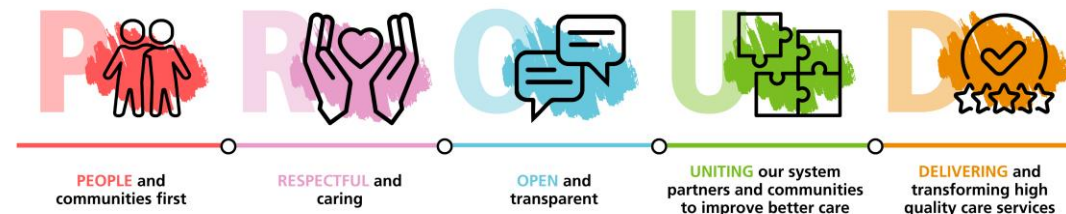


Lancashire and South Cumbria ICB Quarterly Public Perception Survey

Summary insight report

November 2024



Introduction

In October 2024, we launched the first of what will be a quarterly NHS perception survey of Virtual Citizen Panel members. The survey is designed to track responses to the same questions over the course of the year.

These questions cover the perception of the NHS both locally and nationally, whether the NHS is in need of improvement, and whether the NHS listens to and acts on public feedback. This report provides the results of the first survey, and the next survey is scheduled to take place in January 2025.

Prior to launch the survey was tested with members of the Citizens Health Reference Group and members of the Reader's Group.

Who responded to the survey

Survey response rates

The survey ran from 17 October to 31 October 2024 and was distributed to the ICB Virtual Citizen's Panel comprising 1,380 members at that time.

Participants received two reminders: one at the midway point and another on the final day before the survey closed.






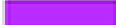

A total of 777 Virtual Citizen's Panel members responded, resulting in a response rate of 56 per cent.

Who responded to the survey

Demographic breakdown

This quarterly perception survey collects demographic data from the Virtual Citizen panel. To simplify the sign-up process, this information is not collected upfront. The survey covers location, gender identity, sexual orientation, ethnicity, and whether participants have long-term health conditions or disabilities.

Locations:

			Response Percent	Response Total
1	Blackburn with Darwen		4.89%	38
2	Blackpool		6.05%	47
3	Central Lancashire (Preston, Chorley, South Ribble or West Lancashire)		27.54%	214
4	East Lancashire (Burnley, Pendle, Rossendale, Ribble Valley, or Hyndburn)		11.20%	87
5	North Lancashire (Fylde, Wyre, and Lancaster)		33.59%	261
6	South Cumbria (Barrow-in-Furness, Ulverston, Windermere, Kendal, Ingleton, and everywhere in between)		14.80%	115
7	Other (please specify): View		1.93%	15

Who responded to the survey

Demographic breakdown

Gender identity:

		Response Percent	Response Total
1	Male	26.98%	198
2	Female	72.48%	532
3	Non-binary	0.27%	2
4	Prefer not to say	0.27%	2
		answered	734
		skipped	43

