



Transforming health and care for
Staffordshire & Stoke-on-Trent

LISTENING EXERCISE NOW CLOSED

Public and patient survey exploring experiences of health and care services across Staffordshire and Stoke-on-Trent

Thank you for choosing to complete this survey.

This survey is being run by Together We're Better: www.twbstaffsandstoke.org.uk

Together We're Better is one of 44 STPs (Sustainability and Transformation Partnerships) across England. STPs are partnerships between NHS organisations, local government and independent and voluntary organisations, working together to improve health and care across their local area.

As part of their work, they need to understand local people's experiences of health and care across Staffordshire and Stoke-on-Trent.

This survey has two objectives:

- i) To understand your experiences of health and care services across Staffordshire and Stoke-on-Trent
- ii) To understand what's most important to you when changes are being considered.

Data Protection statement

For your feedback to be included you must tick to confirm you have read and agree with the following Data Protection statement, and consent to your responses being used as part of this listening exercise.

The Together We're Better Sustainability Transformation Partnership (STP) would like to understand the experiences of the local population of health and care across Staffordshire. This survey is just one of a number of ways we are asking people to tell us about their experiences. We are also running events and doing other promotional activities such as pop-up events and social media.

NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) have been commissioned to collect, handle and process the responses gathered during this engagement. MLCSU uses a survey tool called Snap which is owned by Snap Surveys Ltd, an organisation specialising in the delivery and management of surveys. Any information you provide will be added to Snap for analysis and handled in accordance with UK Data Protection Legislation.

The survey asks respondents to provide their full postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the demographics of the whole local population. The postcode data will also be used to profile and segment those participating in this engagement. This will be done using the Wellbeing ACORN tool which enables the profiling of participants' health and wellbeing in comparison with the local population. The data will be available in its entirety to MLCSU, and the STP will be in receipt of some of the responses which will then be inputted into Snap. You do not have to provide this information to take part in the survey.

Any reports published using the data collected will not contain any personal identifiable information and only show feedback in anonymous format. These anonymised results may be shared publicly, for example on NHS public-facing websites or printed and distributed.

Your involvement is voluntary. You are free to exit the survey at any time – you can do this by closing your browser. Only submitted responses will be included in the analysis. You can also refuse to answer questions in the survey, should you wish. All information collected via the survey will be held for a period of five years from the date of survey closure, in line with the Records Management Code of Practice for Health and Social Care 2016, which all NHS organisations work under.

Any queries about your involvement with this survey can be emailed to: mlcsu.involvement@nhs.net

Please tick here to confirm you have read and accept the terms outlined within the Data Protection statement as above.

Section 1: About you

2. Which of the following best describes you? (Please tick as many as appropriate)

- User of urgent and emergency care services (e.g. A&E, minor injuries unit, walk in centre)
- User of community services
- User of planned care services
- User of maternity services
- User of mental health services
- I work within health and care

Section 2: Your experiences and understanding of NHS services across Staffordshire and Stoke-on-Trent

Urgent and emergency care services

Urgent care is advice and treatment for accidents, minor illnesses or injuries where you cannot wait for a routine appointment with your GP. For example: a sprained ankle, water infection, or a child with a high temperature.

Emergency care is treatment for life-threatening conditions. For example: chest pain, a serious road accident, severe loss of blood or choking. Most people will need an ambulance to take them to the emergency department.

3. Have you used urgent and emergency care services in the last three years?

- Yes Go to Q4 No Go to Q6

4. How would you rate your last experience of urgent and emergency care services? (with 1 being very poor and 5 excellent)

- 1 - Very poor
- 2 - Poor
- 3 - No opinion
- 4 - Good
- 5 - Excellent

5. Please explain why you gave this rating.

Thinking about your experience and understanding of urgent and emergency care services across Staffordshire and Stoke-on-Trent at the present time:

6. What do you think is working well?

7. What do you think needs to be improved?

8. What is the one thing that you would change now?

Mental health services

This can range from assessment, diagnosis, treatment or counselling to help someone with a mental or emotional illness, symptoms, conditions or disorders.

