



Have your say

Annual survey
March 2026

healthwatch
South Tyneside

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Background

At Healthwatch we regularly hear about people's experiences of health and social care. People contact us to tell us what they have liked and also about what might have been better about the care and support they have received.

"Have your say" was devised to allow us to hear the experiences of the people who we are least likely to be contacted by or ordinarily hear from.



Methodology

A set of four very broad questions were devised, giving people the opportunity to comment freely on any service they had recent experience of. Each focused on what was good, what could have been better and how. We also added a specific question about mental health.

We planned visits to a number of established groups in the community led by a range of providers.

Sessions were planned to engage participants in small group discussions around experiences they were happy to share. Comments relating to each question were to be recorded by Healthwatch staff or by the individuals themselves.

Consideration was given to possible barriers for each individual group which may impact on expression of comments/experiences, e.g. language barriers, difficulty in hearing etc.

Methods of delivery were discussed with group leads prior to attendance, to attempt to overcome possible barriers relating to language, disability etc. One-to-one opportunities to maintain dignity and confidence were also to be offered where appropriate.

Al Azhar Mosque, Tyneside Community Sheds and Men's Pie Club were supplied with some paper copies of the survey.

No identifying information was to be collected.

What we did

The method of collecting data altered as we embarked on the project. We quickly recognised that due to the way many groups were delivered, the group discussion and recording method was not the best fit.

Staff introduced themselves to participants, explained the purpose of the visit and what was hoped to be achieved. Anonymity was explained and people were made aware they could stop sharing information at any point should they wish to.

Participants were made aware no identifying information was being collected and any comments used in our final report would be anonymised.

Questions were both read out and shown (on a laminated sheet) to small groups and verbal explanation given to meanings such as 'health and social care' were given to ensure participants understood the context of the survey. Staff at some groups supported with interpretation.

Responses were recorded on paper by Healthwatch staff on a one-to-one basis within group settings or completed by individuals participating. Participants were reminded about not sharing things they did not wish others to overhear in the group setting.

The option to speak more privately was offered for those who chose to feed back to us though this was taken up as participants were happy to share their feedback within the group.

Questions included:

1. Tell us about your recent experiences of health and social care in South Tyneside?
2. What was good?
3. What could be better and how could it be made better?
4. When you meet professionals in health and social care, do they ask about your mental health or just focus on your physical health?

We attended 21 different groups/drop-ins and spoke with 310 people, with 128 survey forms completed – as detailed in the table below.

Group	Total number of participants spoken to
A Better U – mental health awareness drop-in	23
Action Station/Men’s Pie Club*	6/1
Age Concern Tyneside South – men’s group	15
Al Azhar Mosque*	1
Alzheimer’s carers	4
Apna Ghar	13
Chilln ‘n’ Spilln	30
Cleadon Park community pop-up	19
Connected Caring	12
Family Hubs – Horsley Hill	18
Grace Place	10
Happy at Home	12
Key Foodbank*	5
Naffi Break (Veterans’ group)	12
New Hope Church*	2
Palmer Community Hospital community pop-up	36
South Tyneside Hospital community pop-up	25
STARS	11
STREFF	25
Tyneside Community Sheds*	6
Your Voice Counts	24
TOTAL	310

* Paper surveys were left; we did not meet people face-to-face at these groups.

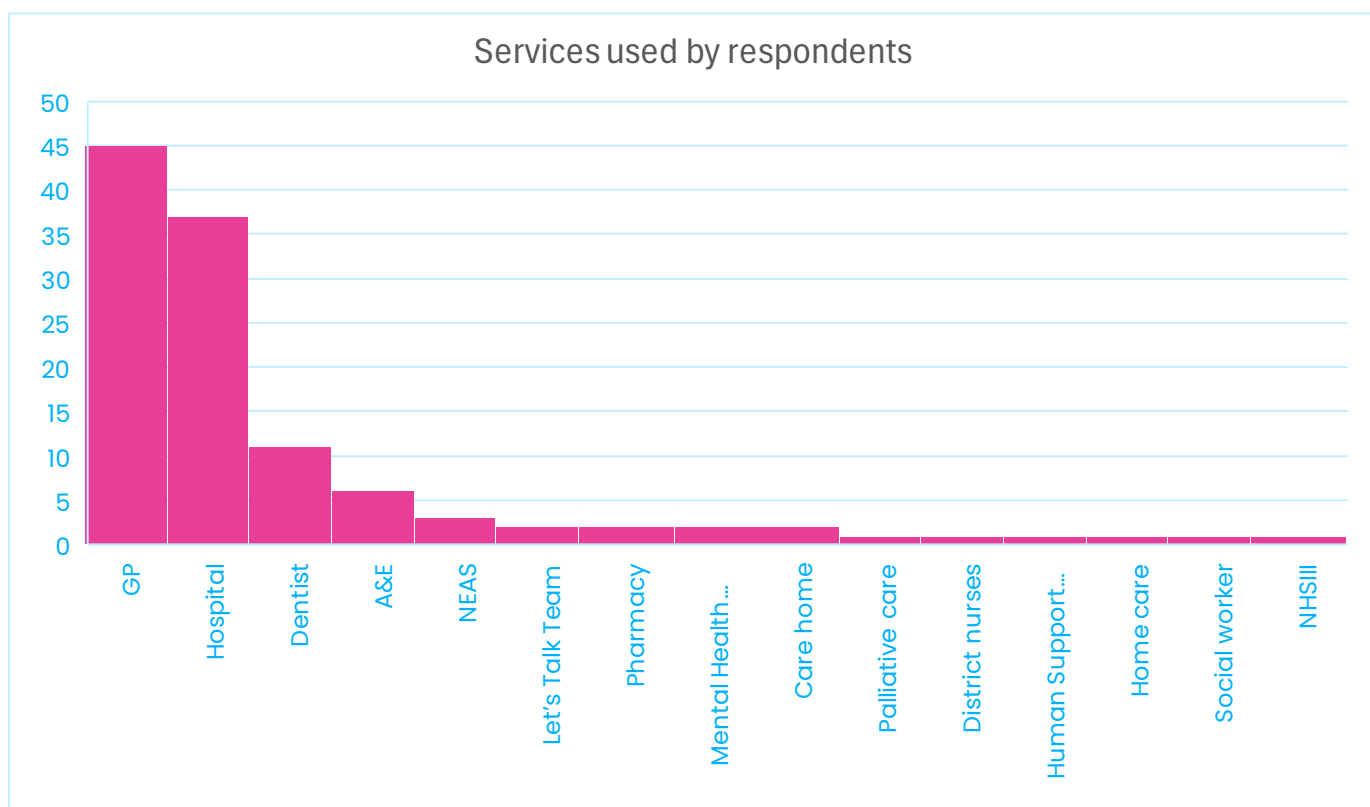
In addition to the survey forms completed face-to-face, we obtained 123 pieces of feedback which was recorded on our Have Your Say Database via telephone, email and website forms between April 2025 and February 2026.

