

Success Regime
Engagement Events
“The Chatty Van”
Jan - Feb 2016

your
voice
counts

Introduction

Healthwatch Cumbria (HWC) was commissioned by the Success Regime (SR) to deliver a series of engagement events throughout West, East and North Cumbria from the second week in January to end March 2016. The purpose of these events was to continue to engage as many members of the public in a variety of communities and venues using an agreed set of questions to act as a framework for conversations.

It had been agreed to use a branded HWC “Chatty Van”, which also demonstrated the links to the NHS and the SR, to support this work allowing the team to be mobile, visible and also to provide some shelter in some of the more open engagement venues. This is a summary of findings from the engagement that has taken place up to and including 23rd February 2016. Further events are planned to the end of March 2016.

Methodology

Initial engagement

Because the survey questions were not available immediately when the “Chatty Van” arrived and when it had been agreed that engagement would begin, the initial engagement activity used a simple set of questions that acted as a framework for conversations seeking people’s understanding and views of the challenges facing the health and care system in West, North and East Cumbria.

Survey

Senior Responsible Officers (SROs) from each of the SR work streams had been asked to develop questions relative to their theme. There were some challenges that needed to be resolved to ensure that the questions were worded in such a way so that;

- They could provide some useful feedback to support the thinking of the workstreams
- They were focused on supporting engagement and not mistaken for consultation on possible options
- They were “user friendly” and could be easily asked and responded to in a short engagement conversation

It took some time for the final format to be agreed through the SR but the final survey, which was used from 1st February, included some common generic questions which had been suggested by more than one SRO, and some more thematic/specific questions resulting in a survey of 19 questions.

The survey is attached as appendix 1

It was agreed that it would be appropriate to use both ipads and paper copies to collect responses. Where responses have been collected as a paper copy the information has been inputted to the online system by HWC staff. The current input data has been analysed for this report which combines a summary of the quantitative responses to each question and also a summary of written responses supplied in the open text boxes provided.

Engagement

The “Chatty Van” has ensured that the public engagement did not just focus on the most populated areas of the county but also reached the more remote areas that are important parts of West, North and East Cumbria. Events focussing on minority groups such as those with learning disabilities and the Deaf have been attended by HW staff who have supported people when appropriate to record their responses.

HWC organised and publicised the full programme of events, regularly updating the planned locations for the “Chatty Van”, through the local media, and on the NHS and Healthwatch websites. All local councillors were sent information about the events.

A full timetable setting out the engagement programme is enclosed as appendix 2 to this report.

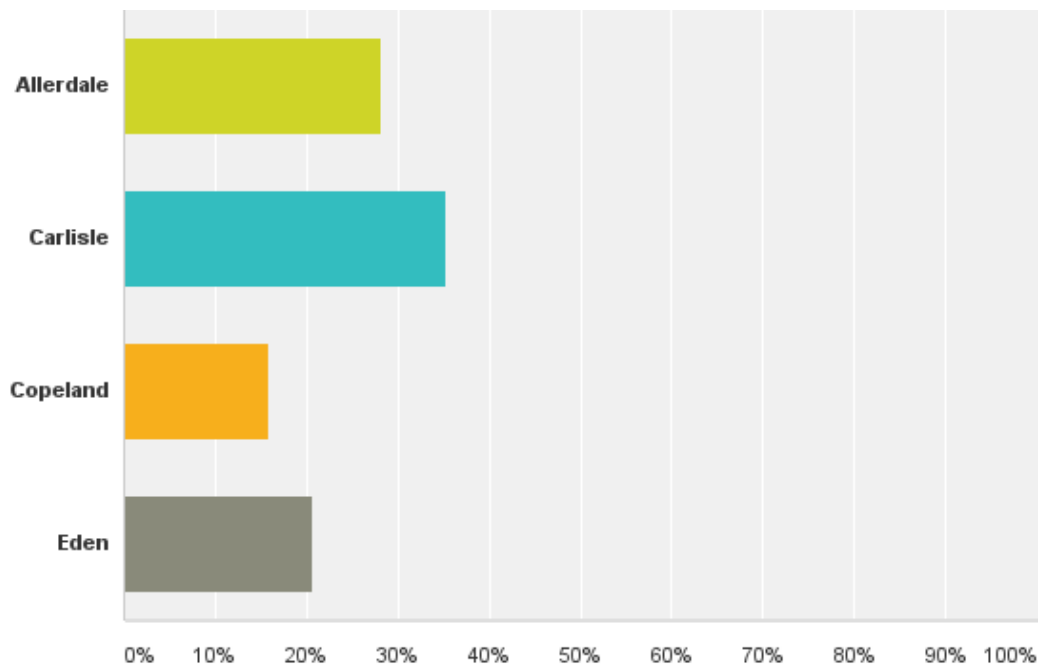
Public Response

Total number of face to face engagements during period 18th January to 23rd February **1,117**

Question by question analysis

A summary of the key responses from the survey is provided below supported by some examples of the ideas and suggestions supplied by respondents in the free text boxes.

