

Primary Care Survey & the STP process – Rutland

In 2016 agreement was reached with East Leicestershire & Rutland CCG that Healthwatch would undertake an independent survey of primary care services in Rutland.

This survey commenced on 4th January 2016 and will close on 1st February 2017.

This timing means that the current views of Rutland people can be fed into the STP process.

The views of Rutland people are being sought via:

- Electronically via Survey Monkey to a wide range of networks
- Via hard copy at outlets in towns and villages of Rutland (see list of outlets below)
- Via hard copy to clubs, groups, committees and voluntary organisations and patient groups.

A copy of the questionnaire is inserted below and copies are available:

- On HWR website (electronic)
- From the HWR office (paper)
- At outlets (paper)
- Via HWR volunteers (paper)

Easy read and large print copies are available on request from HWR office.

Outlets and drop off points across Rutland

Oakham

- Oakham Medical Practice,
- Boots Chemist, 18 High St, Oakham, Leicestershire, LE15 6AL
- M & H Pharma Ltd 45c, High St, Oakham, Leicestershire, LE15 6AJ
- Oakham Library (in the museum)

Market Overton

- Market Overton Surgery

Somerby

- Somerby Surgery

Uppingham

- Uppingham Surgery
- Boots Chemist, 26 High St East, Uppingham LE15 9PZ

- Uppingham Library
- Uppingham School Sports Centre

Empingham

- Empingham Medical Centre

Kendrew Barracks

- Kendrew Barracks Medical Centre

Barrowden

- Community Shop
- Barrowden Surgery

Ketton

- Ketton Library
- Ketton Surgery

Ryhall

- Ryhall Library

Exton

- Exton Village Hall

Wing

- Wing Village Hall

Greetham

- Post Office & Village shop

Questionnaire

[Overleaf]

Have your say on Healthcare Services in Rutland



Healthwatch Rutland is the independent health and social care watchdog for Rutland. You can help us to influence the future of local health services for Rutland by completing this survey and telling us about your experiences, what you value and what could be improved.

Returning this survey

Please return the survey **by 1st February 2017** to Healthwatch Rutland, c/o Voluntary Action Rutland, Lands End Way, Oakham, Rutland LE15 6RB.

Or, drop it into one of the local collection boxes provided in various outlets.

Or, you can complete this survey online at: www.healthwatchrutland.co.uk

Responses to the survey will be anonymous.

However, if you are happy for us to contact you to talk about your responses or to offer you the opportunity to join a discussion on these issues, please provide your contact details below. Alternatively, you can call us on 01572 720381. We are keen to hear from you and will be offering a £50 prize to the lucky winner so please help us.

Name:.....

Address:

Telephone number:.....

Email:.....

Large print, easy read and braille versions available on request 01572 720381

[For Office UseV13 [December 2016]

GP Services

These are the services available at your GP surgery

1. Please rate services at your GP surgery

	Very poor	Poor	Satisfactory	Good	Very Good
Overall experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Based on your recent experience, please tell us how your GP services could be improved:

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3. Are you willing to see one of the following health practitioners rather than a GP if it is appropriate for your needs?

- Only GP Practice Nurse Healthcare Assistant
- GP registrar (GP in training) Pharmacist

4. Please tell us how likely you are to use one of these alternative ways of communicating with your GP or healthcare professional.

	Definitely not	Very unlikely	Unlikely	Likely	Very
Likely					
Telephone consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS (Text Message)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Typetalk (Text-to-voice and voice-to-text relay service for those who cannot talk or hear on the 'phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, please give details:

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.....
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5. Thinking about routine appointments, how acceptable would it be to visit another GP surgery or community hospital (eg Rutland Memorial) for any of the following? :

	unacceptable ideal	only as a last resort	No opinion	acceptable	
To see a doctor from another practice who is a specialist in your condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To attend a specialist clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For tests or treatment which would normally be done in hospital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. How far would you be prepared to travel to another GP practice or community hospital for services in Q 5 above?

