



Who's Who in Health and Social Care



April 2015

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Who's Who in Health and Social Care

This report looks at how people navigate the health and social care system in York. It sets out how we identified this as an area to investigate and what we have done in response. It makes recommendations about how to address identified issues and highlights examples of good practice.

Why Healthwatch York decided to look at this issue

There have been many changes to health and social care over the past few years. The Health and Social Care Act 2012 made a number of changes to the way that the NHS in England is organised. The most radical changes were:

- Primary Care Trusts, which had commissioned (planned and bought) health services, were replaced by Clinical Commissioning Groups (CCGs). CCGs now control the majority of the NHS budget including acute hospital services and mental health services.
- NHS England was set up to commission primary care services (GPs, dentists, opticians, pharmacists and NHS 111).and specialist services (for conditions which affect relatively small numbers of people such as complex heart services, rare conditions and burn care).
- Public Health England and local Health and Wellbeing Boards were set up to protect and improve health and wellbeing and to address health inequalities.

In Healthwatch York's 2013 work plan survey (see Appendix 1) people were asked to tell us what should be on our work plan. The survey also asked questions to find out:

- How aware people in York are of the recent changes in health and social care and how much these matter
- How much people know about making complaints, raising concerns, making comments and compliments

- Attitudes to health and wellbeing – how people feel about taking care of their own health

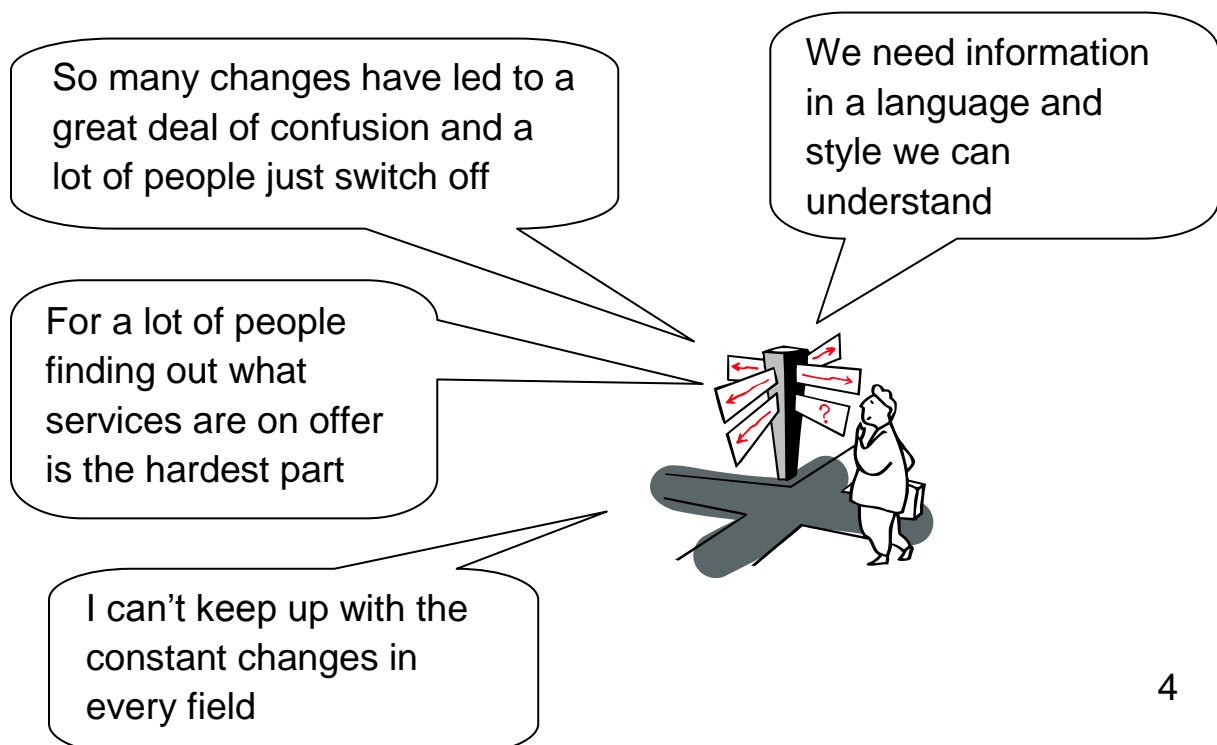
The responses to these questions are summarised in Appendix 2, together with the comments people made.

People were asked whether Healthwatch York should do anything to help explain who's who in health and social care and who does what since the Health and Social Care Act came into force.

Of the ninety six people who responded to our survey, sixty eight (70%) told us that it was important for Healthwatch York to help explain who's who and who does what. Responses showed that, following all the recent changes to health and social care, the majority of the people who responded to the survey felt it important to know:

- Which organisations are involved in commissioning and providing services
- What services are available
- How they can access services
- Who to complain to if things don't go well

The survey responses showed that sometimes people really don't know where to go for help. There is a lot of information available – both online and in paper form, but it can be bewildering.



In addition to the responses to our survey, Healthwatch York received a number of comments and questions from the public which indicated that people don't always have the information they need. Here are some examples:

- Are there still well woman clinics in York? Do all GPs have them?
- How do I find an NHS dentist in York?
- Where do you go for a pharmacy 'out of hours'?
- When do I ring 111?
- Does PALS (Patient and Advice Liaison Service) still exist at York Hospital? Has the name changed?
- My child has autism – where do I go for additional support?
- I went to A & E with a minor health issue. I knew I shouldn't go there but there is no choice – there is no walk in centre in York.
- What local services are available to disabled people? I feel my GP should be able to give me details of these.

Healthwatch York is aware there is ongoing work both locally and nationally to 'map' services and provide information about health and social care services. We wanted to find out more about what information resources are available, how useful these are to people, and where there are gaps in the information available. We also wanted to find out whether information is communicated in ways which are easily understandable to everyone.

What we did to find out more

We looked at some of the resources available

When people are trying to navigate through the health and social care system there are a variety of ways people can find information about the services available. A number of factors influence how people get information and where they get it from: whether they have internet access, whether they are able to use the internet effectively, their level of literacy, places they go where leaflets and directories might be available.

We looked at some of the available resources and collected examples of the following to show to people and get feedback from them:

- Online resources
- Directories and A to Z lists
- Leaflets/factsheets

Online resources

(1) The King's Fund animation

The King's Fund is an independent charity working to improve health and health care in England. One of its aims is to promote understanding of the health and social care system. Following the changes which took place as a result of the Health and Social Care Act 2012, the King's Fund produced an animation called 'An alternative guide to the new NHS in England'. This animation is on the King's Fund website:

www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england

(2) Connected York

We reviewed the Connected York website which was set up in 2011 by York CVS. It was funded through a Local Area Agreement grant from City of York Council as part of the Better Together for York project. The website is a directory of forums, networks and partnership groups that

are active in York. Connected York was designed to show relationships between groups, as well as details of these groups. Clickable links show that a group has a relationship with another group (or organisation) listed in Connected York:

www.connectedyork.org.uk

Connected York has eight themes, one of which is health. We updated the entries in the Health theme to reflect recent changes such as the Vale of York Clinical Commissioning Group, the Health and Wellbeing Board and Healthwatch York.

Directories and A to Z lists

(1) Healthwatch York Health and Social Care Directory

The first issue of the Healthwatch York Health and Social Care Directory was published in December 2013. 11,800 paper copies were distributed throughout York via libraries, GP surgeries and community centres as well as via Healthwatch York. It was also available to download from the Healthwatch York website. By April 2014 we had already received very positive feedback about the directory but we wanted to find out specifically what people had found useful about the directory and whether any information was missing from it, before the second issue was produced. The second issue was published and distributed in January 2015 and is available to download from the Healthwatch York website, or from the Healthwatch York office.

(2) A to Z listings

York Carers Centre created an A to Z listing of useful groups and an A to Z listing of useful groups for older people. Healthwatch York adapted these listings with the permission of the Carers Centre.

