



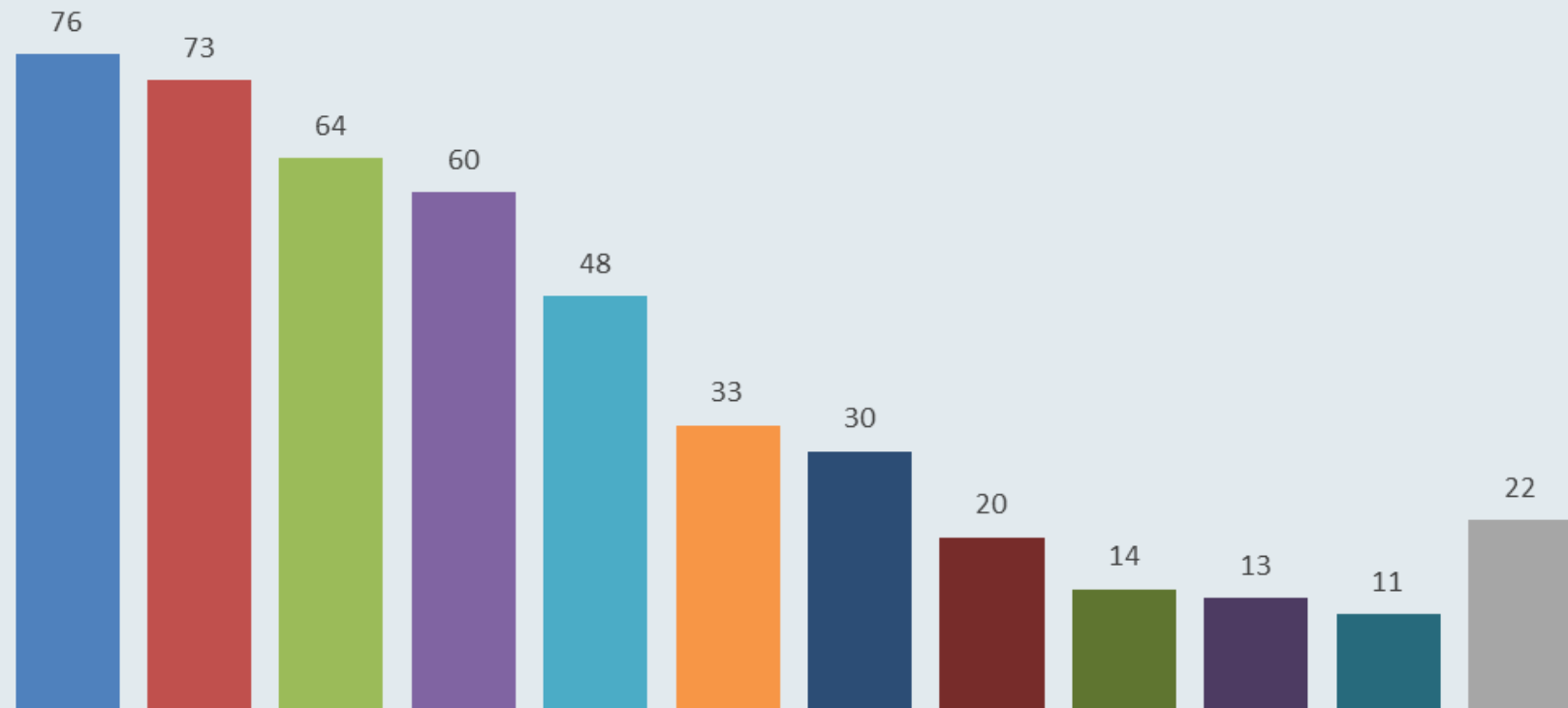
**North East London**  
Integrated Care Board

# 234 patients

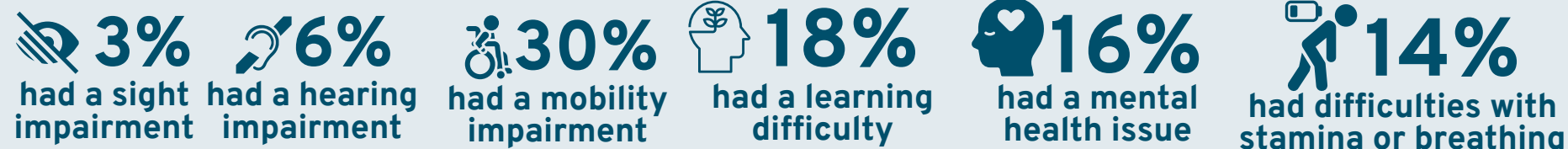
living with a long-term condition  
took part in a survey



## Their conditions



- Heart or vascular condition
- Musculoskeletal condition
- Respiratory condition
- Diabetes
- Mental health condition
- Digestive system condition
- Neurological condition
- Cancer- including in remission
- Endocrine condition
- Renal condition
- Autoimmune condition
- Other type of condition

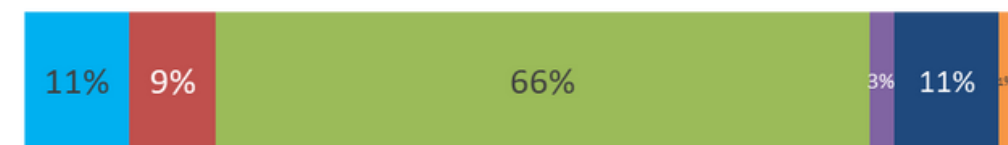


## Demographics



64% Women 35% Men 1% Other

8% were LGB+



11% Asian ethnicities 9% Black ethnicities 66% White British 11% Mixed ethnicities 3% Other White ethnicities 1% Other ethnicities

4% were autistic



52% Christian 32% No religion (incl. atheist) 6% Muslim 5% Jewish 2% Sikh 3% Hindu 1% Buddhist

36% were carers

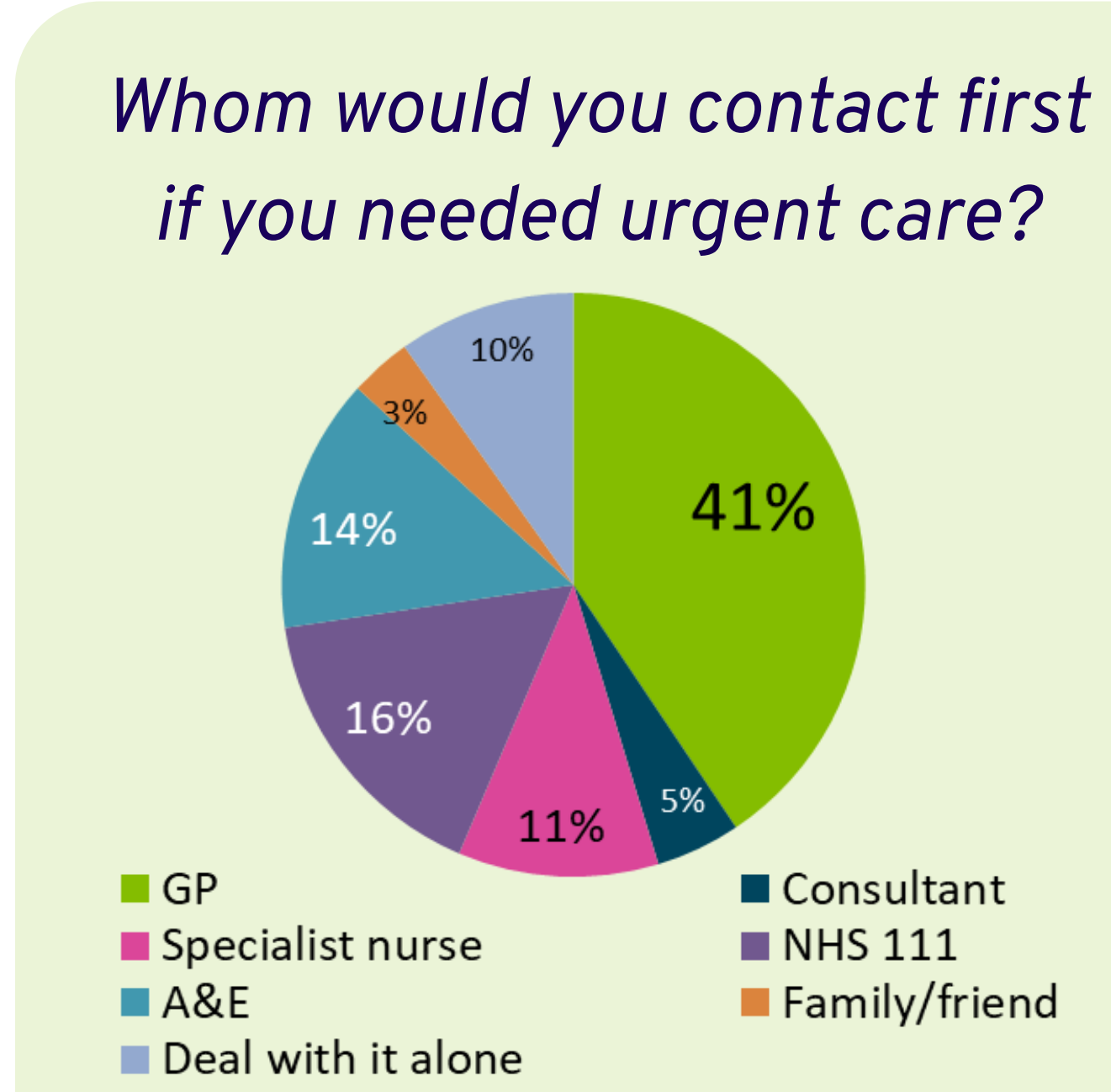
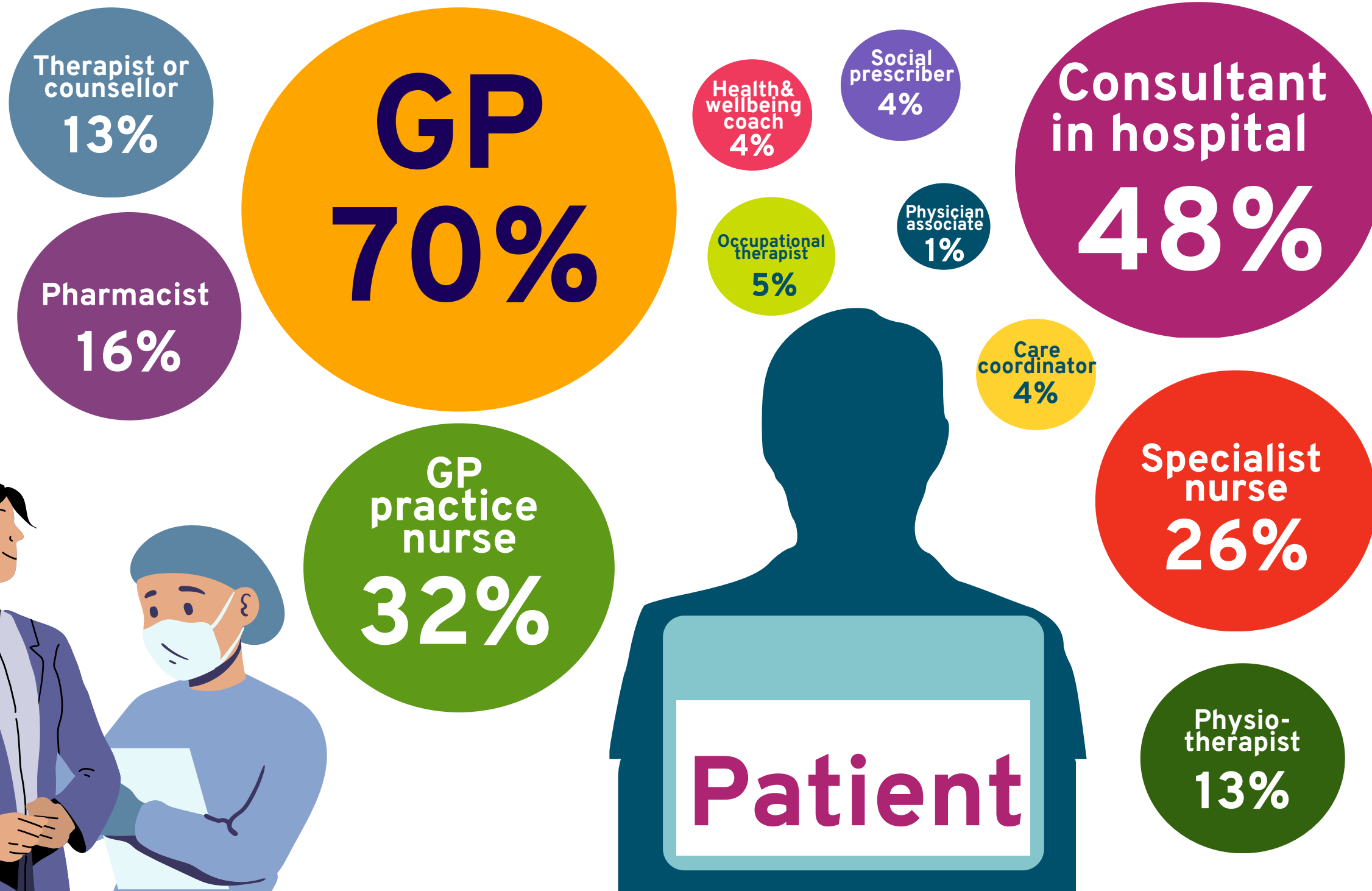


