





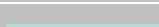







## NS CCG and SOT CCG - Your Experiences Report

1) (*) If you or a friend or relative has used any of these services in the past 12 months, please select the service or services you would like to review:		Response Percent	Response Total
I have fallen		31.58%	30
Someone I care for has fallen		9.47%	9
I have /a friend or relative has not fallen, but I would still like to share my views		10.53%	10
I have used the community nursing service		18.95%	18
A friend or relative has used the community nursing service		15.79%	15
I have /a friend or relative has not used the community nursing service, but I would still like to share my views		7.37%	7
I have used the stroke service		6.32%	6
A friend or relative has used the stroke service		7.37%	7
I have /a friend or relative has not used the stroke service, but I would still like to share my views		3.16%	3
I have used the LTC service		8.42%	8
A friend or relative has used the LTC service		4.21%	4
I have /a friend or relative has not used any the LTC service, but I would still like to share my views		12.63%	12

Falls service 1b) (*) If you or a person you care for has fallen, which services were accessed (please tick all that apply):		Response Percent	Response Total
GP		51.28%	20
Specialist falls service		33.33%	13
Fracture clinic		23.08%	9
Osteoporosis clinic		5.13%	2
Voluntary sector run exercise classes (e.g. Age UK)		10.26%	4
Home Improvement services (e.g. Revival)		7.69%	3
Consultant falls clinic		20.51%	8
Falls responder service (via Stoke-on-Trent Lifeline services)		5.13%	2
Hospital / A&E		46.15%	18
None – my choice		5.13%	2
None - no service was offered		0%	0
Other - please describe below		7.69%	3
Unsure (please describe the service or services you used)		23.08%	9

Total # of respondents 95.  
 Statistics based on 39 respondents; 0 filtered; 56 skipped.

Please describe the service offered to you:	Response Total
	3

Total # of respondents 95.  
 Statistics based on 3 respondents; 0 filtered; 92 skipped.

Falls service 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

	A 	B 	C 	D 	E 	F 		Response Total
I feel more confident after using these services	7.69 % (3)	0 % (0)	12.82 % (5)	15.39 % (6)	35.9 % (14)	28.21 % (11)		39
I feel able to continue living comfortably at home now	10.26 % (4)	10.26 % (4)	5.13 % (2)	17.95 % (7)	28.21 % (11)	28.21 % (11)		39
I feel able to be independent	7.69 % (3)	7.69 % (3)	7.69 % (3)	17.95 % (7)	28.21 % (11)	30.77 % (12)		39
I feel these services have reduced the risk of falling again	10.26 % (4)	5.13 % (2)	12.82 % (5)	17.95 % (7)	25.64 % (10)	28.21 % (11)		39
I wase able to access help quickly	12.82 % (5)	2.56 % (1)	12.82 % (5)	7.69 % (3)	30.77 % (12)	33.33 % (13)		39
Information, support and training was provided which made me feel safe and comfortable when using equipment provided to me	10.26 % (4)	7.69 % (3)	0 % (0)	17.95 % (7)	20.51 % (8)	43.59 % (17)		39

Total # of respondents **95**.  
 Statistics based on **39** respondents; **0** filtered; **56** skipped.



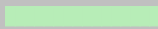


Legend for Rank Grid table: Falls service 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

Columns:

- A ■ 1 - Strongly disagree
- B ■ 2
- C ■ 3
- D ■ 4
- E ■ 5 - Strongly agree
- F ■ Don't know

Falls service 3) Please tell us what was good about the falls service or services you accessed? (Please let us know which service you're describing within this answer)	Response Total
	<b>33</b>
Total # of respondents <b>95</b> . Statistics based on <b>33</b> respondents; <b>0</b> filtered; <b>62</b> skipped.	

Falls service answer) 4) Was there anything that could have been improved? (Please let us know which service you're describing within this answer)	Response Total
	<b>26</b>
Total # of respondents <b>95</b> . Statistics based on <b>26</b> respondents; <b>0</b> filtered; <b>69</b> skipped.	



