

# ENGAGEMENT AND INSIGHT FOR COMMISSIONING HEALTHCARE IN CORBY

## 1 Introduction

Meaningful public engagement is not just a statutory requirement for NHS Corby CCG. It is also essential if the CCG is to have genuine insight into the opinions, wishes and concerns of the people of Corby, to inform healthcare commissioning decisions.

Such activity needs to be genuine (without pre-conceptions), extensive and ongoing. To this end, a structured engagement programme has been undertaken in the first quarter of 2017. The specific aims of this were:

- To raise awareness of the challenges facing local NHS services and the case for change
- To determine which drivers for change people are comfortable with and accept
- To find out what people want from primary care
- To gain public input into the criteria to be used by the CCG when making decisions about services
- To strengthen connections with local stakeholder groups
- To test awareness of and promote Northamptonshire's Sustainability and Transformation Plan

This work can be summarised as follows:

Input	Activities / Outputs	Outcomes	Impact
Working with the public to: <ul style="list-style-type: none"> <li>• Influence CCG decisions</li> <li>• Engage on the case for change</li> <li>• Generate insight for CCG commissioning</li> </ul>	<ul style="list-style-type: none"> <li>• Construction of engagement database</li> <li>• Public survey</li> <li>• Engagement workshops</li> <li>• Collection of data to inform CCG decision-making</li> </ul>	<ul style="list-style-type: none"> <li>• Partner and community involvement in CCG activity</li> <li>• Data to inform CCG decisions in line with statutory responsibilities on public involvement</li> </ul>	<ul style="list-style-type: none"> <li>• More sustainable and effective care services</li> <li>• CCG able to demonstrate direct influence of public into commissioning plans</li> </ul>

## **2 Activity**

There have been three distinct elements to the engagement programme:

1. Development of an extensive community database as a key engagement tool
2. A public survey
3. Structured workshops

### **2.1 Database**

The initial planning stage involved building a database of partners, stakeholders, charities and community groups, testing their willingness to get involved, and identifying opportunities to do so (for example, community events which the CCG can potentially attend).

This has involved reaching out to, and meeting with, a wide variety of organisations and individuals, such as: Northamptonshire Public Health, Corby Borough Council teams, eight Neighbourhood Associations, Children's Centres, Corby Food Bank, Corby Voluntary Service, Corby FM, Corby Business Group, various church leaders

The result is a comprehensive searchable list of over 200 contacts in the Corby area. The CCG's Pulse membership has been checked and updated. The database is not a static resource; it will continue to be developed through networking and by further research.

### **2.2 Survey**

A public survey ran from February 6 to March 10 to seek evidence of patient experience of primary care, and to gauge the public's views on the need to make changes to NHS services locally. A list of the questions can be found in Appendix 1.

The survey was widely promoted through the news media, social media and local networks. Respondents were asked to identify their postcode and GP practice, so that any from outside Corby could be discounted. There were 696 valid responses.

The survey was conducted both online (via the CCG website) and face-to-face in GP surgeries by Patient Participation Groups. We thank the PPGs for their valuable support.

### **2.3 Workshops**

Three workshops were held in the first half of March – two at The Cube and one at Pen Green Children's Centre. Attendance was by invitation only (using the engagement database) and the events were scheduled at different times of the day to maximise people's availability.

In all, 28 people attended. They were asked to work in small groups to provide input in three ways:

1. Test and rank key criteria to be used by the CCG when making decisions about healthcare services.
2. Consider the various elements of the case for service change, provide feedback on them, and identify any other factors to be included.
3. Identify what services should be provided in a primary care setting in future.

For each task, a presentation was used to explain the context, handouts were provided with further information, and discussions were facilitated and supported by CCG representatives.

Attendees were also asked to complete the same short survey at the beginning and end of each workshop. This was to evaluate the effectiveness of the events in raising awareness and understanding of issues and to assess people's views about CCG engagement.

### 3 Results

#### 3.1 Survey

The 696 valid survey responses were fairly evenly split between those submitted online and those completed in GP surgeries. There were slightly more of the latter, at 55%. Around 71% of the respondents were female. But there was a valuable spread of responses:

Age range	Number	Share of responses
Under 20	23	3.3%
20-29	79	11.4%
30-39	150	21.7%
40-49	135	19.5%
50-59	120	17.3%
60-69	107	15.5%
70-79	66	9.5%
80+	12	1.7%
Did not answer	4	

Practice	Number	% of those responding	Registered patients (NHS Choices data)	% of registered patients responding
Studfall Partnership	36	5.2	5278	0.7
Woodsend	252	36.7	9708	2.6
Lakeside Surgery	239	34.8	48248	0.5
Great Oakley	149	21.7	10923	1.4
Studfall Medical centre	10	1.5	1761	0.6
Did not answer	10			

The number and range of responses has therefore ensured that the survey is robust and that its results carry some weight. The full collated result details are in Appendix 2, with individual practice results in Appendix 3.

The survey has delivered significant insight which will be of use to the CCG moving forward.

