



Your voice on local health and social care

Wokingham LINK

Community Engagement Survey

2010



Summary:

The *Community Engagement Survey* was designed to give communities a stronger voice in determining how local health and social care services are delivered in Wokingham. The findings tend to reflect the demography of the participants recruited in this survey, and there is a focus on the health and social care needs of the over 50s. We are pleased to report that whilst many individuals feel that their local health and social care needs are being met, and that the quality of service provision is generally high, our research suggests that Care for the Elderly, particular in the provision of domiciliary and day care services, but across social and healthcare provision is a priority issue for many local residents.

Similar issues were also raised in relation to Care for the Disabled (including those with learning disabilities), and the research highlights the need for all services to be accessible. Access to NHS Dental Services and 'Being Seen on Time' by GPs are also important priority issues that affect individuals of all ages. Improved Access to Information, particularly for social service provision but also in respect of signposting NHS services, is also identified as a priority for many. Accessible information on the proposed changes in service delivery will be particularly important in the forthcoming restructuring process. Finally, the research has highlighted the need for local health and social care providers to 'listen to and respect' patients/clients and continue in their drive towards a more patient focused approach.

Methodology:

The 15-minute qualitative survey aimed to explore people's attitudes to health and social care service provision in Wokingham Borough through 14 structured and semi-structured questions. Whilst we included some basic quantitative questions on service quality and access, we were keen to explore people's attitudes to health and social care in Wokingham through open-ended questions that encouraged respondents to share their experiences, both good and bad, and highlight areas of personal concern.

Background to the Survey Sample: 139 respondents

The Wokingham community engagement survey was undertaken from May to September 2010 and participants were recruited via a number of promotional events, community and outreach activities, shopping centre launches, on-line facilities and a focus group with participants from the 'Take Notice Group' (adults with learning disabilities).

In total, 139 respondents answered the survey although not every question was answered. Of the 136 respondents who were willing to record their gender, 33.82% were male and 66.17% were female.

- Around three-quarters of the sample recruited were aged over 50 with nearly 50% of respondents aged over 65, and therefore the survey responses reflect the needs and views of this demographic:
 - **0.74 % were aged 16-18**
 - **2.98 % were aged 19-24**
 - **18.65 % were aged 25-49**
 - **31.34 % were aged 50-64**
 - **46.26 % were aged 65+**
- Nearly half (44.85%) of the 136 respondents had heard of *Wokingham LINK* before the survey.
- **Ethnicity:** Of the 134 respondents who answered this question, 130 were 'White'; 1 respondent defined himself/herself as 'Indian' and another as 'Black-other'; 2 respondents preferred not to say.
- **Area of Residence:** This survey focused on people living in Wokingham Borough (see Appendix 1).

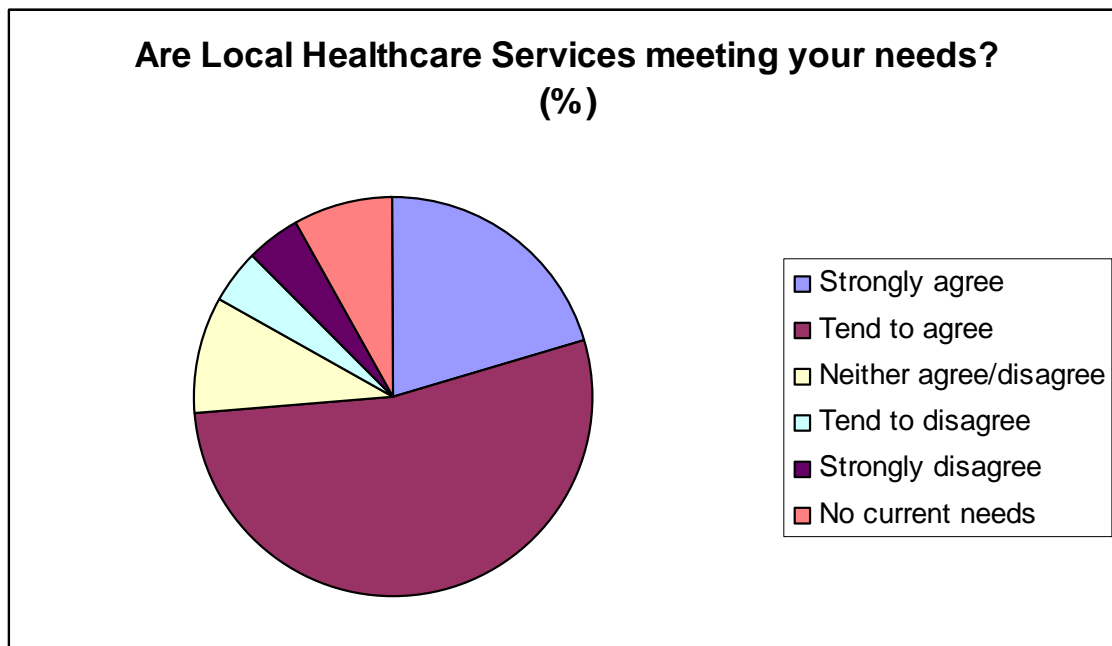
Local views on Health and Social Care Services: Research Findings

Question 2a: How much would you agree or disagree that local health care services are meeting your needs? (% of 136 respondents who answered this question)

Table 2.1 – Healthcare Needs (% of 136 respondents)

Strongly agree	20.58
Tend to agree	52.94
Neither agree/disagree	9.55
Tend to disagree	4.41
Strongly disagree	4.41
No current needs	8.08

Figure 2.1 – Are local healthcare services meeting your needs?



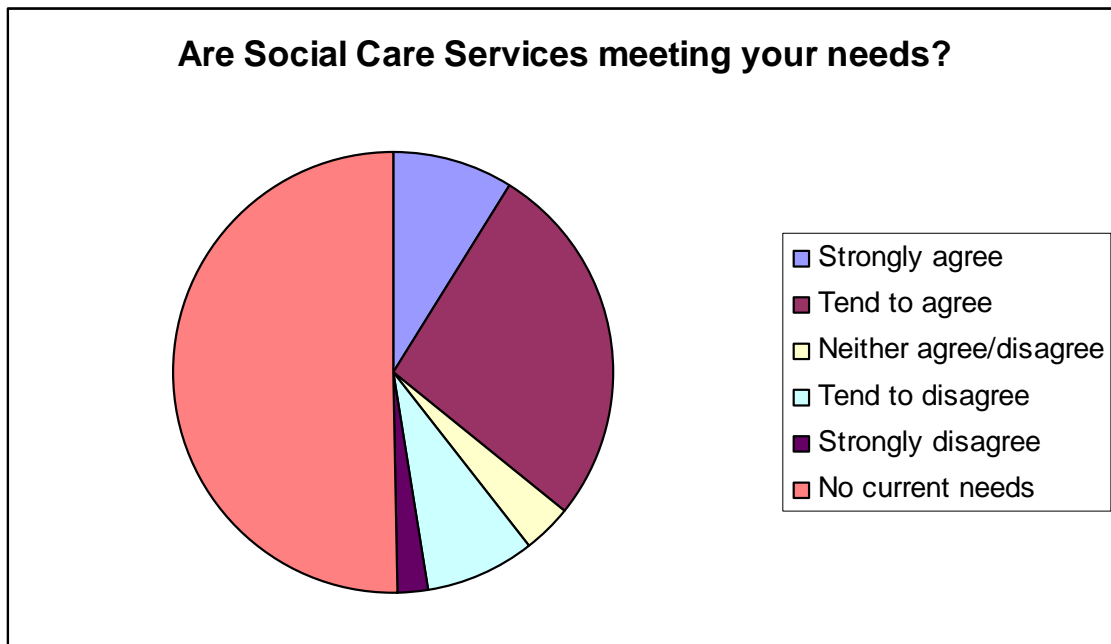
Healthcare Services: Overall, nearly three-quarters (73.52%) of respondents tend to agree or strongly agree that health services are meeting their needs in Wokingham (see Figure 2.1). Of the remainder, 8.82% tend to disagree or strongly disagree with this statement; 9.55% were neutral and 8.08% stated that they had no current needs. This is a very positive response, although it is still important to explore the reasons why some respondents feel dissatisfied with their healthcare provision.

