



2021

HEALTHWATCH
STAFFORDSHIRE:

PRIMARY CARE
CALLOUT



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ABOUT THE PROJECT

Healthwatch Staffordshire are the independent champion for people using health and social care services. We listen to what people like about services and what they think could be improved. We share these views with those with the power to make change happen.

We also provide support and information about health and social care services available in Staffordshire. Our sole purpose is to help make health and social care work better for people.

On this occasion, we were interested in opinion of primary care and community services in Staffordshire. The future provision of primary and community care services is being considered, with the aim of offering enhanced services for residents as part of the Integrated Care System Plans.

This does not mean that Healthwatch consider the current service offer is lacking in any way. However, Healthwatch does see this as an opportunity to have voices heard and provide influence on the considerations being given to the range of services that could be offered in Staffordshire. We must stress this is very much an aspirational exercise undertaken independently by Healthwatch Staffordshire to simply see what residents' views are of what services they think would benefit them and, or their local communities.

An online survey was distributed which provided respondents with a list of services typically offered by Staffordshire primary care services, respondents were asked to rate how important they thought these services were. They were also asked if they would like to see any additional services offered in Staffordshire.

270

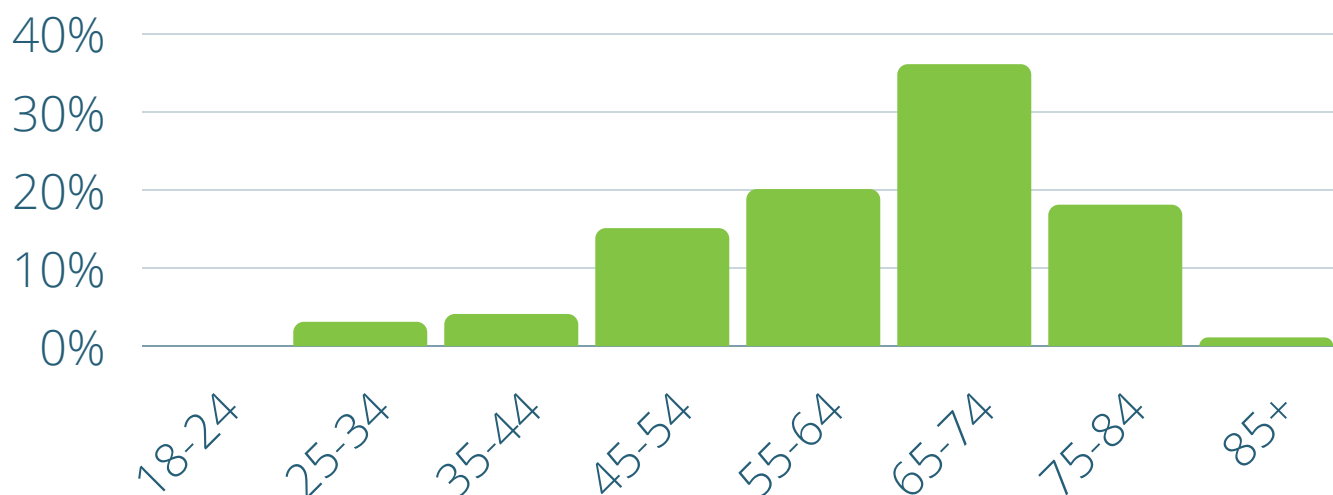
Residents

WHO TOOK PART

270 Staffordshire residents completed the online survey.

69% of respondents identified as female and 30% identified as male - the remaining 1% was made up of those who identified as gender variant/Non-conforming or who preferred not to say.

The largest number of respondents identified themselves as being in the 65-74 years age bracket (36%). The age of the respondents were as follows:

