



**West & South Yorkshire & Bassetlaw
NHS Commissioning Support Unit**

A Call to Action

**Consultation Feedback Report
for**

**NHS Leeds North
NHS Leeds South and East
NHS Leeds West**

Clinical Commissioning Groups

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Introduction

Background

The NHS was 65 years old in July 2013, and along with celebrating this important anniversary, the need to look at the way the NHS is run and how things can be done differently and better was identified. The population is ageing and the number of people with long-term conditions is increasing and so there are greater demands on health (and social care) services.

In the next few years, the NHS overall is facing a £30bn shortfall in funding between what it predicts it needs to spend and what is available, meaning that it is essential to ensure that money is spent wisely and effectively. Some of the changes to how health care is delivered in the future may be achieved by reshaping services or by increasing the care that is available outside of hospital. Shifting the emphasis to prevention rather than treatment through health promotion activities may also be part of the solution.

NHS England has published a document - 'A Call to Action' - which talks about these issues. 'A Call to Action' lists four key areas the NHS needs to focus on. These are:

- improving the quality of care that people receive;
- meeting everyone's needs;
- maintaining financial sustainability and;
- building excellence now and for the future

As part of this national debate, West and South Yorkshire and Bassetlaw NHS Commissioning Support Unit asked local people, groups and organisations how they think they can address these issues in the local area. These views were collected via an online survey and at various consultation events.

The raw consultation data from both the online survey and events was provided to Enventure Research to categorise and analyse, and to produce an independent report commenting on the results and feedback provided.

This report details the feedback from the consultation based on responses from all three NHS CCG areas within Leeds: Leeds North; Leeds South and East and Leeds West.

The Consultation

A survey was designed by West and South Yorkshire and Bassetlaw NHS CSU, asking four key questions relating to the future of the NHS and its role in supporting people to lead healthier and longer lives. A copy of the questionnaire can be found in **Appendix A**.

Four main questions were asked as part of the consultation survey:

1. What three things can we do to build an excellent NHS for now and future generations?
2. How can the NHS support people to lead healthier, longer lives?
3. How do you think we should spend the money we receive wisely?
4. What would high-quality NHS Care look like to you?



The survey was administered in both paper and online format (additionally promoted online via Radio Aire's website). In total there were 830 responses to the survey across all three Leeds NHS CCG areas.

Consultation feedback was also collected at a number of events, where Leeds residents either completed a copy of the 'A Call to Action' questionnaire or had their feedback recorded via other means (e.g. discussion group) which was then fed back into the overall data set. At the majority of events, the same core questions from the survey were used to elicit responses.

Data was collected at the events presented in the table below.

Figure 1 – Call to Action event locations
Base: 431 respondents

Event name/location/ date	Number of responses
Call To Action Third Sector Event, 27 November 2013	73
Call To Action Public Event, 27 November 2013	64
CPPG Meeting, 9 October 2013	30
Community Welcome LNCCG, 18 September 2013	29
Mental Health Awareness Day, 14 October 2013	27
Leeds Mind Spirituality Group, 6 January 2014	20
Newcross, Rothwell, 24 September 2013	19
Leeds Mind Satellite Group, 13 December 2013	18
Rothwell, 4 October 2013	17
Community Health Fair, Hamara Centre, 6 November 2013	15
Asha Neighbourhood Project, Beeston, 16 December 2013	15
Beeston, 23 September 2013	13
Health For All, Beeston	11
Saheli Asian Elders Group, Alwoodly, 11 December 2013	11
LIP CGC Event, Civic Hall, 26 September 2013	9
Positive Voices (Barca), 21 January 2014	8
St Georges, Middleton, 2 October 2013	7
Dementia Day Centre, 5 December 2013	7
GATE, 11 December 2013	7
Learning Disability Workshop, Harehills	7
Kashmiri Women Group, Beeston, 11 December 2013	6
Dosti, 9 January 2014	6
Black History Event, 19 October 2013	4
Youth Point Group, Little London Community Centre, 27 November 2013	4
Asian Blind Association, 12 December 2013	4

In total, 431 responses to the Call to Action Survey were collected in this way and have been included within this report.