Question 1 - Which district are you from?

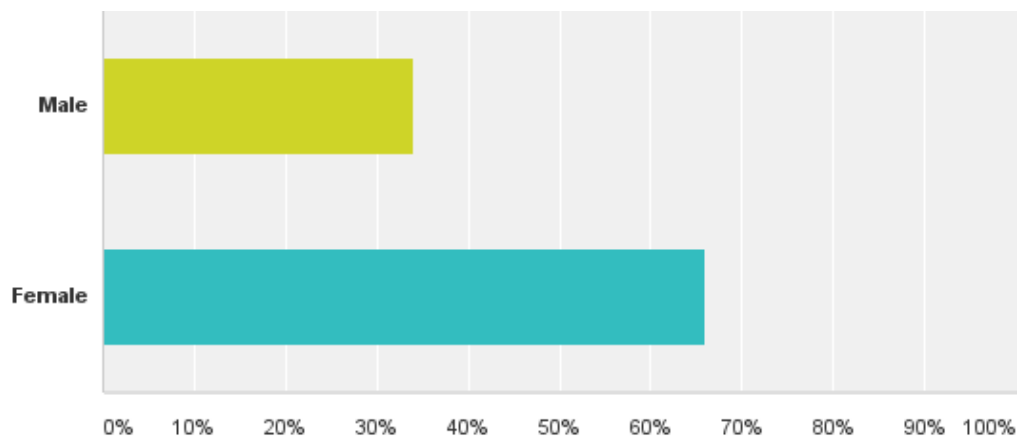


It should be noted that this picture changes week by week depending on the most recent venues visited by the “Chatty Van”.

Question 2 - What is your postcode?

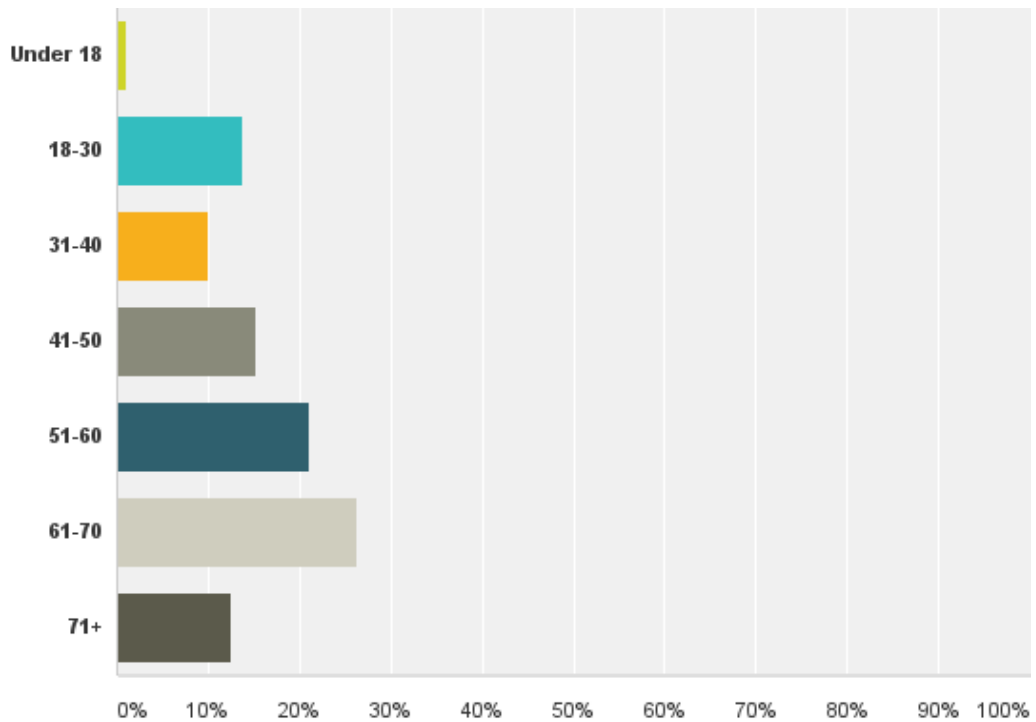
Postcodes have not yet been analysed.

Question 3 - what is your gender?

