

Summary of findings-Melton Mowbray community feedback survey

August 2022



Overview of the survey

- Data was collected via online and hardcopy surveys
- This survey took place from the Monday 9 May – Sunday 19 of June 2022
- Based on the current population of the Borough of Melton of about 51,394 people, this survey was viewed by 38,427 people and achieved a response rate of about 6.25%
- A total of 4454 people attempted the survey (response rate of 8.7%) while 3214 fully completed it (response rate of 6.25%) of these, 2996 were registered patients of Long Clawson and Latham house medical practice.
- On calculation of the required sample size for this survey (95% confidence level and 5% margin of error) a sample size of 382 respondents is required to make inferences about a population from a sample



Some activities taken to ensure that this survey reached population including vulnerable groups

Local GP practice support

- Text forwarded to all patients by all GP practices
- Emails forwarded to all patients by all GP practices
- Website content live on GP practice website
- Social media posts forwarded on GP practice platforms
- Local Facebook spotted messages posted from the Engagement and Insight team
- Involvement of PPG members in creating awareness of the survey
- Printed copies of the questionnaire made available at both GP practices



Some activities taken to ensure that this survey reached population including vulnerable groups

Support from other stakeholders

- Encouraging local community and voluntary sectors to promote the survey on their platforms by emailing tool kit, contacting via telephone to make sure printed copies are supplied for people who were not digitally enable.
- Also, other partners such as i.e. Pharmacy, Libraries, Eastern European Communities, Samworth Brothers & Pedigree-Mars helped in raising awareness of the survey
- Partnership and cohesion approach with our key partners i.e., Melton Borough Council, Active Together, Leicestershire County Council, Local Area Coordinator, Voluntary community groups
- There were face to face sessions with voluntary and mental health groups and digitally enabled groups



Analysis

- Findings from the questionnaires were analysed and reported in frequencies and percentages
- The qualitative findings from the open-ended questions from surveys where respondents were invited to write answers in their own words were categorised into themes during analysis.



Importance of this survey

The findings from this survey would help us to:

- Prioritise the way we organise and pay for services and help guide us when thinking about how to cope with the increase in the population in Melton Mowbray.
- Improve care for the higher numbers of sicker people and the general rise in demand for GP practice services and to design future communications and engagement plans to stimulate behaviour change. Whilst this survey centred around primary care, people told us information that impacts on secondary and acute care and will be shared across the ICB.
- It also provides useful business intelligence information for local authorities when providing services e.g., sustainable transformation plans.