Leaflets/factsheets

We gathered together existing examples of leaflets and factsheets from the local area and other areas of the country. These included information produced by organisations who provide and commission (buy) services

as well as organisations who provide advice and support to people who use the services.

We also produced some sample fact sheets as examples of what could be produced.

The full list of all the resources we collected can be found in Appendix 3.

Focus groups

We decided to hold focus groups to:

- 1) Show people some of the resources currently available
- 2) Capture peoples' views on what information and what format is most useful
- 3) Find out if people felt anything was missing from the information currently available

We held two focus groups at the Priory Street Centre in York. They took place on 9th April 2014 5pm-7pm and 15th April 2014 10am – 12 noon. Four people attended the focus group on 9th April, twelve people attended on 15th April. The groups were led by Healthwatch York staff team members.

What we found out

We began each of the focus groups with a discussion about what people feel they need to know. People told us they want to know how to:

- Get information, advice and support
- Find services
- Complain / be supported to complain
- Get involved in shaping the design, delivery and review of services
- Go to places where strategic decision making happens
- Be heard

We then asked the focus groups whether the resources we showed them (listed in Appendix 3) were helpful. People looked at all the

resources and their feedback about the resources which generated most comments are summarised below.

Feedback on online resources

(1) King's Fund animation

- This is a good place to start but it just maps the system. It doesn't help people to navigate their way through it
- It's useful in spelling out what each organisation does
- Visual images such as flowcharts and bubble diagrams are very helpful to provide an overview

(2) Connected York website

- This kind of website is ideal but it does need to be kept up to date
- I'm really impressed with this. It's useful to see the whole picture
- This should be available via a link from other websites such as City of York Council, NHS Vale of York Clinical Commissioning Group, York Hospital
- It needs updating and keeping up to date
- Where do you go for this information if you aren't online?

Feedback on directories and A to Z lists

(1) Healthwatch York Health and Social Care Directory issue 1, 2014

- It's excellent as a first level
- Page numbers would be good
- How about a CD version?
- It would be useful to have a page on how to access public meetings and how to navigate the system of public meetings – e.g. can you just turn up, speak, ask questions?
- Links to useful websites would be helpful
- It's a very useful document
- The paper version is useful because not everyone has access to the internet
- What about including information about organisations, including contact details, possibly in a separate 'pullout'?

- We need an easy read version with symbols to help people understand the information
- It would be useful to include a section on mental health services
- It would be good to have information about how to complain

(2) A to Z listings

- These are a good place for people to start.
- Could they be made more visually interesting?
- It's important not to duplicate what's already been done

Feedback on leaflets/factsheets

Focus group attendees chose to comment in detail on the following leaflets/factsheets:

1) Yorkshire Ambulance Service – Choose Well leaflet

- There is no mention of York Hospital – is this leaflet just for North Yorkshire?
- It should say 'York & North Yorkshire' if it covers the whole area, not just 'North Yorkshire'. Is it supposed to be for York?
- I'd assume this is not actually for York patients. I'd ask for the leaflet for York
- I would not know what to do if I was unwell
- It feels incomplete
- It's not very accessible
- This is no use for people who can't drive – all the minor injuries units listed are a drive away
- People end up using A&E as an entry point to services, or for signposting, because it's too hard to get into the system elsewhere
- Pharmacies could be used to get the 'choose well' message to people. They should have a poster in their window
- GP surgeries should also have 'Choose Well' information clearly visible when the surgery is closed so you can see what to do
- The problem is, if you can't get in to see your GP, then you will go to A&E
- There's nowhere else to go in York. GPs are not accessible 24/7 – there is no cover for weekends and evenings
- After the walk-in centre closed messages were not clear enough – is the urgent care centre at the hospital a walk in centre or not?

- This doesn't make it clear when you should go to A&E. It doesn't suggest you can go with broken bones, for example
- Where is mental health in this? What about sexual health?
- Mental health support line no longer covers night. Closure of night support means mental health service users will have to tell their whole tale again as people won't have access to your files (NB: This line has not closed but, due to staffing difficulties, an answer machine message has been used on several occasions)
- We need to know more about what happens if someone is displaying signs of a serious mental health issues. How do staff refer in? What should a concerned member of the public do?

2) Guide to Local Health Services in Worcestershire

This leaflet was produced by the three NHS Clinical Commissioning Groups in Worcestershire 2013/14.

- This is really good as it gives some specific examples such as sprain, minor burn, illness or injury that won't go away
- This makes it clear where to go
- There is no mention of mental health
- Good pictorial stuff
- The layout is good, with 6 boxes – one for each option
- It includes dental services and sexual health services, which is good
- Something like this should go to every household – people could keep it until they need to refer to it

3) Fact sheets

- The organisation facts sheets are good – what is a CCG etc
- For City of York Council there are lots of agencies within the organisation – adult social care, children's services, public health – do we need a separate factsheet for each?

4) Department of Health: NHS Dental Services in England

- This is a useful leaflet for explaining about treatment costs
- A national NHS England phone number (03003112233) is given for people having difficulty finding an NHS dentist, as well as the NHS Choices website www.nhs.uk
- This leaflet does not mention community dental services, who treat people who are unable to get to the surgery because of a disability

or physical or mental health condition. This service is mentioned in the Age UK factsheet 5 Dental Care, but there are no details about how to access the service.

- 5) Maternity and new mum useful information (produced by Healthwatch York)
- Do the Family Information Service (FIS) have all this information?
 - It needs to have details of support groups for new mums with depression
 - Add Mytime York Support Group – MyTimeYork@gmail.com

Common themes from the focus groups

Deciding which services to use and finding services

When people are deciding which service to use it helps to have real life, practical examples. ‘What do I do if?’ scenarios are helpful to illustrate what services people need to access. For example:

- What should I do? My baby is ill in the night and I don’t have a car. My 5 year old is at home with us both and is fine but my partner is working in Spain this week so I’m home alone with them both.
- What should I do about my mother? She called but really didn’t sound like herself and I live a long way away.
- What should I do about my teenager? He’s got a long standing mental health condition and seems to be going through an episode of ill health but he thinks he’s fine.

Having decided which service to use, people need to know how to find the services easily and quickly. A clear path is needed.