9. Have you used mental health services in the last three years?

Yes

Go to Q10

No

Go to Q12

10. How would you rate your last experience of mental health services? (with 1 being very poor and 5 excellent)

1 - Very poor

2 - Poor

3 - No opinion

4 - Good

5 - Excellent

11. Please explain why you gave this rating.

Thinking about your experience and understanding of mental health services across Staffordshire and Stoke-on-Trent at the present time:

12. What do you think is working well?

13. What do you think needs to be improved?

14. What is the one thing that you would change now?

Integrated community services

There are a range of health, care and voluntary services that help you in your community meaning you can have your care close to home. Services working together to provide this care include GPs, nurses, health visitors, midwives, pharmacists and opticians.

15. Have you used integrated community services in the last three years?

Yes

Go to Q16

No

Go to Q18

16. How would you rate your last experience of integrated community services? (with 1 being very poor and 5 excellent)

1 - Very poor

2 - Poor

3 - No opinion

4 - Good

5 - Excellent

17. Please explain why you gave this rating.

Thinking about your experience and understanding of integrated community services across Staffordshire and Stoke-on-Trent at the present time:

18. What do you think is working well?

19. What do you think needs to be improved?

20. What is the one thing that you would change now?

Maternity services

This covers all health care treatment provided throughout a pregnancy, birth and after the baby is born.

21. Have you used maternity services in the last three years?

Yes

Go to Q22

No

Go to Q24

22. How would you rate your last experience of maternity services? (with 1 being very poor and 5 excellent)

1 - Very poor

2 - Poor

3 - No opinion

4 - Good

5 - Excellent

23. Please explain why you gave this rating.

Thinking about your experience and understanding of maternity services across Staffordshire and Stoke-on-Trent at the present time:

24. What do you think is working well?

25. What do you think needs to be improved?

26. What is the one thing that you would change now?

Planned care services

Planned care means pre-arranged appointments in a hospital or at a community clinic. This could include operations and treatments, for example surgery, cancer treatment or appointments with a consultant.

27. Have you used planned care services in the last three years?

Yes

Go to Q28

No

Go to Q30

28. How would you rate your last experience of planned care services? (with 1 being very poor and 5 excellent)

1 - Very poor

2 - Poor

3 - No opinion

4 - Good

5 - Excellent

29. Please explain why you gave this rating.

Thinking about your experience and understanding of planned care services across Staffordshire and Stoke-on-Trent at the present time:

30. What do you think is working well?

31. What do you think needs to be improved?

32. What is the one thing that you would change now?

Community hospital services

Community Hospitals provide a range of health and care services to their local community. These services can include community beds, maternity and minor injuries units.

In North Staffordshire and Stoke-on-Trent the CCGs carried out a consultation on the development of integrated care hubs and how we use community hospitals in the best way. The CCGs will be reviewing public feedback and aiming to reach a decision later in 2019. Therefore, if you live in these areas of Staffordshire you are not required to respond to the questions in this section.

33. Have you used community hospital services in the last three years?

Yes

Go to Q34

No

Go to Q36

34. How would you rate your last experience of community hospital services? (with 1 being very poor and 5 excellent)

1 - Very poor

2 - Poor

3 - No opinion

4 - Good

5 - Excellent

35. Please explain why you gave this rating.

Thinking about your experience and understanding of community hospital services across Staffordshire and Stoke-on-Trent at the present time:

36. What do you think is working well?

37. What do you think needs to be improved?

38. What is the one thing that you would change now?

Section 3: Understanding what's important to you when changes are proposed to NHS services across Staffordshire and Stoke-on-Trent

39. Any different ways of delivering health and care in Staffordshire and Stoke-on-Trent – what we call health and care models – will be evaluated to see if they are deliverable. Below we have listed some of the most important criteria that we will use to evaluate any ideas for change.

We would like you to tell us what is MOST important to you when we do this. Please rank this list, with 1 being most important and 3 least important.

	1 (most important)	2	3 (least important)
Quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meets local needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

40. Do you think there are any other things we should consider when we decide how we could deliver health and care across Staffordshire and Stoke-on-Trent?

