



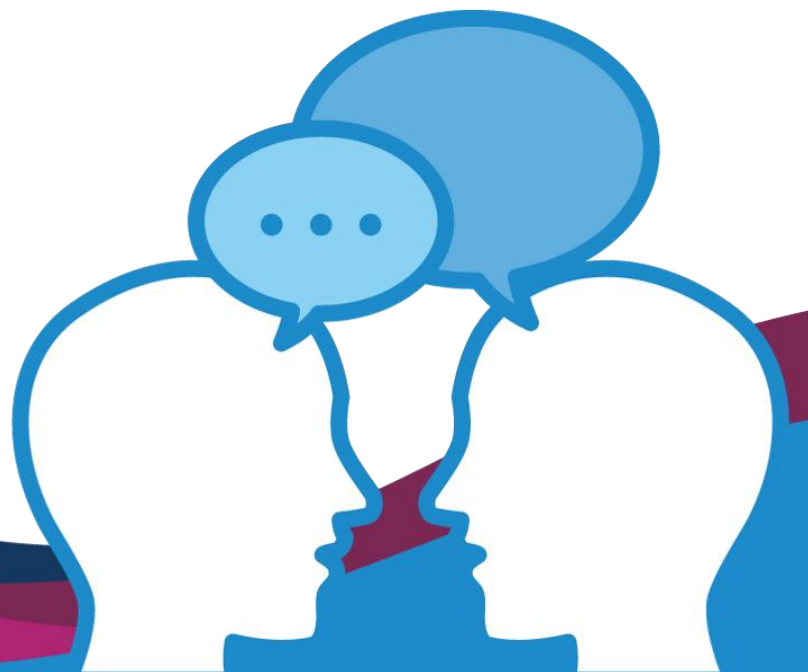
**Lancashire and
South Cumbria**
Integrated Care Board

West Lancashire community services questionnaire

Analysis report

June 2024

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Acknowledgements

The ICB would like to thank everybody who took the time to complete the West Lancashire community services questionnaire it, as well as those who supported the distribution of it.

Introduction

NHS Lancashire and South Cumbria ICB is committed to listening to patients and members of the public to make sure their views and experiences inform quality improvements and commissioning intentions. Community health services in West Lancashire are currently being reviewed and it was important to hear the views and experiences of these services from local people.

Executive summary

In May and June 2024, a questionnaire was developed and distributed which would ask people about their views and experiences of community services delivered in West Lancashire. The timing of this engagement coincided with what was due to be the launch of the Shaping Care Together pre-consultation engagement. To avoid any confusion for people living in West Lancashire the decision was taken not to promote the community services questionnaire broadly on social media, but to take a more targeted approach through existing networks and groups.

A total of 66 people completed the questionnaire, 55 of which had accessed community services, either directly or for someone they care for. Given the restrictions around the promotion of the questionnaire, it was a challenge to reach large numbers within the specified timeframe. Nevertheless, some rich insights have been received, a summary of which can be found below.

Key findings

The majority (85.5%) of respondents who had accessed community services in West Lancashire in the past five years said they were satisfied with the service they had received. More than 80% said they would expect to travel five miles or less to a community health services appointment. More than three quarters feel involved in decision making around their care. For those that didn't feel involved, 69% wanted to be more involved. Most respondents (85.5%) felt information was communicated well and in a format they could understand.

However, nearly 42% of people didn't know who was in charge of their care. Of the 38% of people who received care for more than one condition, nearly 43% didn't feel that care was coordinated. Almost three quarters of people were either already using technology or would be happy to use technology to manage their care. Meanwhile, less than half of respondents felt they had all the information they need about what services are available to them.

When asked to think about what was positive about the care they received the top three themes were:	When asked to consider what could be done to make the service(s) better, the top three themes were:
<ul style="list-style-type: none">• Staff – helpful, friendly, professional• Clinicians – excellent care and knowledge• Ease of access – getting seen quickly and easily	<ul style="list-style-type: none">• Need better communication and availability of information• More appointments needed to reduce waiting times• Better access – in terms of contact and physically



What have we been talking to people about and why?

We want to make sure local people...



...Are aware and informed about proposals...

... Know how they can get involved...



... Understand why decisions are made...

...Feel enthusiastic about what is possible...



...Have trust in the process.

Community health services cover a wide range of services and provide care for people from birth to the end of their life. In West Lancashire there are several community services including nutrition and dietetics, podiatry, adult continence, phlebotomy, community respiratory service, heart failure nurses, falls prevention, diabetes services, and speech and language therapy.

Community services are usually provided outside of a hospital setting, often using community buildings, GP surgeries and people's own homes, including care homes.

In West Lancashire, most community services are located in the following places Hants Lane Clinic, Burscough Health Centre, Tarleton Health Centre, Sandy Lane Health Centre, Skelmersdale and West Lancashire Health Centre at Ormskirk Hospital.

A questionnaire was designed to ask people about their experience, or the experience of someone they care for, of using community services in West Lancashire.

Who have we heard from?



At the time of writing, a total of 66 people have responded to the questionnaire, 55 of which have accessed community services for themselves or someone they care for.

How did we speak to people?



An online questionnaire was developed with paper copies also being made available for people to complete. The timing of this engagement coincided with what was due to be the launch of the Shaping Care Together pre-consultation engagement. To avoid any confusion for people living in West Lancashire the decision was taken not to promote the community services questionnaire broadly on social media, but to take a more targeted approach.

