

Hanley Health and Wellbeing Centre – Public Engagement

Background

Since 2009, The Hanley Health and Wellbeing Centre has provided a walk-in service and has been a GP surgery for its registered patients.

The current provider Care UK no longer wishes to provide the service when its contract with NHS England comes to a natural end in June 2017, and NHS England and Stoke-on-Trent Clinical Commissioning Group will be considering and agreeing options to ensure the continuation of services from 1st July.

Care UK will be working with the CCG to ensure a smooth transfer of services and as soon as the details have been determined, they will let people know how to access them. This includes patients who are registered at the practice, and NHS England will let patients know where to access services as soon as possible.

Stoke-on-Trent Clinical Commissioning Group is in the process of making alternative arrangements for the walk in services which will be available from July.

Engagement Methodology

Stoke-on-Trent Clinical Commissioning Group is aware that the walk-in service at Hanley Health & Wellbeing Centre is an important service for patients and recognises that people may have concerns about the service available to them in the future.

The CCG is reviewing how services could best be replaced and developed from 1st July and has sought feedback from patients and the public about what the future services could provide.

An on-line survey promoted through social media and a hard copy survey, based at the walk in centre was used to gathering opinions from 22nd March 2017 for four weeks.

Survey Results

A total of 267 people took part in the survey and the results are set out below.

Question 1

1) (*) Are you:

		Response percent	Response total
A registered patient with an appointment		12.36%	33
A walk in patient		81.65%	218
A walk in patient (but registered with this practice)		5.99%	16

Question 2

2) (*) What is the main reason for your attendance today?

		Response percent	Response total
Illness		68.12%	<u>156</u>
Illness (long term condition)		5.24%	<u>12</u>
Accident		4.8%	<u>11</u>
Other - Please Specify 		21.83%	<u>50</u>

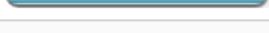
(For 'Other' above, 6 people gave blood tests as the reason for their attendance, the remaining mentioned specific conditions and illnesses.)

Question 3: Are you registered with a GP practice?

The analysis of GP practices can be found as Appendix 1 of this document.

Question 4

4) (*) Did you try anywhere else before you came here?

		Response percent	Response total
No		39.66%	<u>92</u>
Yes - 111		8.62%	<u>20</u>
Yes - Pharmacy		7.76%	<u>18</u>
Yes - Own GP		37.07%	<u>86</u>
Yes - Other (Please specify) 		6.9%	<u>16</u>

(For 'Other' above, people specified 111, pharmacy, own GP and 2 specified Haywood.)

Question 5

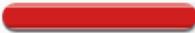
5) (*) Why did you choose to use the Hanley Health and Wellbeing Walk-in Centre? (Please tick all that apply)

		Response percent	Response total
Convenience/it was easy		33.63%	75
It was nearby		21.97%	49
I don't have to be registered to use it		12.11%	27
No appointments available at my GP		46.19%	103
Another service told me to come here		13%	29
My symptoms didn't improve/I didn't get better		11.66%	26
Other (please state) 		10.76%	24

(For 'Other' above, most people (16) specified that their own GP practice was closed at the time they were needing the service.)

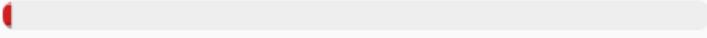
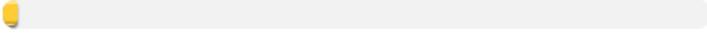
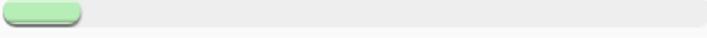
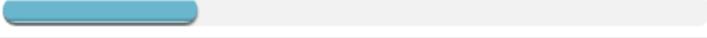
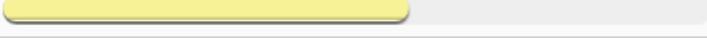
Question 6

6) (*) Have you used this Walk in Centre before today?