QUESTION 2b: How much would you agree or disagree that social care services are currently meeting your needs (% calculated from the 137 respondents who answered this question)?

Table 2.2 – Social Care Needs (% of 137 respondents)

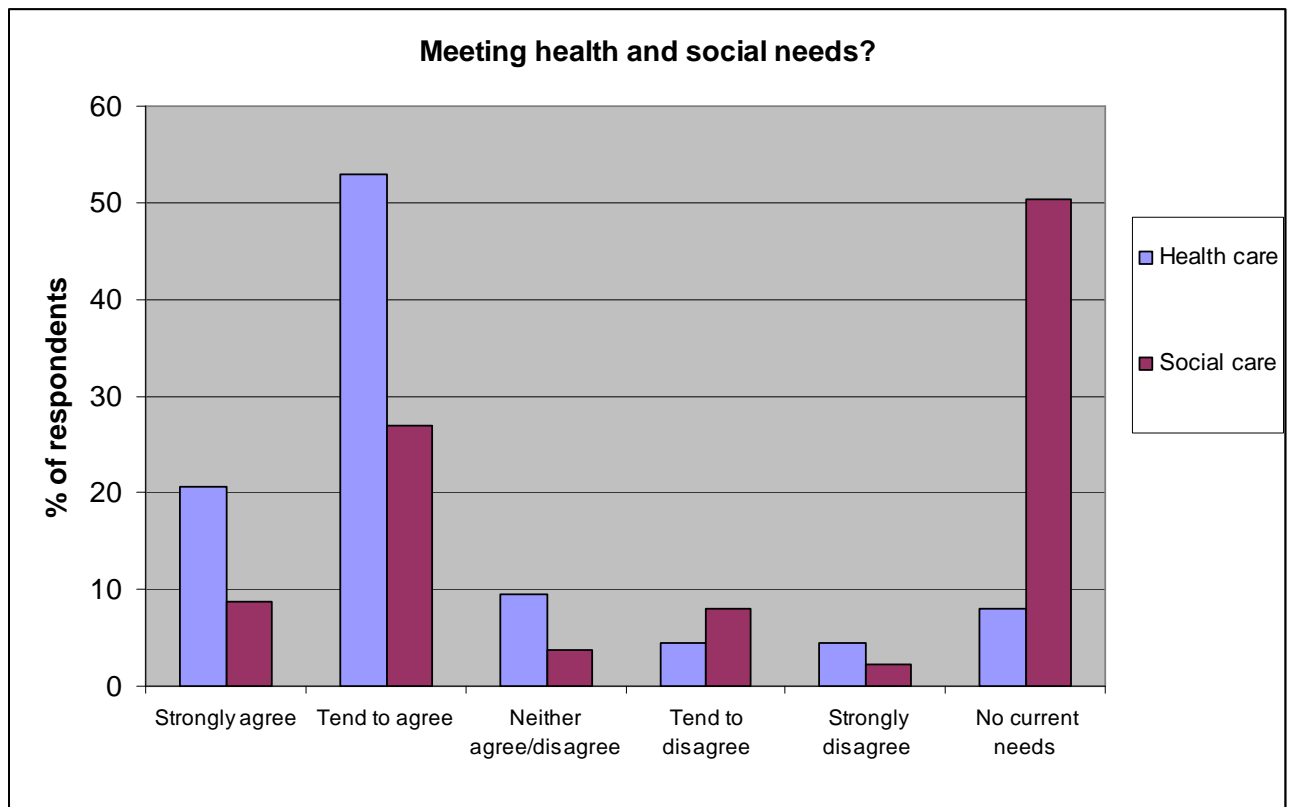
Strongly agree	8.75
Tend to agree	27
Neither agree/disagree	3.64
Tend to disagree	8.02
Strongly disagree	2.18
No current needs	50.36

Figure 2.2 – Are local social care services meeting your needs?



Social Care Services: Around half of the 137 respondents didn't have any social care needs (50.36%). Of the remainder, 35.75% stated that they tend to agree or strongly agree that their needs are being met compared to 10.2% who disagree or strongly disagree (3.64% were neutral).

Figure 2.3 – A comparison between health and social care needs



However, if we just look at the ratings given by the 68 respondents who do have a social care need then we can see that around 70% rated their care as 'very good' or 'good' whilst around 20% feel that its is 'poor' or 'very poor' which shows a slightly higher level of dissatisfaction than received by healthcare:

- **Very Good:** 12 respondents
- **Good:** 37 respondents
- **OK:** 5 respondents
- **Poor:** 11 respondents
- **Very Poor:** 3 respondents

This highlights the fact that although social care services are meeting the needs of the majority, there are shortfalls in the system for some individuals and their families. We will explore this further in the report.

Question 3a: How do you rate specific health and social care services where you live?

Respondents were asked to rate the quality of a range of health and social care services in their local area. We looked to see whether this data could be differentiated by gender, age and area of residence but no significant patterns emerged.

Quality of Healthcare Services: As shown in Table 3.1, many respondents stated they 'didn't know' about some services, particularly NHS Dental Services for Children and Nurses Home Visits.

'Poor' and 'Very Poor' Ratings:

- Most services received very few 'poor' and 'very poor' ratings (well under 7%) and as shown in Table 3.1, the relative differences between services are small.
- NHS Dental Care for Adults received the highest numbers of low quality scores – approximately 20% of respondents rated the service as either 'very poor' or 'poor'. This suggests that NHS dental services are an area of concern for local residents, and we will return to this later in the report.