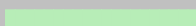


Falls service 5) (*) The service overall Please rate your experience of the support provided to you after your fall:	Response Percent	Response Total
Very Good 	<b>48.72%</b>	<b>19</b>
Good 	<b>23.08%</b>	<b>9</b>
Average 	<b>20.51%</b>	<b>8</b>
Poor 	<b>2.56%</b>	<b>1</b>
Very Poor 	<b>5.13%</b>	<b>2</b>
Total # of respondents <b>95</b> . Statistics based on <b>39</b> respondents; <b>0</b> filtered; <b>56</b> skipped.		

Falls service What do you think makes a good falls service?	Response Total
	<b>22</b>
Total # of respondents <b>95</b> . Statistics based on <b>22</b> respondents; <b>0</b> filtered; <b>73</b> skipped.	

Falls service 6) What would you like to tell us about the falls service today?	Response Total
	<b>7</b>
Total # of respondents <b>95</b> . Statistics based on <b>7</b> respondents; <b>0</b> filtered; <b>88</b> skipped.	

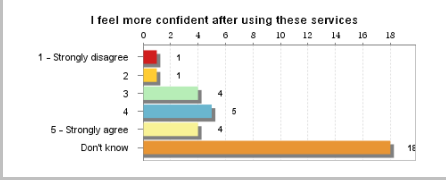
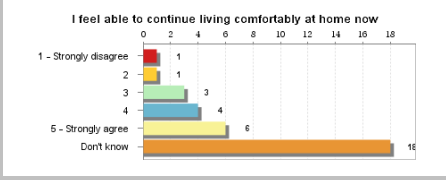
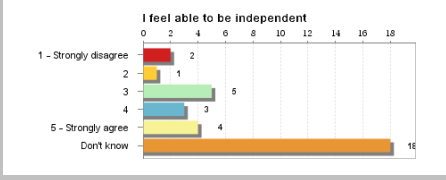
Falls service 7) Is there anything else you would like to share with us about your experiences?	<b>Response Total</b>
	<b>26</b>
Total # of respondents <b>95</b> . Statistics based on <b>26</b> respondents; <b>0</b> filtered; <b>69</b> skipped.	

There may be further opportunities to be involved in the shaping of Falls Services in Stoke-on-Trent and North Staffordshire. If you would like to be involved and would like more information please send a brief email to [Nicola.bucknall@northstuffs.nhs.uk](mailto:Nicola.bucknall@northstuffs.nhs.uk) or [Kerry.lovatt@stoke.gov.uk](mailto:Kerry.lovatt@stoke.gov.uk) by Friday 23 rd September . Nicola can also be contacted by telephone on 0845 6026772 extension 1612 or Kerry on 01782 235940

Community Nursing 1b) Which community services have you/a friend or relative used? (Please tick all that apply)	Response Percent	Response Total
Community Matron 	<b>9.38%</b>	<b>3</b>
District Nurses 	<b>96.88%</b>	<b>31</b>
Out of Hours District Nurses 	<b>25%</b>	<b>8</b>
Night allocation nursing service	<b>0%</b>	<b>0</b>
Other - please describe below 	<b>3.13%</b>	<b>1</b>
Unsure (please describe the service or services you used) 	<b>6.25%</b>	<b>2</b>
Total # of respondents <b>95</b> . Statistics based on <b>32</b> respondents; <b>0</b> filtered; <b>63</b> skipped.		

Please describe the service you were offered	<b>Response Total</b>
	<b>1</b>
Total # of respondents <b>95</b> . Statistics based on <b>1</b> respondents; <b>0</b> filtered; <b>94</b> skipped.	

