
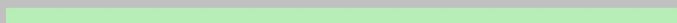





# User and Carer Experience Survey – Community Podiatry service | REPORT






## Section A: What is important, expectations and experience

(*) Are you:		Response Percent	Response Total
Experiencing difficulties that may require podiatry but not yet seen your GP		0%	0
Awaiting an initial appointment with the service		2.08%	1
Currently receiving treatment from the community podiatry service		87.5%	42
A family member/carer of someone receiving community podiatry		6.25%	3
Discharged from the service		2.08%	1
Other (Please specify)		2.08%	1

Total # of respondents 48.  
Statistics based on 48 respondents; 0 filtered; 0 skipped.

You have indicated that you were discharged from the service. Please, indicate when you last received treatment:		Response Total
		1




Total # of respondents 48.  
Statistics based on 1 respondents; 0 filtered; 47 skipped.



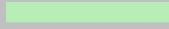


(*) If you are an existing patient, please tell us which type of treatment you accessed:		Response Percent	Response Total
Nail surgery e.g. in-growing toe nails		6.25%	3
Significant painful corn/callus		8.33%	4
Foot infection		2.08%	1
Biomechanics e.g. insoles		8.33%	4
Other (Please specify)		75%	36



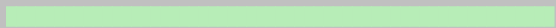






Total # of respondents 48.  
Statistics based on 48 respondents; 0 filtered; 0 skipped.




(*) During your appointment, were you given advice/information on how to manage your condition?		Response Percent	Response Total
Yes		79.17%	38
No		20.83%	10

Total # of respondents 48.  
Statistics based on 48 respondents; 0 filtered; 0 skipped.

(*) How were you given this information?		Response Percent	Response Total
Information leaflet		2.63%	1
Face to face advice		92.11%	35
Signposted to online resources		0%	0
Other (Please specify)		5.26%	2
			Total # of respondents 48. Statistics based on 38 respondents; 0 filtered; 10 skipped.

(*) How useful was this information?		Response Percent	Response Total
Extremely useful		36.84%	14
Very useful		34.21%	13
Somewhat useful		21.05%	8
Slightly useful		2.63%	1
Not at all useful		5.26%	2
			Total # of respondents 48. Statistics based on 38 respondents; 0 filtered; 10 skipped.


(*) What factors influence your decision when choosing your appointment? (Please tick all that apply)		Response Percent	Response Total
Parking – have own transport		35.42%	17
Public Transport routes – reliant on public transport		10.42%	5
Proximity to home		70.83%	34
Proximity to work		4.17%	2
Carer duties		10.42%	5
Working patterns		8.33%	4
Gender of podiatrist		2.08%	1
Continuity of therapist – same therapist for all appointment		37.5%	18
Other (Please specify)		31.25%	15
			Total # of respondents 48. Statistics based on 48 respondents; 0 filtered; 0 skipped.

(*) What do you think is a reasonable distance to travel for a routine (not urgent) appointment?		Response Percent	Response Total
0 – 2 miles		60.42%	29
3 – 5 miles		35.42%	17
5 – 10 miles		4.17%	2
10 – 20 miles		0%	0
Total # of respondents <b>48</b> .			
Statistics based on <b>48</b> respondents; <b>0</b> filtered; <b>0</b> skipped.			










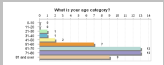
Is there anything else that you wish to tell us or ask us to consider?	Response Total
	<b>45</b>
Total # of respondents <b>48</b> .	
Statistics based on <b>45</b> respondents; <b>0</b> filtered; <b>3</b> skipped.	

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

What is the first part of your postcode? This will help us assess whether we are receiving responses from across both North Staffordshire and Stoke on Trent	Response Total
	<b>48</b>
Total # of respondents <b>48</b> .	
Statistics based on <b>48</b> respondents; <b>0</b> filtered; <b>0</b> skipped.	

