

Tameside Local Involvement Network (LINK)

Survey Report

July 2009



Tameside

LINK

Local Involvement Network

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Executive Summary

From December 2008 to May 2009 a questionnaire survey of Tameside residents was undertaken to identify:

1. How individuals rated their experiences of health or social care services
2. Comments about the services individuals had used, whether positive or negative
3. Three improvements to services the LINK should prioritise in the next 12 months

Survey Results

- 688 surveys were completed.
- A significantly higher proportion of respondents rated their health and social care services as 'good' or 'very good' than as 'poor' which suggests that generally local people are happy with the health and social care services they receive in Tameside.
- More people had used GP services than NHS Direct and those who had used these services also gave higher satisfaction ratings for GP services than for NHS Direct.
- People who were unhappy with GP services often found it difficult to access a GP but were generally happy with the care they received once that had been seen.
- Although 77% of respondents who had used their GP service in the last 12 months were happy with the service, the top improvement that respondents would like to see is improving access to GPs.
- Significant numbers of people had used pharmacy services and rated them highly. Where problems did exist these mainly related to opening times, time taken to make up a prescription and issues surrounding changes to medication.
- People aged 65+ rated care at Tameside Hospital more highly than younger people did.
- People who were unhappy with inpatient services cited a number of issues including: cleanliness and infection control; communication; waiting times; quality of care and staffing levels.
- There were mixed messages about appointment waiting times for outpatients, suggesting that some services see patients more quickly after referral than others. Whilst comments are generally positive about the care people received, some patients were not happy with this. A couple of respondents said that although they had been able to book an appointment their notes had not been available to the consultant when they attended.
- People made both positive and negative comments about Tameside Hospital but several people said that the staff there were excellent and caring.
- A&E services were rated as poor by one person in five.

- Concerns about A&E fell into three areas: waiting times; environment in waiting area and quality of care.
- People aged 65+ reported a better experience at A&E than for the 36-64 age group.
- People said they had had difficulties both with public transport and specialist transport services for medical appointments.
- Whilst dental services were in the top 10 highly rated services, people said that they found it difficult to get NHS dental appointments and that that cost of NHS dentistry was a barrier to access.
- People also were concerned about availability of podiatry services.
- There were relatively few comments about Adult Social Care. These included positive comments about Social Workers, a mixture of positive and negative comments about home care workers, concerns about waiting lists for equipment and difficulties caused by changes to Social Care transport policy.
- The top improvements people would like the LINK to prioritise in the next year are:

-Improve access to GPs	78 responses
-Improve A&E waiting times	57 responses
-Increase the number of NHS dentists	56 responses

Next Steps

The results of the LINK survey will be compared with local data from partners organisations and will analysed by the Board to determine a meaningful LINK work plan for 2009-2010. The LINK will engage with the local community in the delivery of its work plan and will report any actions taken and progress made on an annual basis. The data from this survey will be used as a benchmark from which progress can be tracked in future years.



Introduction

Local Involvement Networks (LINKs) were introduced in the Government White Paper in 2006 entitled 'Your Health, Your Care, Your Say', which emphasised greater control for individuals in the care and services they receive. The statutory powers for the LINK through the Local Government & Public Involvement in Health Act were introduced in October 2007 and took effect from April 2008.

Tameside Local Involvement Network (LINK) is an umbrella organisation bringing together other health and social care networks, organisations and individuals from across Tameside, working to ensure that local communities can monitor service provision, influence key decisions, and have a stronger voice in the process of commissioning health and social care services. Tameside LINK is hosted by Tameside 3rd Sector Coalition (T3SC).

In November 2008 to May 2009 a survey of Tameside residents was undertaken to gather the views of local groups and individuals about their health and social care needs and experiences of these services. This will give some initial baseline information and areas for further research.



Methodology

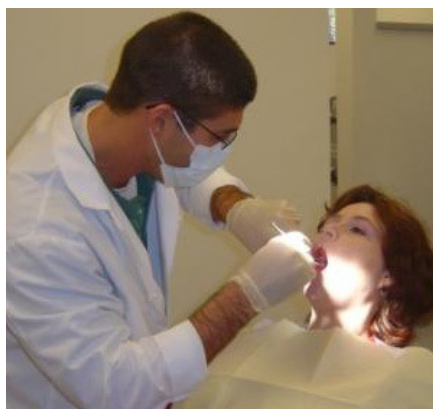
From December 2008 to May 2009 a questionnaire based survey of Tameside residents was undertaken to identify:

1. How individuals rated their experiences of health or social care services
2. Comments about the services individuals had used, whether positive or negative
3. Three improvements to services respondents think LINK should prioritise in the next 12 months
4. Whether people from different demographic groups experienced different levels of service

The questionnaire was devised to be simple and easy to fill out taking approximately 5-10 minutes to complete depending on the number of services people had used. The survey was open to any Tameside resident who had used health or social care services in the past 12 months. It was distributed in a variety of ways including:

- Mailing out surveys to T3SC's database of 800 voluntary and community groups
- On the street face to face surveying
- Online survey using 'Survey Monkey'
- Attending parent and toddler groups, older people's groups and BME groups
- Working with the BME network, Faith Network, the Lesbian, Gay, Bisexual and transgender (LGBT) network and Health network.
- Mailing out surveys to TMBC's 'Really Important Questions' database of members
- Mailing out surveys to residents on TMBC's Citizen's Panel
- Acute Trust mail out to its 6,000+ members
- Through the Carers Centre newsletter which has about 2,500 readers

In addition to this, the results from a sample of 189 residents were analysed further to have a closer look at any emerging trends and issues. These 189 responses were from the Acute Trust mail out of the LINK survey to its members and were chosen for further analysis due to the timing of the Acute Trust mail out being later than the original deadline for returned surveys.



Results

688 surveys were completed. The following results are based on the responses.

Service ratings

Individuals were asked to rate the services that they had used within the last 12 months on a scale of 1-4: 1-poor 2-average 3-good 4-very good

The top 10 services respondents classed as 'Good' or 'Very Good' were:

	Service	% respondents classing service as 'good' or 'very good'	Actual no. of respondents classing service as 'good' or 'very good'
1	Sexual Health	89	94
2	Optician	88	340
3	Pharmacy	81	407
4	Day Care Centre	80	55
5	GP	77	452
6	Dentist	74	246
7	District Nursing	73	74
8	Outpatient	71	260
9	Diabetes Service	71	32
10	NHS Direct	70	156

**Please note that different numbers of people rated different services hence sample sizes were different for each service*

Nearly three times as many people used their GP than had used NHS Direct. Furthermore, a higher proportion of people who had used these frontline services felt they had received a good or very good service from their GP than from NHS Direct.