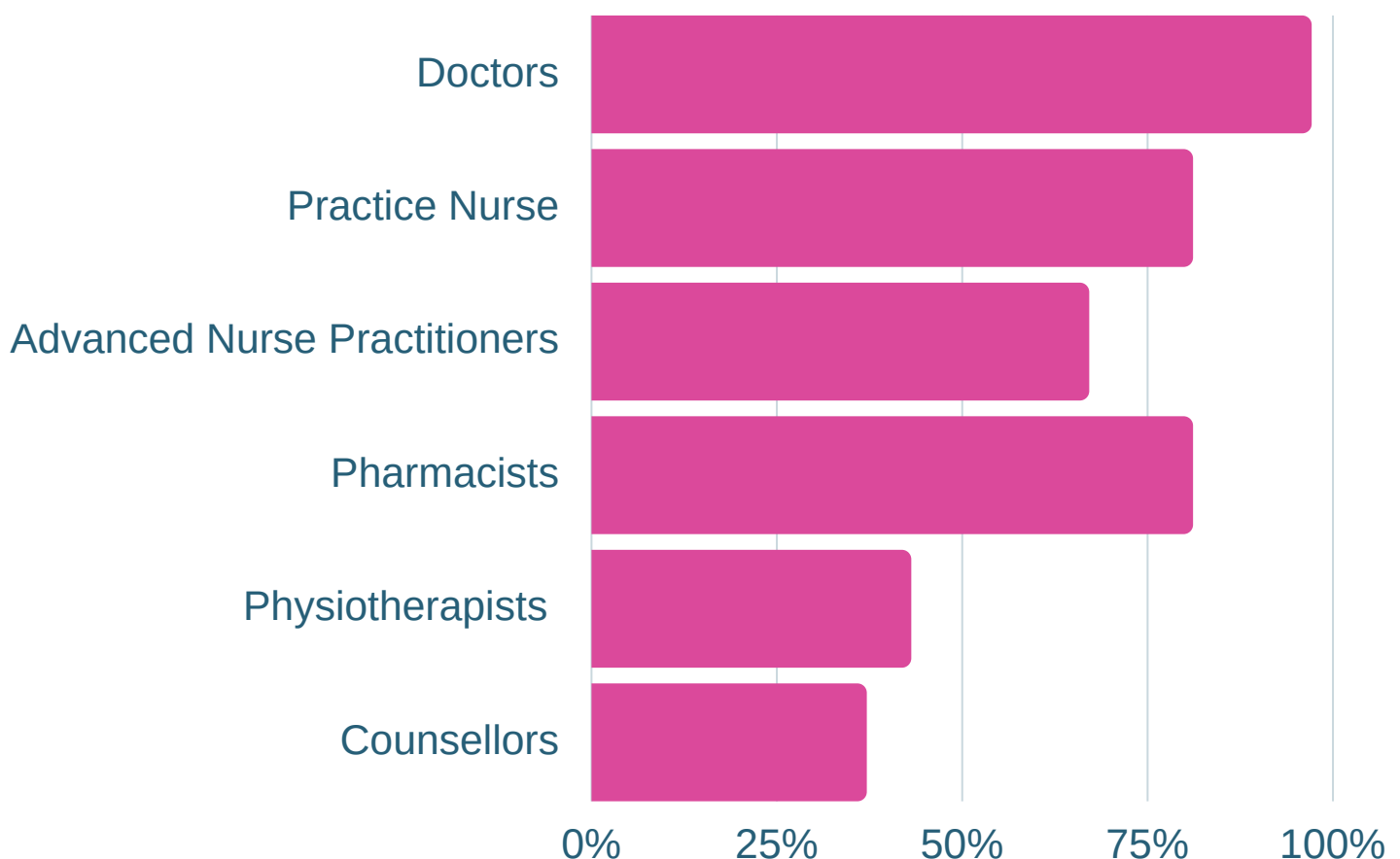


93% of respondents identified as being part of the White: English, Welsh, Scottish, Northern Irish or British ethnic group. The remaining 7% was made up of respondents who identified as White: Irish, White: Any other White background, Asian or Asian British: Pakistani, Mixed or Multiple Ethnic Groups: White and Asian, Asian or Asian British: Indian, and Asian or Asian British: Chinese ethnic groups as well as respondents who preferred not to say.

Other demographic data showed 29% of respondents considered themselves to have a disability and 66% of respondents considered themselves to have a long-term condition. 28% of respondents considered themselves to be a carer.