The questionnaire went live on Monday 13 May and was shared with the following people/organisations who were asked to try and promote uptake through their networks and channels:

- HCRG Care Group – via their community care hub.
- West Lancashire community champions via Julie Curren
- West Lancashire primary care network managers and clinical directors
- Kathryn Moffitt – senior partnership development manager at West Lancashire Borough Council
- Healthwatch

A member of the ICB's engagement team also attended several community groups/places to encourage responses to the survey including:

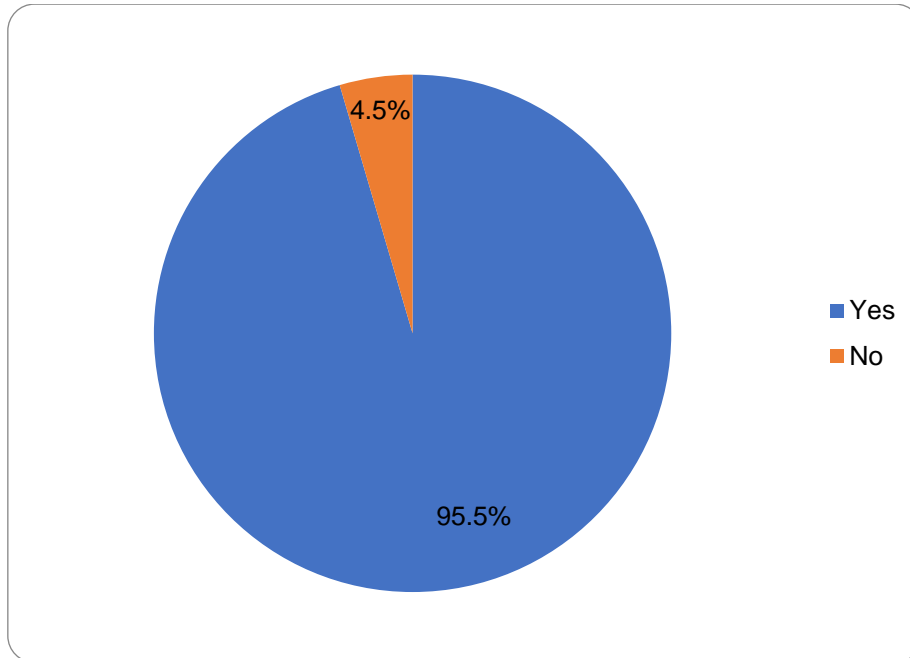
- Concourse shopping centre pop-up
- Community café – Hesketh Bank community centre
- Parbold library

For the purposes of this report the data collected was captured between Monday 13 May and Friday 7 June.

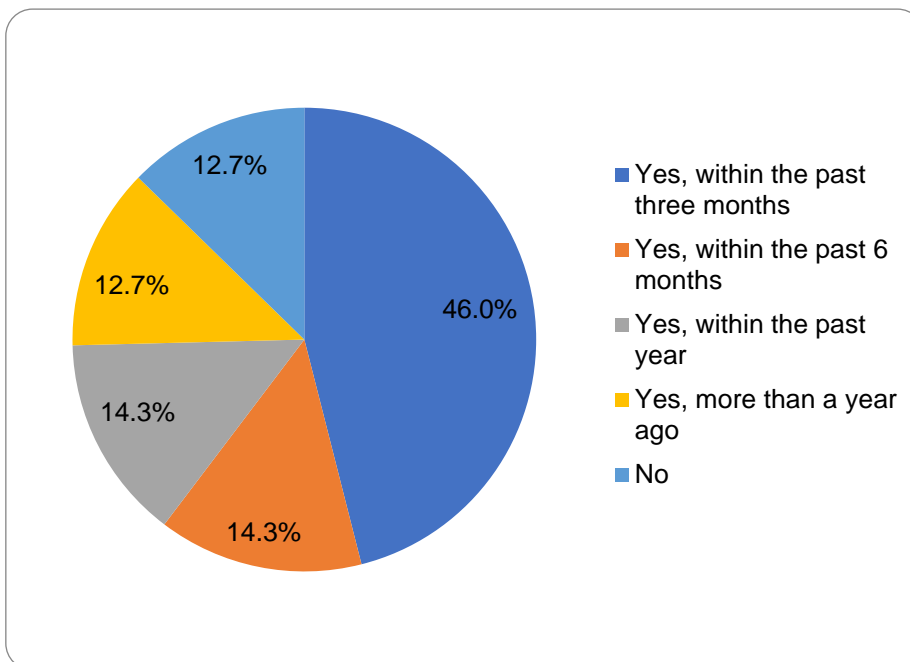
What did we hear?



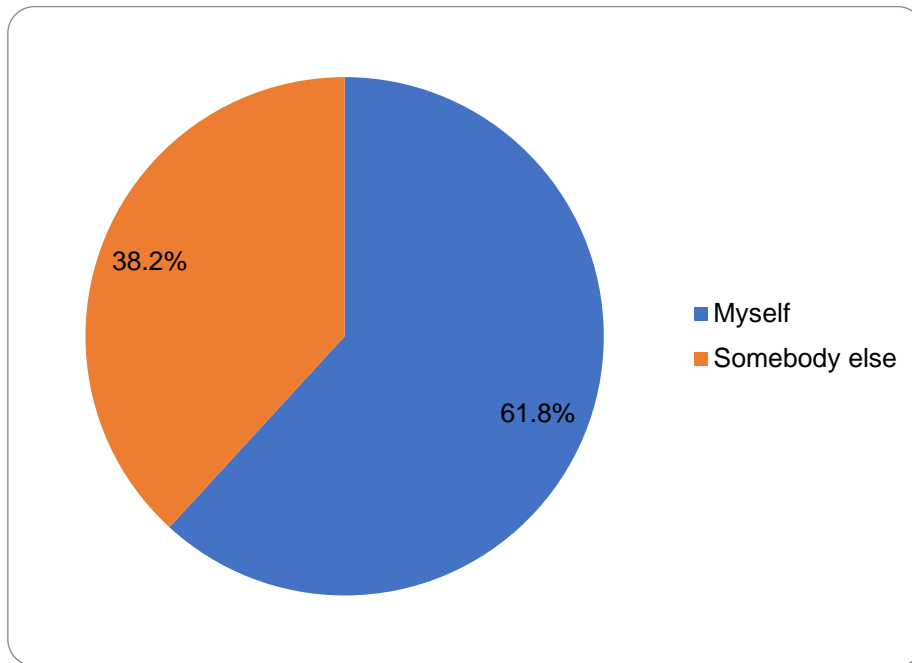
Do you live in West Lancashire or care for someone who lives in West Lancashire?