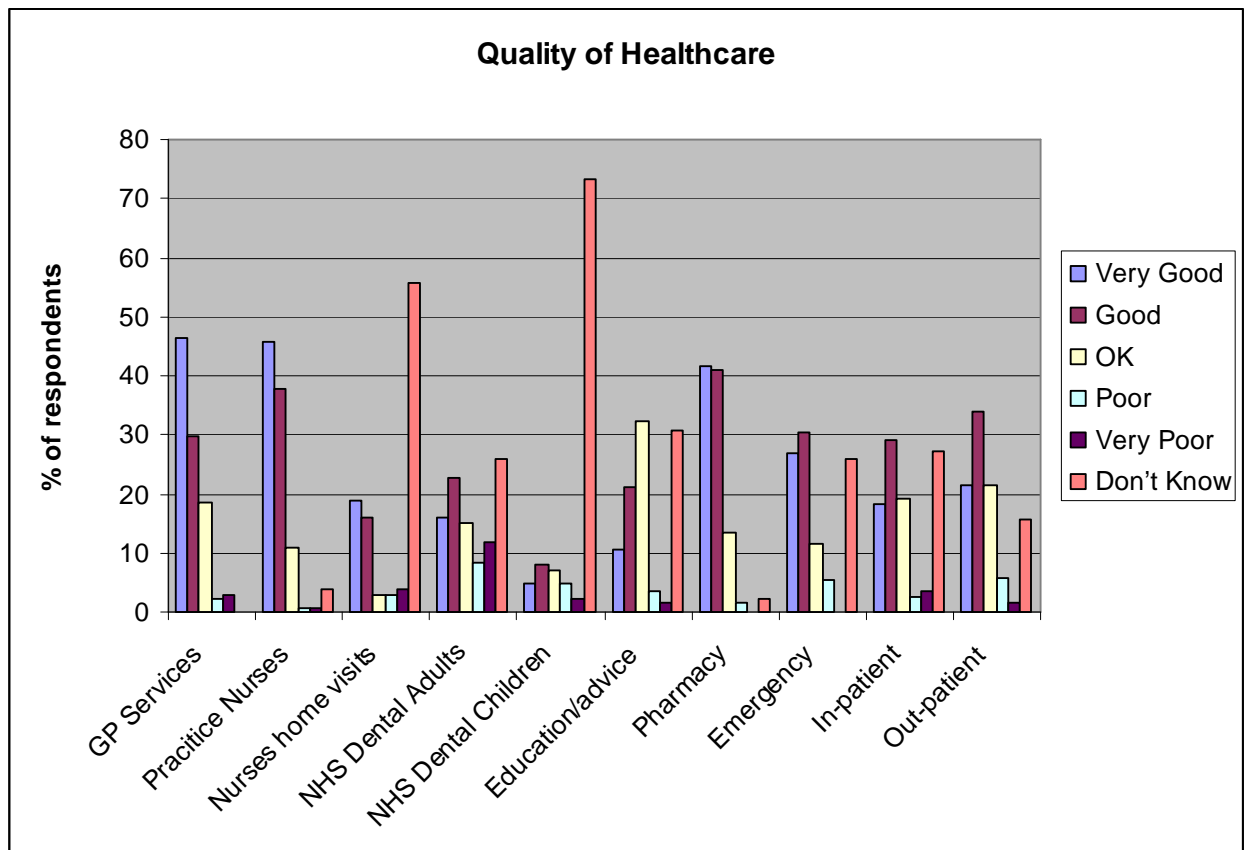
'Very Good' and 'Good' Ratings:

- Pharmacy, GP Services and Practice Nurses were rated the highest. Approximately 83% of respondents rated Pharmacy and Practice Nurses as either 'very good' or 'good', with GPs attaining 76%.
- Emergency and Out-patient Hospital services were generally well rated with Emergency treatment receiving no 'very poor' responses.

Table 3.1 – Quality of Healthcare Services in Wokingham (each % calculated from the number of respondents who answered the question)

HEALTHCARE SERVICE	Very good	Good	OK	Poor	Very Poor	Don't know
GP Services (134 respondents)	46.26	29.85	18.65	2.23	2.98	0
Practice nurses (127 respondents)	45.66	37.79	11.02	0.78	0.78	3.93
Nurses home visits (106 respondents)	18.86	16.03	2.83	2.83	3.77	55.66
NHS Dental for adults (119 respondents)	15.96	22.68	15.12	8.40	11.76	26.05
NHS Dental for children (86 respondents)	4.65	8.13	6.97	4.65	2.32	73.25
Education and advice (114 respondents)	10.52	21.05	32.45	3.50	1.75	30.70
Pharmacy Services (127 respondents)	41.73	40.94	13.38	1.57	0	2.36
Emergency Treatment (112 respondents)	26.78	30.35	11.60	5.35	0	25.89
In-patient hospital (110 respondents)	18.18	29.09	19.09	2.72	3.63	27.27
Out-patient hospital (121 respondents)	21.48	33.88	21.48	5.78	1.65	15.70

Figure 3.2 – Quality of Healthcare Services in Wokingham



Quality of Social Care Services:

There are relatively few differences between the ratings of the five social care services examined. Over half of the all the respondents who answered this question stated that they 'didn't know' about each of these services. However, social care services still received slightly more 'poor' and 'very poor' ratings than most healthcare services. Furthermore, a higher percentage of respondents rated these services as merely 'OK'. With the exception of mental health services (which many respondents had no knowledge of), each social care service was rated as either 'poor' or 'very poor' by between 10 – 15% of respondents (see Table 3.2).

In other words, between 11 and 16 individuals who had social care needs thought the quality of their care was poor. Although the numbers are small, this result supports the findings of Question 2 that the quality of social care service provision in Wokingham is inadequate for some families.

'Poor' and 'Very Poor Ratings':

- Care for the Elderly received the lowest quality ratings with nearly 15% of respondents rating this service as 'poor' and 'very poor'. In addition, Care in the Home was rated 'poor' or 'very poor' by approximately 13%

of those who answered the question. We will return to this issue later in the report.

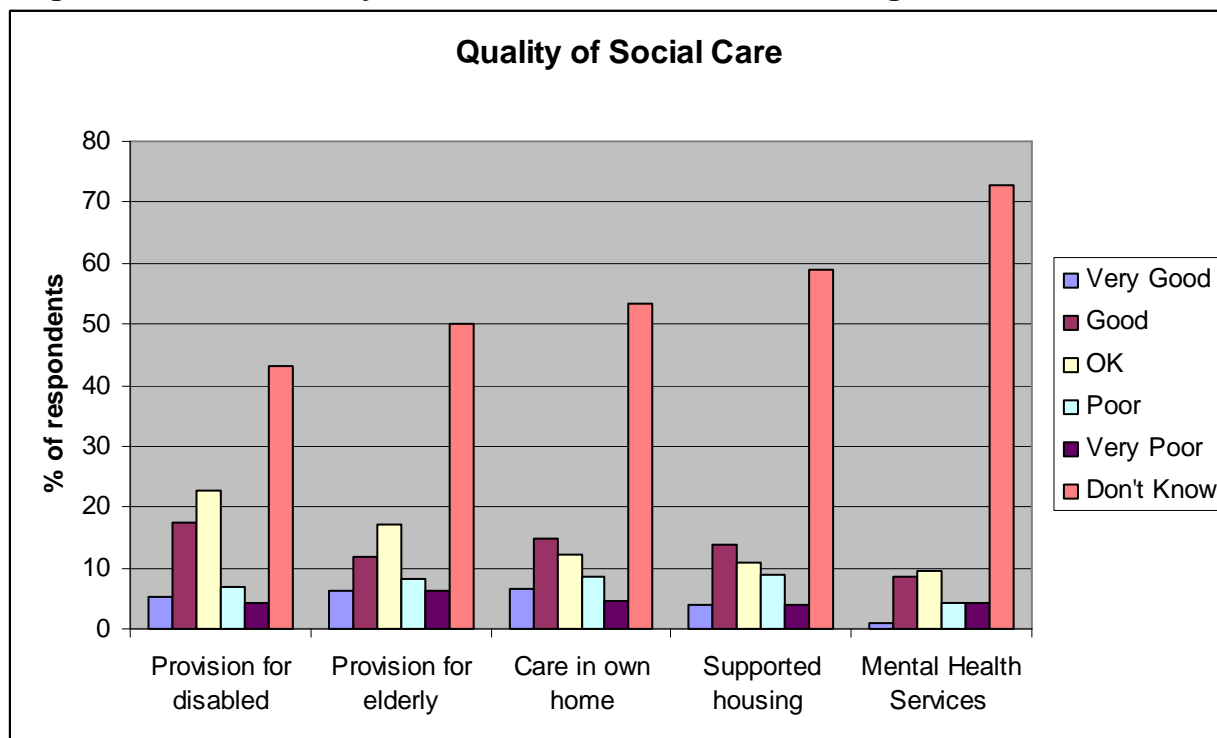
‘Good’ and ‘Very Good’ Ratings:

- Provision for People with Disabilities was the most highly rated with nearly **23%** giving it a ‘very good’ or ‘good’ rating.