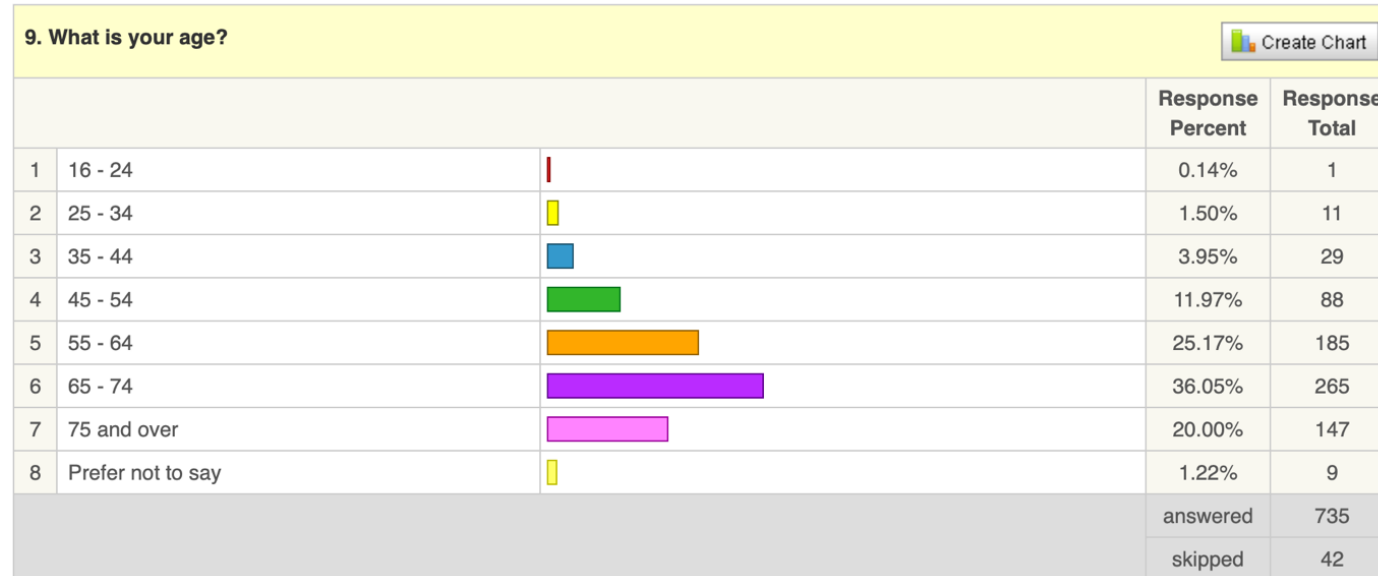
8. Is your gender identity the same as the sex you were registered at birth? [Create Chart](#)

		Response Percent	Response Total
1	Yes	99.05%	726
2	No	0.41%	3
3	Prefer not to say	0.55%	4
		answered	733
		skipped	44

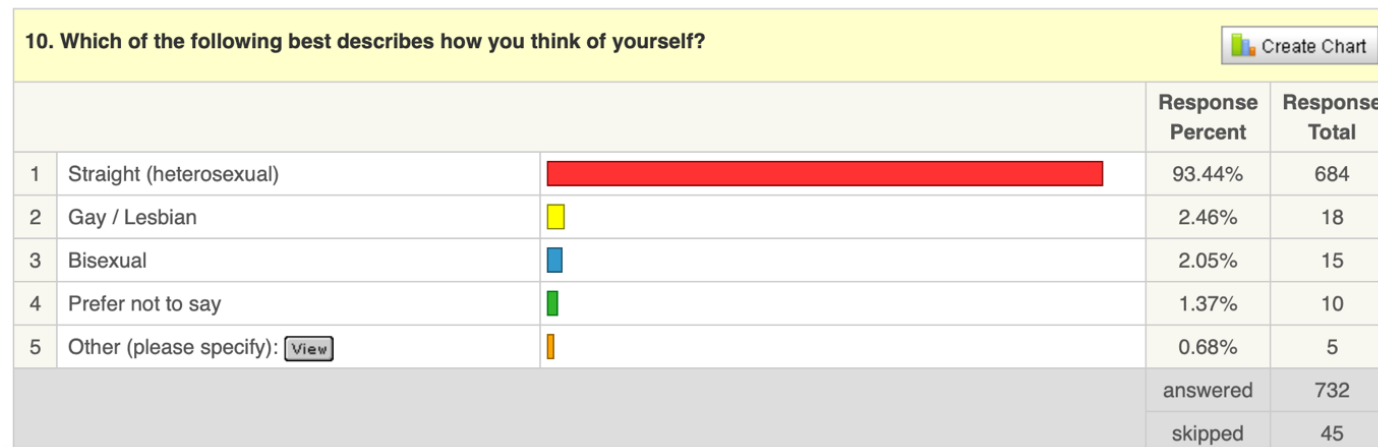
Who responded to the survey

Demographic breakdown

Age:



Sexuality:



Who responded to the survey

Demographic breakdown

Ethnicity:

11. What is your ethnicity?			Create Chart	
			Response Percent	Response Total
1	White British		92.98%	675
2	White Irish		0.96%	7
3	East European		0.28%	2
4	Gypsy/Roma/Traveller		0.00%	0
5	White other		1.65%	12
6	Mixed White/Black African		0.41%	3
7	Mixed White/Black Caribbean		0.41%	3
8	Mixed White/Asian		0.28%	2
9	Mixed other		0.14%	1
10	Asian or Asian British - Indian		0.96%	7
11	Asian or Asian British - Pakistani		0.14%	1
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 British - African		0.14%	1
16	Black or Black British - other		0.00%	0
17	Chinese		0.00%	0
18	Any other ethnic group		0.83%	6
19	Prefer not to say		0.83%	6
			answered	726
			skipped	51