Have you accessed a community health service(s) in the past five years for yourself or somebody you care for?









Did you access the service for yourself or somebody you care for?



Please state which service or services you have accessed

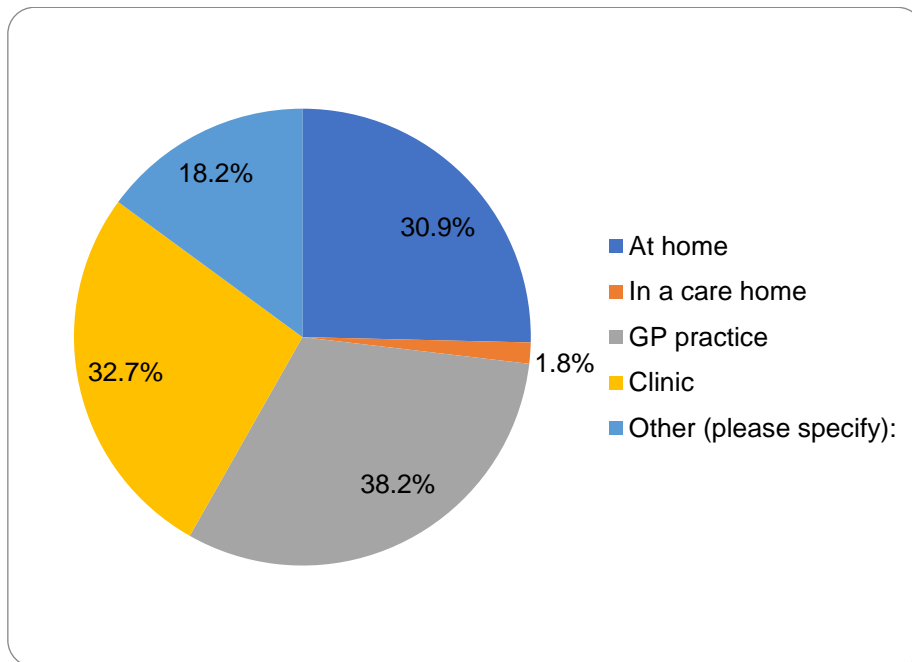
			Response Percent	Response Total
1	Community stroke service		0.00%	0
2	Neurological rehabilitation service	■	3.64%	2
3	Nutrition and dietetics	■	9.09%	5
4	Podiatry (foot care)	■	20.00%	11
5	Adult continence service	■	7.27%	4
6	Adult community respiratory service (lung conditions)	■	1.82%	1
7	Heart failure nurses	■	5.45%	3
8	Pulmonary rehabilitation		0.00%	0
9	Occupational therapy	■	10.91%	6
10	Physiotherapy	■	9.09%	5
11	Falls prevention	■	1.82%	1

12	Adult speech and language therapy		0.00%	0
13	Adult phlebotomy (taking blood)		20.00%	11
14	Paediatric phlebotomy (taking children's blood)		0.00%	0
15	Paediatric podiatry (children's foot care)		0.00%	0
16	Intravenous therapy		0.00%	0
17	Community matrons		0.00%	0
18	Tissue viability nurse (wound care)		5.45%	3
19	Diabetes service		10.91%	6
20	District nursing		25.45%	14
21	Palliative care specialist nurses (end of life)		5.45%	3
22	Other (please specify):		23.64%	13

Other (please specify)

Phlebotomy x 2	Walk in centre x 3	Nephrostomy tube
Mental health	Family planning	Six weeks of daily visits after leaving Royal Preston Hospital
B12 injection	Treatment room x 2	24-hour BP monitor Ormskirk Hospital, ECG Burscough

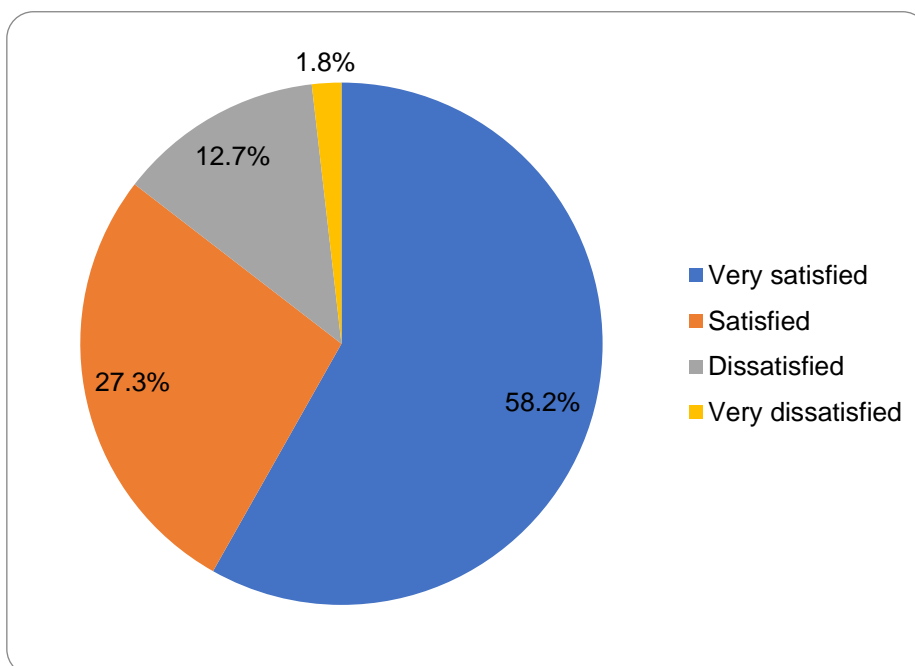
Where did you, or the person you care for, access the service(s)? Please tick all that apply.