		Response percent	Response total
Never before		27.71%	64
Once or twice		34.2%	79
3-5 times		19.05%	44
More than 5 times		19.05%	44

Question 7

7) (*) Overall, how would you rate your experience of the Hanley Health and Wellbeing Walk-in Centre?
(1 = very poor, 5 = very good)

		Response percent	Response total
1 - Very Poor		1.38%	<u>3</u>
2		2.3%	<u>5</u>
3		11.06%	<u>24</u>
4		27.65%	<u>60</u>
5 - Very Good		57.6%	<u>125</u>

Questions 8 to 11 gave the public the opportunity to answer in their own words. The main themes which emerged are set out below.

Question 8: What is good about the Hanley Health and Wellbeing Walk-in Centre?

Ease of access and availability of appointments: 78 people appreciated this with comments such as :

“That we can be seen the same day and no appointment is necessary”

“I know lots of people who use this walk in service as their own GP has no appointments and only a few book on the day appointments that are gone by 8.30am.”

Excellent staff: 51 people commented positively on the staff with remarks such as:

“Staff were helpful and welcoming”

“Got to see a nurse or doctor who knew what they were talking about”

Convenience: 45 people mentioned the convenience of the centre:

“In the town centre and longer opening hours than doctors”

“The walk in centre is in a perfect spot in the town centre”

Question 9: What is not so good or could be done better?

Long waits: Most comments - 52 people were about long waiting times

“I had to wait an hour and a half in a busy waiting room with a young child and five month old baby”

“The waiting times were long, patients sometimes not seen in the order they arrived”

Staffing: There were 16 comments about staffing:

“More doctors/nurses to speed up waiting times”

“There was no GP available on the day and the treatment I required was not able to be given by the nurse”

Environment: there were 10 comments about the environment ranging from :

” Children's area could be improved”

“The screen to notify you where to go is too quiet, you have to continuously watch it”

Question 10: Are there any ways in which you think the service could be improved?

Staffing: 25 people felt that staffing levels could be improved:

“More doctors and nurses at the practice so the waiting times aren't so long”

“More doctors on duty”

Waiting time: 12 people felt the service could be improved by shorter waiting times:

“The waiting time could be cut down”

“The wait time should be better explained when you arrive. If you are the only person there you should not have to wait 40 mins”

Question 11: Is there anything else you'd like to share?

10 people commented positively about service:

“Great service, great alternative when it is difficult to get an appointment at GP's”

And 6 similarly about the staff:

“Everyone is very friendly and helpful”

7 people commented about the value of the service:

“If this service was not here I would struggle to find treatment for minor illness/injury”

Demographic information

Participants' responses to questions about ethnicity, background, age etc can be found in Appendix 2 of this document.

2 May 2017

Appendix 1

Please specify which GP Practice you are registered with:

Harley Street Medical Centre	18	Weston Coyney Medical Practice	2
Moorcroft Medical Centre	14	Tardis Surgery	2
Brook Medical Centre	12	Orchard Surgery	2
Hanley Health & Wellbeing	10	Miller Street Surgery	2
Mayfield Surgery	9	Kingsbridge Medical Practice	2
Apsley House	9	Kidsgrove Medical Centre (Harbidge)	2
Moss Green Surgery	7	Glebedale Medical Practice	2
Longton Hall Surgery	7	Foden Street Surgery	2
Cambridge House Surgery	7	Cobridge Surgery	2
Potteries Medical Centre	6	Well Street Medical Centre	1
Adderley Green Surgery	6	Tunstall Primary Care Centre (Dr Sonnathi)	1
Werrington Village Surgery	5	The Practice Drayton Road	1
Packmoor Medical Centre	5	Silverdale & Ryecroft Practice	1
Haymarket Health Centre	5	R J Mitchell Medical Centre	1
Willow Bank Health Centre	4	Park Medical Centre	1
Snowhill Medical Centre	4	Moss Lane Surgery	1
Meir Primary Care Centre (Dr Borse & Partners)	4	Midway Medical & Walk-in Centre	1
Furlong Medical Centre	4	Meir Primary Care Centre (Dr Miles & Partner)	1
Birches Head Medical Centre	4	Meir Park Surgery	1
Belgrave Medical Centre	4	Lyme Valley Practice	1
Wolstanton Medical Centre	3	Lucie Wedgwood Health Centre	1
Millrise Medical Practice	3	Longton Health Centre (Dr Patel)	1
Merton Street Surgery	3	Keele Practice	1
Loomer Road Surgery	3	Hartshill Medical Centre	1
Heathcote Street (The Surgery)	3	Five Towns GP Surgery	1
Hanley Health Centre	3	Dr Sinha	1
Hanford Health Centre (Drs Shah & Talpur)	3	Biddulph Doctors	1
Goldenhill Medical Centre	3	Ashley Surgery	1
Baddeley Green Surgery	3	(The) Village Surgery	1
		Other (please specify) - Out of area	11

