

NHS Fylde and Wyre CCG

Life in Wyre 2016



In:fusion

wyre
council

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This exercise was undertaken in accordance with the Market Research Society's Code of Conduct and UK Data Protection Law

1. Executive Summary

1.1. Approach

- The latest Life in Wyre survey was posted out to a random sample of residents and available to complete online between 3 October and 13 November 2016
- **1,429 responses were received to the survey**, made up of 1,105 postal returns and 324 online submissions, up on the 1,395 responses achieved in 2014
- The response data has been weighted by age, gender and disability to ensure the findings are representative of the borough's population

1.2. CCG Headline Findings

- **23% of Wyre residents know a great deal or fair amount about the CCG**, with 40% knowing a little and 37% having never heard of it
- **One in ten Wyre residents feel the NHS in their local area needs no improvement**, whilst around a third (35%) feel it needs a little improvement
- Of those identifying some level of improvement, more than half of the explanations centred around the availability of GP and other healthcare appointments
- **22% of residents feel they have opportunities to have their say on their local NHS service**, whilst 12% indicated that they feel their views are listened to
- **Nearly half of residents (47%) would self-care for minor illnesses and injuries**, although this is lower for people aged 65 or over
- Residents aged 44 or under are more likely than other age groups to use NHS 111 and the NHS Choices website
- **Stress is by far the most significant factor having a negative impact** on residents' health and wellbeing, particularly those under the age of 44
- **Use of the internet in the borough is up from two years ago**, with virtually all residents under the age of 65 accessing the internet at least sometimes
- Daily usage of smartphones to access the internet is higher than daily use of computers or laptops
- Of those residents who don't use the internet, the main attitude appears to be that they prefer to speak to people and more than a third would not even consider using the internet in the future

2. Background and Methodology

Background

In 2012 and 2014, Wyre Council undertook a residents' survey to understand satisfaction levels across the Borough and determine priorities to inform the delivery of services.

In order to benchmark progress since 2012 and continue the engagement with residents a 2016 Life in Wyre survey was commissioned. This covered a number of questions asked in 2012 and 2014 but also included a section relating to services delivered and commissioned by the NHS Fylde and Wyre Clinical Commissioning Group (CCG). This report focuses on the findings from the questions in the survey relating to the CCG, as well as sections which may be of interest (health and wellbeing and online access).

Methodology

The Life in Wyre survey was sent out to 3,500 households across the borough on Monday 3 October 2016. A reminder was sent on Friday 28 October 2016, with a final closing date of Sunday 13 November 2016.

A random stratified sample was adopted based on the population sizes of each ward in Wyre. This approach ensures the probability of achieving a good response rate whilst giving residents within each ward an equal chance of receiving the survey.

The survey was also hosted on both the Council and CCG websites and additional engagement efforts were made as follows:

- Promotion via CCG media channels
- Promotion via the Council website homepage
- Actively promoting the survey via social media accounts (Facebook and Twitter)
- Articles included in Council e-newsletters
- Utilising Council distribution groups and related community groups to promote the survey

In total, 1,429 responses were received compared to 1,395 responses in 2014 and 1,281 completed surveys in 2012. This equates to a response rate of 41%, compared to 47% in 2014 and 43% in 2012, although this calculation also includes responses from residents not in the initial postal sample. More questions were included in the 2016 survey than previous years and so the postal mail-out size was increased to account for this, hence the drop in overall response rate despite the increased number of responses overall.

1,158 responses were received from a sample of 3,500 postal addresses. 1,105 of these responded by post, 53 responded online. 271 online responses were submitted from other residents of Wyre not included in the postal sample.

How well the sample represents the population is gauged by two important statistics – the margin of error and confidence level. For example, this survey has a margin of error of plus or minus 2.58% at a 95

percent level of confidence. This means that if the survey was conducted 100 times, the true data would be within 2.58 percentage points above or below the percentage reported in 95 of the 100 surveys. Typically 3% is considered to be a 'good' margin of error and in the case of this survey, the margin of error suggests that the reader can have a good degree of confidence in the accuracy of the findings.

The mixed methodology adopted should also be borne in mind when considering the results of this survey. The responses of the random postal sample have been combined with online responses from other residents which may introduce an element of self-selection bias. However, this is consistent with the methodology of previous Life in Wyre surveys and therefore offers the most reliable comparisons over time.

The response data has been weighted by age, gender and disability to ensure the findings are representative of the Borough population and as such this report is based on the weighted data. All weighted calculations outlined below reflect 2011 Census splits. Due to the low number of responses from residents in the younger age categories (16-24, 25-34 and 35-44), these have been combined to create a more reliable grouping both to weight and to undertake any analysis by different age groups.

Please note the overall weighted sample for this report is 1,369 which is a slight reduction in the total response achieved of 1,429. This is because the weighting process has to exclude the small number of respondents who did not indicate their age, gender or disability status. Moreover, 'base' totals referenced throughout this report will range depending on the number of residents who provided a response to each question.