Community Nursing 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

	A ■	B ■	C ■	D ■	E ■	F ■		Response Total
I feel more confident after using these services	3.03 % (1)	3.03 % (1)	12.12 % (4)	15.15 % (5)	12.12 % (4)	54.55 % (18)		33
I feel able to continue living comfortably at home now	3.03 % (1)	3.03 % (1)	9.09 % (3)	12.12 % (4)	18.18 % (6)	54.55 % (18)		33
I feel able to be independent	6.06 % (2)	3.03 % (1)	15.15 % (5)	9.09 % (3)	12.12 % (4)	54.55 % (18)		33
I was able to access help quickly	12.12 % (4)	3.03 % (1)	24.24 % (8)	12.12 % (4)	48.49 % (16)	0 % (0)		33

Total # of respondents 95.  
Statistics based on 33 respondents; 0 filtered; 62 skipped.

Legend for Rank Grid table: Community Nursing 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.





Columns:

- A ■ 1 - Strongly disagree
- B ■ 2
- C ■ 3
- D ■ 4
- E ■ 5 - Strongly agree
- F ■ Don't know

Community Nursing 3) Please tell us what was good about the community nursing service or services you accessed? (Please let us know which service you're describing within this answer)	Response Total
	24

Total # of respondents 95.  
Statistics based on 24 respondents; 0 filtered; 71 skipped.






Community Nursing within this answer	4) Was there anything that could have been improved? (Please let us know which service you're describing)	Response Total
		22
Total # of respondents 95. Statistics based on 22 respondents; 0 filtered; 73 skipped.		

Community Nursing	5) (*) The service overall Please rate your experience of the support provided to you after your fall:	Response Percent	Response Total
	Very Good 	54.55%	18
	Good 	24.24%	8
	Average 	15.15%	5
	Poor	0%	0
	Very Poor 	6.06%	2
Total # of respondents 95. Statistics based on 33 respondents; 0 filtered; 62 skipped.			

Community Nursing	6) What would you like to tell us about the community nursing service today?	Response Total
		6
Total # of respondents 95. Statistics based on 6 respondents; 0 filtered; 89 skipped.		

Community Nursing	7) Is there anything else you would like to share with us about your experiences?	Response Total
		19
Total # of respondents 95. Statistics based on 19 respondents; 0 filtered; 76 skipped.		

There may be further opportunities to be involved in the shaping of the Community Nursing Service in Stoke-on-Trent and North Staffordshire. If you would like to be involved and would like more information please send a brief email to [Angela.Hancock@northstaffscg.nhs.uk](mailto:Angela.Hancock@northstaffscg.nhs.uk) by September 19th 2016. Angela can also be contacted by telephone on 0845 602 6772 extension 8233.

Stroke Services	1b) (*) If you, or a friend/relative have used Stroke services, which services were used? (Please tick all that apply)	Response Percent	Response Total
	University Hospital of North Midlands (UHNM) In-patient Stroke Services 	66.67%	8
	Sneyd Ward – Haywood Hospital In-patient Stroke Services 	33.33%	4
	Community Stroke Team (Early Supported Discharge)	0%	0
	Community Support provided by the Stroke Association 	16.67%	2
	Other - please describe below 	8.33%	1
	Unsure (please describe the service or services you used) 	16.67%	2
Total # of respondents 95. Statistics based on 12 respondents; 0 filtered; 83 skipped.			

Please describe the service offered to you:	<b>Response Total</b>
	<b>1</b>

Stroke Services 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

	A 	B 	C 	D 	E 	F 		Response Total
I was able to access the service easily	7.69 % (1)	0 % (0)	23.08 % (3)	7.69 % (1)	46.15 % (6)	15.39 % (2)		13
I was able to access the service quickly	0 % (0)	7.69 % (1)	23.08 % (3)	7.69 % (1)	46.15 % (6)	15.39 % (2)		13
I feel confident with the service received	7.69 % (1)	7.69 % (1)	23.08 % (3)	23.08 % (3)	23.08 % (3)	15.39 % (2)		13
I felt that the staff treating me understood my needs	7.69 % (1)	7.69 % (1)	23.08 % (3)	23.08 % (3)	30.77 % (4)	7.69 % (1)		13
I felt confident when discharged from the service	7.69 % (1)	23.08 % (3)	15.39 % (2)	23.08 % (3)	15.39 % (2)	15.39 % (2)		13
Staff were able to refer me to other services if I needed them	0 % (0)	30.77 % (4)	15.39 % (2)	7.69 % (1)	15.39 % (2)	30.77 % (4)		13

