

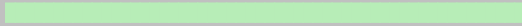










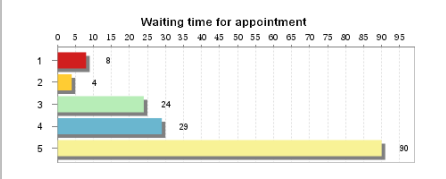
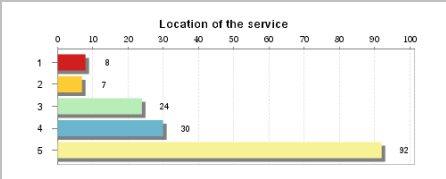
# User and Carer Experience Survey – Community Physiotherapy service REPORT



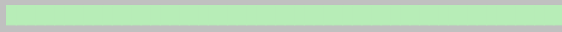






| Are you:  |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| Experiencing difficulties that may require physiotherapy but not yet seen your GP                                       |  | 0.61%            | 1              |
| Awaiting an initial appointment with the service  |  | 9.2%             | 15             |
| Currently receiving treatment from the community physiotherapy service  |  | 66.87%           | 109            |
| A family member/carer of someone receiving community physiotherapy  |  | 1.23%            | 2              |
| Discharged from the service   |  | 15.95%           | 26             |
| Other - please state  |  | 6.14%            | 10             |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>163</b> respondents; <b>0</b> filtered; <b>0</b> skipped. |   |                  |                |





| If you answered discharged to above question please indicate when you last received treatment                            |  | Response Total |
|--|--|----------------|
|  |  | 24             |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>24</b> respondents; <b>0</b> filtered; <b>139</b> skipped. |  |                |

When accessing a routine community physiotherapy appointment, how important is the following when making your choice (Where 1 is not important at all and 5 is very important):





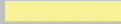


|   | 1<br> | 2<br> | 3<br> | 4<br> | 5<br> | Response Total |
|---|--|--|--|--|--|----------------|
| Location of the service   | 4.97 %<br>(8)  | 4.35 %<br>(7)  | 14.91 %<br>(24)  | 18.63 %<br>(30)  | 57.14 %<br>(92)  | 161            |
| Waiting time for appointment  | 5.16 %<br>(8)  | 2.58 %<br>(4)  | 15.48 %<br>(24)  | 18.71 %<br>(29)  | 58.07 %<br>(90)  | 155            |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>163</b> respondents; <b>0</b> filtered; <b>0</b> skipped. |  |  |  |  |  |                |



| What factors influence your decision when choosing your appointment? (Please tick all that apply)                       |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| Parking – have own transport  |  | 60.12%           | 98             |
| Public Transport routes – reliant on public transport   |  | 10.43%           | 17             |
| Proximity to home   |  | 72.39%           | 118            |
| Proximity to work   |  | 15.34%           | 25             |
| Carer duties  |  | 3.07%            | 5              |
| Working patterns  |  | 20.25%           | 33             |
| Gender of physiotherapist   |  | 4.29%            | 7              |
| Continuity of therapist – same therapist for all appointment  |  | 52.15%           | 85             |
| Other - Please state  |  | 5.52%            | 9              |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>163</b> respondents; <b>0</b> filtered; <b>0</b> skipped. |   |                  |                |

| What do you think is a reasonable distance to travel for a routine (not urgent) appointment?                            |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| 0 – 2 miles   |    | 18.41%           | 30             |
| 3 – 5 miles   |   | 55.22%           | 90             |
| 5 – 10 miles  |  | 24.54%           | 40             |
| 10 – 20 miles   |  | 1.84%            | 3              |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>163</b> respondents; <b>0</b> filtered; <b>0</b> skipped. |   |                  |                |

| What do you think is a reasonable time to wait for a routine (not urgent) community physiotherapy appointment?           |  | Response Total |
|--|--|----------------|
|  |  | <b>142</b>     |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>142</b> respondents; <b>0</b> filtered; <b>21</b> skipped. |  |                |

| How long have/were you experiencing symptoms associated with joint/muscle problems before seeking advice from a GP? |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| 0 – 7 days  |  | 14.11%           | 23             |
| 1 – 2 weeks   |  | 5.52%            | 9              |
| 2 – 4 weeks   |  | 12.27%           | 20             |
| 1 – 3 months  |  | 15.34%           | 25             |
| 3 – 6 months  |  | 15.95%           | 26             |
| 6 – 12 months   |  | 10.43%           | 17             |
| Over 12 months  |  | 26.38%           | 43             |

Total # of respondents **163**.  
 Statistics based on **163** respondents; **0** filtered; **0** skipped.

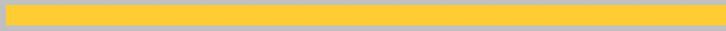







| Is there anything else that you wish to tell us or ask us to consider? | Response Total |
|--|----------------|
|  | <b>75</b>      |

Total # of respondents **163**.  
 Statistics based on **75** respondents; **0** filtered; **88** skipped.