Figure 2.1: Age

	Unweighted	Weighted
44 or under	12%	37%
45 to 64	39%	34%
65 or over	49%	29%

Figure 2.2: Gender

	Unweighted	Weighted
Male	41%	48%
Female	59%	52%

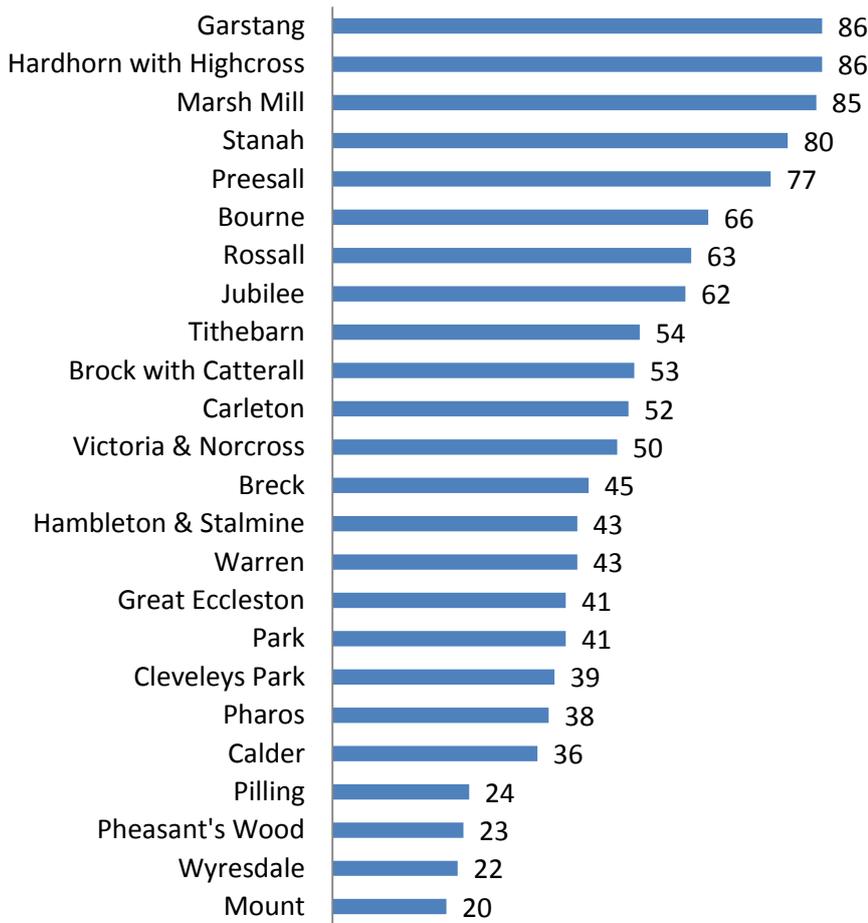
Figure 2.3: Disability

	Unweighted	Weighted
Limited a lot	14%	12%
Limited a little	23%	12%
Not limited	63%	76%

16% of respondents to the survey, after weighting, have a role as a carer for a relative or friend.

Responses were received from residents across the borough. The greatest number of responses came in the wards of Garstang, Hardhorn with Highcross, Marsh Mill and Stanah, whilst the lowest number of responses came in Mount, Wyresdale, Pheasant’s Wood and Pilling. A small number of respondents provided a partial postcode or refused to provide one at all.

Figure 2.4: Ward populations, weighted (base – 1,230)



The findings within this report focus on the overall representative sample of the borough population. Where significant, differences between different ward areas or demographics such as age and gender will be highlighted. Caution must be applied to these cross-tabulation findings though given the impact on confidence intervals when the overall sample is broken down to ward level. For example, the confidence interval for any analysis at the Mount ward level is +/- 21.86% compared to the overall borough confidence interval of +/- 2.58%.

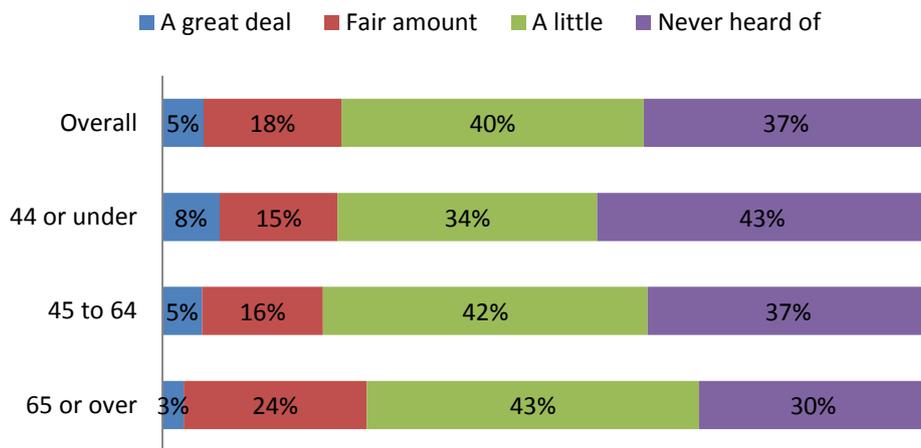
Where percentage totals in this report do not equal 100%, this is either due to rounding or because a particular question allowed multiple responses.

3. Community-Based Health Services

23% of Wyre felt they knew a great deal or fair amount about NHS Fylde and Wyre CCG before completing the survey. 37% had never heard of it. Residents aged 65 or over appeared the most likely age group to know at least something about the CCG.

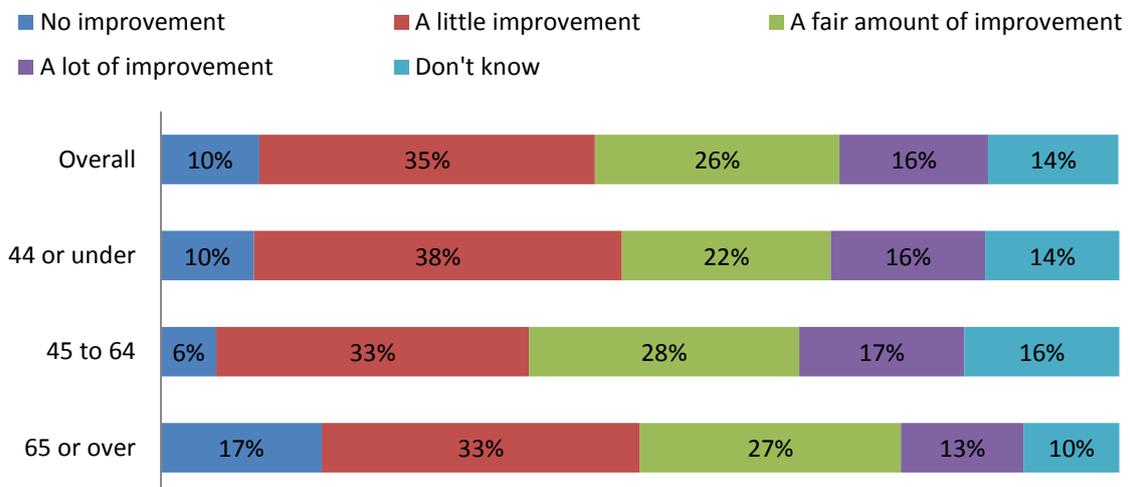
55% of respondents from the Pheasant’s Wood and Warren wards indicated that they had never heard of the CCG.

