

# SNAPSHOT 1

**An overview of local people's views,  
opinions and awareness of change in  
health & social care in Sutton**



**April 2018**

**healthwatch**  
Sutton



# **Contents**

<b>Key Findings</b>	<b>4</b>
<b>Background</b>	<b>5</b>
<b>Motivation</b>	<b>5</b>
<b>Promotion</b>	<b>5</b>
<b>Results</b>	<b>6</b>
<b>Limitations</b>	<b>6</b>
<b>Various Barometers of Care</b>	<b>7</b>
<b>Awareness Questions</b>	<b>9</b>
<b>Views About NHS Change</b>	<b>11</b>
<b>Comment Analysis</b>	<b>13</b>
<b>Thank You</b>	<b>17</b>
<b>Demographics</b>	<b>18</b>
<b>Appendix A</b>	<b>22</b>

# Key Findings

1. Despite respondents agreeing relatively strongly that their GP surgery provides a good service (Q1), there is still a theme emerging from the comments that making a convenient/ timely appointment can be difficult (Comments Analysis).
2. Over half the respondents (56%) are now aware that GP appointments are available from 8am to 8pm 7 days a week (Q4).
3. On average local people who completed the survey agree/strongly agree that they are able to access pharmacy services easily where they live (Q1).
4. Nearly three quarters (64%) of local people who responded are aware that Epsom and St Helier hospitals are consulting on changes to hospital services in Sutton (Q3).
5. There was not a strong level of agreement with the statement ‘I know where to go if I need help with my mental health’ (Q1). This is backed up by a good number of comments relating to difficulties accessing mental health services especially services for younger people (Comments Analysis).
6. Approximately 30% of the respondents are aware of the Sutton Health and Care programme (Q5).
7. When asked about planned changes to the NHS in South West London, 39% stated that they were unaware that any changes were planned (Q6). Of the remainder, when asked which statement most accurately reflects their views, the following responses were received (in order of percentage of responses):
  - i. Something else (please specify) - 17%
  - ii. I understand the financial need to change services locally - 16%
  - iii. These changes are wrong and the NHS should do something different - 11%
  - iv. The proposed changes will improve the services locally - 8%
8. For both health and social care, respondents agree more that ‘services are well run’ in comparison to ‘money is spent wisely’. Responses for health services are marginally higher rated than social care (Q1).

## Background

The last 12 months has been a period of planning and implementing significant changes to services in the borough especially regarding potential changes to NHS services. A complex programme of different initiatives is in the process of being developed at a time where there is significant strain on services due to demand and changes to the finances available to deliver them.

## Motivation

Healthwatch Sutton have been invited to be part of some of these discussions, however, it was felt that, whilst there was some engagement with local people around particular initiatives, we did not have an overall barometer of people's views and their awareness of changes that were planned.

In order to address this, a short 12 question survey was created to capture the overall picture of people's views in the borough.



## Promotion

Healthwatch Sutton used the mail-out of the Winter 2017/18 newsletter as an opportunity to distribute paper copies of the survey to over 450 residents of the London Borough of Sutton. Respondents were given a freepost envelope to return completed forms. In addition the survey was distributed electronically to approximately 250 voluntary and community sector groups asking them to share through their networks.

A campaign of promotion through social media was launched in early 2018. The survey was advertised on Facebook and promoted through other sites like 'Nextdoor'. The promotion shared a link to an on-line version of the survey.

## Results

In total 205 responses were received with the majority being collected through the on-line portal. This report contains the analysed data of these responses.



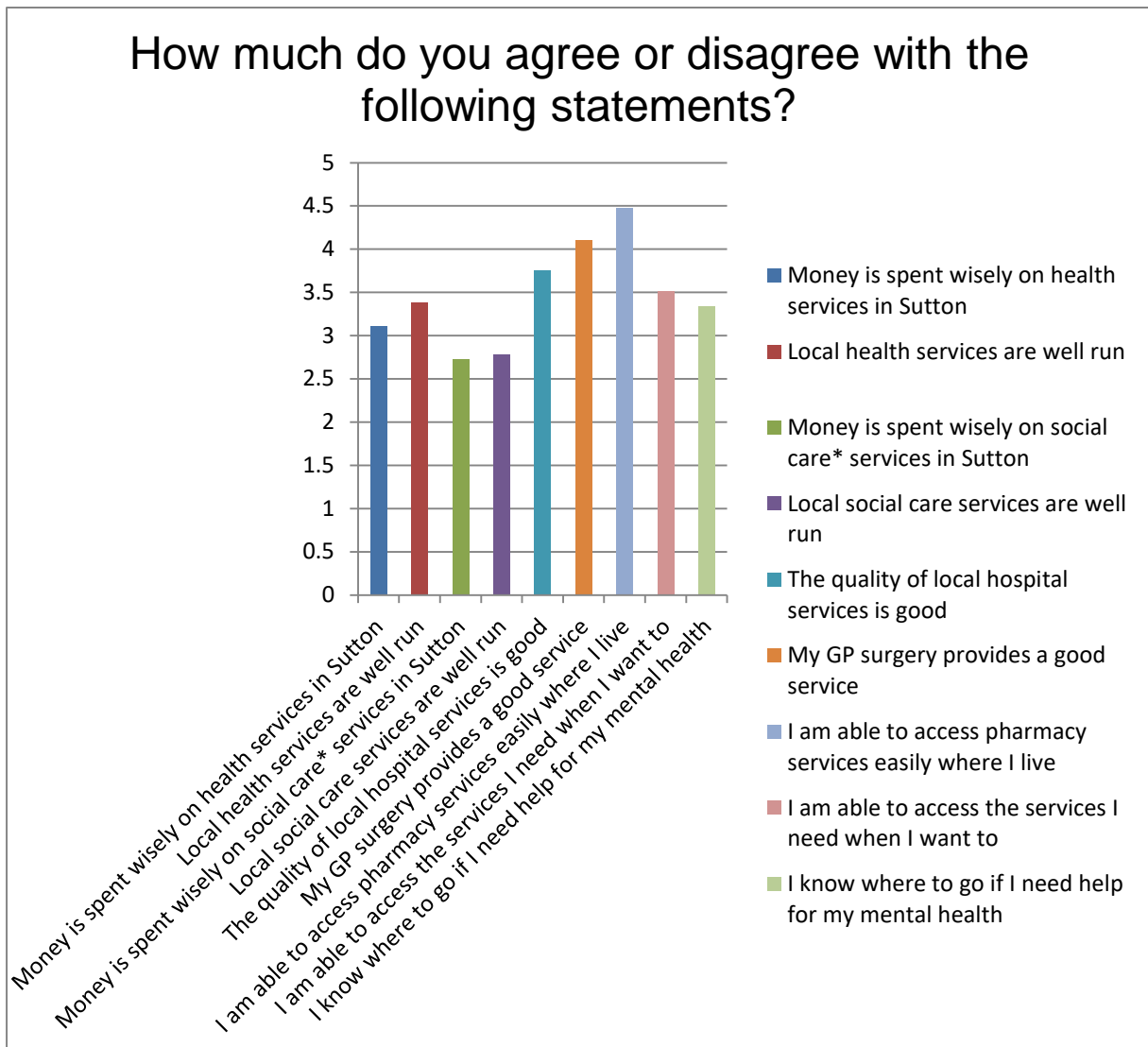
## Limitations

It should be noted that while this report does help us to have a snapshot of local people's views there are some limitations. Firstly, the respondents are not a random sample of residents. The age of the respondents (shown later in the report) clearly shows a bias towards the older people in Sutton with 34% falling with the 65-74 age group with a further 35% coming from the age groups either side of this group. The demographics also show a small response rate from ethnic minority residents. Somewhat surprisingly over 70% of respondents were female with only 27% being male.