Pharmacy services had also been accessed by large numbers of people and a high proportion of them showed high satisfaction levels.

Although it seems that people are generally happy with their service they receive from their optician and dentist, it is not clear whether they are private patients or NHS patients.

The 10 most common services respondents classed as **'Poor'** were:

	Service	% respondents classing service as 'Poor'	Actual no. of respondents classing service as 'Poor'
1	Patient Transport	29	28
2	A&E	21	75
3	Home Help	21	8
4	Intermediate Care	20	8
5	Mental Health	17	16
6	Luncheon Club	17	6
7	Podiatry	16	16
8	Sheltered Accommodation	15	5
9	Health Visitors	15	11
10	Inpatient	13	33

**Please note that different numbers of people rated different services hence sample sizes were different for each service*

One in five people rated A&E as poor. The most common comments people made about A&E were about lengthy waiting times.

From the top 10 services respondents classed as 'good' or 'very good' and the top 10 services respondents classed as 'poor', it can be seen that a significantly higher proportion of respondents rated their health and social care services highly. This suggests that generally local people are happy with the health and social care services they receive in Tameside.

It is interesting to note that whilst outpatient services were rated quite highly, inpatient services were not so well rated. However this may be a reflection of the number of respondents (260 for Outpatient versus 33 for Inpatient) than any real difference in service quality (e.g. four unhappy people in a sample of 33 is a far higher proportion than 4 unhappy people in a sample of 260).

Where there are a small number of responses to specific question we are not as confident that this fully represents the views of all residents in Tameside and additional research may be undertaken as required.

Priority Areas for Future LINK Work

The survey asked people to highlight three improvements to services that they would like LINK to prioritise in the next year. The following improvements were aggregated from free text responses.

The top 10 improvements respondents would like the LINK to prioritise in the next year are:

	Improvement	No. of responses
1	Improve access to GPs	75
2	Improve A&E waiting times	57
3	Increase the number of NHS dentists	56
4	Improve hospital waiting times	30
5	Improve cleanliness of Tameside Hospital	22
6	Better parking at Tameside hospital at low cost/free	21
7	More flexible/out-of-hours GP appointments	20
8	Improve attitude of GP receptionist	15
9	Improve Patient Transport	14
10	Better Interagency communication eg GP→Hospital	11

Although 77% of respondents who had used their GP service in the last 12 months were happy with the service, the top improvement that respondents would like to see is improving access to GPs. There is also other evidence to suggest that access to GPs is an issue for Tameside residents. Patient Advice and Liaison Service (PALS) received 34 queries about making GP appointments between during the first quarter of this year. In addition the 'Making an appointment' question in the Primary Care Trust (PCT) Survey of Local Health Users 2008 scored 6/10. A selection of comments from the LINK survey about this issue as follows:

"Have to ring GP at 8am everyday until I get to see him."

"Difficult to arrange appointments especially urgent appointment."

"Can't make appointments in advance so planning transport is near impossible."

"Had to wait two hours to be seen with a baby".

"Helpful and efficient, it's just trying to see them that's the hard part, can take up to 2 weeks."

"Making appointments and picking up prescriptions is not just unpleasant, it's an ordeal that I dread."

There is also other evidence to support that access to NHS dentists is an issue in Tameside. PALS received 258 queries about this issue during the first quarter of this year and this is by far the biggest issue that they deal with. The "Are you able to visit a dentist regularly as an NHS patient if you want to" question in the PCT Survey of Local Health Users 2008 scored 6/10. Collectively this suggests that finding a NHS dentist is still a problem in Tameside. A selection of comments from the LINK survey about this issue as follows:

"With same dentist for 23 years and overnight they went private, now have no dentist."

"They remove your name from their list too quickly."

"Hard to find one."

"I have had to travel out of my area to get a NHS dentist."

Although PALS received 73 queries about A&E during the first quarter of this year, there wasn't available information to find out whether the queries were specifically about waiting times. A selection of comments about A&E waiting times as follows:

"Good service but waiting times too long."

"I waited three and half hours only to be sent to another hospital as no specialist at Tameside."

"Long waits, not updated on length of wait or when will be seen."

"Total waste of time, I was just passed around from one place to another after a nine hour wait."



Demographic analysis of results from the smaller sample of Acute Trust member respondents

In addition to the above, results from a sample of 189 Acute Trust members were analysed further to have a closer look at any differences in responses based on key equality strands. The findings were as follows:

Service	% respondents aged 36-64 classing service as 'good' or 'very good'	% respondents aged 65 and over classing service as 'good' or 'very good'	% respondents from larger survey classing service as 'good' or 'very good'
GP	76	81	77
A&E	45	67	49
Inpatient	52	70	58
Outpatient	64	86	71
Hospital Transport	40	69	50
NHS Direct	78	67	70
Dentist	81	79	74
Optician	84	89	88
Pharmacy	85	82	81
Diabetes Service	64	76	71

**Please note that different numbers of people rated different services hence sample sizes were different for each service*

- People aged 65 and over rate A&E significantly more highly than the 36-64 group and the larger group of mixed ages.
- People aged 65 and over rated GP services more highly than younger people but were less satisfied with NHS Direct than younger people were.
- Older people rate care at Tameside Hospital highly (inpatient - 70% versus 52% for younger people; outpatient 86% v. 64%).
- The over 65's rated hospital transport more highly than for other age groups.
- Comparative data was unavailable for people aged 35 or under due to an insufficient number of surveys being returned.
- There were no significant differences in the responses when analysed by gender.
- There were just 7 ethnic minority members in the smaller sample which made it difficult to find any trends due to limited data.
- It was not possible to analyse this smaller sub-sample by disability status.

Analysis of Qualitative Data:

Several questions in the survey allowed respondents to write about their experience of using different services. Compared with the number of responses to the simple rating questions, the number of responses was relatively low, however they do give some useful insights into people's perceptions and experiences of services. Representative comments have been grouped by service and key messages identified where possible.

GP Services

Overall 48 positive comments were received and 46 negative ones. The positive comments mainly concentrated on the skills, professionalism and caring attitude of GPs and other surgery staff. There were some positive comments about having access to a GP when you need one but there were many negative comments about this – including difficulties in booking appointments. There were also some negative comments about staff attitudes in surgeries.