Figure 3.1: How much, if anything, would you say you knew about NHS Fylde and Wyre CCG before today? (Base – 1,336)



One in ten Wyre residents feel the NHS in their local area needs no improvement, whilst around one third (35%) feel it needs a little improvement. 16% indicated that the local NHS needs a lot of improvement. Residents aged 65 or over were the age group most likely to feel the NHS needs no improvement. Respondents from Mount and Warren were more likely than people from other areas of Wyre to feel their local NHS was in need of a lot of improvement.

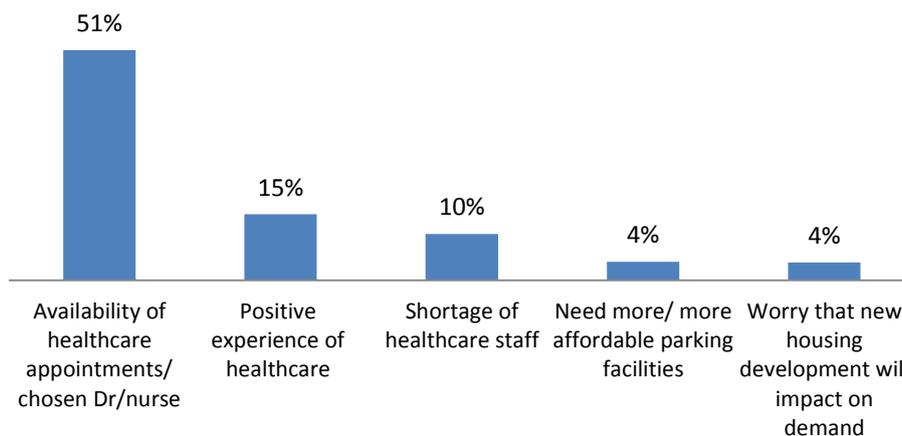
Figure 3.2: Do you think the NHS in your local area is in need of...? (Base – 1,319)



When asked to explain their thoughts on the NHS in their local area, more than half of comments focussed on the availability of and access to appointments with their GP or nurse, with examples including “impossible to see a doctor and when you do you are rushed through”, “difficult to get a timely appointment with your doctor” and “GP surgeries need to have more appointments available”. Respondents from Great Ecclestone (73%) and Marsh Mill (70%) were most likely to feel the availability of appointments needs improving.

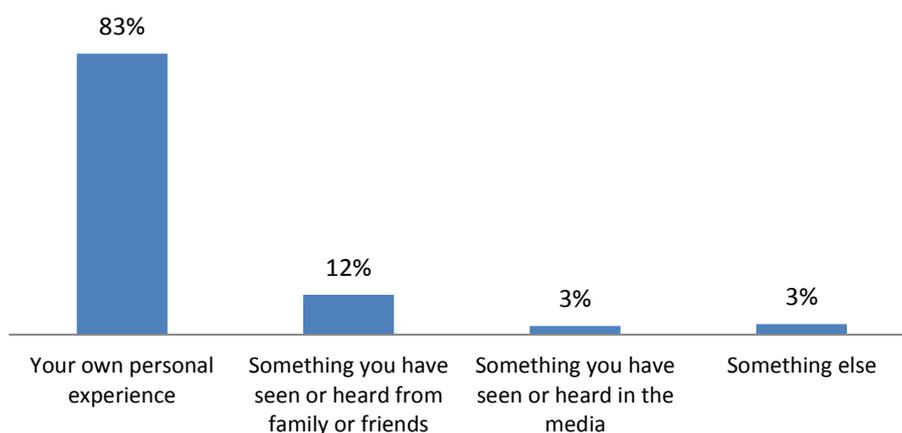
15% of comments were positive feedback on the NHS services residents receive, including “my personal experience shows the NHS to be excellent when needed” and “we have received excellent health care and our doctor's surgery is proactively improving their services”. One in ten comments specifically referenced a shortage in staff and the impact on the services delivered. Moreover, some respondents feel there needs to be more parking facilities which are affordable and some worry that new housing developments in their local area is impacting on, or will impact on, NHS demand. A range of other comments were made, including the need for more funding, more time and care should be given to patients, mental health services need improving, difficulty accessing NHS dentists and feedback on GP receptionists and some issues getting referrals and follow ups through their GP.

Figure 3.3: Main explanations for NHS improvement needed (base – 533)



83% of Wyre residents’ views on the NHS in their local area are based on their own personal experiences; whilst 12% based them on something they had seen or heard from family/ friends.

Figure 3.4: What residents’ NHS feedback is based on (base – 1,164)



Respondents were asked whether they agreed or disagreed with a range of statements about their local health services.

22% strongly or tend to agree that they have opportunities to have their say about local health services, with 29% strongly or tending to disagree. 27% were neutral and 21% did not know. 38% of respondents living in the Breck ward agree that they have opportunities to have their say, whilst 58% of respondents from Pheasant’s wood disagree.

The highest level of agreement overall was the 29% who strongly or tend to agree that they are aware that their GP Practice has a Patient Participation Group they can join. This is highest in the wards of Bourne (48%), Breck (45%) and Preesall (44%).

The lowest level of agreement was the 12% who strongly or tended to agree that their views on local health services are listened to; 29% strongly or tend to disagree.