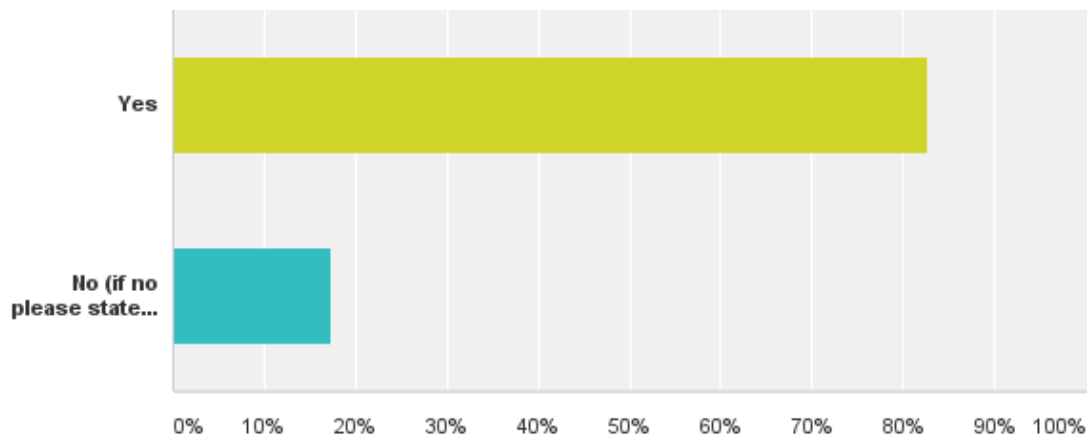


It was generally found that more women than men were happy to take time to complete the survey.

Question 4- How old are you?



Question 5 - we know that you may have to repeat details about yourself and your condition to a range of different health and care professionals; would you be happy for different organisations to share your information?



Respondents were asked to comment if they had answered “no”.

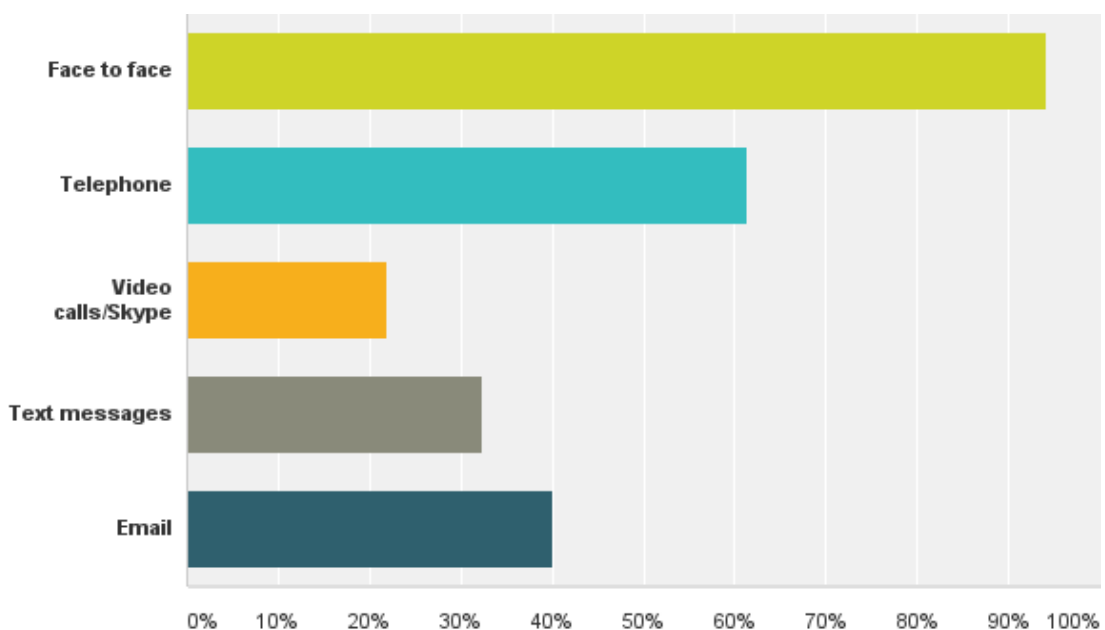
Many also commented when they had answered “yes”, mainly seeking assurance that sharing would be limited to the organisations that needed to have this information within health and care services, that it wouldn’t be provided to any other data seeking organisations and that their confidentiality would be maintained. Other comments included:

- “General information is OK, but not if it is about my condition”
- “Would be wonderful”
- “Shouldn’t have to repeat”

Of those that answered “no”, comments included;

- “You would lose confidentiality and privacy”
- “it’s my personal information”
- “Private matter, strictly needs to be kept by one organisation”
- I have no trust in the ability of organisations to keep it secure”

Question 6 - A range of methods of receiving care are increasingly being used across the NHS, which of the following would you be happy to use? (You may choose more than one)



Although a large number of people said that other methods of contact would be fine, and many also said that they already receive text and telephone messages and information, a large proportion still favour face to face consultation.

