

Let's Talk About Continence Research Report

December 2024
Updated July 2025



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1. Executive Summary

Between November 2023 and December 2024, Healthwatch Stockport undertook a focused work programme to examine the experiences of adults accessing continence services in Stockport, following recurring feedback from carers and service users. The research aimed to explore whether services align with best practice as outlined in national guidance (NICE, Bladder & Bowel UK, UKCS) and whether there was equitable access across Greater Manchester.

While clinical pathways for continence treatment are well-defined, the guidance around the use and provision of continence products—particularly containment products like pads and pull-ups—is vague. Some items are available on prescription, but others are subject to unclear local eligibility criteria. Healthwatch Stockport was unable to confirm the formal commissioning criteria or access a copy of Stockport's prescribing formulary.



Feedback gathered through local surveys, direct contact with stakeholders, and engagement with other Healthwatch in Greater Manchester revealed mixed but largely negative experiences. Concerns focused on **poor communication, long waiting times, lack of responsiveness, unclear referral processes, and insufficient support for carers**. A small number of positive stories highlighted examples of good practice in specific settings.

The Continence Team, supported by the Stockport NHS Foundation Trust (SNHSFT) Transformation Team, has now launched a quality improvement initiative to address many of the concerns raised. This includes pathway mapping and efforts to streamline processes and reduce waiting times. A temporary staff member had previously reduced delays, but with that post ending and ongoing staff shortages, waiting times have since increased.

Healthwatch Stockport identified key priorities including improving patient and carer experience, ensuring appropriate product provision, enhancing communication, and promoting equity in service access. Recommendations include improving referral and re-assessment processes, increasing support for carers, addressing communication gaps, and ensuring regular feedback collection.

Healthwatch Stockport commit to continue to participate in the improvement project to support meaningful change and monitor progress. Despite limited formal complaints, the impact on affected individuals is significant, and sustained efforts are needed to ensure a fair, responsive and high-quality continence service for all.

2. The Project

Project Overview:

- **Title:** Let's Talk About Continence Research Project
- **Timeline:** November 2023 – December 2024

Project Goal:

- Following up on feedback provided by members of the public and local voluntary groups, we want to seek out best practices using suggested clinical guidelines outlined by NICE, NHS, etc., to provide optimal services for people who need to use continence services. Ensure Stockport residents/patients are getting an equitable service comparable across GM.

Project Scope:

- Researched Bladder & Bowel UK for guidance
- Reviewed NICE Guidance related to continence service provision.
- Reviewed The Excellence in Continence Guide – (UKCS) for guidance.
- Contact ICB for Commissioning Information.
- Ring around Continence Services in Greater Manchester for information about their service provision.
- Requested on social media feedback on continence services from service users.

Project Stakeholders:

- **Task Group:** Healthwatch Stockport Senior Officer, Information Support Officer and Communications Officer.
- **Target Population:** Anyone using the Adult Continence Service, including patients, carers and care/nursing homes.
- **Health and Care System:** Adult Social Care, NHS ICB, SNHSFT.
- **Forums & Networks:** Care Home Providers; Home Care Providers, Signpost Stockport for Carers, Healthwatch Stockport.

Project Priorities:

1. Overall experience of using the continence service.
2. Quality of the continence service.
3. Sources of information and advice about the use of continence products.
4. Carers' perspectives.
5. Emphasis on equality considerations.

Defined Outcomes:

We want to

- Improve patient experience.
- Ensure appropriate products are provided where patient meets the criteria.
- Increase knowledge of carers of how to manage conditions and products.
- Influence local policies and service provisions.



Background:

The Stockport Adults' Continence Service is based in Kingsgate House in Stockport and are part of the Stockport NHS Foundation Trust Community Nursing Team. Their nurses have a wealth of experience in bladder and bowel conditions and recognise the impact that this can have on quality of life. They offer treatment and management options that will build confidence and maintain dignity and try to make discussions as comfortable as possible. Referrals into the service can be made via a GP, another healthcare professional or via self-referral. All referrals received are triaged and will be referred onto a different service if it is felt it would be more appropriate.

Signpost Stockport for Carers contacted Healthwatch Stockport as they had been receiving feedback from carers about negative experiences they had had with the service.

We logged the issues raised onto our database, and after noting a theme within our feedback centre, we contacted the Stockport Continence Service. A meeting was arranged between Healthwatch Stockport and the Continence Service to discuss the various cases and how the issues could be resolved.

During the meeting several other issues were also raised, these include:

1. Waiting Times
2. No-one returning calls when a message has been left on the answer machine
3. Staff levels and capacity

Feedback about the continence service then slowed down until earlier in 2024, when Signpost Stockport for Carers contacted us again, and we began to receive poor feedback again. The issues this time also included the type of product offered as well as those previously mentioned.

We agreed that a short intensive piece of work was required to find out more about what the current issues were in more details and to discuss at a follow up meeting with the Continence Service.

Healthwatch Stockport and representatives from Signpost Stockport for Carers met with the Head of Service and Directorate Manager, a few days after the workshop detailed in section 5 below, and was an opportunity to see how we can support the Continence Team to support patients.

The Team shared that they had employed a temporary member of staff specifically to help reduce the waiting list, which had worked and the list got down to approximately 3 months, however this post has now finished and this combined with a member of staff going off sick has led to the waiting list growing again.

Signpost reported that they are already providing emergency products where patients are waiting for a referral or supplementing supplies. The Continence Team were unaware of this but are going to look into maybe being able to use hospital volunteers to help Signpost collect and distribute products that are no longer required by patients. It was agreed that this group should meet regularly throughout the course of the improvement project.



How we collected our feedback:

In addition to the feedback we received, and findings from our desktop research, we ran a short survey, to find out people's experiences of using the continence service locally. We also canvassed other Healthwatch across Greater Manchester to see what feedback they had received.

Where and When:

Feedback about the service started to come to our attention in late 2023 from the public and community groups.

Feedback collected via the short survey was taken during the first three weeks in July 2024. The survey was promoted through social media and our local networks of community and voluntary organisations.

The feedback from other Healthwatch in Greater Manchester was collected by contacting them direct and asking for any themes or issues they had experienced.

3. Key Findings From Our Data

Research:

The team looked at national guidance from NICE [NICE Guidelines Faecal incontinence in adults: management, Clinical guideline [CG49] Published: 27 June 2007], the NHS Excellence in Continence Guide [Excellence in Continence Guide, Practical guidance for commissioners, and leaders in health and social care, NHS England, June 2018] and from the Bladder and Bowel UK website [www.bbuk.org.uk].

Guidance around the treatment of continence conditions is quite specific for pathways of care, however the use of continence products in the management of conditions is not. The overriding message is that choice should be offered and that the recommendation of what to use should be appropriate for the individual. Some containment products such as penal sheaths and bags are provided on prescription, however pads and pull ups are not. The pads and pull ups may be provided by the NHS in some cases, if patients meet the local criteria.