Figure 3.5: To what extent residents agree or disagree with a range of statements about local health services (base – 1,280 to 1,297)

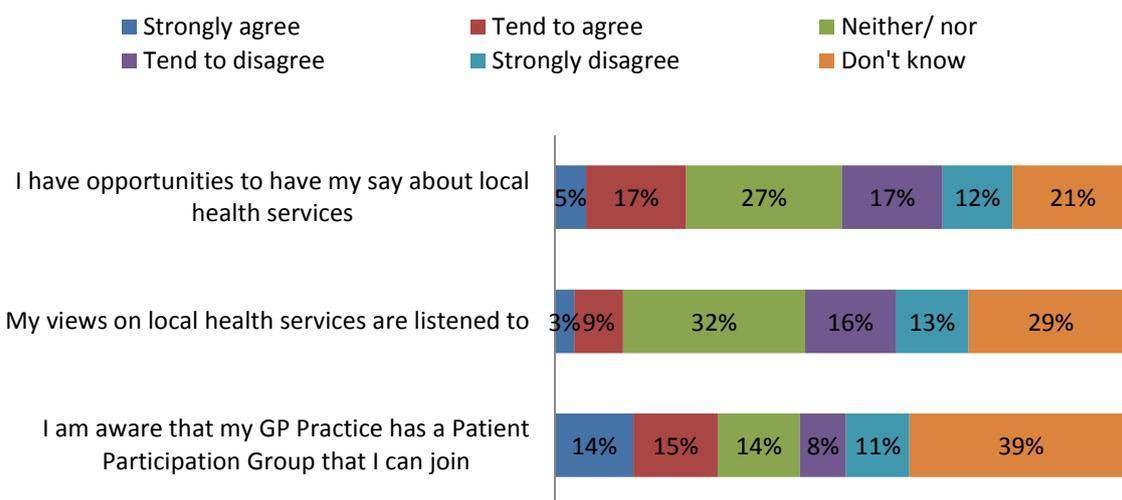
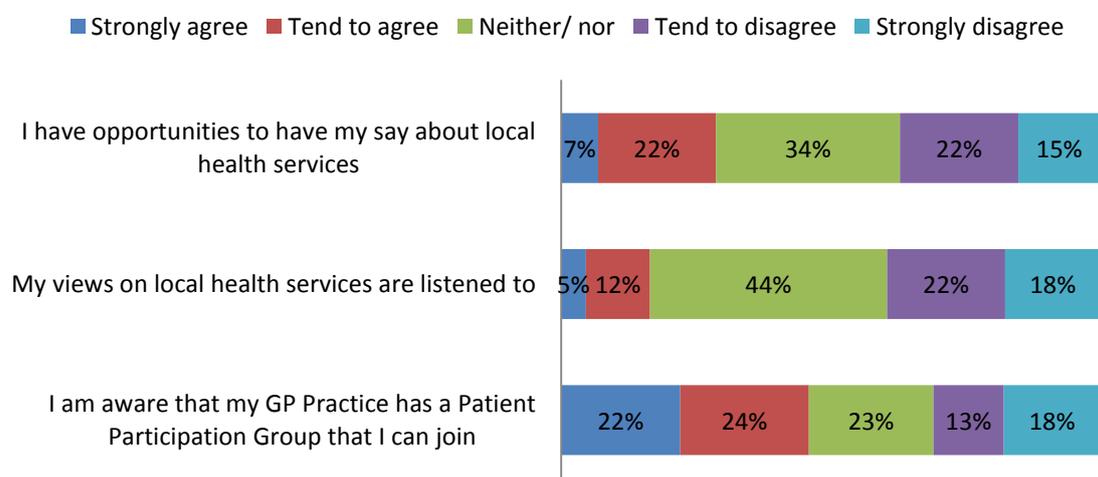


Figure 3.6: To what extent residents agree or disagree with a range of statements about local health services (base – 797 to 1,022; ‘don’t know’ responses excluded)



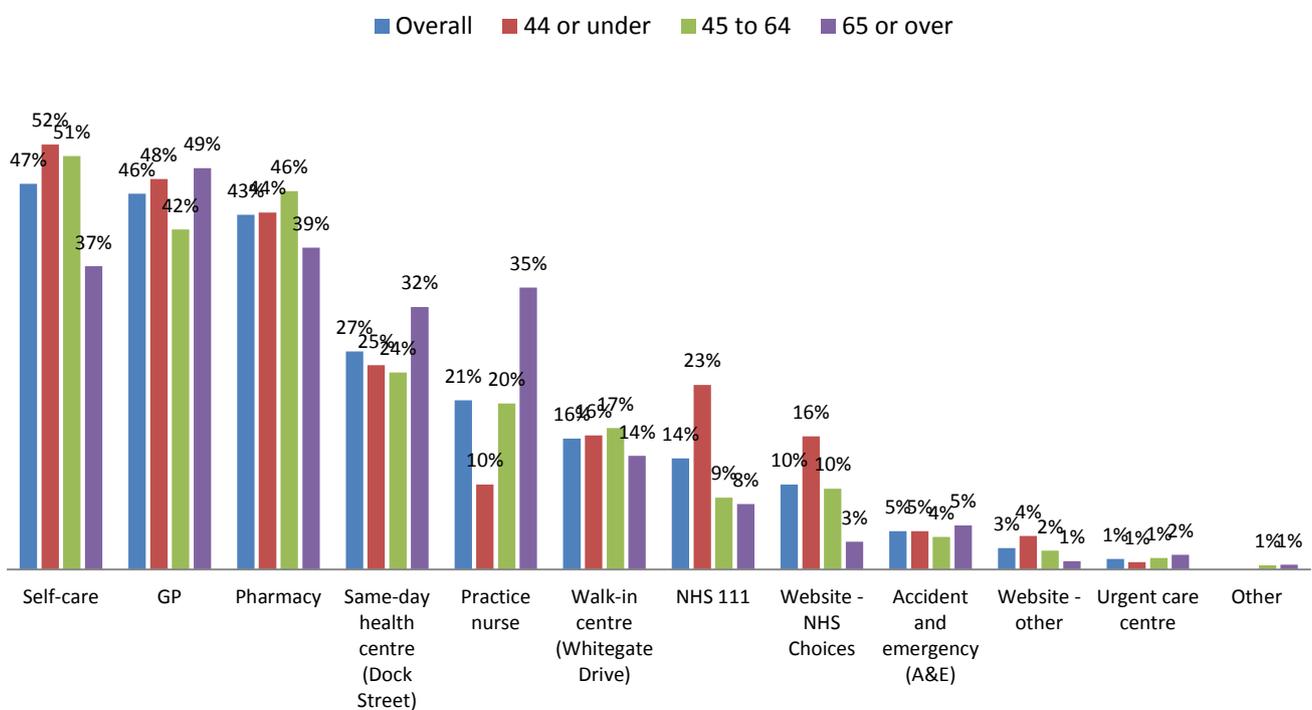
NHS Fylde and Wyre CCG is looking at ways to improve access to services for minor injuries and ailments. It also wants to make sure that people are signposted to the most appropriate advice or treatment service for their health needs.