As a self-selecting group of respondents it is likely, that they will have a greater interest in health and social care than most and as such may be more knowledgeable. This is also demonstrated by the fact that nearly 50% of respondents stated that they had a long term condition or disability.

# Various Barometers of Care

## Question 1

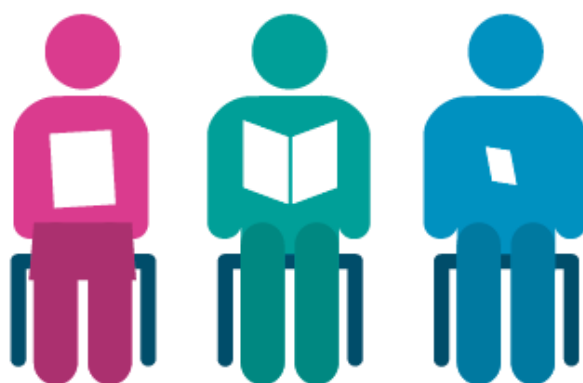


For the most part, these statements are not like-for-like comparators. The questions around ‘spending money wisely’ and ‘services being well run’ are mirrored for health and social care. Responses for social care do show a lower rate of agreement in the statements for both of these areas. It should be noted (as you can see in Appendix A) that a greater proportion of respondents advised that they felt that they could not answer the questions about social care as they didn’t feel they had sufficient knowledge to answer fairly.

Interestingly, despite the enormous pressures on GP surgeries due to increase demand, local people were particularly positive when asked if their GP surgery provides a good service.

Similarly, agreement that ‘local hospital services are good’ is relatively high considering the pressures on hospital services.

## RECEPTION



Perhaps unsurprisingly, people most strongly agree that they are able to access pharmacy services easily where they live.

‘I’m able to access the services I need when I want to’ has a lower level of agreement. This is reflected in some of the comments that show that some people of working age felt unable to access services easily.

There was also a lower level of agreement from people about ‘knowing where to go for help with mental health’. This may be due a lower number of people wanting or needing to access them. It should be noted that a large number of comments related to mental health, especially around difficulties finding useful information to help access support.

There is quite a significant variation in individual ‘strongly agree’ to ‘strongly disagree’ (and ‘Don’t know’) responses that can be seen in full in Appendix A.



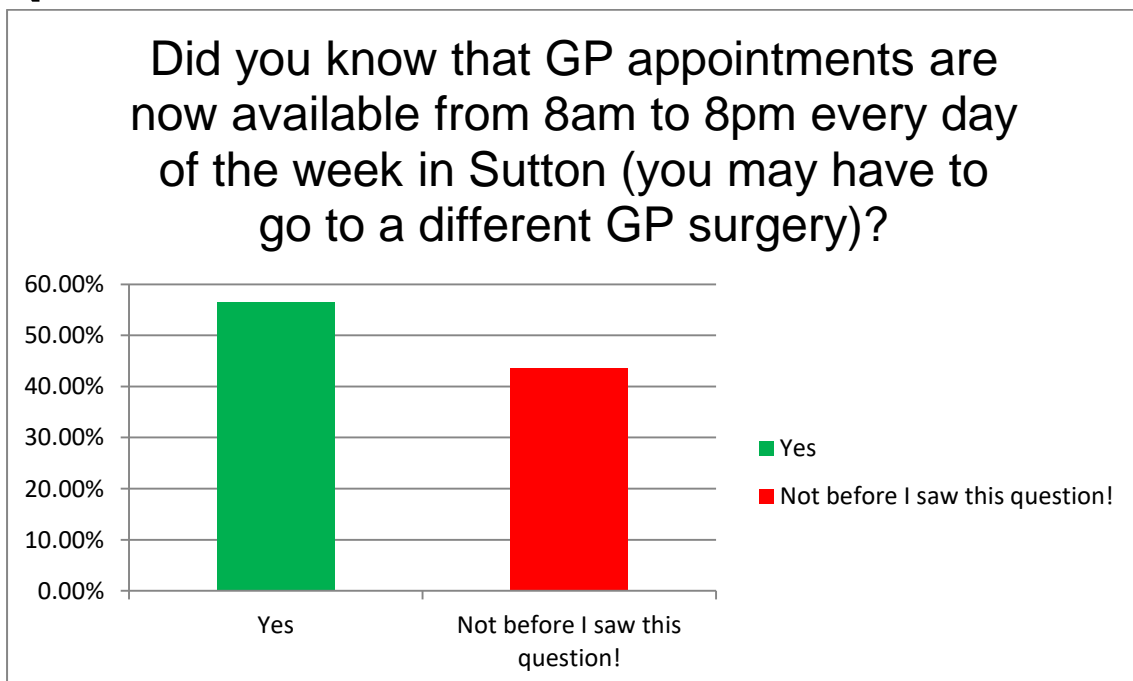
# Awareness Questions

## Question 3



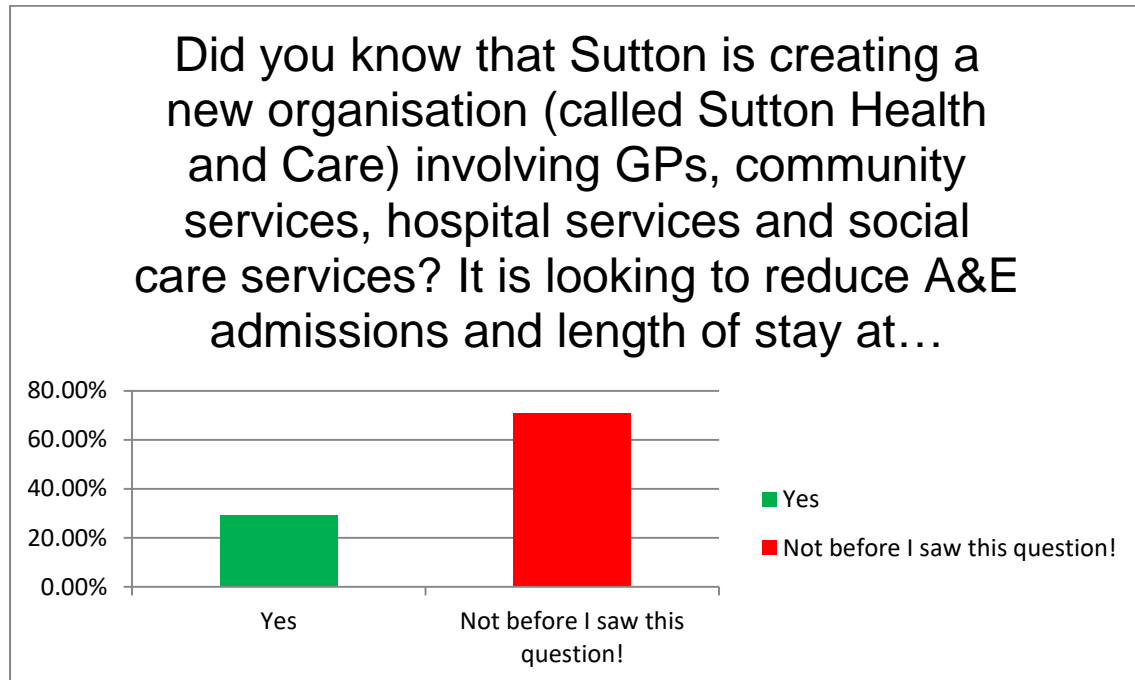
Yes	64.36%
Not before I saw this question!	35.64%