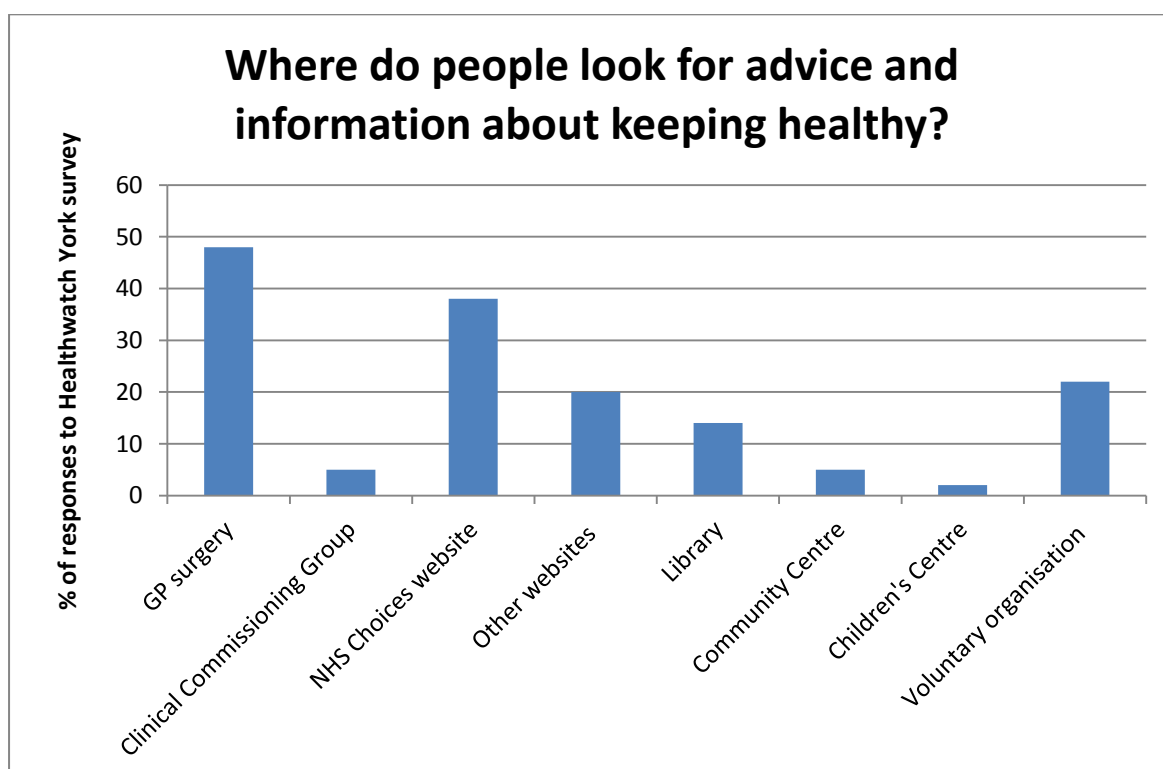
Access to information at the right time

People need to find out about services when they really need them – if they have developed worrying symptoms, their child has an excessively high temperature in the middle of the night, a family member’s mental health has suddenly declined.

Where do people look for information?

For a lot of people the internet is the first place they look but not everyone can do this. Many people see their GP as a gateway to services and want their GP to provide information about voluntary groups and support services.

This response from our focus groups is consistent with the responses to our survey question ‘Where do people look for advice and information about keeping healthy?’



Picking up leaflets

People are more likely to pick up a leaflet if they feel it is useful and relevant to them. Some leaflets provide more general ‘background’ information.

For example, while people who have a specific interest in health and social care might find it interesting to read general information about the Care Quality Commission (CQC), most people would just want to know how the organisation could be helpful to them. They might just need to know that they can contact the CQC if they want to give feedback about a service or read the latest inspection report.

Making information accessible

All leaflets need to be accessible – use as big a font size as possible and use Arial or Century Gothic. Short, clear sentences should be used and jargon and acronyms should be avoided.

Public meetings

People felt they needed more information about public meetings – what they do and how people can get involved. Most people at the focus groups were aware that details of City of York Council’s public meetings are available online but not whether they are available elsewhere. There used to be a list of Council meetings outside the Guildhall – is there one outside West Offices now?

People are aware that they can be added to the agenda circulation lists for City of York Council meetings. However, this relies on the public knowing you can do this and people being on email. Although it is possible to pick up copies of papers at meetings, this means people won’t have read them in advance. Most of the people who attended the focus groups felt that the Council papers are not accessible – they are too long and too wordy.

What information is missing?

People attending the focus groups felt that there is not enough information available about the following topics:

- How to access respite care
- Information about personal health budgets – what they are and how to get one
- Information about routes into mental health services
- Complaints processes – particularly when more than one organisation is involved. There is no overarching complaints system. Maybe some kind of diagram or flowchart could help?
- How to choose complementary health options such as osteopaths, chiropractors, acupuncture.

Conclusion

This work has revealed that although there are a lot of information resources available people can't always access the information they need. Common problems faced by people trying to access information:

- Information is only available via the internet
- Printed information uses small fonts or fonts which are not easy to read
- Both online and printed information uses language which is not easy to understand such as 'high level' English, acronyms and jargon

Information needs to be communicated in ways which are easily understandable to everyone.

There is a lack of clear practical information to help people decide which service they need and how to access that service. Information is presented in 'categories' such as dental services, mental health services, GP services and hospital services. There is no single definitive source of information which people can refer to in times of illness or crisis.

We know that there are a number of pieces of work going on to ‘map’ services and we want to work with partners to make sure that information is communicated in ways which are easily understandable to everyone.

There are some examples of good practice which our focus groups praised. These include:

- NHS North Yorkshire and York Community and Mental Health Services: Visiting the dentist if you have Autism
- Worcestershire NHS Clinical Commissioning Groups: Your Guide to Local Health Services in Worcestershire. Is A&E for me?
- York Health and Social Care Directory Issue 1

Recommendations

Healthwatch York have made a number of recommendations, based on the feedback we have received.

Recommendation	Recommended to
Make a commitment to developing and maintaining Connected York. Add a link to the Connected York website from the websites of statutory organisations	<ul style="list-style-type: none"> • Healthwatch York • City of York Council • NHS Vale of York Commissioning Group • York Hospital
Develop primary care services (GPs, pharmacies, dentists, opticians) as resource centres	<ul style="list-style-type: none"> • NHS Vale of York Clinical Commissioning Group • NHS England
Make all written information (leaflets, meeting papers etc) as understandable and accessible as possible. Use Healthwatch York’s readability group to review leaflets and websites before they are finalised.	All statutory and voluntary organisations

<p>Make amendments to the Healthwatch York Health and Social Care Directory Issue 2 to include information about mental health services and information about how to complain.</p>	<ul style="list-style-type: none"> • Healthwatch York (completed January 2015)
<p>Produce a directory as a guide to mental health services and support in York.</p>	<ul style="list-style-type: none"> • Healthwatch York (completed March 2015)
<p>Review the way(s) in which information is provided about meetings which are open to the public. This should take into account people who do not have internet access. People need to know what the meeting is, what the purpose of the meeting is and how the public can be involved.</p>	<ul style="list-style-type: none"> • City of York Council • NHS Vale of York Commissioning Group • York Hospital • Leeds and York Partnership NHS Foundation Trust • Yorkshire Ambulance Service • NHS England
<p>Collectively promote a single 'Choose Well/is A&E for me' leaflet for York. This leaflet should contain both practical examples and contact details for services. The leaflet should be delivered to every household in the city.</p>	<ul style="list-style-type: none"> • NHS Vale of York Commissioning Group • Yorkshire Ambulance Service

Appendices

- Appendix 1 Healthwatch York workplan survey 2013
- Appendix 2 Summary of survey responses
- Appendix 3 Materials taken to focus groups

Appendix 1 Healthwatch York workplan survey 2013

Deciding our workplan

Please note: questions marked with * are mandatory

Healthwatch priorities

* 1. Initial feedback has highlighted the following potential issues for Healthwatch York to look at. Do you agree that these are important?

	Yes - you should look at this	Yes - but others are working on it	No - it's not important
living an active life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
loneliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
living with long term conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
healthy eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
living with mental health issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
access to green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Do you think Healthwatch York can do useful work addressing the issues in any of the above areas? If yes, please give details. If no, please explain why not.

Yes

No

Comments:

Help us identify priorities

3. Other areas have also been suggested by individuals. Please let us know if you think these suggestions reflect a wider problem.

	Yes, I have experience of this, it needs looking at	Yes, I have heard about this from others	No, I don't think there are issues	I don't know
discrimination against disabled people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wheelchair services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
increasing the use of children's centres	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
use of alternative health therapies, such as hypnotherapy, chiropractors, reiki, acupuncture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
wellbeing for new mums and families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

4. Do you think Healthwatch York can do useful work addressing the issues in any of the above areas? If yes, please give details. If no, please explain why not.

Yes

No

Comments:

5. Are there other things (not included above) that you think Healthwatch York should look at? Please list up to 3 areas:

*** 6. What do you think Healthwatch York should do to improve health and social care in York? What issues should we aim to address?**

7. If you could wave a magic wand to fix one thing in health and social care what would it be?

8. Where you have identified or agreed with areas of work for Healthwatch York to focus on, how can Healthwatch York work in a way which adds value / enhances the work of others?

9. Which partner organisations do you think Healthwatch York should be working with in the city in respect of the work areas identified above?

10. Are there other potential partner agencies you think we should be aware of generally?

Who's Who in health and social care

These questions aim to find out how aware people in York are of the changes to health and social care recently, and how much these matter.