Interpretation of Data

In some instances throughout this report, the responses to the survey may not add up to 100%. There are several reasons why this might happen: the question may have allowed each respondent to give more than one answer; only the most common responses may be shown in the chart or table, or individual percentages are rounded to the nearest whole number, so the total may come to 99% or 101%.

As a self-completion questionnaire was used, not all respondents have answered all questions. Therefore, the base size varies for each question.

The majority of questions in this survey were open ended, allowing the respondent to write their own response rather than ticking a box. To analyse these questions and present them in an understandable way, responses to each open ended question have been sorted into a number of categories and themes, allowing them to be visually presented as charts.

Please note that the percentages alongside each category are not meant to be statistically valid, but instead provide a good indication of how frequently that response was suggested.

Where relevant, verbatim responses have been used to provide examples from the categories to provide insight into each theme.



Consultation Feedback

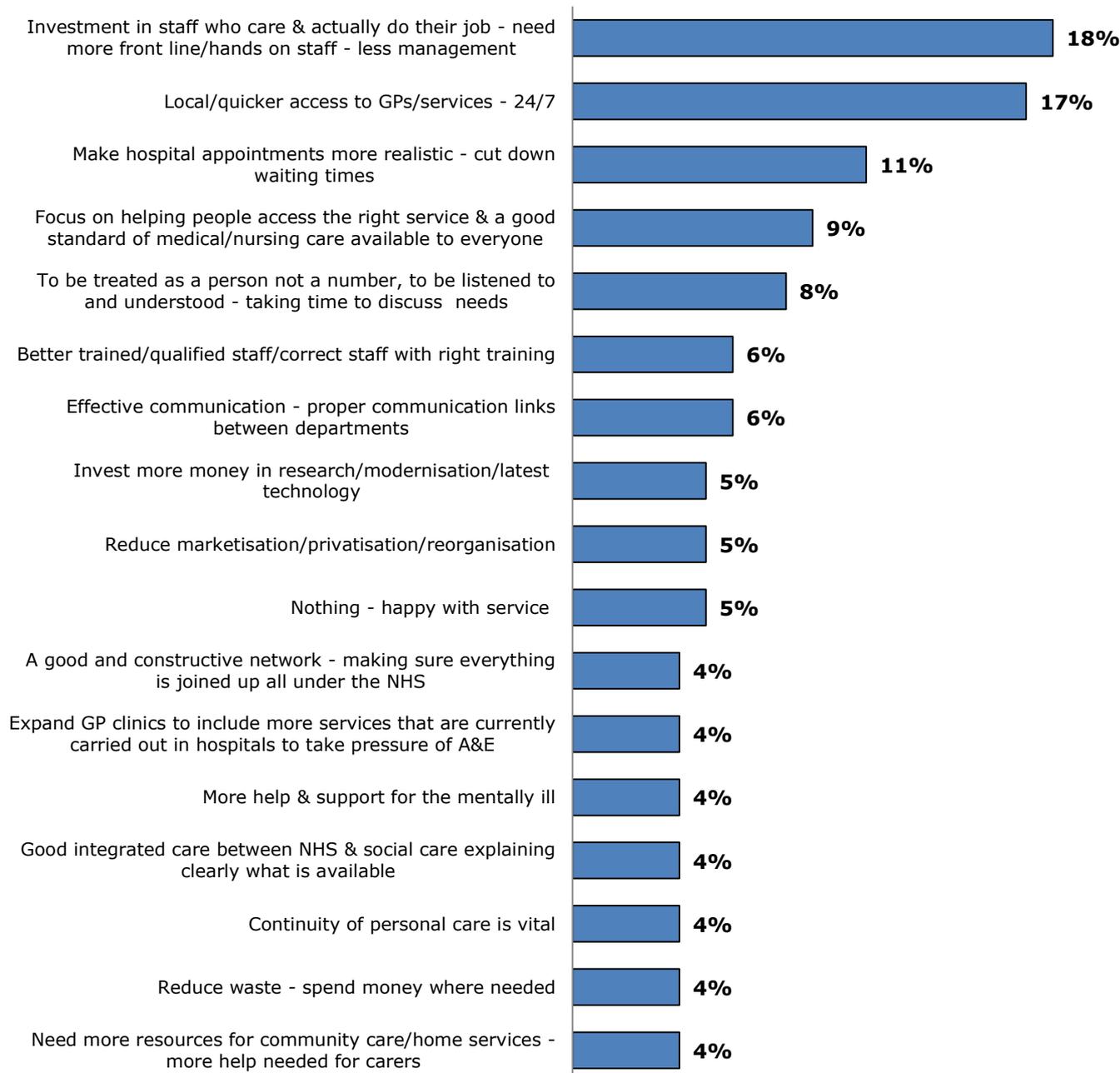
What can we do to build an excellent NHS for now and future generations?