Characteristics of respondents

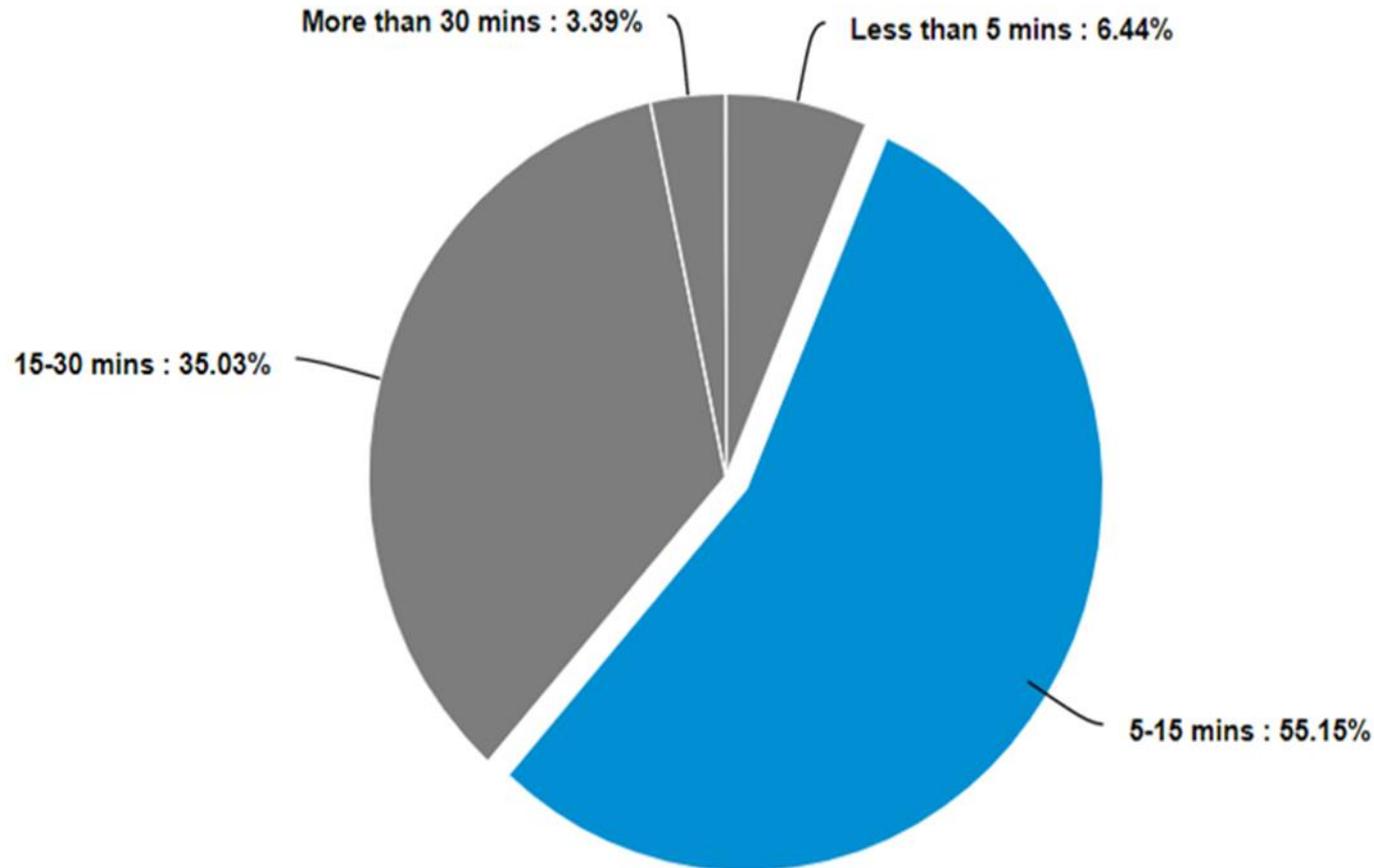
- Based on information from NHS digital in June 2022, Latham House Medical Centre has about 36,072 registered patients while Long Clawson medical practice has about 7,175 registered patients.
- Results of respondents who were registered with Latham House Medical Centre (2314;77%) and Long Clawson Medical Practice (682;23%) were included in analysis (total 2996).
- 62% of the respondents who participated in this survey were female, 38% were male and 0.3% identified as non-binary.



Characteristics of respondents

- 9% were aged between 16-34 years, 26% were aged between 35-54 years, 27% were aged between 55-64 years, and 38% were aged between 65-75+
- 79% were English, 11% British, while about 5% were from other ethnic groups
- 24% considered themselves to be living with some form of disability while 20% identified that they provided care for someone

How far are you willing to travel to access a GP practice?



Most would either use a car 2503 (60.8%) or walk 1123 (27.28%) to their GP practice

1704 (57.01%) are willing/able to use sustainable transportation options, 1041 (34.83%) are not willing while 244 (8.16%) are not sure they would be willing to use sustainable transportation options to get to their GP practice



What builds your trust in local health services?