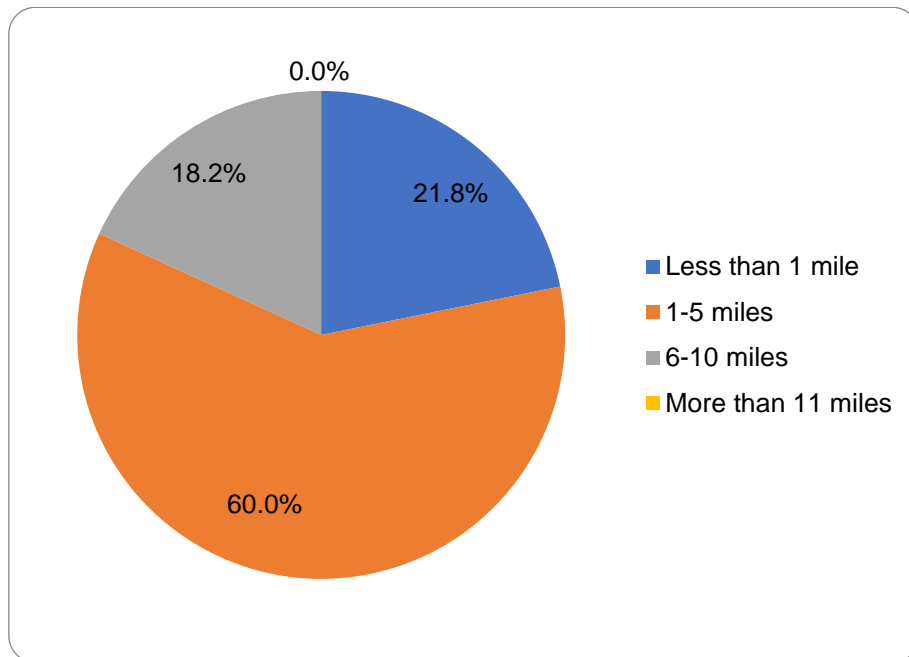
Other please specify

Phone call x 3	Pop-up health test in shopping centre	Hospital
Tarleton Group Practice	Sandy Lane clinic	

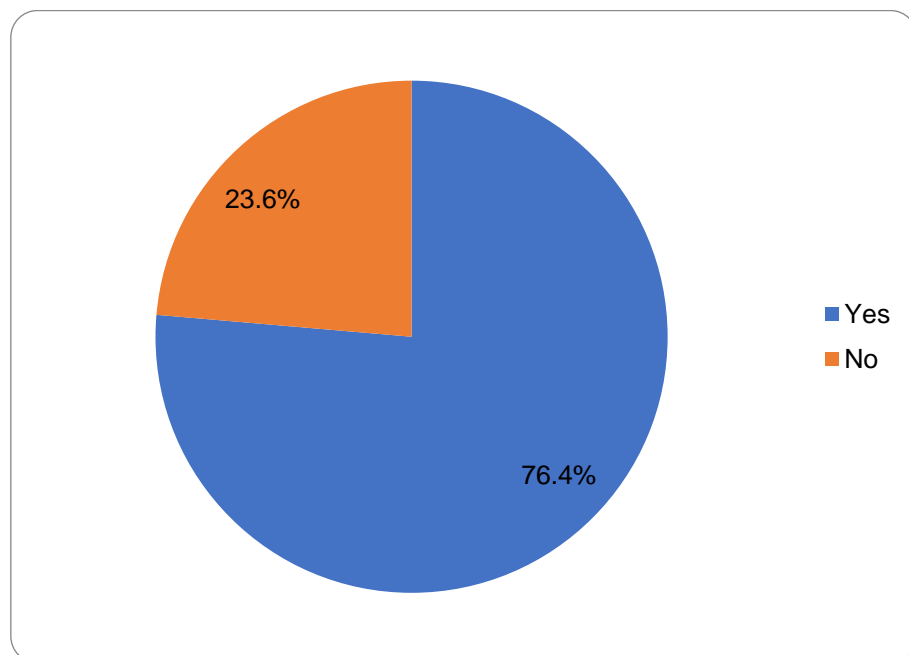
Overall, how satisfied were you with the care you, or the person you look after, received?