#### Patient experience

**Access to general practice** – more than a third of respondents indicated major difficulty in gaining the access they wish. But there was significant variation across practices:

GP practice	Share of response (where 1 is 'very easy access' and 5 is 'very difficult')				
	1	2	3	4	5
Studfall Partnership	50%	17.65%	8.82%	14.71%	8.82%
Woodsend	29.44%	22.58%	24.19%	15.73%	8.06%
Lakeside Surgery	5.29%	11.45%	27.31%	27.31%	29.63%
Great Oakley	26.21%	26.90%	21.38%	14.48%	11.03%
Studfall Medical Practice	30%	20%	50%	0%	0%

**GP service quality** – patient opinion on service quality in primary care is also patchy. Most (51%) gave a positive response, but 25% had an opposite view. 11% rated their GP practice as very poor.

**Same day access** – here there was a clearly negative view. More than 46% expressed a clear lack of confidence about same access to local NHS services. Only 27% were confident to some degree. At the same time, a clear majority (61%) see same day access to a healthcare professional as important. This mismatch explains public dissatisfaction.

## Awareness

**Choosing the right service** – three quarters of all respondents believe they always know how to choose the right service. There is a clear mismatch between this figure and CCG data on how services are actually used. This indicates that public misunderstanding about appropriate service use is widespread.

## The future of services

- A very strong majority (more than 80%) would welcome services to be different if they increased their chances of staying out of hospital? Only 5% expressed the opposite view.
- More than 58% want more support to stay fit and well – but 31% said no.
- More than half (56%) accept that local services might need to change – with a third strongly in agreement. A large number (29%) were undecided.
- When asked which reasons for service change they most agreed with, the drivers ranked as follows for change were:
  - Rising demand through population change (93% support)
  - The need to improve access (85%)
  - More service integration to provide a better patient experience (80%)
  - A stronger focus on mental health (77%)
  - The need to ensure affordability and sustainability (67%)

While the proportion of people actively opposed to these drivers for change is comparatively small, there are larger numbers who remain undecided – particularly on the issue of finance.

- 16% of respondents had heard of the county's Sustainability and Transformation Plan (STP). This is a small proportion – but still notably higher than that indicated in national polls.

## **3.2 Workshops**

### Attendee surveys

Everyone attending a workshop was asked to complete the same survey at the beginning and end of the event. Of the 28 respondents:

- 18 felt more engaged in the work of the CCG after the workshop (2 less so)
- 9 were more aware of the STP
- 8 were more accepting of the case for change (2 less so)

A large majority would support service change which improved access, was more effective at meeting need, more effective at keeping people out of hospital, and made better use of resources.

### Decision-making criteria

Attendees were given a list of ten criteria for the CCG to apply to decisions about services. They were asked to rank them 1-10 so that the criteria were prioritised in relation to each other, and then to score each one out of ten. This second score was regardless of their rank and showed how much weight the attendees believed should be given to each priority.

Rank and weight were multiplied to provide an overall weighted score for each criterion:

<b>Criterion</b>	<b>Explanation</b>	<b>Total score</b>	<b>Average score</b>
<b>Quality</b>	Safety, effectiveness, patient experience	660	110.00
<b>Accessibility</b>	Right place, right time	581	96.83
<b>Workforce</b>	Skills and capacity	452	75.33
<b>Integration</b>	Seamless care	411	68.50
<b>Sustainability</b>	Long-term viability and affordability	373	62.17
<b>Equity</b>	Addressing inequality	351	58.50
<b>Value</b>	Impact justifies cost	275	45.83
<b>STP</b>	Fits the big picture	222	37.00
<b>Acceptability</b>	Politics	134	22.33
<b>Timescale</b>	Speed of delivery	125	20.83

Quality was consistently the highest priority across individuals and workshops. Accessibility was a close second, confirming the survey results in highlighting this as a significant issue. Workforce was seen as key particularly by attendees of the first workshop. At all events it was emphasised that change should be acceptable to patients, families, carers and staff, with a sense of things being “done for the right reasons, not just keeping politicians happy”.

#### The case for change

Attendees were asked to consider the drivers for service change listed in the STP:

- Population: Growing and ageing
- Health: Inequalities, avoidable problems
- Access: GPs, A&E, waiting times
- Pressure: Services under strain
- Mental health: Getting it right
- Standards: National expectations
- Staffing: Recruitment challenges
- Integration: Services could be more joined up
- Money: Current ways of working not affordable

The general feeling was that change is needed, but it would depend on the detail. There was some concern that ‘change’ meant ‘cuts’ and that voluntary sector groups were struggling to meet demand with reduced public funding. Other key findings were:

- The pressures created by a growing and ageing population are clearly recognised
- Primary care access was a consistent theme, with many attendees expressing concern about the blocks (including receptionists)
- People want to see real evidence of parity of esteem for mental health
- Staff skills, recruitment and retention are essential for effective healthcare

### The future of primary care

In the third exercise we asked delegates to tell us what they would like primary care to look like in future. The key findings were:

- A very strong call for more nurse practitioners/prescribers
- A desire for guaranteed same day access where appropriate, alongside longer opening hours
- Better use of IT and information-sharing – eg on missed appointments and inappropriate service use
- Co-location of services to create a ‘one-stop shop’, involving all or some of: GPs, treatment of minor injuries, nurses, pharmacists, health visitors, physiotherapists, social services, mental health workers/counselling, lifestyle support (smoking prevention and dieticians), blood tests, ultrasound, pain management, podiatrists, sexual health clinics, social services, carer support, relevant voluntary support groups (possibly through drop-in sessions).

It was suggested that the Urgent Care Centre was renamed ‘health and wellbeing centre’.

