



Alan Walsh
Healthwatch Calderdale
December 2015

1. Background



Healthwatch Calderdale (HWC) is an independent consumer champion that was created to gather and represent the views of the public.

Healthwatch plays a role at national and local level to ensure that the views of the public and service users are listened to. Local Healthwatch is geared towards helping local people influence the delivery and design of their services, including Hospitals, GP Practices, Dentists and Care Homes.

In response to a number of comments HWC had received about local physiotherapy clinics and their facilities, a Task & Finish group was set up. The aim was to focus on Calderdale physiotherapy services and a gain feedback from Calderdale residents' who were seeking to access physiotherapy treatment via a survey.

HWC undertook this survey by visiting all Physiotherapy clinics in Calderdale over a period of 5 days, talking with patients face to face. Full-time clinics were visited twice - once in the morning and once in the afternoon. Clinics that are open part-time were visited once. To broaden our reach and gain further information on this issue, we also made the survey available online through the Healthwatch Calderdale website.

The physiotherapy clinics we visited across Calderdale included:

- Calderdale Royal Hospital - twice
- Broad Street Plaza - twice
- Todmorden Health Centre - once
- Brighouse Medical Centre - twice
- Valley Medical Centre - once
- Beechwood Community Health Centre - once
- Allan House - once

In total, we received 121 completed surveys from which the data was collated and analysed.



2. Introduction

The survey was designed to address issues relating to people gaining access to physiotherapy treatment through the appointments process.

The research addressed the following factors;

- Referral process
- Whether the current booking system works
- By what means patients are accessing Physiotherapy
- Waiting time from referral to appointment
- Location of the appointment
- Availability and quality of equipment
- Quality of treatment
- Length of appointment
- Whether the needs of the patient was met

This report covers the method, results and the conclusion of the findings.



3. Methodology

Healthwatch Calderdale contacted the Physiotherapy team in Calderdale to arrange access to each clinic. Once arrangements had been made and diary of access had been formulated, HWC utilised its volunteer base to undertake the survey with one member of staff and a volunteer attending each clinic at specific times which were set at 9am to 12 pm and 1pm to 4pm from Monday to Friday.

Through the use of Lenovo tablets and by accessing Survey Monkey, we sought to gauge the thoughts of physiotherapy patients across Calderdale, drawing answers from each clinic that took into account ethnicity, age, gender, sexual orientation and locality, a survey of 14 questions was devised, specifically focusing on patient's experience of physiotherapy access and treatment, to capture both quantitative and qualitative data. Some questions were 'Open Ended', but others were more specific, 11 questions were aimed at equality monitoring.



4. Results

Question 1: How did you book your appointment?

Answer Options	Response Percent	Response Count
Through your doctor	62.6%	72
By telephone through a general appointments number	15.7%	18
By telephone through a specific Physiotherapy department appointments number	11.3%	13
Other	12.2%	14
Other (please specify)		21
<i>answered question</i>		115
<i>skipped question</i>		6

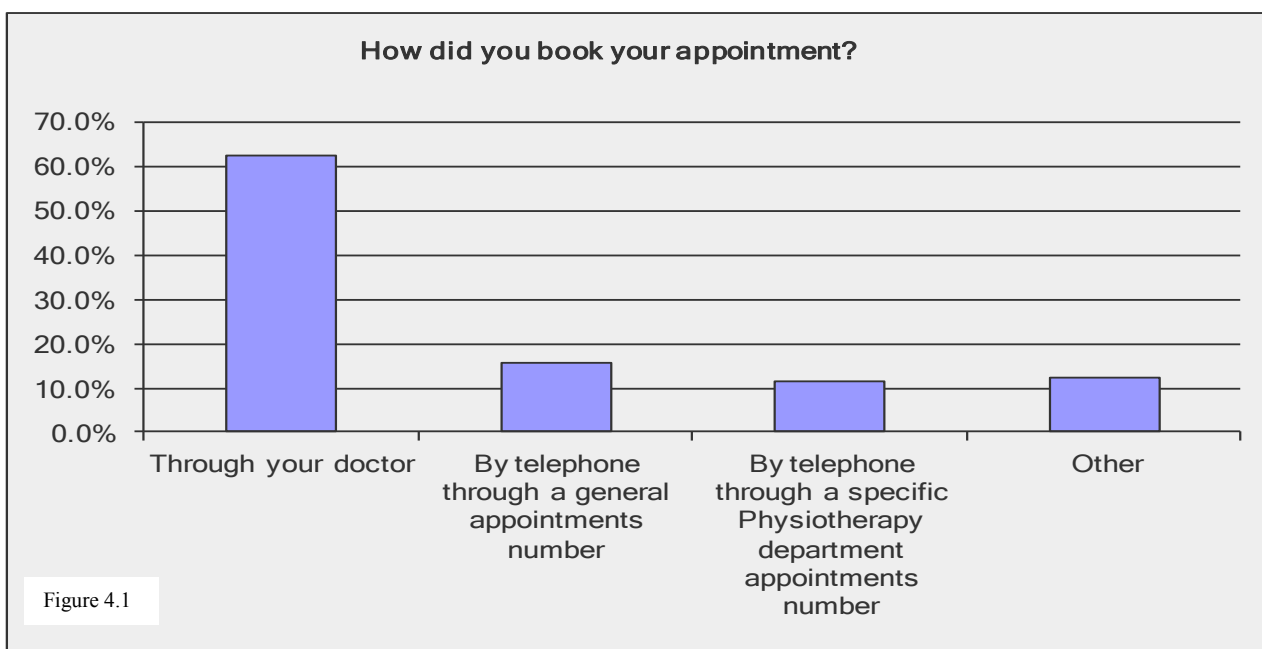


Figure 4.1 Shows the method through which people surveyed made their appointment, in percentages, with the vast majority choosing to access physiotherapy through their doctor

4. Results

Question 2: Do you think the current booking system works?

Answer Options	Response Percent	Response Count
Yes	84.9%	101
No	15.1%	18
Please Comment		21
<i>answered question</i>		119
<i>skipped question</i>		2

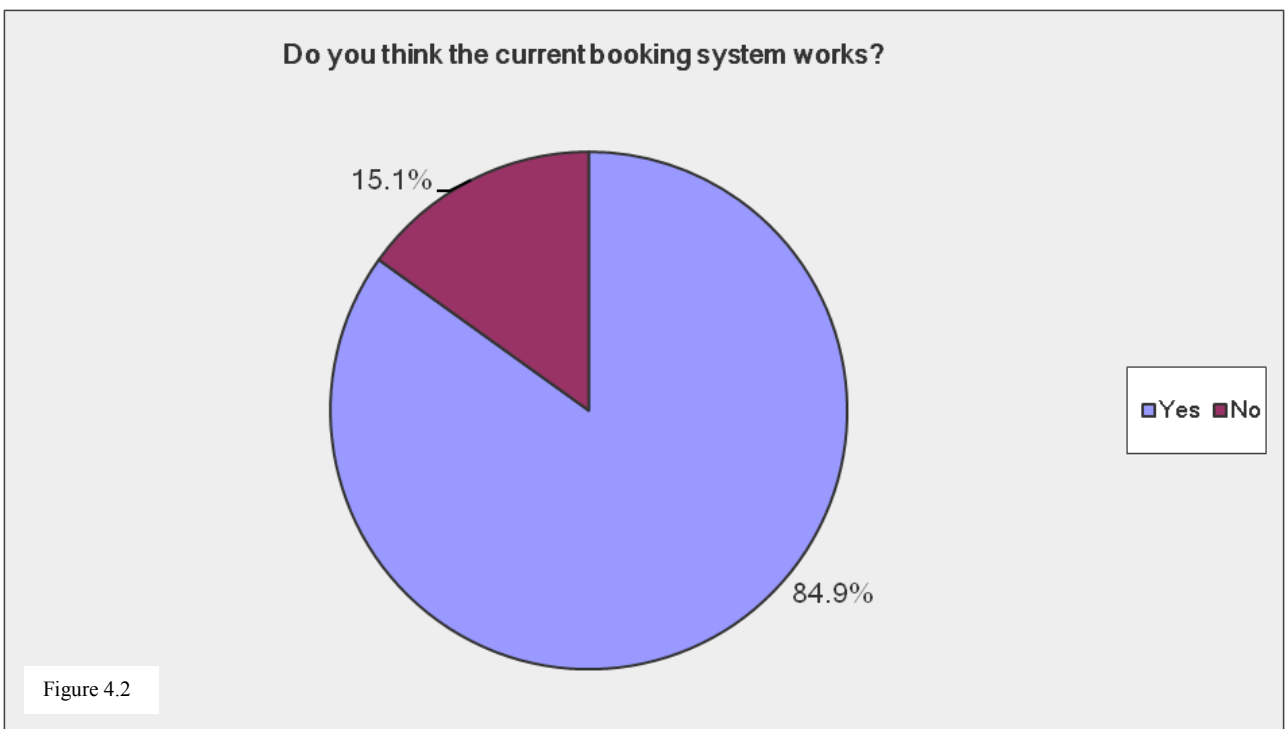


Figure 4.2 Of the people surveyed; nearly 85% feel the current booking system does work

4. Results

Question 3: How long did it take for you to get an appointment from the time of referral?