45% Working 38% Retired 14% Unemployed 3% Student

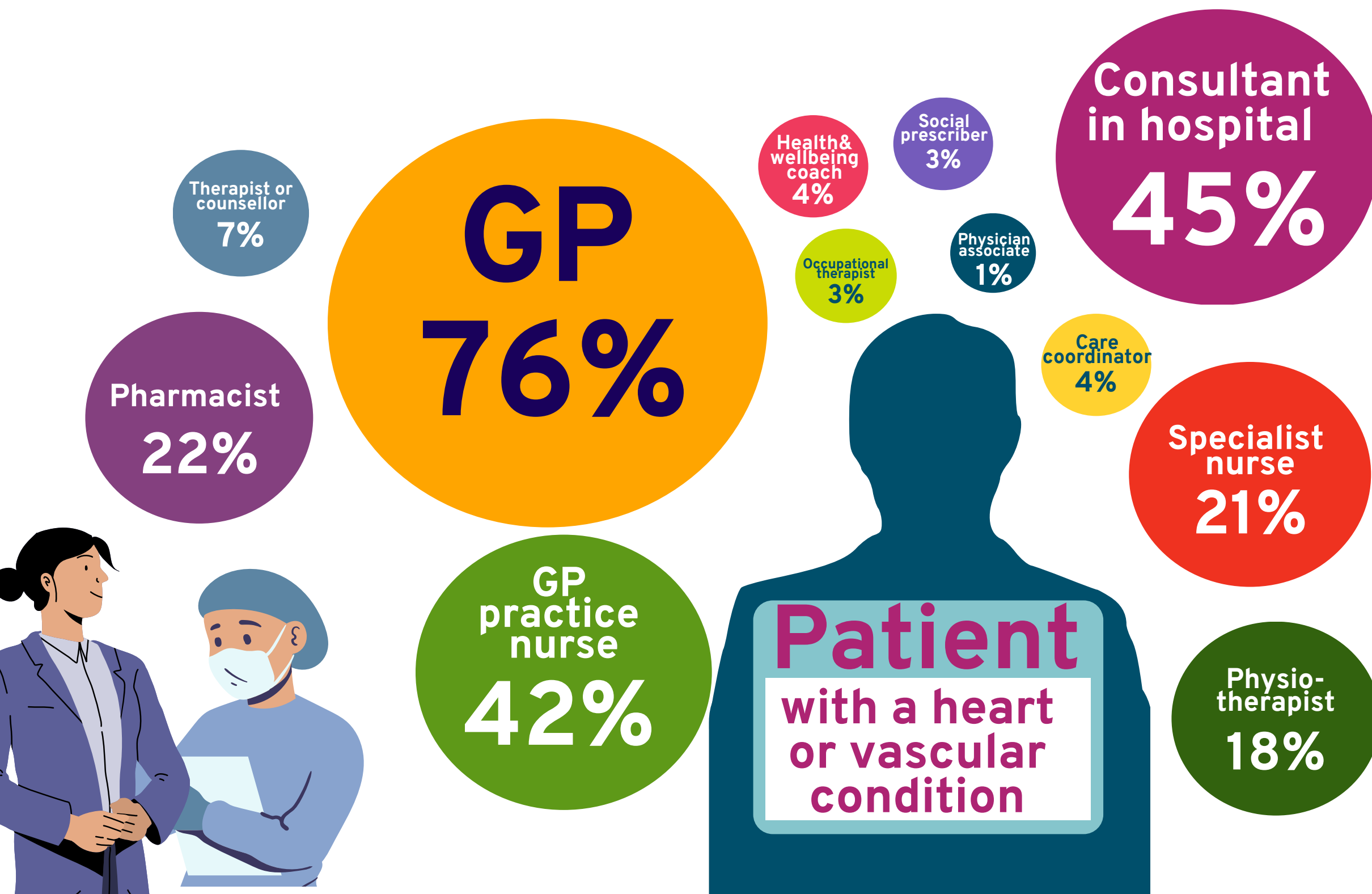
54% of those in work were employed full time

# Who is on the patient's team?

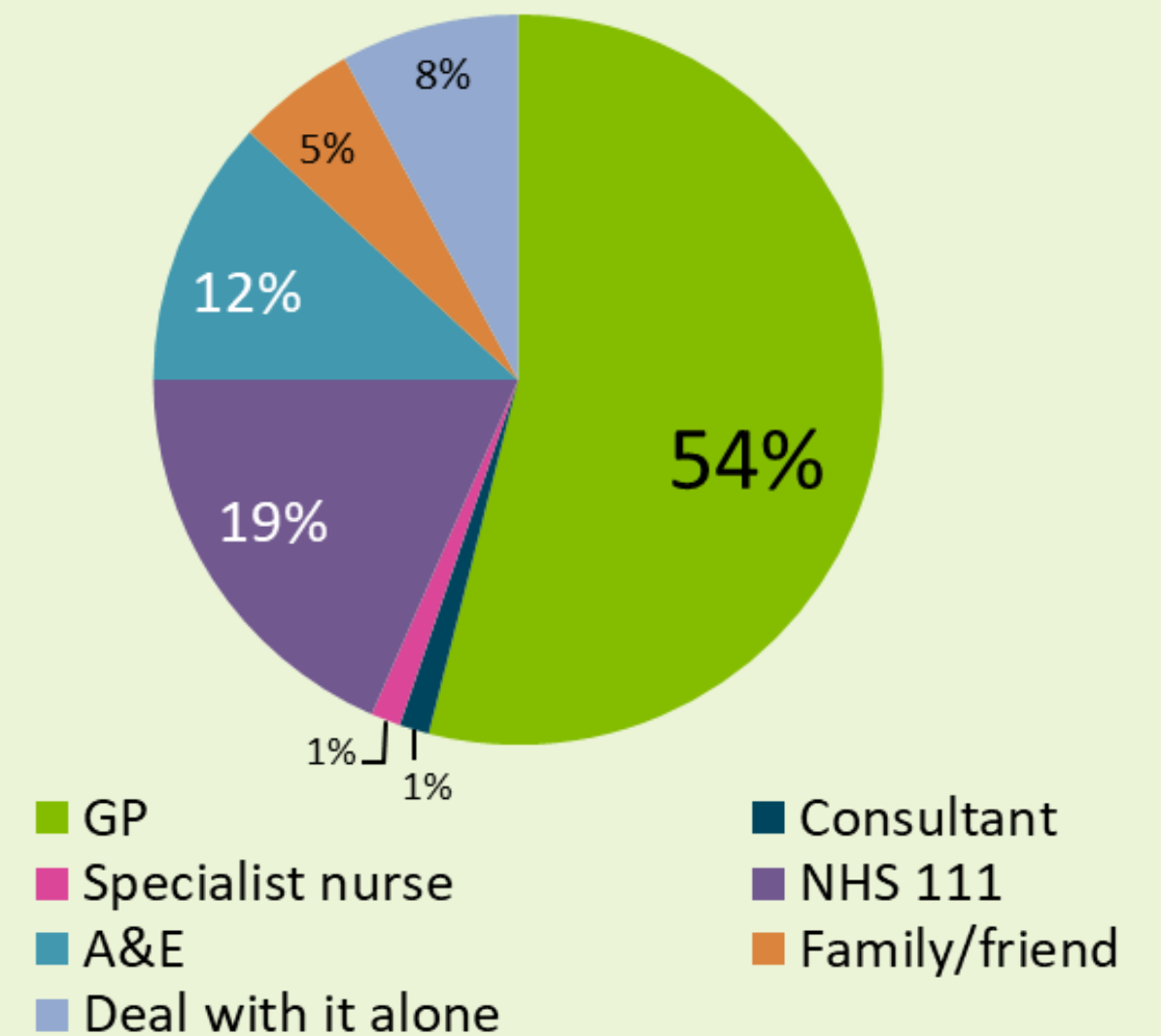
We asked people which healthcare professionals help them manage their long term conditions.