## **4 Conclusions and recommendations**

This engagement programme has produced valuable insight, which will help to inform future decisions and actions of Corby CCG.

The main elements of this insight are:

- Difficulties with prompt access to primary care are concerning many Corby people, although not all. There is a distinct variation between practices.
- There is major over-confidence amongst the public in their ability to navigate and access healthcare services according to their need. Ongoing communication and engagement will be needed to address this.
- Most people accept that services do need to change (particularly because of the ageing population), but there is nervousness about what that change may look like. There are also a significant number who are undecided (particularly about the financial argument) – once again showing the importance of ongoing engagement.
- People understand and support the prevention agenda and the benefits of keeping patients out of hospital.
- Above all else, the CCG needs to consider service quality and accessibility when making decisions about change.
- There is a public perception that mental health services are not given the priority they deserve.
- People want an extended primary care offering, with access to a much wider range of co-located support and services.

It is recommended that the CCG:

1. Pays heed to the insight above when considering service change
2. Adopts the weighted decision-making criteria as shaped by the engagement workshops
3. Continues suitably-resourced and prioritised public engagement, in order to demonstrate appropriate public involvement in healthcare commissioning for the people of Corby
4. Establish a public/patient reference group as an additional mechanism for testing and extending CCG engagement

## APPENDIX 1 CCG public survey

This survey is an opportunity to share your experience of the local NHS and indicate your level of knowledge about issues facing it. Your views will help the NHS to respond and improve.

### About you

Q1. Are you male or female?

M / F

Q2. Which GP practice are you registered with?.....

Q3 What are the first 4 digits of your postcode?.....

Q4. What is your age?

Circle your relevant age group

Under 20	20-29	30-39	40-49
50-59	60-69	70-79	80+

### Your experience of services

Primary care provides the first point of contact. In the NHS, this is mainly done through general practice.

Q5. How would you rate how easy it is to access local GP practices? Answer on a scale of 1-5, where 1 is 'very easy' and 5 is 'very difficult'

1 2 3 4 5

Q6. How would you rate the quality of your GP practice?

Answer on a scale of 1-5, where 1 is 'excellent' and 5 is 'very poor'

1 2 3 4 5

Q7. How confident are you that local NHS services can address your health need on the same day?

Answer on a scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly'

1 2 3 4 5

Q8. How important to you is access to a healthcare Professional on the same day?

Answer on a scale of 1-5, where 1 is 'not at all' and 5 is 'very much'

1 2 3 4 5

Q9. Do you always know how to choose the right service?

Yes / No / Don't know

*Survey continued overleaf*

**The future of services**

**Q10. Would you welcome services to be different so they increase your chances of staying out of hospital?**

Yes / No / Don't know

**Q11. Do you want more support to stay fit and well?**

Yes / No / Don't know

**Q12. There is lots of talk about change in the NHS at present. Do you accept that local NHS services need to change?**

Answer on a scale of 1-5, where 1 is 'not at all' and 5 is 'very much'

1 2 3 4 5

**Below are some reasons why the local NHS needs to change. Please indicate for each one whether you agree with it or not.**

**Q13. Increasing demand as the population grows and gets older**

Yes / No / Don't know

**Q14. The need to improve access to services**

Yes / No / Don't know

**Q15. The need to focus more on mental health**

Yes / No / Don't know

**Q16. Services should be more joined up, to create a better patient experience**

Yes / No / Don't know

**Q17. Limited budgets mean services aren't affordable or sustainable as they are**

Yes / No / Don't know

**Q18. The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?**

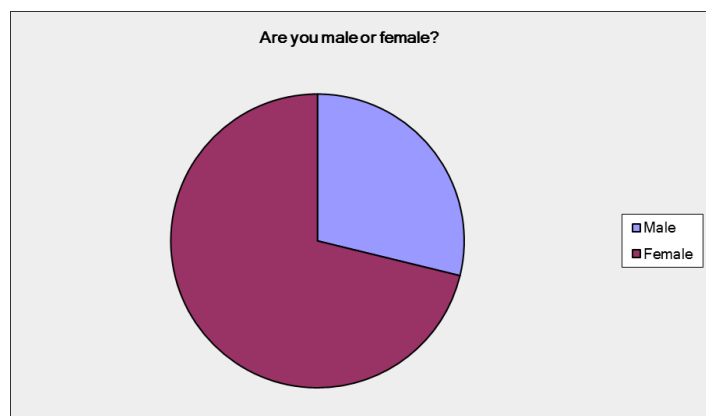
Yes / No

*Your opinions matter, so thank you for completing this survey.*



## APPENDIX 2 Collated survey results

### Q1. Are you male or female?



	Number	Percentage of those responding
Male	198	28.8%
Female	489	71.2%
Did not answer	9	