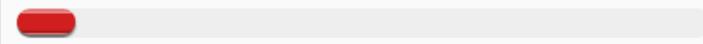
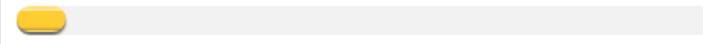
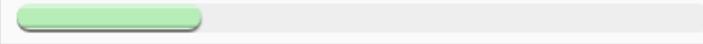
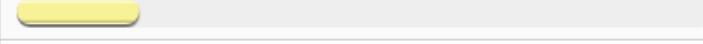
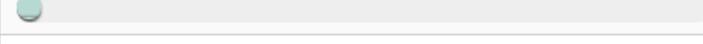
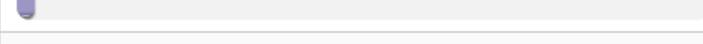
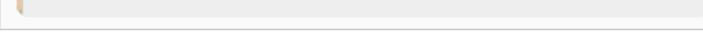
Appendix 2

Demographics

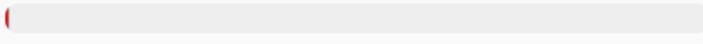
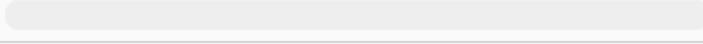
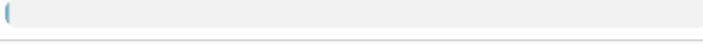
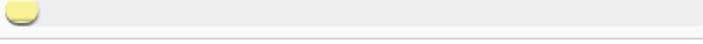
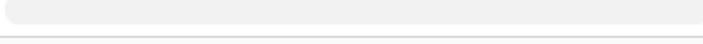
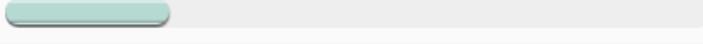
What is your ethnic group/background?

	Response %	Response Total
English, Welsh, Scottish, Northern Irish, British	81.5%	181
Pakistani	3.2%	7
Other European	2.7%	6
Polish	2.3%	5
Any other ethnic or nationality background not listed	2.3%	5
Black British	1.8%	4
African	1.4%	3
White Irish	0.9%	2
Bangladeshi	0.9%	2
White and Black African	0.9%	2
White and Black Caribbean	0.9%	2
Indian	0.9%	2
Caribbean	0.5%	1

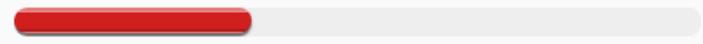
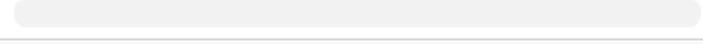
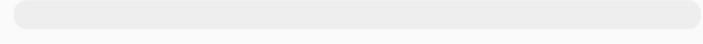
What is your age category?