Question 7- when travelling to get specific health care services not available near you what support might you need?

The vast majority of respondents to this question said that car parking and the provision of transport were the most important support issues that should be

considered. A smaller number mentioned that the provision of childcare could be important.

Question 8 - what would give you more confidence to receive more of your health and care at home rather than have to go to a hospital/GP surgery etc?

People were generally supportive of needing to receive more care at home and some had experience of this. When asked what would support this, the most common answers were;

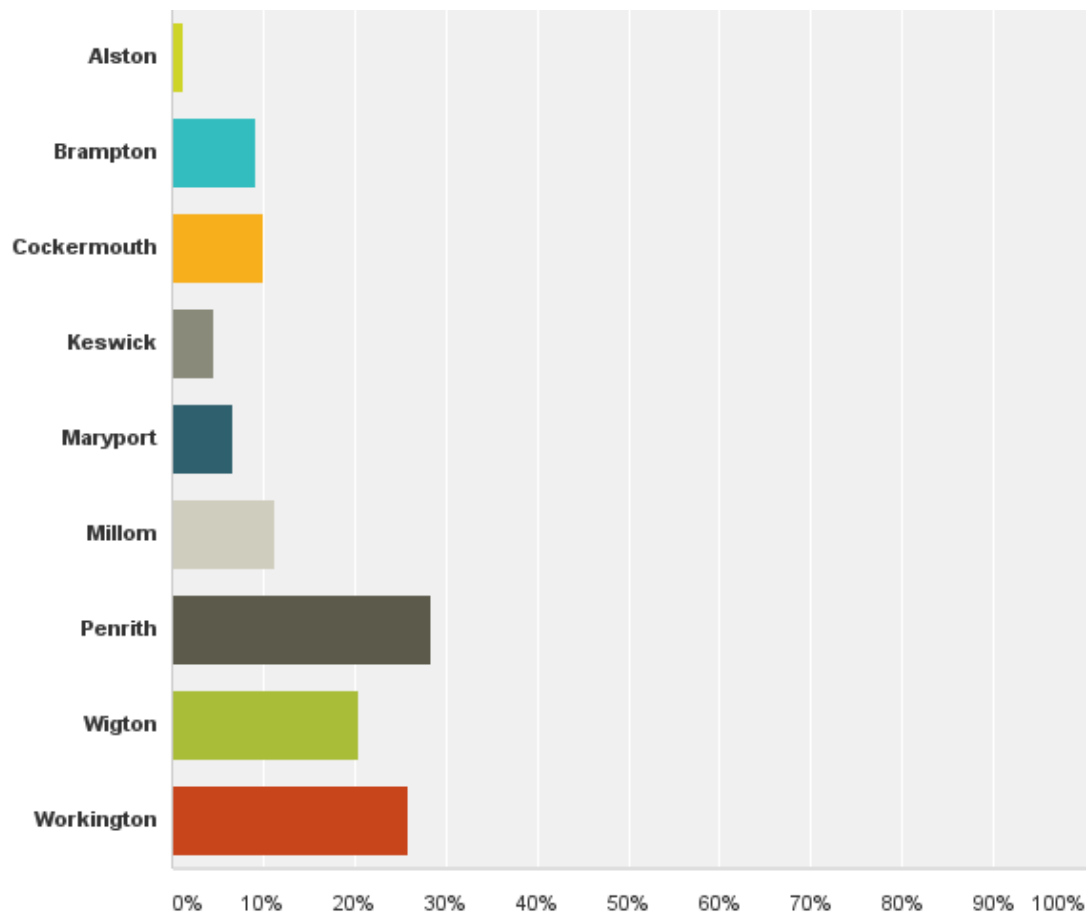
- Information
- Training
- Access to expert support when required - some said 24 hour phone access
- Regular visits - with adequate resources and time allocated, not 15 minute slots
- Education for the whole family
- Better connectivity between organisations involved

An example of this feedback is illustrated by the following quote;