Total # of respondents **95**.  
 Statistics based on **13** respondents; **0** filtered; **82** skipped.



Legend for Rank Grid table:Stroke Services 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

Columns:

- A ■ 1 - Strongly disagree
- B ■ 2
- C ■ 3
- D ■ 4
- E ■ 5 - Strongly agree
- F ■ Don't know

Stroke Services 3) Please tell us what was good about the stroke service or services you accessed? (Please let us know which service you're describing within this answer)	Response Total
	9
Total # of respondents 95. Statistics based on 9 respondents; 0 filtered; 86 skipped.	

Stroke Services 4) Was there anything that could have been improved? (Please let us know which service you're describing within this answer)	Response Total
	9
Total # of respondents 95. Statistics based on 9 respondents; 0 filtered; 86 skipped.	

Stroke Services 5) (*) The service overall Please rate your experience of the support provided to you after your fall:	Response Percent	Response Total
Very Good <span style="color: red;">■</span>	30.77%	4
Good <span style="color: orange;">■</span>	23.08%	3
Average <span style="color: lightgreen;">■</span>	46.15%	6
Poor	0%	0
Very Poor	0%	0
Total # of respondents 95. Statistics based on 13 respondents; 0 filtered; 82 skipped.		

Stroke Services 6) What would you like to tell us about the stroke service today?	Response Total
	1
Total # of respondents 95. Statistics based on 1 respondents; 0 filtered; 94 skipped.	

Stroke Services 7) Is there anything else you would like to share with us about your experiences?	Response Total
	5
Total # of respondents 95. Statistics based on 5 respondents; 0 filtered; 90 skipped.	

There may be further opportunities to be involved in the shaping of the Stroke Service in Stoke-on-Trent and North Staffordshire. If you would like to be involved and would like more information please send a brief email to Angela.Hancock@northstaffscg.nhs.uk by September 19 th 2016. Angela can also be contacted by telephone on 0845 602 6772 extension 8233

Long Term Conditions Services 1b) (*) If you, or a friend/relative have used LTC services, which services were used? (Please tick all that apply)		Response Percent	Response Total
Community Respiratory Specialist Nurse		25%	3
Pulmonary Rehabilitation Service		8.33%	1
Home Oxygen Service		8.33%	1
Community Heart Failure Specialist Nurse		16.67%	2
Community Diabetes Specialist Nurse		41.67%	5
Diabetes Structured Education (DESMOND or BERTIE)		25%	3
Other - please describe below		25%	3
Unsure (please describe the service or services you used)		0%	0

Total # of respondents 95.  
Statistics based on 12 respondents; 0 filtered; 83 skipped.

Please describe the service offered to you:	Response Total
	3

Total # of respondents 95.  
Statistics based on 3 respondents; 0 filtered; 92 skipped.

Long Term Conditions Services 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.