What patients told us

Completed online survey forms

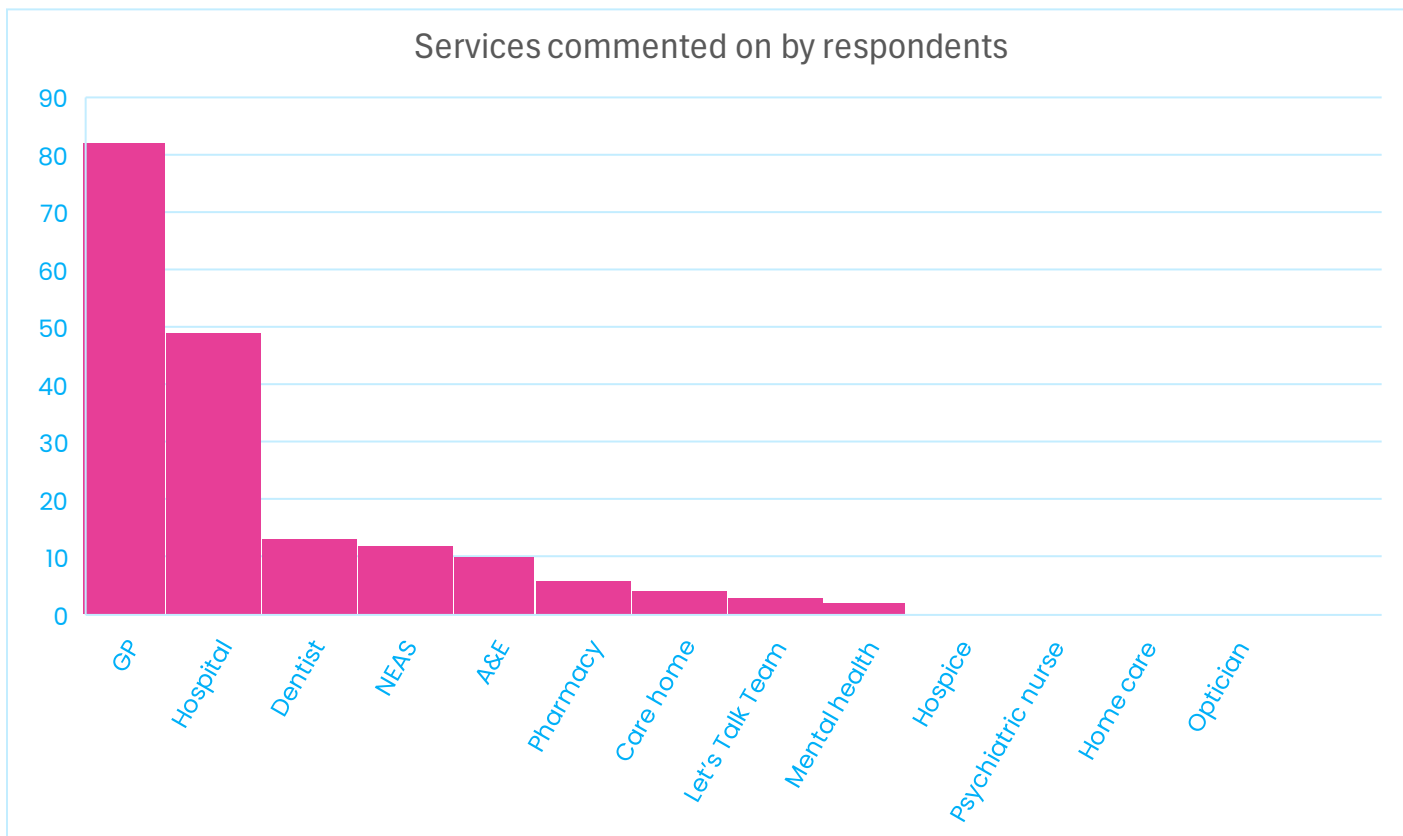
Key areas of focus

The main services used by survey participants were GPs, hospitals/A&E and dentistry.



Other services highlighted included the ambulance service, Let's Talk Team, pharmacies, palliative care, home care, care homes and NHS111.

This is reflected in the services we received 185 comments on in questions 2–5.



1. GP practices

General Practice was by far the most frequent service mentioned, with 82 comments made. These were very diverse but the main themes which could be drawn from the feedback were as follows:

1.1 Getting an appointment

People described the challenges they have around connecting with the surgery to make an appointment:



“Every time I call the surgery I get a man’s voice on an answer phone. When the recording has finished the line goes dead and there is no opportunity to make an appointment. My husband says to make the appointment face-to-face because I only live round the corner from the surgery.”

“I am neurodiverse and need to plan ahead to make my GP appointments. Being able to arrange an appointment ahead of time would help rather than ringing at

8am on the day which does not work for me because of my condition. You can rarely get appointments the same day. My appointments are not urgent so being able to book appointments in advance would help me."

"It should be easier to make appointments in person."

"It is very difficult to get an appointment with my GP or be seen by a dentist on the NHS."

"It is very difficult to get a GP appointment by calling."

"It is very hard to get an appointment at the moment. I also find it hard to find time in the day to call, as if you call after 8am you will be told there are no appointments available."

"It is very difficult to get an appointment. One challenge is finding the right time to call. If you call before 8am, you are cut off as the lines are not open yet, but if you call at 8am you are in a long queue."

"It is impossible to get a GP appointment. I walked to my GP to make an appointment. I was told by the receptionist that I had to go home and do an e-consult. I said that I don't have a computer. I still had to go home as there were no appointments for that day. When I got home I called the doctors to make an appointment and was told again that I had to do an e-consult. When I said that I didn't have a computer the receptionist made the appointment for me for the following day."

"You can't get through to the GP. The automated service means you have a long wait to get through to make an appointment and you can be cut off when waiting."

"I am having difficulty getting a joint face-to-face appointment for my two daughters with a female GP to discuss menstruation. The App won't let you book a double appointment or a face-to-face."

"You never see the same doctor twice."

"I have trouble contacting the GP surgery. I wait too long to get through and that's if it isn't engaged. I needed to see the GP but was fobbed off with a

prescription – given as a result of symptoms I gave – I wanted to see the GP so I could get a proper diagnosis. I'm not the doctor."