		Response percent	Response total
1-10		8.6%	<u>19</u>
11-20		7.24%	<u>16</u>
21-30		26.7%	<u>59</u>
31-40		23.08%	<u>51</u>
41-50		17.65%	<u>39</u>
51-60		9.5%	<u>21</u>
61-70		3.62%	<u>8</u>
71-80		2.72%	<u>6</u>
81 and over		0.91%	<u>2</u>

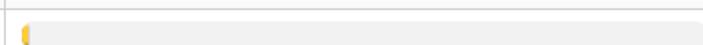
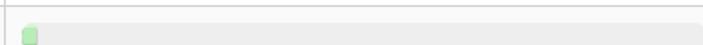
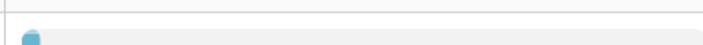
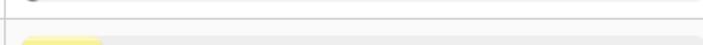
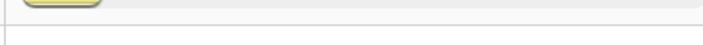
What is your religion/faith?

		Response percent	Response total
Hinduism		0.55%	<u>1</u>
Christianity		61.75%	<u>113</u>
Judaism		0%	0
Buddhism		0.55%	<u>1</u>
Islam		4.92%	<u>9</u>
Sikhism		0%	0
Prefer not to say		23.5%	<u>43</u>
Any other religion, please describe		8.74%	<u>16</u>

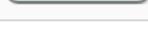
How would you describe your gender?

		Response percent	Response total
Male		34.74%	<u>74</u>
Female		65.26%	<u>139</u>
Intersex		0%	0
Other		0%	0
Prefer not to say		0%	0

What is your sexual orientation?

		Response percent	Response total
Hetrosexual (people of the opposite sex)		80.44%	<u>148</u>
Gay (both men)		1.09%	<u>2</u>
Lesbian (both female)		2.17%	<u>4</u>
Bisexual (people of either sex)		2.72%	<u>5</u>
Prefer not to say		11.96%	<u>22</u>
Other (Please specify) 		1.63%	<u>3</u>

Marriage & Civil Partnership: What is your relationship status?

		Response percent	Response total
Married		29.59%	<u>58</u>
Single		28.06%	<u>55</u>
Divorced		5.61%	<u>11</u>
Separated		3.57%	<u>7</u>
Widowed		3.06%	<u>6</u>
Civil Partnership		1.53%	<u>3</u>
Lives with Partner		21.94%	<u>43</u>
Prefer not to say		3.57%	<u>7</u>
Other (Please specify)	 	3.06%	<u>6</u>

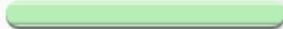
Pregnancy and Maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

Number of respondents who have indicated that they are pregnant at this time	5
Number of respondents who have recently given birth (within the last 26 weeks)	5

Do you consider yourself to have a disability?

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).

		Response percent	Response total
Physical impairment (please state)		20%	<u>8</u>
Sensory impairment (please state)		10%	<u>4</u>
Mental health need		40%	<u>16</u>
Learning disability or difficulty		7.5%	<u>3</u>
Long term illness (please state)		27.5%	<u>11</u>
Other, please state	 	22.5%	<u>9</u>

Caring Responsibility: Do you care for someone?

		Response percent	Response total
Yes		6.15%	<u>11</u>
No		74.86%	<u>134</u>
Prefer not to say		2.24%	<u>4</u>
Care for young person/s aged younger than 24 years of age		13.97%	<u>25</u>
Care for adult/s aged 25 to 49 years of age		1.68%	<u>3</u>
Care for older person/s aged over 50 years of age		5.03%	<u>9</u>

Military Veterans - I am a military veteran

		Response percent	Response total
Yes		2.55%	<u>4</u>
No		95.54%	<u>150</u>
Prefer not to say		1.91%	<u>3</u>