Table 3.2 - Quality of Social Care Services (each % calculated from the number of respondents who answered the question.)

SOCIAL CARE SERVICE	Very Good	Good	OK	Poor	Very Poor	Don't know
Provision for disabled (114 respondents)	5.26	17.54	22.80	7.01	4.38	42.98
Provision for elderly (110 respondents)	6.36	11.81	17.27	8.18	6.36	50
Care in own home (107 respondents)	6.54	14.95	12.14	8.41	4.67	53.27
Supported housing/care homes (102 respondents)	3.92	13.72	10.78	8.82	3.92	58.82
Mental Health Services (95 respondents)	1.05	8.42	9.47	4.21	4.21	72.63

Figure 3.3 – The Quality of Social Care Services in Wokingham



QUESTION 3b: If you have rated services in Q3a 'poor' or 'very poor' please can you tell us why?

Although the overall ratings for most health and social care services are good, some respondents were not satisfied with the quality of the services they had received. The most common reasons why they rated a service was poor were inadequate service provision (cited by 23 respondents); poor quality of service (cited by 22 respondents) and a lack of continuity of care by GPs (6 respondents). Appointment systems, long waiting times for operation appointments and lack of support for carers were all raised twice. Some respondents gave very specific examples based on personal experience of a specific service (see Table 3.3).

Table 3.3 – Why did you Rate a Service as Poor? Respondent’s Experiences

HEALTHCARE SERVICES	RESPONDENT’S EXPERIENCE
<p>GP Services:</p> <p>Lack of continuity</p> <p>Don’t listen to patients</p>	<p>“GPs need more education in specific conditions such as Parkinson's as it took 3 years to have mine correctly diagnosed and I would have been on completely the wrong medication for a year if I had taken what I had been prescribed. It was only when I insisted on a second opinion that I was sent to the neurology dept. This has not been the only occasion that I have had the wrong diagnosis. There is a lack of continuity as we see different doctors every time we go (unless you are willing to wait for an appointment). The doctors are rushed and do not listen to what the patient says to them. Despite this the support staff, receptionist’s nurses are excellent at this surgery”.</p>
<p>No regular health checks</p> <p>Access/drug control</p> <p>Mental health experience</p> <p>Misdiagnosis/long waiting times for results</p>	<p>“There does not appear to be any facilities for regular health checks. I have been at lord Harris Court for 3 years and have had 1 blood test and no urine test. In York, my GP gave 1/2 yearly health check and a full MOT annually. Not available in Berks!”</p> <p>“Drs surgeries have different Drs. - their different opinions & drugs given - plenty of drugs given needs control. There must be strong system to control drugs, given to the patient like painkillers & steroids. PCT is wonderful for control. Appointment is not easy. Referral to consultant is not easy”</p> <p>“My GP did not reassure me just sent me away saying there is nothing he could do when experiencing pain and discomfort, this only adding to the stress I was already under. Part of discomfort later found out was stress related but never addressed this at all although had a mental health record.”</p> <p>“Wrong diagnosis for a DVT -was given diuretic tablets. Thus had a P.E. 2 Tested for diabetes-unable to see a doctor to obtain results & had a telephone consultation & told to control the confirmed condition by diet. Took a week to see a doctor. Review the expertise of the doctor”</p>
<p>District Nurses:</p> <p>Inadequate service provision</p>	<p>“District nurses are almost non-Existent”</p>
<p>Dentists:</p>	<p>“I have rated NHS Dentistry’s v. poor because if anything needs to be done following an inspection the NHS have no</p>

Inadequate service provision Cost	local service & I have to go private”. “Dentist charges are high above the sky for pensioners it is far too much high. NHS dentists are very rare, hard to find. Each and every dentist should have a quota of NHS for elderlies, when it is time we need most. Especially when teeth are falling you need the best help, which we are not getting. Specs charges are extremely high for pensioners”.
SOCIAL CARE SERVICES	RESPONDENT’S EXPERIENCE
Care in own home: Lack of communication Lack of continuity of care Financial cutbacks	“Not enough contact with carers support” “If the carer knows what s/he has to do the care is good. It is never the same carer so the follow through from day to day is non-existent” “Social services have just done a re-assessment and calmly told me that ALL my help would cease in October. The assessment was appalling...they are re-defining ‘the most vulnerable’ to the narrowest category possible. What’s more, I care for my 90 year old father in my home and the assessment does not seem to have taken that into account” (F, 50-64)
Provision for the Disabled: Poor quality service	“Tried to borrow wheelchair, Social Care very unhelpful. Told to go to Red Cross. SC used to be helpful and deliver and collect”

QUESTION 4: Health and/or Social Care Issues that have affected you or your family over last two years:

Only 29 of the 139 respondents answered this question. Whilst 3 respondents gave positive examples of good GP care and Emergency Hospital treatment, the other 26 had a negative experience to share with us.

Table 4.1 – Negative patient experiences in the last 12 months

Issue of concern	Number of times cited by a respondent
HEALTHCARE	
Long waiting times for appointments	2
Poor in –hospital treatment	1
Better post natal care	1
Total	4
SOCIAL CARE	
Mental health	2
Social care services	14
Provision for learning disabled	2
Elderly care	4
Total	22

From this question, we can see that 22 respondents (16% of 139 respondents who participated in the survey) had a concern regarding a social care service in the last 12 months. Table 4.2 highlights some of these experiences in depth but common issues of concern included:

- The lack of continuity of, and support from, home carers
- Difficulty in accessing services
- Insufficient day care and respite services for the elderly and disabled
- Concerns over families not understanding their entitlements (lack of information) and fears over proposed increases in care costs

Table 4.2 – Respondents Negative Experiences of Health and Social Care in the last 12 Months