1.2 Waiting time for appointments

Waiting times for GP appointments were another common complaint raised:

"It can be a long time to wait for an appointment at a GP. However you can still see a prescribing nurse if you can't see a GP."

"It is very difficult to get an appointment with a GP. It is also very difficult to get an appointment with the dentist."

"It is very difficult to get an appointment with the GP at the moment."

"It is very difficult right now to get an appointment. I am told that I will have to wait up to two weeks before I can get an appointment."

"The amount of time it takes to get an appointment. Sometimes it is easier going through the pharmacy rather than calling and asking for an appointment."

"It was easier to get an appointment with my GP during Covid than after Covid."

"It is very difficult to get an appointment with a GP. When I visit the pharmacy I am told I need to see a doctor, but they are never available."

"GPs need to provide more appointments as they are incredibly hard to get."

"It takes a long time to get an appointment."

"Waiting for your appointment can be annoying as doctors are never on time."

"15 minutes after opening GPs are booked up for the whole day."

"I find it very difficult to make appointments with my GP over the phone. When I call, I am told that I could be waiting up to three weeks for an appointment. I also find I am sometimes sent back and forth between different surgeries, which is hard for me as it is a long distance to travel."

“Long wait for GP. Phone lines constantly busy. (Appointments) not long enough to discuss health issues.”

“I contacted my GP to make an appointment and was told that I would have to wait two weeks. I could be dead. A ten minute appointment is not long enough. You can only discuss one thing and I have multiple problems.”

“Pre-bookable appointments are almost impossible to get. I come into the surgery to make my appointments.”

1.3 Other issues raised

Three patients raised concerns about medical records at The Glen Medical Centre.

“When I moved doctors’ surgery it took a long time for The Glen Medical Centre to send over my medical records.”

“The Glen Medical Centre has not been updating my records. I have had to go to hospital for a shingles infection three times, and Albert Road had no record of my first infection.”

“Recently I have had to take three blood tests at Albert Road because The Glen Medical Centre had not transferred over my records. Therefore it seems as if I have had no record of healthcare since 2010.”

“I suffer from insomnia but my GP will give me nothing to help me sleep, yet a friend attends another surgery and is prescribed tablets to help her sleep. Is my GP trying to save money?”

“Communication from GP to local pharmacy – there are far too many mistakes in dispensing.”

1.4 Positive feedback

There was also some positive feedback, with one GP practice coming in for particular praise:

"Imeary Medical Group are fantastic. Not long wait to see the Dr or nurses. Staff are so helpful 10/10."

"I can always get an appointment and can be seen even if a GP is not available, A healthcare worker is always on hand."

"Albert Road have been very good. At my most recent blood test, I mentioned about my grandson's sports day. After a couple of days, the GP called to check how I was feeling and how my grandson's sports day went."

"Albert Road are very good."

"Albert Road Surgery are very good and very efficient."

"Albert Road Medical Centre are excellent and are putting my treatment right."

"When attending an appointment at Albert Road you can mention other illnesses at the same time. They don't rush you out. You feel like you can talk about anything."

"My GP has helped me find other services, such as Care of the Chemist where my children are able to receive free prescriptions of medication. The pharmacy has also been able to refer me to the doctor."

"I like my surgery as very often I see the same doctor or nurses."

2. Hospital care – inpatient, outpatient and A&E

The second most frequent service area we heard about was hospital care, including inpatient, outpatient and A&E – with 59 comments.

2.1 Positive comments

Most comments were complimentary, particularly in relation to care and cleanliness:

"Attended A&E. Was triaged very quickly and efficiently and given a GP



appointment...the same evening."

"I opted to go to Sunderland Hospital to be measured and fitted for hearing aids. The process was good."

"The staff are very caring when I attend my check-ups. I am two years clear following breast cancer. It is an excellent service."

"I was able to go home after triage and return at appointment time where I was seen and treated very professionally. I am immunocompromised so it was good not to have to wait for several hours in the hospital waiting room."

"All of the tests were carried out at South Tyneside Hospital and only took 10 minutes. I had to attend the outpatients department, everything was accessible, staff were helpful and everything was explained to me in plain English. My cataract procedure was carried out at Sunderland Eye Infirmary. The consultant spoke in easy terms. I was advised that I would receive the appointment for my other eye in four weeks' time."

"The ward was spotless. The cleaners did a fantastic job and were very helpful. The soup was delicious."

"My experience in the Diagnostic Centre was faultless."

"I fell off the kitchen bench on Monday and was taken to A&E. It was great. I was triaged very quickly, was seen by two doctors and a nurse."

"Everything was good. I have recently undergone surgery for a cancer tumour on my kidney. Everything went well. Couldn't fault the care. I had to travel to Durham to meet with the consultant. The taxi was arranged for me through the hospital."

"The staff have been great. They take great care of all patients on the ward. The ambulance gave great care as well. Overall, nobody could have done anything more. The food is good as well."

"Excellent care from ambulance service and all departments and really good provision for discharge home and follow up from physiotherapists and referred agencies by hospital."

"Courteous, caring excellent cleanliness - overall made a horrible experience less painful and worrying. The nursing staff and doctors were amazing."

"Both the ambulance service and the staff in radiotherapy and chemotherapy at South Tyneside Hospital were good."

"Nothing could have been better at A&E."

"The reception and operation team were fabulous. Nurses on the recovery ward were fine, lovely girls."

"I had a check-up. It was alright. I get a sticker. In the ambulance and at the hospital I was given good care. I had to stay in hospital for a week and the care agency Steps Support Care took turns to stay with me."

"All of the professionals who he and the family came into contact with were wonderful and respectful. The nursing staff and cleaning staff on Ward 2 are amazing. The food is perfect. My dad says 'It is the best hotel I have ever stayed in'."

"STDH Women's Health Unit nurse was lovely, friendly and honest."

2.2 Negative comments about A&E waiting times

There were some negative comments about waiting times in A&E:

"Two visits to A&E in the last couple of months. On the first visit I spent nine hours in a wheelchair waiting to be assessed. On the second visit to A&E I was seen to immediately and admitted to a ward. There was evident care from nursing staff."

"I took my son to South Tyneside hospital by ambulance with severe nose bleeding. It took more than five hours to be attended to. The doctor said go to your GP in the morning and get a prescription from there, rather than just writing the prescription. They eventually gave me (one) after explaining the challenges."

"I waited 20 hours in A&E. Nurse said 'You will get seen in your turn unless you are dying'. I told the nurse that I am diabetic and was advised that some food would arrive for me, however it didn't and I had nothing to eat that whole time. I tried to use the vending machine but it didn't work and I lost my £4. I feel that staff have

no time to care because they are so busy. No food, no drink, no beds – I was sent home because there were no beds.”

