Appendix 2: Themes from the survey questions specific to the national ‘Call to Action’

The national element (Call to Action) of the survey was broken down into three areas:

1. **How can people take more responsibility for their own health?** This question was answered 107 times.
   The top three things that respondents identified in response to this question were:
   - Empower patients to take control of their own health
   - Invest in prevention/training and education
   - Publicise health rather than illness

   “There should be a big message in the public domain that every individual is responsible for their own health. There are many chronic conditions that are exacerbated by lifestyle choices. Individuals should absolutely take responsibility for their illness if it is exacerbated by their lifestyle. Clinicians should have the right to refuse treatment if individuals are unwilling to accept responsibility and make changes in order to help themselves. I think we breed a helplessness in society”

   In addition to these main themes people also suggested:
   - Charging schemes for people who don’t help themselves
   - Improved communication from health professionals to patients about their care pathway and treatments
   - Greater funding for mental health – addressing talking therapies, holistic approach to the individual/not working in silos
   - More publicity about the prevention agenda in primary care – GPs should hand out patient information leaflets
   - Charging system for inappropriate attendances at A&E

2. **How the NHS and care services could better use technology?** This question was answered 108 times.
   The top three things people identified in response to this question were:
   - Use of technology in GP practices – text messaging for appointments/reminders/results – cost saving on letters
   - Apps – reporting blood pressure, bloods, weight, exercise levels
   - Online booking for appointments – both in primary and secondary care

   “Awareness of availability of information: advertising: easy access; easy to understand: through emails”

   “Education and training: circulars: advertisements: at GP facilities: at pharmacies”
In addition to these main themes people also suggested:

- Interactive webpages
- Social media
- Skype/video conferencing for appointments/consultations
- Ipads for doctors and nurses to use on wards
- Universal database for the NHS, so patient records are accessible by all
- Emailing healthy lifestyle tips

3. **What three things would make the biggest difference to improving patient experience?**

   This question was answered 109 times.

   The top three things that people identified in response to this question were:

   - **Waiting times / accessibility** – this covered all elements, appointments, referral, results, both in primary and secondary care. Health services should be 24/7 like life – evening and weekend appointments, improve out of hours services, more GP appointments, longer appointments with GPs, regular health check-ups

     “**Having more staff which would reduce waits and make patients feel more valued**”

   - **Respect and dignity** – treating the patient and carer with respect and dignity, listening to patients, allowing patients to make decisions

     “**Treating all patients as equal- no lowering of expectation or distress because a child or adult is disabled. Equal access to services and their experience and views listened to and acted upon**”

   - **Communication** – sharing of information between services, improving the co-ordination of services, patient records, patient expectations, access/knowledge of patient records, face to face contact with clinicians, greater continuity of care, clinicians to know patient record / history before patient appointment, involve carer / family in patient related decisions

     “**Being taken seriously in an unhurried way by doctors and nurses**

     Better care whilst in hospitals particularly better food, better communication and improved discharge process””

   In addition to these main themes, people also suggested:

   - Improve staff morale
   - Improve the NHS 111 service
   - Improve care agencies
   - Educate the public to use services appropriately
   - Improve the quality of food on inpatient wards
   - Encourage living wills