11. Are you aware of the following health and social care bodies;

	No, I'm not aware of it	I've heard of it but I don't know what it does	I know about it	I'm a member	I work for them
Adult Social Care at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Services at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health team at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and Active Leisure team at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
York Teaching Hospital NHS Foundation Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vale of York Clinical Commissioning Group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leeds & York Partnership NHS Foundation Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Yorkshire Ambulance Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
York Health and Wellbeing Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthwatch York	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthwatch England	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care Quality Commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Do you think it is important to know about each of the bodies listed in Question 11, and what they do?

Yes

No

Comments:

13. Are you aware of the changes to health and social care following the Health and Social Care Act?

Yes

No

14. Should Healthwatch York do anything to help explain who's who in health and social care, and who does what since the Health and Social Care Act came into force?

Yes

No

Your Experiences

We'd now like to ask some questions about your recent experiences of health and social care in York.

15. Which health and care services have you used in the last 12 months? Please select all the services you have used from the list below.

- | | |
|--|--|
| <input type="checkbox"/> GP (doctor) | <input type="checkbox"/> Dentist |
| <input type="checkbox"/> Social care support from City of York Council | <input type="checkbox"/> Social care support from another provider |
| <input type="checkbox"/> Opticians | <input type="checkbox"/> Mental health support |
| <input type="checkbox"/> Hospital (outpatient) | <input type="checkbox"/> Community health teams |
| <input type="checkbox"/> Hospital (inpatient) | <input type="checkbox"/> Private health care |
| <input type="checkbox"/> Hospital emergency department | <input type="checkbox"/> Befriending services |
| <input type="checkbox"/> Out of hours doctor | <input type="checkbox"/> Voluntary and community sector support, eg Age UK York, York MIND |

Other: (please specify)

16. Have you been able to get the services you need, eg , GP appointment, outpatients appointment, carers assessment at times to suit you?

17. Is there anything you would like to tell us (good or bad) about your experiences of using health and social care services in York? Please note that this should be from the last 12 months.

You can give us information anonymously. If you give us your contact details these will be kept confidentially. You can also contact Healthwatch directly to share these experiences on 01904 621133 or healthwatch@yorkcvs.org.uk .

Concerns, complaints, comments and compliments

18. Do you know your rights about making a complaint, raising a concern, making comments and compliments about the following services? Please tick if you know how to do this.

	I know how to make a complaint	I know how to raise a concern	I know how to make a comment	I know how to provide a compliment	I don't know how to do any of these
Adult Social Care at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's Services at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Health at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports & Active Leisure at City of York Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
York Teaching Hospital NHS Foundation Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vale of York Clinical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Commissioning
Group

Leeds & York Partnership NHS Foundation Trust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yorkshire Ambulance Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthwatch York	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

19. How likely are you to complain if you receive poor services?

- Very likely
- Fairly likely
- Neither likely nor unlikely
- Fairly unlikely
- Very unlikely

20. Please provide any reasons for your answer.

21. Are you aware of advocacy services in the city? Please list any you know about.

22. Are you aware of other groups that can support you to raise issues, concerns or complaints? Please provide details.

Attitudes to health and wellbeing

These questions aim to find out how you feel about taking care of your own health.

23. Who do you think is most important in looking after your health and well being? Please rank in order of importance (1 being most important)

- Me
- Family
- GP
- NHS
- Pharmacist
- Other practitioner (please specify)

24. Where would you look for advice and information about keeping healthy?

- GP surgery
- Vale of York Clinical Commissioning Group website
- NHS Choices website
- Other website (please specify)
- Library
- Community Centre
- Children's Centre
- Voluntary organisation (please specify)
- Other (please specify)

25. Do you feel you need more support to be healthy? What other things would help? Please specify:

About You

Finally, we'd just like to ask you some details about yourself. Please note that we will treat all information provided as confidential, and you can leave any questions you do not wish to answer blank.

*** 26. For monitoring purposes please tell us the first part of your postcode: (e.g. YO24)**

27. Are you...

male female

28. How old are you?

- Under 18
- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- Over 65

29. How would you describe your ethnic origin?

30. How would you describe your religious beliefs?

31. How would you describe your sexual orientation?

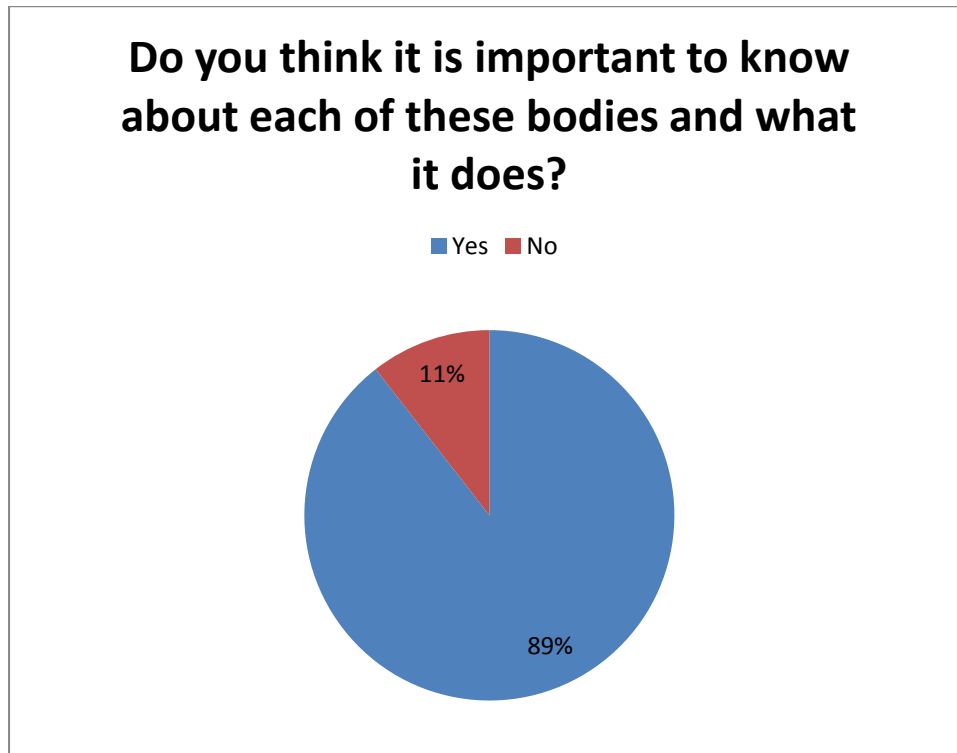
32. Do you consider yourself to be a disabled person?

Appendix 2 – Summary of survey responses

Question 11: Are you aware of the following health and social care bodies?

Organisation	No, I'm not aware of it	I've heard of it but I don't know what it does	I know about it
Adult Social Care at City of York Council	9	13	51
Children's Services at City of York Council	6	14	52
Public Health team at City of York Council	7	13	53
Sports and Active Leisure team at City of York Council	10	10	51
York Teaching Hospital NHS Foundation Trust	3	4	46
Vale of York Clinical Commissioning Group	14	7	47
Leeds & York Partnership NHS Foundation Trust	10	9	44
Yorkshire Ambulance Service	1	4	64
York Health and Wellbeing Board	19	7	44
Healthwatch York	5	9	47
Healthwatch England	9	10	52
Care Quality Commission	5	9	59

Question 12: Do you think it is important to know about each of these bodies and what it does?