- *"I am always able to get a same day appointment."*
- *"Fantastic, new long hours to suit everybody."*
- *"Have to ring GP at 8am everyday until I get to see him."*
- *"A drop-in only is no good. Had to wait two hours to be seen with a baby."*
- *"Open surgery every morning, no appointment needed, excellent appointment system."*
- *"Difficult to arrange appointments especially urgent appointments,"*
- *"Staff rude on phones when booking appointments, emergency appointments did not take priority, took over two months to get a referral for an emergency appointment."*
- *"Difficult for vulnerable older people to get past the receptionist to persuade them that they need an appointment."*
- *"Online medical records which patients can access from home is extremely empowering for patients and makes booking appointments, ordering prescriptions and access to surgery very easy."*
- *"Helpful and efficient, it's just trying to see them that's the hard part, can take up to two weeks."*
- *"Had a terrible job getting an appointment out of school hours, I was made to feel like I was being a nuisance for wanting an alternative appointment."*
- *"Can't make appointments in advance so planning transport is near impossible."*
- *"Had to take my daughter with a chest infection to A&E as was unable to get a GP appointment."*
- *"I am not happy with my GP because she doesn't listen to me and ignores what I have to say."*

Dental Services

There were 17 positive comments about dental services but 25 negative ones. Negative comments are mainly split between the cost of NHS dental treatment and the difficulty of accessing NHS dental services. There were a few negative comments but far more positive comments about the treatment people received.

- *"They don't provide a quick service."*

- *“Provides a professional service.”*
- *“Get appointments when I need to.”*
- *“Accessible same day for emergencies, explains treatments, gives choices.”*
- *“I have had to travel out of my area to get a NHS dentist.”*
- *“Advice given seemed more directed at maximising his own income than sound advice.”*
- *“They remove your name from their list too quickly.”*
- *“Excellent emergency cover.”*
- *“Hard to find one.”*
- *“With same dentist for 23 years and overnight they went private, now have no dentist.”*
- *“Was helped even though I wasn't registered with a dentist.”*
- *“Even though waiting list for an appointment is long, treatment is excellent.”*
- *“Has twice failed to spot problems, have lost two teeth because of this.”*
- *“Dentists should treat their NHS patients the same as their private ones.”*

Outpatient

Whilst 16 positive comments were made, these were outnumbered by the 22 negative comments. There were mixed messages about appointment waiting times suggesting that some outpatient services see patients more quickly after referral than others. Whilst comments are generally positive about the care people received, some patients were not happy with this. A couple of respondents said that whilst they had been able to book an appointment their notes had not been available to the consultant when they attended.

- *“Always on time and helpful for treatment and advice, service for getting the disabled to relevant clinic is very good.”*
- *“No appointment needed, immediate attendance, results sent to GP on time.”*
- *“Appointment times not kept to but care received when seen is first class.”*
- *“Urology and cardiology appointments always being cancelled and rearranged, long waits.”*
- *“Good continuity of care as same nurses in outpatients as were on the ward, good communication kept me full informed both verbally and by letter.”*
- *“Following inpatient treatment outpatient follow up appointments not always honoured.”*
- *“Optician referred me for further investigation, I received great care, a choice of hospital and appointment time, I was very pleased with the service I received.”*
- *“Outpatient booking service is very poor and not user friendly for the elderly.”*
- *“Over three months wait for follow up appointment and scans.”*
- *“Outpatient appointments are given but patient notes are not there.”*

Pharmacy

There were 10 positive and 13 negative comments about pharmacies. All but one of these comments were about community based pharmacies. People mainly seem to be concerned about ease of access to their local pharmacy (location, opening hours, time to be served) but some were concerned about changes to medication which were not explained (e.g. new size/shape).

- *“Long waits at pharmacy.”*

- *"Too many problems with wrong medication."*
- *"Excellent service and collection of repeat prescriptions, appropriate advice and info given."*
- *"Pharmacy in Waterloo - stock and service not very good."*
- *"Glebe street pharmacy are excellent, they go out of their way to help."*
- *"I use the one In ASDA as they're always helpful and explain every thing to me."*
- *"Prescriptions often not able to be dispensed in one go requiring repeat visits."*
- *"The Chemist in Hattersley is understaffed and the service is very poor."*
- *"Waiting times at A&E pharmacy are ridiculous whereas Oldham's is excellent."*

Opticians

Again there was a balance between positive (seven) and negative (six) comments. Most comments were about speed of getting appointments.

- *"Prices are ridiculous."*
- *"Boots service is excellent."*
- *"I was diagnosed with Glaucoma, received a hospital appointment the following day."*
- *"Good, quick, friendly service with a list of local opticians who can deal with special needs."*
- *"Waited 23 weeks for an eye-test."*
- *"Appointment system could be better, always overcrowded with little privacy, lot of staff doing very little."*
- *"Been waiting for a diabetic eye test for six months."*
- *"Optician is good but appointments are disorganised."*

A&E

Some 10 positive comments were made about A&E but 25 negative comments were made. Some people felt that had received an efficient service with good treatment in reasonable time. People who were unhappy with the services cited waiting times; unpleasant waiting area; and the quality of medical attention as their main concerns.

- *"5-6 hours to see someone for my 18 month child is too long, care very poor and disorganised."*
- *"Good service but waiting times too long."*
- *"I waited three and half hours only to be sent to another hospital as no specialist at Tameside."*
- *"I was receiving appropriate treatment while waiting to see a doctor, was fully consulted and felt part of what was happening."*
- *"Long waits, not updated on length of wait or when will be seen."*
- *"I waited ages then diagnosis on my leg was wrong. Now I'm having weeks of nurse treatment and have to go to hospital. I'm very unhappy."*
- *"Attended A&E due to accident at work, was seen and sorted in 20 minutes."*
- *"I was on trolley for 10 hours, saw junior Doctor who seemed unsure of himself."*
- *"Total waste of time, I was just passed around from one place to another after a nine hour wait."*
- *"Quick service, good diagnosis."*
- *"Very quick to arrange treatment, very friendly and helpful."*

- *“Children’s waiting area should be open all day, took my grand daughter one night and had to wait with drunk and abusive people. Security staff should be there at all times.”*
- *“I was turned away from A&E and told to contact GP but can't get GP appointment.”*
- *“Following a fall down some steps I was taken by ambulance in a lot of pain. I was refused an x-ray and told it was nothing and sent home. Three to four days later I went to my GP who sent me for an x-ray. I was told not to move and a paramedic took me to A&E as I had fractured my vertebrae, snapped my coccyx and slipped two lumbar discs. I spent 10 days in hospital. I am still in pain and have to attend Hope hospital. I am now disabled all due to a doctor in A&E.”*

Transport

There were four positive comments about transport and 14 negative ones. Most comments were about transport to hospital but four of the negative comments related to a change in the transport policy for adult social care.

