



healthwatch
York

Awareness Survey 2017

June 2017

A report based on local peoples' experience

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Healthwatch York Awareness Survey 2017

Introduction

This short report provides the results of our Awareness Survey.

Why is Healthwatch York looking at this?

As part of our contract with City of York Council, we are required to complete an annual survey. The survey should find out how many people know about Healthwatch York, and gain their views on the work we do. This is our baseline survey for our contract for 2017-2020

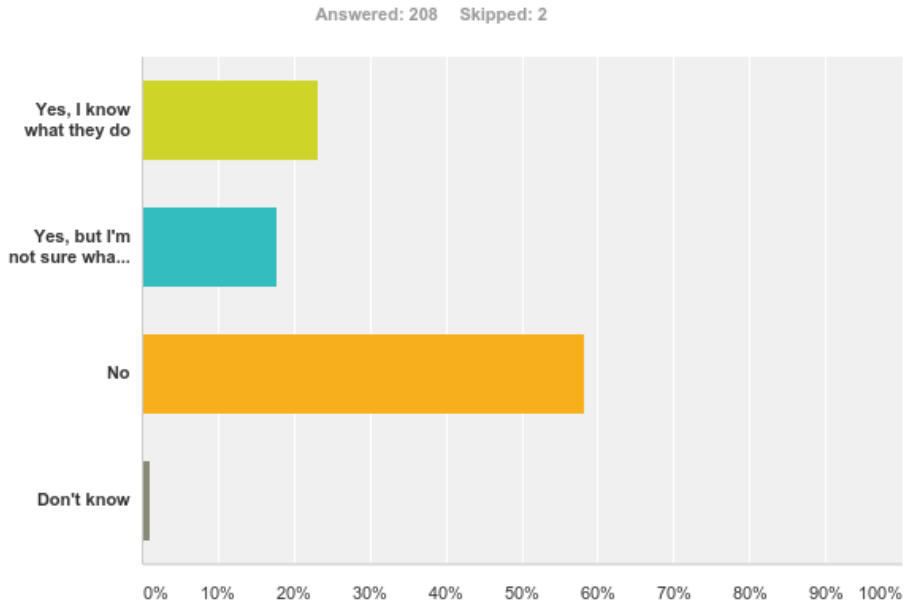
What we did to find out more

We created a short survey of 10 questions. We also offered the chance to be entered into a prize draw for £20 in Love to Shop vouchers (Q11) and asked some standard monitoring questions (Q12-19). We shared this via twitter, facebook, and through our information stands. We also worked with City of York Council to hold additional information stands at West Offices. We shared details of the survey with our partners. We did not send it to our own mailing list to avoid skewing the survey results with those already in contact with us.

We received over 200 responses.

What we found out

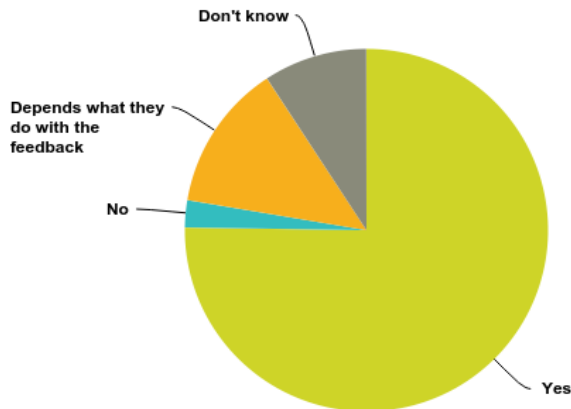
Q1 Had you heard of Healthwatch York before taking part in this survey?



| | | |
|-------------------------------------|--------|-------|
| Yes, I know what they do: | 23.08% | (48) |
| Yes, but I'm not sure what they do: | 17.79% | (37) |
| No | 58.17% | (121) |
| Don't know | 0.96% | (2) |

Q2 Do you think it's useful to give your feedback on health and social care services?