Who responded to the survey

Demographic breakdown

Long standing illness, disability or infirmity:

12. Do you, or anyone in your household consider they have a long-standing illness, disability or infirmity?				
			Response Percent	Response Total
1	Yes		67.99%	497
2	No		29.96%	219
3	Prefer not to say		2.05%	15
			answered	731
			skipped	46

What we heard

Use of services

The initial question assessed whether respondents had used an NHS service in the three months preceding the survey.

- 93 per cent had used an NHS service
- 73 per cent had been to general practice
- 53 per cent had visited a pharmacy
- 41 per cent had visited hospital

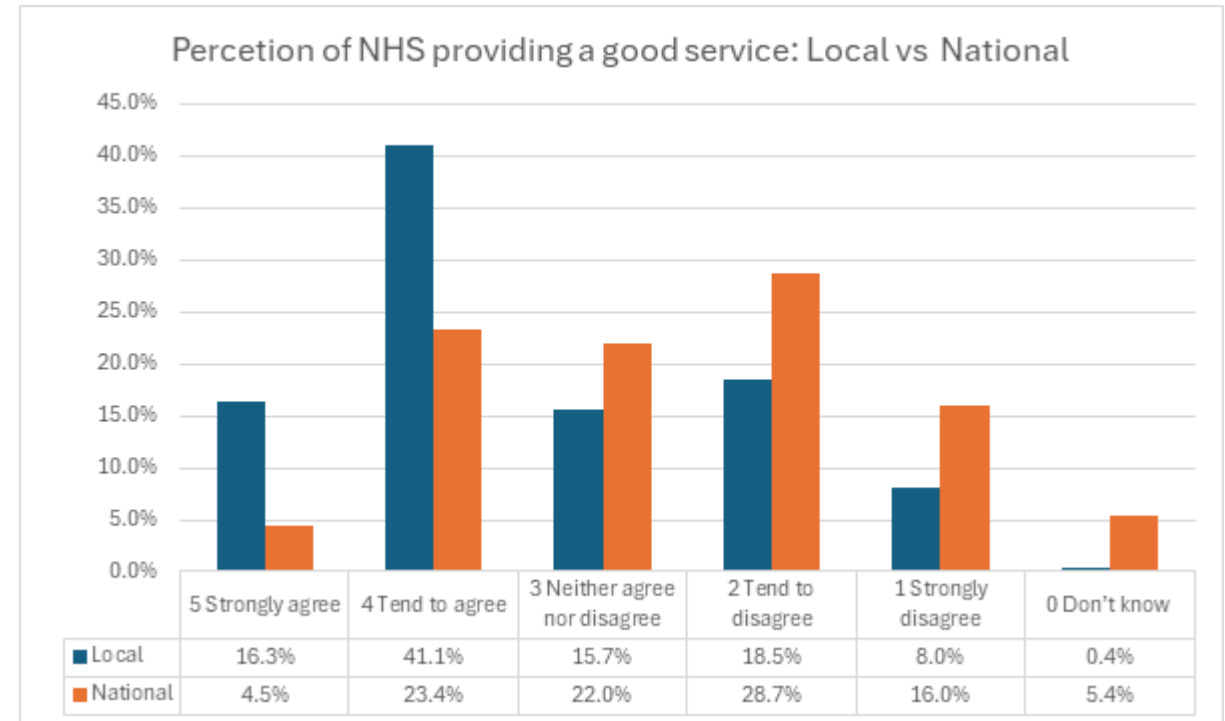
		Response Percent	Response Total
1	A&E (accident and emergency)	11.33%	88
2	Community service (e.g. district nurse, physio, health visitor, sexual health)	11.58%	90
3	General practice (appointment with GP, practice nurse etc)	73.36%	570
4	Hospital (inpatient - stayed over night at least once)	5.66%	44
5	Hospital (outpatient appointment)	41.06%	319
6	Mental health	5.02%	39
7	NHS 111 (phone or online)	8.37%	65
8	Pharmacy	53.67%	417
9	Urgent treatment centre (including walk-in centre or minor injuries unit)	8.88%	69
10	I haven't used an NHS service in the last three months	6.69%	52
11	Don't know	0.26%	2
12	Other (please specify): view	7.34%	57
		answered	777
		skipped	0

What we heard

Perceptions of the NHS

Aggregating these results into a comparable score out of five for the perceptions on whether the NHS provides a good service, the local score is 3.4 out of 5, while the national score is 2.6 out of 5.