### Q2. Which GP practice are you registered with?

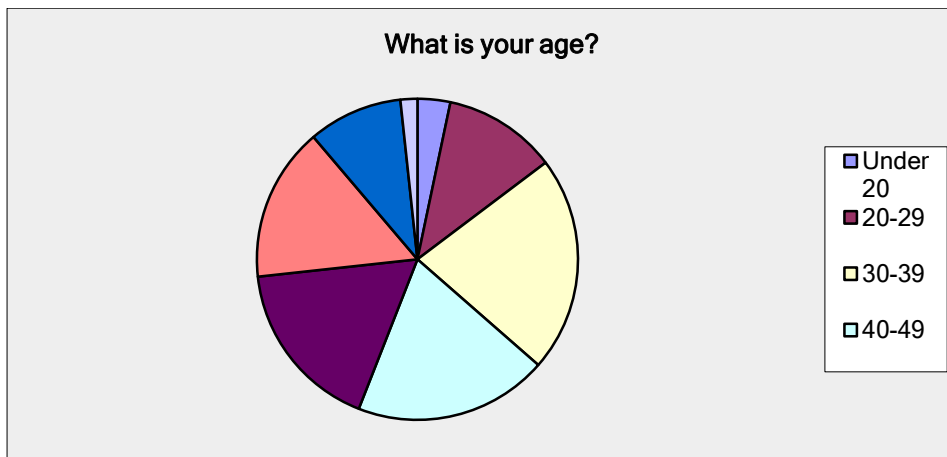
GP practice	Number responding	Percentage of those responding	Number of registered patients (based on latest NHS Choices data)	Percentage of registered patients responding
The Studfall Partnership	36	5.2%	5278	0.7%
Woodsend Medical Centre	252	36.7%	9708	2.6%
Lakeside Surgery	239	34.8%	48248	0.5%
The Great Oakley Medical Centre	149	21.7%	10923	1.4%
Studfall Medical centre	10	1.5%	1761	0.6%
Did not answer	10			

### Q3. What are the first four digits of your postcode?

Postcode	Number	Percentage of those responding
NN18	377	58.2%
NN17	224	34.6%
NN16	1	2.8%
NN15	2	4%
NN14	26	0.3%
LE16	18	0.2%
Did not answer	19	
Unrecognizable postcode (e.g. not first four digits)	10	

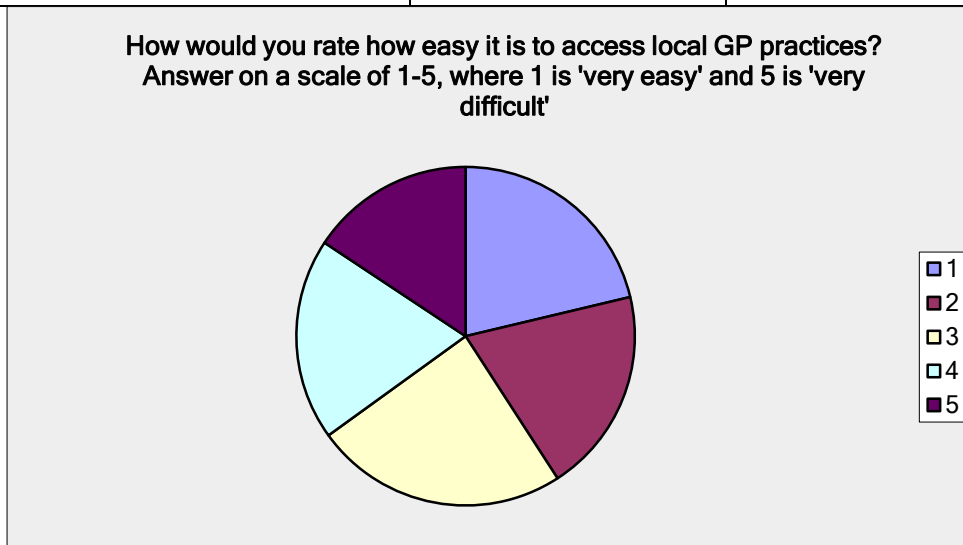
**Q4. What is your age?**

Age range	Number	Percentage of those responding
Under 20	23	3.3%
20-29	79	11.4%
30-39	150	21.7%
40-49	135	19.5%
50-59	120	17.3%
60-69	107	15.5%
70-79	66	9.5%
80+	12	1.7%
Did not answer	4	



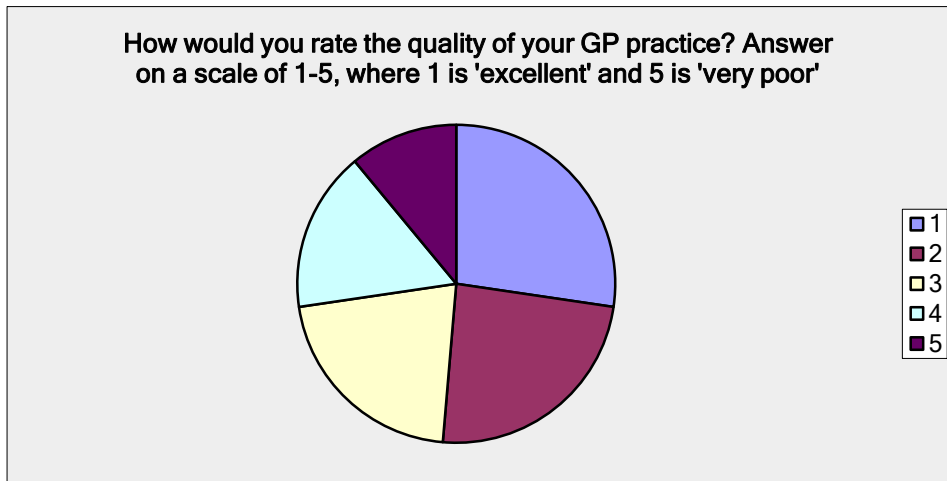
**Q5. How would you rate how easy it is to access local GP practices?  
(Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')**