	A 	B 	C 	D 	E 	F 		Response Total
I was able to access the service easily	8.33 % (1)	16.67 % (2)	16.67 % (2)	16.67 % (2)	33.33 % (4)	8.33 % (1)		12
I was able to access the service quickly	16.67 % (2)	16.67 % (2)	0 % (0)	33.33 % (4)	25 % (3)	8.33 % (1)		12
I feel confident with the service received	16.67 % (2)	8.33 % (1)	25 % (3)	25 % (3)	25 % (3)	0 % (0)		12
I felt that the staff treating me understood my needs	16.67 % (2)	8.33 % (1)	16.67 % (2)	25 % (3)	33.33 % (4)	0 % (0)		12
I felt confident when discharged from the service	16.67 % (2)	25 % (3)	0 % (0)	16.67 % (2)	8.33 % (1)	33.33 % (4)		12
I only had to tell my/their story once to healthcare staff	41.67 % (5)	0 % (0)	16.67 % (2)	16.67 % (2)	16.67 % (2)	8.33 % (1)		12
Staff were able to refer me to other services if I needed them	8.33 % (1)	0 % (0)	8.33 % (1)	41.67 % (5)	25 % (3)	16.67 % (2)		12

Total # of respondents 95.  
 Statistics based on 12 respondents; 0 filtered; 83 skipped.

**Legend for Rank Grid table: Long Term Conditions Services 2) (\*) Looking at the statements below, how much (based on your experience) do you agree or disagree with each statement (where 1 is strongly disagree and 5 is strongly agree). If you are answering as a carer, please answer from the patients perspective where possible.**

**Columns:**

- A ■ 1 - Strongly disagree
- B ■ 2
- C ■ 3
- D ■ 4
- E ■ 5 - Strongly agree
- F ■ Don't know

Long Term Conditions Services 3) Please tell us what was good about the LTC service or services you accessed? (Please let us know which service you're describing within this answer)	Response Total
	<b>8</b>
Total # of respondents <b>95</b> . Statistics based on <b>8</b> respondents; <b>0</b> filtered; <b>87</b> skipped.	

Long Term Conditions Services 4) Was there anything that could have been improved? (Please let us know which service you're describing within this answer)	Response Total
	<b>9</b>
Total # of respondents <b>95</b> . Statistics based on <b>9</b> respondents; <b>0</b> filtered; <b>86</b> skipped.	

Long Term Conditions Services 5) (*) The service overall Please rate your experience of the support provided to you / your friend or relative:	Response Percent	Response Total
Very Good <span style="color: red;">■</span>	<b>16.67%</b>	<b>2</b>
Good <span style="color: orange;">■</span>	<b>41.67%</b>	<b>5</b>
Average <span style="color: green;">■</span>	<b>8.33%</b>	<b>1</b>
Poor <span style="color: blue;">■</span>	<b>8.33%</b>	<b>1</b>
Very Poor <span style="color: yellow;">■</span>	<b>25%</b>	<b>3</b>
Total # of respondents <b>95</b> . Statistics based on <b>12</b> respondents; <b>0</b> filtered; <b>83</b> skipped.		

Long Term Conditions Services 6) What would you like to tell us about LTC services today?	Response Total
	<b>10</b>
Total # of respondents <b>95</b> . Statistics based on <b>10</b> respondents; <b>0</b> filtered; <b>85</b> skipped.	




Long Term Conditions Services 7) Is there anything else you would like to share with us about your experiences?	Response Total
	<b>13</b>
Total # of respondents <b>95</b> . Statistics based on <b>13</b> respondents; <b>0</b> filtered; <b>82</b> skipped.	

There may be further opportunities to be involved in the shaping of the Long Term Conditions Service in Stoke-on-Trent and North Staffordshire. If you would like to be involved and would like more information please send a brief email to [Angela.Hancock@northstaffscg.nhs.uk](mailto:Angela.Hancock@northstaffscg.nhs.uk) by September 19 th 2016. Angela can also be contacted by telephone on 0845 602 6772 extension 8233.







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
	85





Total # of respondents **95**.  
Statistics based on **85** respondents; **0** filtered; **10** skipped.