## Question 4



Yes	56.44%
Not before I saw this question!	43.56%

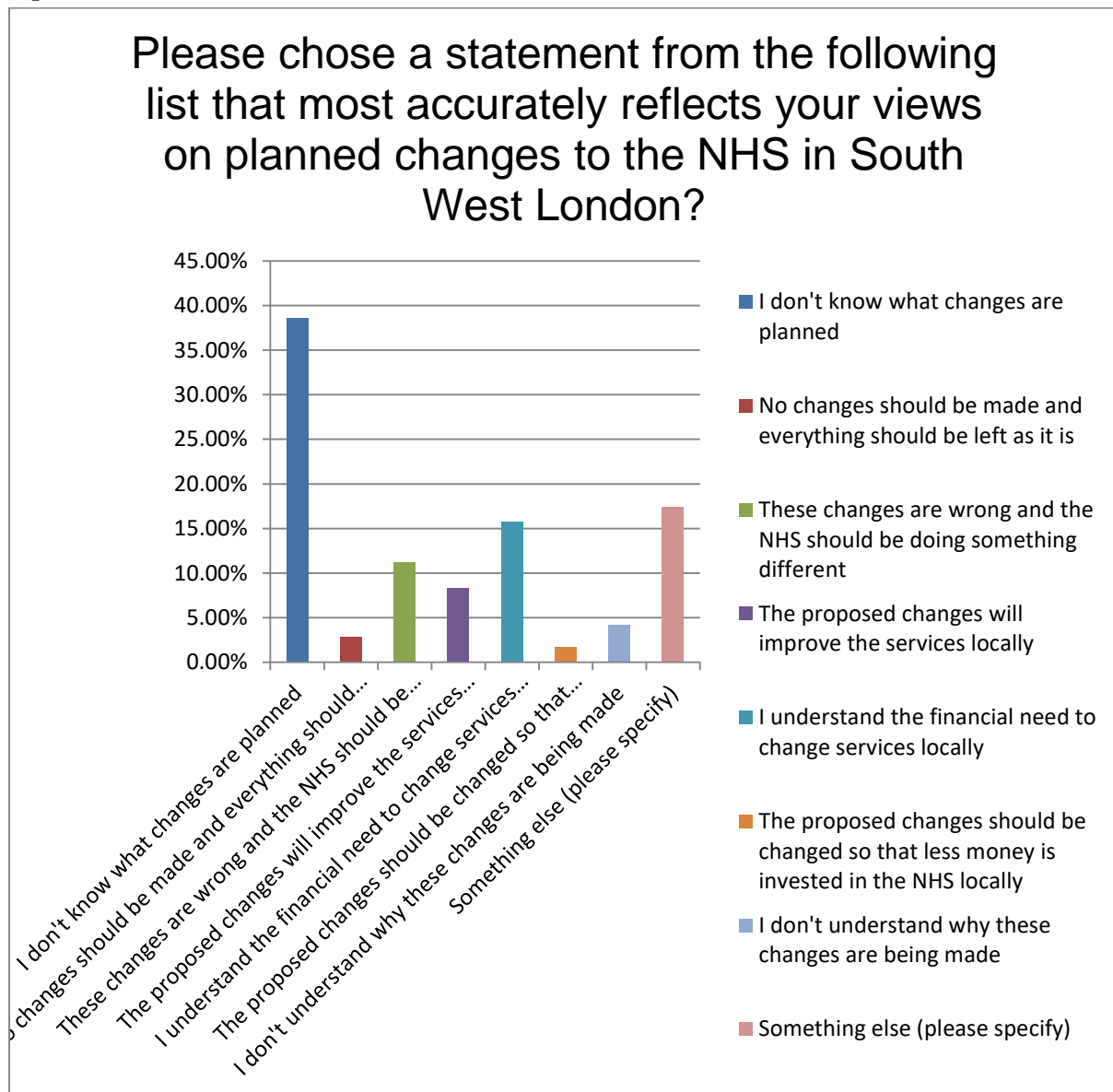
### Question 5



Yes	29.21%
Not before I saw this question!	70.79%

# Views About NHS Change

## Question 6



I don't know what changes are planned	38.59%
Something else (please specify)	17.43%
I understand the financial need to change services locally	15.77%
These changes are wrong and the NHS should be doing something different	11.20%
The proposed changes will improve the services locally	8.30%
I don't understand why these changes are being made	4.15%
No changes should be made and everything should be left as it is	2.90%
The proposed changes should be changed so that less money is invested in the NHS locally	1.66%

## Responses for 'Something Else' in Question 6

- *I know changes are mooted but haven't paid attention as all information shared is politically-driven.*
- *Changes should be handled centrally. Localisation is not working. Too much spent on local consultations & reorganisation. Cheaper to amortise health & social care. Post code lotteries inevitable. People like local input but they're not listened to. Too many tick box patient groups without teeth. Not enough accountability by government.*
- *Despite Healthwatch notifications, I don't feel there is adequate provision to be consulted. Many forums and discussions occur during the day, once again it is my opinion that the NHS doesn't work for people who work.*
- *It seems like a good idea to review whether current provision could be made more effective. In particular, following a hospital stay it is important to ensure continuity of care, or the patient will likely end up back in hospital in a worse condition than before.*
- *The system is very complex which makes it difficult to have a really informed view on what is happening but I had to tick one of the boxes to get on to the next page. However, I am aware that changes are planned and understand that services may be centralised in fewer hospitals with planned closures of departments such as A&E or maternity services in one or other hospital. I believe that this is being done to save money and that it will reduce the quality and accessibility of service provided. The GP service has already deteriorated, despite the best efforts of all staff concerned.*
- *I understand the need for improved health provision in Sutton & SW London. A growing and ageing population with more expensive treatments. The plan to integrate Health and Social Care is good but underfunded by Government. I do not think adequate public consultation has taken place and the initial ESTH 20/30 video and leaflets were misleading. There seems to be a lot of obfuscation regarding funding and MPs stating their preferred options for political reasons rather than a holistic approach. They seem to have made their minds up already including the CEO of ESTH. I don't understand the push towards local provision and then the suggestion of moving hospitals further away. Either the NHS is localised or not. The idea that the 3rd sector can take on a large percentage of the NHS & Care work is unsustainable - we're talking about a fluid gang of often unprofessional volunteers. Where will the accountability be?*
- *Loaded questions. I know what is being proposed and believe it will lead to a reduction of bed and services available, but the decision makers just don't care.*

# Comment Analysis

## Question 2

Please use the space below to add any comments relating to the question above. All the comments received for this question and question 12, 'Any other comments' have been amalgamated in to a database in order to carry out a themed analysis. In total, there are 178 comments. The following numbers of comments were received relating to each of these themes.