The Healthwatch Stockport project team contacted local commissioners of Stockport's Continence Service to try to understand the scope of the contract and contacted local continence services across GM to see what processes and criteria they had in place.

All, except one service either did not have a formal pathway/process in place or did not answer or return our call. The one who did explained the process to us, but we do not have a copy of the pathway. The team have not been able to obtain copies of either the Continence Team Process/Criteria or the GM Formulary for prescribing product, although we do believe one exists.

The commissioning contract is not specific about containment products and refers to 'managing conditions' if treatment is unsuccessful but does not detail how this should be done, stating "Ongoing Management – where treatment is unsuccessful or inappropriate, the service aim to provide management aids as required."

Commissioners have already recognised this is too vague and have started work, initially to review prescribed continence products, but they also want to extend to containment products as well, which are unprescribed. Commissioners told Healthwatch Stockport that they understand that almost one third of the capacity in the small Continence Team is used to manage disposable products. The information obtained about other GM services is limited, but at least one service, North Manchester, does have a detailed criteria to access the service. In other areas they have gone to a single point of access and call handlers did not know specifics about the services, others had answer machines asking people to leave a message.



During our work, we analysed 23 pieces of data which includes feedback we received prior to starting the 'deep dive', from Signpost Stockport for Carers, responses from our online survey (Appendix 1) and data we received when we searched our Feedback Centre database.

Overall Sentiment from our data

- **Mixed feedback:** Predominantly negative, with some positive experiences
- **Key areas of concern:** Access, wait times, communication, support and supply issues
- **Frustration and Distress:** Feedback consistently conveys frustration, distress, and anxiety due to inefficiencies and lack of responsiveness from the continence service
- **Inadequate Support:** Carers feel unsupported and overburdened due to inefficiencies in service provision
- **Communication Gaps:** Significant communication gaps exist between the service and its users, causing confusion and unmet needs

1. Access to Services:

- Difficulty reaching the continence service by phone
- Confusion around self-referral process

Example:

"Mrs. A tried to get her son referred via GP but no referral was made."

Positive Aspect: Some services, like Gatley Health Centre, provide clear and supportive access, ensuring regular follow-ups and timely deliveries.

2. Communication and Responsiveness

- Lack of follow-up on voicemails
- Inconsistent information provided to patients and carers

Example:

"She says she leaves messages with the incontinence team to chase up the delivery, but no-one gets back to her"

Positive Aspect: Some carers reported receiving regular check-in calls and support [Gatley Health Centre].

3. Service Delays and Supply Issues

- Delays in receiving continence products
- Products often not meeting patients' needs, usually relating to the quantity provided and type of product not suitable.

Example:

"Rang Continence Service a dozen times over 3 months with no response, leading to in-person visit [to Kingsgate House] to resolve issues."

4. Support for Carers

- Carers feeling unsupported and burdened, causing distress and anxiety
- Lack of guidance and training on managing care, not knowing how to dispose of clinical waste.

Example:

"Mrs. P needs more pads for her husband with bladder cancer but has to buy them herself."

Positive Aspect: Some effective coordination observed in specific cases, such as timely deliveries by the NHS service for a patient with cerebral palsy.

5. Administration and Process Challenges

- Difficulty updating service requirements
- Delays and confusion in re-assessment and accessing services

Example:

"Patient had to start all over again after being discharged from the service due to not re-ordering within a time frame."

Positive Aspect: Some effective coordination observed in specific cases, such as timely deliveries by the NHS service for a patient with cerebral palsy.

Context from Continence Team Data:

The Continence Team have provided their Patient Experience Surveys from September to November 2024, which are included as appendices to this report.

These reports were generally positive, indicating that once people access the service they are pleased with the service they get, however in November the responses to the questions did become a little more negative. It should be noted that the numbers are very small and so where responses were negative this was only 1 person. This may also have coincided with when the team had been short staffed.

4. Recommendations / Suggestions for Improvement

1. Enhance Communication Channels

- Improve phone line capacity and voicemail response times
- Provide clear, accessible information about self-referral processes.

2. Increase Responsiveness

- Implement timely follow-ups and regular updates for patients and carers
- Develop a tracking system for response times and accountability

3. Streamline Administrative Bureaucratic Processes

- Simplify re-assessment procedures, implement more efficient referral systems
- Introduce digital solutions to reduce bureaucratic delays [if they exist]

4. Enhanced Support for Carers

- Provide training/ guidance on all aspects of continence management and waste.
- Offer additional support resources to alleviate burden on carers

5. Regular Monitoring and Feedback Collection

- Continuously monitor service performance and collect feedback
- Engage actively with patients and carers to understand and address their needs



5. Continence Team Quality Improvement Project

In October 2024 the Continence Team started a quality improvement project that is being supported by Stockport NHS Foundation Trust's Transformation Team. They ran an initial workshop to map the existing pathways into and through the service, which Healthwatch Stockport was invited to take part in.

Also attending were members of the Continence Team including the Head of Service, a continence nurse and their admin officer, and 3 district nurses who joined remotely. Healthwatch Stockport was able to feed the experiences we had gathered from our project into this workshop.

Since the workshop the issues we have raised are being addressed as part of the project, although progress is ongoing. One thing that has been developed is an information leaflet that gives advice to patients whilst waiting for their appointment and also managing expectations of what can and cannot be provided by the service. This was a suggestion made by Healthwatch Stockport at one of the very first meetings with the Continence Team, and also at the workshop. The draft was sent to our reading panel in March 2025 and our panel feedback sent in April 2025, however we have not received any response as to whether this was helpful or not.

6. Status Update July 2025

Status Update July 2025

Whilst we are pleased with the changes that started to take place with improvements to the continence service, we are disappointed that since the previous directorate manager has moved on we have had no contact with the service and despite attempting to do so in giving the team the right to reply to this report, we have not received a response.

Next Steps

The Report will be published on 31st July 2025

It will be circulated to the following for a formal response:

- Jemma Billings, Director of Quality, ICB Stockport
- Philippa Johnson, Deputy Place Lead, ICB Stockport

It will be circulated to the following for Information upon publication:

- Stockport Continence Service
- Stockport Quality Committee
- Patient Experience SNHSFT
- SNHSFT Governors
- Signpost Stockport for Carers
- Stockport Carers Partnership
- Age UK Stockport
- Healthwatch in Greater Manchester
- Healthwatch England
- CQC

7. Glossary

Term	Meaning
GM	Greater Manchester
GP	General Practitioner
ICB	Integrated Care Board
NHS	National Health Service
NICE	National Institute for Health and Care Excellence
SNHSFT	Stockport National Health Service Foundation Trust
UKCS	United Kingdom Continence Society

8. Appendix 1

Report: Community Patient Experience Survey 2024 for Continence Team

This report covers the period 1st September 2024 to 30th September 2024. This survey consisted of 14 questions and resulted in 4 responses.

