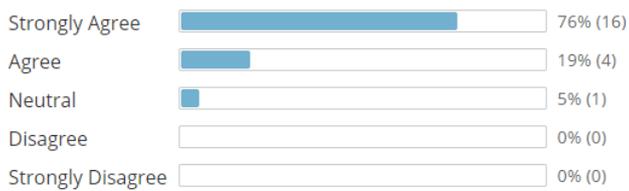
Detailed breakdown for 'Improve care for frail and vulnerable people'



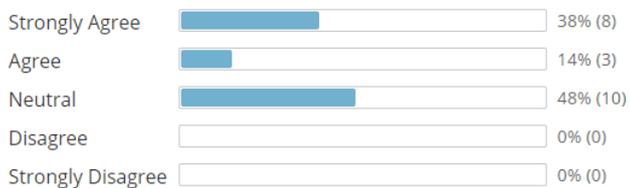
Detailed breakdown for 'Tackle deprivation and health inequalities'



Detailed breakdown for 'Ensure sustainable primary care'



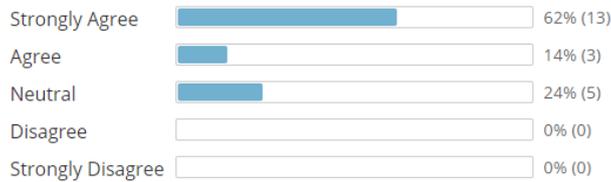
Detailed breakdown for 'Create neighbourhood teams'



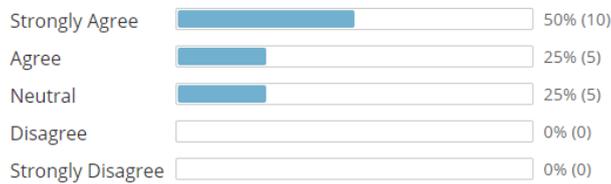
2. Please could you tell us if you agree or disagree with our approach on how to do this?

21 people responded to this question. 12 people either gave a neutral response or disagreed with the suggestion 'Increased access to primary care at weekends for tourists and students' and 12 people either gave a neutral response or disagreed with the suggestion for a Health and Wellbeing hub.

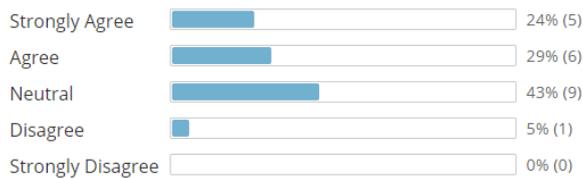
Detailed breakdown for 'An Urgent visiting service for more vulnerable patients'



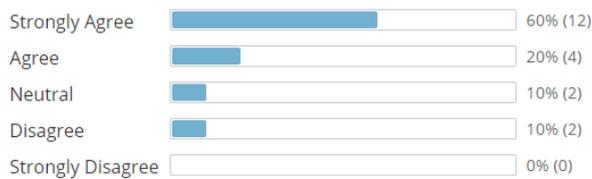
Detailed breakdown for 'Frailty hubs to support older people who have multiple and complex conditions, and which aim to reduce emergency hospital admissions, readmissions, and lengths of stay in hospitals'



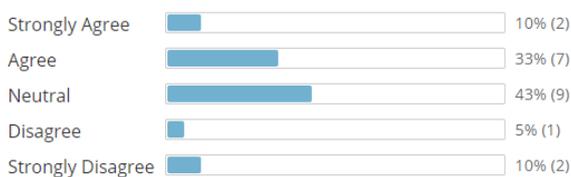
Detailed breakdown for 'Neighbourhood teams clustered around GP practices'



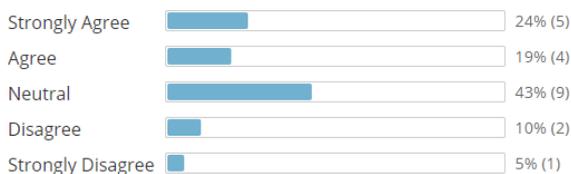
Detailed breakdown for 'Build on the success of the minor ailments pharmacy scheme'