Answered: 206 Skipped: 4



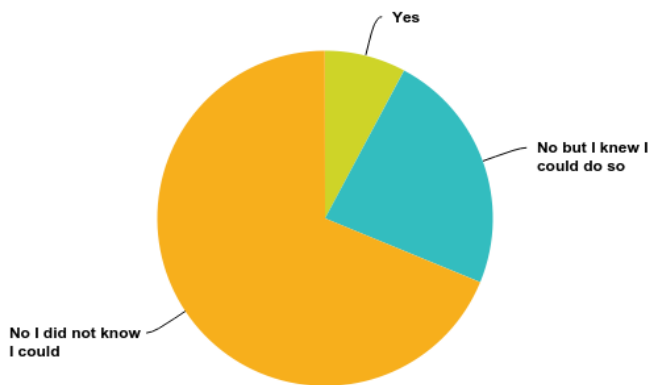
| | | |
|--|--------|-------|
| Yes | 75.24% | (155) |
| No | 2.43% | (5) |
| Depends what they do with the feedback | 13.11% | (27) |
| Don't know | 9.22% | (19) |

Comments include:

- I found about Healthwatch York when I filled in another survey recently at Lidgett Grove Church. I fed back about dentist and doctor services last time but due to surveys being anonymous you don't get direct feedback around outcomes. I understand why surveys are anonymous though so not sure what the solution would be!
- Just been told about it and it looks like an interesting prospect
- If you want changes
- Yes, with the help of these surveys, it may help to improve the care in the community, hospitals, dentists waiting times etc
- How do we access things? Not easy to know what's there
- My granddaughter has had excellent care from Danesgate School
- Can only say great work by everyone
- I work for the NHS in Leeds in GP Practice and attend home visits. I see everyday the issues raised by funding within Health and Social Care
- Essential in fact... helps create a service catered to local needs
- "Health and social care services" in York needs a much clearer definition.....!

Q3 Healthwatch York can take up people’s experiences with health and social care providers to help improve services. For example, we have produced reports about how people were affected by new arrangements for making GP appointments, by changes in antenatal services and by the closure of Archways Intermediate Care Unit. Healthwatch York is currently asking people about their experience of accessing an NHS dentist.

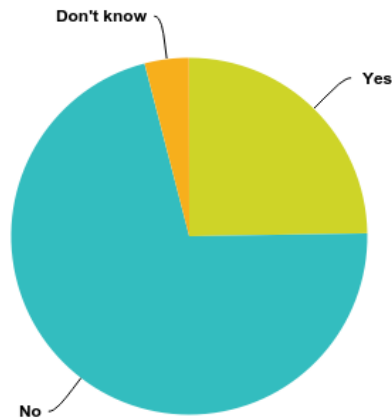
Answered: 205 Skipped: 5



| | | |
|-----------------------------|--------|-------|
| Yes | 7.8% | (16) |
| No but I knew I could do so | 23.41% | (48) |
| No I did not know I could | 68.78% | (141) |

Q4 – Healthwatch York gives people information about organisations that can provide advice or support. It can also advise people how to complain about a health or care service if necessary. Were you aware of these Healthwatch York services?

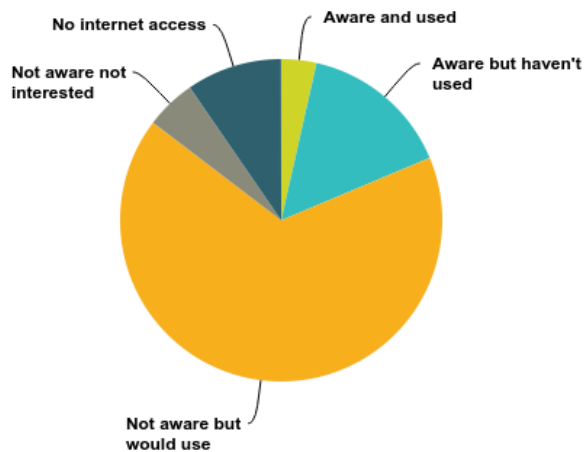
Answered: 198 Skipped: 12



| | | |
|------------|--------|-------|
| Yes | 24.75% | (49) |
| No | 71.21% | (141) |
| Don't know | 4.04% | (8) |

Q5 Are you aware of Healthwatch York’s Rate & Review website, where you can leave positive and negative feedback and rate all local health and care providers? They include GPs, pharmacies, dentists, opticians, mental health services, hospital care, care homes and home care providers. You can also nominate people for our annual “Making a Difference” awards by leaving a 5 star review and naming the person.