- *“There's no bus service to the hospital where I live.”*
- *“Some ambulance persons are more caring than others.”*
- *“Transport to Wythenshaw hospital was very good.”*
- *“Council has stopped my daughters transport to daycare, my elderly husband has to take her himself, it’s very stressful as we ourselves are carers.”*
- *“The picking up and dropping off ambulance service keeps patients waiting for hours, patients are told to be ready two hours before collection time.”*
- *“I am equally near to Stepping Hill and Tameside Hospital but ambulance refuses to take me to Stepping Hill so now I stay at home, should give people the right to choose.”*
- *“Ambulance very good, always happy crews.”*
- *“Hard to arrange.”*
- *“New parking facilities are great, good access.”*

Inpatient

Only six positive comments were received, compared with 17 negative ones. Some people were clearly very happy with the care they had received. People who were unhappy cited a number of issues including: cleanliness & infection control; communication; waiting times; quality of care and staffing levels.

- *“Was told about procedures while they were being done or after, rather than before.”*
- *“Nurse staffing levels insufficient.”*
- *“Surgical day Unit - polite, friendly and skilled staff, excellent hygiene.”*
- *“Fantastic.”*
- *“Day case - five months wait to have tooth out, very poor treatment, no aftercare, ward very dirty.”*
- *“Nursing care was totally inadequate, a formal complaint was made.”*
- *“I’m now suffering from bad pressure sores due to special mattress not being used early enough after operation.”*
- *“Most helpful, good care.”*
- *“Failed to correct hernia, now having to have it done again privately.”*
- *“I contracted MRSA.”*

- *“Was passed from one ward to another, two weeks in Hospital four different wards.”*
- *“Gynaecology - I had a post-menopausal bleed, was referred by my GP, operated on and home within 10 days, excellent service.”*
- *“My mother had Alzheimers and a broken hip and was delusional and very upset, no-one had noticed that she had contracted an infection, had to demand a doctor visit her.”*
- *“Dirty blanket on my mum's bed in stroke ward, unhelpful nursing staff though doctor was good.”*

Tameside Hospital

In addition to outpatient, inpatient and A&E services, people were given an opportunity to comment about Tameside Hospital in general. There were equal numbers of positive and negative comments (seven). Generally, positive comments were made about staff (although one person was not happy with their treatment by staff). Negative comments mainly concerned communication and cleanliness.

- *“Nurses very helpful!”*
- *“My father had a number of issues with Tameside General relating to meetings with consultants/doctors and the way he was treated generally.”*
- *“Whilst you hear and read various comments regarding Tameside Hospital whenever I've had cause to use their services they've always been very good.”*
- *“Medical Assessment Dept is chaotic, no-one informed of what's going on, questions are fobbed off by staff, patients left for hours with no information, it's like a cattle market.”*

Mental Health

Whilst three positive comments were received there were 11 negative comments. People were mainly concerned about access to appointments with appropriate services and poor communication.

- *“No communication with family, no liaison about the care plan, sent son home whilst on a section without notifying community services or family. Complaint made and upheld.”*
- *“Carer's views almost never sought about treatment.”*
- *“Really good at referring onto other appropriate services, I got round the clock service.”*
- *“Excellent service at children's mental health service, very efficient in dealing with a re-referral after being discharged.”*
- *“Tests weren't very thorough. I felt brushed off.”*
- *“Aftercare was excellent, very supportive to keep me stable and live a full, active life, as I have no family.”*
- *“Take too long to assess you.”*
- *“Community Psychiatric Nurse often unable to visit due to lack of staff.”*
- *“Crisis team refused to come out, if Nurse is busy you are told to go to A&E or call the police.”*
- *“No information to tell you what help is available and how to access it or what deterioration could be expected. It was a case of take the tablets and see you in 12 months.”*
- *“Visits have been cancelled on same day, my wife gets all worked up and then let down.”*
- *“My sister was treated so abysmally that she withdrew from the service, even the complaints procedure failed her and she was made very ill throughout the process.”*

NHS Direct

Equal numbers of positive and negative comments were received (6 of each). Several people said they had experienced difficulties getting through to the service but most of those who had used it said it had been good.

- *“When I had taken wrong dosage, NHS Direct seemed to know exactly what to do and deal with the matter quickly over the phone.”*
- *“Said they would send an out of hours Doctor but Go-To-Doc rang me and said to take my six month old to A&E. I felt fobbed off as they had passed the buck.”*
- *“Good service, offered support and reassurance.”*
- *“First person you talk to on the phone is not very friendly.”*
- *“They had no sense of urgency or grasp of the problem.”*
- *“Could not get through so gave up.”*
- *“Informative and easy to use, friendly and helpful staff.”*
- *“Takes too long for them to call back.”*

Social Services

There were 12 positive comments (one about Children’s Social Care and 11 about Adult Social Care) and 10 negative comments (one children’s, nine adults). Waiting times were a concern for people and people were also concerned about the service they received from home care workers. Generally people were happy with equipment they had been issued with and with the work of social workers.

- *“Waiting list too long to receive adaptation equipment for the home been waiting 12 months for a support handle needed due to my bad knees.”*
- *“Home Help by agency staff is erratic especially at holiday time.”*
- *“Social Workers for Deaf and Hard of Hearing understand the frustrations and do everything in their power to help have a better quality of life.”*
- *“Adult social care is excellent, equipment delivered and set up promptly and also collected promptly when not needed.”*
- *“Social Workers, too much box ticking, no communication.”*
- *“Special Needs Social Worker is always on hand to help and advise.”*
- *“Children with Disabilities staff are poor.”*
- *“The only respite for my son of 30 with Cerebral Palsy is OAP Nursing Homes!”*
- *“Home-maker service offer excellent care, always approachable, take on board the interests of their client.”*
- *“Sitting and support service - keeps cancelling as no-one available.”*
- *“Direct Payments is excellent, paperwork is cumbersome but necessary.”*
- *“Very good in everything we have needed help with and very nice to speak to.”*

District Nurse

There was a good balance of positive (seven) and negative (six) comments. People were generally happy with the service they received but felt that they couldn’t always access the service in the first place.