The following were highlighted as the 5 most important things to respondents which build their trust in local health services (in ascending order):

- Ease of making an appointment either by telephone or online
- Clinician having good knowledge of you as a patient (past history)
- Seeing the same Doctor or Nurse regularly
- Competent reception staff with good customer service skills
- Flexibility of appointment type

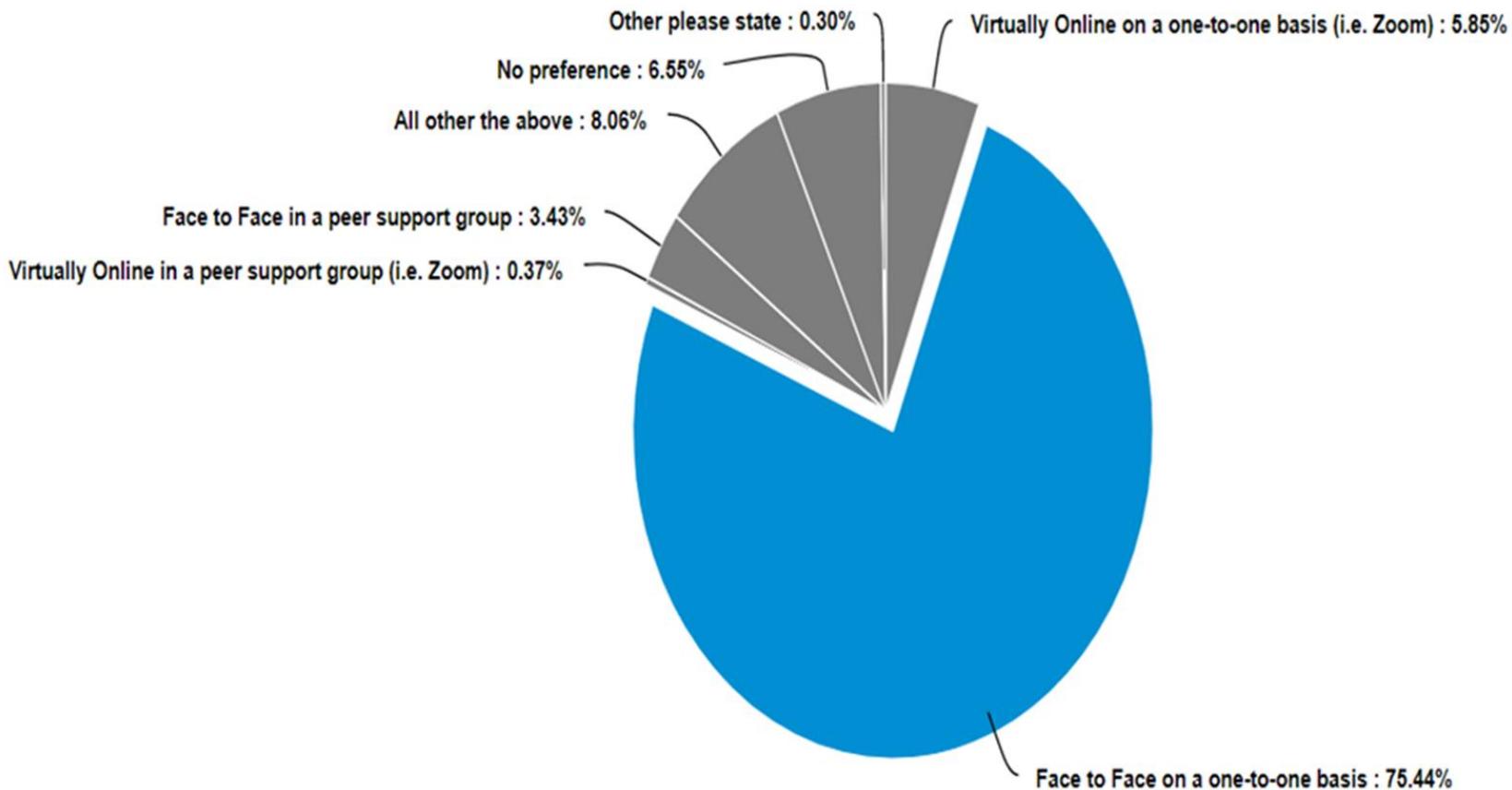


Which health services would you like to access locally if they were available?