Theme	No. of comments
GP Services	39
Changes to the NHS and/or Social Care	32
Other	28
Unaware (respondent being unaware or having insufficient knowledge to respond)	22
Mental Health	19
Social Care Services	19
Hospital Services	15
Service Integration (working together)	5
Carers	3
Intermediate Care	3
Pharmacies	3
Support	2
Service Removal	1

## GP Services

- *Demands on local services means a long waiting time for any appointments. This has been improved slightly of late by extending surgery hours but there is still scope for improvement.*
- *I have a good GP practice, my \*\*\*\* and I have recently needed mental health care services, our GP gave us the info we needed and we haven't looked back.*
- *I think the staff at \*\*\* are doing a good job in all the circumstances and the doctors are hardworking and caring. The receptionists are generally kind and patient. But it's not possible to get an appointment with the same doctor unless you book several weeks in advance so GP care has become very impersonal and basic.*
- *People who need help aren't getting it. Appointments aren't long enough. No continuity of care*

- *The GP service is good but most of the time the receptionist always denies/stop you from the GP when you want an appointment to see the GP.*
- *Unfriendly staff at the doctors' surgery. Opening hours do not work for working patients.*

### **Changes to the NHS and/or Social Care**

- *NHS & Social Care are hopelessly underfunded by Government. Until they are adequately funded the services cannot deliver as well as the amazing staff (despite their Herculean efforts) would want.*
- *A shortfall in Government funding means there is not enough money to appropriately fund social care. People can't leave hospital without care in place. Care workers aren't paid appropriately or skilled enough or allowed enough time with people. Elderly at home have little support. Thank goodness for the Carers' Centre & CAB. The Council does what it can with limited funds which are decreasing per capita.*
- *Too many chiefs and not enough Indians. We need more front liners and less managers.*
- *I just want to say that I am not totally opposed to change but it has to be the right kind of change. Not just to save money!*
- *Both St Helier and Epsom MUST retain their A&E & maternity services.*
- *Change emphasis from hospital care to community care. Prevention and self-management should reduce the need for urgent and emergency care*
- *We need to do everything possible to engage members of the public before the NHS is broken up into tiny pieces. There needs to be serious accountability and more money invested in staff and facilities.*

### **Mental Health**

- *Although most services are good. Mental health needs to be addressed more seriously. I find it frustrating that more and more mentally ill people are being discharged from professional services and left to charities and volunteer services to pick up the pieces.*
- *I am concerned money is not always be equally distributed between different age groups for people with mental health in social care as more generous ongoing payments have been set up in the past. People entering the system now are relatively worse off.*

- *I do not think Sutton really helps those with mental health, only pays lip service -expects those in need to sort things out themselves.*
- *I've struggled to access the right support for both my adult children whom both have mental health issues. I've been told my son has an 8 month wait for counselling*
- *Re: knowing where to go for help with mental health: when I've needed support & gone to my GP, the response was I go and buy a Paul Mc Kenna book. On occasions when it is clear I could do with support, I have never been offered it, even though I have told my GP the numerous + resourceful ways I have tried to help myself before asking for help.*
- *Waiting times for services are very long. CAMHS is unfit for purpose.*
- *Mental health services need to be improved. Easier access for all as not everyone knows how to access help when they need it. More so for children and adolescents.*

### **Social Care Services**

- *Impossible to speak to anyone in social services. First contact is same for many council services & acts as barrier - still waiting for call back from OT. Assessments for disabled & carers have huge delays. Online forms badly designed & impossible to complete without printing off. Over 20 pages for each.*
- *In my opinion social services is being run inefficiently, little continuity or information very poor communication*
- *Social care needs to look into assessing to elderly citizen. They need to be assessed in running their day to day life.*
- *There is a reduction in social care country wide for older people leading to delayed discharges and people struggling with minimal support*
- *I feel that social care support services are not very well publicised.*
- *I had excellent help from the Start Team and District Physiotherapy; I have had to revert to private care now.*
- *The real problem is that Sutton spends too much on people in the Council officers and not enough on those on the front line. I know exactly what I*

would do which is to half at least the number of people working for the Council and transfer that money to front line services. People need care but the criteria for care is getting more and more narrow which leads to those with dementia not having the 24 hour care which they need.

## **Hospital Services**

- *The hospital is complex. Accident & Emergency is very good while some wards are very poor.*
- *Hospitals - poor care. Poor staff numbers. Long waits for appointments.*
- *My A+E experience was good- long wait*
- *G.P and hospitals do not always pass information to each other. When visiting outpatients the consultants do not always read their notes; e.g. ask a question. Advise patients to turn up early for hospital appointment it helps the system work better.*
- *I think my experience of the ambulance at hospitals in this area (St Helier and St George's) are working together well. St Helier is very good & improved.*
- *Worried about hospital closures*
- *The NHS needs more beds especially in the winter months (special wards for winter related admissions could be closed in the spring).*

## **Service Integration (working together)**

- *From own experience, I got a good service from my local GP. However she had real difficulties getting information from the hospital which wasted quite a lot of time and probably money. Own experience of communication with the hospital in terms of where to go and for what purpose was equally poor.*
- *I found the incontinence service disappointing. I am housebound and they came and assessed me and said I would be sent the equipment I need I never heard again. I found out that the incontinence service had moved and the nurse who assessed me had left. I rang the CCG office and finally I was told that the service had moved- in the interim I have found how to manage my problem and they rang to say they were discharging me from the service and to go back to my GP if I need to be referred again.*