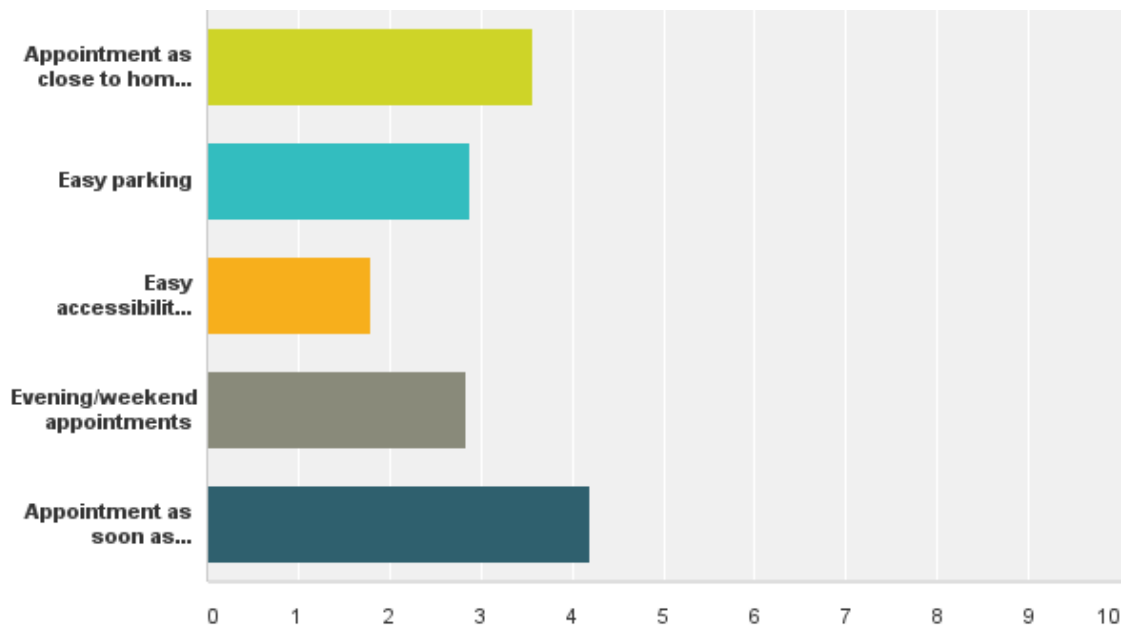
“Yes. I was given the support of cardiac supporters’ part funded by British Heart Foundation. This was a godsend for me. This type of service could be used for many conditions”.

However, a small number of respondent said that they would prefer to continue to receive their care in a traditional setting.

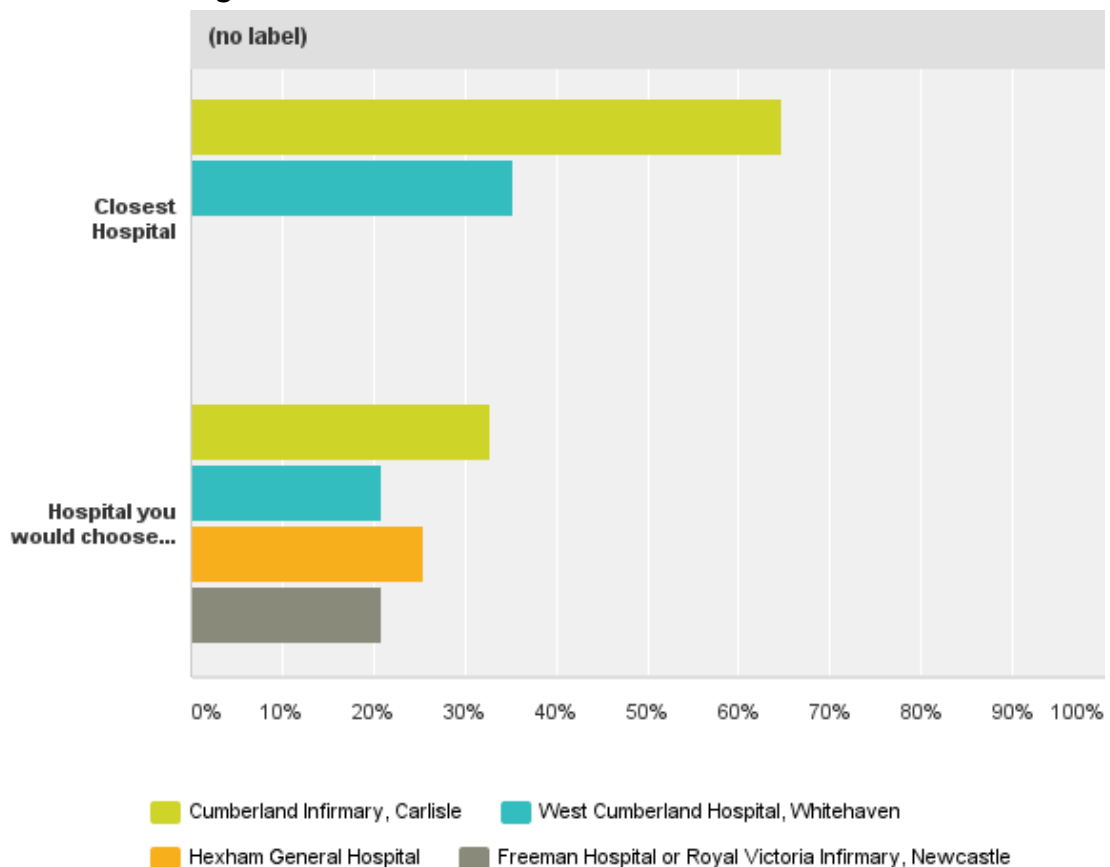
Question 9 - There are nine community hospitals in Cumbria which we may be able to use more flexibly if health and social care works better together. Please use the comment box below to tell us what services you would want from your local community hospital, and choose which community hospital(s) you are referring to.