PRIMARY CARE SERVICES

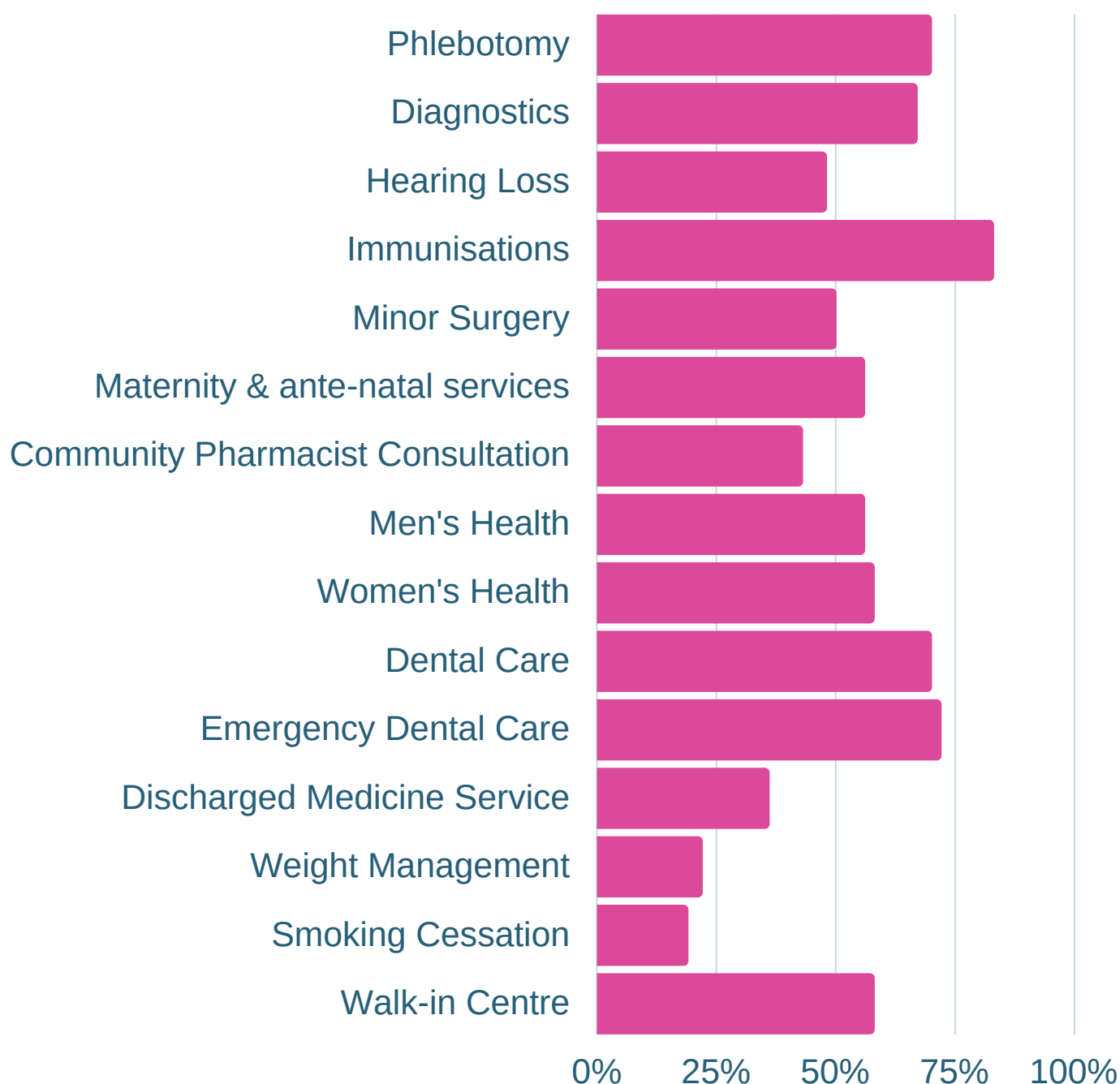
Respondents were given a list of services typically included as part of the primary care offering in Staffordshire. For each service respondents were asked to choose which of the following six options resonated most for them about the service in question: 'I think this is an essential service for me, or my community', 'I think this is an important service for me, or my community', 'I think this is an important service, but not to me personally', 'I'm not sure / I can't decide', 'I don't consider this an important service for me, or my community', or 'I don't know what this service is'. The graph below shows the percent of respondents who considered the services to be essential to either themselves or their communities.