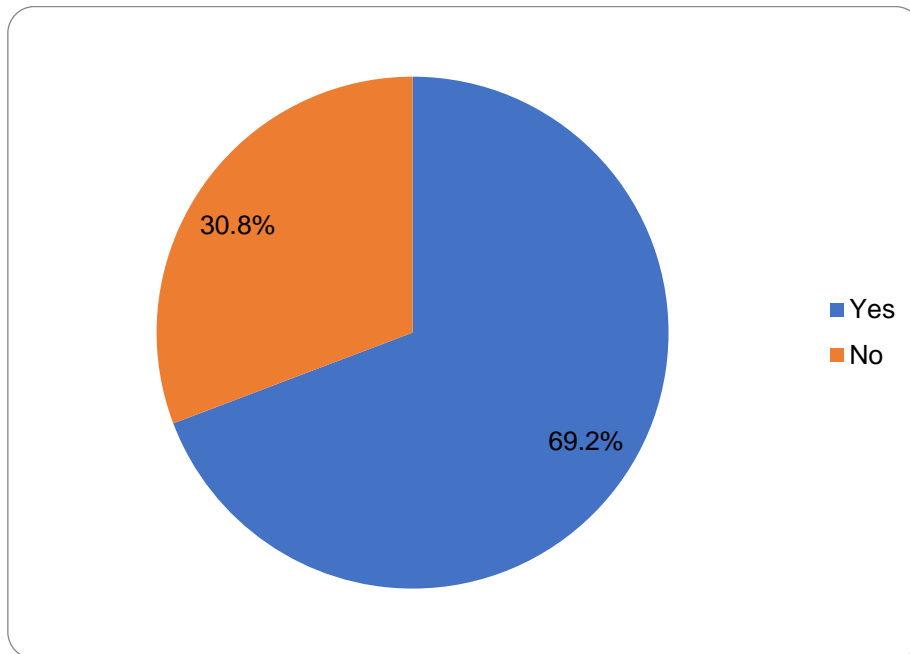
How far would you expect to travel from your home, or the home of the person you care for, for a community health services appointment?



Do you feel involved in the decision-making surrounding your care, or the care of the person you look after?

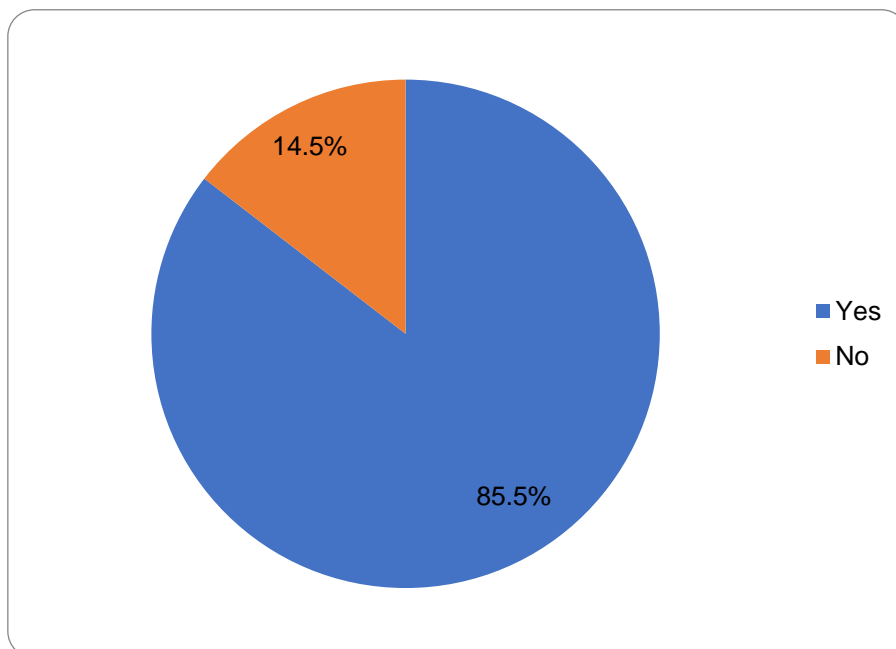


Would you like to be more involved?

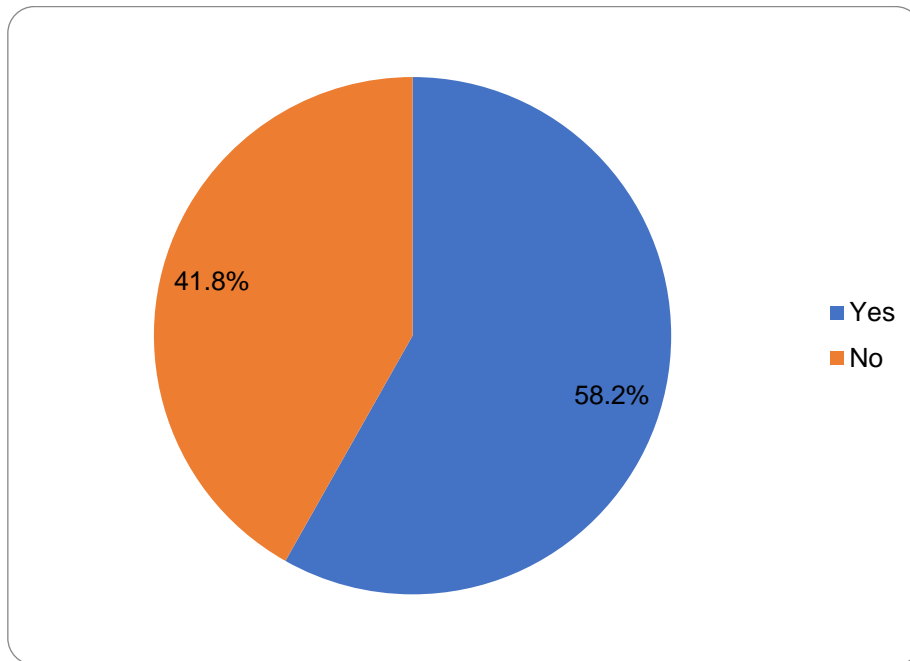


Following this question people were asked if they would like to provide more details, four people chose to. The responses generally centre around wanting more information about their conditions or the condition of the person they care for.