- Less than one mile
- One to three miles
- Four to five miles
- Six to ten miles
- More than ten miles
- I am not willing to travel to another practice

7. Do you have any concerns about getting to GP surgeries in your area? (For example, the number of surgeries available, where they are, availability of transport to get to surgeries or anything else?)

- No
- Yes, please give details below

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Urgent Care

These are services to support you if you need healthcare urgently (i.e. it cannot wait for a GP appointment the next day) but the situation is not life threatening (eg not bad enough to require Accident and Emergency with or without an ambulance)

8. Are you aware of the following services you can use when you have an urgent healthcare need? Please tick ALL that you know about.

- The NHS 111 telephone number.
- GP practice during opening hours
- Pharmacy
- Urgent Care Centre
- Out of hours GP service

9. Do you know where your nearest Urgent Care Centre is? (ie for urgent but not life threatening care)

- No
- Yes, please say where it is.....

10. Do you know the opening times and services of this Urgent Care Centre?

- No
- Yes

11. Have you used the services available at this Urgent Care Centre?

- No, please go to q.13
- Yes, please tell us how your overall experience was:

Very poor Poor Satisfactory Good Very Good

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-
-
-
-

12. Based on your experience, please tell us how Urgent Care Services could be improved:

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13. Do you feel you have enough information to help you decide where to go if you require urgent health care?

- Yes
- No
- Not sure

Mental health services

In most cases, these are services you are referred to by your GP. There are some services to which you can self-refer (eg services for drug problems and alcohol problems, as well as some psychological therapies).

14. Have you used mental health services in the last 12 months?

- No, please go to q.17
- Yes, please tell us how your overall experience was:

Very poor Poor Satisfactory Good Very Good

15. Which services have you used?

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16. Based on your experience, please tell us how mental health services could be improved?

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Emergency ambulance services

These are the services in response to a 999 call for help.

17. Have you needed to call an emergency ambulance for yourself, a family member or someone else in the last 12 months?

No, please go to q.19 Yes, please tell us how your overall experience was:

Very poor Poor Satisfactory Good Very Good

18. Based on your experience, please tell us how emergency ambulance services could be improved?

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Non-emergency transport services

This question is about transport for patients to and from routine healthcare appointments arranged via the NHS (eg ARRIVA)

19. Have you used non-emergency transport services yourself in the last 12 months?

No, please go to q.21 Yes, please tell us how your overall experience was:

Very poor Poor Satisfactory Good Very Good

20. Based on your experience, please tell us how non-emergency transport services could be improved?

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Other services

21. Dentistry - Do you have an NHS Dentist in Rutland? If Yes go to question 22. If No, where you get dental services

22 Pharmacy –Rate your experience of your local pharmacy services (chemists)

Very poor Poor Satisfactory Good Very Good

Please tell us how you think local pharmacy services could be improved

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23. Information - Where do you get information to help and support you keep well?

- Leaflets from your health professional
- A telephone advice line e.g. NHS 111
- Information on your own GP practice’s website
- A specialist voluntary organisation (e.g. Diabetes UK, Stroke Association)
- Meeting other people with a similar condition
- Information on an NHS website, please say which.....
- Other eg Google, Healthwatch Rutland , please say which

.....

24. Other health services in the community - Is there anything else you would like to tell us about your experiences of healthcare including improvements you would like to see in the future?

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Anonymous information about you

This information will help us understand problems faced by specific groups of Rutland people.

25.How long have you lived in Rutland?

26.Where do you live in

Rutland?.....

27.Do you live in Owner occupied home Rented home Care home Sheltered housing A school Barracks Other (please describe)

.....

28. Are you registered with a GP in Rutland Yes No, please tell us where
.....

29. Name of GP Surgery:

30. What is your gender?.....

31. Would you describe yourself as disabled?.....

31. What ethnic group do you belong to?

Please indicate your age group: 16-25 26-35 36-45 46- 55
 56-65 66-75 76 & over

Thank you very much for completing the survey