“During a seven hour wait in A&E a patient sitting in the waiting area started fitting. I knocked at the nurse’s door and she asked me to stay with them, which I thought was odd as what could I do? After some time the nurse came out and gave the patient a drink of water. I have always been a great advocate for South Tyneside Hospital but this experience has changed my view. Staff seemed fed up. I thought that one healthcare professional must be nearing the end of her shift and I found out that she had just started.”

“South Tyneside A&E were excellent although the waiting time was long. The care and attention once seen was excellent.”

2.3 Other issues raised

There were a range of other issues raised by respondents, including hospital to GP communication, hospital food, car parking and visitor facilities.

“Attended STDH as an outpatient at the women’s health care unit. Nurse confirmed I had a severe water infection and sent a letter to my GP advising to put me on a long term antibiotic. I had to contact my GP three weeks after to request the antibiotic. STDH to a GP correspondence has gone downhill dramatically.”

“My father should never have been admitted to Ward 3 because he had just had chemo and the other patients were infectious. He should have been placed on a separate ward or in his own room. Father deteriorated within two weeks. He caught pneumonia and an infection though I can't prove that it was picked up on the ward.”

“Hospital food not good compared to Freeman.”

“The nurses need shorter shifts, as they work almost 12 hours with little breaks. There also needs to be more parking – there is a grass area near the hospital that could be turned into a car park.”

"In our case my wife and I were so well looked after all the time. The only thing which could be improved are facilities for carers and family to buy food and drinks when the café closes e.g. late evening and night."

"After radiotherapy and chemotherapy had finished I felt that I was left to my own devices. I was left in limbo. I sought support from a local charity Cancer Connections."

3. Dental care

Dental care ranked third most commented on, with 13 mentions in survey responses. Almost all referred to the difficulty accessing NHS dental services.



"There are problems with dentists in South Tyneside. No dental surgery is taking new patients. We need the NHS to provide more dental practices in our borough."

"I cannot get an NHS dentist."

"Finally registered with a dentist after seven years. Having to travel to Gateshead."

"Long dentist waiting list for NHS appointments."

"We need more doctors and dentists."

"There are not enough dentists. The extra charges at the dentist, whether NHS or Private, are very difficult to afford."

"It is very difficult to...be seen by a dentist on the NHS."

"It is very difficult to get an appointment with a dentist on the NHS. I have not been to the dentist for some time because of this."

"I find it difficult to get an appointment, particularly at the dentist. I have not been to the dentist for around three years."

"It is very difficult to access a dentist at the moment. I am aware that you can call 111 for dental emergencies."

"Dental receptionists are rude at Flagg Court and I cannot get a quick dentist appointment."

"I have a great dentist on Fowler Street."

4. Pharmacies

Pharmacies were the next most popular topic raised by respondents, and most comments were positive.



"Excellent service from my pharmacy."

"Very good service from my pharmacist."

"Nothing good about GP surgery, but I find pharmacies far more informative and accessible."

"Pharmacies are good."

"The pharmacy has been helpful when I need to be referred to a doctor."

"My local pharmacy (Dinning's Jarrow) is fantastic."

"Communication from GP to local pharmacy - there are far too many mistakes in dispensing."

5. Other services

A range of other healthcare services were commented on by survey respondents, including mental health, home care, care homes and palliative care.

"I am under the care of the community acquired brain injury service as well as at South Tyneside Hospital. The service has been excellent. Most of my care takes place at my home."

"Cera Care!! Shocking care for a friend I looked after. Understaffed, untrained PPI. The care was just not there, abuse my friend mentioned to staff, bosses, CQC, social workers. The blame was put on my friend, aged 93-95."

"My husband has a lovely male carer and I think the world of him. We have a good routine where I help my husband into the shower and wash him and the carer with dry him and help him to get dressed."

"The hospice, Cedar Unit, was wonderful and the cancer nurse was exceptional."

"I had several falls at my home and the Let's Talk Team assessed me for adaptations to my home. I need a stair lift and they discussed renting and buying. I am going to rent. The team were very good, very patient and explained everything clearly."

"I moved to Central Surgery one-and-a-half years ago and I am pleased that I did. They have kept on top of my general health through regular check-ups."

"Being referred for screening to Haven Court. The whole experience was very informative. The referral was prompt as was the test."

"I suffer PTSD following ten years in the Armed Forces. The Community Psychiatric Nurse was good. She understood me."

"Whilst at the Lodge I was unable to be independent which is important to me. I am much happier at Glenthorpe. There is a warden on site if I need help. The residents are friendly and I can come and go as I please."

"My daughter has Downs Syndrome. All her appointments are good and very accommodating – ENT, Sunderland Dentist, physio, Dr Cook Central Surgery – fab."

"Gynaecology has an 18 week waiting time for appointments. Would be better if these timescales were shorter."

“Communication for appointments needs to be in a format that people with eye conditions can access. Texts and emails are unreliable and can be missed.”

“Mental health appointments are efficient and prompt. It is a much needed service.”

6. Were patients asked about their mental health as well as physical health?

Of the 113 respondents who answered this question, 28 said they were also asked about their mental health when meeting health and social care professionals but 83 said they were not. Two did not give a clear answer.

Comments included:

“The nurses at Albert Road ask how are you generally.”

“Yes, the GP and the dentist both ask how I am, is everything alright and am I worried about anything.”

“They do ask about my mental health as well as my physical health.”

“Never been asked about my mental health.”