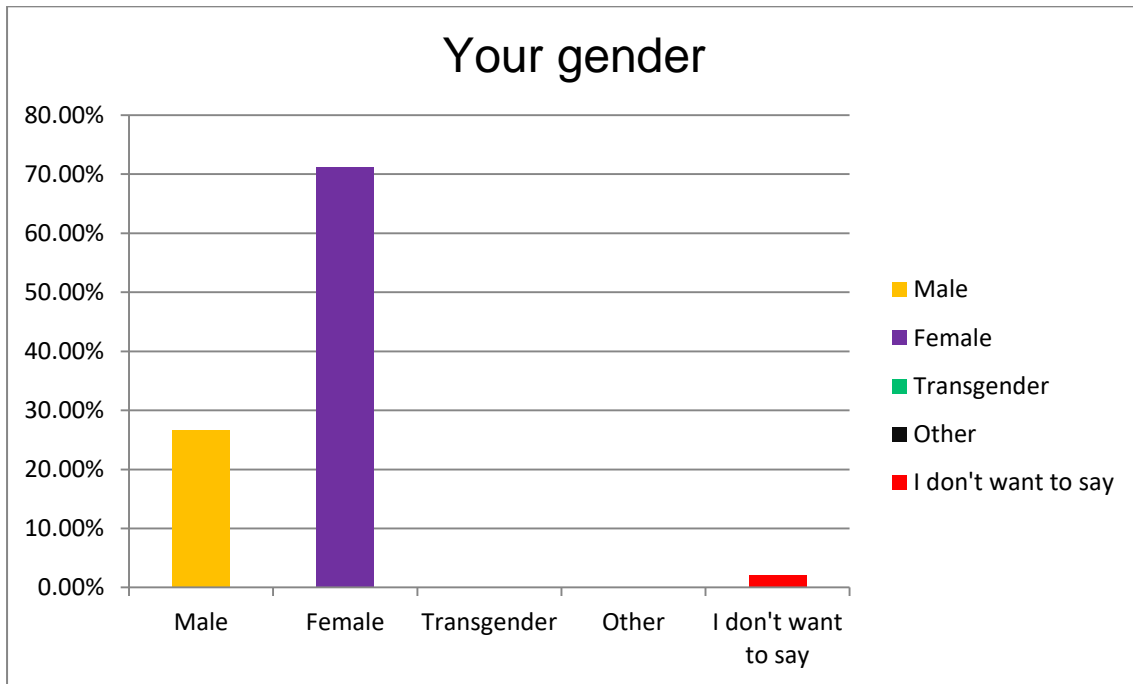
## **Other**

- *JUST ANOTHER WASTE OF MONEY. OUR VIEWS ARE NEVER LISTENED TO.*
- *How are we to know what changes are taking place. I am not online. Do not receive the guardian newspaper and I have not seen anything on the notice board at Hackbridge. Have not been to doctor in more than a year to 18 months.*
- *I worked all my life in the health service it doesn't seem to have enough money all the time.*
- *It does not matter what I say you will do what you want whatever the suffering & consequences.*
- *There is a need to improve services to meet demands and an ageing population however, there appears to be a lack of communication. a lack of knowledge causes concern gone and the delays when you receive a local newspaper and it is wrong to assume that everyone has access to a computer & broadband.*

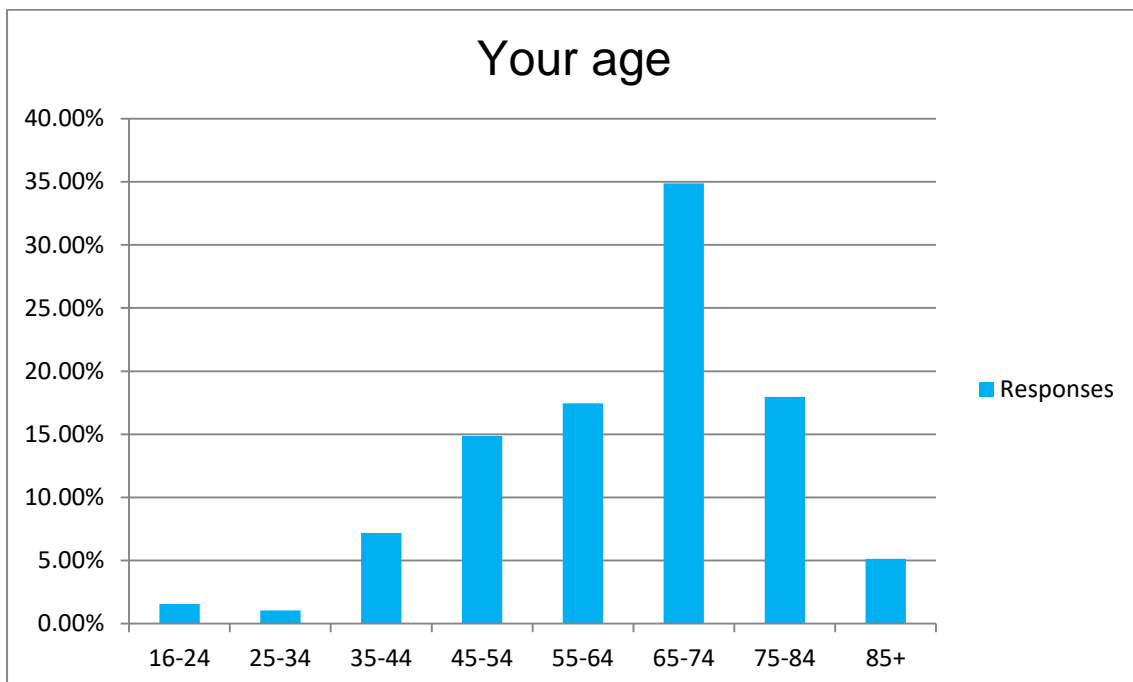
## **Thank You**

It goes without saying that this report would not have been possible without the help of over 200 Sutton residents who gave up some of their time to give their views and share their experiences of health and social care. To all of you, we say a big thank you.

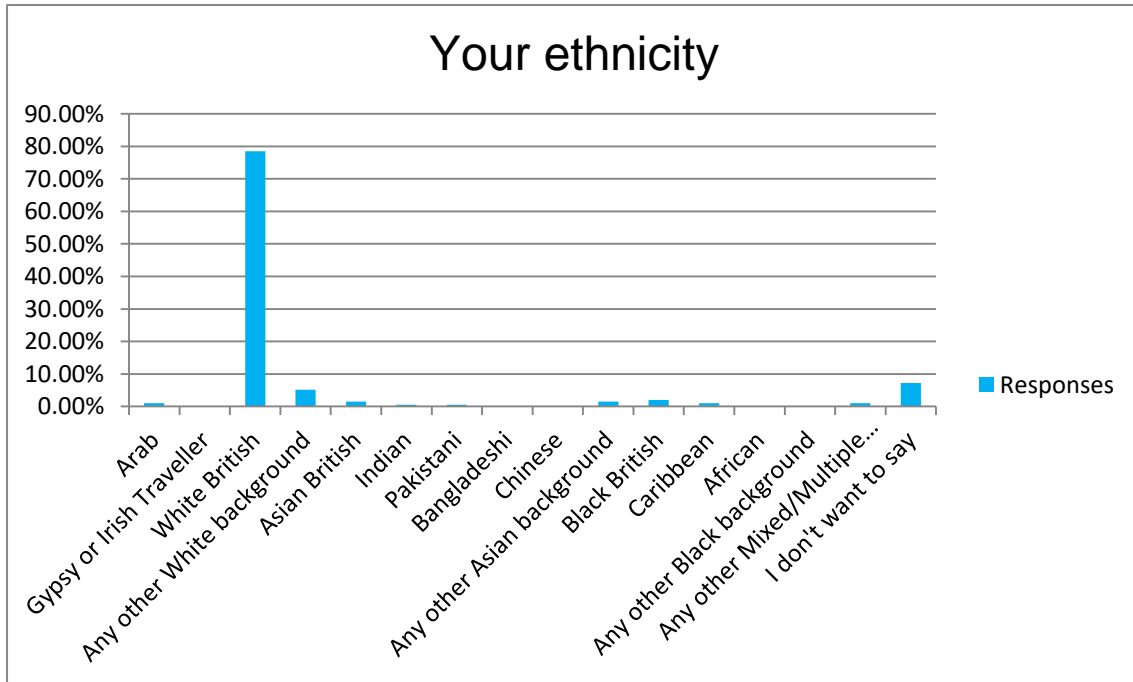
# Demographics



Male	26.67%
Female	71.28%
Transgender	0.00%
Other	0.00%
I don't want to say	2.05%

