



# **healthwatch** York

## **Awareness Survey** **2017**

**June 2017**

**A report based on local peoples' experience**

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## Healthwatch York Awareness Survey 2017

### Introduction

This short report provides the results of our Awareness Survey.

### Why is Healthwatch York looking at this?

As part of our contract with City of York Council, we are required to complete an annual survey. The survey should find out how many people know about Healthwatch York, and gain their views on the work we do. This is our baseline survey for our contract for 2017-2020

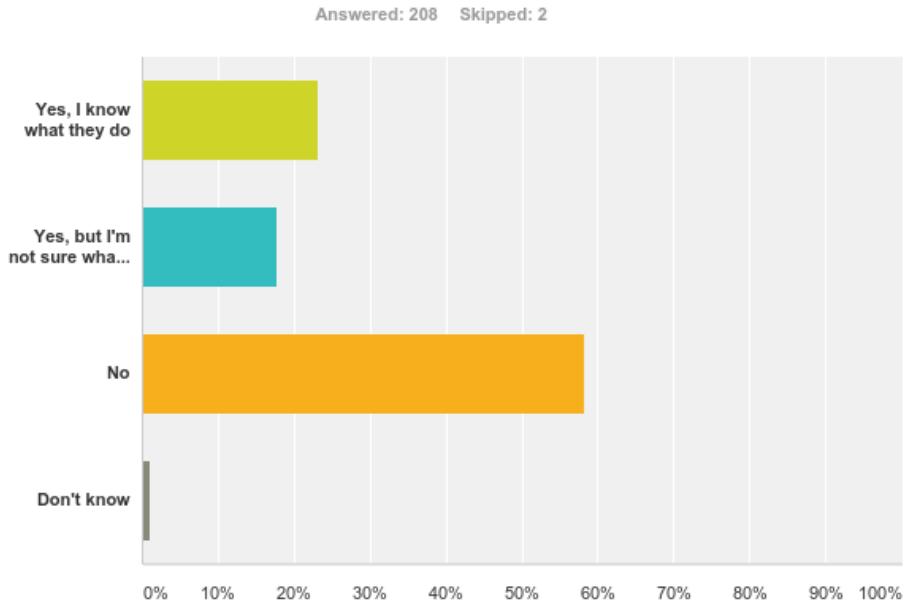
### What we did to find out more

We created a short survey of 10 questions. We also offered the chance to be entered into a prize draw for £20 in Love to Shop vouchers (Q11) and asked some standard monitoring questions (Q12-19). We shared this via twitter, facebook, and through our information stands. We also worked with City of York Council to hold additional information stands at West Offices. We shared details of the survey with our partners. We did not send it to our own mailing list to avoid skewing the survey results with those already in contact with us.

We received over 200 responses.

## What we found out

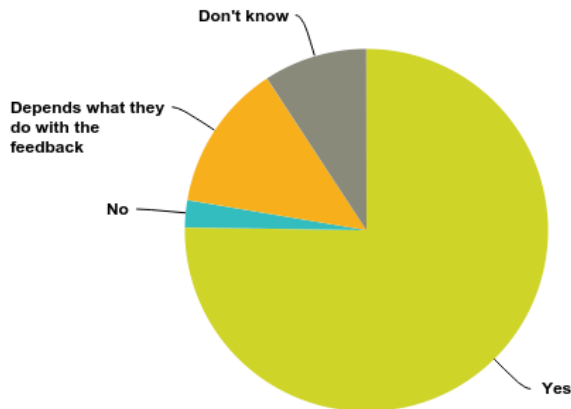
### Q1 Had you heard of Healthwatch York before taking part in this survey?



Yes, I know what they do:	23.08%	(48)
Yes, but I'm not sure what they do:	17.79%	(37)
No	58.17%	(121)
Don't know	0.96%	(2)

## Q2 Do you think it's useful to give your feedback on health and social care services?

Answered: 206 Skipped: 4



Yes	75.24%	(155)
No	2.43%	(5)
Depends what they do with the feedback	13.11%	(27)
Don't know	9.22%	(19)

### Comments include:

- I found about Healthwatch York when I filled in another survey recently at Lidgett Grove Church. I fed back about dentist and doctor services last time but due to surveys being anonymous you don't get direct feedback around outcomes. I understand why surveys are anonymous though so not sure what the solution would be!
- Just been told about it and it looks like an interesting prospect
- If you want changes
- Yes, with the help of these surveys, it may help to improve the care in the community, hospitals, dentists waiting times etc
- How do we access things? Not easy to know what's there
- My granddaughter has had excellent care from Danesgate School
- Can only say great work by everyone
- I work for the NHS in Leeds in GP Practice and attend home visits. I see everyday the issues raised by funding within Health and Social Care
- Essential in fact... helps create a service catered to local needs
- "Health and social care services" in York needs a much clearer definition.....!