People made the following comments:

Yes:

- Definitely - but my knowledge is so vast due to the last 8 months. Before that I wasn't aware of it all. I believe that you only know how to improve, listen and act when you have been on the other side, or needed assistance from these bodies.
- It would be useful to have one info point.
- In general, yes, but the long list indicates already the need for good communication!
- complexity is horrendous
- See my previous comments on need for an Information Officer to oversee information flow and needs.
- I think it's useful to have information and contact address etc. I also think that a large number of people don't feel this and expect NHS and Social Care Employees to know about these so they can advise where necessary.
- It is vast quagmire that the average citizen is not aware of the existence never mind the details. Please do not interpret my answers above as being in full possession of all the facts...I know

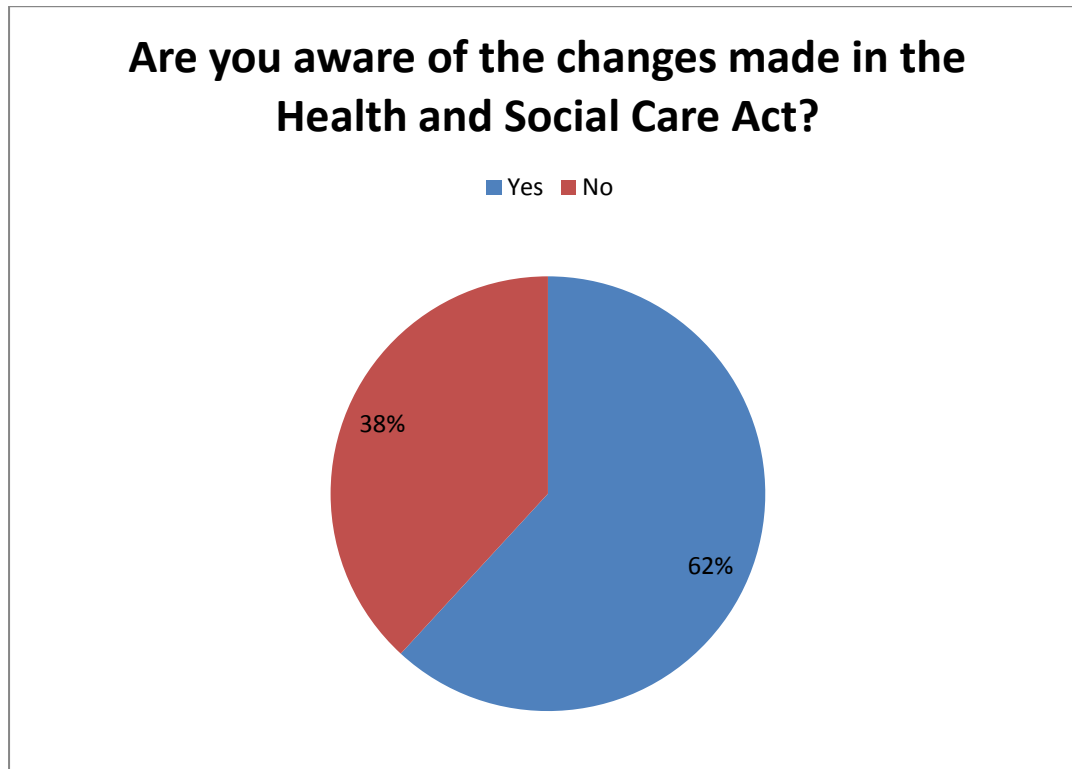
they exist, I have a reasonably clear idea of their principal responsibilities. I would not pretend to be au fait with all the detailed operation/personnel.

- A lot of over-lap in my opinion.
- They all need to be held to account
- the wide picture is needed to see where work in being delivered or NOT
- knowledge is power and self help is possible if you have the right knowledge
- Only will things succeed by Networking
- to know who to contact
- Especially York Health & Wellbeing Board as it is local.
- Only if they affect me
- superficially
- Most people are too worried about getting on trying to live till something hits them then they need to know.
- More transparency for the general public.
- If only to be able to tell others.
- Unclear what each do & how this impacts positively on York residents
- As people get older they find it difficult to use the phone when needing help, very often you get a call centre or hold the line please, press various buttons to get person you need. I suppose this is progress.
- Certainly it's good to know how to find out about these agencies

No:

- for the individual, generally knowledge only needed of specifically relevant services.
- Not important to know about all - just the ones which affect yourself or your family/friends
- Everybody can't know about everything but to know where information can be found is important for all!!

Question 13: Are you aware of the changes made in the Health and Social Care Act?



Yes:

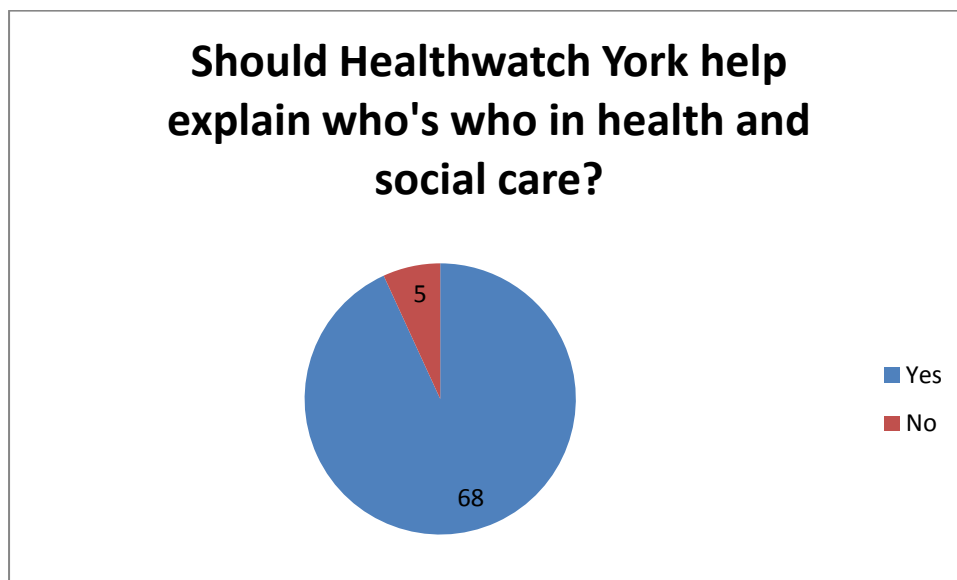
- I have read as much as I can in last 8 months
- In broad terms
- Check out Kings Fund new animated cartoon on the NHS
- I seem to have spent far too much time in researching this
- GPs are raising alarms about funding being moved from direct health into social care and the effect on the pool of money allocated to GP activities including recruitment of more GPs which they believe to be a risk
- I am aware of some of the recent changes but not sure if I know them all
- But the changes are changing or not being implemented very successfully
- Some but not all
- Good idea in practice but needs dedicated people to lead and that's not happening.

- Nothing should be set in stone if it does not change it
- Some
- Superficially
- Not sure I could describe them correctly
- Probably only a tiny part

No:

- But I should be
- Some but would really welcome knowing more!
- I am a pensioner with Rheumatoid Arthritis, I expect my Health and Social Services advisors to know about recent changes in policy and that they can advise me as required.
- To some extent
- I would really like to learn more about this.
- I have said no - because I am not familiar with all the details of this act....as I suspect are too many of us. We only have so many hours in a day to study stuff!!
- Can't keep up with the constant changes in every field!
- Except for patient records going on computer & unlikely to be insecure on the Internet. I objected at the time & returned the paperwork to say I do not want my records stored & shared over the Internet. I never received any acknowledgement & do not trust my GP practice (clerical team). I bet if/when I check, my info will be on there.

Question 14: Should Healthwatch York do anything to help explain who's who in health and social care, and who does what since the Health and Social Care Act came into force?