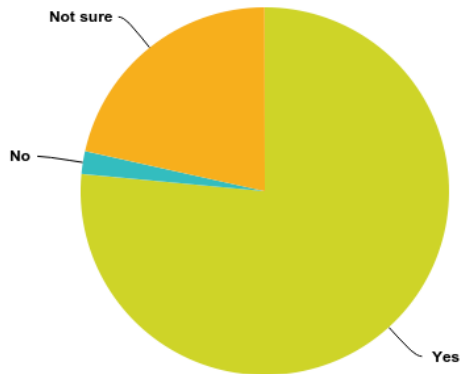
Answered: 198 Skipped: 12



| | | |
|--------------------------|--------|-------|
| Aware and used | 3.54% | (7) |
| Aware but haven't used | 15.15% | (30) |
| Not aware but would use | 66.67% | (132) |
| Not aware not interested | 9.60% | (19) |

Q6 Would you contact Healthwatch York if you have any future issues with health or social care in York?

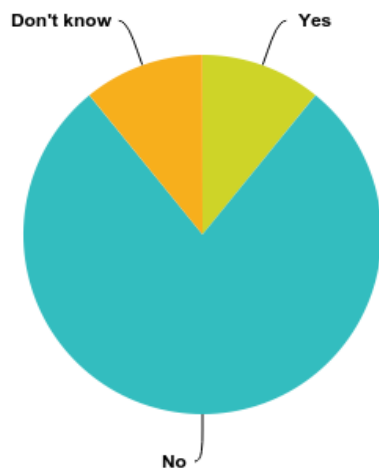
Answered: 200 Skipped: 10



| | | |
|----------|--------|-------|
| Yes | 76.50% | (153) |
| No | 2.00% | (4) |
| Not sure | 21.50% | (43) |

Q7 If you had already heard of Healthwatch York, have you taken part in any of their activities / consultations including paper and online surveys and focus groups? If yes please give details and comments.

Answered: 147 Skipped: 63

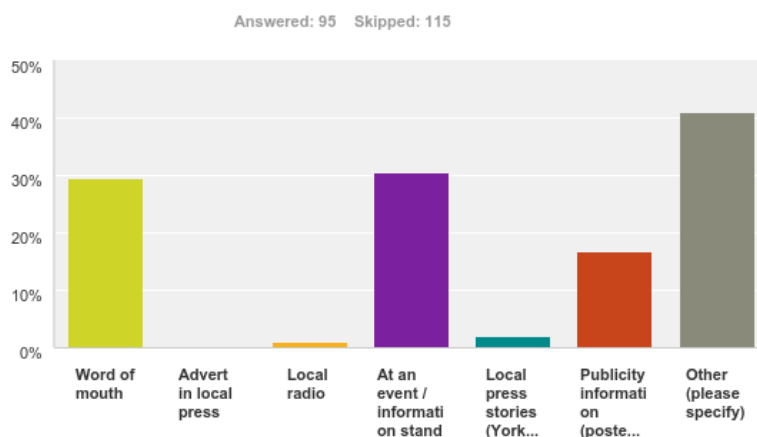


| | | |
|------------|--------|-------|
| Yes | 10.88% | (16) |
| No | 78.23% | (115) |
| Don't know | 10.88% | (16) |

Comments include:

- Unity Health survey
- Assemblies and meetings
- Went to a group meeting. Very informative. Everyone very enthusiastic about their work
- General formal and informal comments to Healthwatch and its predecessor over a long period. I cannot remember receiving much if any feedback!
- Just discussed problems with pills and cost of boxes to fill
- Been to a presentation for the Yorkshire Ambulance Service
- I have completed some of their online surveys before

Q8 If you had already heard of Healthwatch York before this survey how did you hear about it? Please tick all that apply.