Respondents were asked the question above and were advised to think about recent contact that they or a family member had had with a hospital, therapy or mental health service or any other health care service and consider what was most important to them and their family.

The chart below presents the most common themes that emerged in answer to this question.

Figure 2 – What can we do to build an excellent NHS for now and future generations? Coded responses

Base: 1,081





The most common theme that emerged in response to this question was 'investment in staff who care & actually do their job - need more front line/hands on staff - less management', suggested by 18% of respondents. This theme was suggested more frequently by female respondents (22%) when compared to male respondents (16%).

Example verbatim responses for this theme included:

- *More medical staff and also more staff who are caring but may not have the educational qualifications necessary to become a nurse or doctor*
- *General care and affection and staff should be trained to be suitable to people's needs*
- *More caring staff and devotion*
- *Ensure staffing levels are right*
- *More nurses less managers*

Responses focused on the requirement of staff to be caring towards patients, but also to ensure that there were sufficient staffing levels, particularly front line staff who patients would come into regular contact with.

One in six respondents suggested that 'local/quicker access to GPs/services – 24/7' would help to build an excellent NHS (17%). This theme was suggested by a larger proportion of respondents aged between 26 and 35 (23%).

Example verbatim responses for this theme included:

- *Make getting a GP appointment faster*
- *Make it easier to get appointments at GPs, and in particular appointments outside working hours*
- *Extend local surgery opening hours to help those in work access these services (some doctors and staff starting early and others later)*
- *Can't have 24 hour GPs, but what about having them at A&E for minor concerns*
- *Access - 24/7 not just in working hours*

Responses here focused on providing easier access to GP appointments and also extending other health services to be accessible 24/7.

A further 11% of respondents said that 'making hospital appointments more realistic – cutting down on waiting times' would build an excellent NHS, a theme suggested by a significantly larger proportion of the younger age group of 16-25 (24%) and female respondents (14%) compared to male respondents (11%). Those who indicated that they had a disability were also more likely to suggest this (15%).

Example verbatim responses for this theme included:

- *Shorten waiting lists. Ensure clinic appointments are on time if not notify patient*
- *Ensure that people are seen quickly. I had a good experience when seen quickly at A&E*
- *Reduce waiting time at A&E*
- *Quick appointment times. Waiting time is too much of an issue*

It is positive to note that 5% of respondents said that nothing should be done to change the NHS as they were happy with the current service provided.



The table below provides the full range of responses to this question, including the number and percentage of respondents.

Figure 3 – What can we do to build an excellent NHS for now and future generations? Coded responses

Base: 1,081

Response theme	Number	%
Investment in staff who care & actually do their job - need more front line/hands on staff - less management	195	18%
Local/quicker access to GPs/services - 24/7	179	17%
Make hospital appointments more realistic - cut down waiting times	123	11%
Focus on helping people access the right service & a good standard of medical/nursing care available to everyone	92	9%
To be treated as a person not a number & to be listened to & understand what is said - taking time to discuss their needs	83	8%
Better trained/qualified staff/correct staff with right training	68	6%
Effective communication - proper communication links between departments	60	6%
Invest more money in research/modernisation/latest technology	59	5%
Reduce marketisation/privatisation/reorganisation	57	5%
Nothing - happy with service	53	5%
A good and constructive network - making sure everything is joined up all under the NHS	46	4%
Expand GP clinics to include more services that are currently carried out in hospitals to take pressure off A&E	44	4%
More help & support for the mentally ill	44	4%
Good integrated care between NHS & social care explaining clearly what is available	42	4%
Continuity of personal care is vital	42	4%
Reduce waste - spend money where needed	41	4%
Need more resources for community care/home services - more help needed for carers	41	4%
Stop health tourists/people who have not paid into the NHS receiving free treatment	35	3%
More information to encourage/educate people more to take responsibility for their own health	34	3%
Stop cutbacks & meeting targets - patients & the quality of care should be put first	32	3%
Concentrate more on preventative health practices	30	3%
Improve administration - be better organised	30	3%
Make more walk in centres available 24/7	28	3%
More care for the elderly - they need to be valued more & have views heard	28	3%
Cut out the amount of paperwork/red tape & bureaucracy	25	2%
Consistent records/management of records	24	2%
Need to tell people what is & isn't available - stop free treatment for self-inflicted problems i.e. obesity, drink/drug related, cosmetic surgery	24	2%
Be realistic - stop being everything to everyone & charge for services/ask people to contribute to become more cost effective	22	2%
A holistic approach is needed	20	2%
Invest more time in diagnosis - earlier diagnosis	20	2%
Zero tolerance is required - be prepared to act on incompetent staff/hospitals - listen to the whistle blowers	17	2%
Family support needs to be encouraged & needs to be involved more in a patients recovery process	15	1%
Bigger investment in primary care	15	1%
Don't outsource cleaning services, keep them in house - need cleaner hospitals	15	1%
Talk to nurses/people who work in NHS - involve them and listen to what works & what they need	14	1%
Free prescriptions/treatment	14	1%