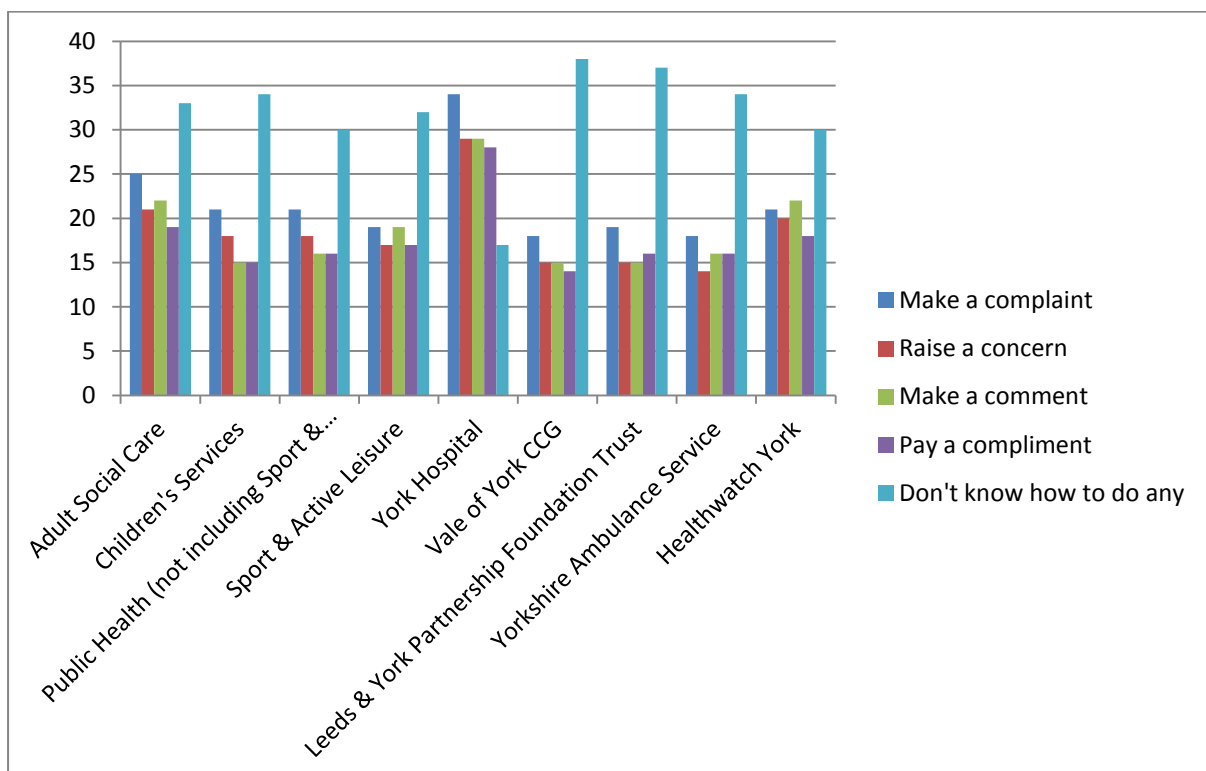
Comments:

- Produce user friendly easy leaflets or posters to put up in GP surgeries or any other public health agency, and also advertising. The power of marketing is essential in this modern day and age. Maybe a Facebook message or campaign would be a more suitable form of media marketing.
- Organisation & flow charts needed
- Have relevant information available for those users who wish to know Who's Who. I believe that very much older people without on-line facilities etc. look to their younger carers for advice.
- Essential -map it; picture it; display it;promote it. People need to know. There is a case for a simple digest/reference source.
- So many people do not know who's who & who to go to with issues
- Easy to read explanations on website
- Information in a language and style that is easy to understand
- I think this information should be available to everyone and not everyone is in contact with Healthwatch
- So many changes = a great deal of confusion & a lot of people just 'switch off'
- Radio, newspapers
- Information is power and people need to know the structures and where they can be effective

- General public are VERY confused
- Point people in the correct direction to be able to access information about this
- More articles in York Press, TV. Posters in GP surgeries and the hospitals
- Any easy to access information would be very welcome.
- But I am afraid goal posts keep moving
- information is always beneficial to us all.
- Make sure Drs are made aware of who's who in health & social care, most surgeries now have screens in the waiting rooms & most certainly notice boards. Also the monthly York magazine which is delivered free to most areas would be a good place to give out information.

Concerns, complaints, comments and compliments

Question 18: Do you know your rights about making a complaint, raising a concern, making comments and compliments about the following services?

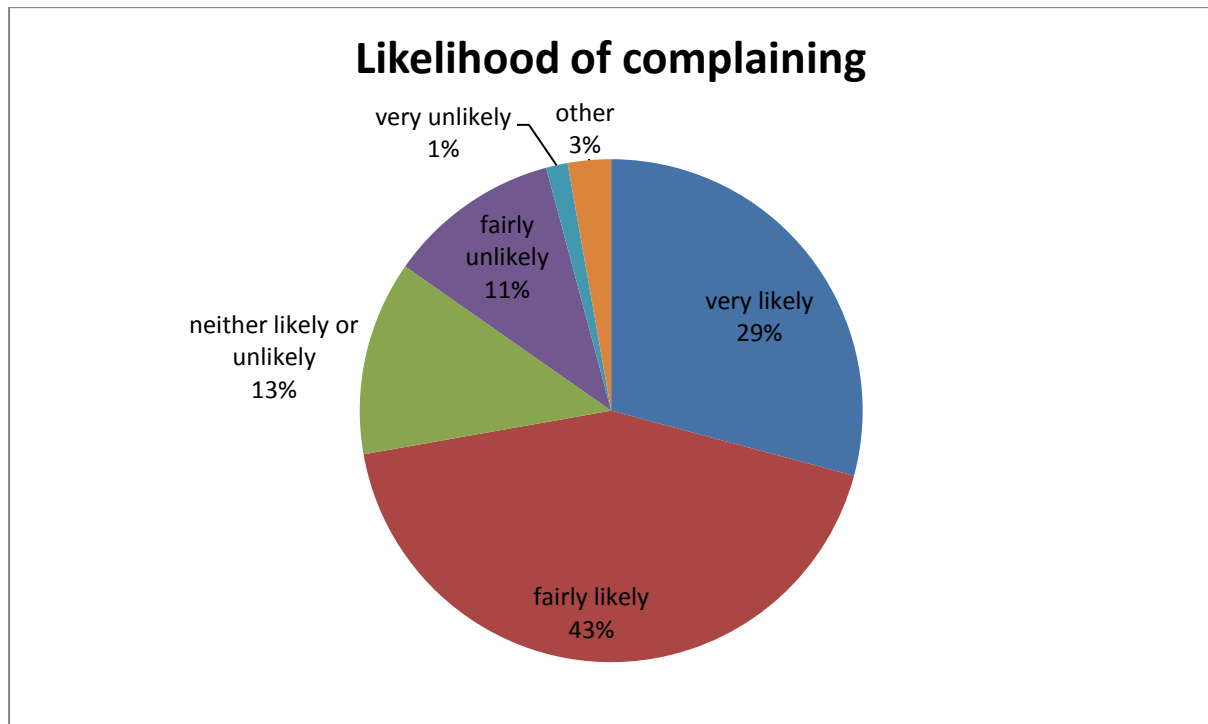


Comments:

- There is very poor publicity for how to complain or compliment these bodies. There should be prominent notices at GP surgeries and the hospitals.
- I didn't tick complaint boxes as didn't think I would need to make complaints to anyone... the ones I don't know how to contact got ticks in the "I don't know how to do any of these". The rest, I know how to contact people who matter in those organisations...
- I know how to and hopefully when to.
- I have on-line facility to look for contact advice. I have a nursing background which gives me a basic knowledge of how and where to look for advice in health and social care matters.
- Courteous letters whatever the subject never come amiss
- I presume info would be available on line for those I do not know
- I would have to look up how to do it.
- The ones I do not know I have never had any previous contact with
- If people needed to make a complaint etc to any of the above bodies statutory requirements mean they would be able to find the appropriate information. People may not know simply because they have never needed to. A better question would be do you know you Healthwatch can provide information on how to complain to all of the above.
- I would have to look up details, so don't 'know' how to do any of these, but know how to find out.
- I would look online if I needed to fill my gaps!
- My responses above are negative for most, but I do know how to find out how to raise a comment should I need to.
- Look on internet for service details
- If one has a problem then it is a matter of probing til the right department is found.
- In general if I did need to praise, complain, express a concern, I should find out quickly to whom & where to do it.
- I would simply drop the relevant people a line
- Do I have rights? The only time I complained (a few years ago re hospital care) I felt it achieved nothing but paperwork creation & shuffling. Better to "suffer in silence" & avoid all contact with "health care" as far as possible! (Although my consultant was the exception - amazing, fantastic brilliant! But I would be moved to

someone else for NHS clerical reasons if I ever needed another op).

Question 19: How likely are you to complain if you receive poor services?