Details of each question and the responses are listed below.

Question 1

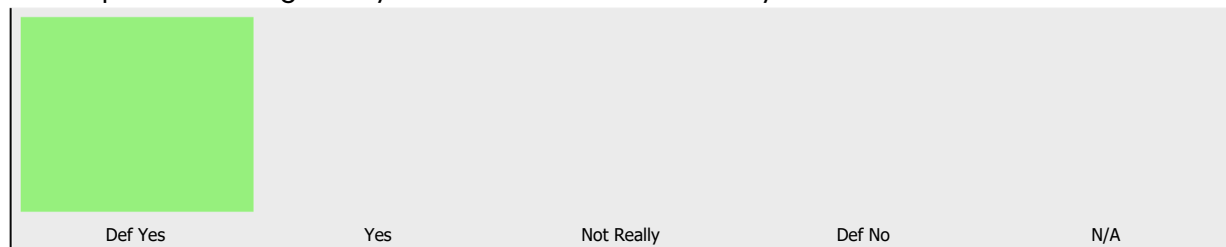
Are you happy with the care provided?



3 (75%) answered Definitely Yes.
1 (25%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 2

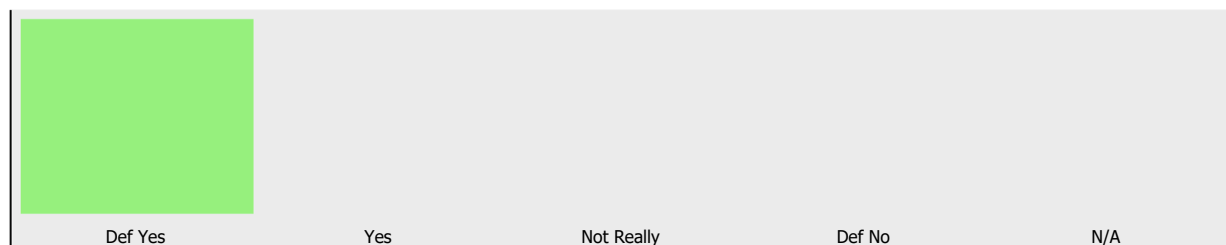
Did the person looking after you introduce themselves to you?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 3

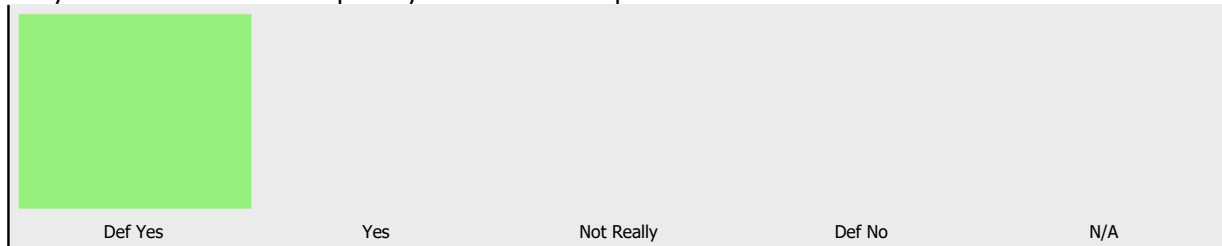
Did you feel involved in decisions regarding your/your relatives care and treatment plans?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 4

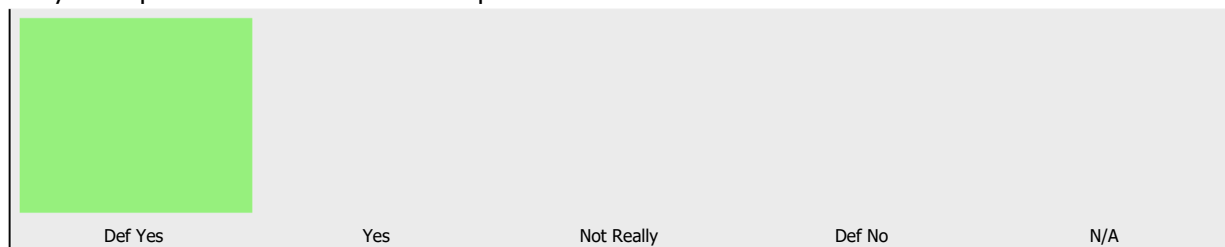
Are you aware of next steps in your treatment plans?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 5

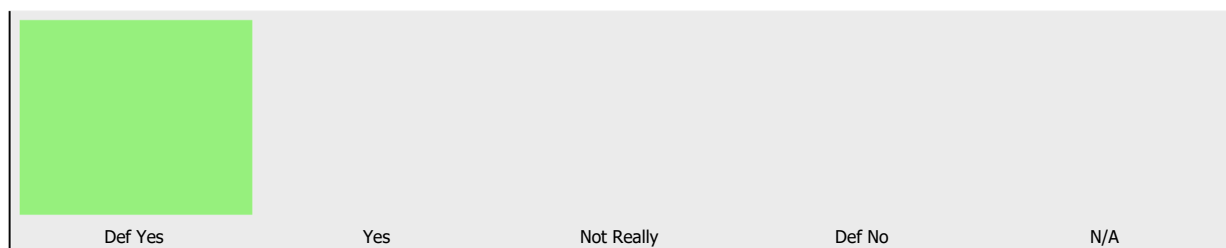
Are you kept informed of treatment plans?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 6

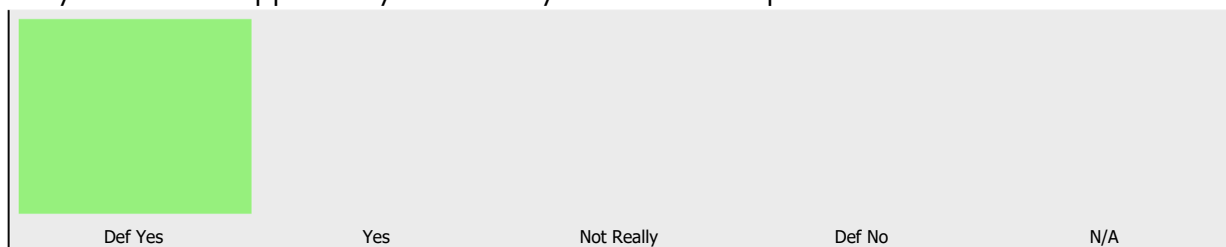
Did the person looking after you treat you/your relative with respect and dignity?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 7

Did you have the opportunity to discuss your health care preferences and choices?



4 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 8

If there was a need to share information with others, did the person looking after you ask permission to share this information?



3 (75%) answered Definitely Yes.

1 (25%) answered Yes to some degree.