Response theme	Number	%
Unhappy with service - needs improving generally	13	1%
A system should be put in place to charge people for missed appointments	13	1%
The Government is destroying the NHS - the NHS should not be constrained or touched by the Government	13	1%
More help with discharge/improve follow-up aftercare	11	1%
A better appointment system- need to text people to remind them about appointments or any change with appointments	10	1%
Employ non-medical managers with efficient/cost management experience rather than using medical staff	8	1%
Aware of different cultures and how to service them - how to share information and communicate with them/an interpretation service	8	1%
Introduce alternative therapies that are cheaper	7	1%
Concentrate on making centres of excellence/specialist centres	7	1%
Develop the NHS helpline further/online services	7	1%
More access to dentists	6	1%
Better quality food/meals in hospital	6	1%
Better hospital transport system	6	1%
Continue using the voluntary sector	6	1%
Improve the safety of patients - it is paramount	5	0%
Stop influence of big drug/pharmacy companies - build an in-house one	5	0%
Only use branded medicines and procedures that are evidence based	4	0%
Invest more money and offer more support to people with drug/alcohol abuse and to quit smoking	4	0%
More opportunities to get involved in leisure/physical activities within the community	4	0%
Put children first - have a separate waiting system and room	4	0%
Abolish car park charges at hospitals or issue permits	3	0%
Hospital/patient priority dependant on illness/injury	2	0%
Better planning/location of hospitals	2	0%
Get rid of the 111 service or improve it	1	0%
English speaking doctors/nurses	1	0%
Need patient champions	1	0%
Advertise/publicise a good NHS service in general	1	0%