Question 20: Please provide reasons for your answers:

Very likely:

- Because I believe in justice and fairness, but only if I am right.
- If I did have poor service, I would say so.
- never had to, but given plenty of compliments
- I think that positive feedback both good and bad is valuable for change to be made
- I believe it is only by bringing problems to the attention of managers etc that positive changes can be made.
- Feedback helps services improve
- I would want an issue resolved and for people to learn from experiences good and bad
- Provided one complains in a reasonable manner then that is the best way to draw attention to shortcomings which need to be rectified for the benefit of others.

- Have no reason to complain but would do so if necessary.
- Complaints should encourage change
- If poor services are accepted they'll continue! If service deliverers are made aware they can change & improve & eliminate poor service.
- I am used to enabling others to make complaints if needed.
- To make the service aware that standards can be improved
- Experience, confidence
- We learn from Complaints if they are Genuine and help those providing services to raise standards where everybody benefits
- If one does not complain things get worse
- I can only speak from experience 2 years ago with the York & North Yorkshire PCT and the complaint was a complete waste of my time and energy. As I could not get any results from the complaint or staff.

Fairly likely:

- Depends on how serious it is
- Unless you complain, no action will be taken and others may be poorly treated in future.
- Depends on severity of issue and whether learning would benefit others
- Sometimes intend to complain, then get too busy to do so
- priority for that moment then other things take over
- More likely to feed back on behalf of others than myself as I would raise issues at point of contact for myself. More likely to complete feedback forms etc than do off my own back unless feel very strongly either positive or negative
- because I would want to help make things better for other people
- I think it is important to flag up problems as this may lead to them being corrected and not affecting others
- It would have to be very bad- verging on dangerous, just because I'm English!.
- Depends if I know how to.
- If no complaint is received, there is no likelihood in the service being improved.
- never very sure if anyone listens
- In a positive and constructive way.
- Unless someone point out an issue NOTHING will be done about it
- I often think I will write but then once the moment is past I don't.

- We are all human and can make mistakes
- To help improve services for other people as well as myself.
- It is important to give feedback good & bad to make changes in a positive way.

Neither likely nor unlikely:

- It would depend on the circumstances.
- it depends on the circumstances & how much I feel any complaint subsequent response/changes would help future users.
- It would depend on the gravity of the situation.
- On the whole I don't have any complaints.
- I would be concerned about being victimised later.

Fairly unlikely:

- Too much hassle
- Staff are often under intense pressure to deliver services. Complaints - niggles or dissatisfaction with services / people doesn't often help.
- Time, lack of belief that things will change
- Don't like to make a fuss, and we can all have a bad day, just try to find an alternative
- It's often the system not the people in it.
- Concern about consequences of any complaint made
- Feel I have not been listened to (or understood) by GPs & other practitioners so why should I be listened to (or understood) when I complain.
- I fear there is no alternative. I fear it will go on my record (as a "problem" person).

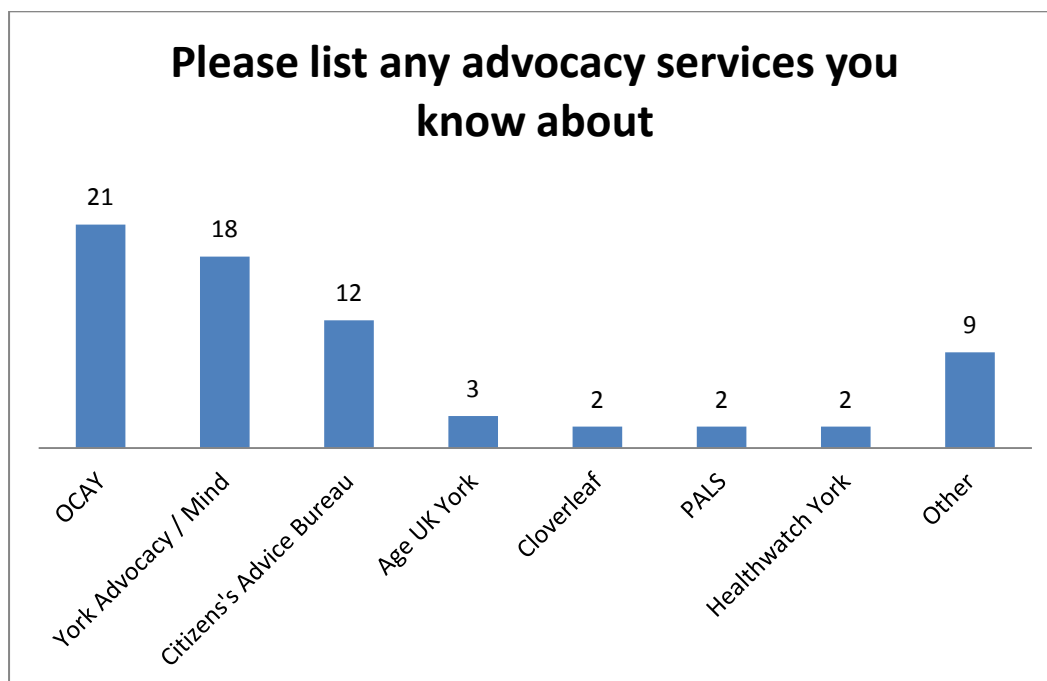
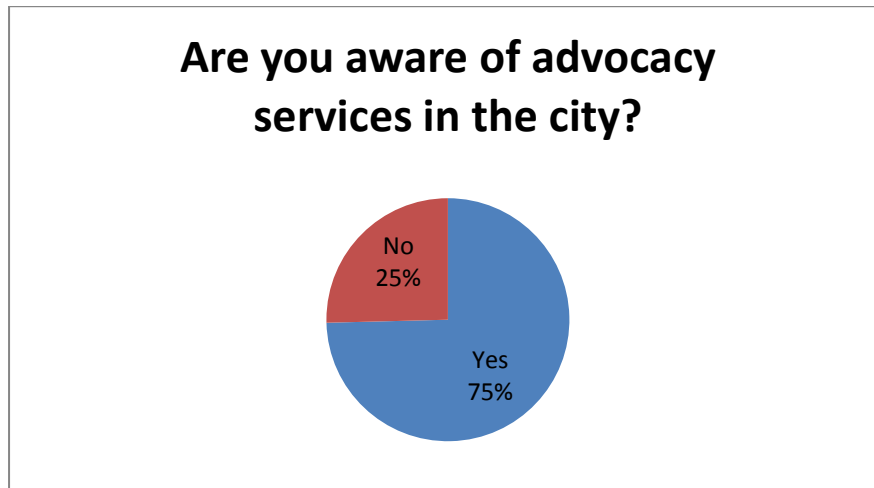
Very unlikely:

- Lack of access to communication

Other:

- I feel it is important to voice concern at the time of the event so that action can be taken quickly
- It would depend VERY MUCH on the circumstances.

Question 21: Are you aware of advocacy services in the city? Please list any you know about. Please list any you know about.



Others summarises all groups with one mention, including York CVS, Foundation, Lifeline, York Older People's Assembly, York Racial Equality Network.