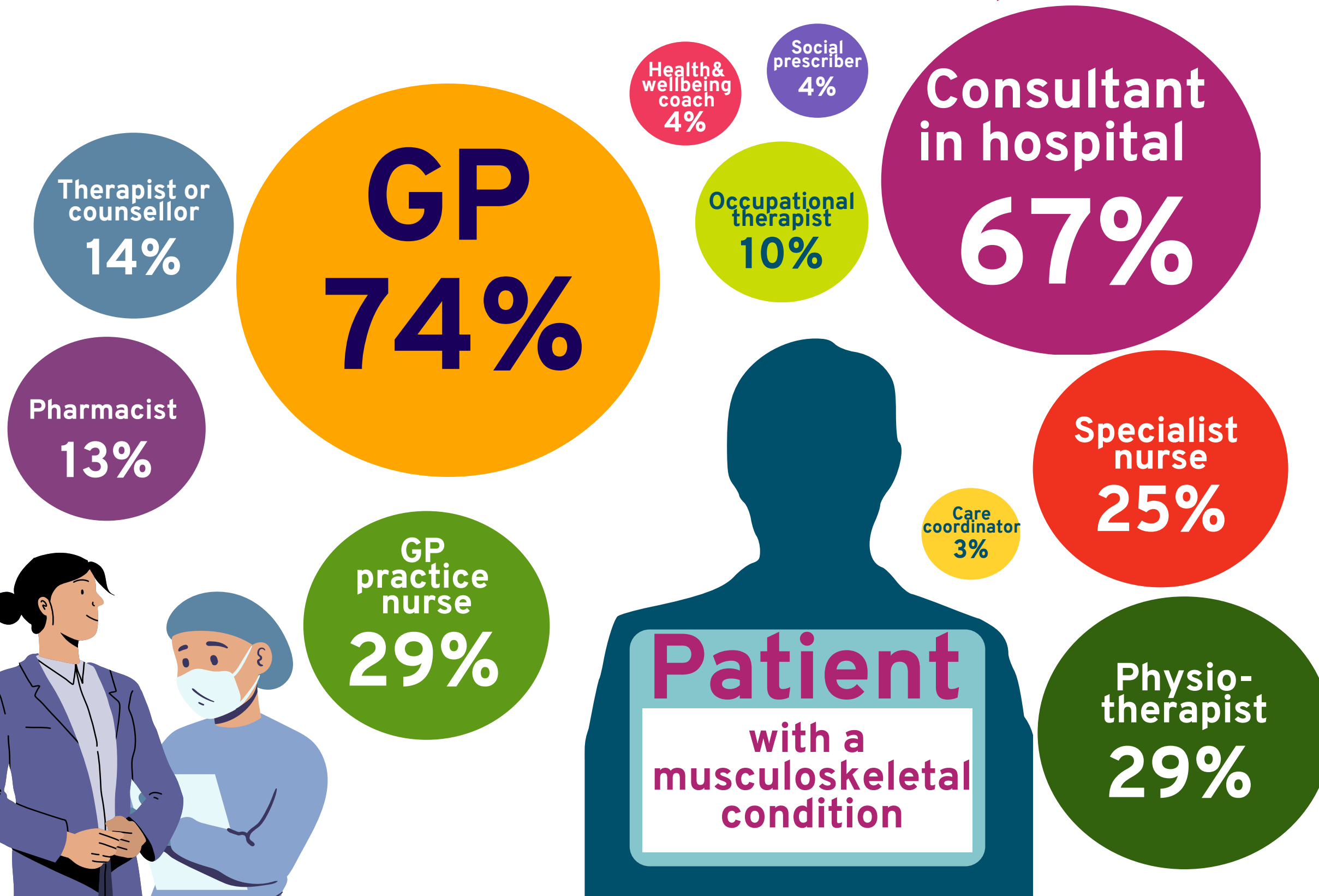
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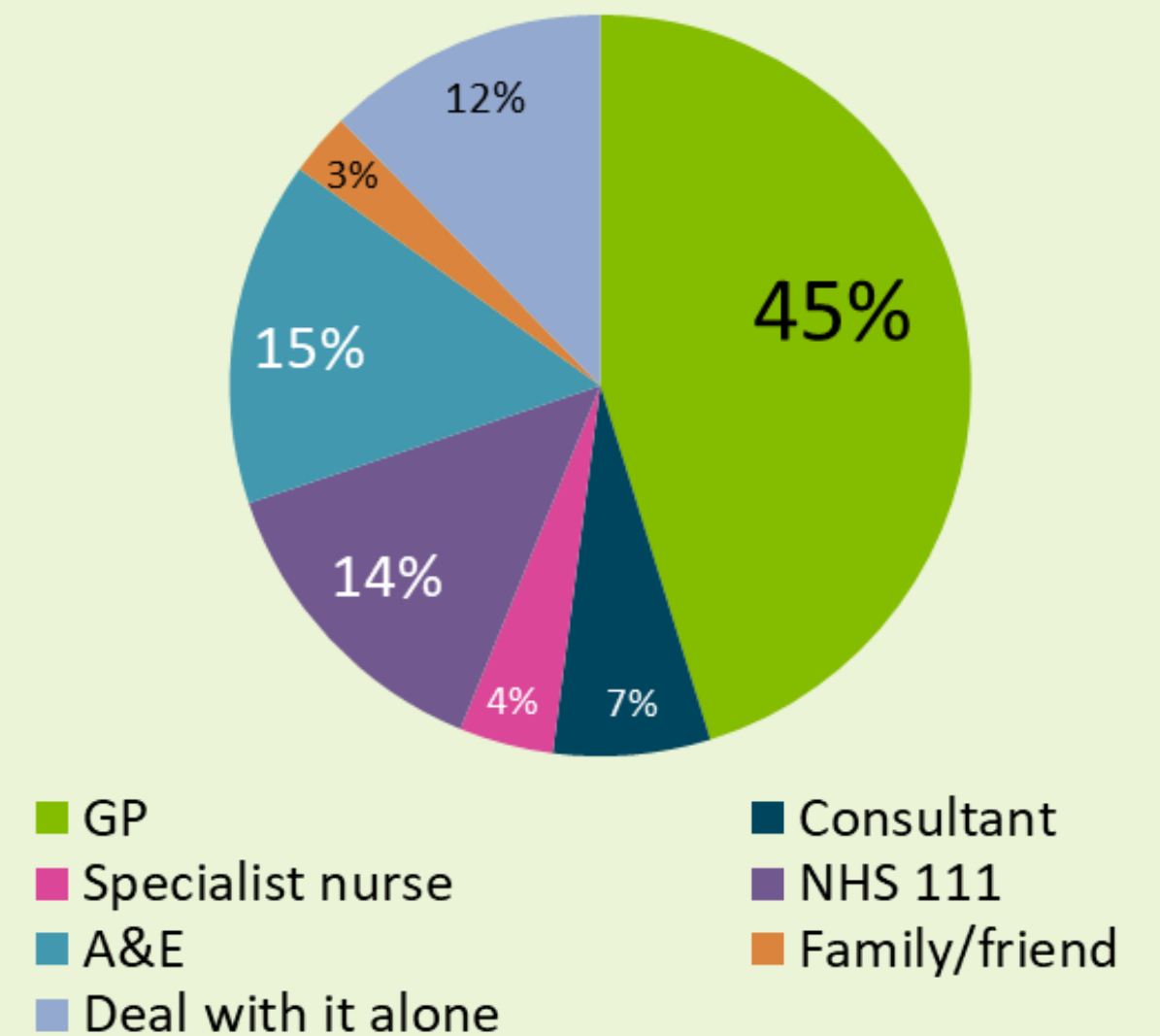
Whom would you contact first if you needed urgent care?