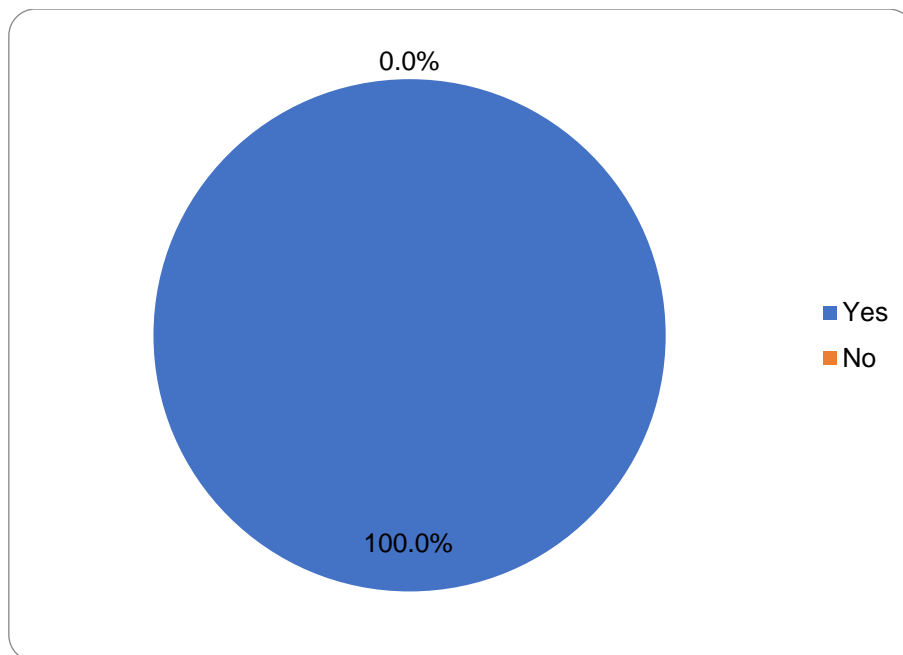
Do you feel information about your care, or care of the person you look after, was communicated well and in a format you could understand?



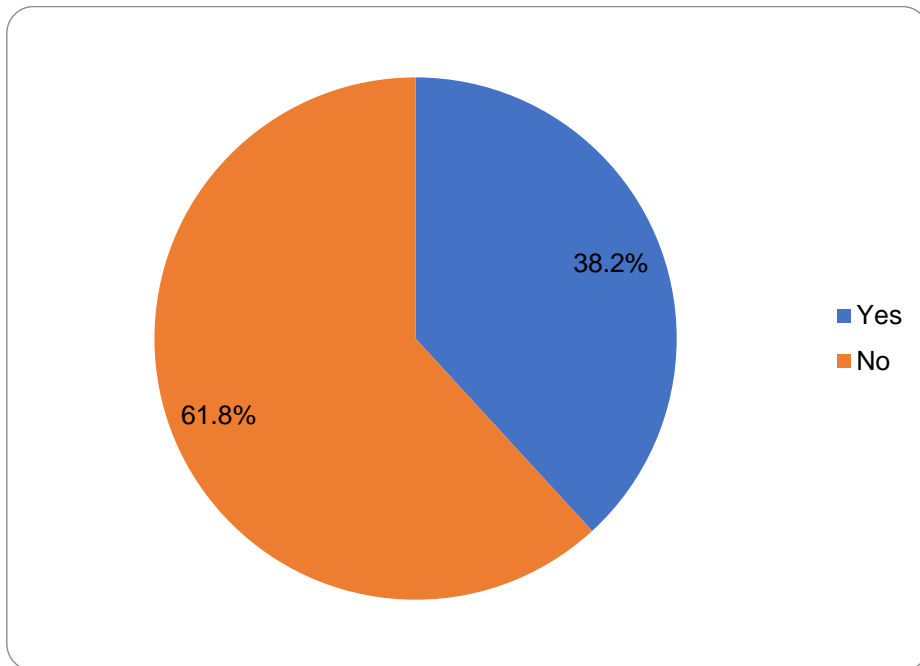
Do you know who is in charge of your care, or the care of the person you look after?



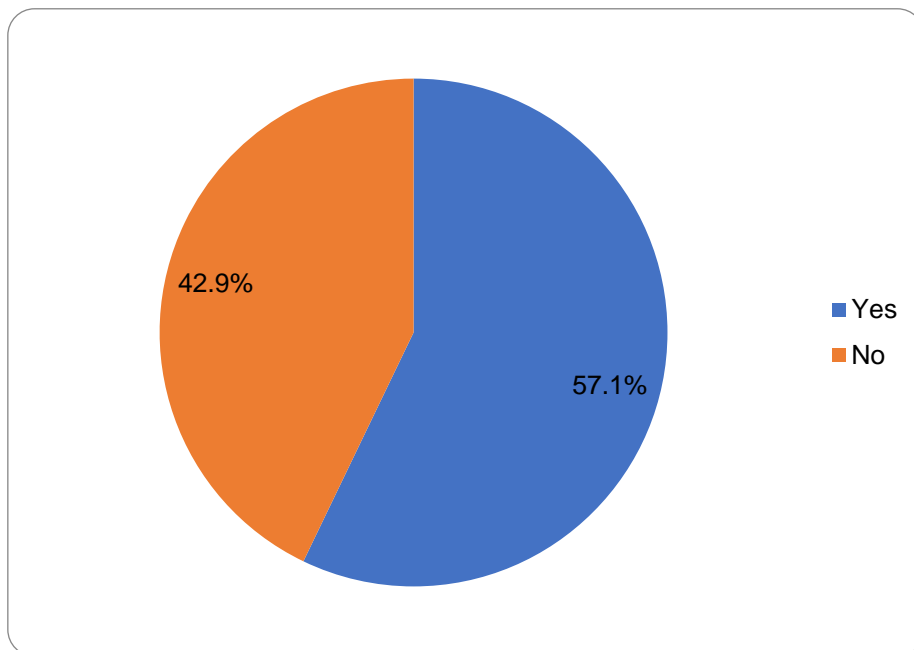
Do you know how to contact that person?