Issue of concern	Specific experiences given by some respondents
<p>Social Care Services</p>	<p>“Have to work hard for respite care. Worry about having to pay for day care. Lack of support for my carer. Lack of good support during /after hospital”</p> <p>“If there are 10 carers allocated to one person then they all need to be briefed at the SAME TIME as to the care needs and what needs to be done each day. She also needs someone to clean the bedsit and wash clothes/linen once a week but she is not allowed this because of a funding issue”</p> <p>“I sometimes look after my disabled mother-in-law- equipment is only available from Red Cross to hire. If there is no warning of her stay and preparation is limited it is not always convenient to arrange hire of equipment at short notice. It would assist if there were facilities available via Social Services”</p> <p>“Personal budget -working well but hindered by transport. I live in supported housing but the support is not flexible enough for my needs. Wish to access lots more in the community but facilities not available in Wokingham. Problems with home care provider (Primary Health Care). Personal Budget means eventually I can choose. Think will be happier when this is finalised”</p> <p>“Day care is not long enough for family to have a day out- have to be home at 3.pm”</p> <p>“There are not enough places for the disabled to go to allow the family to have respite. My husband is disabled - a Response time for initial social care assessment is far too long. Assessments are prepared across various agencies, social services. Proposed substantial increase in costs are excessive”.</p> <p>“Individual Budgets are a great idea + it works v well for me +my family. However I have come across a number of families who find themselves with v low budgets as they have not known their rights to meet their needs as a carer or the budget is set down when the client is at school but when they go to college the holidays are longer and the budget has to stretch to cover that. It really depends on the Care manager you get”.</p> <p>“I have been attending Westmead Day Service for a number</p>

	of years and I am very concerned about the future”.
NHS Dental Services	“Not enough NHS Dental care I go to Sunninghill for NHS service 30-45 mins away”
Provision for Learning Disabled	“Day care service for learning disabled since the closure of WROC is now dependent on the use of hired rooms, exactly where we started 41 years ago. Also involves a lot of riding around in mini buses from one venue to another. Not really progress”
	“My Housing provision has made me unhappy. I haven't had any proper choice about where I live. I have a Learning Difficulty”
Mental Health	““Stay at Prospect park hospital, more stressful being there than at home. People (like me and anorexics) should not have to be on acute ward. Wards are caotic and staff have no time for one to one time with patients.’
	“The mental services have been changed to group therapy but this does not suit me. Why are there no alternatives? Concerned that Westmead may close; I don't know what I'd do if it wasn't here”

QUESTION 5a: Please can you give us some examples of good health care provision

GP services were frequently cited as examples of good practice in Wokingham. With the exception of appointment services, GPs were more highly praised than any other service in the survey. Some respondents also wanted to tell us about their satisfaction with RBH, the drop-in clinics at Wokingham community hospital and Reading’s NHS walk-in centre.

Table 5.1. – Examples of Good Healthcare Provision

Healthcare Service	Number of respondents who identified a service as good
GP services	48
Out-patient hospital treatment (RBH)	1
In-hospital treatment	3
NHS walk-in centre	1
Emergency/paramedics	2
Dentists	1

Examples of Good Provision by GPs and Hospitals:

“My GP responds to me immediately when I need his help. He comes to see me at home sometimes because he is aware of mobility problems”

“I was able to make a routine appointment with my GP in the evening. It was made 3 weeks in advance but that is ok for a non-urgent matter”

“The drop in clinics in the Wokingham community hospital which has just started is excellent although I believe that the nurse is funded by Parkinson’s UK for the next 18 months”

“I suffered a stroke in Sept 2009 and after leaving hospital the after care service was very good. I had regular visits from the district nurses etc who only stopped visiting when they and I were confident I could manage stairs, meals etc”.

QUESTION 5b: Please can you give us some examples of good social care provision?

A number of respondents have told us about the important services provided by local community and day care centres in Wokingham Borough. The *Westmead Day Centre* has been frequently praised for the much-needed services it provides to elderly and disabled residents, but there is growing concern that the centre is being closed down. In addition, other support services including WBC’s *START* team were also cited as an example of good practice. Throughout the survey, many people have told us that they liked WBC’s individual/personal budget and payment system, although some criticised the assessment process.

Table 5.2 – Examples of Good Social Care Provision

Social Care Provision	Number of respondents who identified a service as good
Community centres/ activities and events (including Dimensions, Acorn Centre, Loddon Court, Westmead day centre.	11
Provision and support for elderly	5
Specialist reablement team (START), WBC	2
Individual budget and support team	1
Community bus	1

Question 6 – Please can you tell us your priorities for Wokingham LINK to investigate?

Respondents were invited to tell us about their three priorities for *Wokingham LINK* to investigate further. This un-structured question gave local people the opportunity to share their concerns and experiences on any health or social care issue. Only 73 of the total 139 respondents completed this question and many of them only cited one priority issue. All of the topics raised are important to the individuals, families and communities who took part in this research, but ‘Care for the Elderly’ was the most frequently cited priority. Furthermore, many of the other priority issues detailed in Table 6.1, such as access to/quality of care homes day-care provision and physiotherapy/hydrotherapy, are issues that are more likely to affect elderly residents. Those who care for an elderly or disabled family member also highlight the importance of local and accessible day-care and respite provision. As we have mentioned earlier, respondents are particularly anxious about the future of the Westmead Day Centre.

“Westmead has been a lifesaver for my brother-in-law. Putting People First is all very well for some people but the important thing in our situation is the companionship and socialising that are very important to enable my brother in law to feel part of things and build his confidence and if this centre closes there will be nowhere else suitable for him in this area which is a great worry”
(Female Respondent, 25-49)

In relation to healthcare services, ‘Access to GPs’ and ‘NHS Dentists’ emerged as the most frequently cited services for further investigation. Although GPs were highly praised in the survey overall, some people are unhappy with their appointment systems and out of hour’s access. As we argued earlier, local residents feel that NHS Dentists are hard to find and too expensive for people on low-incomes. ‘Better Support for the Disabled’ (particularly with reference to day and respite care) and Improved Transport to hospitals were also cited a number of times.

Table 6.1 Priorities for *Wokingham LINK* to Investigate

Top Priorities	No of respondents citing the issue as a priority
Care for the Elderly	19
Improved Access to GPs	11
NHS Dentists	8
Westmead Day Care Centre	8
Better Support for the Disabled (including learning disabled)	7
Transport to Hospital/Day Care centres	7
*Social needs	7
Mental health (inc. Prospect Park)	6
Support for carers	6
Patient Power - to control outcomes/patient focused/better communication	6
Being Seen Quickly by Hospitals	5
Improved access to Physiotherapy/Hydrotherapy	5
Increased day care provision/community centre activities	5
Better social care services (partic. domiciliary care)	4
Access to/quality of care homes	4
Improved hospital services at RBH (inc. faster discharge; poor appointments service)	4
Accessibility for disabled to GP surgeries	3
Better communication with social care clients	2
Healthy lifestyles for the elderly	1
Ambulance services	1
Better access to information	1
No human interaction	1
Cost of opticians	1
More support for Voluntary Organisations	1
Continuity of social care workers	1
Private hospitals for NHS patients	1
Better information on social care	1
More human interaction	1
More consultants at Wokingham	1
Better social care services (partic.	4