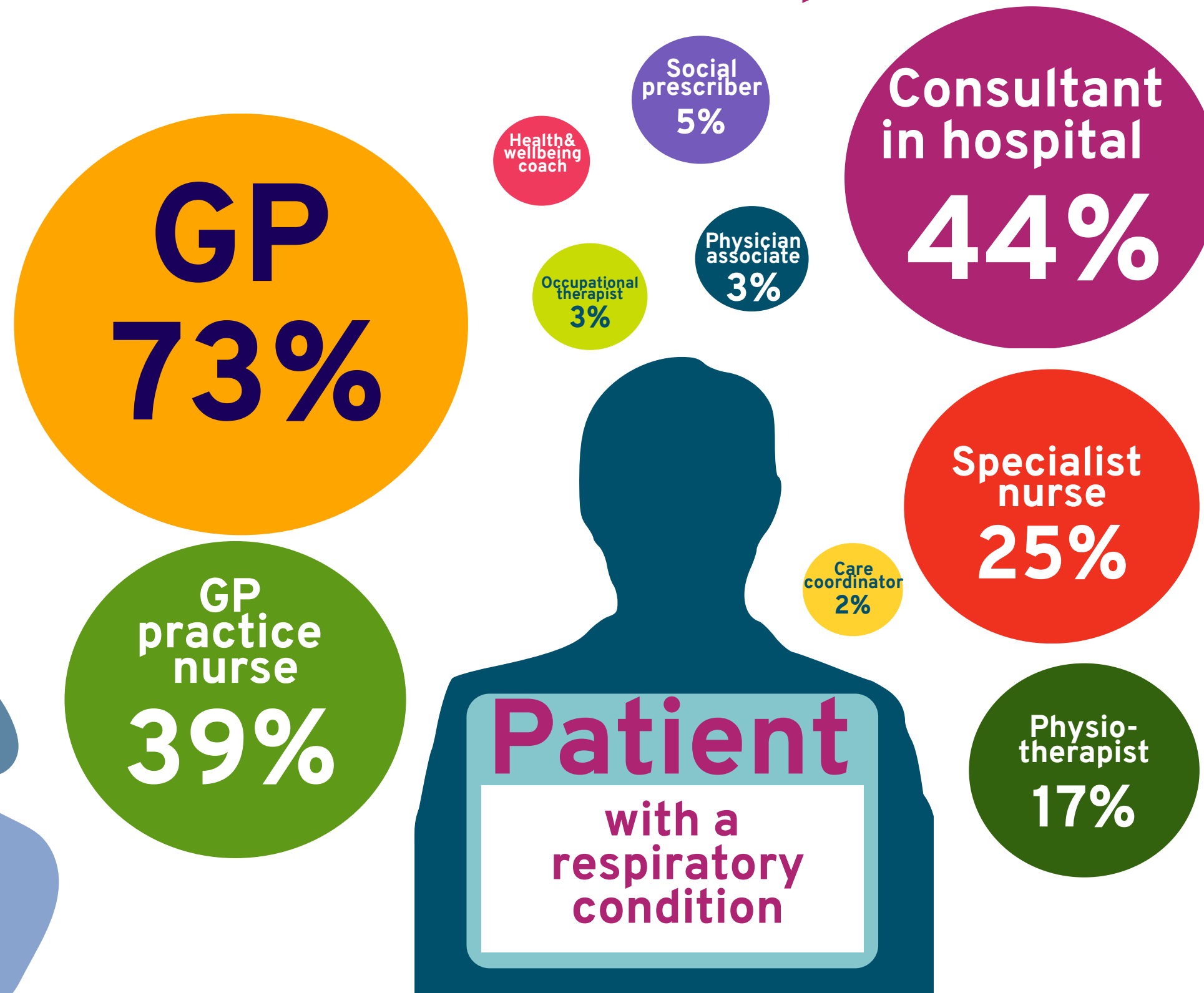
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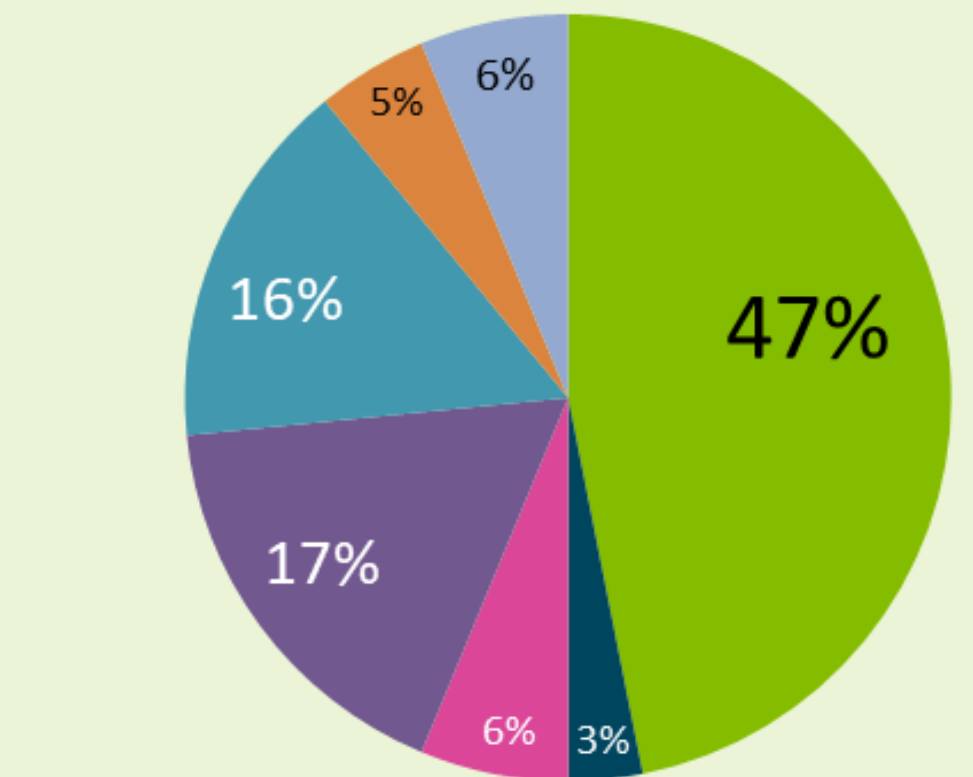
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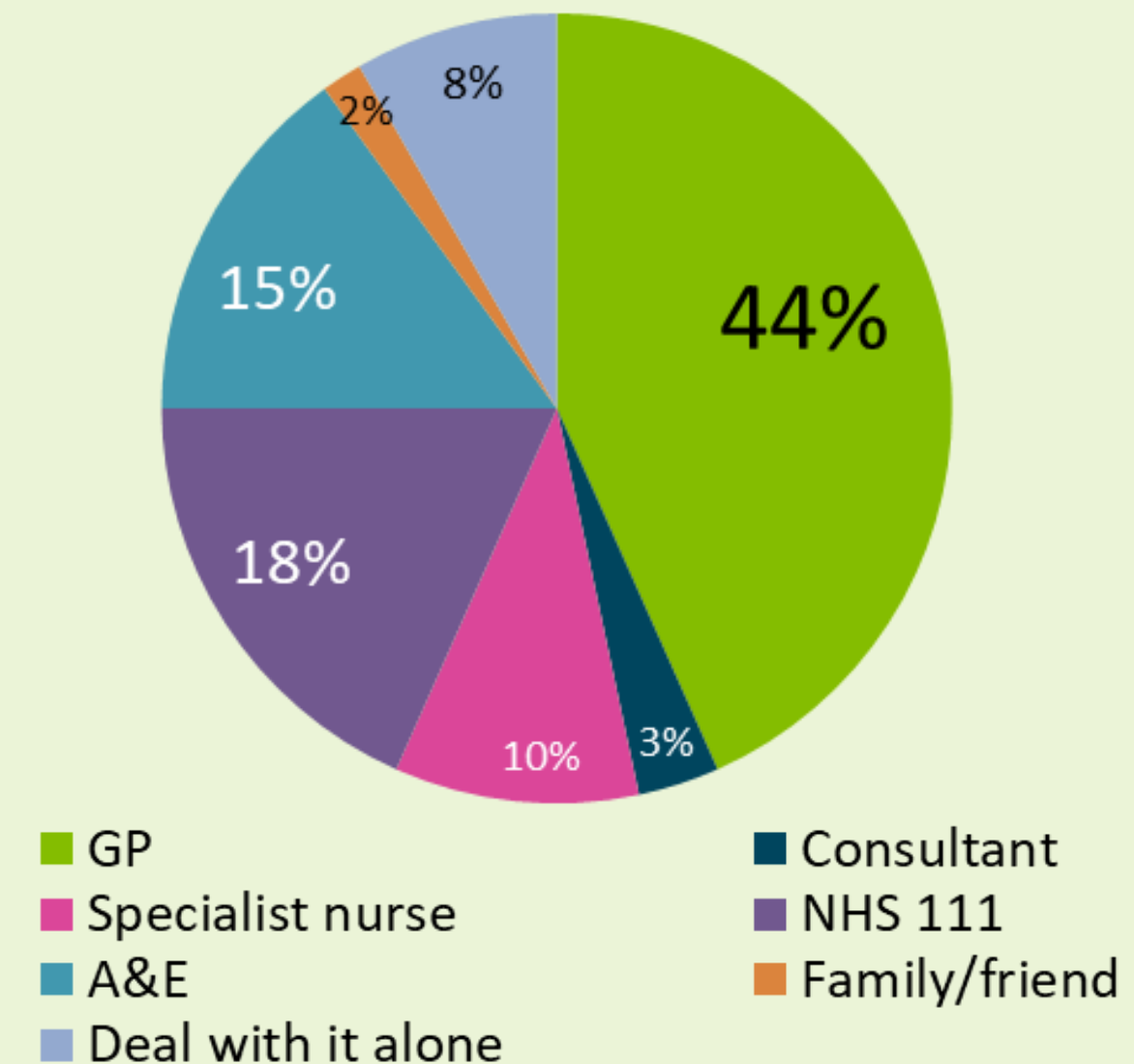
- GP
- Specialist nurse
- A&E
- Deal with it alone
- Consultant
- NHS 111
- Family/friend