Below are the top 10 health services people would like to access locally if they were available (in ascending order)

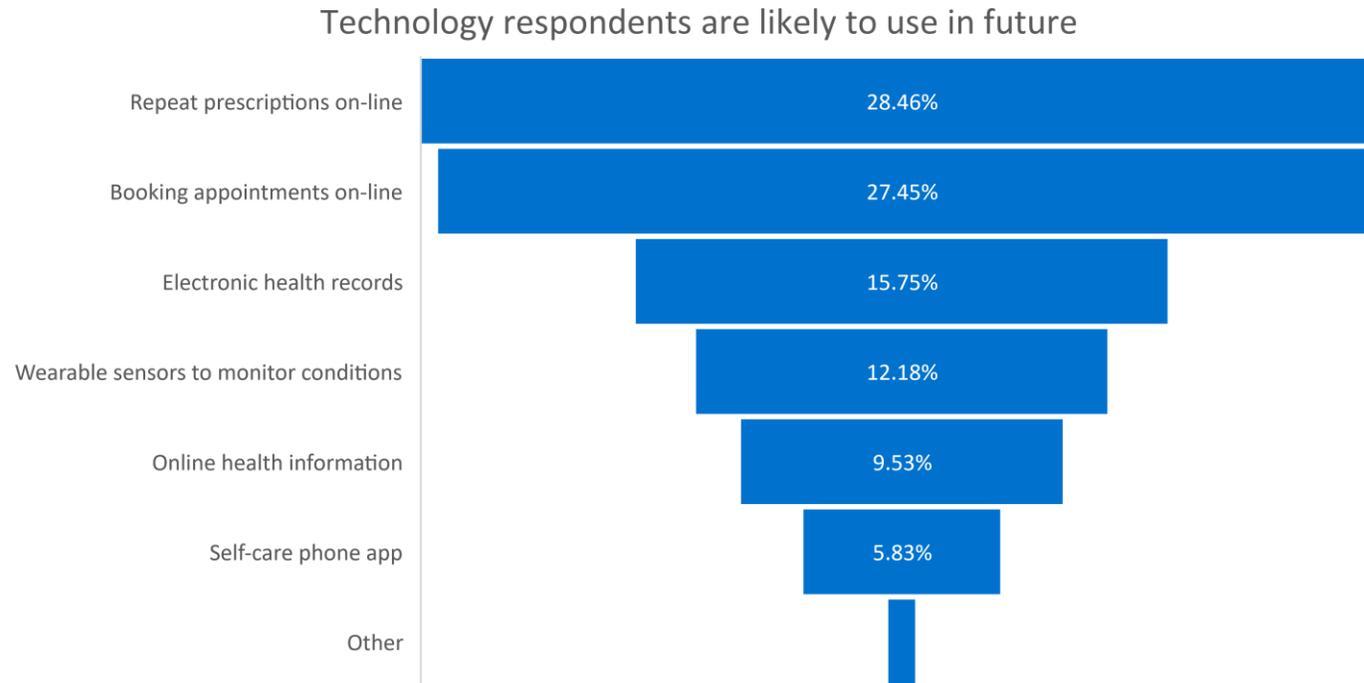
- Outpatient clinics
- Diagnostic tests
- Out-of-hours services (Monday – Friday before 8 am and after 6.30 pm and Saturday and Sunday)
- Day case surgery with a local anaesthetic (numbing an area of the body)
- Therapy services (e.g., physiotherapy, occupational therapy)
- Health and Wellbeing Support (e.g. advice on eating healthily, exercising regularly, sleeping well, advice on emotional wellbeing)
- Mental health support groups
- Self-care
- Alzheimer/Dementia support groups
- Range of Preventative services provided by partner organisations

How would you like to receive services?



The majority indicated that they would like these services to be provided face to face on a one-to-one basis 2245 (75.44%)

Technology is helping people to manage their health and wellbeing – what service are you likely to use in the future?



Repeat prescriptions, booking appointments and electronic health records were the 3 services people were most likely to use online

If you don't use technology, please tell us why not?