This indicates a more positive local perception compared to the national service, where people are less likely to have an opinion.

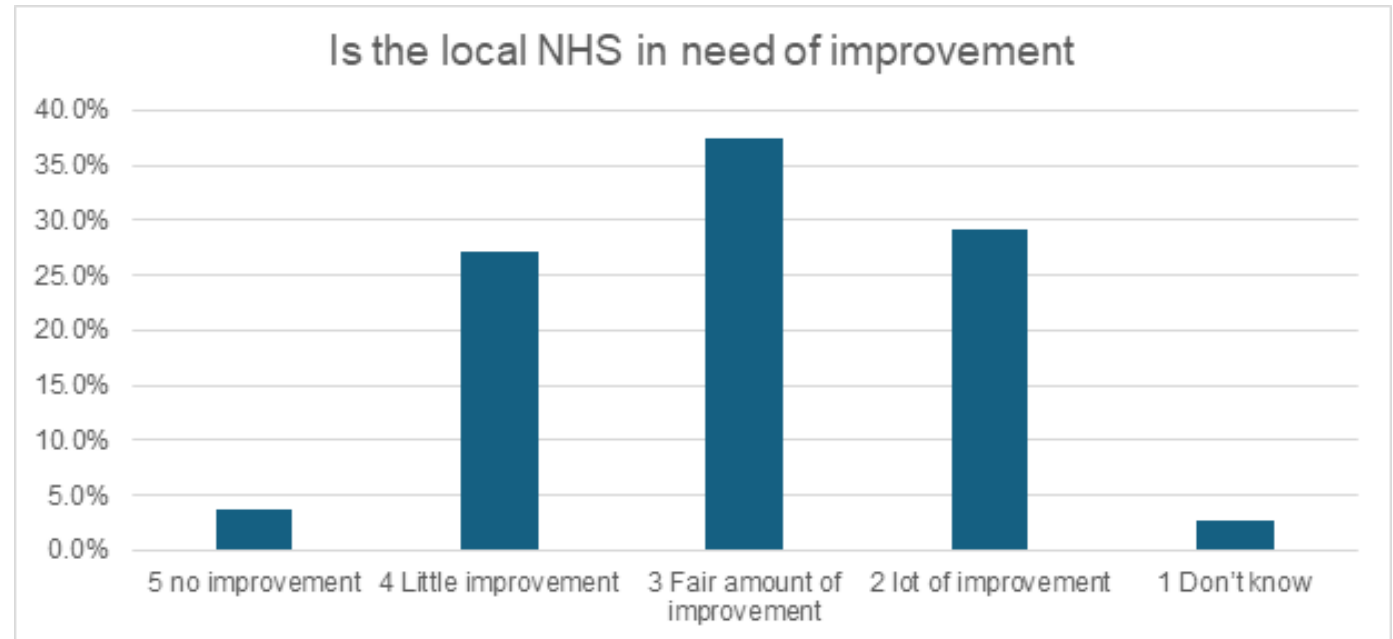


What we heard

Perceptions of the NHS

The next question ascertains whether the respondent believes the local NHS is in need of improvement.