Answer Options	Response Percent	Response Count
4 weeks or less	53.8%	64
1 to 3 months	40.3%	48
3 to 6 months	4.2%	5
More than 6 months	0.0%	0
Other	1.7%	2
Other (please specify)		3
<i>answered question</i>		119
<i>skipped question</i>		2

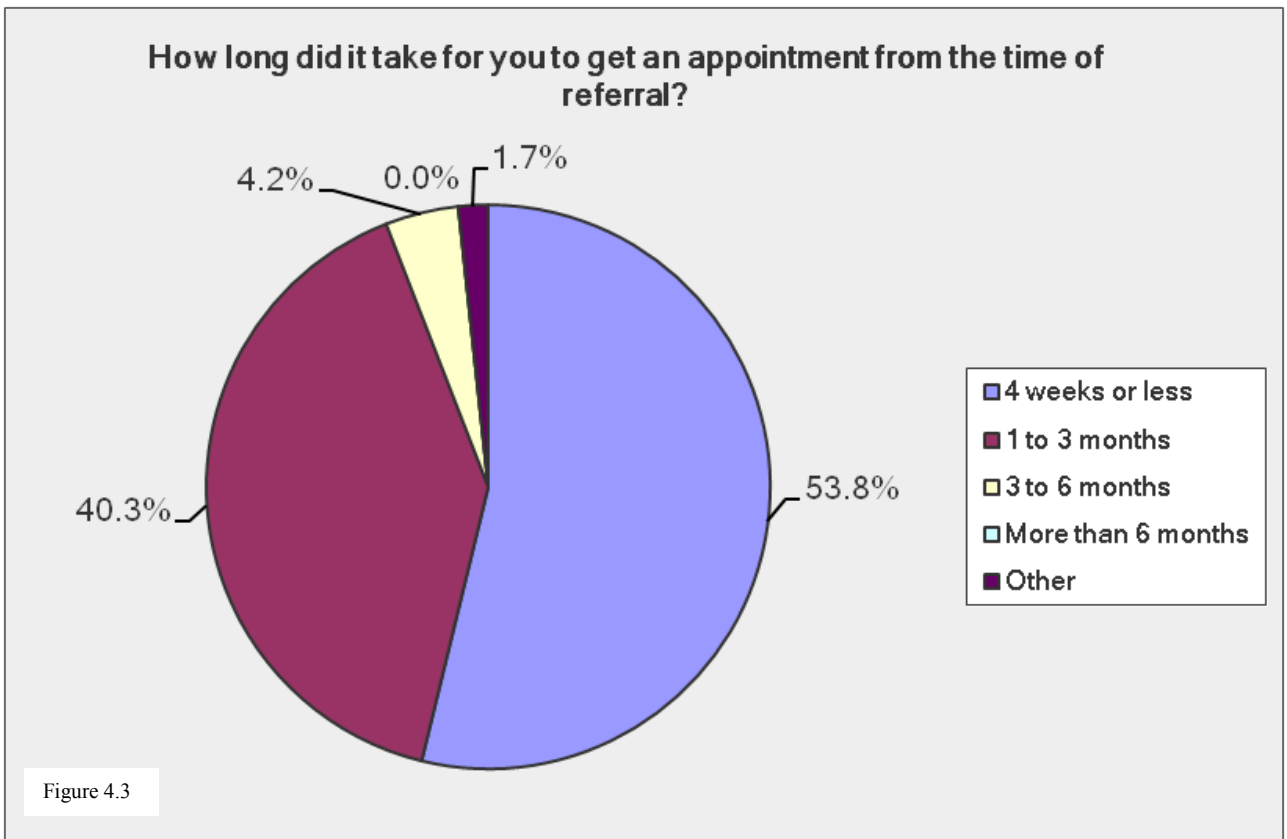


Figure 4.3 The waiting times that people experienced, in percentages, with over half having to wait 4 weeks or less

4. Results

Question 4: Are you seen at your nearest Physiotherapy Clinic?

Answer Options	Response Percent	Response Count
Yes - go to question 6	83.1%	98
No - go to question 5	16.9%	20
<i>answered question</i>		118
<i>skipped question</i>		3

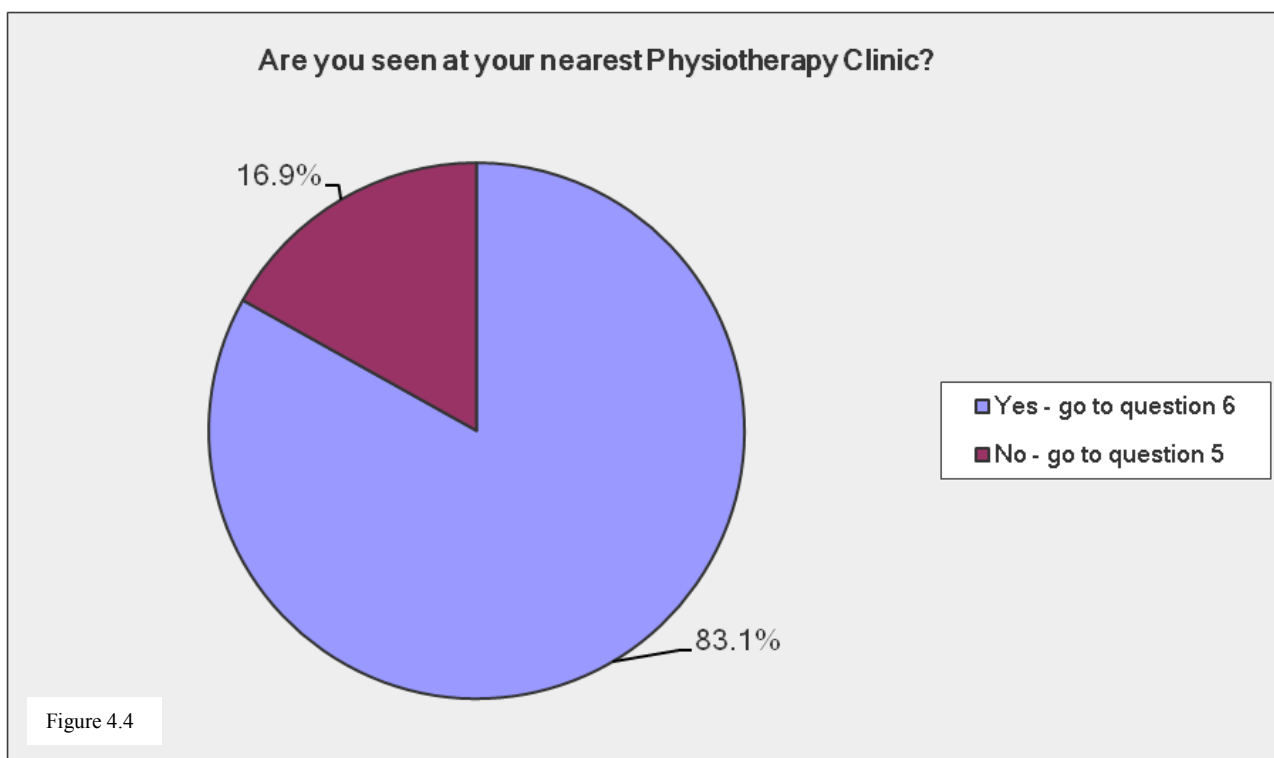


Figure 4.4 Shows the proportion of patients seen/not seen at their nearest physiotherapy clinic

4. Results

Question 5: If no, what was the reason for this decision?