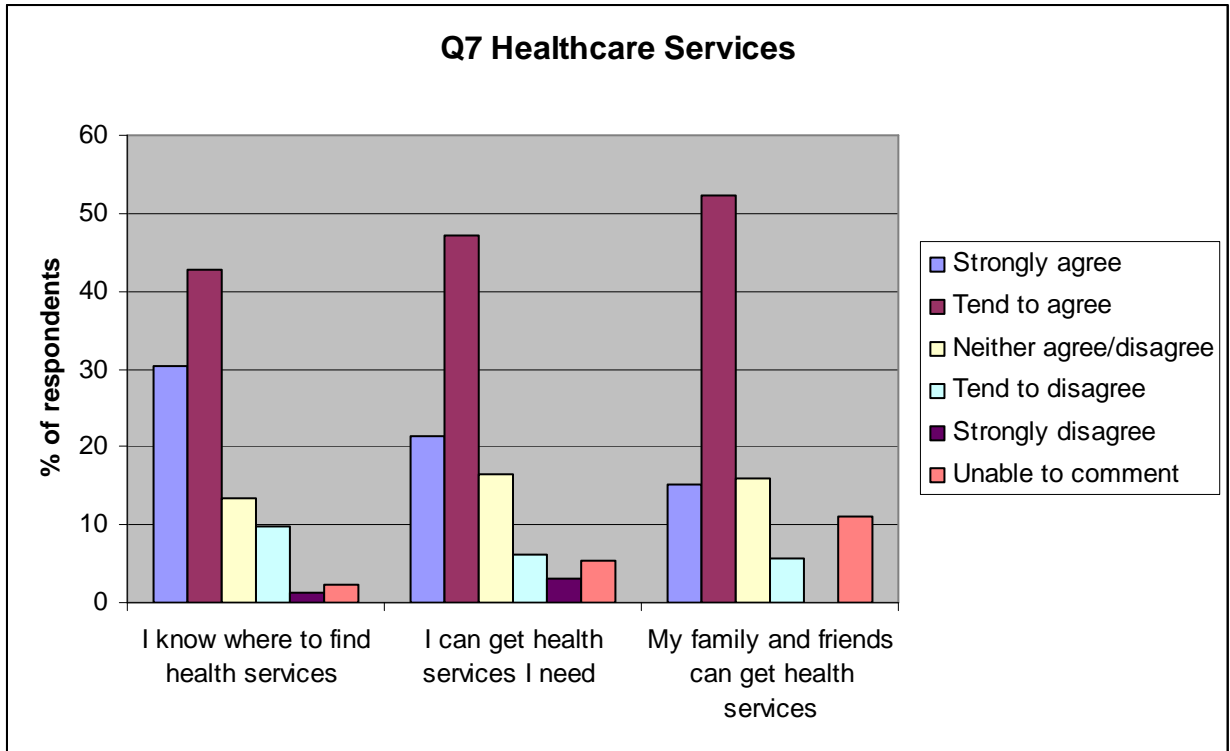
domiciliary care)	
Access to/quality of care homes	4
Quicker Pharmacy Services at RBH	1
More GP health checks	1
Better communication between specialists	1
Multiple Sclerosis	1

QUESTION 7: How far do you agree or disagree with the following statements on health and social care services?

Healthcare:

The majority of the respondents in our survey were positive that they know how to access information on healthcare services but there is still some room for improvement (see Appendix 2):

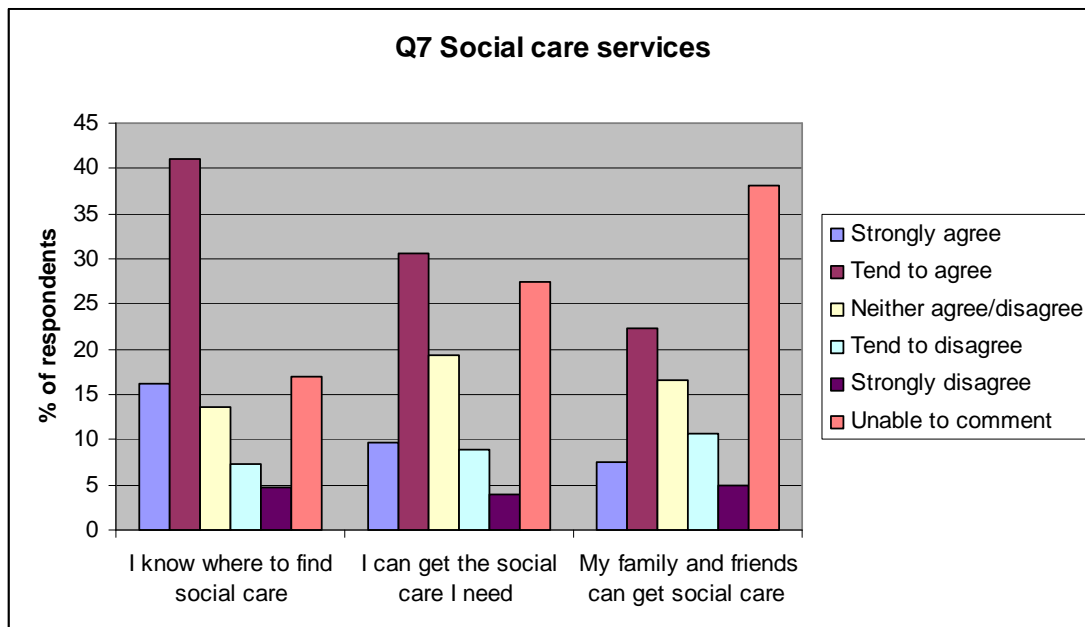
- “I know where to find out about health services” – 73% of people ‘strongly agreed’ or ‘tended to agree’
- “I can get the health services I need” – 68%% of people ‘strongly agreed’ or ‘tended to agree’
- “My family and friends can get the health services they need” – 67%% of people ‘strongly agreed’ or ‘tended to agree’



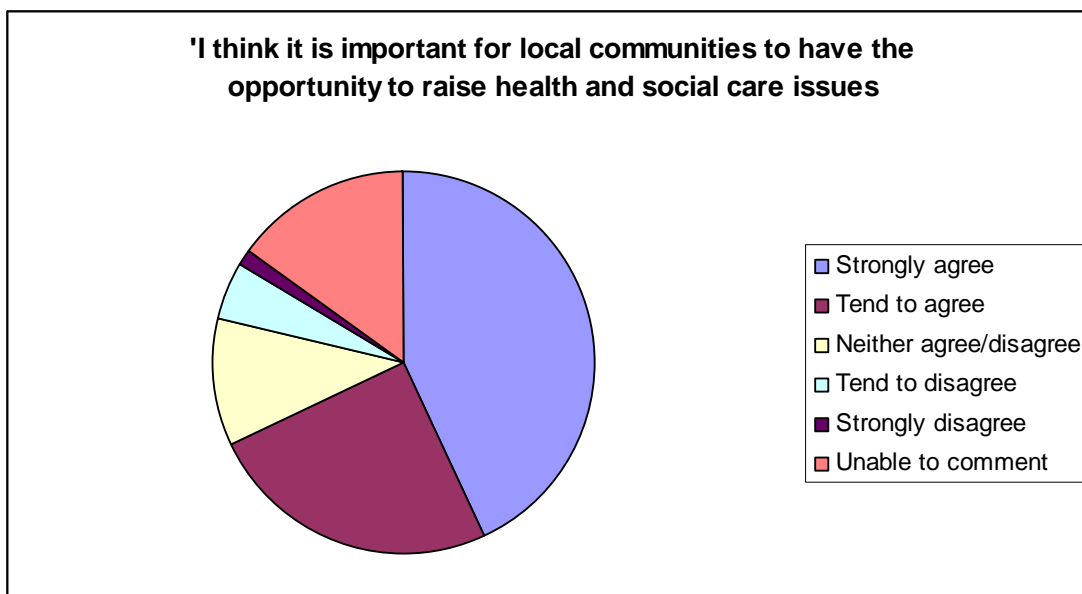
Social Care Services:

Although around a quarter of respondents felt unable to comment on this question, the results suggest that more information on how to access social care services may be needed in Wokingham Borough (see Appendix 3):

- *“I know where to find out about social care services in my local area”* – only 57% of respondents ‘strongly agreed’ or ‘tended to agree’ whilst 25% were either neutral or disagreed with the statement.
- *“I can get the social care services I need”* – only 40% of respondents ‘strongly agreed’ or ‘tended to agree’ whilst 32% were either neutral or disagreed with the statement.
- *“My family and friends can get the social care services they need”* – 30% ‘strongly agreed’ or ‘tended to agree’ whilst 32% were either neutral or disagreed with the statement (the remaining 38% were unable to comment).