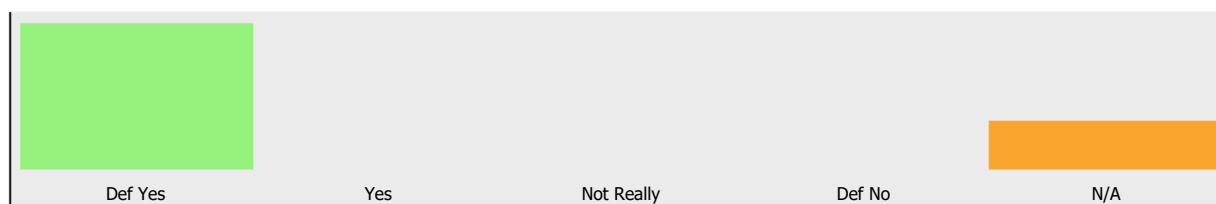
0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Question 9

If you received a patient information leaflet, was the information helpful and relevant?



3 (75%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

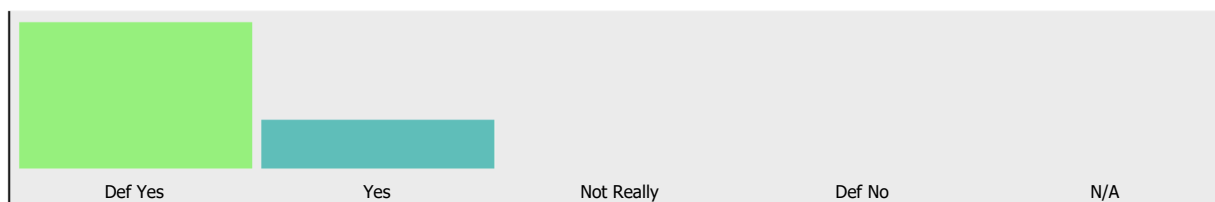
0 (0%) answered Not Really.

0 (0%) answered Definitely No.

1 (25%) answered N/A.

Question 10

Was information provided tailored to you / your relative?



3 (75%) answered Definitely Yes.

1 (25%) answered Yes to some degree.

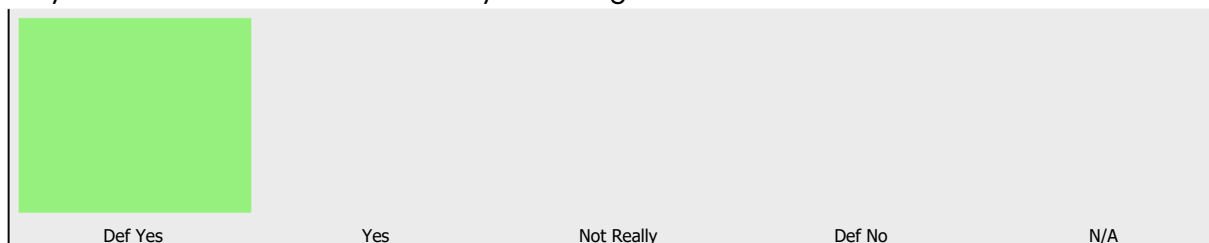
0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Question 11

Did you understand the information you were given?



4 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Question 12

Were you signposted to other services to support your health and wellbeing?



3 (75%) answered Definitely Yes.

1 (25%) answered Yes to some degree.

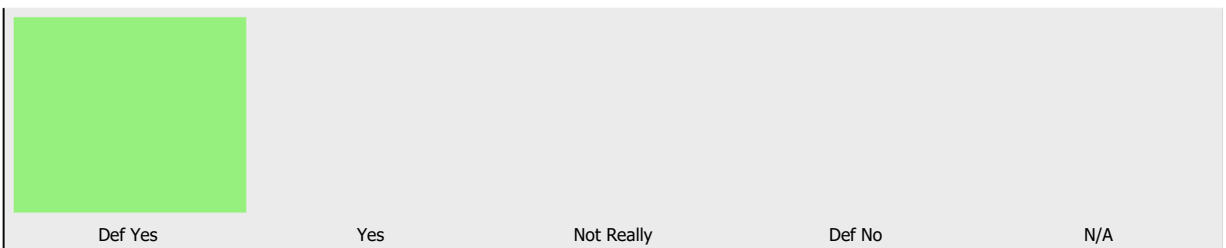
0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Question 13

Do you know how to contact your community team?



4 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

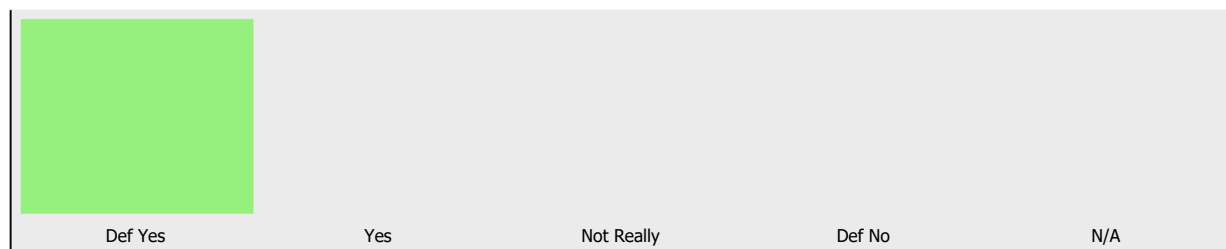
0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Question 14

Would you be happy to be contacted again in the future to gather more feedback as your care continues? (if applicable)



4 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Comments across the location for this survey.

The survey was completed without collecting the patient demographics.

The patient demographics where not collected during the survey.

8. Appendix 2

Report: Community Patient Experience Survey 2024 for Continence Team

This report covers the period 1st November 2024 to 1st December 2024. This survey consisted of 14 questions and resulted in 21 responses.

Details of each question and the responses are listed below.

Question 1

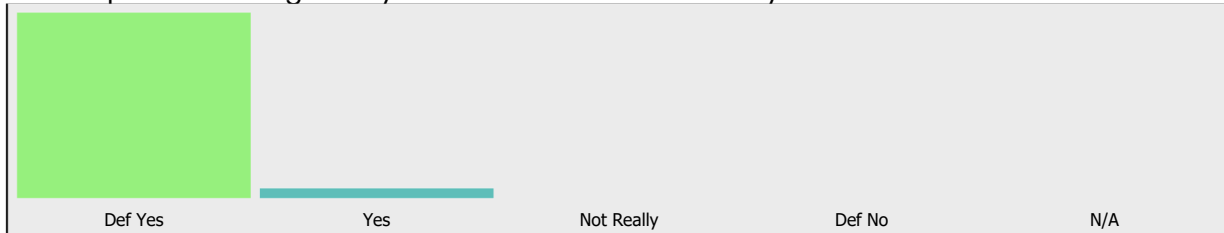
Are you happy with the care provided?