Answer Options	Response Count
	21
<i>answered question</i>	21
<i>skipped question</i>	100

21 people responded to this question, with some giving the following reasons:

'The earliest appointment was at Broad Street Plaza, my nearest is Calderdale Royal Hospital'

'The first time I went was to Hebden Bridge Valley Medical Centre. The second time I went I chose to go to Broad Street Plaza as this was closer to work and easier for me'

'It was the earliest appointment available'

'There was a long wait so I accepted a cancellation elsewhere'

'Waiting list was too long for clinic near me'

'Took earliest appointment offered'

'Not always. Depends where my physiotherapist is'

'I was asked to see a certain person who would have been at the nearest clinic. I wasn't, however, able to see this person due to needing to meet referral/booking timescales. Therefore I am seeing someone else, which is also not my nearest clinic'

4. Results

Question 6: Which Physiotherapy Clinic did you attend?

Answer Options	Response Count
	118
<i>answered question</i>	118
<i>skipped question</i>	3

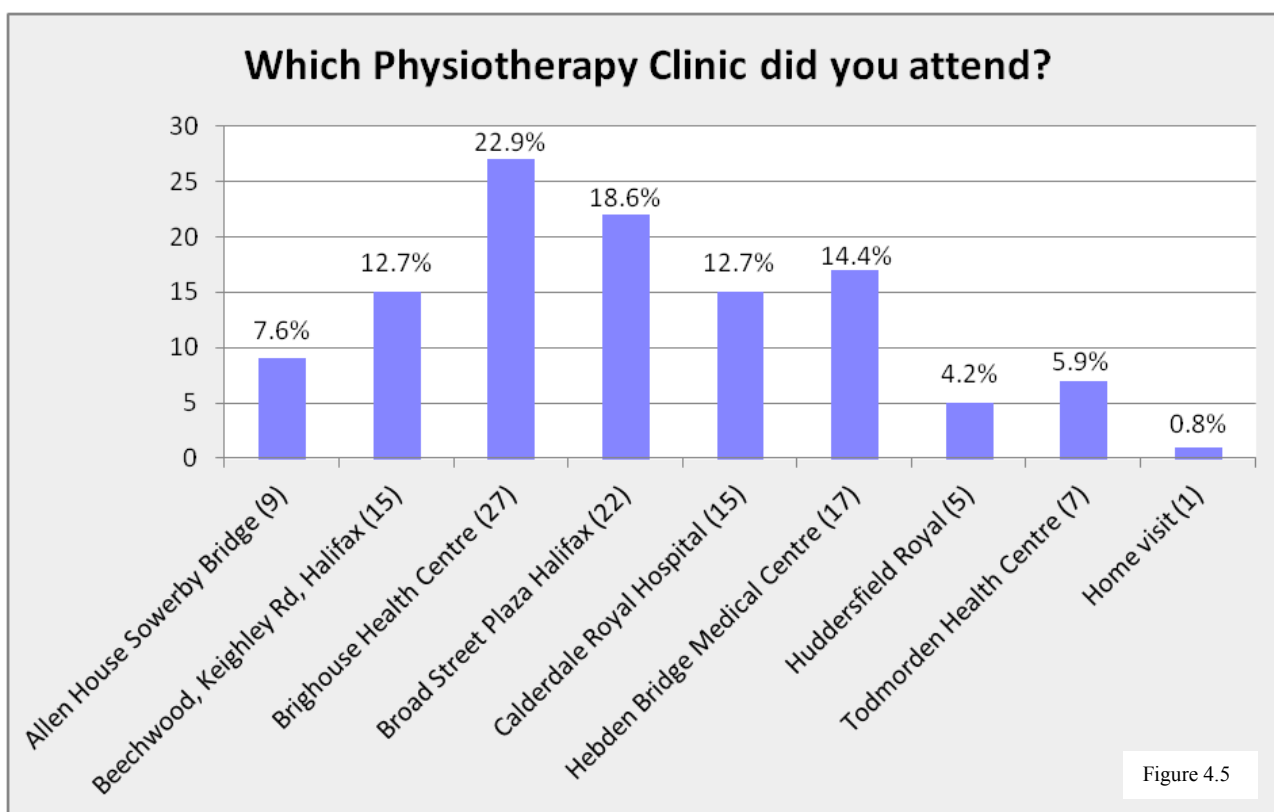


Figure 4.5 Geographical distribution of people attending physiotherapy clinics in Calderdale

4. Results

Question 7: Have you ever had your appointment cancelled or changed by the clinic?

Answer Options	Response Percent	Response Count
Yes - go to question 8	14.3%	17
No - go to question 9	85.7%	102
Please Comment		7
<i>answered question</i>		119
<i>skipped question</i>		2

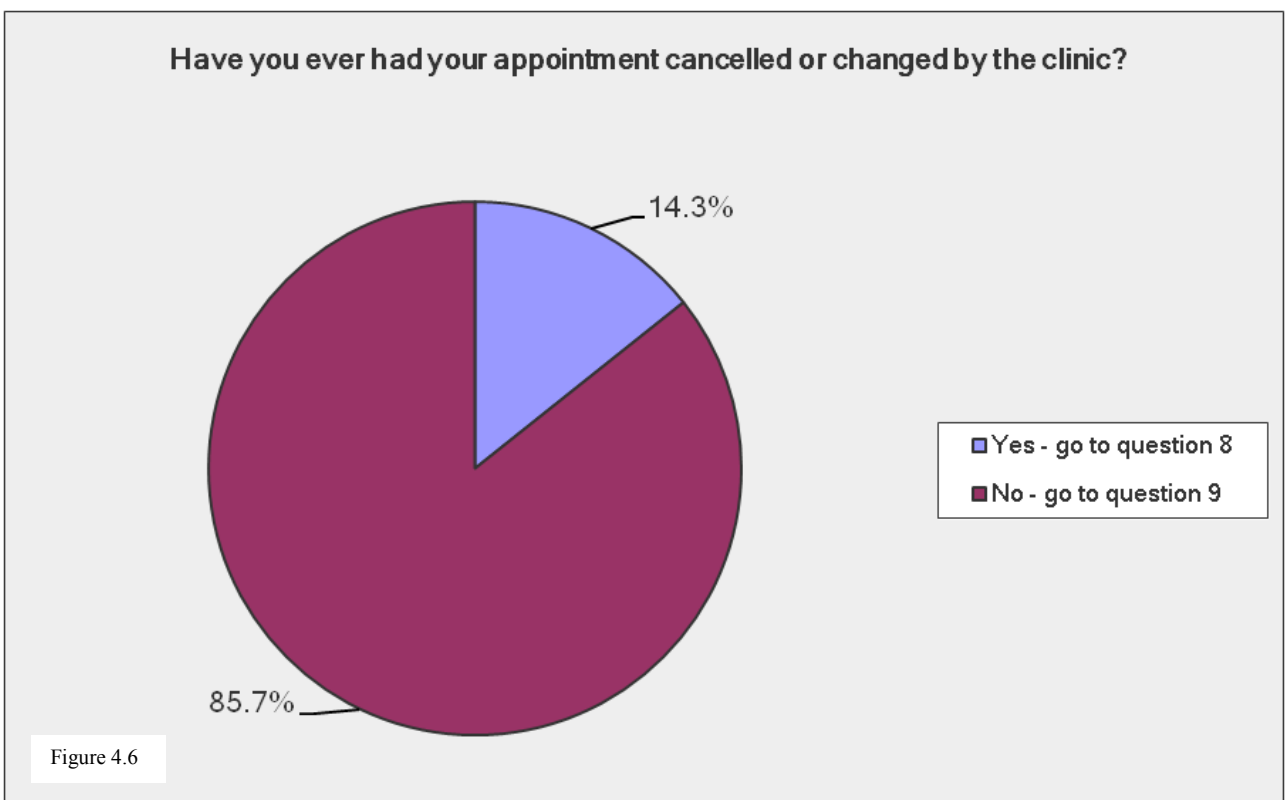


Figure 4.6 Percentages of patients having their appointments changed or cancelled by the clinic

4. Results

Question 8: If yes, were you given an alternative date?