Answer options	Number	Percentage of those responding
1	143	21.3%
2	131	19.6%
3	162	24.2%
4	129	19.3%
5	105	15.7%
Did not answer	26	



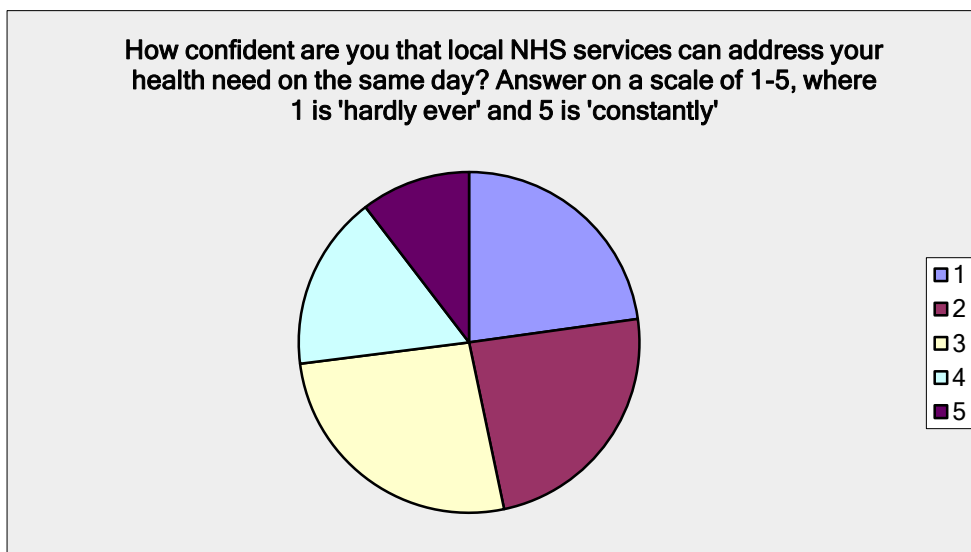
**Q6 How would you rate the quality of your GP practice?  
(Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').**

Answer options	Number	Percentage of those responding
1	183	27.3%
2	161	24%
3	143	21.3%
4	109	16.3%
5	74	11%
Did not answer	26	



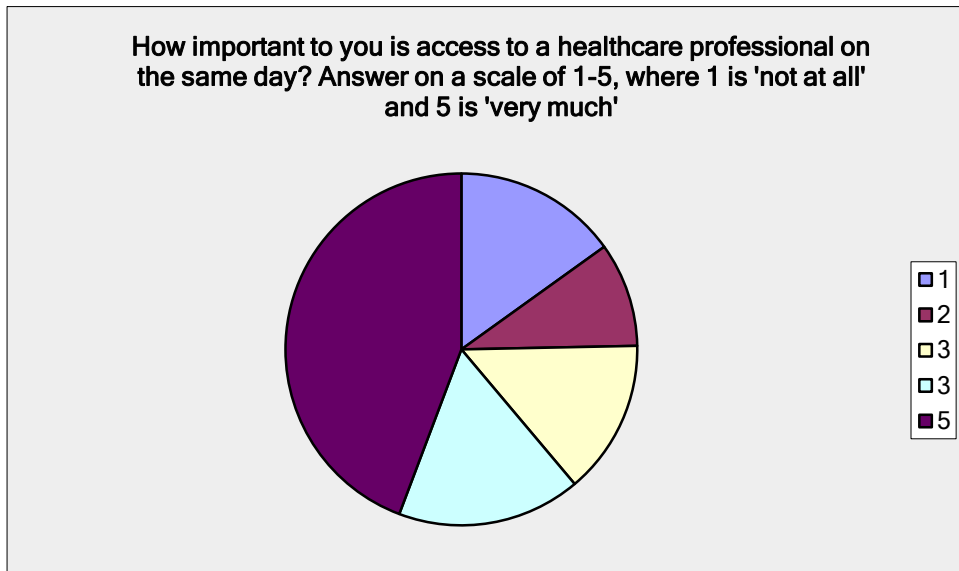
**Q7 How confident are you that local NHS services can address your health need on the same day? (Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')**

Answer options	Number	Percentage of those responding
1	153	22.8%
2	160	23.9%
3	176	26.3%
4	111	16.6%
5	70	10.4%
Did not answer	26	



**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	101	15.1%
2	64	9.6%
3	95	14.2%
4	113	16.9%
5	297	44.3%
Did not answer	26	



**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	495	75.1%
No	102	15.5%
Don't know	62	9.4%
Did not answer	37	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

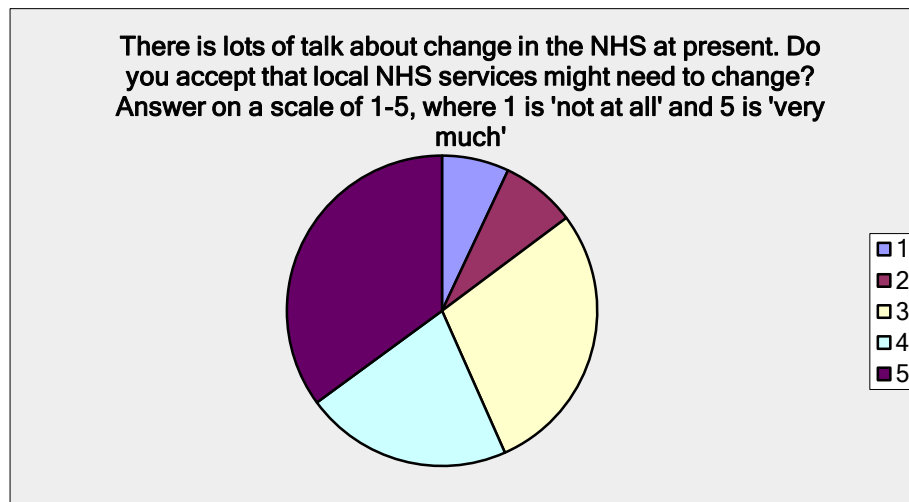
Answer options	Number	Percentage of those responding
Yes	529	82.1%
No	35	5.4%
Don't know	80	12.4%
Did not answer	52	