19 (90%) answered Definitely Yes.
2 (10%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 2

Did the person looking after you introduce themselves to you?



20 (95%) answered Definitely Yes.
1 (5%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 3

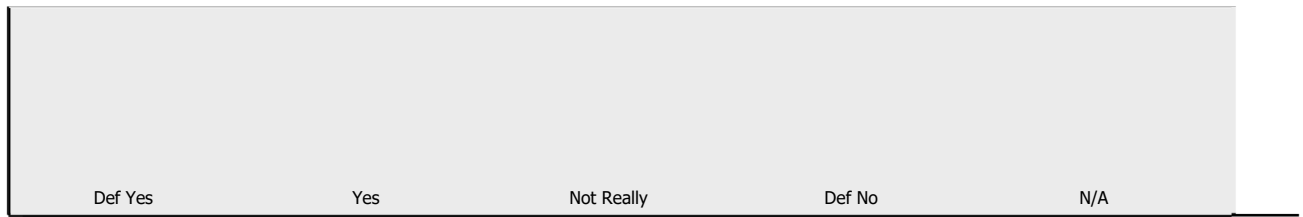
Did you feel involved in decisions regarding your/your relatives care and treatment plans?



20 (95%) answered Definitely Yes.
1 (5%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 4

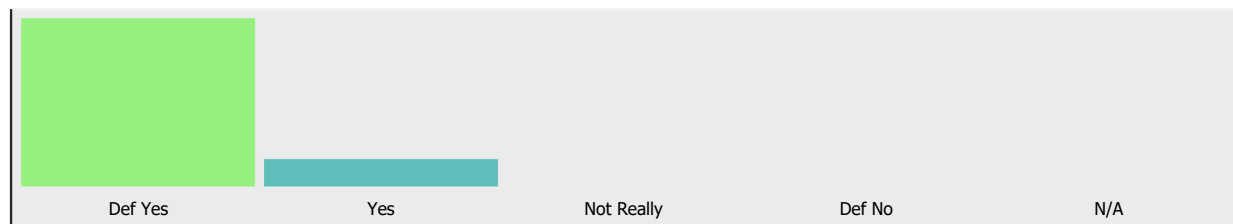
Are you aware of next steps in your treatment plans?



17 (81%) answered Definitely Yes.
3 (14%) answered Yes to some degree.
1 (5%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 5

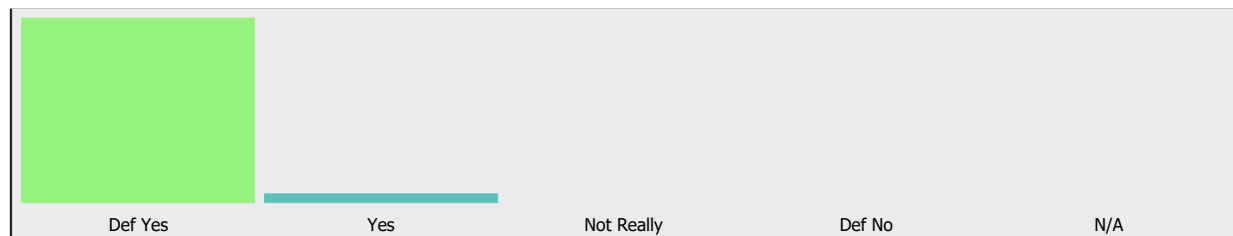
Are you kept informed of treatment plans?



18 (86%) answered Definitely Yes.
3 (14%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 6

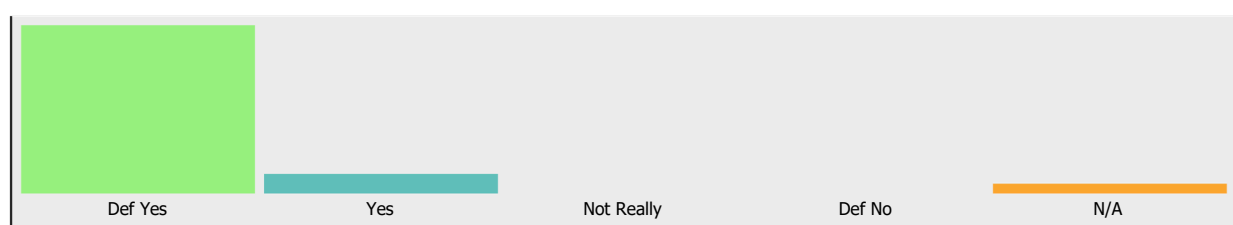
Did the person looking after you treat you/your relative with respect and dignity?



20 (95%) answered Definitely Yes.
1 (5%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 7

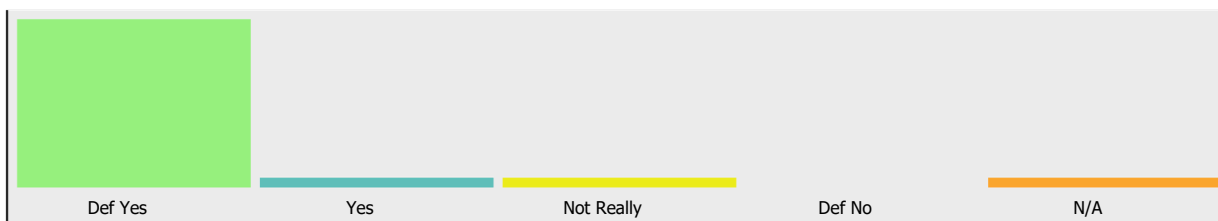
Did you have the opportunity to discuss your health care preferences and choices?



18 (86%) answered Definitely Yes.
1 (5%) answered Yes to some degree.
1 (5%) answered Not Really.
0 (0%) answered Definitely No.
1 (5%) answered N/A.

Question 9

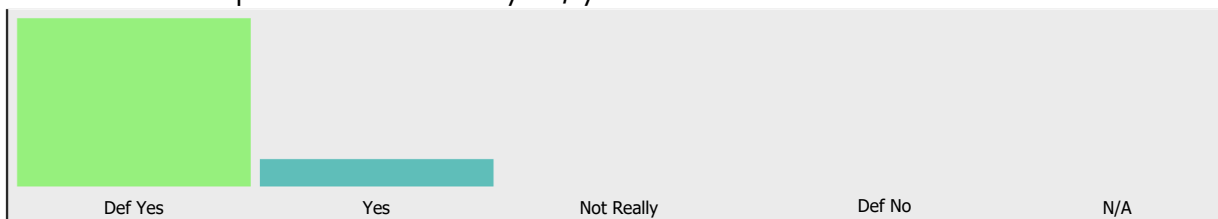
If you received a patient information leaflet, was the information helpful and relevant?



19 (90%) answered Definitely Yes.
 1 (5%) answered Yes to some degree.
 0 (0%) answered Not Really.
 0 (0%) answered Definitely No.
 1 (5%) answered N/A.