47% of Wyre residents would self-care for minor illnesses and injuries, although this drops to 37% amongst those aged 65 or over.

Residents aged 44 or under appear much more likely than other age groups to use NHS 111 and the NHS Choices website.

69% of respondents in the Park ward would go to their GP for minor illnesses and injuries, whilst 66% of Marsh Mill and Wyresdale respondents would go to their local pharmacy.

Figure 3.7: Where would residents choose to go for minor illnesses and injuries? (Base – 1,318)



Following on from where residents would go for minor illness and injuries, the survey asked what the three most important things are to them when accessing health services. Selections included:

1. Access and availability to health services in terms of the type of access, opening hours and the location of any services
2. Having access to their 'own' preferred GP or healthcare professional is important to residents
3. Speed and efficiency of health services, including the speed at which people are seen, diagnosed, referred and followed up

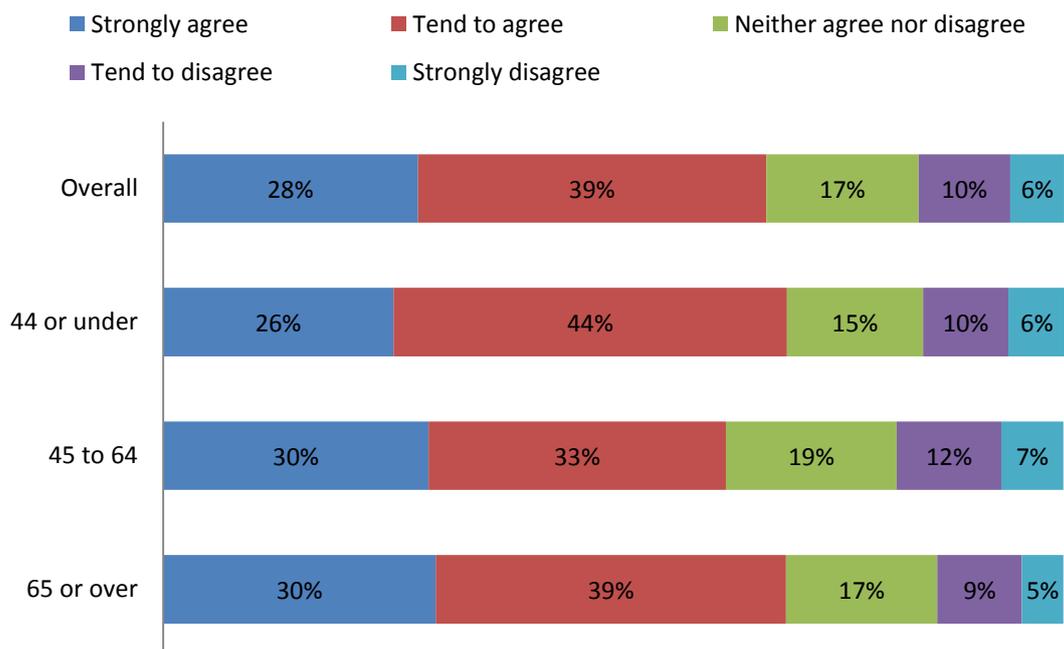
Figure 3.8: What three things are most important when accessing health services? (Base totals in brackets)

	Number One (1063)	Number Two (854)	Number Three (675)
Access and availability	64%	33%	21%
Location	5%	6%	8%
Quality service from reception staff	5%	5%	6%
Having access to 'own' GP/ chosen healthcare prof.	4%	5%	4%
Quality/thorough appointments	7%	15%	11%
Access to NHS dentists	0%	7%	8%
Trained/professional staff	3%	1%	0%
Parking facilities	1%	1%	3%
Caring healthcare professionals	3%	6%	6%
Not having to discuss issue with receptionist	1%	2%	2%
Quick follow ups/referrals	3%	6%	8%
Access to prescriptions	0%	3%	4%
Other	6%	10%	20%

67% of Wyre residents strongly or tend to agree with receiving advice from a trained professional when contacting their GP surgery. Agreement is highest in the wards of Brock with Catterall (82%), Pharos (80%) and Rossall (79%).

37% of Mount respondents tend to or strongly disagree with receiving advice from a trained professional when contacting their GP surgery.