What is your ethnic group/background?		Response Percent	Response Total
English, Welsh, Scottish, Northern Irish, British		100%	45
Irish		0%	0
Gypsy or Irish Traveller		0%	0
Any other White background		0%	0
White and Black Caribbean		0%	0
White and Black African		0%	0
White and Asian		0%	0
Any other Mixed/Multiple ethnic background		0%	0
Indian		0%	0
Pakistani		0%	0
Bangladeshi		0%	0
Chinese		0%	0
Any other Asian background		0%	0
African		0%	0
Caribbean		0%	0
Any other Black/African/Caribbean background		0%	0
Arab		0%	0
Prefer not to say		0%	0
Other ethnic background, please describe		0%	0




Total # of respondents **48**.  
 Statistics based on **45** respondents; **0** filtered; **3** skipped.




What is your age category?											
	A	B	C	D	E	F	G	H	I		Response Total
											46
	0 % (0)	0 % (0)	2.17 % (1)	2.17 % (1)	4.35 % (2)	15.22 % (7)	28.26 % (13)	28.26 % (13)	19.57 % (9)		

Total # of respondents **48**.  
 Statistics based on **46** respondents; **0** filtered; **2** skipped.



Legend for Rank Grid table:What is your age category?

Columns:



A		0-10
B		11-20
C		21-30
D		31-40
E		41-50
F		51-60
G		61-70
H		71-80
I		81 and over




What is your religion/faith?		Response Percent	Response Total
Hinduism		0%	0
Christianity		86.96%	40
Judaism		0%	0
Buddhism		0%	0
Islam		2.17%	1
Sikhism		0%	0
Prefer not to say		10.87%	5
Any other religion, please describe		0%	0






Total # of respondents **48**.  
Statistics based on **46** respondents; **0** filtered; **2** skipped.

How would you describe your gender?		Response Percent	Response Total
Male		45.65%	21
Female		54.35%	25
Intersex		0%	0
Other		0%	0
Prefer not to say		0%	0




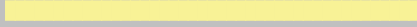

Total # of respondents **48**.  
Statistics based on **46** respondents; **0** filtered; **2** skipped.

What is your gender identity? Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery )?		Response Percent	Response Total
Yes		2.27%	1
No		97.73%	43
Prefer not to say		0%	0
Total # of respondents 48. Statistics based on 44 respondents; 0 filtered; 4 skipped.			




What is your sexual orientation?		Response Percent	Response Total
Hetrosexual (people of the opposite sex)		95.35%	41
Gay (both men)		0%	0
Lesbian (both female)		2.33%	1
Bisexual (people of either sex)		2.33%	1
Total # of respondents 48. Statistics based on 43 respondents; 0 filtered; 5 skipped.			

Marriage & Civil Partnership: What is your relationship status?		Response Percent	Response Total
Married		60.87%	28
Single		6.52%	3
Divorced		2.17%	1
Separated		0%	0
Widowed		17.39%	8
Civil Partnership		0%	0
Lives with Partner		13.04%	6
Other		0%	0
Total # of respondents 48. Statistics based on 46 respondents; 0 filtered; 2 skipped.			

Pregnancy and Maternity (The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period). Please tick as appropriate:		Response Percent	Response Total
Are you pregnant at this time?		0%	0
Have you recently given birth? (within the last 26 week period)		0%	0
Total # of respondents 48. Statistics based on 0 respondents; 0 filtered; 48 skipped.			

Do you consider yourself to have a disability? (The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).		Response Percent	Response Total
Physical impairment (please state)		39.29%	11
Sensory impairment (please state)		10.71%	3
Mental health need		7.14%	2
Learning disability or difficulty		0%	0
Long term illness (please state)		53.57%	15
Other, please state		85.71%	24
Total # of respondents 48. Statistics based on 28 respondents; 0 filtered; 20 skipped.			

Please give more details if you wish to do so:		Response Total
		3
Total # of respondents 48. Statistics based on 3 respondents; 0 filtered; 45 skipped.		

Caring Responsibility Do you care for someone? (Tick as many boxes as appropriate)		Response Percent	Response Total
Yes		13.64%	6
No		86.36%	38
Prefer not to say		0%	0
Care for young person/s aged younger than 24 years of age		0%	0
Care for adult/s aged 25 to 49 years of age		0%	0
Care for older person/s aged over 50 years of age		11.36%	5
Total # of respondents 48. Statistics based on 44 respondents; 0 filtered; 4 skipped.			