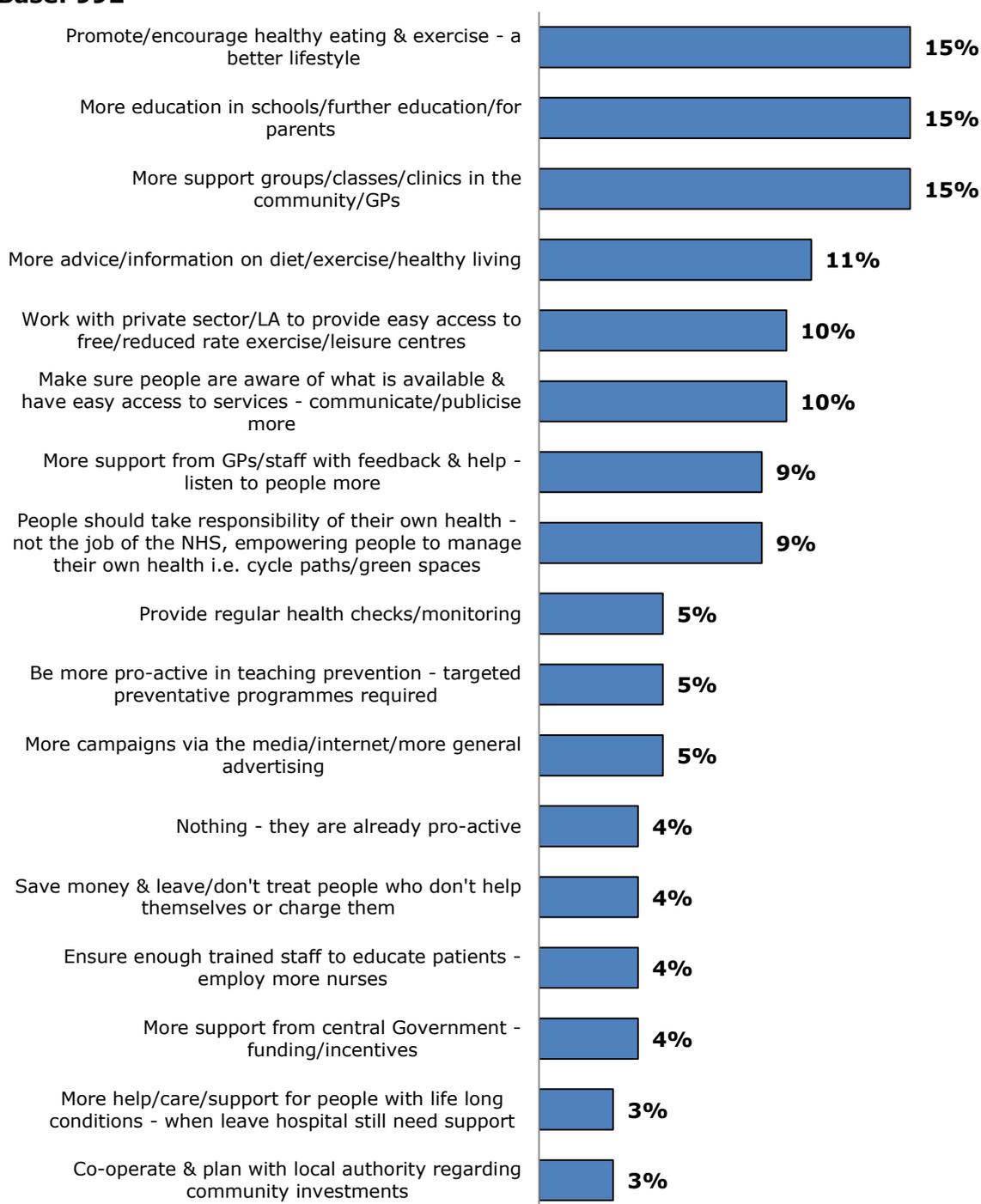
How can the NHS support people to lead healthier, longer lives?

Respondents were asked the question above and were advised to think about their own health and what the NHS could do to help them lead a healthier life.

The chart below presents the most common themes that emerged in answer to this question.

**Figure 4 – How can the NHS support people to lead healthier, longer lives?
Coded responses**

Base: 992





Three key themes were suggested by equal proportions of respondents in response to this question. Firstly, 15% suggested that more should be done to 'promote/encourage healthy eating and exercise – a healthy lifestyle', particularly by those aged 26-35 and 36-45 (19%).

Example verbatim responses for this theme included:

- *Promote health issues, good diet and exercise. Remove the culture of being happy to drive everywhere, drink lots and eat food that is bad for you*
- *Promoting and advertising healthier lives*
- *Keep getting the message across*

Another 15% of respondents suggested that there should be 'more education in schools / further education / for parents', which was interestingly suggested by a greater proportion of the younger age group of 16-25 (24%). It was also suggested by a larger proportion of female respondents (18%) compared to male respondents (14%).

Example verbatim responses for this theme included:

- *Education at school level should be the number one start. A bigger presence in schools is needed*
- *Improve health education and health promotion for all groups and age ranges. Especially parents and children to improve things in the future*
- *This should be done at classroom level with young children and carried on throughout their education*

The same proportion suggested that there should be 'more support groups / classes / clinics in the community / GPs'. A larger proportion of female respondents suggested this option (19%) compared to male respondents (11%) and those aged 26-35 (22%).

Example verbatim responses for this theme included:

- *Have walk-in advice clinics with experience staff*
- *Appropriate self-help groups for all ages and conditions*
- *Workshops to learn more about health issues, such as diet and exercise. Also more environments for people with similar health issues to meet and discuss ideas with professionals in an informal manner*

A significant proportion of respondents also suggested responses that focused on measures to discourage unhealthy foods and habits including:

- Banning advertising for cigarettes and alcohol
- Increasing taxes on cigarettes, alcohol, takeaways etc.
- Increase the cost of unhealthy food and drink
- Promote the reduction of salt and sugar in food



The table below provides the full range of responses to this question, including the number and percentage of respondents.