As shown above, the large majority of respondents considered doctors, practice nurses, advanced nurse practitioners, and pharmacists to be essential services within the primary care offering. A much smaller proportion of residents considered physiotherapists and counsellors to be essential services with the Staffordshire primary care offering.

PRIMARY CARE SERVICES CONTINUED

Below are some more services typically part of the primary care offering in Staffordshire which respondents were asked to rate in the same way as above. The graph below shows the percent of respondents who considered the services to be essential to either themselves or their communities.



Given the current coronavirus pandemic, it is not surprising that the vast majority of respondents felt immunisations were an essential part of primary care services. Weight management, smoking cessation, and discharged medicine service were deemed as essential services by the fewest amount of respondents.

APPOINTMENT PREFERENCE DIGITAL VS FACE-TO-FACE

Respondents were asked about digital and telephone appointments with clinicians and face-to-face appointments with clinicians in primary care settings. A significantly higher number of respondents indicated that face-to-face appointments were essential to them than digital and telephone appointments.



87%

of respondents said face-to-face appointments with clinicians were an essential service for them or their community



31%

of respondents said digital and telephone appointments with clinicians were an essential service for them or their community

When looking further into this, differences were evident between the youngest and oldest respondents to the survey.

DIGITAL APPOINTMENTS



38%

of 25-34 year olds said this was an essential service



0%

of 85+ year olds said this was an essential service

FACE-TO-FACE APPOINTMENTS



75%

of 25-34 year olds said this was an essential service

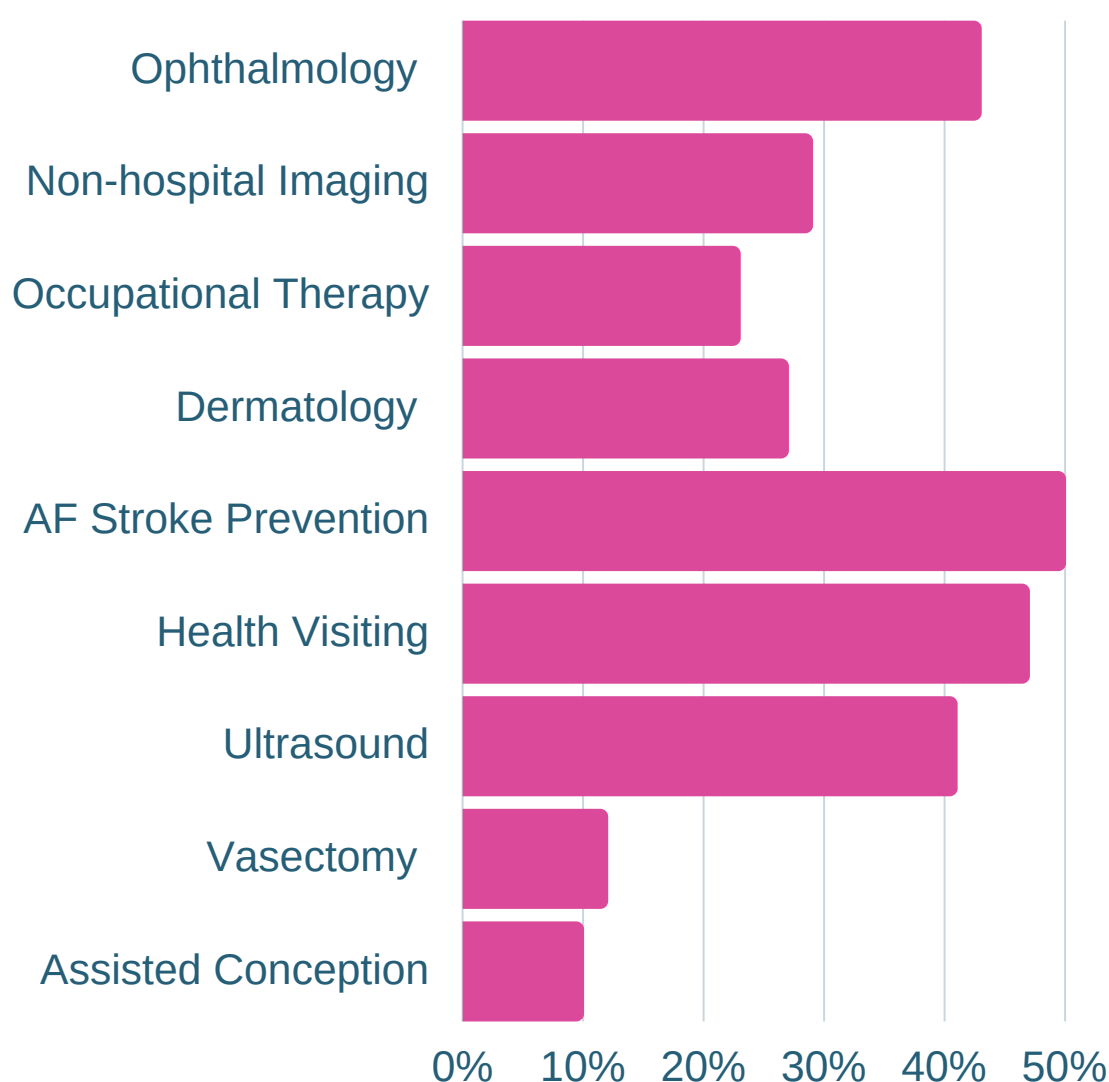


100%

of 85+ year olds said this was an essential service

COMMUNITY SERVICES

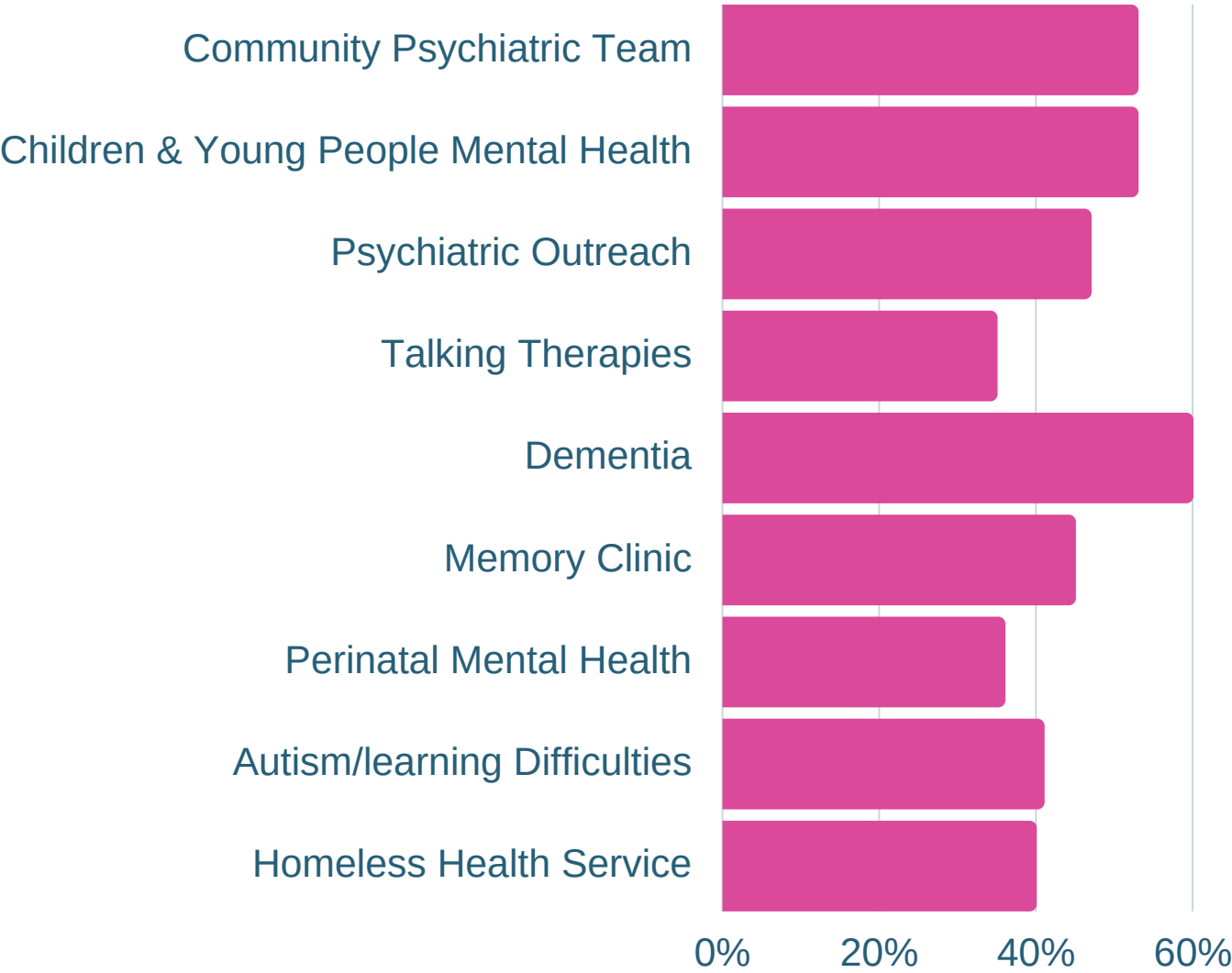
Respondents were also given a list of services typically included as part of the community care offering in Staffordshire. For each service respondents were asked to choose which of the same six options resonated most for them about the service in question. The graph below shows the percent of respondents who considered the services to be essential to either themselves or their communities.