41. Is there anything else you would like us to consider?

Section 4: More about you

We would like to know a little more about you. The following questions will help us understand more about who has responded to this survey. This will help us to ensure we have listened to as many different people as possible. You can leave this section blank if you wish.

42. **Please provide your full postcode.** Providing your full postcode does not mean we will be able to identify you individually. It will help us to ensure we have gathered views from all areas.

Enter your postcode here:

43. What is your ethnic group? (Choose one option that best describes your ethnic group or background)

- White: English/Welsh/Scottish/Northern Irish/British
- White: Irish
- White: Gypsy or Irish Traveller
- White: Any other White background (please specify below)
- Mixed/Multiple ethnic groups: White and Black Caribbean
- Mixed/Multiple ethnic groups: White and Black African
- Mixed/Multiple ethnic groups: White and Asian
- Mixed/Multiple ethnic groups: Any other Mixed/Multiple ethnic background (please specify below)
- Asian/Asian British: Indian
- Asian/Asian British: Pakistani
- Asian/Asian British: Bangladeshi
- Asian/Asian British: Chinese
- Asian/Asian British: Any other Asian background (please specify below)
- Black/African/Caribbean/Black British: African
- Black/African/Caribbean/Black British: Caribbean
- Black/African/Caribbean/Black British: Any other Black/African/Caribbean background (please specify below)
- Other ethnic group: Arab
- Any other ethnic group (please specify below)

44. What is your age category?

- | | | | |
|----------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> 16 - 19 | <input type="checkbox"/> 35 - 39 | <input type="checkbox"/> 55 - 59 | <input type="checkbox"/> 75 - 79 |
| <input type="checkbox"/> 20 - 24 | <input type="checkbox"/> 40 - 44 | <input type="checkbox"/> 60 - 64 | <input type="checkbox"/> 80 and over |
| <input type="checkbox"/> 25 - 29 | <input type="checkbox"/> 45 - 49 | <input type="checkbox"/> 65 - 69 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 30 - 34 | <input type="checkbox"/> 50 - 54 | <input type="checkbox"/> 70 - 74 | |

45. What is your religion?

- | | |
|--|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Any other religion (please specify below) |
| | <input type="checkbox"/> Prefer not to say |

46. What is your sex?

- | | | |
|---------------------------------|--|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Intersex | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say | |

47. What is your gender identity?

Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery).

- Yes No Prefer not to say

48. How do you identify yourself? (e.g. non-binary, gender fluid, etc.?)

49. What is your sexual orientation?

- Heterosexual (people of the opposite sex) Bisexual (people of either sex)
 Lesbian (both female) Other (please specify below)
 Gay (both male) Prefer not to say

50. What is your relationship status?

- Married Divorced Widowed
 Civil partnership Lives with partner Other (please specify below)
 Single Separated Prefer not to say

The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period.

51. Are you pregnant at this time?

- Yes No Prefer not to say

52. Have you recently given birth? (within the last 26 week period)

- Yes No Prefer not to say

53. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot Yes, limited a little No Prefer not to say

54. Do you consider yourself to have a disability?

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long-term (12 month period or longer) or substantial adverse effects on their ability to carry out day-to-day activities).

- Physical disability Mental health need Other (please describe below)
 Sensory disability e.g. deaf, hard of hearing, blind, visually impaired Learning disability or difficulty Prefer not to say
 Long-term illness

Please describe your physical disability

Please describe your sensory disability

Please describe your long-term illness

Please describe your other disabilities/ illnesses

55. Do you care for someone? (Tick as many as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> Yes - Care for young person(s) aged under 24 years | <input type="checkbox"/> Yes - Care for older person(s) aged over 50 years |
| <input type="checkbox"/> Yes - Care for adult(s) aged 25 to 49 years | <input type="checkbox"/> No |
| | <input type="checkbox"/> Prefer not to say |

56. Have you ever served in the armed services?

- Yes No Prefer not to say

Thank you for taking the time to complete this survey.

Once you have completed this survey send to:

Freepost Plus RTAA-XTHA-LGGC

Communications
Heron House
120 Grove Road
Stoke-on-Trent
ST4 4LX

There is no need to use a stamp.