Question 10- Please rank these in terms of your priority for an outpatient appointment - 1 is most important.



Question 11 - Patients can often choose where to have planned surgery, and they may not always choose the hospital closest to them. Please tell us: a) what the closest hospital is to you, b) if you had to have planned surgery, what hospital you would choose to go to?



Question 12 - if you chose a hospital that was not your closest hospital, please tell us what your reasons are for this.

Responses here were based on;

- Reputation - many people spoke about having heard that other places were good or conversely that the local hospital was not good, influencing their choice to go elsewhere

“I've no faith in the care provided at CIC”

“Hexham has good reputation”

“We have heard it's very good there”

- Experience - where people had had a positive local experience, then they said they would go there again. Or people said they would choose depending on what they needed and what they knew about what was available.

“Would depend on surgical need and availability of specialist”

- Willingness to travel - a number of people already felt that having to go to CIC or WCH was already travelling far enough

There were a great deal of negative comments about CIC.

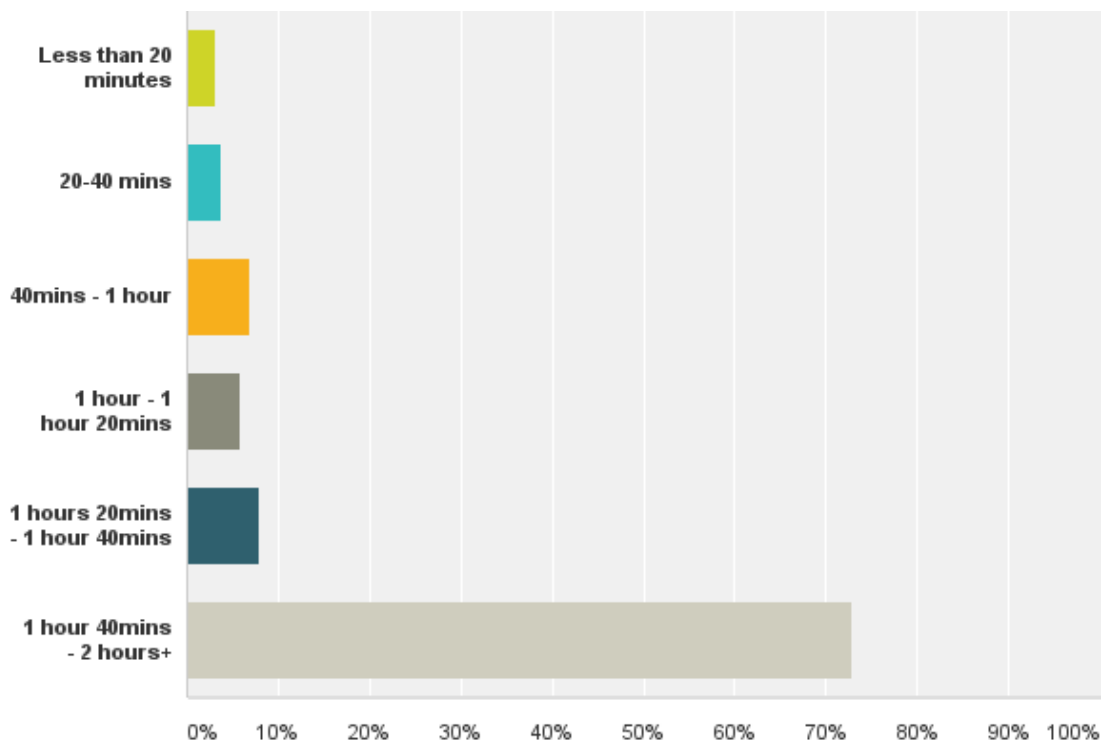
Question 13 - One proposal for the future is to make more use of the facilities at the new West Cumberland Hospital, what would encourage you to choose to have surgery there?

There was a mixed response to this question. Some people were happy to consider this if it meant that appointments could be quicker and/or specialist doctors were to be available. Some welcomed the new facilities but others simply said “no”.

Other comments included:

- “if I had to, I would go”
- “I wouldn't like to go there”
- “First class reports. Better facilities. Open visiting hours for relatives travelling from outside Cumbria”

Question 14 - It is important that specialised treatment is available to those who need it. How far would you be prepared to travel to get high quality and safe services? (e.g. cancer services and care for circulatory disease)



A very common answer to this question was that people would go as far as was needed to get the expert treatment that they needed.