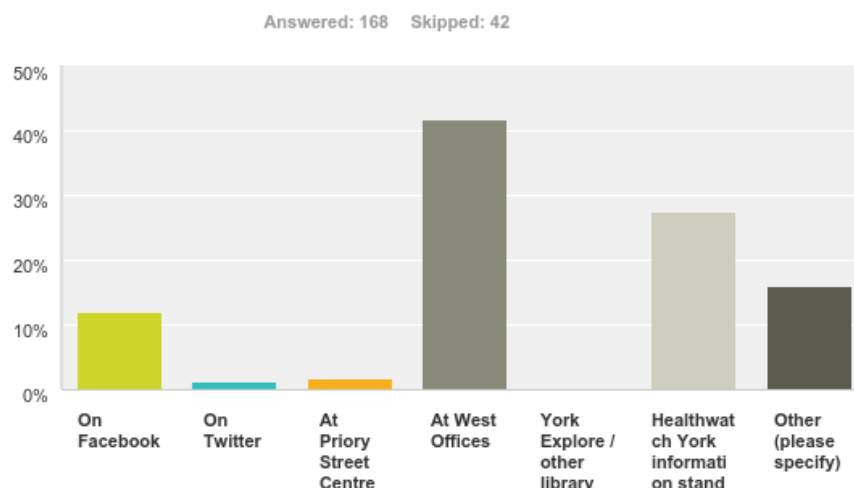
| | | |
|--|--------|------|
| Word of mouth | 29.47% | (28) |
| Advert in local press | 0 | (0) |
| Local radio | 1.05% | (1) |
| At an event / information stand | 30.53% | (29) |
| Local press stories (York Press, Local link) | 2.11% | (2) |
| Publicity information (poster, leaflet, directory) | 16.84% | (16) |
| Other | 41.05% | (39) |

Others included:

- Not applicable / hadn't heard x 11

- Community venues (St Sampsons, Clements Hall, community cafes) x 5
- Through work x 5
- Google / internet x 4
- At Priory Street / through York CVS x 3
- Local chemist x 2
- Minster Radio, personal contacts, fellow voluntary organisation, meeting, cannot recall, did know but have forgotten - all x 1

Q9 Where did you see this survey?



Q10 Have you any other comments?

- Well done for the work you're doing. I don't know much about it but the lady on the stand is always very nice.
- No but looking forward to know more about it.
- Healthwatch is an excellent organisation. People need to be more aware of it.
- It is good that people have the opportunity to pass on negative and positive comments on services they receive.
- Good idea!
- I would definitely use this service now that I am more aware of it.
- More money needed for social care and mental health prevention.

- System with GPs has been ok
- HWY do a fantastic job!
- Useful when looking for services
- Need to be represented as not heard from them
- The Healthwatch team who came to our conference last year were superb! (Hence asking team to come back this year.) Resource book is incredible and I champion you to all I meet in education. Keep doing what you do! 😊
- A very good idea
- Keep up the good work to inform people and support them
- The Healthwatch guide is a very informative resource to be aware of in a school setting.
- Such a good service for the community
- Always give excellent information
- Seems like a good idea. Accountability is important in public services.
- Try to get more people at Uni to know about this. I could have said a lot 6 months ago when I got hurt. But didn't know this existed. So maybe you can come to Fresher's Fair or something?
- I have bi-polar and will certainly be in touch
- I personally used HW for some incorrect dental treatment I encountered
- Better publicity would be better
- Where have you been hiding?
- Keep up the good work
- Pleasant and explained deaf society – tailored their talk to my needs
- I manage (local service) and would be very interested in finding out more
- I think it would be useful to be able to come and discuss issues and have someone to listen and possibly help
- Lots of people have trouble arranging medical appointments which I have to deal with in my capacity as a personal injury solicitor
- Very happy to meet with HW to discuss (local service). Health and Wellbeing is a big part of what we do and the services we offer.

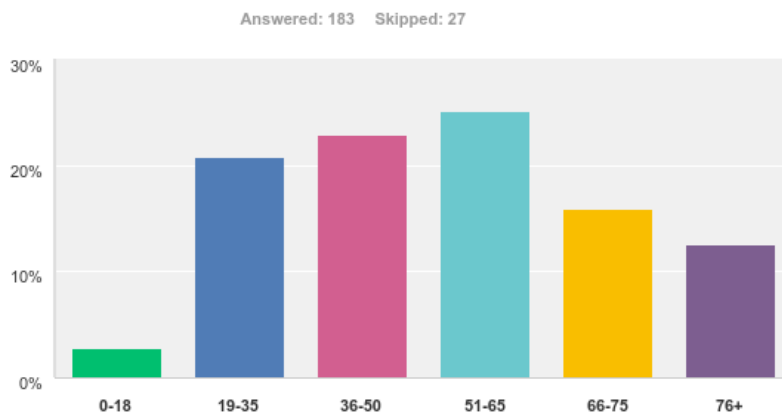
- Think what Healthwatch do is very important and should continue. Now I understand what it does, everyone needs to know!!!
- Healthwatch has high ideals and is well thought of BUT... Do the various Health Authorities – CYC, Clinical Commissioning Group, local Medical Practices, GP’s etc pay any attention? It’s a case of No Money, Large Deficits – No Action!”
- Will be taking notice in future. A very relevant and necessary source of information.