- *“Excellent service, caring and informative. Explained everything properly.”*
- *“Need a more flexible approach to their duties.”*
- *“Don’t clean up after themselves, on occasions too busy to call round.”*
- *“Came out of hospital with spinal surgery, nurse would not come out to change dressing so had to go to the doctors.”*
- *“In Hyde District Nursing is badly managed, will make appointments and not turn up. Sometimes don’t know what to do to treat a problem.”*
- *“I had an accident and tore a muscle and ligament in my leg resulting in a blood clot in my knee and could not walk but had to hire a wheelchair at £10 a week for eight weeks.”*
- *“The care was excellent, made my husband’s final two weeks of life comfortable and pain-free.”*

Podiatry

Only three people made positive comments about the service but 11 made negative ones. People are concerned that the eligibility criteria are too strict; they can’t always get the treatment they want; it’s difficult to make appointments and that the time between appointments is too long.

- *“Helpful, easy to make appointment.”*
- *“Stopped using them as they no longer cut toe nails.”*
- *“My daughter needed treatment for verucas, referral system was such that I paid privately, was very unhappy that I had to end up paying.”*
- *“My chiropodist retired after 30 years, have been unable to find another. Having to put up with ingrowing toenails.”*
- *“Nearly always helpful depending on who is on duty.”*
- *“Will not see me because I don’t have Diabetes, just borderline.”*
- *“After 6 weeks of waiting for an appointment I was told I’d have to wait another 6 weeks to have my toenails cut. I’m 84 years old.”*
- *“Community Chiropody for the elderly is non-existent.”*
- *“Had to wait 16 months for a home visit.”*

Insufficient comments were received for the following services for any trends to be identified. However the comments printed below may give a flavour of people’s views.

Health Visitor

- *“Very dedicated.”*
- *“High sickness rate, don’t keep to pre-arranged appointments, others call in unannounced.”*
- *“Only one baby clinic in Stalybridge so health visitors have little time to support new parents.”*
- *“Came to see grandson only once since he was born, he is now 12 months old.”*

Out-of-hours GP

- *“I just turned up at Guide Bridge, was seen and was given antibiotics within 10 minutes.”*
- *“Saw nurse practitioner, impressed with skill and efficiency of getting required medication.”*
- *“Go to Doc were very good and quick.”*

- *“When my mum was very ill we rang Go-to-Doc but they weren't helpful so we went to hospital instead.”*

Sexual Health

- *“Professional, caring, understanding.”*
- *“Confidentiality excellent.”*
- *“Very pleased with service, staff were sensitive and helpful.”*

Care Home

- *“Excellent service, everybody is punctual from the nurse to the cleaner. Moral support is always given.”*
- *“My 90 year old mother exceeds the means test and would if placed in a care home have to contribute the full cost of her care, use all her savings and sell her house. Discretion should be exercised to fix care home charges accordingly.”*
- *“My mother has Alzheimers, inadequate number of staff to help with feeding, prompting drinks etc had three bad falls in three weeks.”*

Home Help

- *“Home-help visits to wash and dress my Mum and makes her feel at ease, very friendly, helpful and kind.”*
- *“When they turn up they're good but they're short staffed, on one occasion no-one came at all.”*

Sheltered Accommodation

- *“We lost our Resident Warden at Marsden Close due to retirement, now just have a Floating Warden so are without cover from Friday-Monday except pull-cord system. If unwell and can't get to it then it's three days before being found alive or dead!”*

Occupational Health

- *“Were very unhelpful and very poor service.”*
- *“Excellent service for speed and efficiency, Occupational Therapist very polite and helpful.”*
- *“Excellent service, still receiving support on Mental Health.”*
- *“Referral for my sister made in April 08 but no response so 2nd referral made July 08 but no response, 3rd time rang and spoke to manager, sister was finally assessed on 7/4/09. Very frustrating as I work and was left feeling very guilty for going back to work full-time, staff shortages was for the reason for the one year waiting time which is unacceptable”.*

Palliative Care

- *“Excellent, very caring and gentle, also a good support to me, even just listening to my fears.”*
- *“Caring, sympathetic and helpful.”*

Supported Housing

- *“Beaumont Place is excellent, regular review meetings to iron out any issues.”*

Care Agencies

- *“Prestige and NW Care have excellent care workers, they’re caring and fun.”*

Luncheon Club

- *“TEA (Tameside Elders Association) very good”*
- *“Excellent food and service, good social gathering”*
- *“My mother enjoyed the luncheon club at Chartist House Sheltered Accommodation on Mon, Wed and Fri but it's now been replaced by meals on wheels for which she must be assessed.”*

Next Steps

This report will be shared with all the statutory health and care providers and commissioners in Tameside. The LINK, through its Board, public meetings and focused working groups will develop a work plan for 2009/10 which builds on the results of this survey. Members of the active LINK will be invited to take part in the themed working groups. Further research will be carried out as necessary and dialogue will take with relevant service providers and commissioners.

Activity will be reported to LINK members and partner organisations through the LINK's website, publications and other appropriate channels. Clear outcome statements will be developed during the early stages of each piece of work; progress will be monitored against these with key milestones identified.

This survey has provided some useful benchmark data. Ongoing survey work will provide data to enable us to measure progress from this benchmark.

A full report of all achievements will be made at the 2010 AGM.

Appendix 1: Survey

Tell us your views about local health and social care services

Tameside Local Involvement Network (LINK) exists to ensure that local people have a chance to comment on and improve the health and social care services you receive. Please could you fill out the survey below and tell us what you think about local services so we can determine where improvements need to be made.

1. If you have you used any of the following services in the last 12 months, on a scale of 1-4 how would you rate your experience of the service(s)? (Please circle)

	poor	average	good	very good
GP	1	2	3	4
Hospital				
A&E	1	2	3	4
Inpatient	1	2	3	4
Outpatient	1	2	3	4
Patient transport	1	2	3	4
Other (please state)	1	2	3	4
_____	1	2	3	4
_____	1	2	3	4
NHS Direct	1	2	3	4
Dentist	1	2	3	4
Pharmacy	1	2	3	4
Optician	1	2	3	4
Community Service				
Mental Health	1	2	3	4
Intermediate Care	1	2	3	4
District Nursing	1	2	3	4
Sexual Health	1	2	3	4
Health Visitors	1	2	3	4
Palliative Care	1	2	3	4
Diabetes Service	1	2	3	4
Stroke Rehabilitation	1	2	3	4
Podiatry	1	2	3	4
Other (please state)	1	2	3	4
_____	1	2	3	4
_____	1	2	3	4
Adult Social Care Service				
Daycare Centre	1	2	3	4
Care Home	1	2	3	4
Luncheon Club	1	2	3	4
Meals-on-Wheels	1	2	3	4
Home-Help	1	2	3	4
Community Nurse	1	2	3	4
Sheltered Housing	1	2	3	4
Ring and Ride	1	2	3	4
Equipment (please specify)				

eg wheelchair, stairlift etc.)				
_____	1	2	3	4
_____	1	2	3	4
Other (please state)				
_____	1	2	3	4
_____	1	2	3	4

If you have used any other health or social care service not already mentioned, please state and rate the service(s) you received.

	poor	average	good	very good
_____	1	2	3	4
_____	1	2	3	4
_____	1	2	3	4

2. Please make some comments about the services you have used. If you were not happy, please tell us why. If you found a service particularly good, please also tell us why.