Do you, or does the person you care for, receive care for more than one condition?

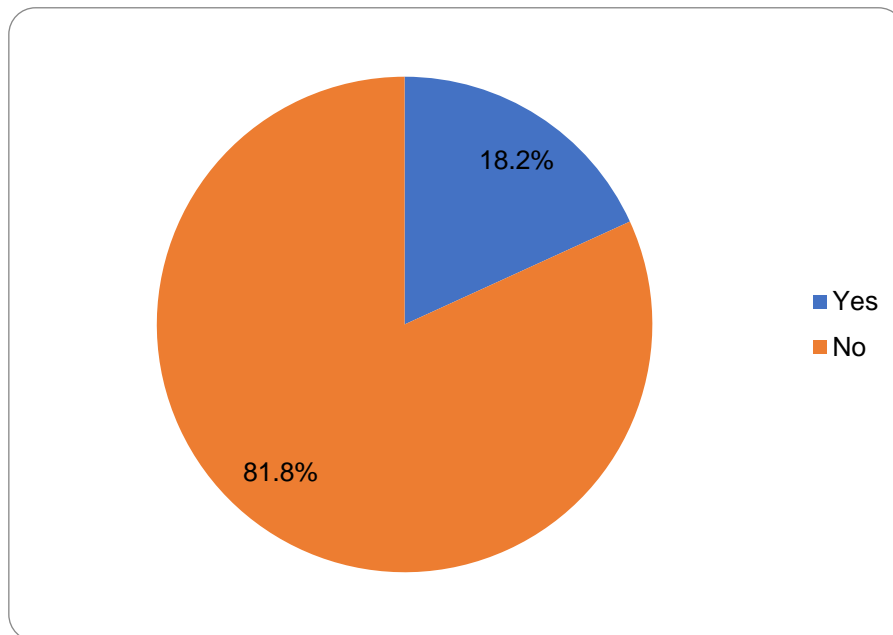


Do you think that care is coordinated or joined up enough? By this we mean, are the different clinicians or teams working well together to give you the best possible care?



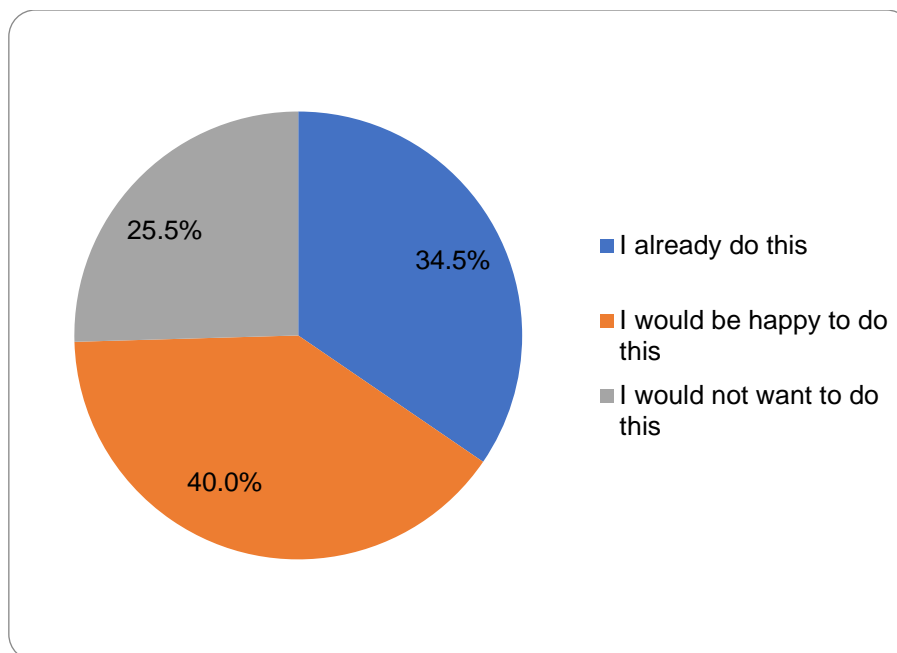
Following this question people were asked if they would like to provide more details, seven people chose to. People reference blood tests overlapping, or being sent to multiple hospitals for different conditions, as well difficulty in receiving a holistic approach.

As part of the care received, have you ever been directed or referred to a charity or community group for support? Examples might include being referred to Age UK for your toenails to be cut as part of your podiatry care, or if you have been bereaved you may have been signposted to a bereavement support charity.