Figure 5 – How can the NHS support people to lead healthier, longer lives?

Coded responses

Base: 992

Response theme	Number	%
Promote/encourage healthy eating & exercise - a better lifestyle	151	15%
More education in schools/further education/for parents	150	15%
More support groups/classes/clinics in the community/GP's	146	15%
More advice/information on diet/exercise/healthy living	113	11%
Work with private sector/LA to provide easy access to free/reduced rate exercise/leisure centres	104	10%
Make sure people are aware of what is available & have easy access to services - communicate/publicise more	101	10%
More support from GPs/staff with feedback & help - listen to people more	92	9%
People should take responsibility of their own health - not the job of the NHS, empowering people to manage their own health i.e. cycle paths/green spaces	86	9%
Provide regular health checks/monitoring	53	5%
Be more pro-active in teaching prevention - targeted preventative programmes required	52	5%
More campaigns via the media/internet/more general advertising	50	5%
Nothing - they are already pro-active	40	4%
Save money & leave/don't treat people who don't help themselves or charge them	38	4%
Ensure enough trained staff to educate patients - employ more nurses	36	4%
More support from central government - funding/incentives	35	4%
More help/care/support for people with lifelong conditions - when leave hospital still need support	34	3%
Co-operate & plan with local authority regarding community investments	26	3%
More help and support for the mentally ill/vulnerable	22	2%
Stop poverty - need more financial help for people in deprived areas - need to go to them	21	2%
Teach people how to cook - bring back home economics in school	20	2%
Smaller groups/one to one - treat people as individuals/an individual health/diet regime	19	2%
More help for elderly - discounts/social groups	19	2%
Provide clear, consistent messages about health advice - too much conflicting advice/research available	18	2%
Help ban smoking & cutting adverts/billboards for cigarettes & alcohol	15	2%
Make more use of volunteers/encourage volunteers	14	1%
Lobby for taxes - place massive taxes on alcohol/cigarettes/take away food	13	1%
Quicker referral times to see dietician/physio services/counsellors	13	1%
Medicine/social/public health working more closely together	12	1%
Better quality school meals/hospital food	11	1%
Less stress when dealing with NHS - a single/individual access point for people	11	1%
Work with supermarkets to make healthy food cheaper & easier to access	11	1%
Stop wasting money on leaflets/ads/booklets	11	1%
Better/more smoking/alcohol/drug rehabilitation programmes	11	1%
Have role models/local health champions	10	1%
Put the price up or ban fast food outlets/sugar drinks/sugar companies	9	1%
More initiatives/incentives to do sport / walk not drive	9	1%
Support legislation to reduce sugar/salt in foods & to disclose content on food labels	8	1%
Health visitors to do early years home visit - to play an important role early on	8	1%
More vouchers for free fruit and veg	7	1%
A holistic approach is important	7	1%



Response theme	Number	%
More options around medication - natural remedies/hypnotherapy	7	1%
Do not dictate or tell people what to do as they most likely won't	7	1%
More research and training into these conditions	6	1%
Don't have sweet shops & ban smoking & drinking on hospital grounds	5	1%
Medication/equipment should be free/cheaper for people with long term condition	5	1%
More awareness of cultural changes	4	0%
Give people the opportunity to speak up about views/concerns	4	0%
Promote the use of NHS 'apps' and other technology-BMI tracker	4	0%
Make it harder to buy alcohol - put up the age of legal drinking to 21	3	0%
Stop being obsessed over policies & form filling in & avoiding accountability	3	0%
Need to focus on the wider detriments of health to make biggest difference	3	0%
Work placed education with some legislation on employers to provide more info through health schemes	2	0%
Free access to dentists - more access to dentists	2	0%