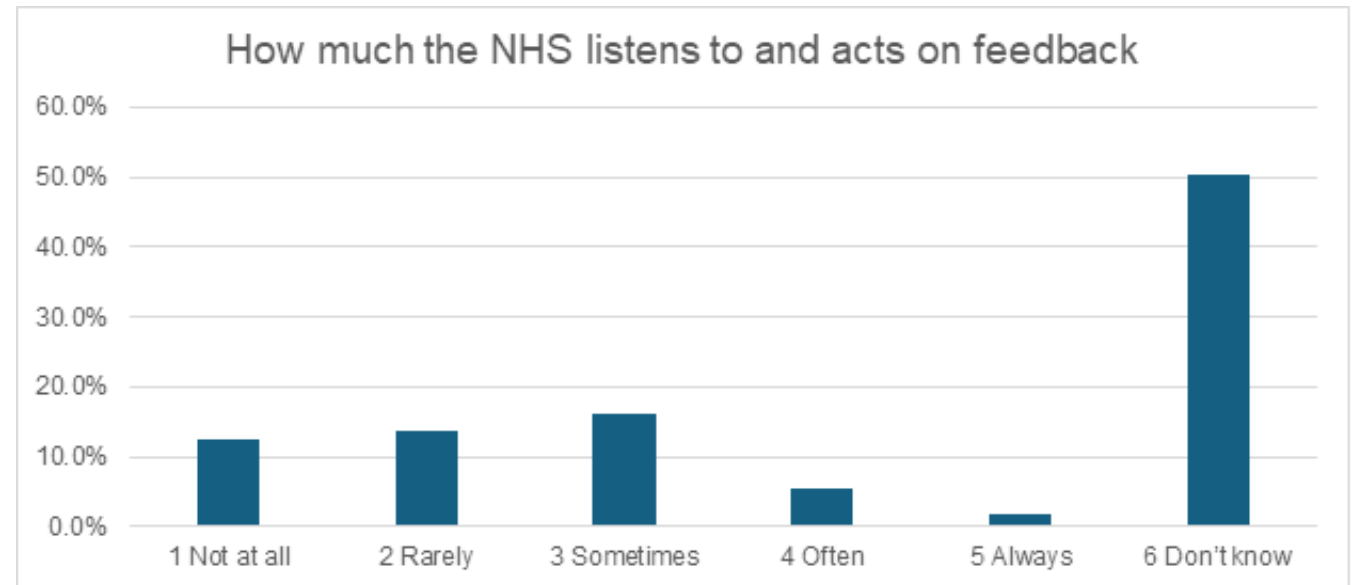
- More than 65 per cent of people felt the NHS requires a fair amount or a lot of improvement.



What we heard

Listening and acting on feedback in NHS

- More than 50 per cent of respondents indicated that they didn't know if the NHS listens and acts on feedback.



What we heard

Listening and acting on feedback in NHS

When asked why the respondent answered in the way that they did in regard to acting on feedback, the following themes emerged:

- 1. Lack of feedback and communication:** Many respondents feel that they do not receive any feedback or communication after providing their input. They mention not knowing if their feedback has been acted upon or if any changes have been made as a result.
- 2. Perceived inaction:** Several respondents expressed frustration that their feedback does not seem to lead to any noticeable changes or improvements. They feel that their concerns are not being addressed or that the system is slow to respond.
- 3. Positive experiences:** A few respondents have had positive experiences where their feedback was acknowledged and acted upon. They mention instances where changes were made based on patient recommendations or where they received follow-up communication.
- 4. Bureaucracy and systemic issues:** Some respondents highlight issues with bureaucracy and systemic problems within the NHS. They feel that there are too many layers of management, and that the system is not efficient in addressing patient concerns.
- 5. Lack of opportunity to provide feedback:** A number of respondents mention that they have never been asked for feedback or that there are no clear channels for them to provide their input.
- 6. Mixed responses:** Some respondents have experienced both positive and negative outcomes when providing feedback. They note that while some issues are addressed promptly, others are not, leading to a mixed perception of the NHS's responsiveness.

Conclusion

The survey provides broad insight on perceptions of the public in relation to the NHS.

It is important to note that the sample of responses is not representative of all communities, as some groups are less likely to respond through an online survey and are best reached through the other targeted outreach engagement activities which are in place. Therefore, this survey should not be considered in isolation to other insights from engagement activity.

This survey is intended to run each quarter so there is a comparison of responses and enables tracking shifts in local perceptions.



**Lancashire and
South Cumbria**
Integrated Care Board

Web lancashireandsouthcumbria.icb.nhs.uk | **Facebook** [@LSCICB](https://www.facebook.com/LSCICB) | **Twitter** [@LSCICB](https://twitter.com/LSCICB)