Finally, 68% of respondents ‘strongly agreed’ or ‘tended to agree’ with the statement *‘I think it is important for local communities to have the opportunity to raise health and social care issues’*



Question 9 – If you could say one thing to local service providers that would help them meet your health or social care needs – what would it be? (The survey provided a speech bubble to collect this feedback)

If you could say one thing to service providers in Wokingham?	No of Responses
Themes:	
Listen to/ respect patients	9
“Thank you - I’m happy!”	8
Improved access to information – health and social care	7
Improved access to GP services (appointments)	6
More local day care/respite services	6
Importance of VSOs in service delivery	6
Care for the elderly	4
Better social care services (general)	4
Accessibility for disabled/those with less mobility	3
Cost related (e.g. don’t waste resources)	3
Better prevention	3
Improved services for the learning disabled	2
Being seen quickly - hospitals	2
Transport to hospital for elderly and disabled	2
More local services (e.g. Wokingham walk in centre)	2
Improved services of Prospect Park Hospital	1
Improved mental health services	1
Chiropody	1
Better trained staff	1
Improved access to NHS dentists	1

Holistic health and social care	1
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The speech bubbles provided respondents with the opportunity to express their feelings about any of the issues raised in this survey. We are pleased to report that some respondents used this question to state how happy they are with the current provision of health and social care services in Wokingham. We collected a diverse range of responses, and we unable to explore them all in this report, but we have summarised some of their narratives under the most important cross-cutting themes highlighted earlier in this report: Listen to and Respect Patients; Improved Access to Information on Health and Social Care Services; Improved Access to GP services (particularly appointments); More local Day Care/Respite services; Care for the Elderly and Disabled.

“If I could say one thing to service providers....”

1. Listen to/Respect Patients

“Listen to clients don't assume you know best” (F, 65+)

“Listen to what people are actually saying and don't keep telling them what you think is good for them. Quite often that actually translates to what is good for the council” (F, 25-49)

“Systematically gather people's experiences of services so that you know what people think about them” (M, 25-49)

“Listen and communicate” (F. 50-64)

“Listen to your needs and requirements” (M, 50-64)

“Awareness” (F, 65+)

“Please treat people as individuals, not as performance targets to be met/ticked in a box” (M, 50-64)

“Take time with patients”

“Consultants secretaries to return phone calls when they say they will!” (F, 50-64)

2. “Thank you – I'm happy!”

“I like my staff” (F, 50-64)

“Keep going as you are” (M, 65+)

“That I am happy” (M, 25-49)

“Very good”

"So far, we have been very happy with the facilities made available to us. My husband had 2 ambulance call outs this year and received prompt treatment both by the ambulance staff and the hospital staff at Royal Berks." (F, 65+)

"Thank you for all your help and keep up the good work that you do"

"Thank you" (F, 65+)

"I have been fortunate to be in Swallowfield surgery all my life. I feel I have been very lucky to be a patient there!" (F, 65+)

3. Improved Access to Information on Health and Social Care Services

"If you don't know what to ask for you can miss out. If you can't help, suggest extra information that can help"

"One place/computer link where the health and social care information for each person needing help is kept. It needs to be a very simple format so every provider working with/for the person in need can access up to date relevant information and add comments. How about a tick list format so no writing involved like an assessment?" (F, 50-64)

"Please provide more information about local health services. Not enough information about the services that are available, when they are available and how you access them e.g. nearest walk inc entre/minor injuries unit; opening hours of chemists " (F, 25-49)

"Knowledge of where and how I can contact them" (F, 65+)

"Please ensure that the general public are made aware of services that are available" (F, 50-64)

"Advertise the services that are provided, most people don't know half of what goes on." (F, 65+)

"I wish it was easier to know where each department sits in conjunction with others so I knew who I should call with queries etc...Lay people in general do not seem to know who does what, and often the departmental structure within the NHS is unclear to patients" (F, 25-49)

4. Improved Access to GP Services

"Better access to Drs at night"

"Shorter waits for pre-booked GP visits" (F, 65+_

"GP services"

"Please let us have surgeries that can help us when we need it. Healthcare is not a Monday – Friday 9-5 job" (F, 65+)

"Stop GP practices operating as businesses – put people first again. Increase patient time with GP to 15 minutes. GP's to provide their own out of hours"

"Most people and families see their GPs and I have had very poor service in recent years and think this needs addressing ASAP"

5. Increased Day Care/Respite Services

"Continue to offer respite so carers can get a break – value the carers role" (F, 50-64)

Provide more funds to day services. (M, 50-64)

Allow more money for day services to provide enough staff to meet peoples needs

"Please don't close Westmead" (M, 50-64)

"Don't close Westmead!" (M, 65)

"Families need help too. They have a life with and without the disabled person. We need time for us and family" (F, 50-64)

6. Importance of VSOs in Service Delivery

"Keep funding the local branch of Parkinson's which provide services cheaply without incurring the overheads that you would have to pay" (F, 50-64)

Other important charities:

MS Society

Speakability

Age Concern

Alzheimer's

7. Care for the Elderly

"Don't write the elderly off. This generation cannot make itself heard yet have to fight for adequate support, tend to have no voice in their hospital care and receive inadequate aftercare. Support the carers of the elderly who are often ageing themselves and who feel unheard and isolated. Without them Wokingham would need to find masses more money for care places" (F, 50-64)

"A periodic visit to talk to someone, I put the television on for company!" (F, 65+)

"A scheme to deliver medication to the elderly, infirm and disabled persons." (F, 65+)

"Please continue with the Older Peoples Forum at St Mary, St John Parish Centres every 2 months. I have learnt a lot form it" (F, 65+)

8. Accessibility to Services for Disabled/People with restricted mobility

"Easy access if required. So far we have manage to look after ourselves" (M, 65+)

"Forget portable screening for wheelchair users as just not accessible – look at their accessibility (consult with wheelchair users!) take time to understand the issues" (F, 25-49)

"Where are the services for the disabled in Wokingham?" (M, 25-49)

9. Cost Related

"Tailor resources to needs" (M, 50-64)

"Don't waste money" (F, 25-49)

"Keep your costs under very strict control" (M, 50-64)

10. Better Prevention

"Keep Wokingham residents mobile from the very young to elderly" (F, 50-64)

"Prevention is better than cure" (M, 50-64)

"Please do everything to eradicate superbugs" (F, 65+)

11. Transport for the Elderly and Disabled

"I would like them to be providing an emergency service when the need comes...Wheelchair Taxis providing emergency services" (Female, 25-49,

"A bus service from Crowthorne to hospitals, it's non existent" (F, 65+)

12. Improved Services for Learning Disabled

"Build more Loddon Courts urgently" (housing) (M, 50-64)

"Not all learning disabled have the ability to cope. There is not enough recognition of the wider range of needs. Children are now surviving with more

profound handicaps. They will not go into work or live independently with only minimum support. The need is growing. The services are not one size t shirt will not FIT ALL” (F, 65+)