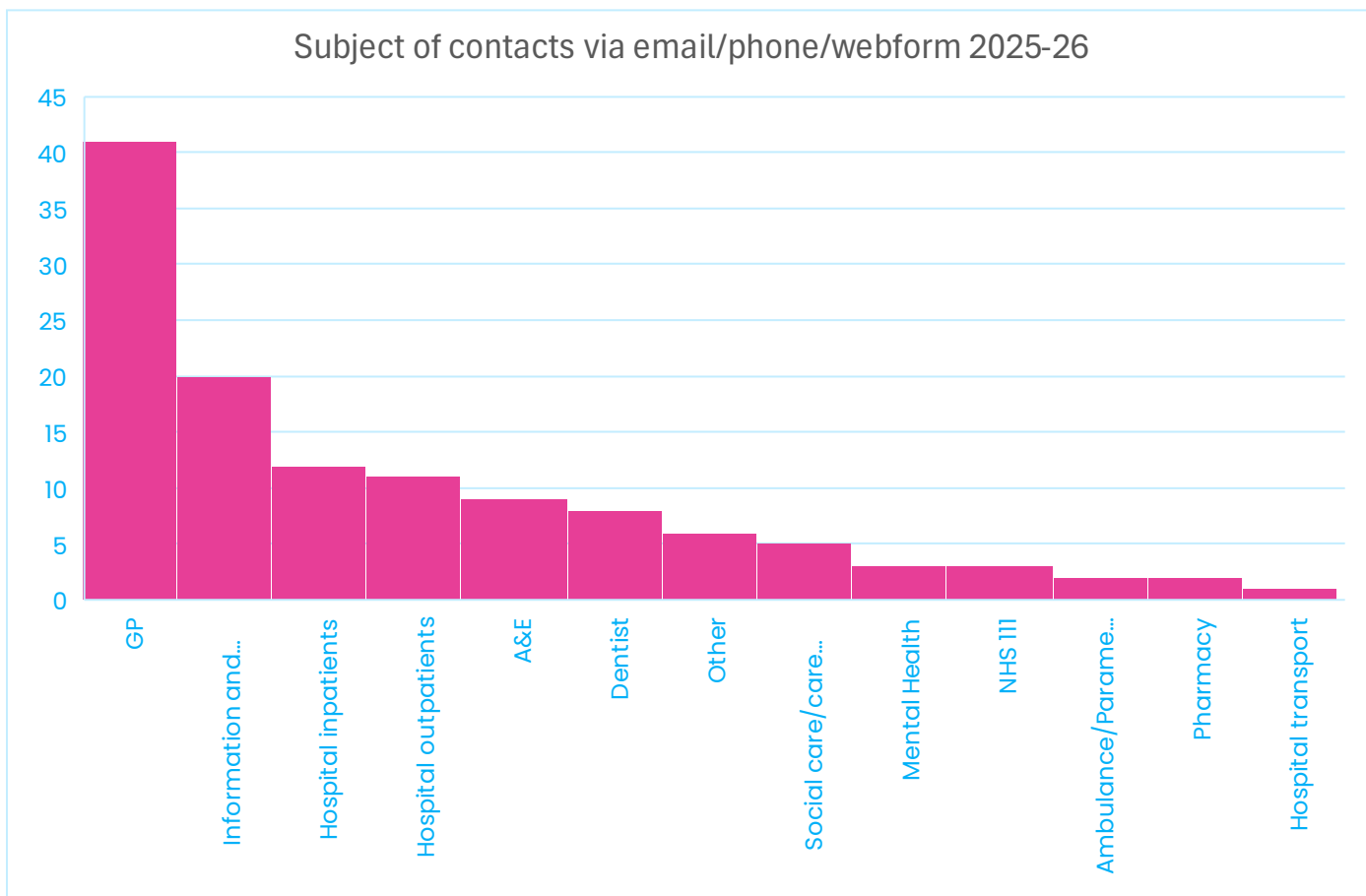
“No, even though I have had counselling following the loss of my wife.”

“No, I have depression and when I attended an appointment for my sinuses I wasn't asked.”

“Local charity Cancer Connections did but no other professionals.”

Feedback via telephone, email and website

In addition to the online/face-to-face questionnaire, there were 123 individual pieces of feedback recorded via telephone, email and the website on a range of services including general practice, hospital care (in and outpatient), dental care, ambulances and hospital transport.



Comments received included:

"The paramedic who came to assess my eight-year-old son was an absolute credit to the NHS. He was such a calming and professional influence on a such a distressing situation."

"The clinical and medical care at Sunderland Royal Hospital was absolutely first class. However, day-to-day care on the ward was not so good. The ward was short-staffed with nurses, and they were consequently very overworked. The ratio of nurses to patients was very poor. Simply not enough nursing staff."

"I cannot praise our local hospital enough for their outpatient clinics. Always very thorough. Our ARAS team are brilliant and the 'LEEP' Program is excellent."

"Sadly our GP practice is not so great. I feel having to wait 25 days for an appointment with a doctor is not acceptable. In some cases, you could become extremely unwell before you could see a doctor."

"I went to A&E and was very apprehensive due to attending after an overdose. However, I didn't need to worry as everything went very smoothly and efficiently. All the doctors and nurses that treated me were professional, non-judgemental and kind. I was triaged within five minutes of arrival and had seen a doctor and started treatment within 45 minutes of arrival. After four hours, I was transferred to the EAU ward where staff were also friendly, patient, helpful and professional. All in all, I had a very positive experience for the two days I was there and the staff were kind."

"Colliery Court GP practice is very professional. You can get an appointment same day thorough examinations and advice given . Repeat medication authorised timely and staff are always friendly and helpful."

"The South Tyneside Family Hub and Breastfeeding Support Team are incredible! They have helped me and many friends exclusively breastfeed. We are very lucky to have their support."

"I was sent for an X-ray by my GP. The X-ray was the next day, so very good. But the results took six weeks to come through. This is a ridiculous amount of time."

"Central Surgery in South Shields is absolutely outstanding in every way. Their doctors and other practitioners all have a special area of interest, so triage on the phone or online means your appointment is made with the appropriate person. They are effective in sending timely reminders for regular checks. They carry out blood tests, ear irrigation and minor surgeries on site. I have never had any trouble getting face to face appointments when needed. They have recently updated their telephone systems, massively reducing long waits to get through. The care is extraordinary. I can't fault them."

Key observations

Access to GPs

The difficulty making and securing GP appointments and waiting times dominated the feedback obtained in the annual survey.

Almost 45 per cent of the comments made were about GP services. Many were about the infamous '8am rush' to secure appointments by telephone, but some patients were unhappy at being pushed to use eConsult.

One told us how they had walked to their GP practice to try and secure an appointment in person but had been asked by the receptionist to return home and use eConsult. When they explained they did not have a computer they were told they would still have to go home as there were no appointments for that day.

After returning home and calling the surgery to make an appointment they were again told to use eConsult. After again stating they could not use the facility, the receptionist made an appointment for the following day.

Another simply wrote: "It should be easier to make appointments in person."

Then there was the waiting time between securing an appointment and actually seeing a GP. Some respondents said they faced waits of between two weeks and 25 days. One said: "I could be dead."

Three patients complained about issues with medical records at The Glen Medical Centre.

But there was also some positive feedback for GP practices – five patients singled out Albert Road for praise, with laudatory comments also made about Central Surgery, Imeary Medical Group and Colliery Court Medical Group.

Hospital care

The second most commented on area was hospital care, including inpatient, outpatient and A&E, with 59 comments – just under a third of all feedback.