Question 15 - If specialised services were delivered by other hospital trusts in Cumbria, how would you feel about this?

Of the people who responded to this question, almost 100% said they would absolutely welcome and support this.

Question 16 - If your child was seriously ill and needed inpatient care in a specialist centre some way from where you lived, what support would be helpful for you and your family?

There were very strong responses asking for;

- Accommodation for the family
- Transport
- Assurances that treatment would be speedy and not involve long waits

Question 17 - It is important for children to get home from hospital as soon as possible. What sort of support would help families care for their children at home following hospital care?

Respondents agreed that it was important to get children home as quickly as possible and said that the following would be important to support this;

- Training and regular support
- Regular visits from GP/nurses
- Good aftercare
- Continuity and easy access to care

Question 18 - What would improve mental health services in Cumbria?

There was a mixed response to this question, with those who had no experience of mental health services being unsure about what was needed and those who had used the services generally saying that a lot of improvement was needed. They said;

- “Have more services. Young people don't get the help they need”
- “Not enough of this anywhere - an increasing issue”
- “It needs looked at. It's the "poor relation" in terms of health provision”

Suggested improvements included:

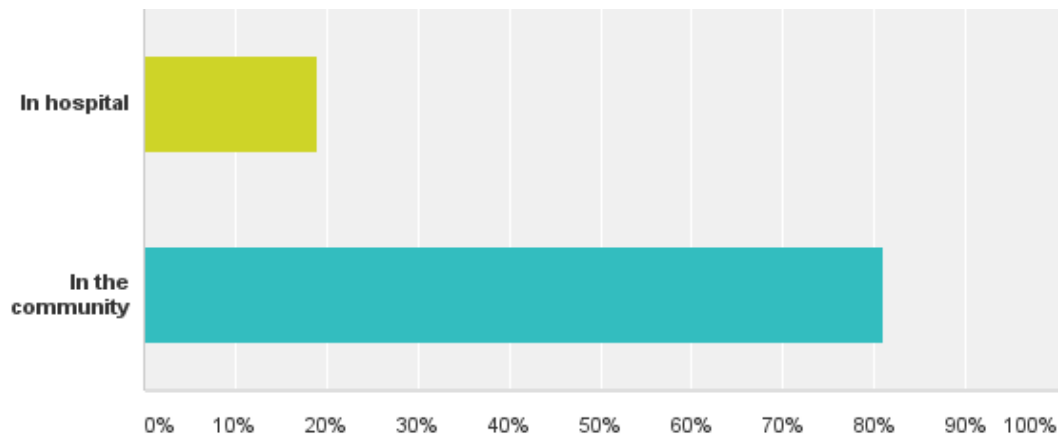
- “Speedy diagnosis and improved access to services”
- “Greater recognition that it is more health as opposed to mental health, to more away from the stigma associated with this term”
- “A complete reorganisation much more funding and empathetic well trained staff”
- “More provision. Particularly support service. Cutbacks have affected this. Should be fit for purpose”
- “More drop in centres”
- “Crisis team to respond quicker”
- “Education to remove stigma. Better staff training. More resources”
- “Ongoing support for complex/enduring conditions”
- “To have this service available in Millom”

There were many responses that simply said, more funding, more appointments, and more beds.

Some positive comments included:

- “Having had mild depression, I got very good support from First Step”
- “Carlton clinic is excellent”

Question 19 - If you had to receive mental health services, where would you prefer to receive them?



24th February 2016

Appendix 1 - Survey - You can access an electronic version of the survey by clicking on the PDF icon below or following the hyperlink.



Survey Monkey
SR.pdf

<https://www.surveymonkey.co.uk/r/successregime>

Appendix 2 - Engagement Programme

Success Regime Engagement Activity January - March 2016

Date	Day	Town	Venue	Time
18/01/2016	Monday	Penrith	Morrisons Supermarket	10am - 3:30pm
18/01/2016	Monday	Penrith	Eden rural Foyer	12noon-1:pm
19/01/2016	Tuesday	Workington	Lakes College	11am - 1:30
19/01/2016	Tuesday	Workington	Steelmens Walk, Workington	10 - 4pm
21/01/2016	Thursday	Whitehaven	Morrisons Supermarket	09am -4pm
22/01/2016	Friday	Carlisle	Old Town Hall	10am - 12noon
22/01/2016	Friday	Carlisle	Sainsburys Supermarket	1pm - 3pm
27/01/2016	Wednesday	Distington	Distington Community Centre	09:30-10:30
27/01/2016	Wednesday	Egremont	The Coop Supermarket, 42 Main Street, Egremont, CA22 2AD	1pm - 3:30pm
28/01/2016	Thursday	Penrith	Sainsburys Supermarket, 1 Common Garden Square, Penrith, CA11 7FG	1pm - 3:30pm
29/01/2016	Friday	Silloth	Good Companions Care Home	any time during our visit to Silloth
29/01/2016	Friday	Silloth	Silloth Community Hall, Petteril Street Silloth, CA7 4EA	10am - 2pm
29/01/2016	Friday	Wigton	Chichester Care Home, Dicktrod Lane, Wigton	any time during our visit to Silloth
30/01/2016	Saturday	Workington	The Hub, Steelmens Walk, Workington, CA14 3DX	10am - 2pm
01/02/2016	Monday	Carlisle	Dalston Road, Aldi	10am - 2pm
03/02/2016	Wednesday	Temple Sowerby	The Village Hall, Temple Sowerby, Cumbria CA11 ?	10am - 11:30am
03/02/2016	Wednesday	Kirkby Stephen	The Market Square, Kirkby Stephen CA17 4QX	1pm - 3pm