# Who is on the patient's team?

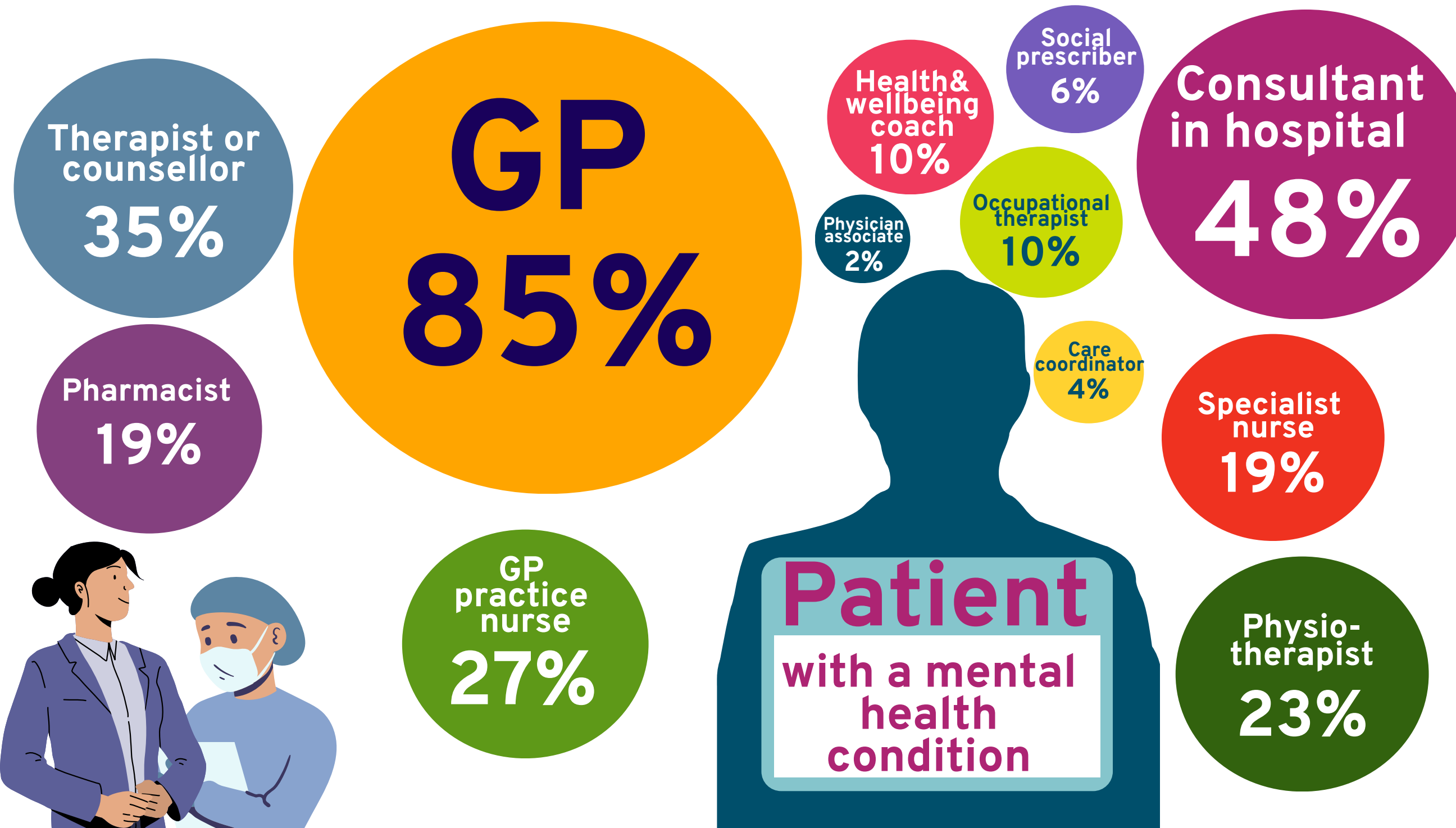


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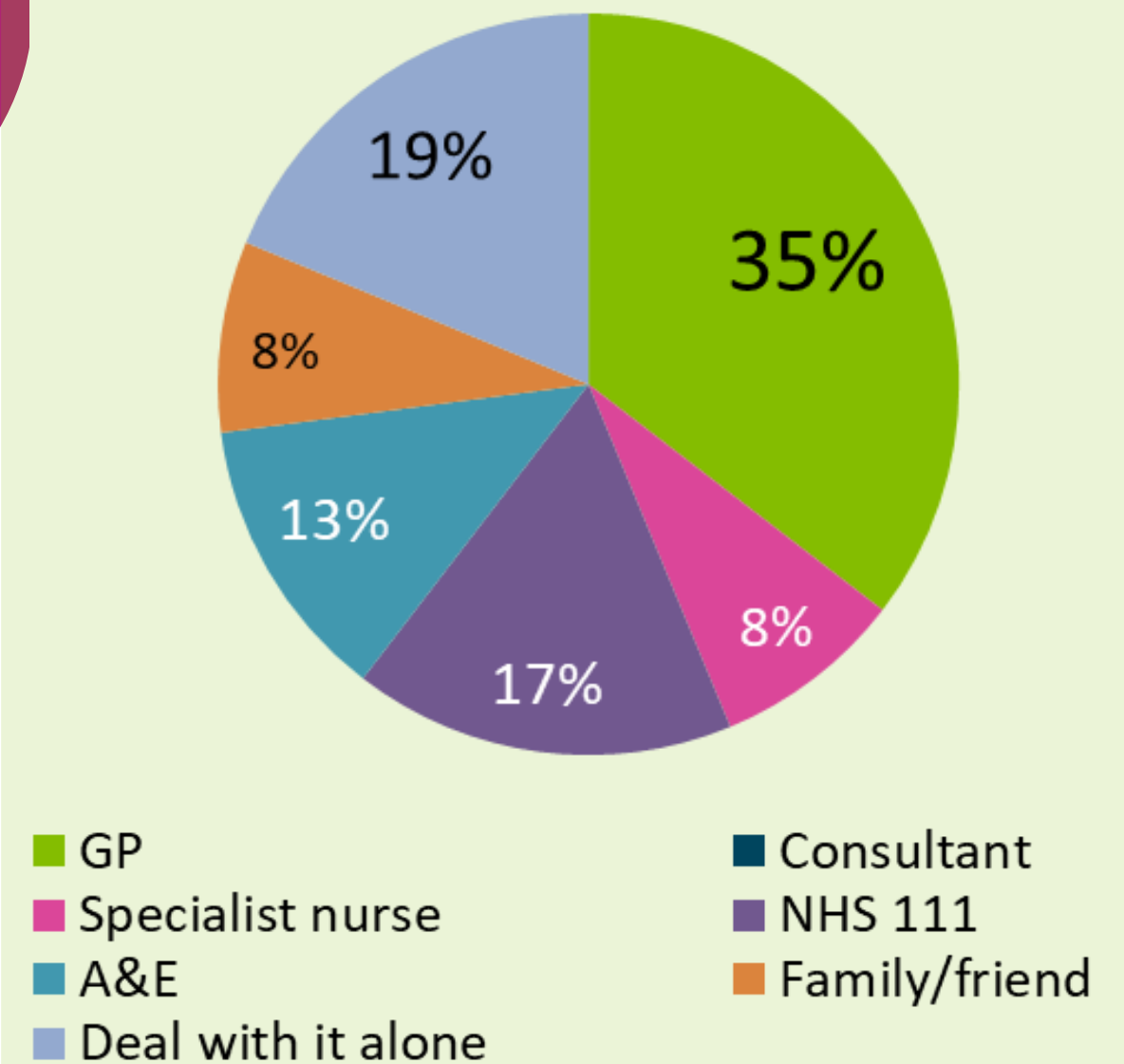


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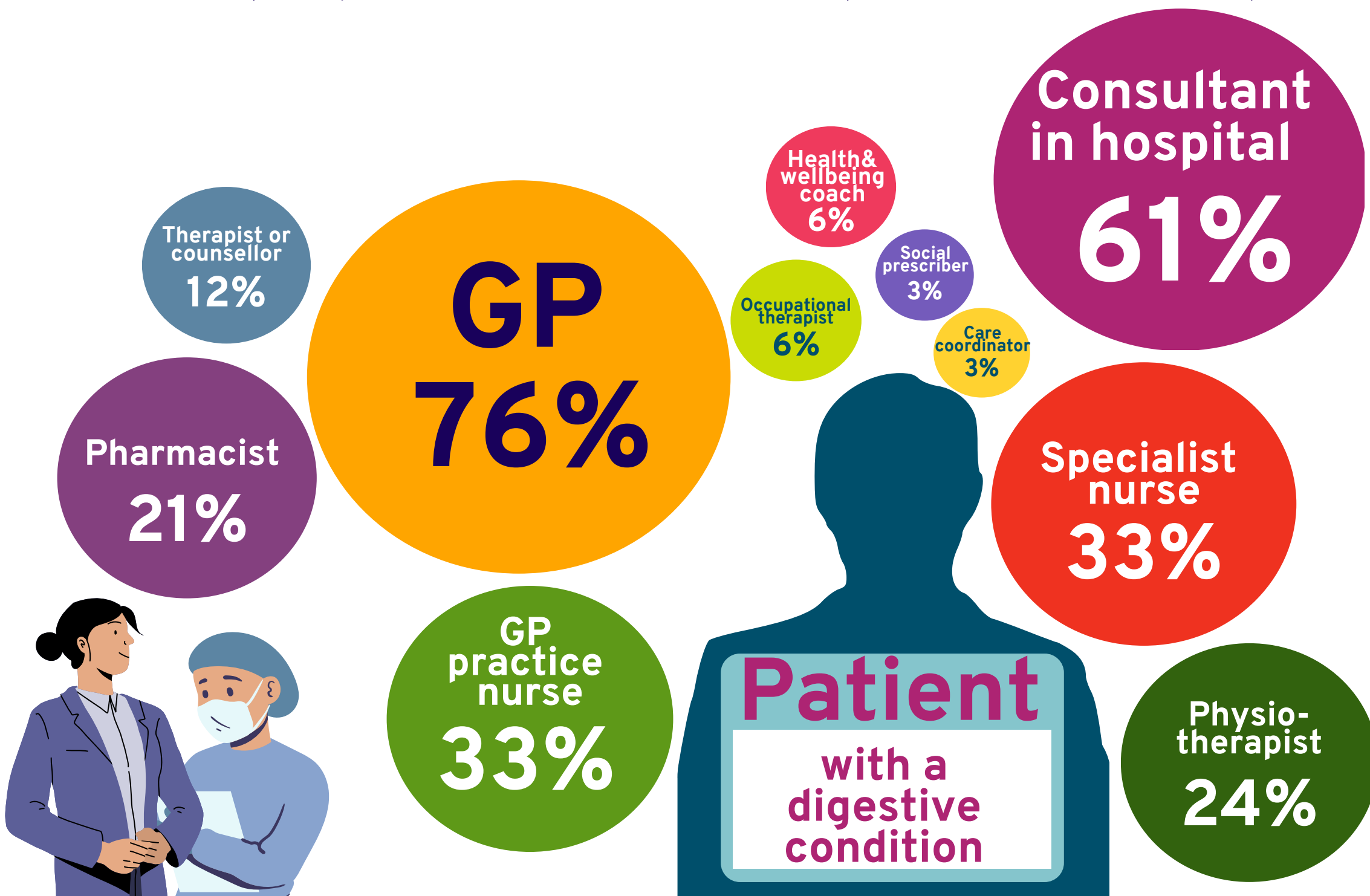


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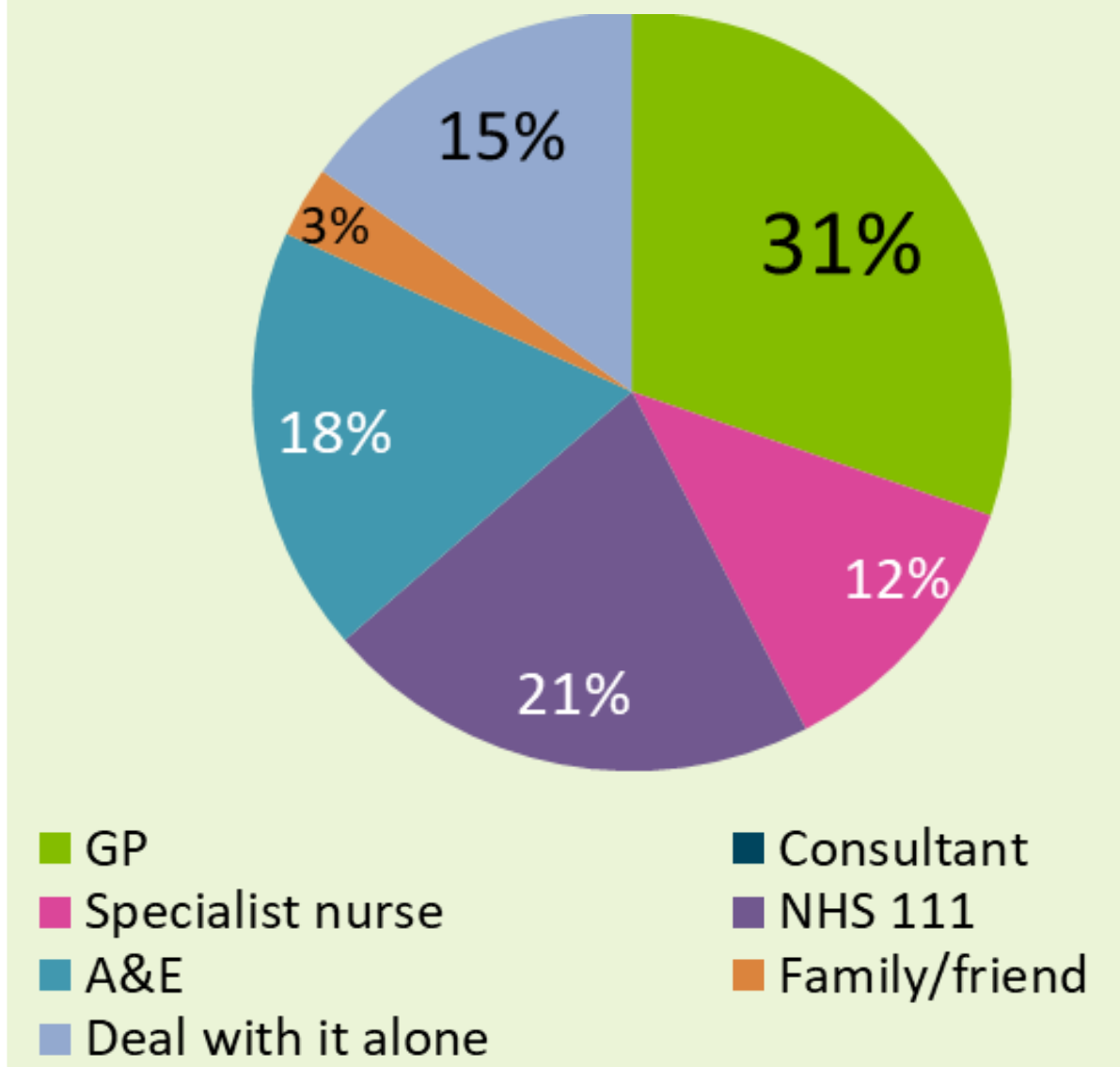