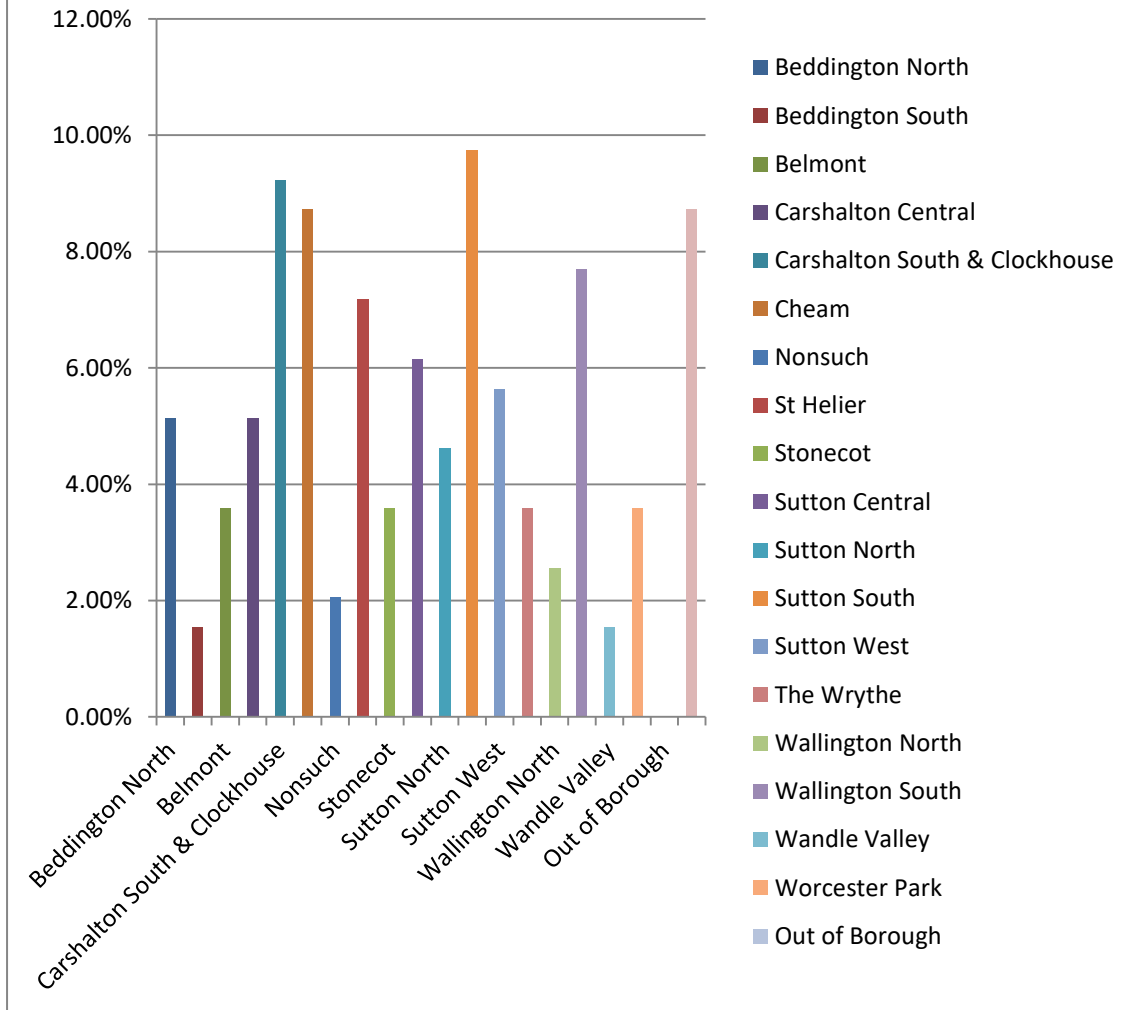


16-24	1.54%
25-34	1.03%
35-44	7.18%
45-54	14.87%
55-64	17.44%
65-74	34.87%
75-84	17.95%
85+	5.13%



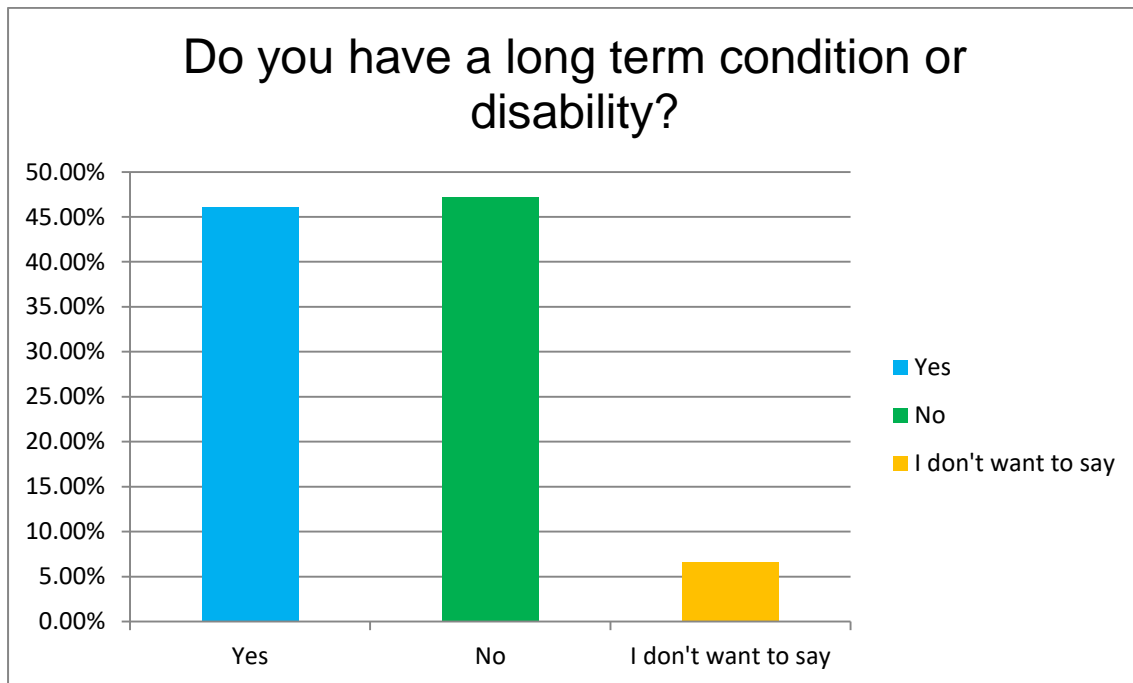
Arab	1.03%
Gypsy or Irish Traveller	0.00%
White British	78.46%
Any other White background	5.13%
Asian British	1.54%
Indian	0.51%
Pakistani	0.51%
Bangladeshi	0.00%
Chinese	0.00%
Any other Asian background	1.54%
Black British	2.05%
Caribbean	1.03%
African	0.00%
Any other Black background	0.00%
Any other Mixed/Multiple ethnic background	1.03%
I don't want to say	7.18%