Themes	Number of respondents
Preference for face-to-face/human contact	77
Lack of competence	36
Difficult to navigate	34
Lack of competence due to age	29
Lack of access to a computer/device	18
Do not like it	15
Technology is unreliable	12
Lack of access to the internet	11
Not appropriate for people with disabilities	10
Lack of confidence	7
Lack of trust that records will be secure/private	7
Can't afford it	6
Delays	2
Confusing	2

Selected quotes related to the some of themes generated

"Can't always understand the instructions it gives, & what to press next, it's too fast & can't always tell if it works & I've pressed correct things. Hate it!"

"I am not that technically minded"

"Doesn't always work. Face-to-face appointments mean you can really talk about your condition"

"I use technology, I just don't trust any computer system procured by the government/NHS - you have a long track record of failure. Security & patient confidentiality is vital, and I don't trust you with either"

"Too old to cope with information that is supposed to cater to everyone but never covers the details that affect people like me."

"Limited vision makes it very difficult to use more complicated forms of technology"

"I find it often confusing and hard to follow"

"The process fails often due technical issues, use of passwords, protocols. It's not unpredictable and all very stressful."

Local setting where people would like service availability

828 (34.13%) will like health (including GP) services to be available to them in other settings

26.46% will not while 39.41% do not know.

Local setting where people will like the services available	Number of respondents
Local hospitals	63
Community centres	56
Leisure centres	46
Pharmacies/chemists	41
Village halls/community halls	26
Sports centres/health clubs/wellness centres/gyms	25
Libraries	15
Schools	12
Supermarkets	10
Mobile apps	6
Care homes	1
Churches	6
Council offices	4
Home visits	5
Work	5
Mobile units	3



The 6 most common things people would like to see at their GP surgery in the future

- Face-to-face consultations
- Getting an appointment easily
- Access to a doctor (GP)
- Open access-seeing a GP without an appointment
- Continuity of care
- Open access-seeing a GP without an appointment



Considerations

- **What matters most to people** - the findings indicate that the ease of making an appointment whether telephone or online, clinician having a good knowledge of patients and their history and continuity of care by seeing the same doctor or nurse are still the key things that matter most to people. This aligns with what people said in the survey conducted in 2021. Continued work to make improvements in these areas would improve relationships between practices and patients and go a long way to build trust and change the perceptions that peoples hold about primary care.
- **Travel and transport** – people appreciate they need to travel, however attitudes to travel times vary depending on the individuals’ circumstances and the service they feel they need.
- **Appointments and choice of appointment type** - Respondents indicated that they preferred face-to-face appointments. However, some were open to also utilise online consultation appointments and using technology in managing repeat prescriptions and in the booking of appointments. This strongly implies people's concerns and perceptions of online services and the extent of the needed to change these attitudes and perceptions. In promoting the use of technology in health services, support must be provided to those who are not technologically enabled in order to build their confidence and promote health literacy for individuals and communities to ensure they are able to access, understand and use information and services.



Considerations

- **Provision of services locally** - people are responsive to more care closer to home including outpatient clinics with out-of-hours services, diagnostic tests, therapy services, and support for mental health and health and wellbeing.
- **Settings of care in the future (including GP services)** - based on the responses some people are open to the concept of accessing primary care services in local settings such as local hospitals. Some were responsive to non-traditional health care settings e.g. community centres, leisure centres, and village/community halls. Nevertheless, this survey strongly highlights that access to GP practices is a major concern to people more so than the site of service.
- **Stimulate behaviour change and relationship building between the general population and GP practices**- feedback received from respondents regarding what they require to have trust from their GP practices, suggests that attitudes towards GP practices hasn't changed since previous surveys carried out in July 2021 despite many conversations nationally, regionally and locally about the new models of access to primary care. This reinforces the need for stimulation of behaviour change and relationship building if practices are to bring the patient population with them. As in the previous survey it is important who delivers messages about behaviour change. Indications are that it should come from their practice as a trusted and recognised source. Also, few respondents 4% indicated that they would access self-care services if they were made available so there is the need to encourage people to take responsibility for their own health.