Most comments on both in and outpatient care were complimentary, particularly around care and cleanliness. There were some concerns expressed about understaffing relating to nursing.

Waiting times at A&E were another area of concern for some patients, with waits of nine hours and 20 hours claimed. One respondent alleged they were told by a nurse: "You will get seen in your turn unless you are dying."

Dental care

Dental care was the third most commented on service, with almost all feedback referring to the difficulty accessing NHS dental services – not a new issue both locally and nationally.

Pharmacies

Pharmacies came out well, as the fourth service in order of comments made, with one (Dinning's Jarrow) being described as "fantastic". However, one respondent claimed communication between a GP practice and local pharmacy needed to improve as "there are far too many mistakes in dispensing".

A range of other healthcare services commented on by survey respondents included mental health, home care, care homes and palliative care.

Positive comments included praise for the Brain Injury Service, Breastfeeding Support Team, South Tyneside Family Hub, Cedar Unit and Sunderland Royal Hospital.

Mental health

Less than a quarter of the respondents said they were also asked about their mental health when meeting a health or social care professional .

Recommendations

The overall 'mood' of the feedback would appear more positive than in recent years, which reflects national opinion polling about the NHS.

There clearly remains, however, an issue in primary care around access to GPs – both in terms of how patients are directed to make appointments and waiting times once they have.

It could be that the surgeries singled out for praise may be able to share best practice around flexibility in the methods patients can use to make appointments and how they are triaged. One GP practice in particular was namechecked several times positively.

If a patient tells their practice they do not have access to eConsult another method should be made readily available to them. Hopefully we will see improved GP access in the coming year, in line with the expectations of the new GP contract.

Several respondents were positive about pharmacies, and more promotion around the increased range of services they offer could help reduce demand for GP appointments.

Hopefully the recent boost in regional emergency dental care provision will improve emergency access to dental care, but the position on routine NHS dental care remains uncertain and will continue to be an issue in the short term. Efforts to raise awareness of the new emergency care centres need to continue.

It was pleasing to read so many positive comments about inpatient and outpatient services, and South Tyneside and Sunderland NHS Foundation Trust will no doubt be pleased at how both care and cleanliness came out so well in the survey.

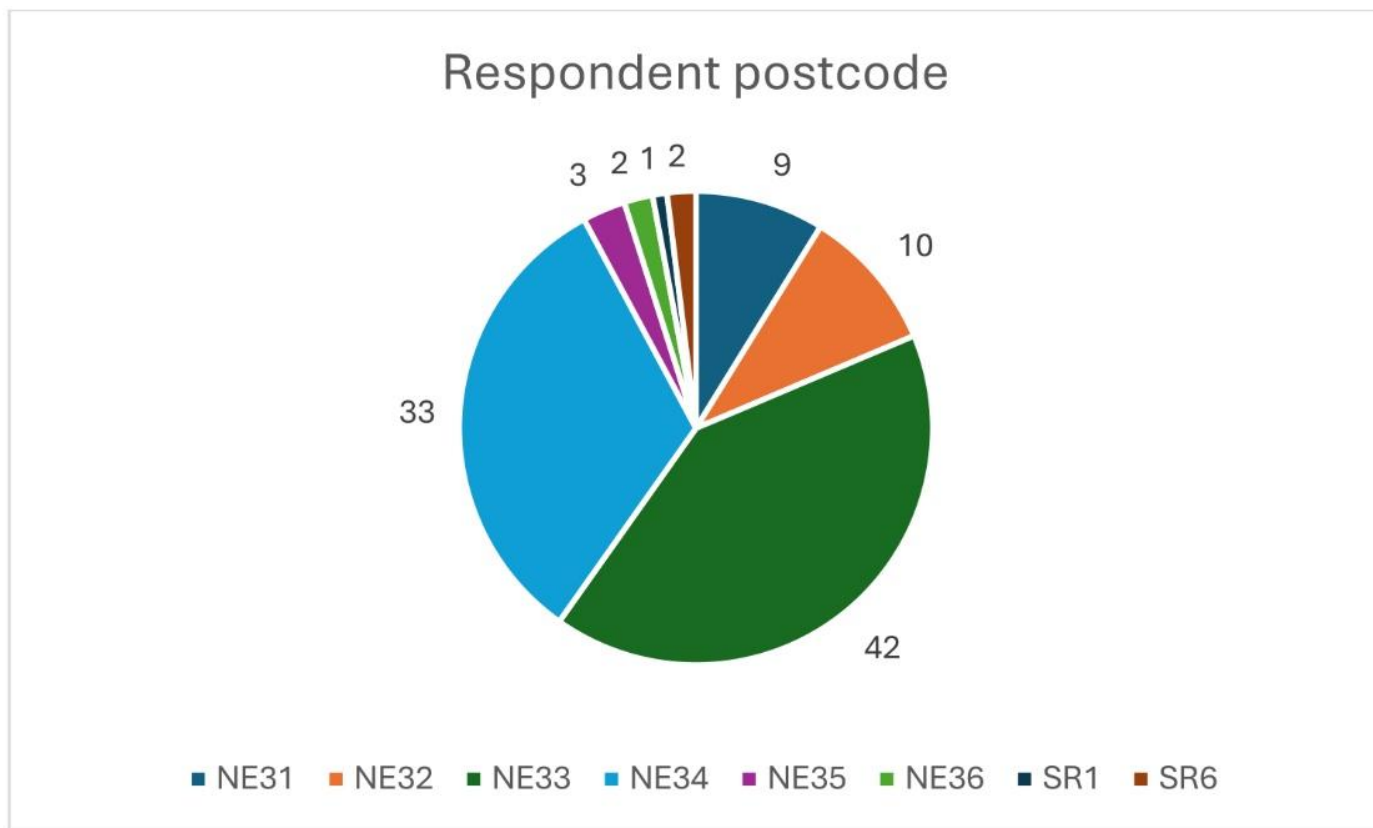
A&E waiting times has long been an issue both locally and nationally and efforts to remind the general public about (in)appropriate use of emergency care services should continue.

We did note the low percentage of patients attending medical consultations who were asked about their mental health and commissioners may wish to look into this as a preventative measure which should be more widely practised.