Around half of the respondents considered AF stroke prevention and health visiting to be essential services for themselves or their community. A much smaller proportion of respondents considered vasectomy and assisted conception services to be essential.

COMMUNITY SERVICES

Below are some more services typically part of the community care offering in Staffordshire which respondents were asked to rate in the same way as above. The graph below shows the percent of respondents who considered the services to be essential to either themselves or their communities.



While dementia services were considered to be essential by the highest proportion of respondents, all of the other mental health services listed above were also regarded as essential by a large number of respondents.

ADDITIONAL SERVICES

Residents were asked, in addition to the services already listed and rated, if there were any other services they would like to see offered as part of the primary care offering in Staffordshire. Some of the main points raised by respondents are listed below:

Long-term condition clinics

More local diagnostic clinics

Expansion of social prescribing

Post-op support, e.g. wound care

Addiction support

X-ray facilities

Healthy lifestyle support and health education

Chiropractors

Drop-in group therapies, e.g. bereavement support

Support for carers

Preventative screening services

WHAT COULD IMPROVE CURRENT SERVICES?

Respondents were asked what they thought could improve current primary and community care services in Staffordshire. Listed below are some of the main points raised by respondents:

More face-to-face appointments

Increased numbers of staff

Make more appointments
available and accessible

More communication about
what services are on offer
and how to access them

Better integration of services

More accessible hours of operation

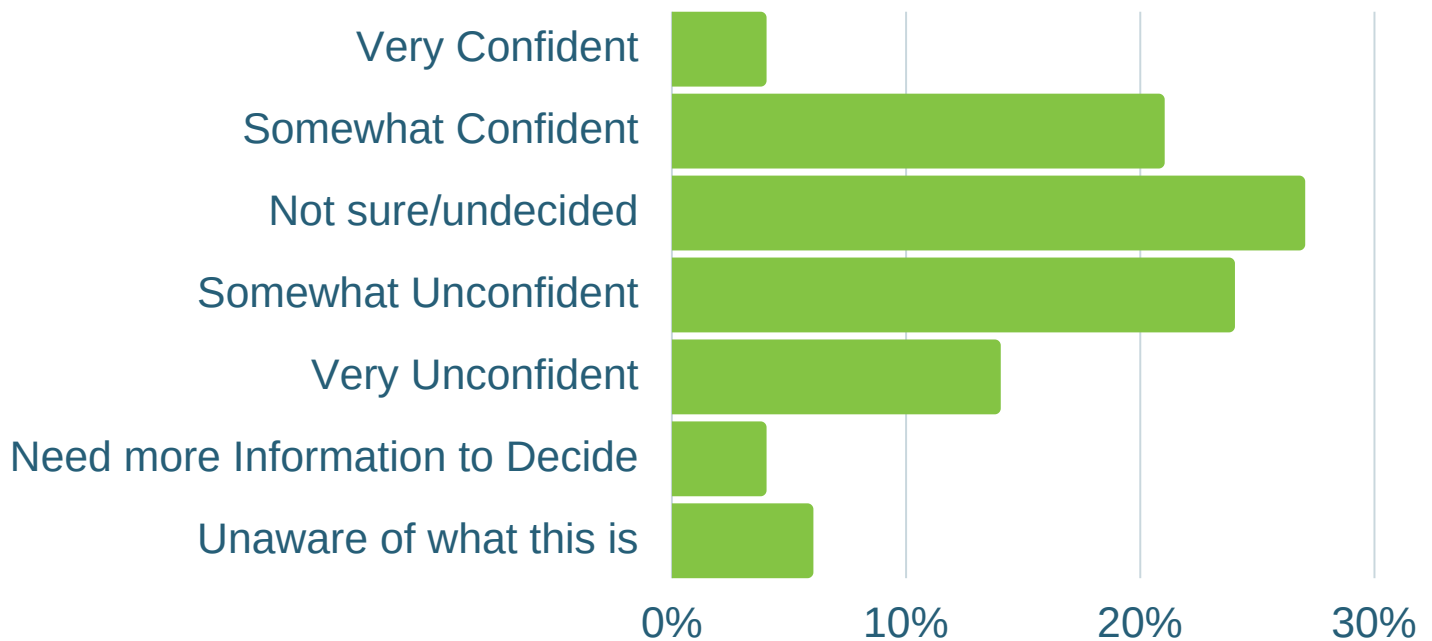
Better accessibility for rural areas

Reduced wait times for
appointments and treatment

To read full feedback from respondents see our
additional report - Primary Care Report Addendum -
What people told Healthwatch Staffordshire

CONFIDENCE IN A NEW PRIMARY CARE SERVICE

When asked, 'how confident are you that a new enhanced primary care and community health care service will meet your needs and the needs of your community?' respondents said...




When looking at confidence by age, the younger respondents (54 and under) showed significantly less confidence in a new enhanced care service than older participants (55 and over).


When looking at confidence by gender, male respondents showed significantly less confidence in a new enhanced care services than female respondents.