Answer Options	Response Percent	Response Count
Yes	84.6%	11
No	15.4%	2
Please Comment		5
<i>answered question</i>		13
<i>skipped question</i>		108

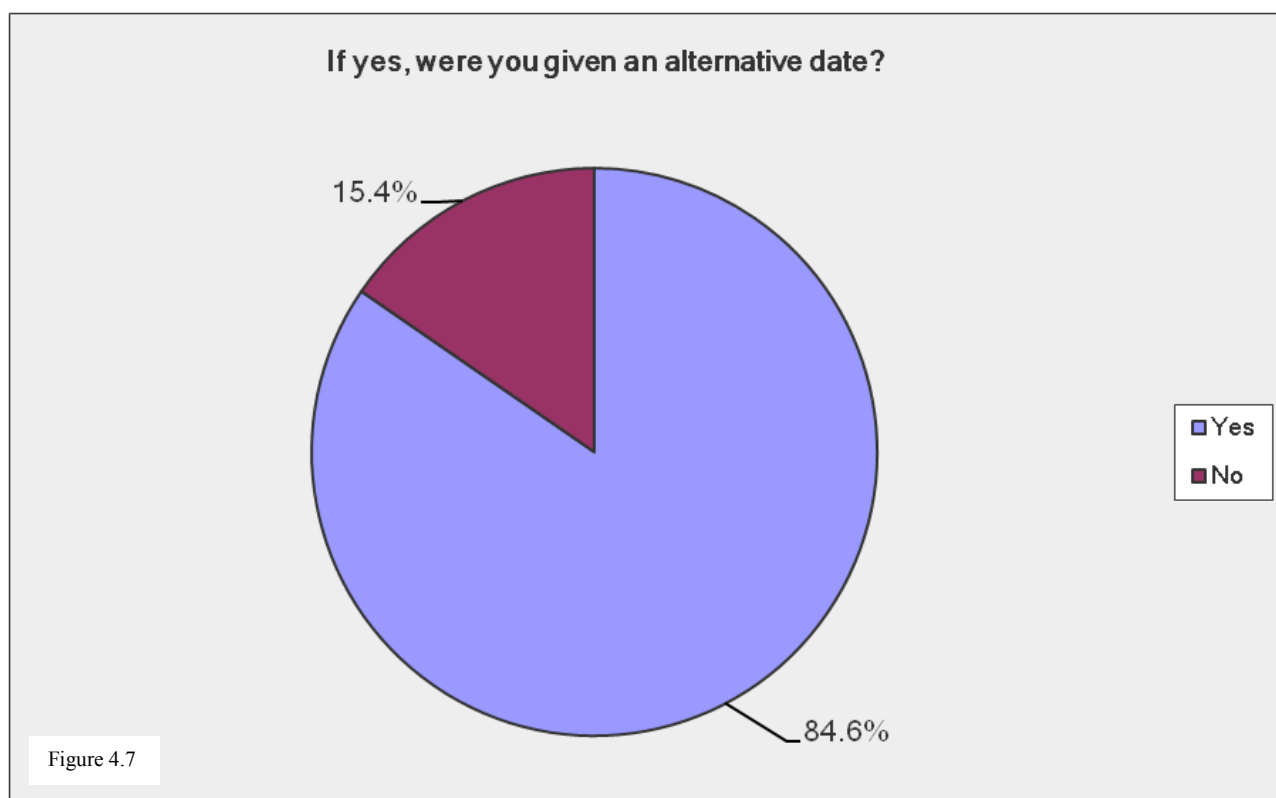


Figure 4.7 Percentages of patients given/not given alternative dates if their appointment was cancelled

4. Results

Question 9: Did the clinic you attended have adequate equipment to meet your needs?

Answer Options	Response Percent	Response Count
Yes - go to question 11	95.6%	109
No - go to question 10	4.4%	5
Please Comment		12
<i>answered question</i>		114
<i>skipped question</i>		7

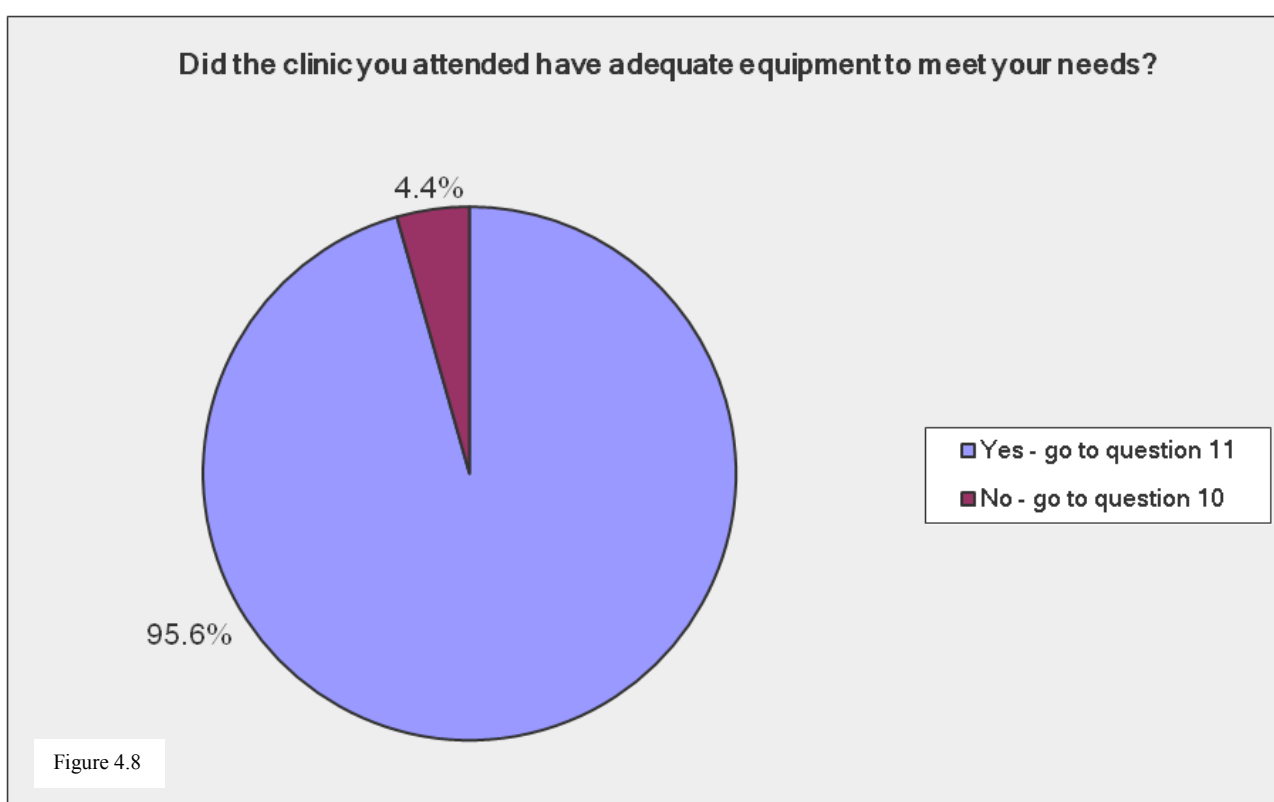


Figure 4.8 Percentages of patients who felt that the clinic they attended did/did not have adequate equipment

4. Results

Question 10: If no, what equipment was lacking?

Answer Options	Response Count
	4
<i>answered question</i>	4
<i>skipped question</i>	117

117 people skipped this question, with only 4 people responding - in those responses people said:

'There wasn't a 'Foam Roller' for their physiotherapy session'

'Swiss balls weren't properly inflated and stools were being used for step ups.'

'Low tables and nothing for wheel chair users as were not all able bodied.'

'The Physio would have benefitted from having an x-ray of my damaged back. Apparently this would require a doctors' instruction and she didn't appear confident enough to arrange this. A very old x-ray was eventually found.'

4. Results

Question 11: How long was your appointment?

Answer Options	Response Percent	Response Count
30 minutes	72.2%	83
60 minutes	21.7%	25
90 minutes	0.0%	0
2 hours	0.0%	0
Other (please comment)	6.1%	7
Other (please specify)		14
<i>answered question</i>		115
<i>skipped question</i>		6