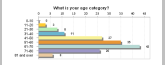
About you We would like to know a little more about you. The following questions will help us understand more about who has responded to this survey. This will help us to ensure we have listened to as many different people as possible. You can leave this section blank if you wish.

| 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>154</b>     |

Total # of respondents **163**.  
 Statistics based on **154** respondents; **0** filtered; **9** skipped.

| What is your ethnic group/background?             |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| English, Welsh, Scottish, Northern Irish, British |   | 93.08%           | 148            |
| Irish   |    | 0.63%            | 1              |
| Gypsy or Irish Traveller                          |   | 0%               | 0              |
| Any other White background                        |    | 1.26%            | 2              |
| White and Black Caribbean                         |    | 0.63%            | 1              |
| White and Black African                           |   | 0%               | 0              |
| White and Asian                                   |   | 0%               | 0              |
| Any other Mixed/Multiple ethnic background        |   | 0%               | 0              |
| Indian  |    | 1.89%            | 3              |
| Pakistani   |    | 1.26%            | 2              |
| Bangladeshi                                       |    | 0.63%            | 1              |
| 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          |  | 0.63%            | 1              |


Total # of respondents **163**.  
 Statistics based on **159** respondents; **0** filtered; **4** skipped.








| What is your age category? |   |   |   |   |   |   |   |   |   |   |                |
|----------------------------|---|---|---|---|---|---|---|---|---|---|----------------|
|                            | A   | B   | C   | D   | E   | F   | G   | H   | I   |   | Response Total |
|                            |  |  |  |  |  |  |  |  |  |  | 159            |
|                            | 0 % (0)   | 1.89 % (3)  | 5.03 % (8)  | 6.92 % (11)   | 16.98 % (27)  | 22.01 % (35)  | 27.04 % (43)  | 16.35 % (26)  | 3.77 % (6)  |   |                |



Total # of respondents **163**.  
 Statistics based on **159** respondents; **0** filtered; **4** 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 |
|--|---|------------------|----------------|
| No religion/belief   |    | 6.62%            | 10             |
| Christian (including Church of England, Catholic, Protestant and all other Christian denominations)                      |   | 76.16%           | 115            |
| Buddhist   |    | 0.66%            | 1              |
| Hindu  |  | 1.99%            | 3              |
| Jewish   |  | 0.66%            | 1              |
| Muslim   |   | 0%               | 0              |
| Sikh   |   | 0%               | 0              |
| Prefer not to say  |  | 8.61%            | 13             |
| Any other religion, please describe  |  | 5.3%             | 8              |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>151</b> respondents; <b>0</b> filtered; <b>12</b> skipped. |   |                  |                |




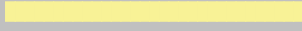

| How would you describe your gender?   |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| Male  |  | 33.54%           | 53             |
| Female  |  | 66.46%           | 105            |
| Prefer not to say   |   | 0%               | 0              |
| Intersex  |   | 0%               | 0              |
| Other   |   | 0%               | 0              |
| Total # of respondents <b>163</b> .<br>Statistics based on <b>158</b> respondents; <b>0</b> filtered; <b>5</b> 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   |  | 0%               | 0              |
| No  |  | 97.86%           | 137            |
| Prefer not to say   |   | 2.14%            | 3              |
| Total # of respondents 163.<br>Statistics based on 140 respondents; 0 filtered; 23 skipped.   |  |                  |                |







| What is your sexual orientation?  |  | Response Percent | Response Total |
|---|--|------------------|----------------|
| Hetrosexual (people of the opposite sex)  |  | 97.96%           | 144            |
| Gay (both men)  |   | 0.68%            | 1              |
| Lesbian (both female)   |   | 1.36%            | 2              |
| Bisexual (people of either sex)   |  | 0%               | 0              |
| Total # of respondents 163.<br>Statistics based on 147 respondents; 0 filtered; 16 skipped. |  |                  |                |

| Marriage & Civil Partnership: What is your relationship status?                             |   | Response Percent | Response Total |
|---|---|------------------|----------------|
| Married   |   | 60.81%           | 90             |
| Single  |  | 10.14%           | 15             |
| Divorced  |  | 6.76%            | 10             |
| Separated   |  | 1.35%            | 2              |
| Widowed   |  | 10.14%           | 15             |
| Civil Partnership   |  | 0.68%            | 1              |
| Lives with Partner  |  | 10.14%           | 15             |
| Other   |   | 0%               | 0              |
| Total # of respondents 163.<br>Statistics based on 148 respondents; 0 filtered; 15 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?   |  | 60%              | 3              |
| Have you recently given birth? (within the last 26 week period)  |  | 40%              | 2              |
| Total # of respondents 163.<br>Statistics based on 5 respondents; 0 filtered; 158 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)   |  | 52.17%           | 24             |
| Sensory impairment (please state)  |  | 6.52%            | 3              |
| Mental health need   |  | 10.87%           | 5              |
| Learning disability or difficulty  |   | 0%               | 0              |
| Long term illness (please state)   |  | 39.13%           | 18             |
| Other, please state  |  | 50%              | 23             |
| Total # of respondents 163.<br>Statistics based on 46 respondents; 0 filtered; 117 skipped.  |   |                  |                |

| Please give more details if you wish to do so:  |  | Response Total |
|---|--|----------------|
|   |  | 14             |
| Total # of respondents 163.<br>Statistics based on 14 respondents; 0 filtered; 149 skipped. |  |                |

| Caring Responsibility Do you care for someone? (Tick as many boxes as appropriate)          |  | Response Percent | Response Total |
|---|--|------------------|----------------|
| Yes   |     | 18.8%            | 25             |
| No  |  | 76.69%           | 102            |
| Prefer not to say   |   | 0.75%            | 1              |
| Care for young person/s aged younger than 24 years of age                                   |   | 7.52%            | 10             |
| Care for adult/s aged 25 to 49 years of age   |   | 2.26%            | 3              |
| Care for older person/s aged over 50 years of age   |   | 11.28%           | 15             |
| Total # of respondents 163.<br>Statistics based on 133 respondents; 0 filtered; 30 skipped. |  |                  |                |