Monitoring Information

Q12 Please tell us the first half of your postcode

Wide range of responses, largest numbers from YO10, YO24, YO31, YO32, YO30 and YO26.

Q13 How old are you?



| | | |
|-------|---------|------|
| 0-18 | 2.73% | (5) |
| 19-35 | 20.77% | (38) |
| 36-50 | 22.95% | (42) |
| 51-65 | 25.14% | (46) |
| 66-75 | 15.85% | (29) |
| 76+ | 12.057% | (23) |

Q14 How would you describe your gender?

184 responses, 129 female, 48 male

7 other responses including XY, agender.

Q15 How would you describe your ethnic origin?

172 responses, 152 White / White British / White English / English

20 other responses including Indian, Asian, Black British, Black European, European.

Q16 How would you describe your religious beliefs?

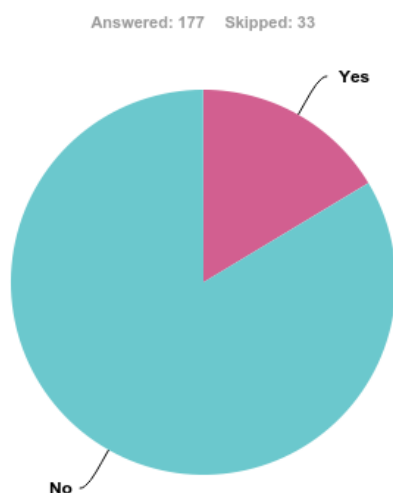
151 answers. Wide range of responses including:

None 57, C of E 31, Christian 24, Roman Catholic 10, Atheist 7, Agnostic 4, Muslim 2, Buddhist, Humanist, Pantheist, Hindu, Methodist, Chapel, Anglican and Mormon all 1.

Q17 How would you describe your sexual orientation?

131 answers, 87 heterosexual / straight, 3 gay, 3 bisexual, 2 asexual, 1 LGBT. 35 other answers.

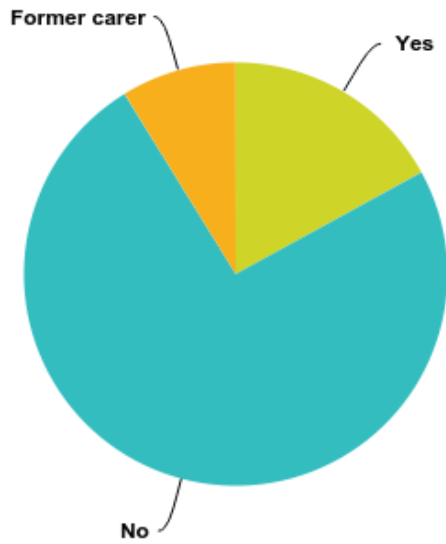
Q18 Do you consider yourself to be a disabled person?



| | | |
|-----|--------|-------|
| Yes | 16.38% | (29) |
| No | 83.62% | (148) |

Q19 Are you a carer?

Answered: 182 Skipped: 28



| | | |
|--------------|--------|-------|
| Yes | 17.03% | (31) |
| No | 74.18% | (135) |
| Former carer | 8.79% | (16) |

Contact us:

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- Twitter: @healthwatchyork
- Facebook: Like us on Facebook
- Web: www.healthwatchyork.co.uk
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York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York. York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

This report

This report is available to download from the Healthwatch York website: www.healthwatchyork.co.uk

Paper copies are available from the Healthwatch York office
If you would like this report in any other format, please contact the Healthwatch York office