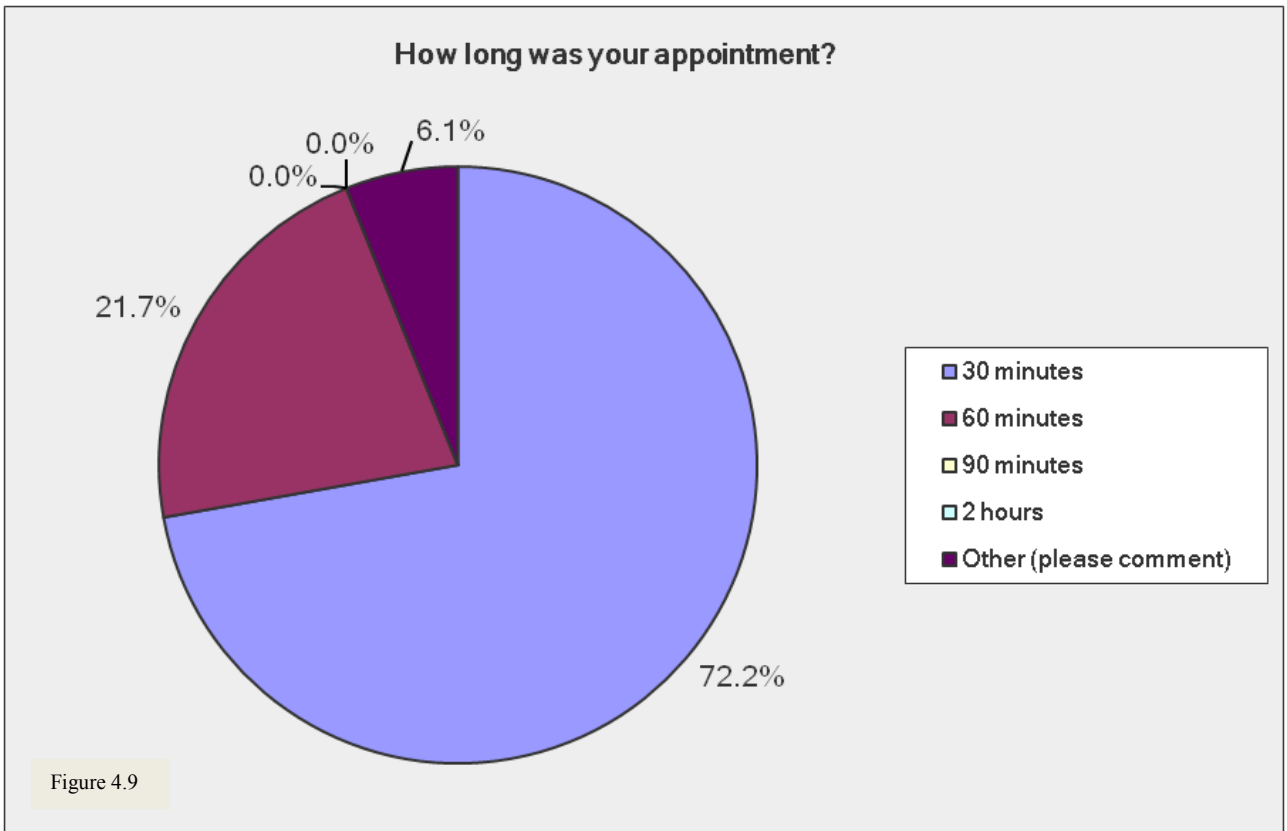


Figure 4.9 Length of patients' appointments

No appointments were over 60 minutes & in the 'Other' section, 10 of 14 respondents stated that they had appointments of less than 30 minutes, some of which were second or subsequent appointments.

4. Results

Question 12: Was the appointment long enough to ensure that your needs were met?

Answer Options	Response Percent	Response Count
Yes	85.7%	102
No	14.3%	17
Please Comment		21
<i>answered question</i>		119
<i>skipped question</i>		2

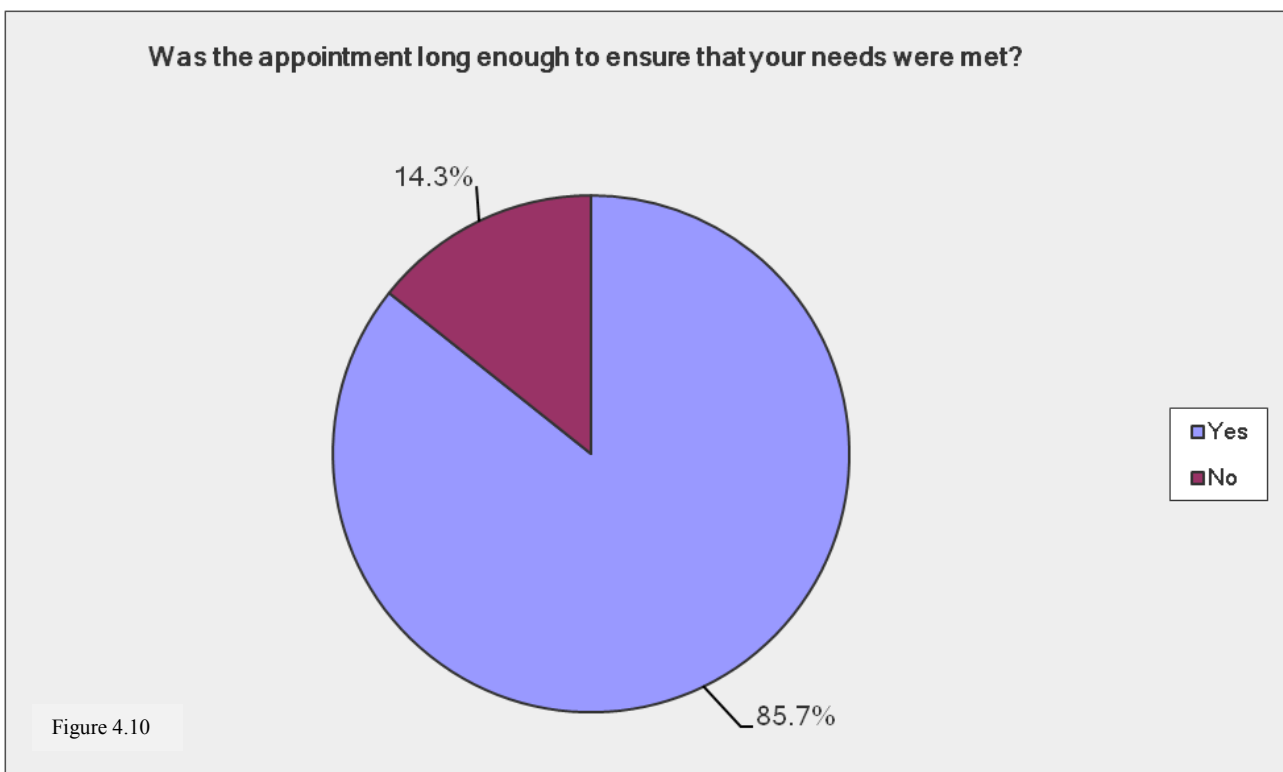


Figure 4.10 Patients' responses about the length of their appointments

5. Key Findings

- 5.1:** More than 60% of people booked their initial physiotherapy appointment through their GP
- 5.2:** Peoples' experiences regarding the booking system was positive, with 84.9% saying it worked
- 5.3:** More than half of people asked were given an appointment within 4 weeks
- 5.4:** A further 40% waited for up to 3 months for their first appointment
- 5.5:** Over 80% of people stated that they had been seen at their nearest physiotherapy clinic
- 5.6:** 85% of people had never had their physiotherapy appointment cancelled or changed by the clinic
- 5.7:** Of those that had their appointment cancelled, nearly 85% were offered an alternative date
- 5.8:** Nearly 96% of people felt that the clinic they attended had adequate equipment to meet their needs
- 5.9:** Only 4 respondents made commented that that equipment was lacking or inadequate
- 5.10:** The majority of people (nearly 86%) felt that the length of their treatment was sufficient to meet their needs




6. Conclusions

One hundred and twenty one people responded to the survey and the results show that overall, people are satisfied with the Calderdale outpatients physiotherapy service.

In Question 10, 117 people did not respond - in conjunction with Question 9 where 114 people responded positively, this throws up the possibility that this large majority in Question 10 felt the equipment was adequate.

7. Recommendations

Healthwatch Calderdale offers the following recommendations:

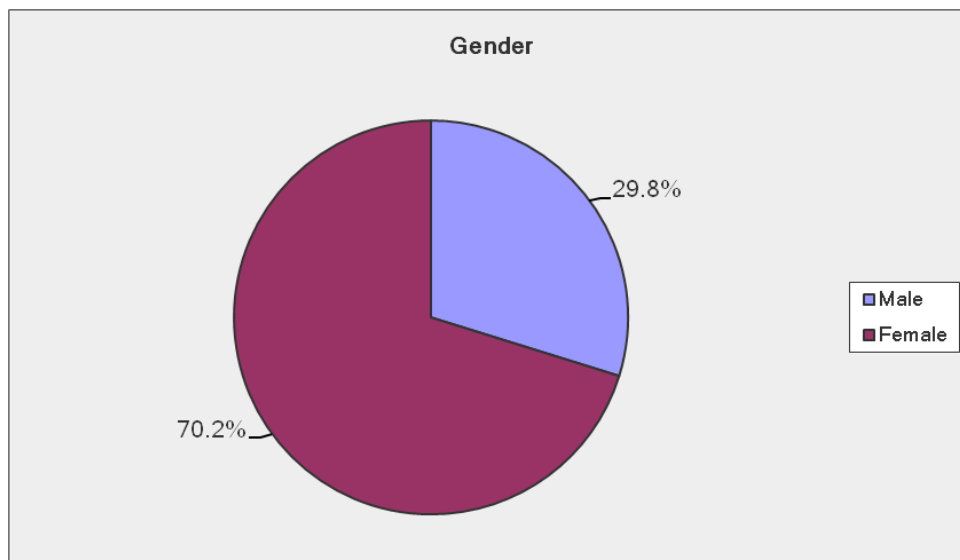
-  That work is done to further reduce waiting times
-  That all patients are offered alternative dates if their appointments are cancelled
-  That there is always sufficient and suitable equipment to meet patients' clinical needs