Question 10

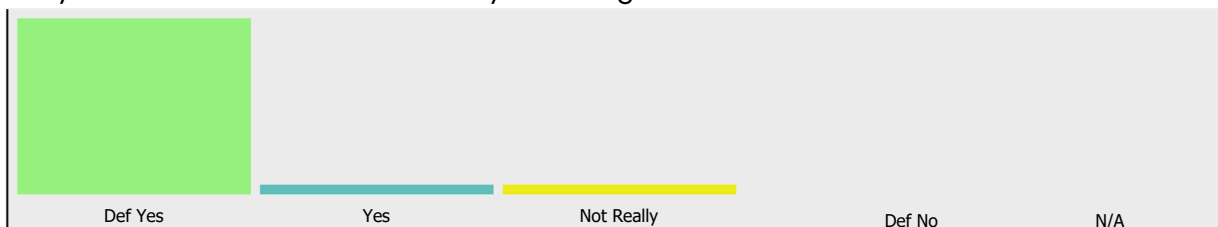
Was information provided tailored to you / your relative?



18 (86%) answered Definitely Yes.
 3 (14%) answered Yes to some degree.
 0 (0%) answered Not Really.
 0 (0%) answered Definitely No.
 0 (0%) answered N/A.

Question 11

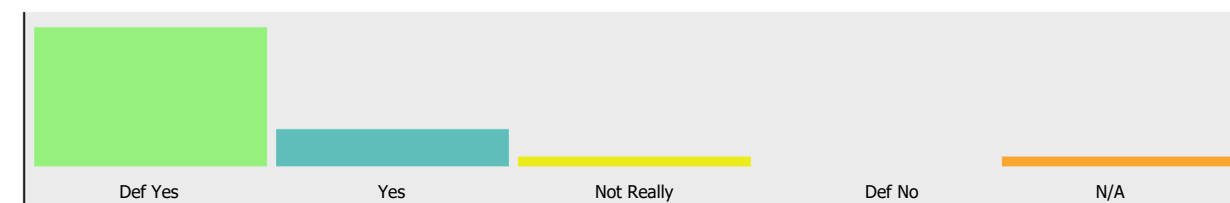
Did you understand the information you were given?



19 (90%) answered Definitely Yes.
 1 (5%) answered Yes to some degree.
 1 (5%) answered Not Really.
 0 (0%) answered Definitely No.
 0 (0%) answered N/A.

Question 12

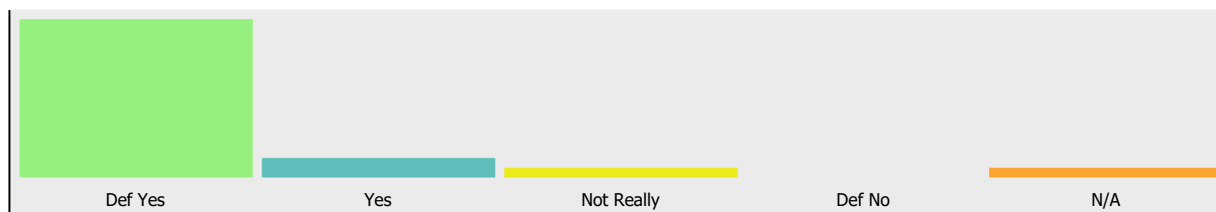
Were you signposted to other services to support your health and wellbeing?



15 (71%) answered Definitely Yes.
 4 (19%) answered Yes to some degree.
 1 (5%) answered Not Really.
 0 (0%) answered Definitely No.
 1 (5%) answered N/A.

Question 13

Do you know how to contact your community team?



17 (81%) answered Definitely Yes.

2 (10%) answered Yes to some degree.

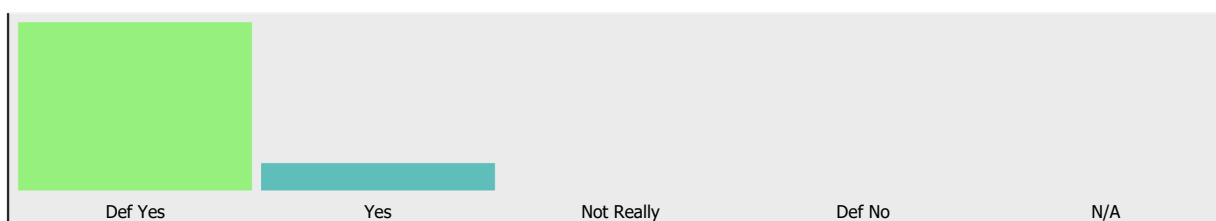
1 (5%) answered Not Really.

0 (0%) answered Definitely No.

1 (5%) answered N/A.

Question 14

Would you be happy to be contacted again in the future to gather more feedback as your care continues? (if applicable)



18 (86%) answered Definitely Yes.

3 (14%) answered Yes to some degree.

0 (0%) answered Not Really.

0 (0%) answered Definitely No.

0 (0%) answered N/A.

Comments across the location for this survey.

- Everything was perfect, thank you for everything
- Thank you for looking after me so well, very grateful.
- Thank you Sian- You listened, understood and took the time to hear Melissa's story and experience. A refreshing experience
- No Everything was fine and understood Thank you
- Patient was confused as she has been getting information and appointments for the same problem, has seen Physios at SHH and Physios at C Hulme clinic. Has also been getting appointments sent for Kingsgate House, which she has cancelled. Overlapping appointments for the same condition have caused unnecessary confusion. Needs to be much more streamlined. However, very happy with the care that she has received at all of her appointments
- No everything was fine, I feel that they are doing everything they can to help me with my
- They have all been very nice to me, no complaints
- Excellent
- Really helpful considering it is a tricky subject. Thank you so much
- Made a complicated experience very clear. Felt completely relaxed. thank-you Adele.

8. Appendix 3

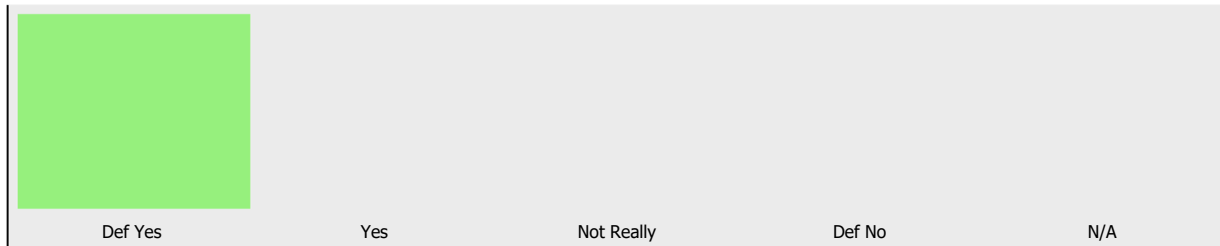
Report: Community Patient Experience Survey 2024 for Continence Team

This report covers the period 1st October 2024 to 31st October 2024. This survey consisted of 14 questions and resulted in 3 responses.