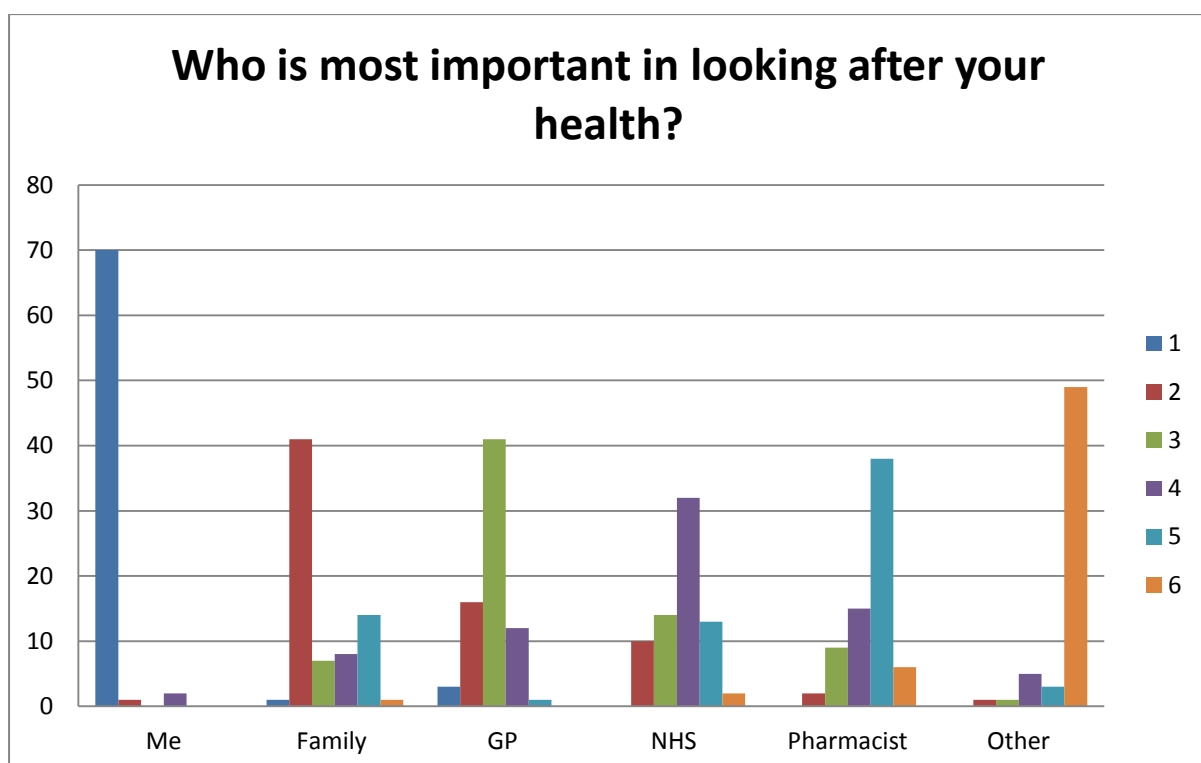
Question 22: Are you aware of other groups that can support you to raise issues, concerns or complaints?

People mentioned the following groups and organisations:

York CVS, York CAB, York Racial Equality Network, York Older People's Assembly, York Blind and Partially Sighted Society, Alzheimers Society, Age UK York, York Carers' Centre, National Rheumatoid Arthritis Society, York MIND, York Carers' Forum, LGBT Forum, PALS, Older Peoples Liaison Group, MPs, Equality Advisory Group, Association for Improvements to Maternity Services (AIMS), NHS Ombudsman, York Independent Living Network, York Carers Forum, Joseph Rowntree Housing Trust, MP's office.

Attitudes to health and wellbeing

Question 23: Who do you think is most important in looking after your health and well being? (Rank in order of importance)

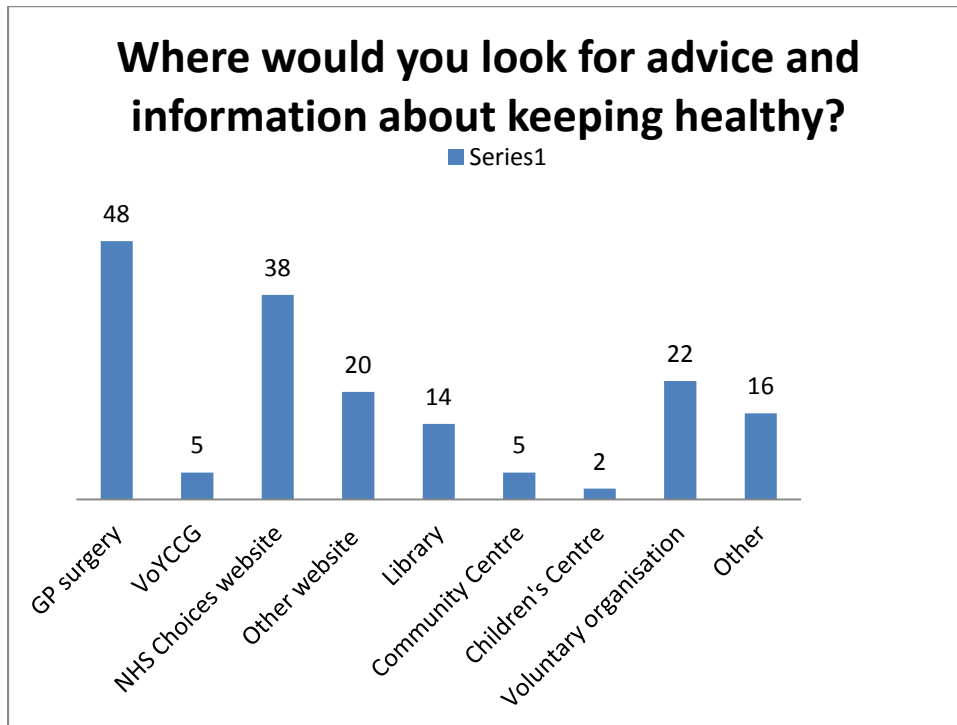


70 people said they are most important in looking after their health

(1 giving joint top ranking with their GP)

10 people felt another practitioner was more important than their GP

Question 24: Where would you look for advice and information about keeping healthy?



Appendix 3 Materials taken to focus groups:

Other organisations' materials

Online resources

King's Fund animation:

www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england

Connected York website (updated by Healthwatch York in 2014):

www.connectedyork.org.uk

Directories and A to Z listings

A to Z of useful organisations and groups (originally created by York Carers Centre, adapted by Healthwatch York with their permission)

A to Z of useful organisations and groups for older people (originally created by York Carers Centre, adapted by Healthwatch York with their permission)

Leaflets/factsheets

Age UK factsheet 44. NHS services

Age UK factsheet 5. Dental Care: NHS and private treatment

Department of Health: NHS dental services in England

Where to go for Benefit Support in York (Citizen's Advice Bureau)

How to make a complaint booklet. York Teaching Hospital NHS Foundation Trust

City of York Council: York's Health and Wellbeing Strategy 2013-2016 Easy Read Version

Healthwatch Brent Factsheet No 1: NHS Brent Clinical Commissioning Group

Healthwatch Brent Factsheet No 5: Patient Participation Groups (PPGs)

Care Quality Commission: About us. What we do and how we do it

York Teaching Hospital NHS Foundation Trust list of support groups

Yorkshire Ambulance Service NHS Trust: Feeling unwell? How to choose the right treatment for you in North Yorkshire

Worcestershire NHS Clinical Commissioning Groups: Your Guide to Local Health Services in Worcestershire. Is A&E for me?

NHS North Yorkshire and York Community and Mental Health Services: Visiting the dentist if you have Autism

Healthwatch York produced material

Directories and A to Z listings

York Health and Social Care Directory issue 1

Leaflets/factsheets

Who's who and what's what – NHS dental services in York

Who's who and what's what – NHS eye care services in York

How to complain about a health or social care service

Hospitals in the York area

What is: The City of York Health and Wellbeing Board

What is: Leeds and York Partnership NHS Foundation Trust

What is: The City of York Safeguarding Adults Board

Maternity and Young Mum useful information

Contact us:

Post: Freepost RTEG-BLES-RRYJ
Healthwatch York
15 Priory Street
York YO1 6ET

Phone: 01904 621133

Mobile: 07779 597361 – use this if you would like to leave us a text or voicemail message

E mail: healthwatch@yorkcvs.org.uk

Twitter: @healthwatchyork

Facebook: Like us on Facebook

Web: www.healthwatchyork.co.uk

York CVS

Healthwatch York is a project at York CVS. York CVS works with voluntary, community and social enterprise organisations in York. York CVS aims to help these groups do their best for their communities, and people who take part in their activities or use their services.

This report

This report is available to download from the Healthwatch York website: www.healthwatchyork.co.uk

Paper copies are available from the Healthwatch York office

If you would like this report in any other format, please contact the Healthwatch York office