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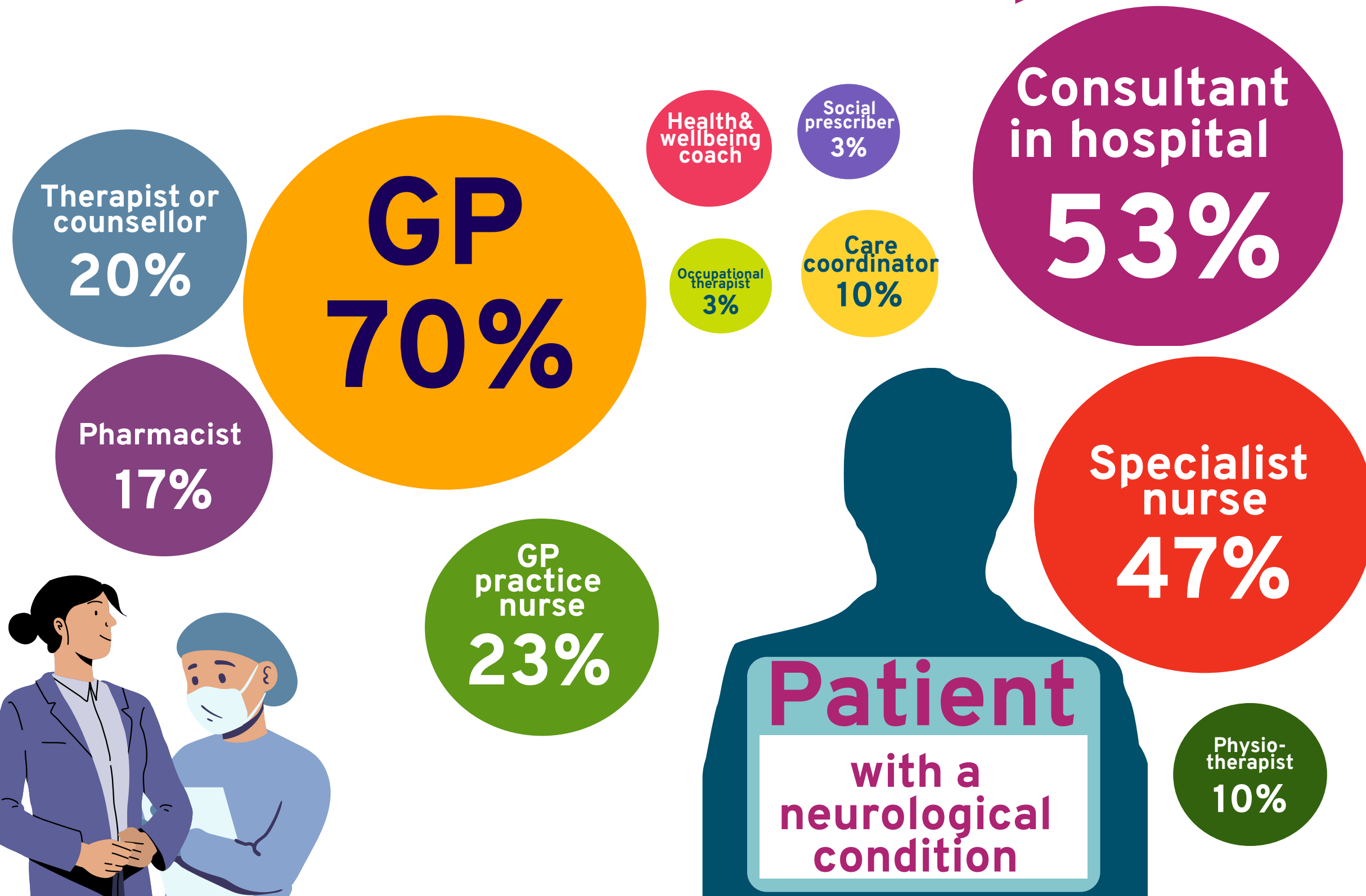


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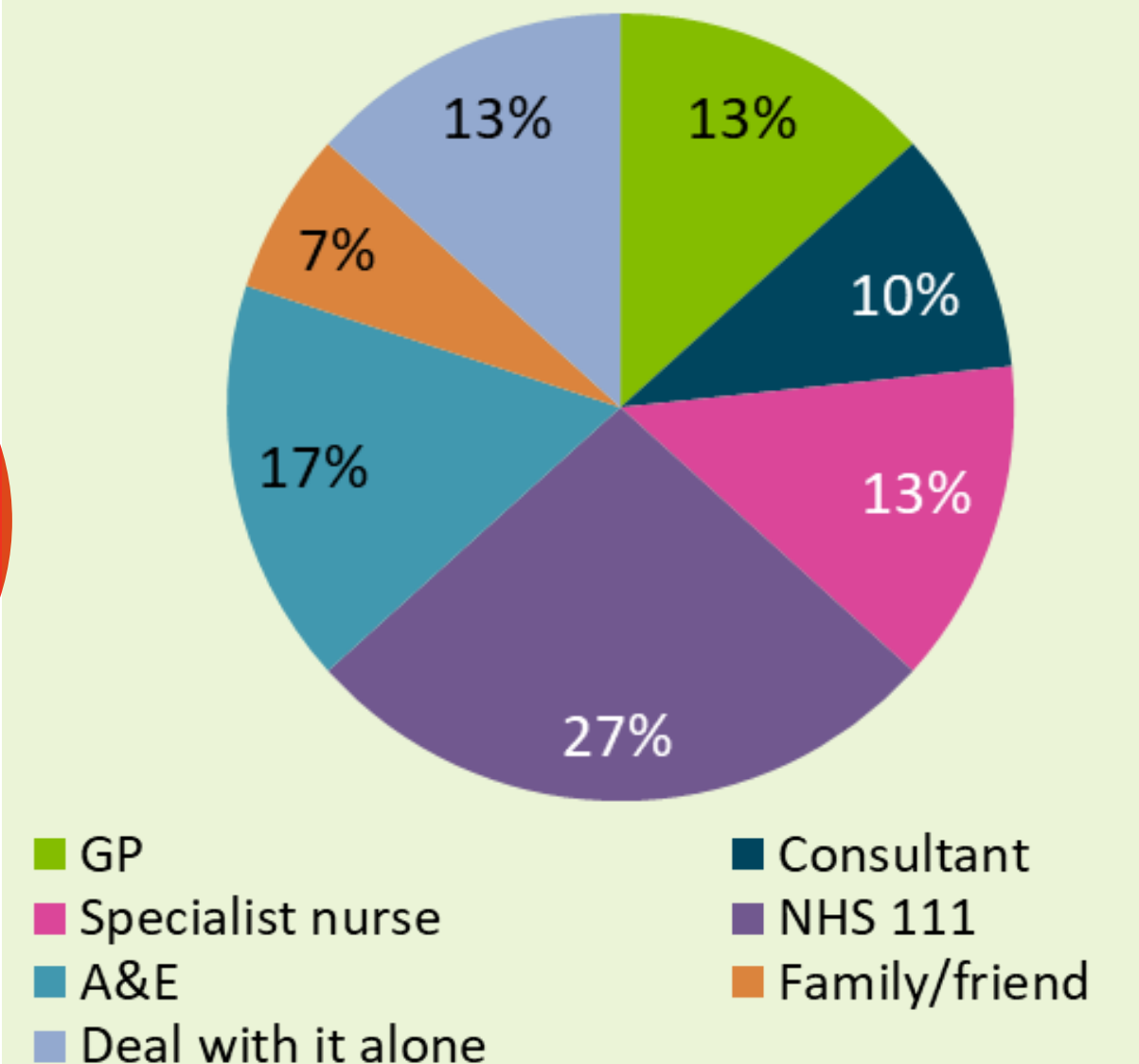