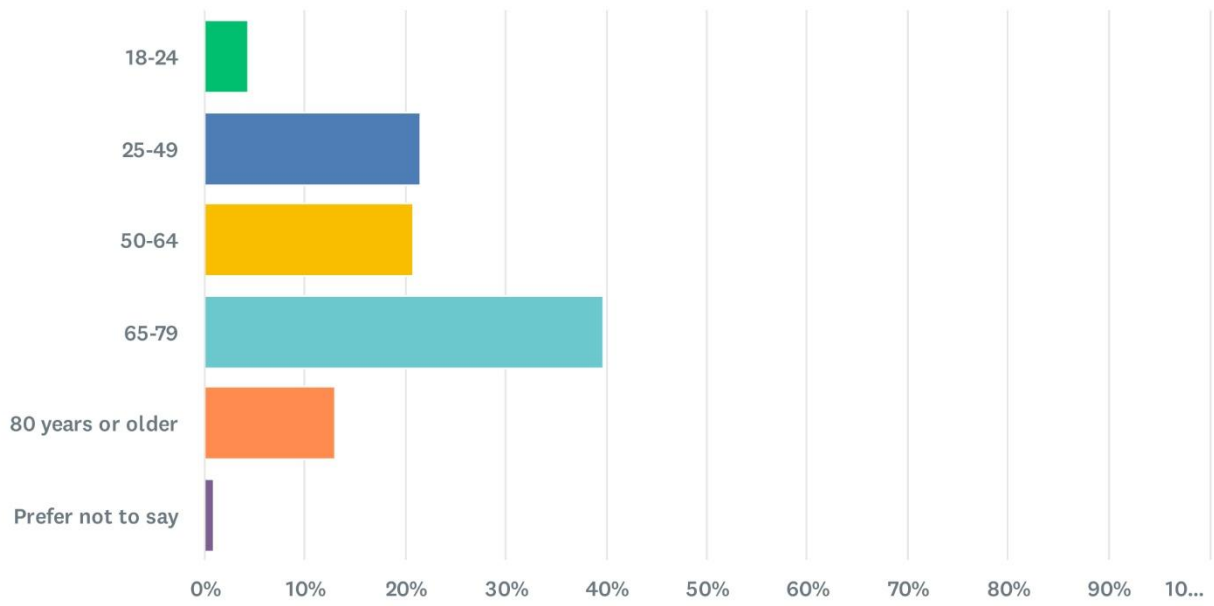
We'd like to thank all the organisations and individuals who assisted us with this report. The findings and our recommendations will be shared with health and social care commissioners to assist future service planning.

APPENDIX: Demographic information

Q6. What is your postcode?

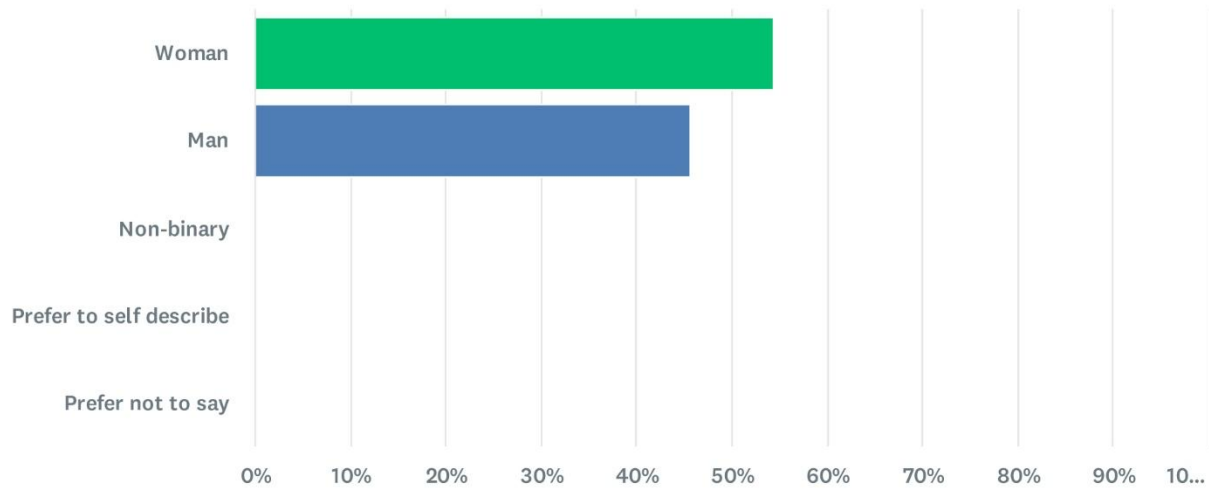


Q7. What is your age?



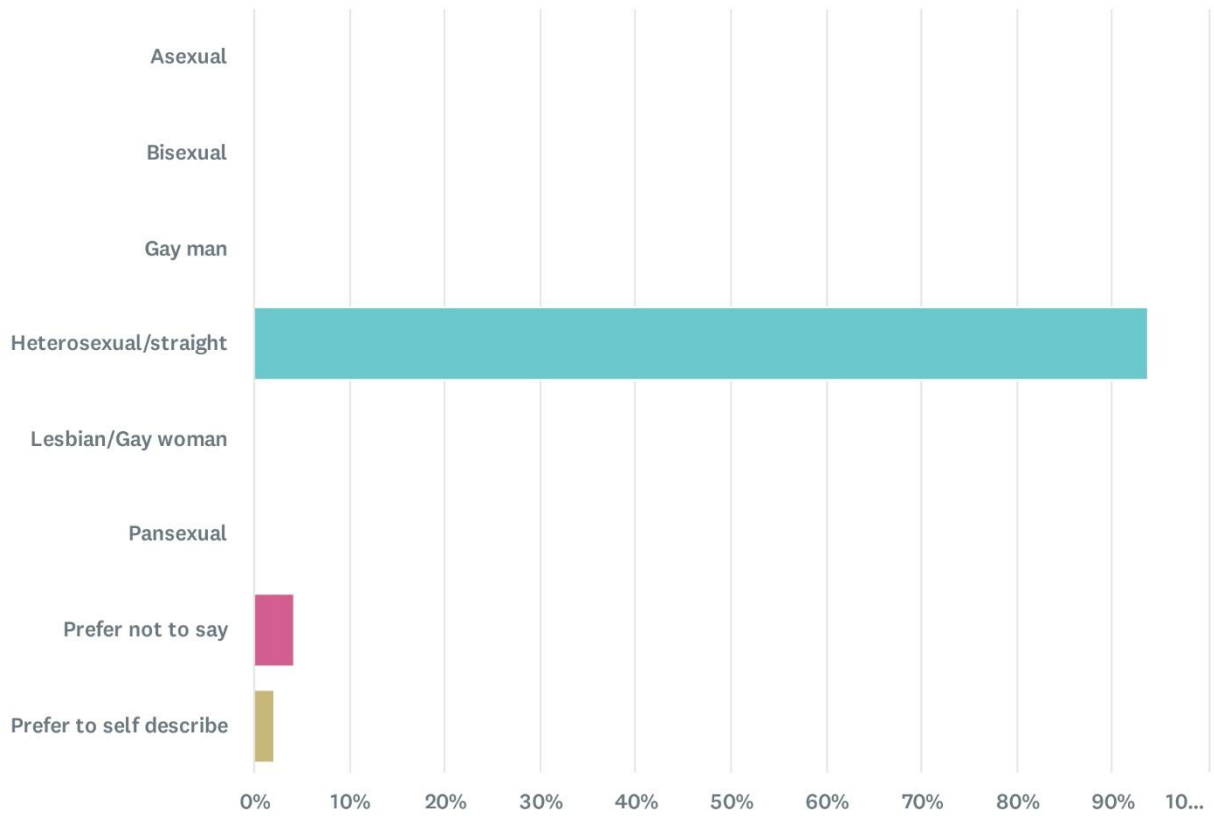
Answer Choices	Percentage	Responses
18-24	4.31%	5
25-49	21.55%	25
50-64	20.69%	24
65-79	39.66%	46
80 years or older	12.93%	15
Prefer not to say	0.86%	1
Total		116