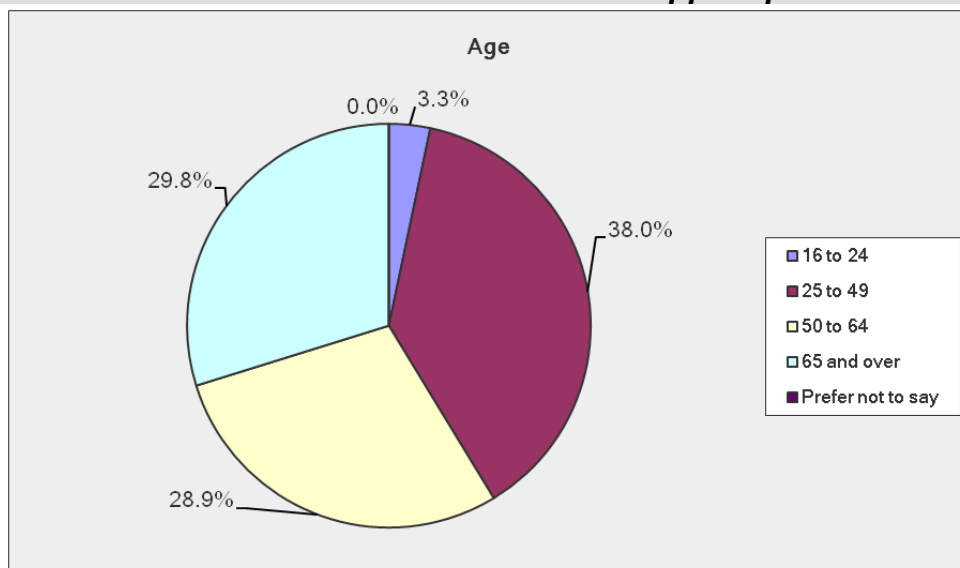
Appendix A

Equality Monitoring

Gender		
Answer Options	Response Percent	Response Count
Male	29.8%	36
Female	70.2%	85
answered question		121
skipped question		0

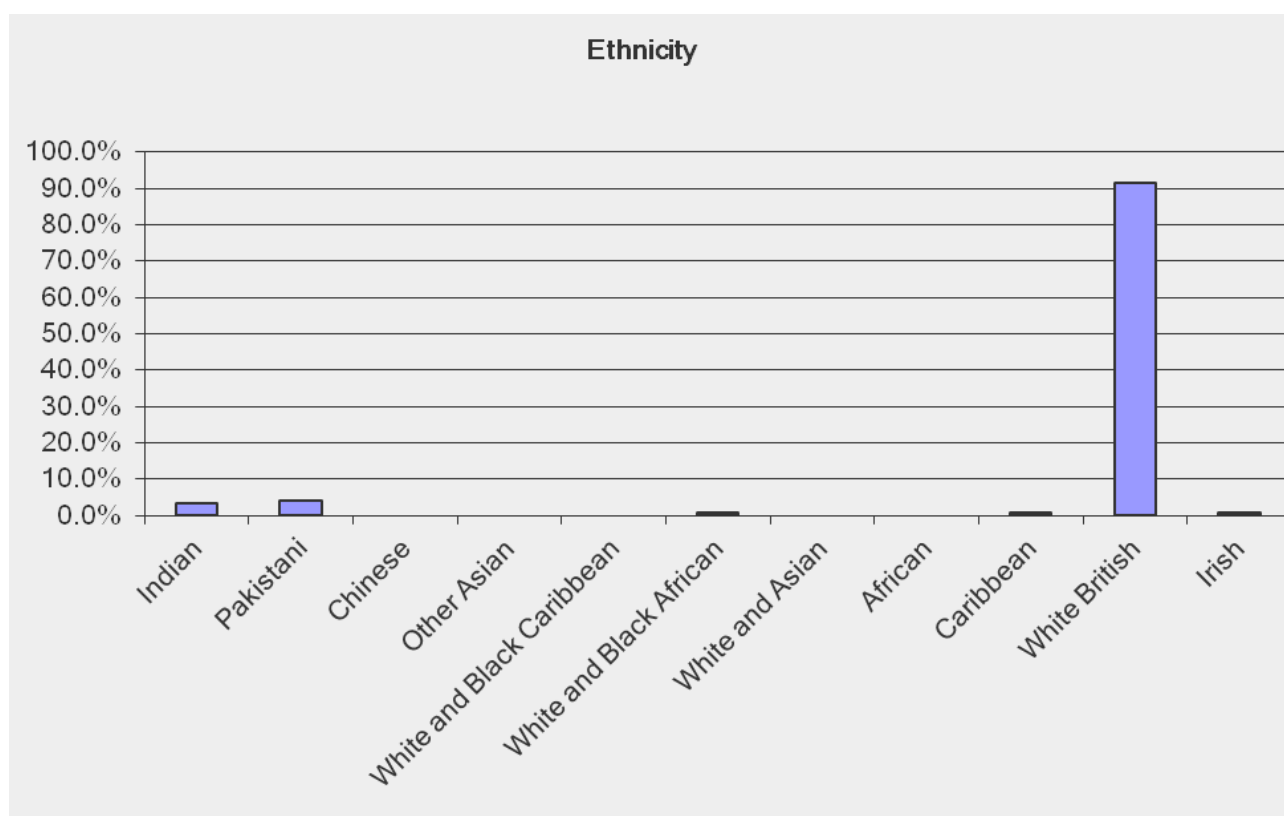


Age		
Answer Options	Response Percent	Response Count
16 to 24	3.3%	4
25 to 49	38.0%	46
50 to 64	28.9%	35
65 and over	29.8%	36
Prefer not to say	0.0%	0
answered question		121
skipped question		0



Appendix A

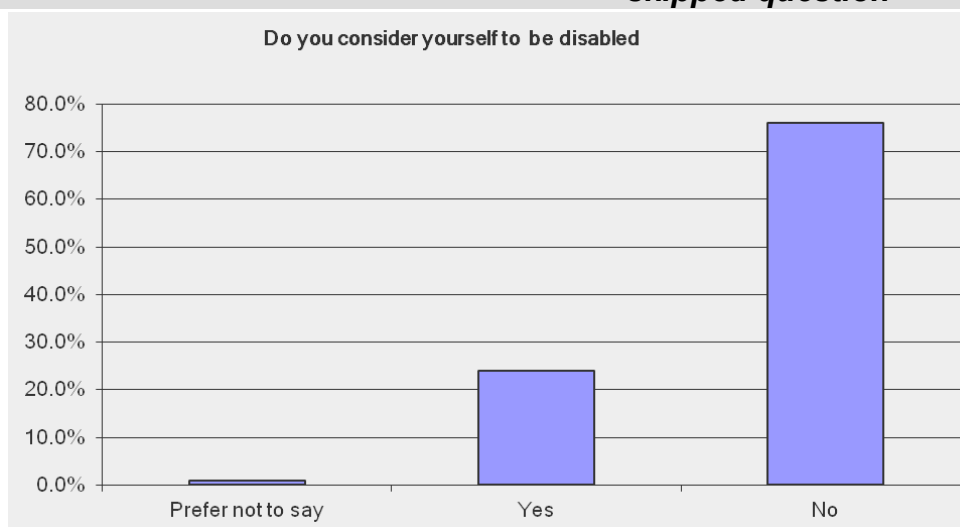
Ethnicity		
Answer Options	Response Percent	Response Count
Indian	3.4%	4
Pakistani	4.2%	5
Chinese	0.0%	0
Other Asian	0.0%	0
White and Black Caribbean	0.0%	0
White and Black African	0.8%	1
White and Asian	0.0%	0
African	0.0%	0
Caribbean	0.8%	1
White British	91.6%	109
Irish	0.8%	1
Other (please specify)		2
answered question		119
skipped question		2