Service	Comments

3. Please highlight 3 improvements to services that you think LINK should prioritise in the next year.

1	
2	
3	

Many thanks for taking the time to fill out this survey. Your responses will directly affect the work the LINK carries out over the next year, which will hopefully lead to an improvement in the services you receive. Please fill out the attached monitoring form if you want us to provide feedback.

Monitoring Form

The Monitoring Form is not compulsory, however it will allow us to monitor exactly who we are talking to to ensure that we have collected the views of a wide range of people across Tameside. If you could take a moment to fill it out we would be extremely grateful. We will contact you to provide you with feedback on the work we are doing and give you regular updates on health and social care issues in Tameside. **Your details are strictly confidential and will not be linked to your results or shared with anyone else without permission.**

Name:

Address:

Email

:

Phone:

How would you like to be contacted?

Phone E-mail Letter

You do not have to provide us with any of this information but it will help us to monitor who we are talking to. Your survey responses will be anonymised and will not be linked to your monitoring data and we will not share your information with any third parties.

Gender: (please circle) Male Female Transgender

Age: 16-25 26-35 36-50 51-64 65+

Ethnicity: _____

Sexual orientation: Heterosexual Lesbian Gay
 Bisexual Other Prefer not to
 answer

Do you consider yourself to be disabled? Yes No

Data Protection statement

By signing below you give us permission to add your information to our LINK database and use it to contact you about LINK activity. We will not share your data with anyone else without your express written consent. T3SC takes its responsibilities under the Data Protection Act 1998 very seriously. Please sign below to say you have understood and agree to this statement.

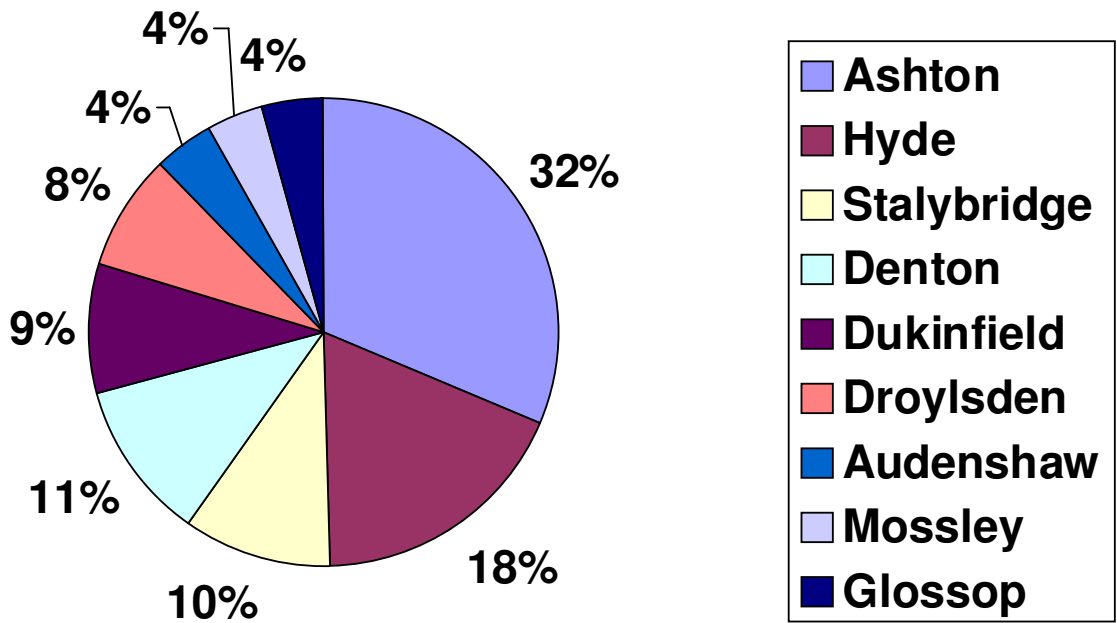
Signed: _____ Date: _____

Thank You!

Appendix 2 :Demographic Characteristics

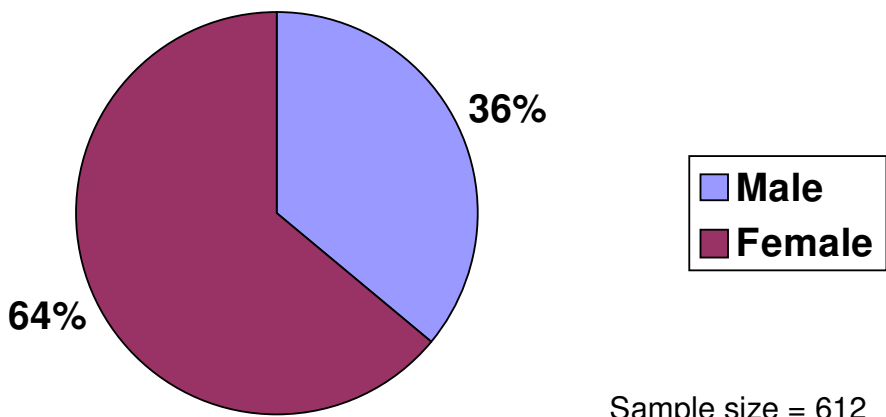
Please note that different numbers of people answered different questions hence sample sizes were different for each question.