13. Social Care Services

“Social Care, a regular visit - say monthly to the elderly who are on their own (as I am 81)” (M, 65+)

“Stop reducing eligibility for social care – it will only result in massively increased costs. I think these cutbacks are truly shameful” (F, 50-64)

“Be focussed on spending tax-payers money in the 'right' way. Particularly around social care for adults” (F, 25-49)

“To social services – please do not let us disappear from your radar” (M, 50-64)

14. Being Seen Quickly

“Try to keep to the time things are planned and if they are to change please let the client know” (F, 65+)

“No short waiting times for treatment. If you can go private and be seen the next day, why do NHS patients have to wait many weeks? If you have something wrong with you, you want it treated FAST!” (F, 50-64)

15. More Local Services in Wokingham Borough (e.g. NHS Walk in centre)

“Possibly a centre town drop in surgery regardless of your doctor e.g like Reading” (F, 65+)

“Wargrave is a long way from Wokingham and this gets ignored” (M, 65+)

16. Better Trained Staff

“Do your job properly” (Male, 25-49)

17. Chiropody

“Chiropody service”

18. Holistic Health and Social Care

“Look at me holistically as a person with both health and social care needs” (F, 25-49)

19. Improved Access to NHS Dentists

“Everyone in Wokingham district to have access to an NHS dentist” (F, 50-64)

20. Mental Health

“Help with mental health care for anxiety and depression (common in Parkinsons)” (F, 50-64)

21. Prospect Park Hospital

“Take a good look the way Bluebell ward Prospect Park Hospital is run as I didn't find many good things about it except for a few good staff- the rest had no idea how to treat people with mental health conditions and can be alarmist at times, in others negligent” (F, 50-64)

Conclusions:

This survey has provided an insight into public attitudes towards health and social care services in Wokingham Borough. One of the aims of this survey was to identify specific issues that *Wokingham LINK* might explore further. The findings tend to reflect the demography of the participants recruited in this survey and there is a focus on health and social care services that affect the elderly. We are pleased to report that whilst many individuals feel that their local health and social care needs are being met, our research has identified some areas where improvements could be made:

1. Care for the Elderly, particular in the provision of social care, was a common crosscutting theme that emerged from the research. Although this may be related in part to the average age of the sample, the findings clearly highlight the concerns held by many residents over the adequate provision of local services in a period of austerity. In particular, local day care provision, respite care and specialist centres (e.g. Westmead) all emerge as important services that matter to local residents. In relation to healthcare, it also highlights the need for GP's and hospitals to examine issues surrounding accessibility and specialist care for elderly residents. Similar issues were also raised in relation to Care for the Disabled (including those with learning disabilities). The research also highlighted some concerns over continuity of care, hospital transport, quality of home care services and adequate housing provision. Good support in the home is seen as essential to maintaining the well-being and independence of elderly residents.
2. In terms of healthcare provision in Wokingham Borough, NHS Dental Services received the lowest quality ratings and Access to NHS Dentists emerged as a common priority issue. Respondents feel that NHS Dentists are 'hard to find', and this could be explored further.

3. Although GP Services were highly praised in the survey, many people have difficulties in accessing appointments and out of hour services. 'Being Seen on Time' is also important for In-patient hospital treatment.
4. Many residents would like to see some Improved Access to Information, particularly for social service provision for elderly and disabled residents and their carers, but also in respect of clear signposting to NHS services and clarity on how NHS departments work together. A 'One Stop' information hub for all services has been suggested, as information will play an important part in retaining patient confidence during the restructuring process. It is also important to note that information needs to be provided via a range of different media platforms, not just the Internet.
5. Finally, the research has highlighted the need for local health and social care providers to 'listen to and respect' patients/clients and continue in their drive towards a more patient focused approach.

APPENDICES

Appendix 1

QUESTION 14:

Area of Wokingham Borough from 116 respondents:

Wokingham	6.03%
Wokingham Town	1.72%
Wokingham (Emmbrook, Noreys, Westcott)	19.82%
Winnersh	5.17%
Earley	15.51%
Woodley	14.65%
Twyford	10.34%
Sonning	4.31%
Lower Earley	0.86%
Finchampstead	6.89%
Crowthorne	1.72%
Hurst	0.86%
Remenham, Wargrave and Ruscomb	2.58%
Swallowfield	1.72%
Shinfield North	6.89%
Charvil	0.86%

Appendix 2

In Question 3, we also asked respondents if they had used this service but many of them didn't answer this question even if it was clear from later questions that they had experience of a particular health or social care service. As a result, the results are not useful.

Table A - Have you or your family used this healthcare service? (Number of respondents)

Healthcare Services	Yes	No	No answer given
GP Services	48	0	91
Practice nurses	43	0	96
Nurses home visits	16	2	121
NHS Dental for adults	27	0	112
NHS Dental for children	6	2	131
Education and advice	13	1	125
Pharmacy Services	37	0	107
Emergency Treatment	22	1	116
In-patient hospital	25	0	114
Out-patient hospital	32	0	107

Table B - Have you or your family used this social care service? (Number of respondents)

Social Care Services	Yes	No	No answer given
Provision for disabled	18	1	120
Provision for elderly	11	2	126
Care in own home	11	1	127
Supported housing/care homes	10	1	128
Mental Health Services	7	3	129

Appendix 3

QUESTION 7: How far do you agree or disagree with the following statements on health and social care services?

'I know where to find out about health services in my local area'

(% calculated from only 82 respondents who answered this question – this column had answers to question 6 in it half way down)

Strongly agree	30.48
Tend to agree	42.68
Neither	13.41
agree/disagree	
Tend to disagree	9.75
Strongly disagree	1.21
Unable to comment	2.43

'I can get the health services I need'

(% calculated from the 127 respondents who answered this question)

Strongly agree	21.25
Tend to agree	47.24
Neither	16.53
agree/disagree	
Tend to disagree	6.29
Strongly disagree	3.14
Unable to comment	5.51

'My family and friends can get the health services they need'

(% calculated from 126 respondents who answered this question)

Strongly agree	15.07
Tend to agree	52.38
Neither	15.87
agree/disagree	
Tend to disagree	5.55
Strongly disagree	0
Unable to comment	11.11

'I know where to find out about social care services in my local area'

(% calculated from the 124 respondents that answered the question)

Strongly agree	16.12
Tend to agree	41.12
Neither	13.70
agree/disagree	

Tend to disagree	7.25
Strongly disagree	4.83
Unable to comment	16.93

‘I can get the social care services I need’

(% calculated from the 124 respondents that answered the question)

Strongly agree	9.67
Tend to agree	30.64
Neither agree/disagree	19.35
Tend to disagree	8.87
Strongly disagree	4.03
Unable to comment	27.41

‘My family and friends can get the social care services they need’

(% calculated from the 121 respondents that answered the question)

Strongly agree	7.43
Tend to agree	22.31
Neither agree/disagree	16.52
Tend to disagree	10.74
Strongly disagree	4.95
Unable to comment	38.01

I think it is important for local communities to have the opportunity to raise health and social care issues’

(% calculated from the 121 respondents that answered the question)

Strongly agree	42.97
Tend to agree	24.79
Neither agree/disagree	10.74
Tend to disagree	4.95
Strongly disagree	1.65
Unable to comment	14.87