Details of each question and the responses are listed below.

Question 1

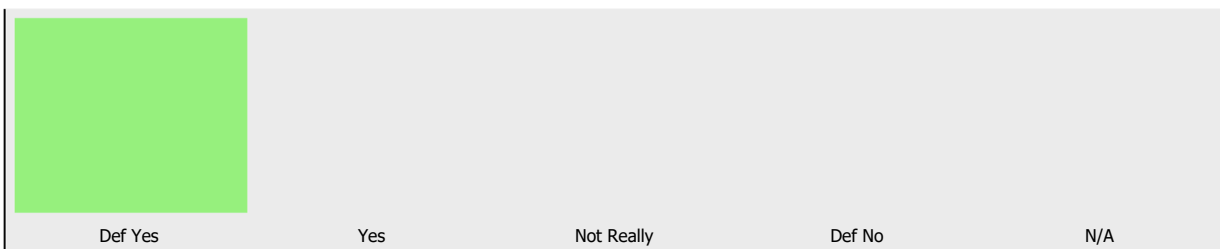
Are you happy with the care provided?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 2

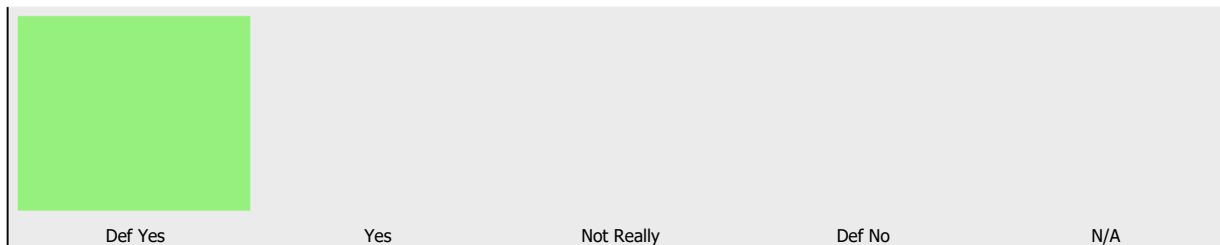
Did the person looking after you introduce themselves to you?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No.
0 (0%) answered N/A.

Question 3

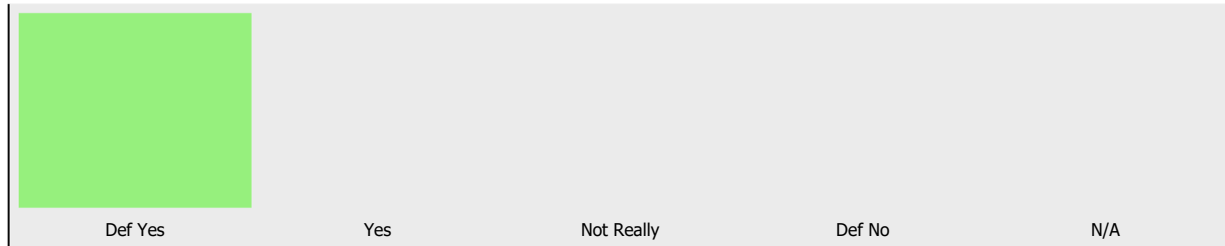
Did you feel involved in decisions regarding your/your relatives care and treatment plans?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No
0 (0%) answered N/A.

Question 4

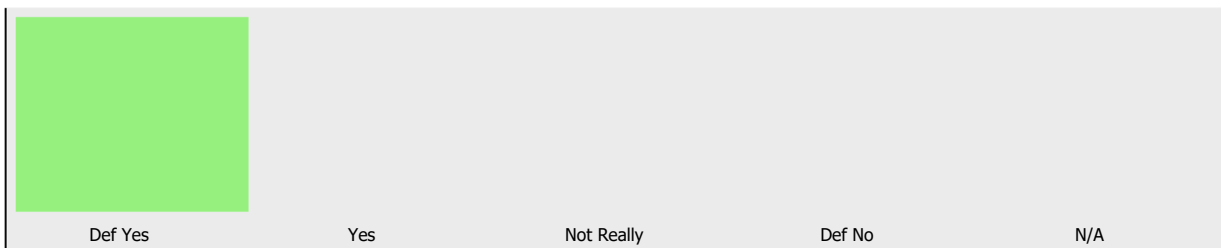
Are you aware of next steps in your treatment plans?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No
0 (0%) answered N/A.

Question 5

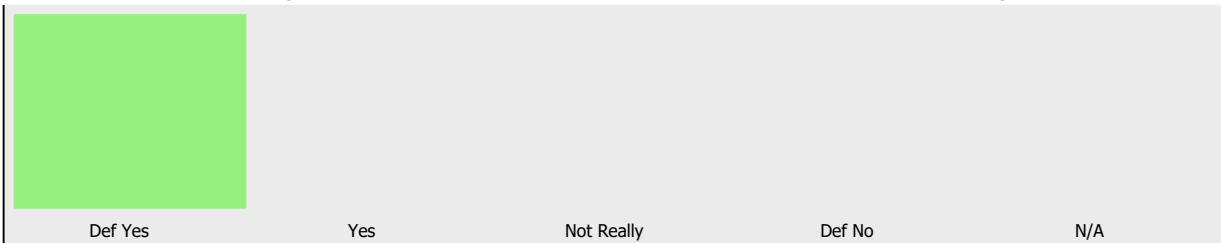
Are you kept informed of treatment plans?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No
0 (0%) answered N/A.

Question 6

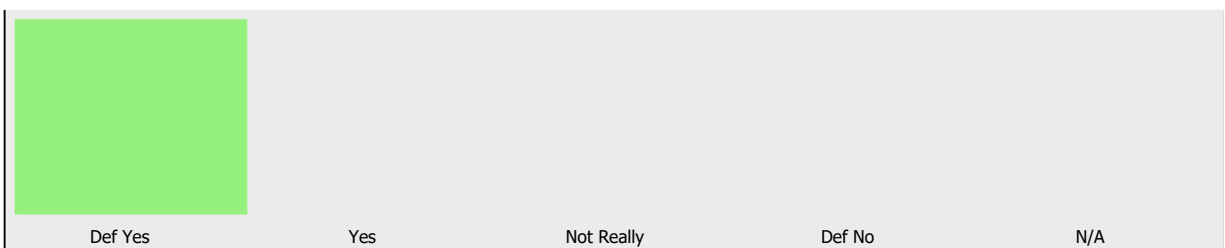
Did the person looking after you treat you/your relative with respect and dignity?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No
0 (0%) answered N/A.