Figure 3.9: To what extent do you agree or disagree with receiving advice from a trained professional when contacting your GP surgery? (Base – 1,315)



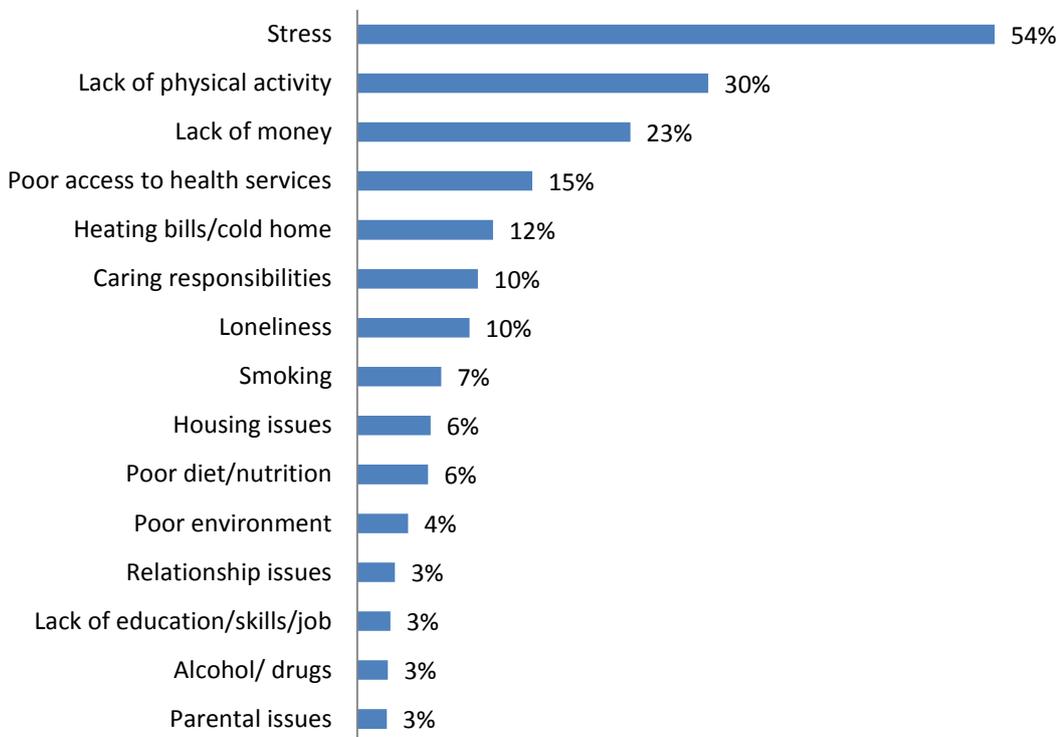
4. Health and Wellbeing

Like in 2014, stress (54%) and lack of physical activity (30%) are again considered the biggest negative impacts on residents' health and wellbeing.

Two thirds of residents aged 44 or under identified stress as a negative impact on their health and wellbeing compared to 29% of people aged 65 or over. 71% of respondents in Marsh Mill and Pharos identified stress as a negative impact compared to 33% in Park and Tithebarn.

23% of residents aged 65 or over identified heating bills/ cold home as a negative impact on their health and wellbeing compared to 6% of residents aged 44 or under.

Figure 4.1: If any, which of the following have the biggest negative impact on your health and wellbeing? (Base – 821)



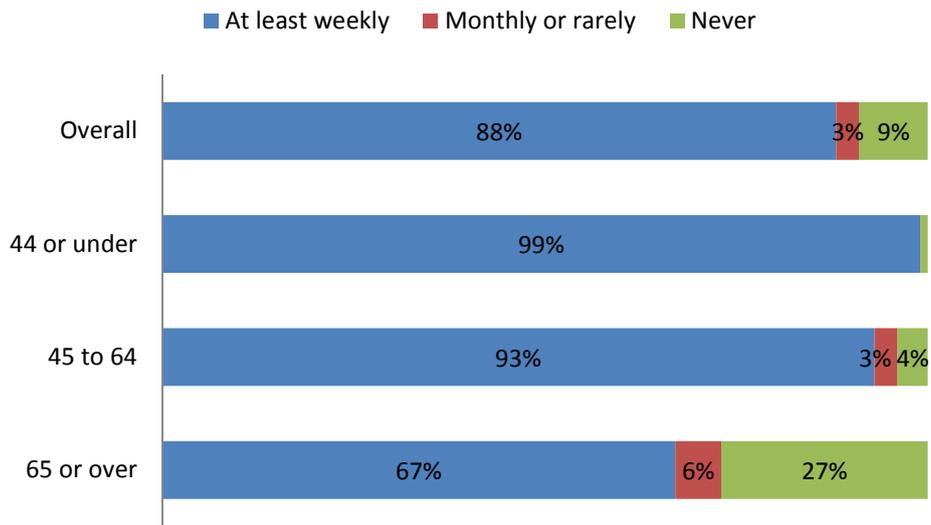
When prompted to explain what one action would help to improve their health and wellbeing, the main actions identified for the top three negative issues were:

- Stress – changes to their job situation (travelling, number of hours, homeworking), generally slowing down their 'pace of life', more support to care for family, cumulative impact of other negative impacts such as money and housing
- Lack of physical activity – generally exercise more, treatment on injuries or conditions to enable them to exercise and more/ cheaper opportunities to exercise in the area
- Lack of money – increased wage levels/ pay rise, reduced living expenses such as heating bills and Council Tax and general comments about how more money would improve their quality of life