## Your local Authority Ward



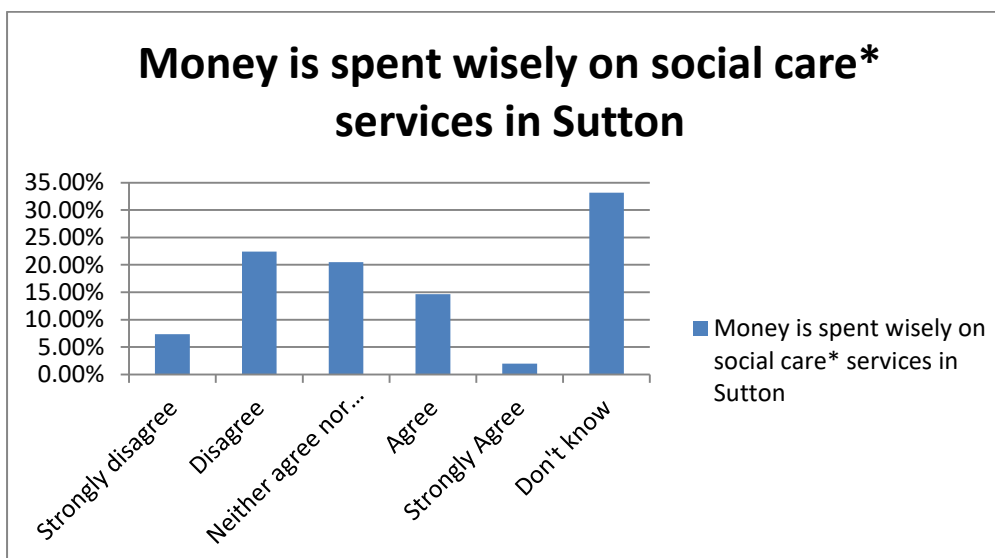
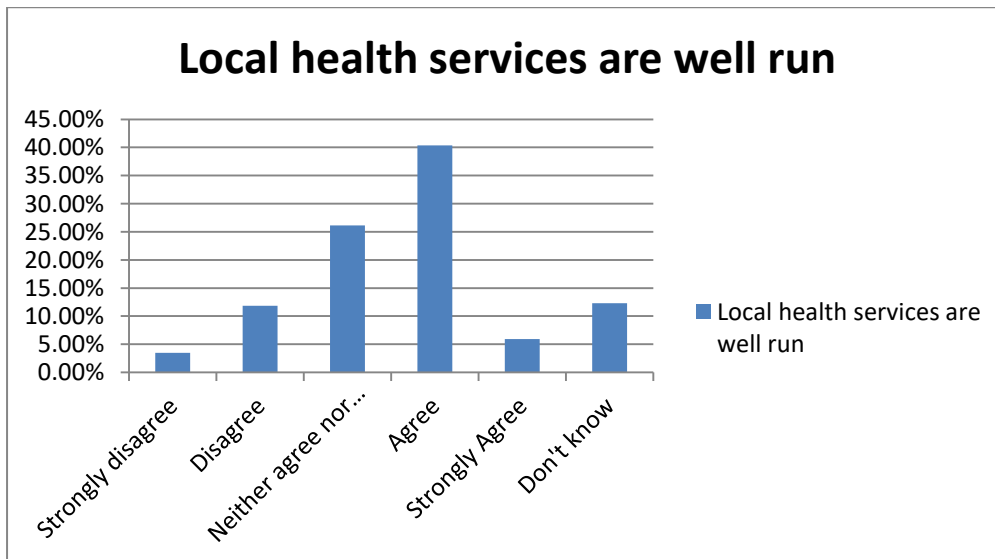
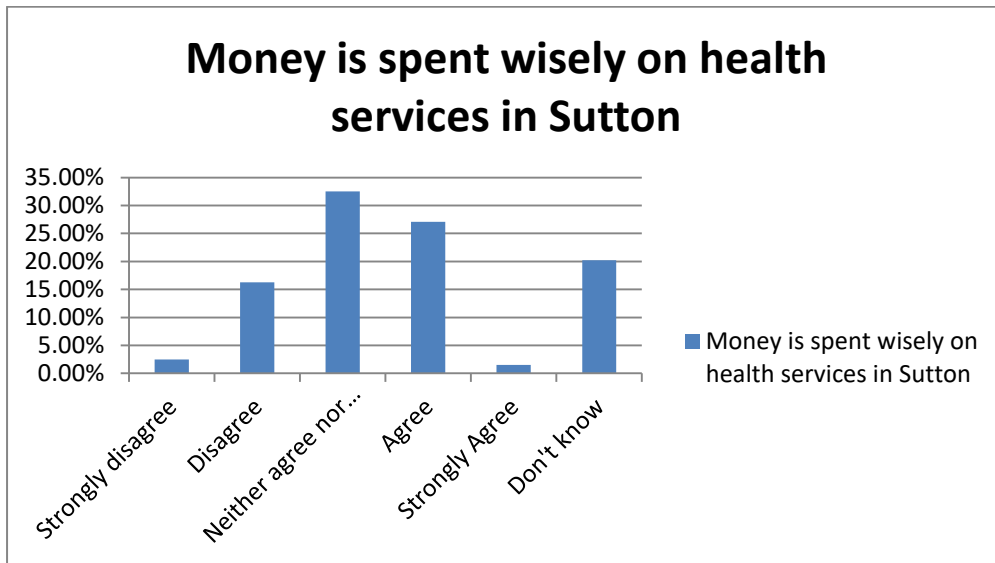
Beddington North	5.13%
Beddington South	1.54%
Belmont	3.59%
Carshalton Central	5.13%
Carshalton South & Clockhouse	9.23%
Cheam	8.72%
Nonsuch	2.05%
St Helier	7.18%
Stonecot	3.59%
Sutton Central	6.15%
Sutton North	4.62%
Sutton South	9.74%
Sutton West	5.64%
The Wrythe	3.59%
Wallington North	2.56%
Wallington South	7.69%