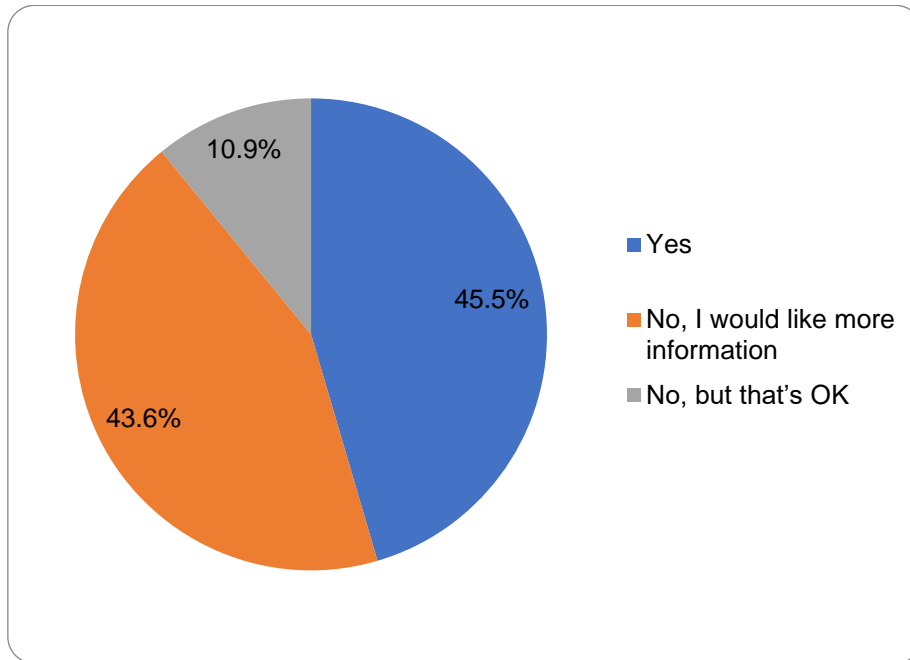


Following this question people were asked if they would like to provide more details, eight people chose to. People mainly listed the places they had been referred to.

What are your thoughts on using technology to help manage your care? Examples might include using mobile phone apps, booking your appointments online or remote monitoring which would including inputting readings into a device.



Do you feel you have all the information you need about what services are available to you, or the person you care for? For example, what they do and how you can best use them?



Thinking about your experience of community services, what was positive about the care you received?

Number of people who responded: 40*	
Theme	Number of comments
Staff – helpful, friendly, professional	17
Clinicians – excellent care and knowledge	10
Ease of access – getting seen quickly and easily	6
Miscellaneous	9

Thinking about your experience of community services, what could be done to make the service(s) better?

Number of people who responded: 34*	
Theme	Number of comments
Need better communication and availability of information	7
More appointments needed to reduce waiting times	8
Better access – in terms of contact and physically	5
Lack of the right support – either due to time or lack of knowledge/training	4
Reception desks should be manned	3
Better joined up care	2
Can't solely rely on technology	2
Miscellaneous	10

*The total number of comments may be higher than the total number of responses as some people made several comments in relation to a number of subject matters.

Insights we have gained from this process

It has been challenging to reach large numbers of people within the specified timeframe without being able to advertise the questionnaire more broadly. Attendance at the Concourse in Skelmersdale proved to be somewhat unsuccessful in consideration of the time and effort required. Trying to cast the net wide in a general setting for a somewhat specific topic is perhaps not the most fruitful tactic. In contrast, attendance at the community café at Hesketh Bank community centre was much more productive and yielded many more responses. These factors should be taken into consideration for future engagement.

In relation to the questionnaire itself and the subject matter, from some of the responses and conversations with members of the public it is clear people can't always distinguish between what is a community service and what is perhaps a secondary care service, for example. These are very much labels which NHS professionals use and understand, but may not mean anything to members of the public. Ultimately people know they have received care, but what category that care falls into may be beyond them. This needs to be considered when developing future questionnaires and engagement events.

Next steps

This report will be shared with the ICB's community services senior leaders. Further engagement work is due to be carried across the whole of Lancashire and South Cumbria over the summer and into autumn in relation to the health and care system as a whole (which will include community services). These insights will help to support the development of that engagement programme.

Appendix 1 – questionnaire demographic monitoring

What is your age?			
Answer Choices		Response Percent	Response Total
1	0-17	0.00%	0
2	18-20	0.00%	0
3	21 to 29	10.42%	5
4	31 to 39	4.17%	2
5	41 to 49	6.25%	3
6	51 to 59	18.75%	9
7	61 to 69	31.25%	15
8	71 to 79	18.75%	9
9	80+	8.33%	4
10	Prefer not to say	2.08%	1
		answered	48
		skipped	18

Which of these best describes you?			
Answer Choices		Response Percent	Response Total
1	Male	22.92%	11
2	Female	75.00%	36
3	Non-binary	0.00%	0
4	Prefer not to say	2.08%	1
		answered	48
		skipped	18

Is this the same gender you were given at birth?			
Answer Choices		Response Percent	Response Total
1	Yes	100.00%	48




Is this the same gender you were given at birth?

2	No	0.00%	0
		answered	48
		skipped	18



Which of these best describes your ethnicity?

Answer Choices		Response Percent	Response Total
1	White Irish	4.08%	2
2	White British	91.84%	45
3	East European	0.00%	0
4	Gypsy/Roma/Traveller	0.00%	0
5	White other	2.04%	1
6	Mixed white/black African	0.00%	0
7	Mixed white/black Caribbean	0.00%	0
8	Mixed white/Asian	0.00%	0
9	Mixed other	0.00%	0
10	Asian or Asian British - Indian	0.00%	0
11	Asian or Asian British - Pakistani	0.00%	0
12	Asian or Asian British - Bangladeshi	0.00%	0
13	Asian or Asian British - other	0.00%	0
14	Black or black British - Caribbean	0.00%	0
15	Black or black Caribbean - other	0.00%	0
16	Chinese	0.00%	0
17	Other	0.00%	0
18	Prefer not to say	2.04%	1
		answered	49
		skipped	17

Would you consider yourself to have a disability? (Described in the Equality Act 2010 as 'a physical or mental impairment' of which has a 'substantial and long-term adverse effect on your ability to carry out normal day-to-day activities')

Answer Choices			Response Percent	Response Total
1	Yes		28.57%	14
2	No		65.31%	32
3	Prefer not to say		6.12%	3
			answered	49
			skipped	17

Would you like the opportunity to share your views and experiences in relation to health and care services across Lancashire and South Cumbria in the future?

Answer Choices			Response Percent	Response Total
1	Yes		28.95%	11
2	No		71.05%	27
			answered	38
			skipped	28