Address of respondent



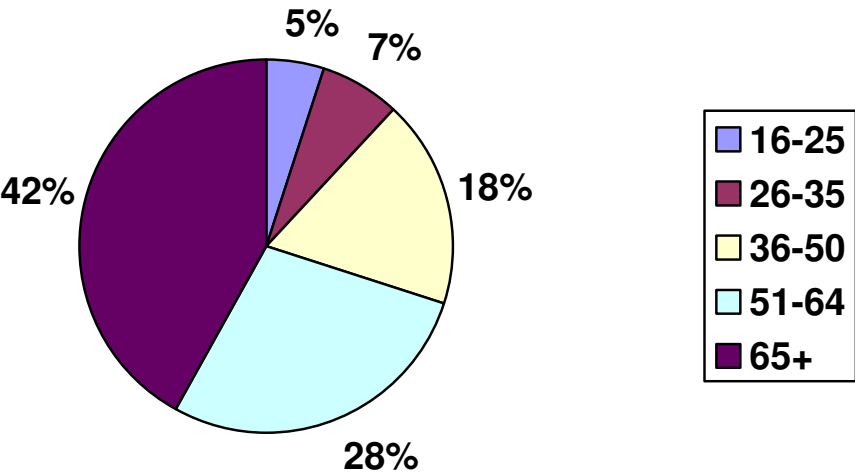
Sample size = 650

Gender of respondent



Sample size = 612

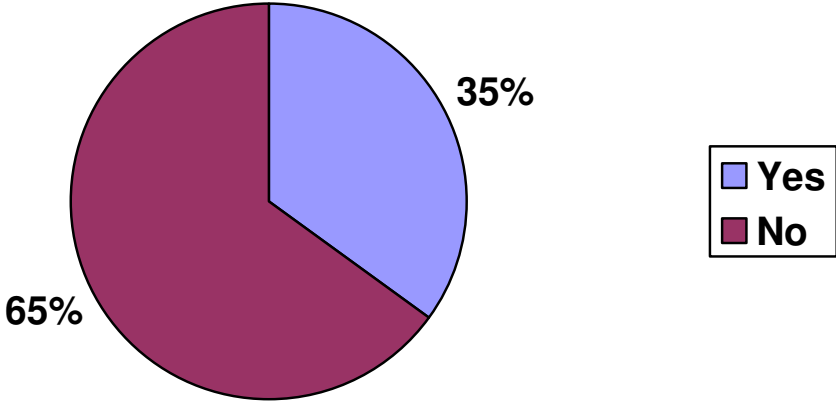
Age of respondent



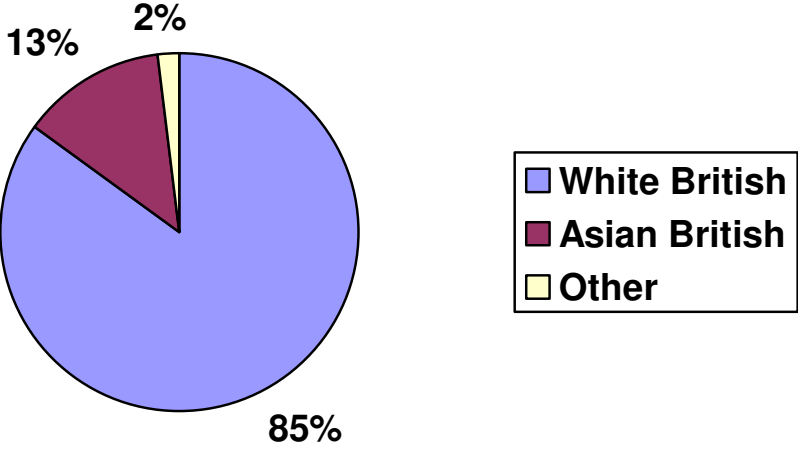
Sample size = 530

Disability Respondents were asked whether they considered themselves to be disabled.

Sample size = 499

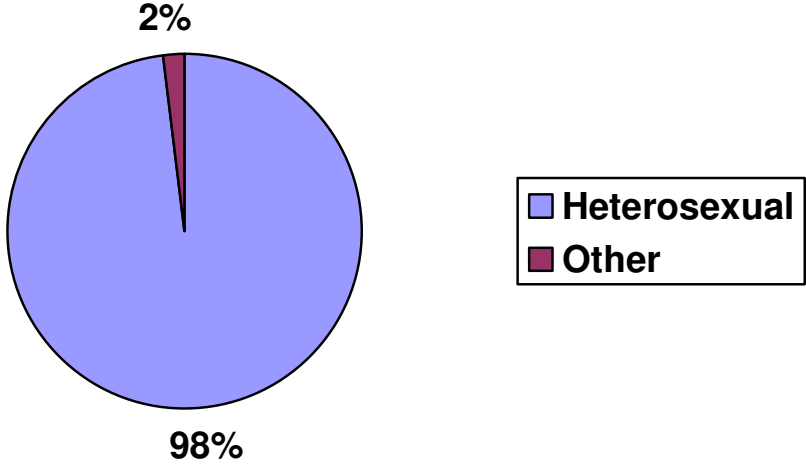


Ethnicity of respondent



Sample size = 528

Sexual Orientation of respondent

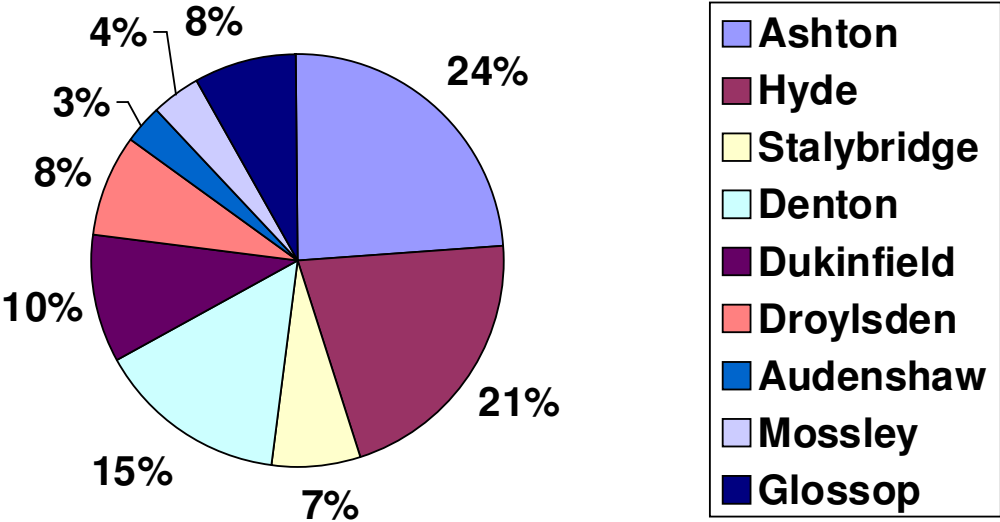


Sample size = 491

Appendix 3: Demographic characteristics of smaller sample of Acute Trust member respondents

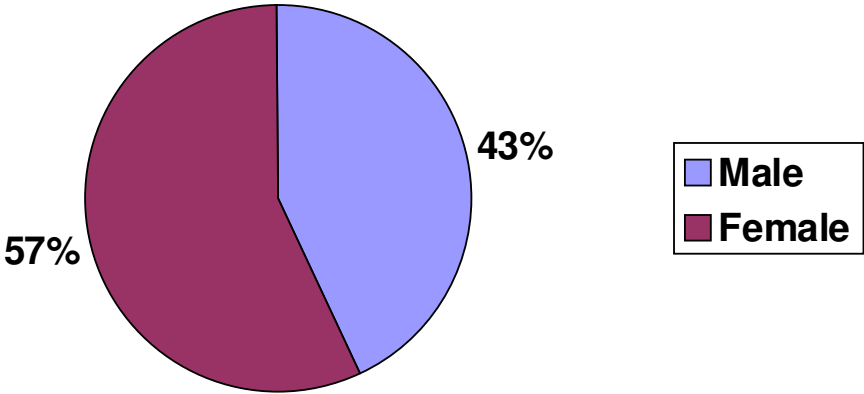
Please note that different numbers of people answered different questions hence sample sizes were different for each question.