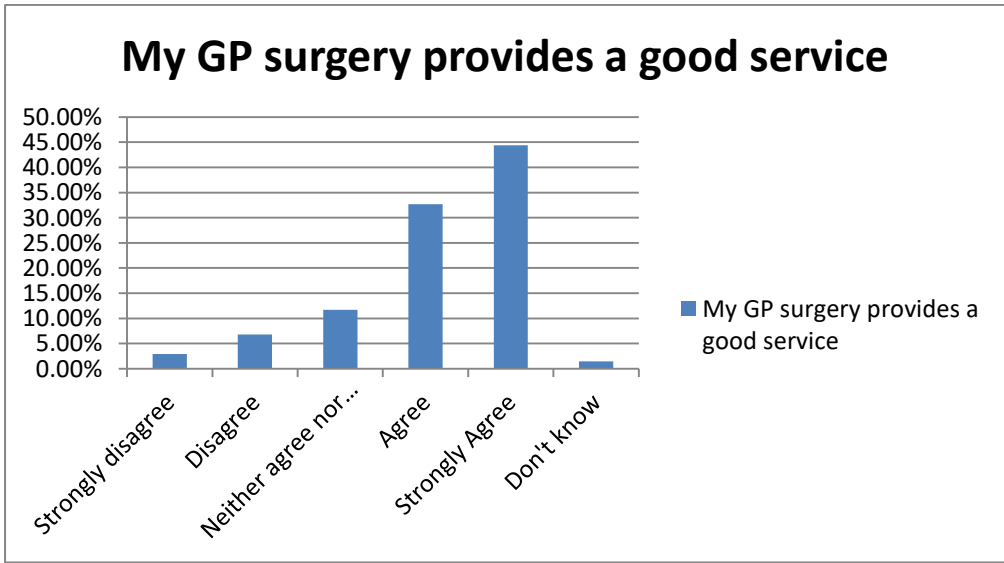
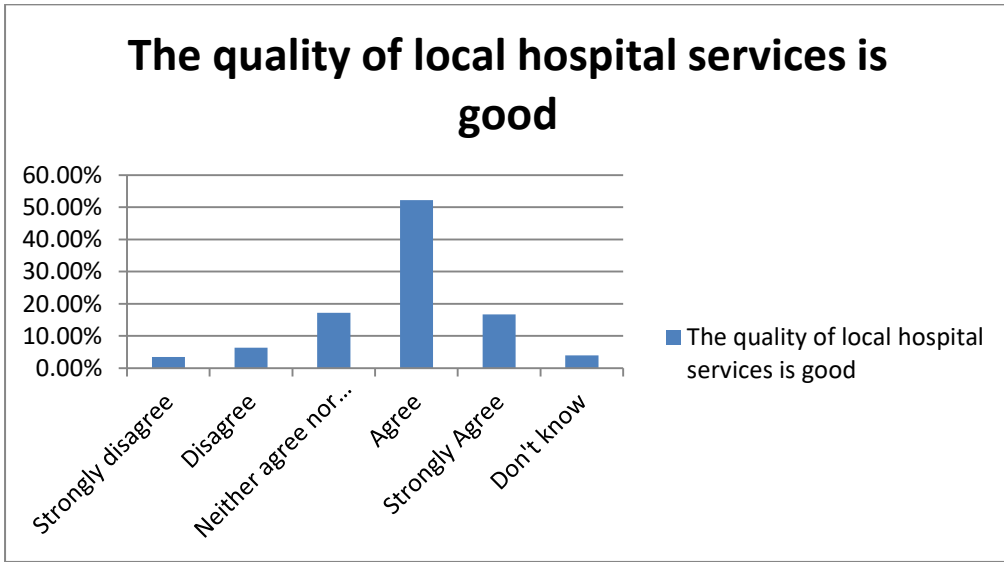
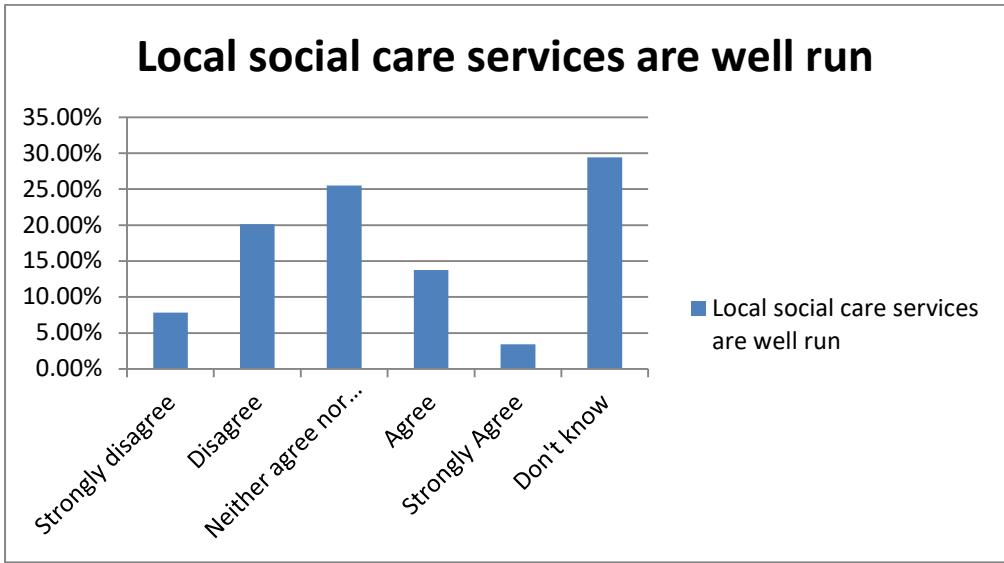
Wandle Valley	1.54%
Worcester Park	3.59%
Out of Borough	0.00%
Don't know/prefer not to say	8.72%



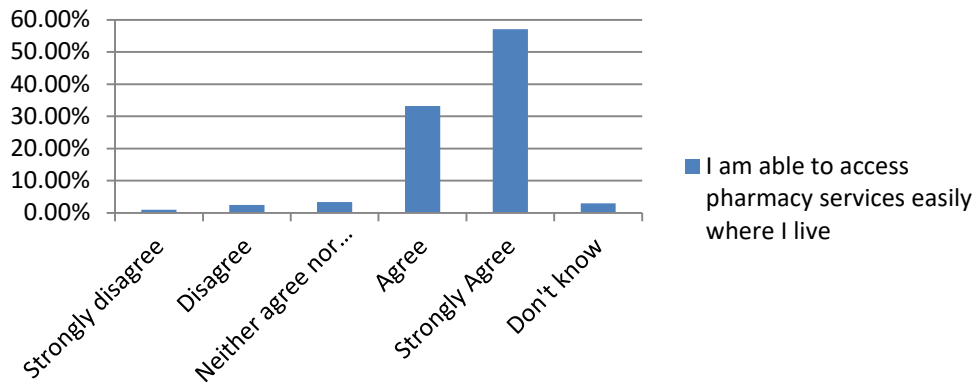
Yes	46.15%
No	47.18%
I don't want to say	6.67%

# Appendix A

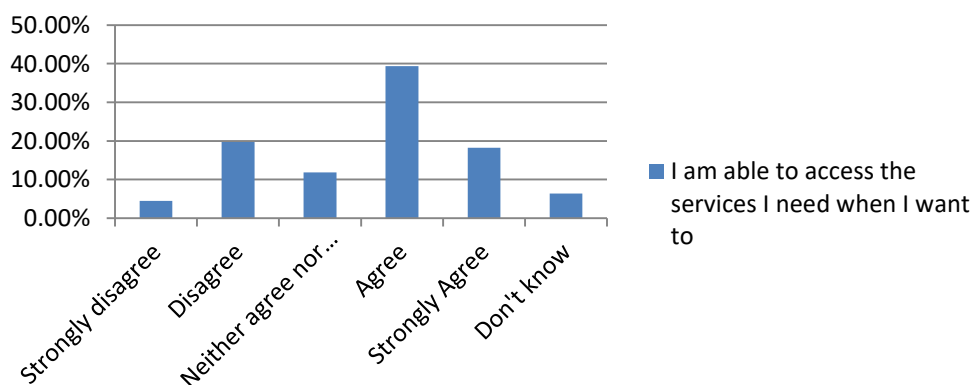




### I am able to access pharmacy services easily where I live



### I am able to access the services I need when I want to



### I know where to go if I need help for my mental health