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	379	58.5%
No	205	31.6%
Don't know	64	9.9%
Did not answer	48	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change? (where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	45	7%
2	50	7.8%
3	184	28.6%
4	139	21.6%
5	226	35.1%
Did not answer	52	



### Q13-Q17 Reasons for changes in the local NHS

Respondents were asked to indicate if they agree or disagree with the following options:

	<b>Answer options</b>	<b>Yes (%)</b>	<b>No</b>	<b>Don't know</b>
<b>Q13</b>	Increasing demand as the population grows and gets older	594 (92.5%)	22 (3.4%)	26 (4%)
<b>Q14</b>	The need to improve access to services	548 (85.1%)	45 (7%)	51 (7.9%)
<b>Q15</b>	The need to focus more on mental health	492 (76.5%)	50 (7.8%)	101 (15.7%)
<b>Q16</b>	Services should be more joined up, to create a better patient experience	514 (80.1%)	53 (8.3%)	75 (11.7%)
<b>Q17</b>	Limited budgets mean services aren't affordable or sustainable as they are	429 (67%)	79 (12.3%)	132 (20.6%)

### Q18 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?

<b>Answer options</b>	<b>Number</b>	<b>Percentage of those responding</b>
Yes	105	16.4%
No	534	83.6%
Did not answer	57	

## APPENDIX 3 Survey results by practice

### The Studfall Partnership

#### Q1 Are you male or female?

	Number	Percentage of those responding
Male	7	20%
Female	28	80%
Did not answer	1	

#### Q4 What is your age?

Age range	Number	Percentage of those responding
Under 20	1	2.78%
20-29	2	5.56%
30-39	6	16.67%
40-49	7	19.44%
50-59	10	27.78%
60-69	6	16.67%
70-79	3	8.33%
80+	1	2.78%
Did not answer	0	

#### Q5. How would you rate how easy it is to access local GP practices? (Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')

Answer options	Number	Percentage of those responding
1	17	50%
2	6	17.65%
3	3	8.82%
4	5	14.71%
5	3	8.82%
Did not answer	2	

#### Q6 How would you rate the quality of your GP practice? (Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').

Answer options	Number	Percentage of those responding
1	20	58.82%
2	5	14.71%
3	4	11.76%
4	3	8.82%
5	2	5.88%
Did not answer	2	

#### Q7 How confident are you that local NHS services can address your health need on the same day? (Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')

Answer options	Number	Percentage of those responding
1	9	26.47%
2	8	23.53%
3	6	17.65%
4	7	20.59%
5	4	11.76%
Did not answer	2	

**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	9	26.47%
2	5	14.71%
3	6	17.65%
4	3	8.82%
5	11	32.35%
Did not answer	2	

**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	32	94.12%
No	0	0%
Don't know	2	5.88%
Did not answer	2	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

Answer options	Number	Percentage of those responding
Yes	28	87.20%
No	2	6.25%
Don't know	2	6.25%
Did not answer	4	

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	21	63.64%
No	11	33.33%
Don't know	1	3.03%
Did not answer	3	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change? (where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	3	9.38%
2	4	12.5%
3	12	37.5%
4	5	15.63%
5	8	25%
Did not answer	4	



### Q13-Q17 Reasons for changes in the local NHS

Answer options	Yes (percentage)	No	Don't know
Increasing demand as the population grows and gets older	29 (90.63%)	2 (6.25%)	1 (3.13%)
The need to improve access to services	27 (81.82%)	3 (9.09%)	3 (9.09%)
The need to focus more on mental health	24 (75%)	4 (12.5%)	4 (12.5%)
Services should be more joined up, to create a better patient experience	25 (78.13%)	3 (9.38%)	4 (12.5%)
Limited budgets mean services aren't affordable or sustainable as they are	20 (62.5%)	4 (12.5%)	8 (25%)

### Q18 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?

Answer options	Number	Percentage of those responding
Yes	6	18.75%
No	26	81.25%
Did not answer	4	

## Woodsend Medical Centre

### Q1 Are you male or female?

	Number	Percentage of those responding
Male	80	32.26%
Female	168	67.74%
Did not answer	4	

### Q4 What is your age?

Age range	Number	Percentage of those responding
Under 20	16	6.35%
20-29	40	15.87%
30-39	44	17.46%
40-49	45	17.86%
50-59	48	19.05%
60-69	32	12.7%
70-79	24	9.52%
80+	3	1.19%
Did not answer	0	

### Q5. How would you rate how easy it is to access local GP practices? (Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')

Answer options	Number	Percentage of those responding
1	73	29.44%
2	56	22.58%
3	60	24.19%
4	39	15.73%
5	20	8.06%
Did not answer	4	