Date	Day	Town	Venue	Time
04/02/2016	Thursday	Workington	Oval Centre, Salterbeck Drive Workington CA14 5HA	9am -8pm
09/02/2016	Tuesday	Appleby	Centre 67, Appleby Hub , Chapel Street, Appleby CA16 6QR	2pm - 6pm
10/02/2016	Wednesday	Carlisle	University of Cumbria Fusehill Campus Fusehill Street Carlisle CA1 2HH	10am - 4pm
10/02/2016	Wednesday	Workington	Workington Academy	9am - 10am
11/02/2016	Thursday	Penrith	Cumbria Action for Health Conference	9am - 1pm
11/02/2016	Thursday	Workington	People First Self Advocacy Group	7pm - 8pm
15/02/2016	Monday	Carlisle	Cumberland Infirmary	9am - 4pm
16/02/2016	Tuesday	Whitehaven	West Cumberland hospital	9am - 4pm
17/02/2016	Wednesday	Millom	Tesco Supermarket	10am - 4pm
18/02/2016	Thursday	Whitehaven	EVENT WAS CANCELLED BY THE GROUP Copeland Deaf Group	6-7pm
20/02/2015	Saturday	Carlisle	Morton Manor	8am - 12 noon
22/02/2016	Monday	Penrith	Community Hopsital	9am - 3pm
23/02/2016	Tuesday	Carlisle	Carelton Clinic	9am - 3pm
24/02/2016	Wednesday	Cockermouth	Cockermouth Community Hospital	9am - 3pm
25/02/2016	Thursday	Workington	Workington Community hospital,	9am - 3pm
25/02/2016	Thursday	Workington	Workington Academy,	10am - 10:30 and 2:15 - 2:45
01/03/2016	Tuesday	Cleator Moor	COSC CIEator Moor	1pm - 3pm
01/03/2016	Tuesday	Distington	Distington Community Centre	10.00-11:30

Date	Day	Town	Venue	Time
02/03/2016	Wednesday	TBC		
03/03/2016	Thursday	Egremont	The Coop Supermarket	09.00-12.30
03/03/2016	Thursday	Cockermouth	Lakes Home Centre	1:30 - 6:30
04/03/2016	Friday	Cleator Moor	West Cumbria Community Forum	9am - 1pm
07/03/2015	Monday	Penrith	Morrisons	10.00 - 4.00
08/03/2016	Tuesday	Maryport	COSC	10am - 12noon
08/03/2016	Tuesday	Workington	Oval Centre, Salterbeck Drive	6pm - 8:30pm
09/03/2016	Wednesday	Longtown	Longtown Community Centre	2pm - 5pm
09/03/2016	Wednesday	Carlisle	Carlisle College	10am - 1pm
10/03/2016	Thursday	Alston	Spar Shop Car Park	11am - 4pm
11/03/2016	Friday	Carlisle	Carlisle College	10-12pm
14/03/2015	Monday	Seascale	Health Centre	10am - 12noon
14/03/2016	Monday	Seascale	Health Centre	4:30 - 6:30
15/03/2016	Tuesday	Maryport	Ewanrigg & Netherton Community Centre	11am -2pm
16/03/2016	Wednesday	TBC		
16/03/2016	Wednesday	TBC		
17/03/2016	Thursday	Whitehaven	Morrisons supermarket	TBC
18/03/2016	Friday	Brampton	Moot Hall	TBC
19/03/2016	Saturday	TBC		
21/03/2016	Monday	Carlisle	Carleton Clinic	10am - 2pm
22/03/2016	Tuesday	Penrith	Penrith Community Hospital	10am - 3pm
23/03/2016	Wednesday	Workington	Workington Community Hospital	9am - 3pm
24/03/2016	Thursday	Cockermouth	Cockermouth Community Hospital	9am - 3pm