Q8. What is your gender?



Answer Choices	Percentage	Responses
● Woman	54.31%	63
● Man	45.69%	53
● Non-binary	0%	0
● Prefer to self describe	0%	0
● Prefer not to say	0%	0
Total		116

Q9. Please tell us which sexual orientation you identify with

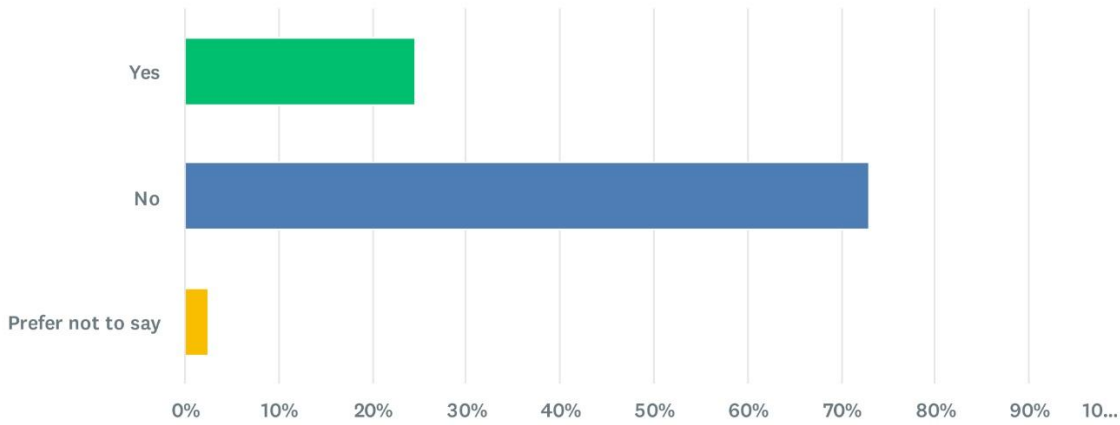


Answer Choices	Percentage	Responses
● Asexual	0%	0
● Bisexual	0%	0
● Gay man	0%	0
● Heterosexual/straight	93.81%	91
● Lesbian/Gay woman	0%	0
● Pansexual	0%	0
● Prefer not to say	4.12%	4
● Prefer to self describe	2.06%	2
Total		97

Q10. Please select your ethnicity

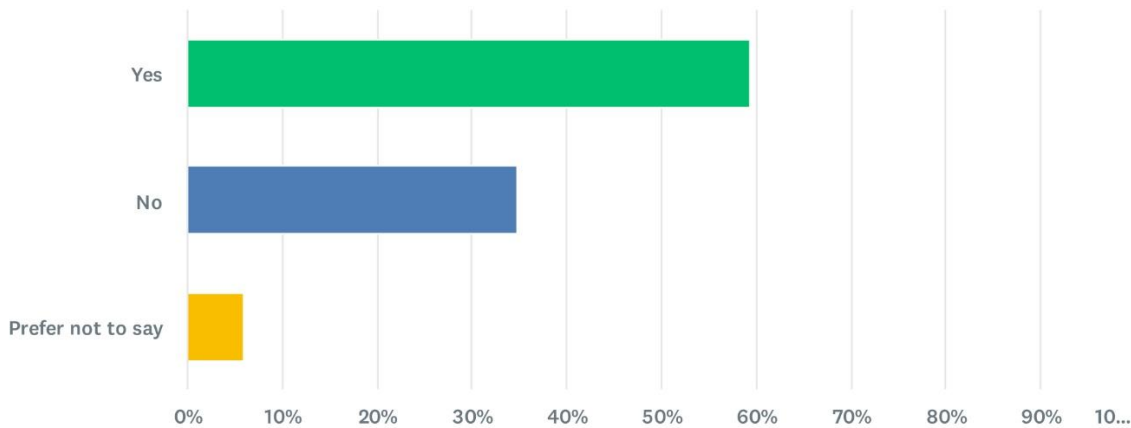
Black, Black British: Any other Black / British British background	0%	0
Arab	0.83%	1
Asian/Asian British: Bangladeshi	12.50%	15
Asian or Asian British: Chinese	1.67%	2
Asia/Asian British: Indian	0.83%	1
Asian/Asian British: Pakistan	2.50%	3
Asian/Asian British: Any other Asian/Asian British background	4.17%	5
Black/Black British: African	0.83%	1
Black/Black British: Caribbean	0%	0
Black/Black British: Any other Black/Black British background	0%	0
Mixed/ multiple ethnic groups: Asian and White	0.83%	1
Mixed multiple ethnic groups: Black African and White	0%	0
Mixed/multiple ethnic groups: Black Caribbean and White	0%	0
Mixed multiple ethnic groups: Any other Mixed/ Multiple ethnic group background	0%	0
White: British / English / Northern Irish / Scottish/ Welsh	70.83%	85
White: Irish	2.50%	3
White: Gypsy / Traveller / Irish Traveller	0%	0
White: Roma	0%	0
White: Any other White background	2.50%	3
Prefer not to say	0%	0
Other (please specify)	0%	0
Total		120

Q11. Do you consider yourself to be a carer?



Answer Choices	Percentage	Responses
● Yes	24.58%	29
● No	72.88%	86
● Prefer not to say	2.54%	3
Total		118

Q12. Do you have a disability or long-term condition?





Answer Choices	Percentage	Responses
● Yes	59.32%	70
● No	34.75%	41
● Prefer not to say	5.93%	7
Total		118



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