Question 7

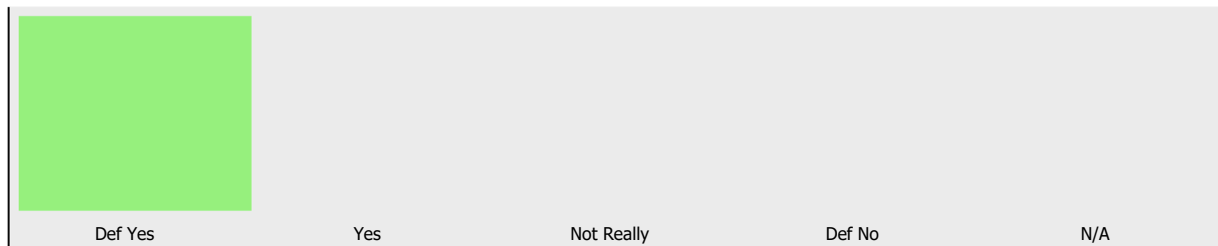
Did you have the opportunity to discuss your health care preferences and choices?



3 (100%) answered Definitely Yes.
0 (0%) answered Yes to some degree.
0 (0%) answered Not Really.
0 (0%) answered Definitely No
0 (0%) answered N/A.

Question 8

If there was a need to share information with others, did the person looking after you ask permission to share this information?



3 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

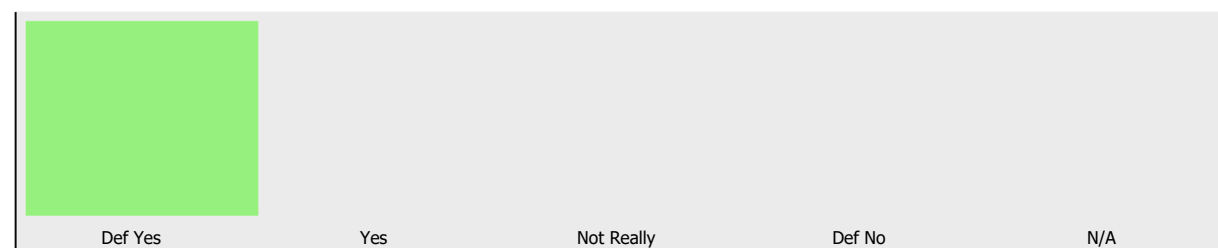
0 (0%) answered Not Really.

0 (0%) answered Definitely No

0 (0%) answered N/A.

Question 9

If you received a patient information leaflet, was the information helpful and relevant?



3 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

0 (0%) answered Not Really.

0 (0%) answered Definitely No

0 (0%) answered N/A.

Question 10

Was information provided tailored to you / your relative?



3 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

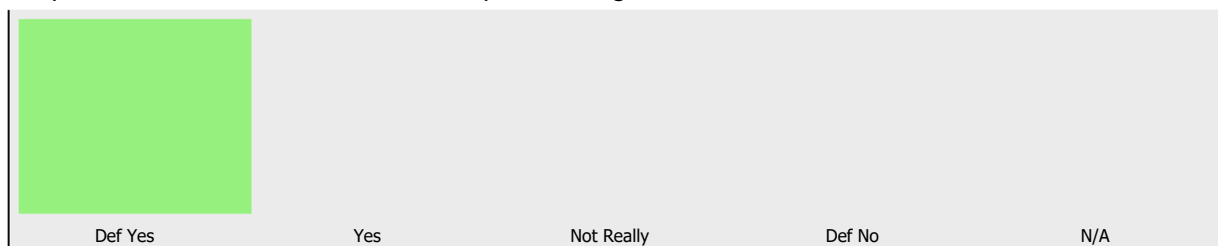
0 (0%) answered Not Really.

0 (0%) answered Definitely No

0 (0%) answered N/A.

Question 11

Did you understand the information you were given?



3 (100%) answered Definitely Yes.

0 (0%) answered Yes to some degree.

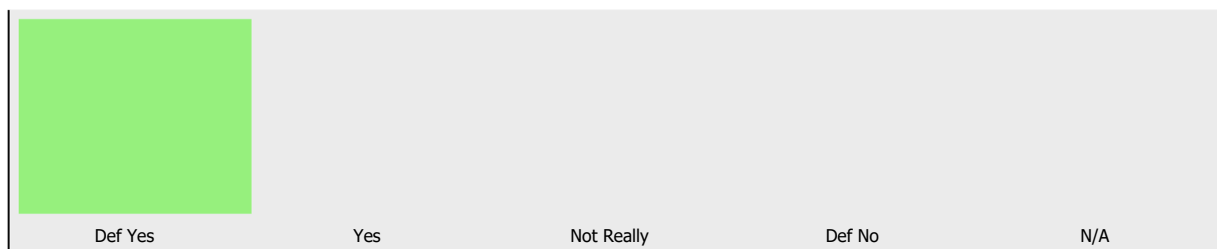
0 (0%) answered Not Really.

0 (0%) answered Definitely No

0 (0%) answered N/A.

Question 12

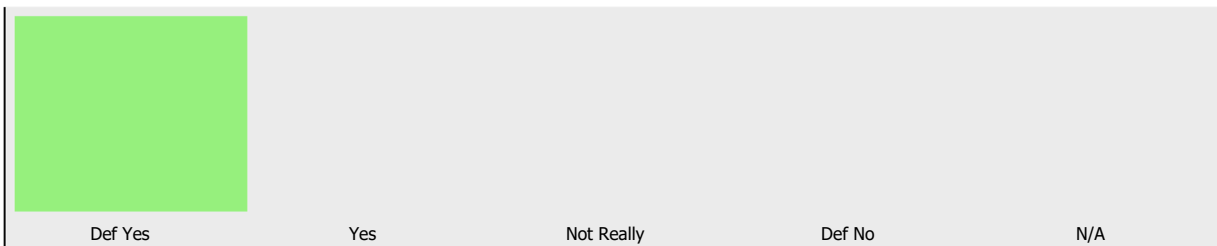
Were you signposted to other services to support your health and wellbeing?



3 (100%) answered Definitely Yes.
 0 (0%) answered Yes to some degree.
 0 (0%) answered Not Really.
 0 (0%) answered Definitely No
 0 (0%) answered N/A.

Question 13

Do you know how to contact your community team?



3 (100%) answered Definitely Yes.
 0 (0%) answered Yes to some degree.
 0 (0%) answered Not Really.
 0 (0%) answered Definitely No
 0 (0%) answered N/A.

Question 14

Would you be happy to be contacted again in the future to gather more feedback as your care continues? (if applicable)



2 (67%) answered Definitely Yes.
 1 (33%) answered Yes to some degree.
 0 (0%) answered Not Really.
 0 (0%) answered Definitely No.
 0 (0%) answered N/A.

Comments across the location for this survey.

Thank you Sian- you listened, understood and took the time to hear Melissa`s story and experience. A refreshing experience