Appendix A

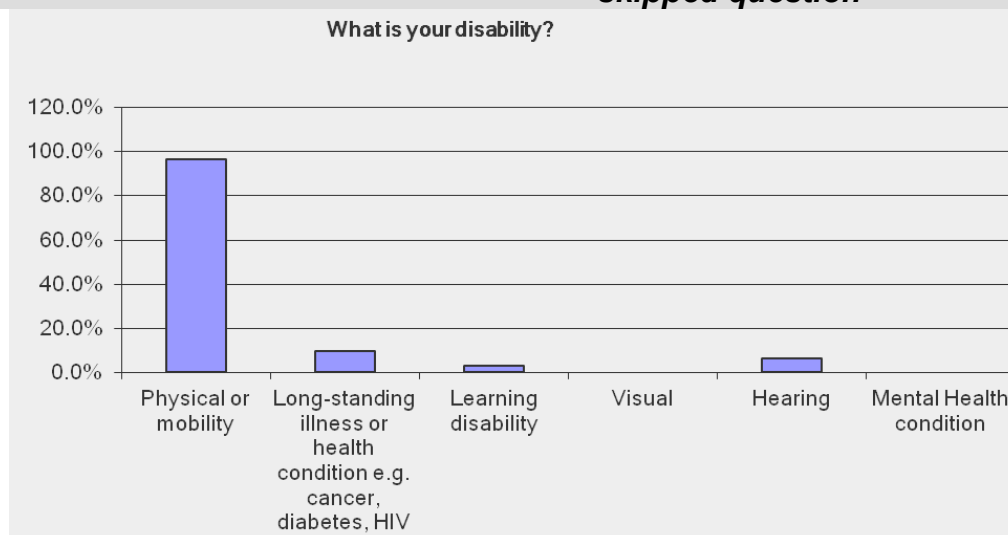
Disability - Do you consider yourself to be disabled? The Equality Act 2010: 'A person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out day-to-day activities'

Answer Options	Response Percent	Response Count
Prefer not to say	0.8%	1
Yes	24.0%	29
No	76.0%	92
answered question		121
skipped question		0



If Yes - What is your disability?

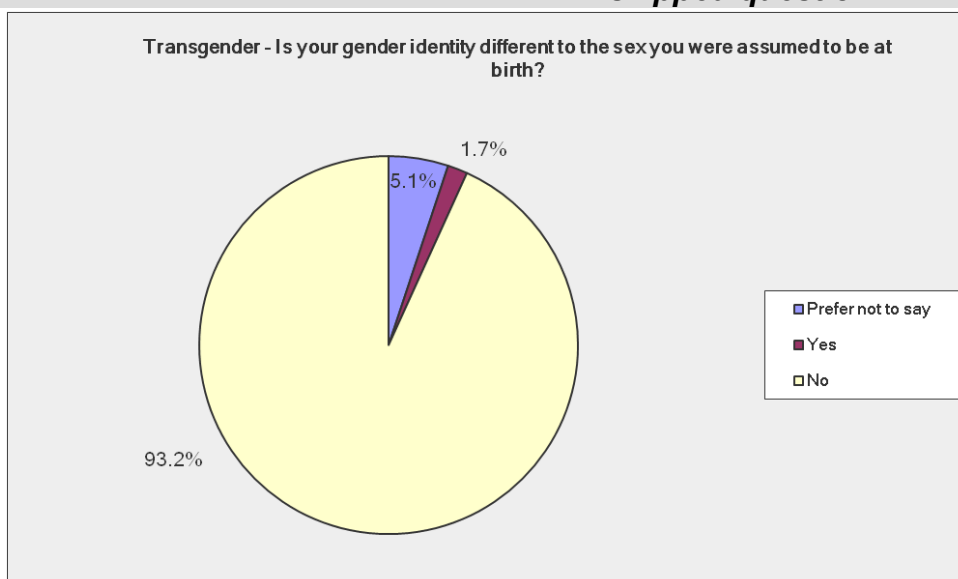
Answer Options	Response Percent	Response Count
Physical or mobility	96.8%	30
Long-standing illness or health condition e.g. cancer, diabetes, HIV	9.7%	3
Learning disability	3.2%	1
Visual	0.0%	0
Hearing	6.5%	2
Mental Health condition	0.0%	0
Other (please specify)		1
answered question		31
skipped question		90



Appendix A

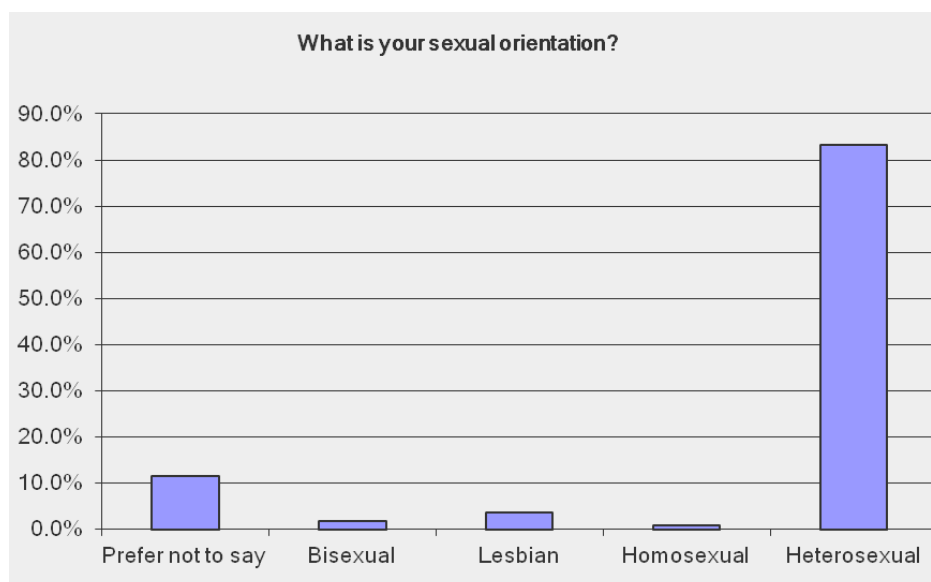
Transgender - Is your gender identity different to the sex you were assumed to be at birth?

Answer Options	Response Percent	Response Count
Prefer not to say	5.1%	6
Yes	1.7%	2
No	93.2%	110
answered question		118
skipped question		3



What is your sexual orientation?

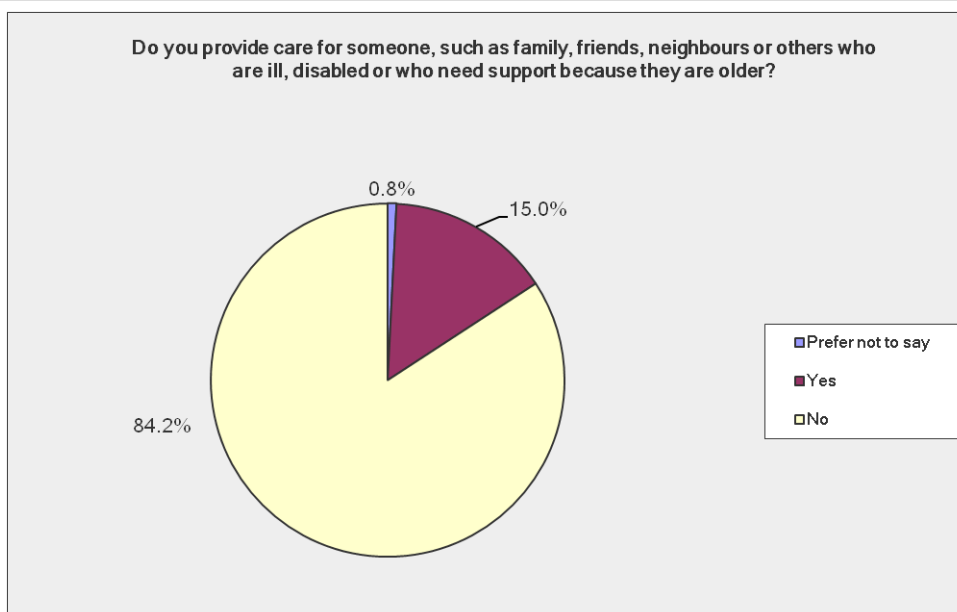
Answer Options	Response Percent	Response Count
Prefer not to say	11.5%	13
Bisexual	1.8%	2
Lesbian	3.5%	4
Homosexual	0.9%	1
Heterosexual	83.2%	94
Other (please specify)		1
answered question		113
skipped question		8