### Q6 How would you rate the quality of your GP practice? (Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').

Answer options	Number	Percentage of those responding
1	94	37.75%
2	61	24.5%
3	35	14.06%
4	32	12.85%
5	27	10.84%
Did not answer	3	

### Q7 How confident are you that local NHS services can address your health need on the same day?

(Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')

Answer options	Number	Percentage of those responding
1	44	17.67%
2	59	23.69%
3	64	25.7%
4	49	19.68%
5	33	13.25%
Did not answer	3	

**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	47	18.88%
2	22	8.84%
3	33	13.25%
4	45	18.07%
5	102	40.96%
Did not answer	3	

**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	201	82.38%
No	22	9.02%
Don't know	21	8.61%
Did not answer	8	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

Answer options	Number	Percentage of those responding
Yes	191	77.64%
No	21	8.54%
Don't know	34	13.82%
Did not answer	6	

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	147	60%
No	71	28.89%
Don't know	27	11.02%
Did not answer	7	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change?  
(Scale 1 to 5, where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	23	9.43%
2	21	8.61%
3	69	28.28%
4	59	24.18%
5	72	29.51%
Did not answer	8	

### Q13 – Q17 Reasons for changes in the local NHS

Answer options	Yes (percentage)	No	Don't know
Increasing demand as the population grows and gets older	219 (89.2%)	9 (3.66%)	18 (7.32%)
The need to improve access to services	197 (81.4%)	28 (11.57%)	17 (7.02%)
The need to focus more on mental health	190 (78.19%)	17 (7%)	36 (14.81%)
Services should be more joined up, to create a better patient experience	185 (77.08%)	17 (7.08%)	38 (15.38%)
Limited budgets mean services aren't affordable or sustainable as they are	158 (65.02%)	23 (9.47%)	62 (25.51%)

### Q14 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?

Answer options	Number	Percentage of those responding
Yes	35	14.46%
No	207	85.54%
Did not answer	10	

## Lakeside Surgery

### Q1 Are you male or female?

	Number	Percentage of those responding
Male	56	23.63%
Female	181	76.37%
Did not answer	2	

### Q4 What is your age?

Age range	Number	Percentage of those responding
Under 20	2	0.84%
20-29	23	9.66%
30-39	54	22.69%
40-49	45	18.91%
50-59	45	18.91%
60-69	44	18.49%
70-79	19	7.68%
80+	6	2.52%
Did not answer	1	

### Q5. How would you rate how easy it is to access local GP practices? (Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')

Answer options	Number	Percentage of those responding
1	12	5.29%
2	26	11.45%
3	62	27.31%
4	62	27.31%
5	65	28.63%
Did not answer	12	

### Q6 How would you rate the quality of your GP practice? (Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').

Answer options	Number	Percentage of those responding
1	21	9.29%
2	47	20.8%
3	77	34.07%
4	56	24.78%
5	25	11.06%
Did not answer	13	

### Q7 How confident are you that local NHS services can address your health need on the same day?

(Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')

Answer options	Number	Percentage of those responding
1	75	33.19%
2	58	25.66%
3	49	21.68%
4	26	11.5%
5	18	7.96%
Did not answer	13	

**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	16	7.08%
2	17	7.52%
3	38	16.81%
4	39	17.26%
5	116	51.33%
Did not answer	13	

**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	160	70.8%
No	45	19.91%
Don't know	21	9.29%
Did not answer	13	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

Answer options	Number	Percentage of those responding
Yes	189	89.15%
No	4	1.89%
Don't know	19	8.96%
Did not answer	27	

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	125	58.41%
No	66	30.84%
Don't know	23	10.75%
Did not answer	25	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change?  
(Scale 1 to 5, where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	5	2.36%
2	15	7.08%
3	49	23.11%
4	44	20.75%
5	99	46.7%
Did not answer	27	

**Q13 – Q17 Reasons for changes in the local NHS**

<b>Answer options</b>	<b>Yes (percentage)</b>	<b>No</b>	<b>Don't know</b>
Increasing demand as the population grows and gets older	202 (95.28%)	7 (3.3%)	3 (1.42%)
The need to improve access to services	193 (90.61%)	5 (2.35%)	15 (7.04%)
The need to focus more on mental health	163 (76.53%)	15 (7.04%)	16.43% (35)
Services should be more joined up, to create a better patient experience	180 (82.11%)	18 (8.41%)	16 (7.48%)
Limited budgets mean services aren't affordable or sustainable as they are	146 (69.52%)	33 (15.71%)	31 (14.76%)

**Q14 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?**

<b>Answer options</b>	<b>Number</b>	<b>Percentage of those responding</b>
Yes	41	19.25%
No	172	80.75%
Did not answer	26	

## The Great Oakley Medical Centre

### Q1 Are you male or female?

	Number	Percentage of those responding
Male	50	33.56%
Female	99	66.44%
Did not answer	0	

### Q4 What is your age?

Age range	Number	Percentage of those responding
Under 20	4	2.7%
20-29	13	8.78%
30-39	39	26.35%
40-49	36	24.35%
50-59	14	9.46%
60-69	21	14.19%
70-79	19	12.84%
80+	2	1.35%
Did not answer	1	

### Q5. How would you rate how easy it is to access local GP practices? (Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')

Answer options	Number	Percentage of those responding
1	38	26.21%
2	39	26.9%
3	31	21.38%
4	21	14.48%
5	16	11.03%
Did not answer	4	