When looking at other demographic data, those who considered themselves to have a disability showed less confidence in a new enhanced care service than those who did not consider themselves to have a disability. Those with a long term condition showed significantly less confidence, and those who considered themselves to be carers also showed less confidence in a new enhanced care service than those who did not.

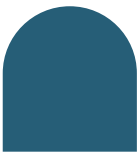
SUMMARY




Doctors were considered the most essential service out of the listed primary care services with 97% of respondents maintaining they are essential for themselves or their community. Smoking cessation services were considered the least essential service within the primary care offering with only 19% of respondents deeming this essential.




Dementia services were considered the most essential service out of the listed community care services with 60% of respondents maintaining they are essential for themselves or their community. Assisted conception services were considered the least essential service with only 10% of respondents deeming this essential.



While face-to-face appointments were considered as essential by a much higher proportion of respondents than digital appointments, large differences could be seen when breaking this down by the age of the respondents. When comparing the youngest and oldest respondents, 75% of 25-34 year olds considered face-to-face appointments to be essential compared to 100% of 85+ year olds. Furthermore, 38% of 25-34 year olds considered digital appointments to be essential compared to 0% of 85+ year olds.



When asked if there were any additional services they would like to see offered in Staffordshire, respondents proposed a range of services but most prominent were chiropractors, an expansion of diagnostic services and long-term condition clinics, x-ray facilities, and preventative screening services.



When asked what they thought could improve current services in Staffordshire, again respondents proposed a range of changes but most notable were an increase in staffing and number of appointments, a full return to face-to-face care, and better communication.

THANK YOU

Healthwatch Staffordshire would like to say a huge 'thank you' to everyone who took part in our survey and shared with colleagues, family, and friends!

Healthwatch Staffordshire

Staffordshire University Business Village

Dyson Way

Staffordshire Technology Park

Stafford

ST18 0TW

www.healthwatchstaffordshire.co.uk

Telephone: 0800 051 8371

Email: enquiries@healthwatchstaffordshire.co.uk

Twitter: @HWStaffordshire

Facebook: @HWStaffordshireOfficial

Instagram: @HWStaffordshire



The contract to provide the Healthwatch Staffordshire service is held by Engaging Communities Solutions C.I.C.

www.weareecs.co.uk

Telephone: 01785 887809

Email: contactus@weareecs.co.uk

Twitter: @EcsEngaging



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Communities
Solutions**