5. Accessing Information and Services Online

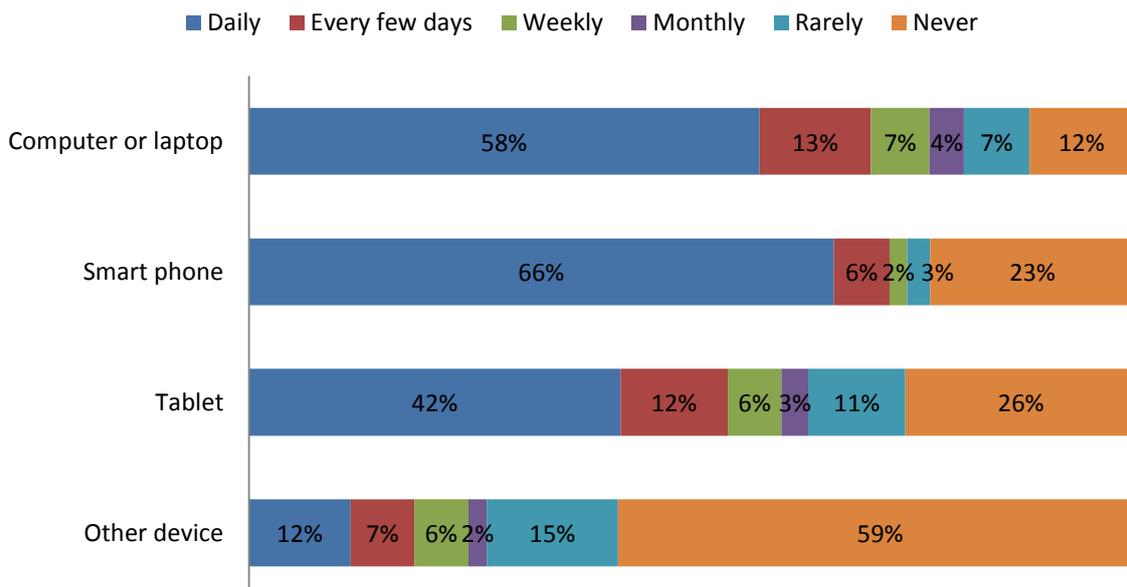
Overall, 88% of Wyre residents use the internet at least weekly compared to 85% in 2014. Virtually all people aged 44 or under access the internet at least weekly, whilst 27% of residents aged 65 or over never access the internet.

Figure 5.1: How often residents use the internet (base – 1,293)



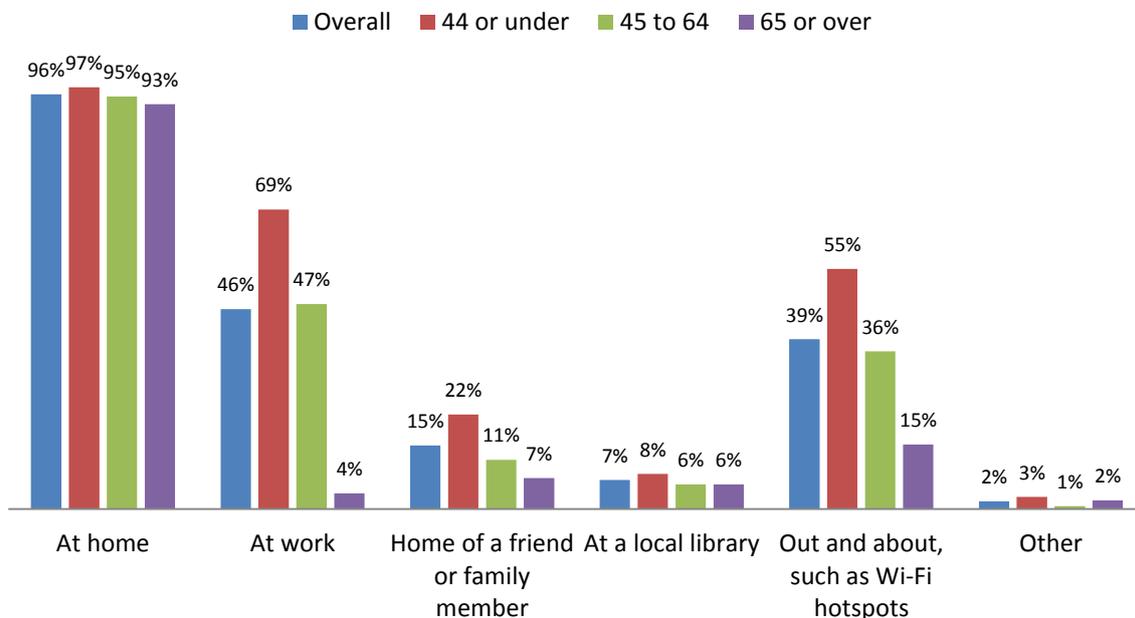
More residents access the internet on a daily basis using a smartphone (66%) than on a computer or laptop (58%). Daily smartphone internet usage drops to 27% amongst those residents aged 65 or over.

Figure 5.2: How often residents use the internet on different platforms (base – 1,175)



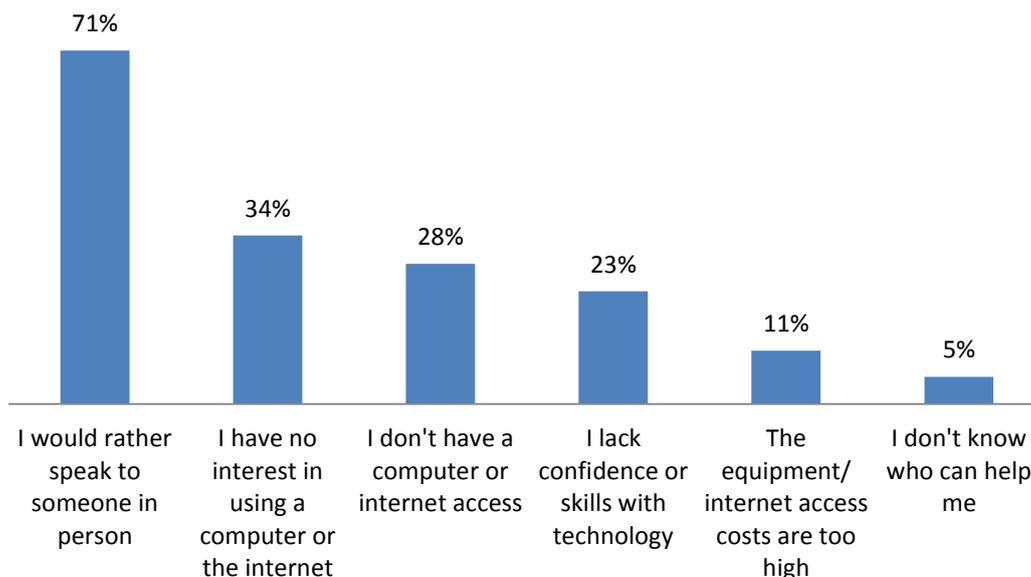
Of those Wyre residents who access the internet, the majority (96%) use it at home whilst 46% access it at work and 39% 'out and about'. The 44 or under age group appear more likely to access the internet at work or 'out and about' compared to other age groups.