Appendix A

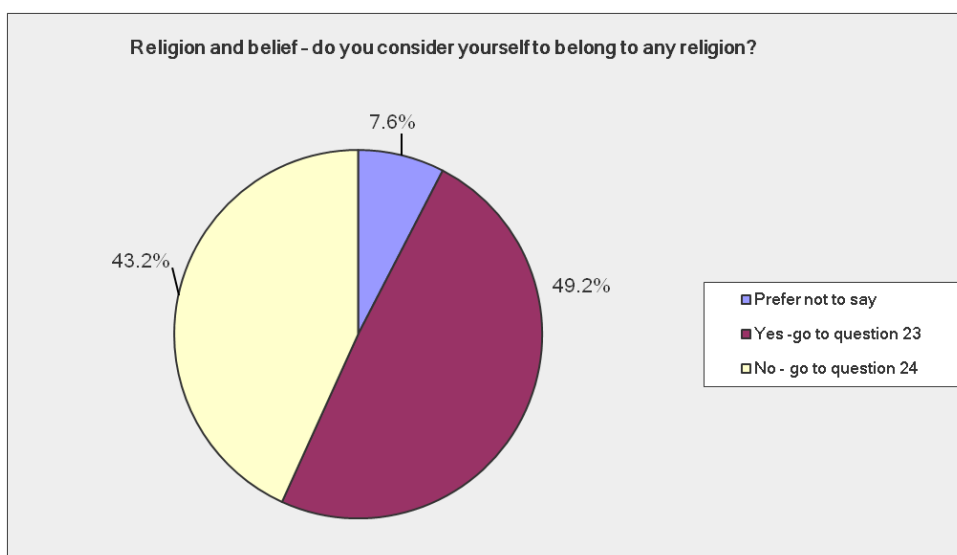
Do you provide care for someone, such as family, friends, neighbours or others who are ill, disabled or who need support because they are older?

Answer Options	Response Percent	Response Count
Prefer not to say	0.8%	1
Yes	15.0%	18
No	84.2%	101
answered question		120
skipped question		1



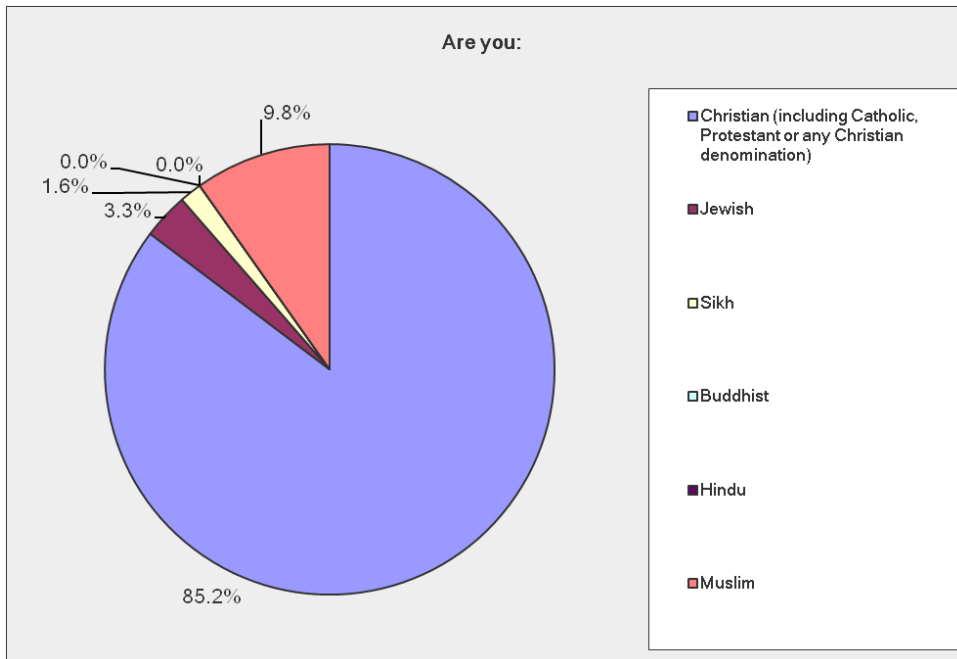
Religion and belief – do you consider yourself to belong to any religion?

Answer Options	Response Percent	Response Count
Prefer not to say	7.6%	9
Yes -go to question 23	49.2%	58
No - go to question 24	43.2%	51
answered question		118
skipped question		3



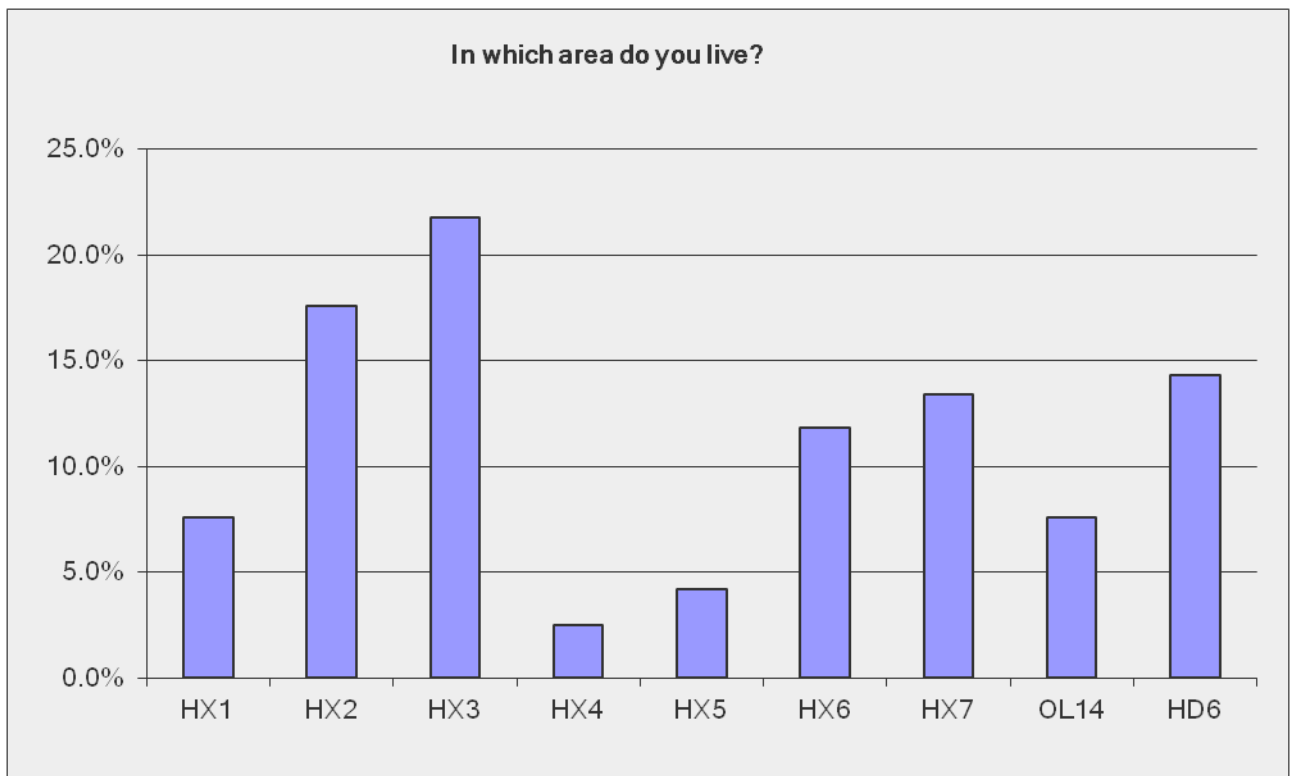
Appendix A

Are you:		
Answer Options	Response Percent	Response Count
Christian (including any Christian denomination)	85.2%	52
Jewish	3.3%	2
Sikh	1.6%	1
Buddhist	0.0%	0
Hindu	0.0%	0
Muslim	9.8%	6
Other (please specify)		5
answered question		61
skipped question		60



Appendix A

In which area do you live?		
Answer Options	Response Percent	Response Count
HX1	7.6%	9
HX2	17.6%	21
HX3	21.8%	26
HX4	2.5%	3
HX5	4.2%	5
HX6	11.8%	14
HX7	13.4%	16
OL14	7.6%	9
HD6	14.3%	17
answered question		119
skipped question		2



Acknowledgements

Healthwatch Calderdale would like to thank the following for making this report possible:



The staff at the 7 Physiotherapy clinics visited during the week of data collection



Healthwatch volunteers who undertook data collection:

- Charles
- Rosemary
- Judith
- Joy
- Tony