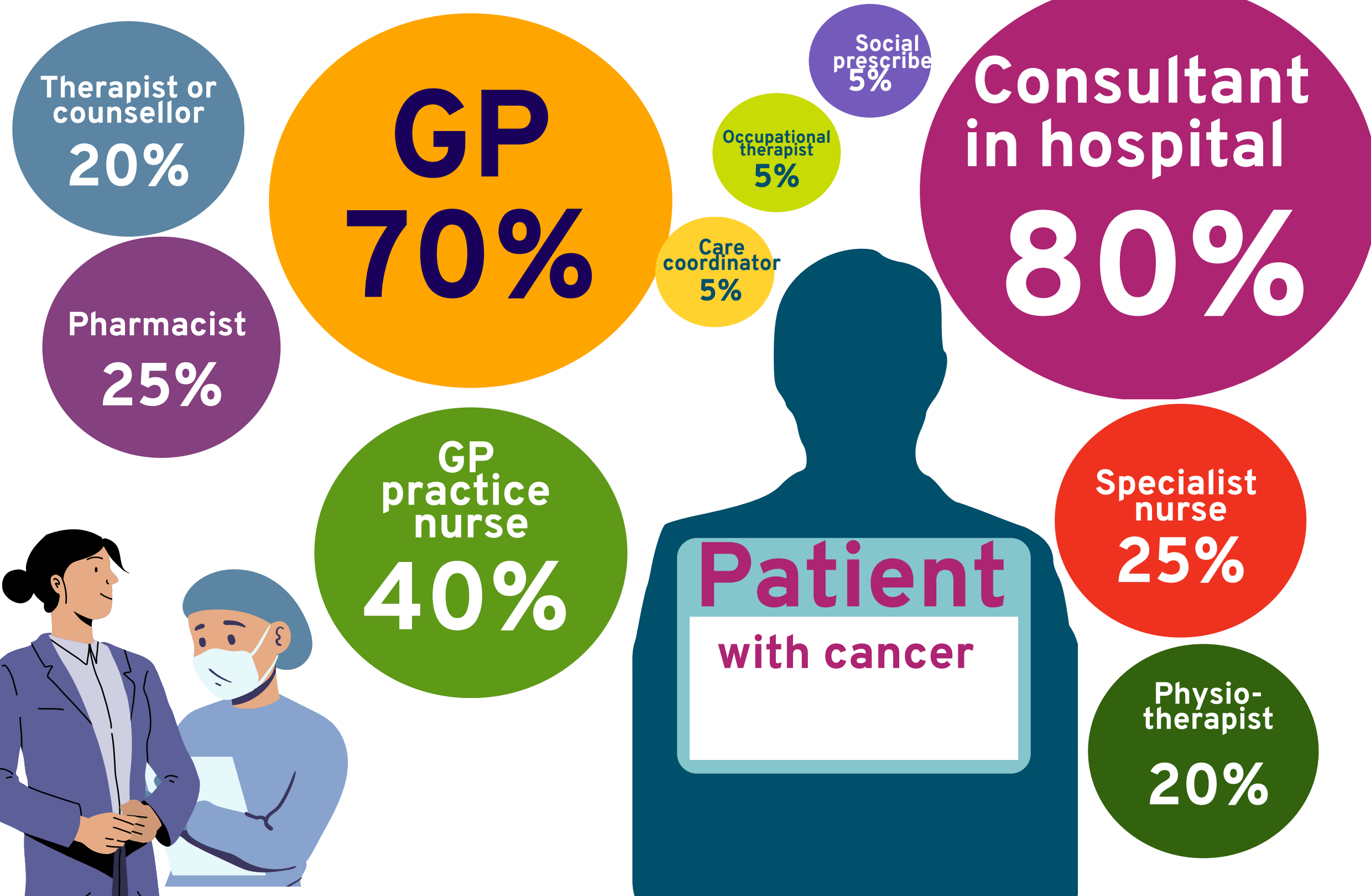
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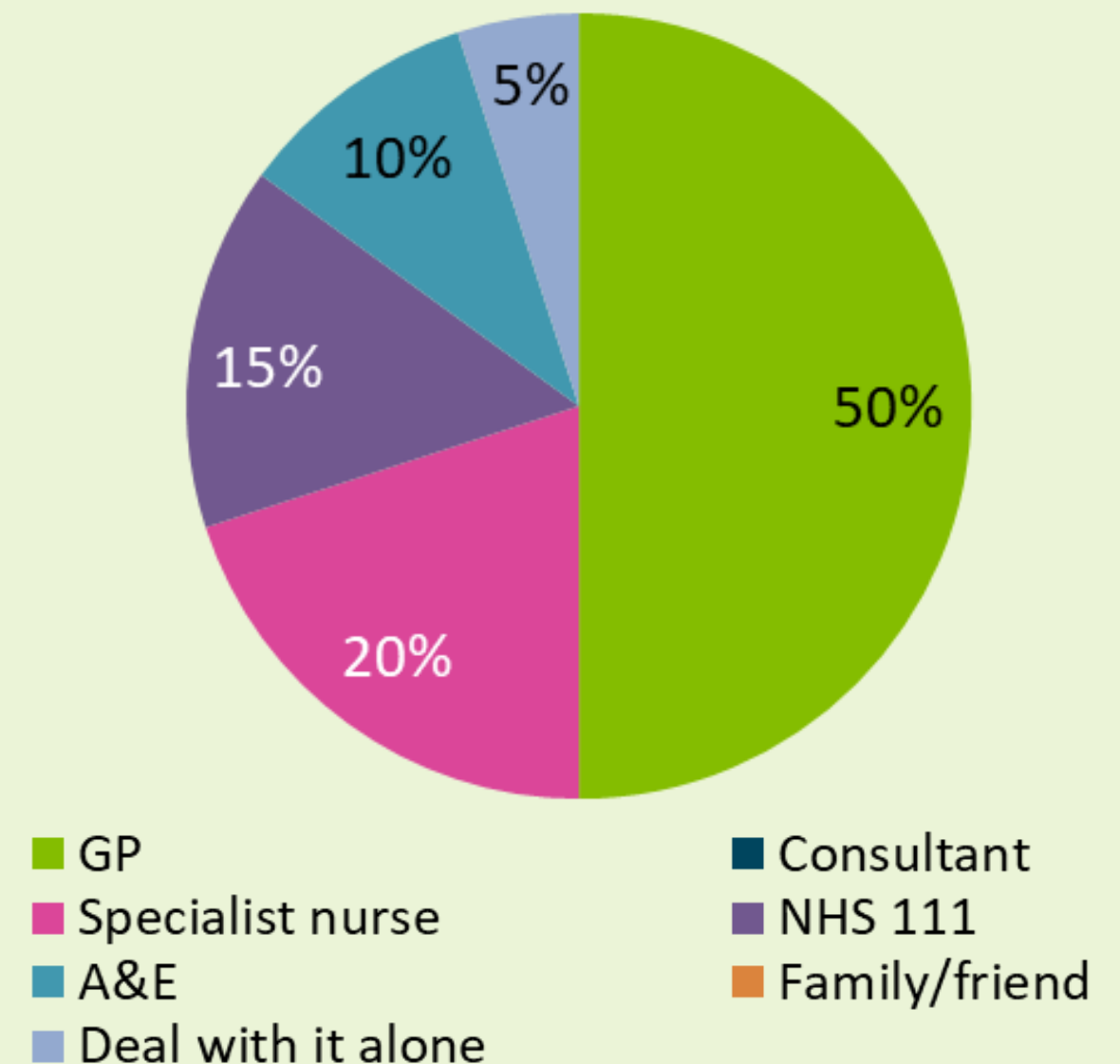
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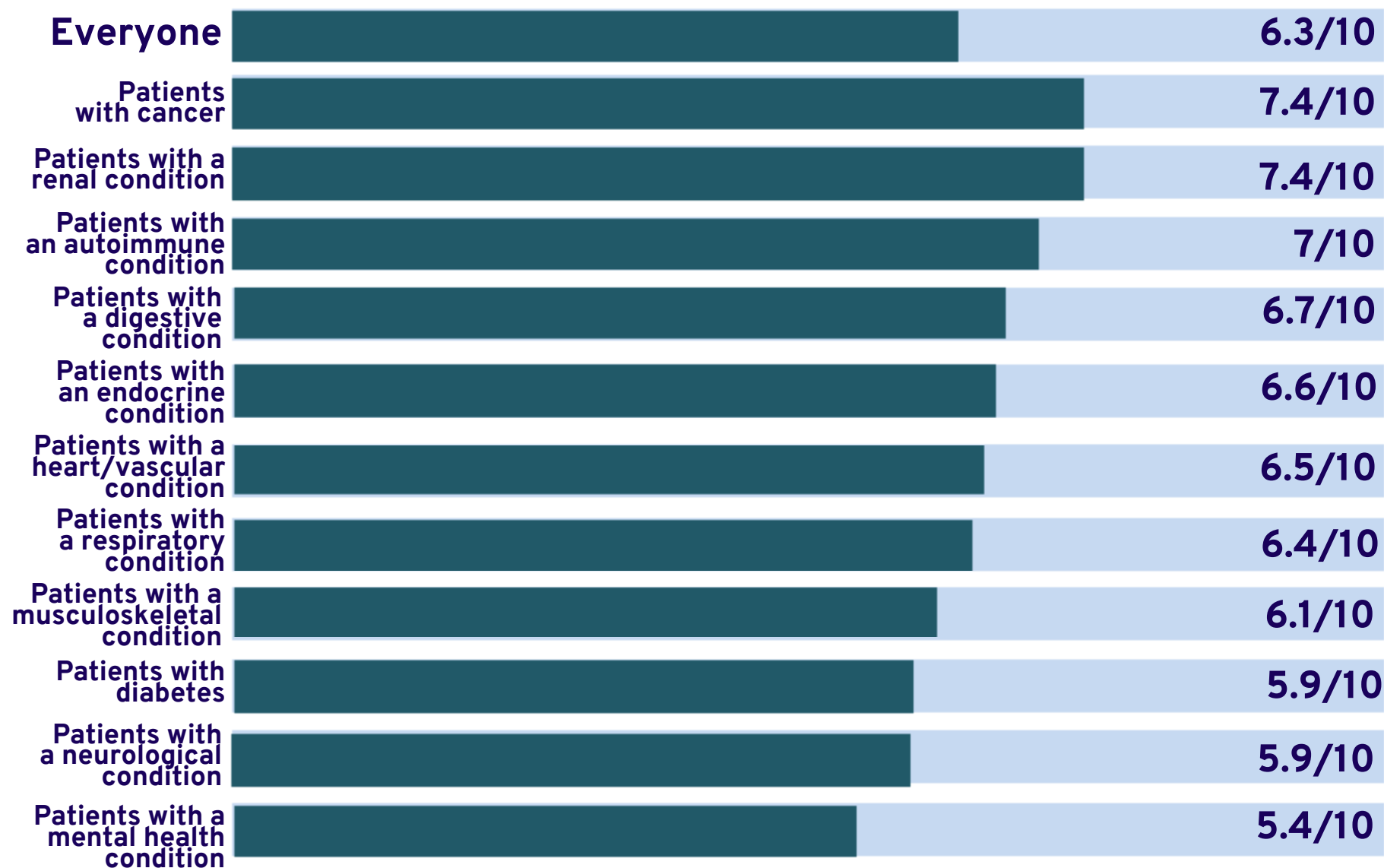


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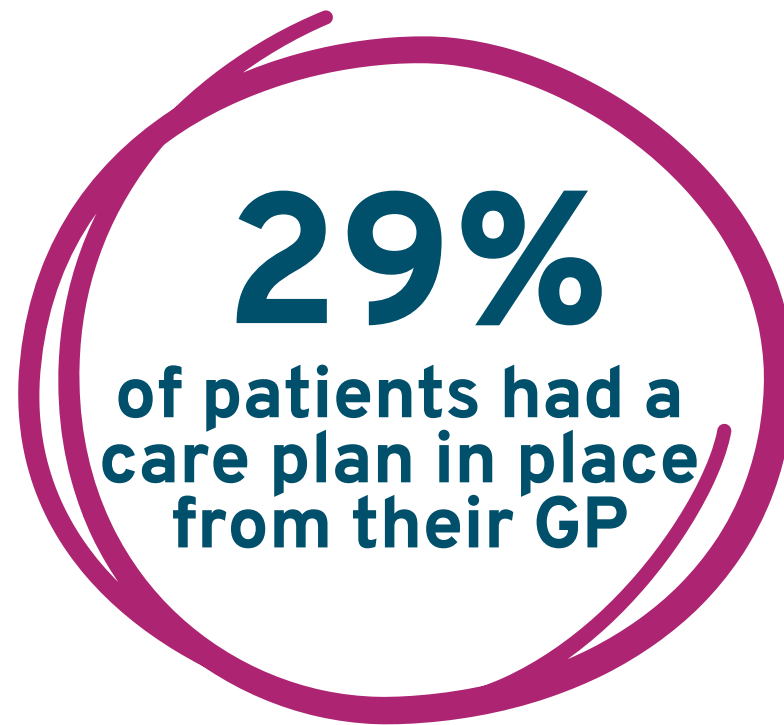


# How confident did patients feel managing their long-term condition?

*Patients with mental health issues, those who were autistic or disabled (especially for learning difficulties), patients who were of Black or Asian ethnicities, carers and those who were unemployed lagged behind in confidence.*



## Care plans



- Patients with **renal issues, respiratory issues or diabetes** were the most likely to have a care plan .
- Patients with **musculoskeletal, neurological or mental health issues** were the least likely to have a care plan .