Address of respondent



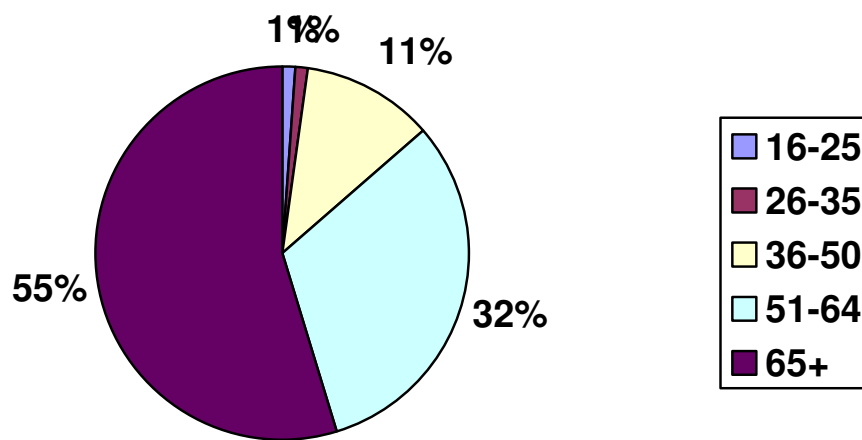
Sample size = 183

Gender of respondent



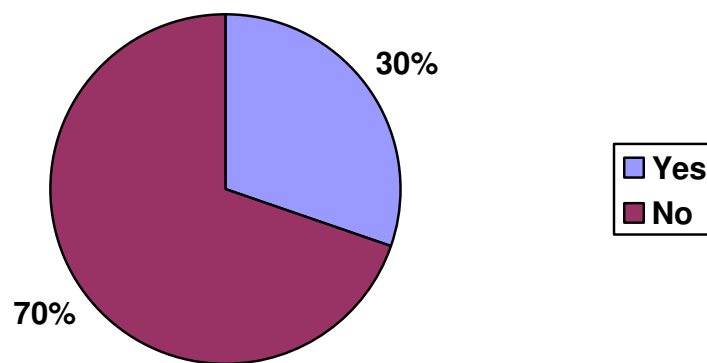
Sample size 177

Age of respondent



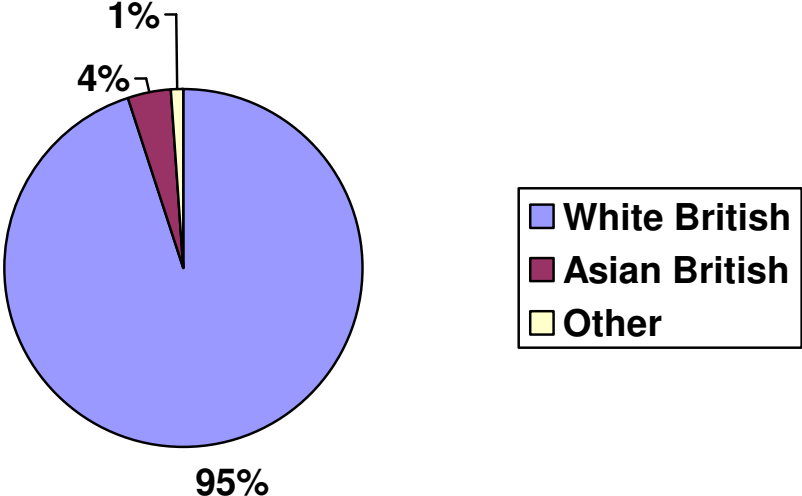
Sample size = 183

Disability Respondents were asked whether they considered themselves to be disabled.



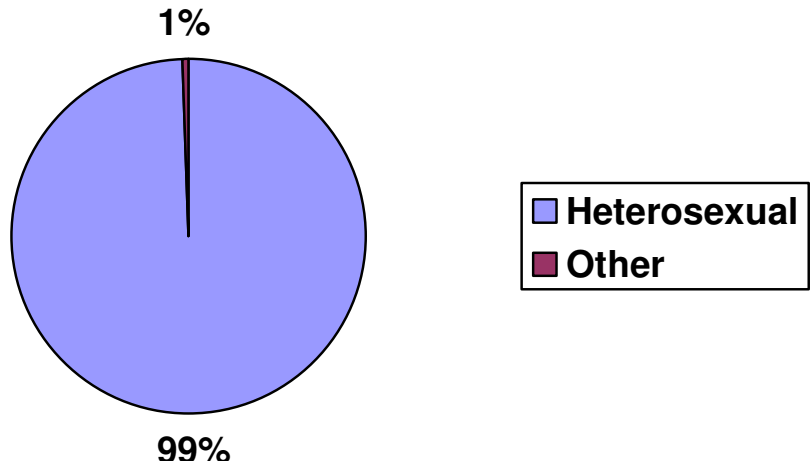
Sample size = 183

Ethnicity of respondent



Sample size = 184

Sexual Orientation of respondent



Sample size 159

Appendix 4: Service Rating Calculations

To work out the top 10 services people classed as 'good' or very good', the number of people that rated the service as 'good' or 'very good' were added together and divided by the total number of people who gave any rating for that service.

Similarly to work out the top 10 services people classed as 'poor', the number of people that rated the service as 'poor' was divided by the total number of people who gave any rating for that service.

For the purpose of this survey, the services were ranked by their percentage figures rather than their actual figures. This was due to the fact that some actual figures were very small and therefore statistically insignificant, giving indications of which areas the LINK needs to focus its resources.

The converse was also true eg Services such as Dentist, GP, NHS Direct and Pharmacy had a relatively high number of responses classed as 'poor', ie 35, 32, 24 and 19; these figures expressed as a percentage were only 8%, 5%, 11% and 4% respectively.

LINK is hosted by



Tameside Third Sector Coalition

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