Figure 5.3: Where residents access the internet (base – 1,223)



Of those residents who do not use the internet, 71% indicated that they would simply rather speak to someone in person, whilst 34% have no interest in using a computer or the internet.

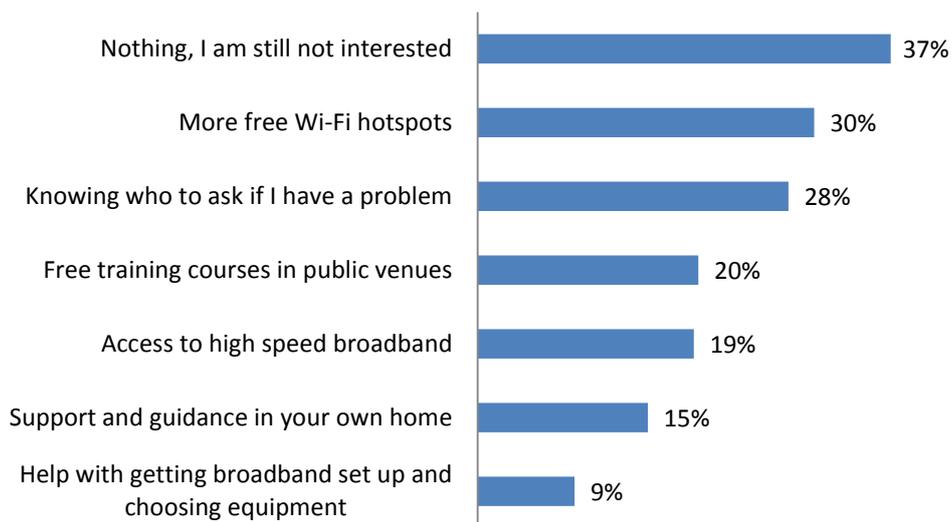
Figure 5.4: Reasons for not using the internet (base – 262)



When those respondents who rarely or never access the internet were asked what might encourage them to do so in the future, 37% reaffirmed that they are still not interested in using the internet.

Three in ten (30%) feel more free Wi-Fi hotspots would encourage them, whilst 28% think knowing who to ask if they have a problem would help.

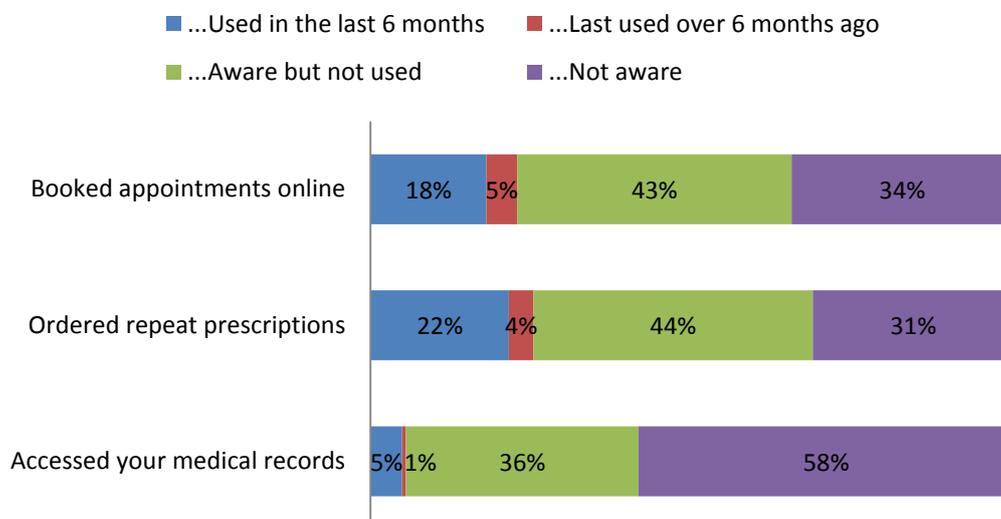
Figure 5.5: What might encourage residents to use the internet in the future (base – 399)



22% of Wyre residents have ordered repeat prescriptions online in the last six months, whilst 31% were unaware of such a service. 58% of Wyre residents were not aware that they could access their medical records online.

36% of Brock with Catterall respondents had booked an appointment online in the last six months whilst 54% of Great Eccleston respondents were not aware they could do this. 44% of Brock with Catterall respondents had also ordered repeat prescriptions online in the last six months.

Figure 5.6: Of the following health services available online, have you...? (Base – 1,222)



There was mixed feedback on the online NHS services, with main comments being:

- Some residents reaffirmed that they prefer to contact their GP by phone or in person which they find easier, with a few suggesting that they “do not trust” online services
- There is a perception amongst some residents that the level of service available online is not the same as over the phone/ in person, for example relating to the number of appointments selectable through online booking
- Some people explained issues or technical problems with the online system, including difficulties registering and general comments about it “not working”
- A number of residents simply do not use the internet and therefore explained that they would not use online NHS services
- Moreover, some residents used the comments box as an opportunity to explain that they did not know about the online services offered by the NHS
- There were a number of positive comments about the experience of the online NHS services, including the ability to “ponder” over GP appointment slots rather than the pressure of telephone or face-to-face and also how some people find it easy to use