What is your race?		Response Percent	Response Total
White British		96.7%	88
White Irish		2.2%	2
Polish		0%	0
Other European		0%	0
Other white		0%	0
Indian		1.1%	1
Pakistani		0%	0
Bangladeshi		0%	0
Other Asian or Asian British		0%	0
Caribbean		0%	0
African		0%	0
Black British		0%	0
Other black		0%	0
White & Black Caribbean		0%	0
White & Black African		0%	0
White & Asian		0%	0
Arab		0%	0
Chinese		0%	0
Philippine		0%	0
Vietnamese		0%	0
Thai		0%	0
Irish		0%	0
Romany		0%	0
Other Gypsy & Traveller		0%	0
Any other ethnic or nationality background not listed, please state:		0%	0




Total # of respondents **95**.  
Statistics based on **91** respondents; **0** filtered; **4** skipped.

What is your age category?		Response Percent	Response Total
0 - 10		0%	0
11 - 20		0%	0
21 - 30		0%	0
31 - 40		4.44%	4
41 - 50		6.67%	6
51 - 60		20%	18
61 - 70		22.22%	20
71 - 80		27.78%	25
81 & over		18.89%	17




Total # of respondents 95.  
 Statistics based on 90 respondents; 0 filtered; 5 skipped.


What is your religion or belief?		Response Percent	Response Total
Hinduism		0%	0
Christianity		72.09%	62
Judaism		0%	0
Buddhism		0%	0
Islam		2.33%	2
Sikhism		0%	0
Prefer not to say		17.44%	15
Other, please state		8.14%	7






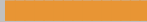
Total # of respondents 95.  
 Statistics based on 86 respondents; 0 filtered; 9 skipped.


What is your gender?		Response Percent	Response Total
Male		40.45%	36
Female		56.18%	50
Intersex		0%	0
Prefer not to say		3.37%	3
Other		0%	0

Total # of respondents 95.  
 Statistics based on 89 respondents; 0 filtered; 6 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		1.61%	1
No		91.94%	57
Prefer not to say		6.45%	4
			Total # of respondents 95. Statistics based on 62 respondents; 0 filtered; 33 skipped.

What is your sexual orientation?		Response Percent	Response Total
Heterosexual (people of the opposite sex)		100%	75
Lesbian (both female)		0%	0
Gay (both men)		0%	0
Bisexual (people of either sex)		0%	0
			Total # of respondents 95. Statistics based on 75 respondents; 0 filtered; 20 skipped.



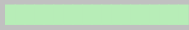


Marriage & Civil Partnership: What is your relationship status?		Response Percent	Response Total
Married		50%	44
Single		11.36%	10
Divorced		11.36%	10
Lives with Partner		3.41%	3
Separated		4.55%	4
Widowed		19.32%	17
Civil Partnership		0%	0
Other		0%	0
			Total # of respondents 95. Statistics based on 88 respondents; 0 filtered; 7 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?		100%	2
Have you recently given birth? (within the last 26 week period)		0%	0
			Total # of respondents 95. Statistics based on 2 respondents; 0 filtered; 93 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)		56.6%	30
Sensory impairment (please state)		28.3%	15
Mental health need		11.32%	6
Learning disability or difficulty		7.55%	4
Long term illness (please state)		41.51%	22
Other, please state		3.77%	2
Total # of respondents <b>95</b> . Statistics based on <b>53</b> respondents; <b>0</b> filtered; <b>42</b> skipped.			

Please provide more information if you wish to do so:		Response Total
		40
Total # of respondents <b>95</b> . Statistics based on <b>40</b> respondents; <b>0</b> filtered; <b>55</b> skipped.		

Caring Responsibility Do you care for someone? (Tick as many boxes as appropriate)		Response Percent	Response Total
Yes - Care for young person/s aged younger than 24 years of age		1.22%	1
Yes - Care for adult/s aged 25 to 49 years of age		4.88%	4
Yes - Care for older person/s aged over 50 years of age		24.39%	20
No		65.85%	54
Prefer not to say		3.66%	3
Total # of respondents <b>95</b> . Statistics based on <b>82</b> respondents; <b>0</b> filtered; <b>13</b> skipped.			