### Q6 How would you rate the quality of your GP practice? (Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').

Answer options	Number	Percentage of those responding
1	42	28.97%
2	43	29.66%
3	24	16.55%
4	17	11.72%
5	19	13.1%
Did not answer	4	

### Q7 How confident are you that local NHS services can address your health need on the same day?

(Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')

Answer options	Number	Percentage of those responding
1	21	14.48%
2	33	22.76%
3	49	33.79%
4	27	18.62%
5	15	10.34%
Did not answer	4	



**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	27	18.62%
2	16	11.03%
3	16	11.03%
4	26	17.93%
5	60	41.38%
Did not answer	4	

**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	92	65.17%
No	31	22.14%
Don't know	17	12.14%
Did not answer	9	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

Answer options	Number	Percentage of those responding
Yes	110	79.14%
No	7	5.04%
Don't know	22	15.83%
Did not answer	10	

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	78	55.71%
No	50	35.71%
Don't know	12	8.57%
Did not answer	9	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change?  
(Scale 1 to 5, where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	13	9.29%
2	9	6.43%
3	48	34.29%
4	29	20.17%
5	41	29.29%
Did not answer	9	

### Q13 Reasons for changes in the local NHS

Answer options	Yes (percentage)	No	Don't know
Increasing demand as the population grows and gets older	129 (94.85%)	4 (2.94%)	3 (2.21%)
The need to improve access to services	115 (82.86%)	9 (6.43%)	15 (10.71%)
The need to focus more on mental health	105 (75%)	12 (8.57%)	23 (16.43%)
Services should be more joined up, to create a better patient experience	111 (79.29%)	13 (9.29%)	16 (11.43%)
Limited budgets mean services aren't affordable or sustainable as they are	93 (66.43%)	19 (13.57%)	28 (20%)

### Q14 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?

Answer options	Number	Percentage of those responding
Yes	19	13.87%
No	118	86.13%
Did not answer	12	

## The Studfall Medical Centre

### Q1 Are you male or female?

	Number	Percentage of those responding
Male	3	30%
Female	7	70%
Did not answer	0	

### Q4 What is your age?

Age range	Number	Percentage of those responding
Under 20	0	0%
20-29	1	10%
30-39	3	30%
40-49	1	10%
50-59	1	10%
60-69	3	30%
70-79	1	10%
80+	0	0%
Did not answer	0	

### Q5. How would you rate how easy it is to access local GP practices? (Scale of 1 to 5, where 1 is 'very easy' and 5 is 'very difficult')

Answer options	Number	Percentage of those responding
1	3	30%
2	2	20%
3	5	50%
4	0	0%
5	0	0%
Did not answer	0	

### Q6 How would you rate the quality of your GP practice? (Scale of 1 to 5 where 1 is 'excellent' and 5 is 'very poor').

Answer options	Number	Percentage of those responding
1	6	60%
2	3	30%
3	1	10%
4	0	0%
5	0	0%
Did not answer	0	

### Q7 How confident are you that local NHS services can address your health need on the same day?

(Scale of 1-5, where 1 is 'hardly ever' and 5 is 'constantly')

Answer options	Number	Percentage of those responding
1	2	20%
2	1	10%
3	6	60%
4	1	10%
5	0	0%
Did not answer	0	

**Q8 How important to you is access to a healthcare professional on the same day?  
(Scale of 1 to 5, where 1 is 'not at all' and 5 is 'very much')**

Answer options	Number	Percentage of those responding
1	0	0%
2	1	10%
3	1	10%
4	0	0%
5	8	80%
Did not answer	0	

**Q9 Do you always know how to choose the right service?**

Answer options	Number	Percentage of those responding
Yes	8	80%
No	2	20%
Don't know	0	0%
Did not answer	0	

**Q10 Would you welcome services to be different if they increase your chances of staying out of hospital?**

Answer options	Number	Percentage of those responding
Yes	7	70%
No	1	10%
Don't know	2	20%
Did not answer	0	0

**Q11 Do you want more support to stay fit and well?**

Answer options	Number	Percentage of those responding
Yes	4	40%
No	5	50%
Don't know	1	10%
Did not answer	0	

**Q12 There is lots of talk about change in the local NHS at present. Do you accept that local NHS services might need to change?  
(Scale 1 to 5, where 1 is 'not at all' and 5 is 'very much'.)**

Answer options	Number	Percentage of those responding
1	1	10%
2	0	0%
3	2	20%
4	2	20%
5	5	50%
Did not answer	0	

### Q13 Reasons for changes in the local NHS

Answer options	Yes (percentage)	No	Don't know
Increasing demand as the population grows and gets older	10 (100%)	0 (0%)	0 (0%)
The need to improve access to services	9 (90%)	0 (0%)	1 (10%)
The need to focus more on mental health	5 (55.56%)	1 (11.11%)	3 (33.33%)
Services should be more joined up, to create a better patient experience	7 (70%)	2 (20%)	1 (10%)
Limited budgets mean services aren't affordable or sustainable as they are	7 (77.78%)	0 (0%)	2 (22.22%)

### Q14 The Sustainability and Transformation Plan for Northamptonshire sets out why health and social care services need to change. Have you heard of it?

Answer options	Number	Percentage of those responding
Yes	2	20%
No	8	80%
Did not answer	0	