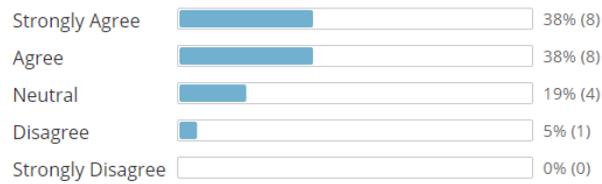
Detailed breakdown for 'Increased access to primary care at weekends for tourists and students'



Detailed breakdown for 'A Health and Wellbeing hub'



Detailed breakdown for 'Expand social prescribing - such as exercise or weight loss classes and use of care navigators to signpost to these services'



3. What do you like / works well at your GP Practice?

20 people responded to this question. The key points raised related to:

- Same day emergency appointments
- Health information display in reception
- Online repeat prescription service
- Good information on practice website
- Phone consultations
- Continuity of care

Doctors phoning you back same day on request - this is useful when managing long-term conditions - your own or family - with complications but not requiring surgery visit.

4. What could be improved at your GP Practice?

17 people responded to this question. The key themes raised were:

- Waiting times for routines appointments
- More staff
- Part time working makes continuity of care difficult
- More time for consultations
- Timely availability of appointments

Same as most surgeries, I expect - waiting time for non-urgent, but necessary, appointments now several weeks rather than a few days.

5. Do you have any suggestions for how services could work/be improved?

17 people answer this question. The key themes raised were:

- Extend social prescribing
- Three comments related to the structure and reorganisation of the NHS/Commissioning role
- Give patients vouchers for cut-price medicines exchangeable at pharmacies, instead of prescriptions.
- Use practice website as way of communicating with patients
- Increase funding for practices
- More pharmacy and nurse prescribing

More money + more GPs and nurses!

Why don't you have a wider range of helpful leaflets and posters in the waiting rooms?

6. If there is anything else that you would like to tell us about primary care services in Oxford City, please do so.

7 people responded to this question. The points raised were:

- Improve communication between primary and secondary care
- Increase NHS funding
- General acceptance that services are good but over stretched

I am aware that GPs are under increasing pressure from the many demands made on them. I think people need more information from trusted sources about the health care options open to them as an alternative to visiting their GP.

The quality of primary care services in Oxford is excellent, with committed, experienced doctors who need to have a sustainable future. They are all working too hard at the moment

Following this survey, the draft plan for Oxford City was published incorporating the feedback above, and was made available for further comment between 4 December 2017 and the 17 December 2017.

Whilst we have summarised the themes below, the detailed feedback will be shared with the colleagues working directly on these plans over the forthcoming months. It is important to note that these are working plans, so ideas and points raised through this engagement process will be explored further as part of our ongoing work and engagement with local communities.

Six people gave further feedback and the analysis of their responses is shown below.

1. We would like your view on the priorities in the plan (pages 27 - 55) – have we got them right?

6 people responded to this question and raised the following points/concerns:

- Welcome the reference to mental health provision – but seems to be a gap re Dialectical Behaviour Therapy (DBT)
- No detail about the expansion to Luther Street, just reference to it
- Concern that GP practices may merge into bigger units and how this would actually happen
- Access, parking
- Continuity of care

My experience of elderly parents led me to conclude that rapid response and different levels of on-going care were sadly lacking. I think the plan has highlighted these as being priorities.

2. Do you agree with the expansion or introduction of new services within the community to meet the challenges we face?

6 people responded to this question and raised the points/concerns:

- Staffing
- Support for urgent treatment centres but not GP streaming
- Integration of health and social care

The increasing number of frail, elderly patients, and younger patients with on-going medical conditions, requires a different model from the GP services available to the mainly healthy population. New services, especially those that integrate social and medical care, are the way forward.

3. Are there any gaps in our Plan? What do you think we have missed?

6 people responded to this question and raised the following points/concerns:

- Health prevention – link with schools
- No outreach or weekend service from Luther Street
- Promotion of services – e.g. what pharmacy can offer
- Social care provision

How about linking in with schools on the health prevention side of things - the importance of good diet, walking to school, sexual health?

I would suggest better promotion to spread awareness of services offered by pharmacists and indeed to widen the potential remit of this group.

Luther Street - The provision of some weekend opening, e.g. a Saturday morning, and some clinical outreach, e.g. GP & nurse being made available at, for example, the Gatehouse between 6 - 7pm one weekday is being asked for by patients & external organisations. The surgery could quite easily shut on a Wednesday morning to help accommodate these necessary changes as well as give staff a well earned mid week half day break.