### Does your care plan meet your needs?



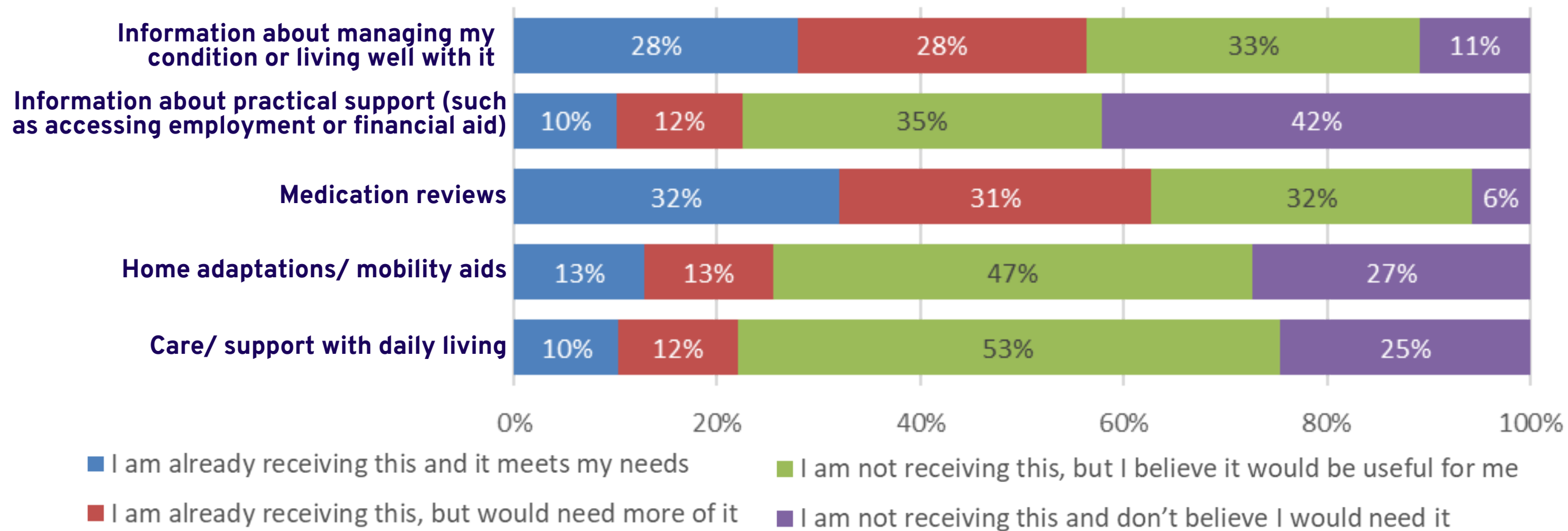
### Most satisfied with their care plan:

- Heart/vascular issues
- Respiratory issues
- Renal issues
- Men
- White ethnicities
- In full time work

### Least satisfied with their care plan:

- Neurological issues
- Mental health issues
- LGBT
- Mobility impaired
- Asian ethnicities
- Unemployed or in part time work

# Managing long term conditions

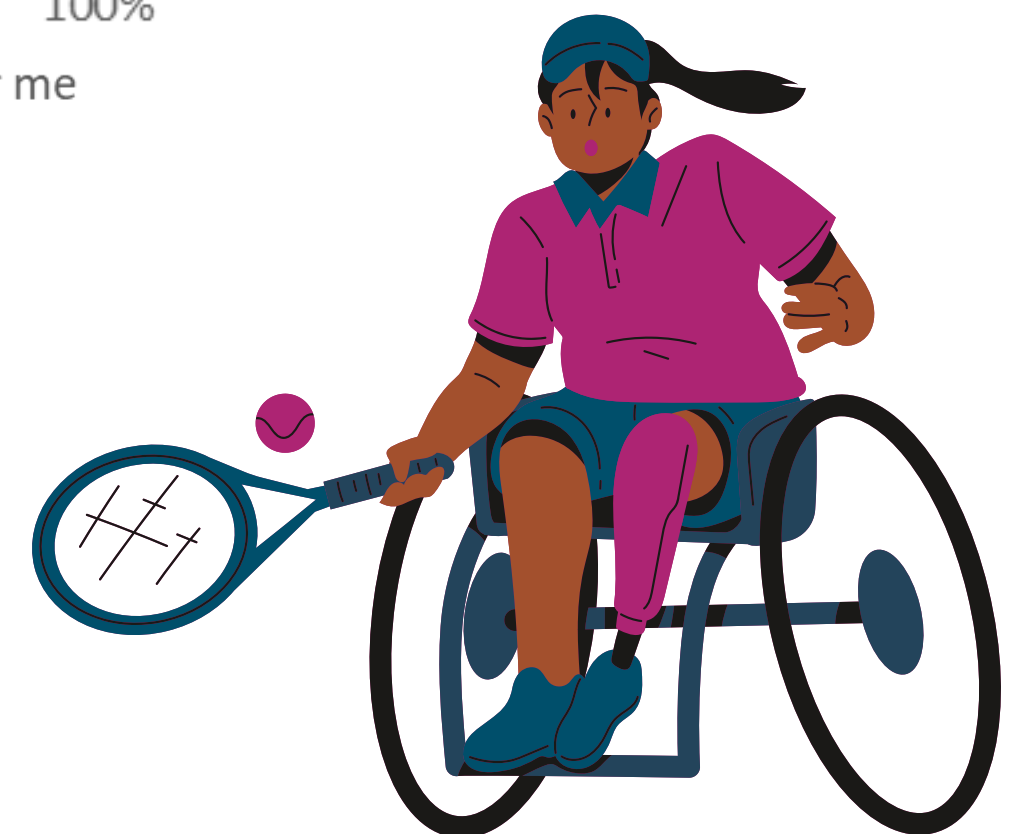


Support for independent living, in the form of personal care, help with housework, home adaptations, mobility aids and technology, was the main thing patients with chronic conditions did not have and wished they had.

**53%**  
would like to be supported to exercise more

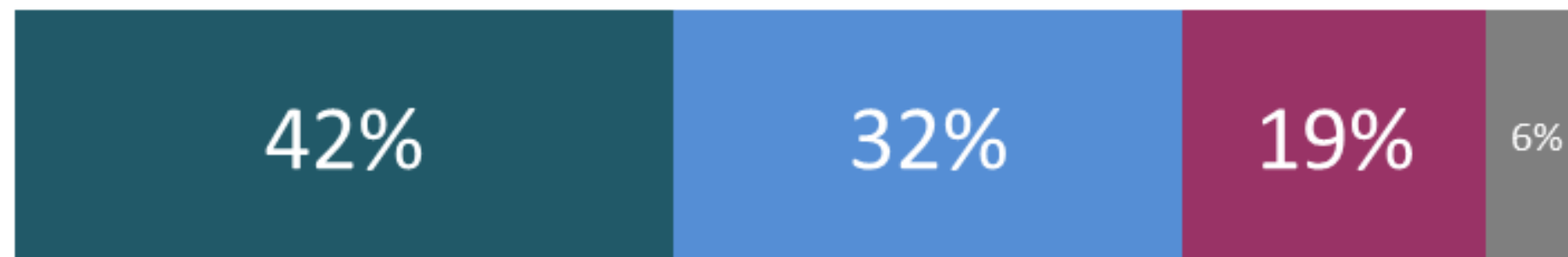
**44%**  
would like to be supported to eat more healthy

**8%**  
would like to be supported to give up smoking



## Access to care- online appointments

Most respondents would be interested in having online appointments rather than in person at least some of the time, but in person appointment provision remains important.



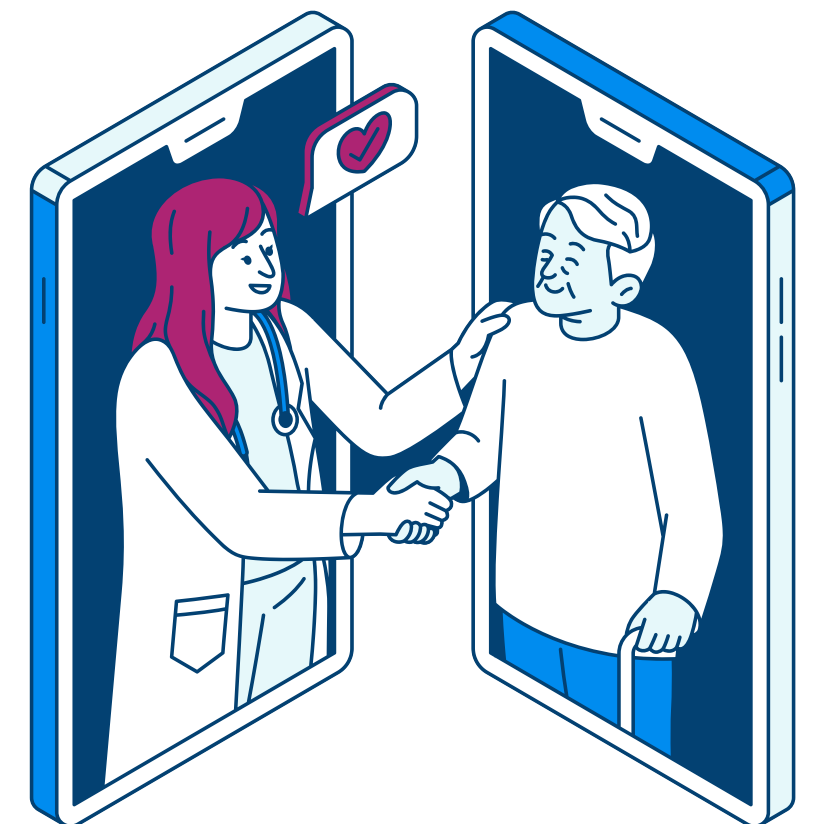
- I would be happy to have most of my routine appointments online, and to only be seen in person occasionally
- Some of my appointments could be done online, but most would need to be in person
- I would prefer to never have online consultations and instead to have all of my appointments in person
- Other options

### Most interested in online appointments

- Patients with diabetes
- Patients with neurological issues
- Autistic patients
- Asian ethnicities
- Part time carers
- In work

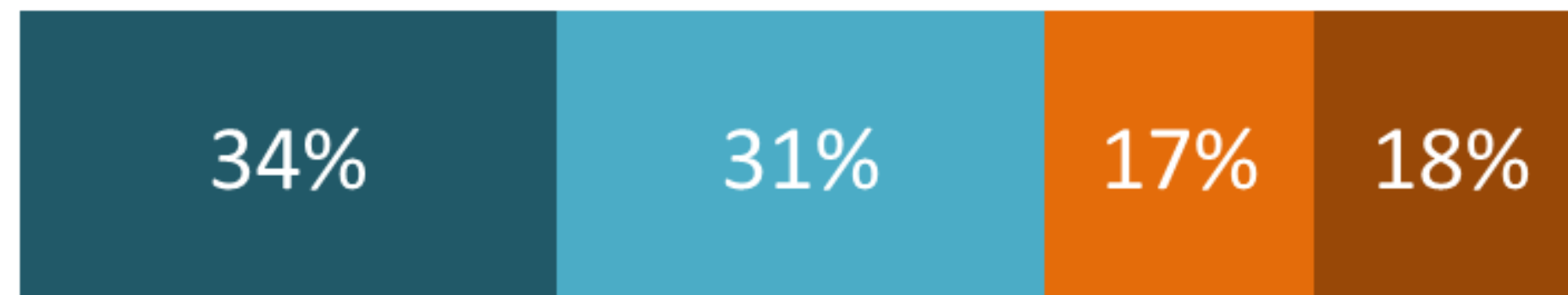
### Least interested in online appointments

- Patients with renal issues
- Men
- Patients with hearing impairments
- White ethnicities
- Full time carers
- Retired



## Access to care- group sessions

Most respondents would be interested in having group sessions with other patients with similar conditions led by a GP or practice nurse; but they are not for everyone.



- I would definitely be interested
- I would probably be interested
- I would probably not be interested
- I would definitely not be interested

### Most interested in group sessions

- Would be happy to have some online appointments
- Patients with diabetes
- Patients with mental health issues
- Men
- Autistic people
- Ethnic minorities, especially Bangladeshi and Pakistani
- Carers- under 50 hours/week
- Unemployed or in part time work

### Least interested in group sessions

- Prefer to have all GP appointments in person
- Patients with musculoskeletal issues
- Patients with endocrine conditions
- People with sensory impairments
- People with mobility impairments
- White British people
- Carers- 50+ hours/week