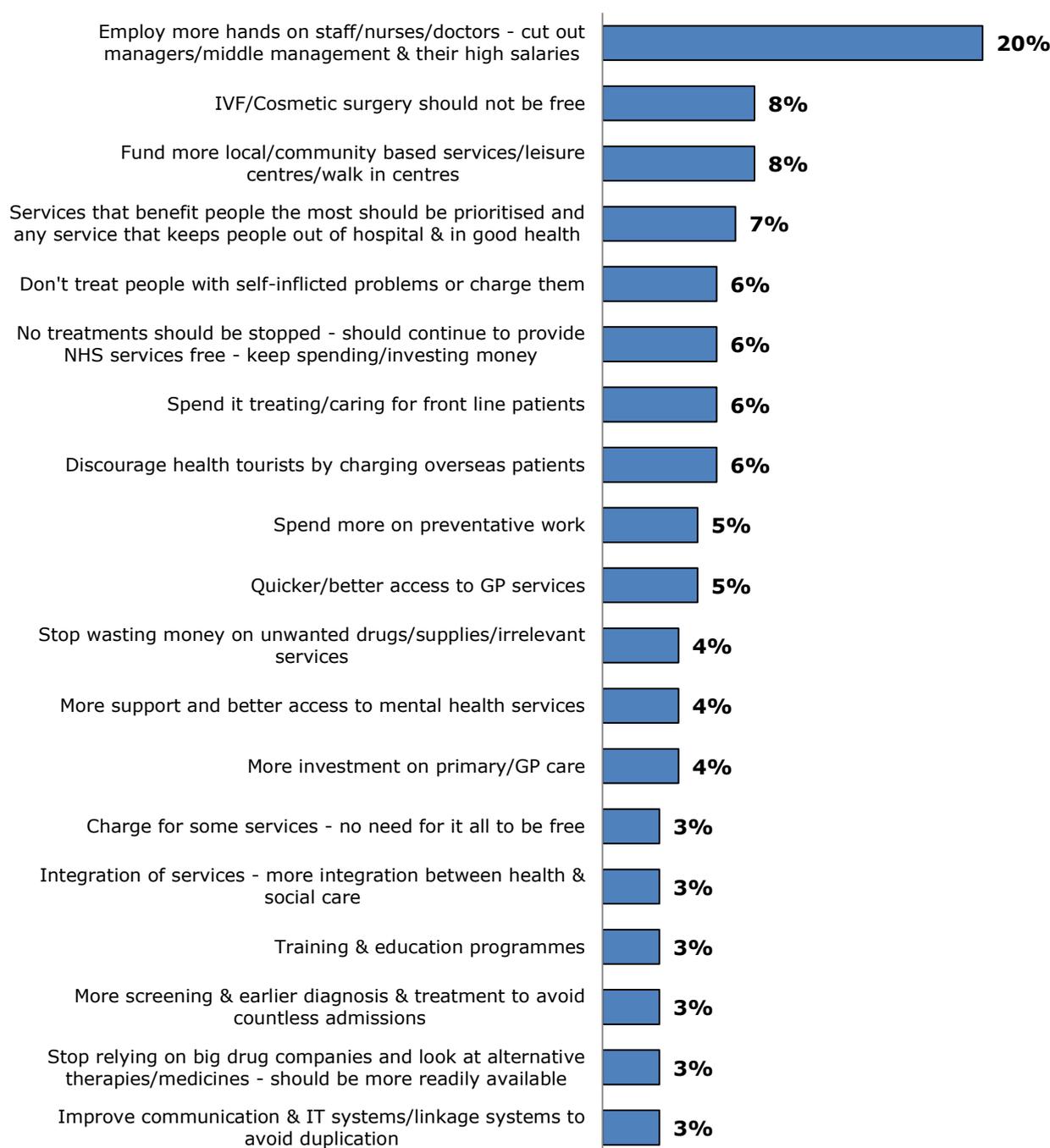
How do you think we should spend the money we receive more wisely?

Respondents were asked the question above and were advised to think about treatments and services that the NHS currently provides, how they can work more effectively with the council and community groups, and whether the NHS should ration or discontinue some treatments or services.

The chart below presents the most common themes that emerged in answer to this question.

Figure 6 – How do you think we should spend the money we receive more wisely? Coded responses

Base: 991





The most common theme that emerged in response to this question, suggested by 20% of respondents, was to 'employ more hands on staff/nurses/doctors, focusing less on management and high salaries'. This was by far the most common suggestion, and came in greater proportions from those aged 46-55 (28%).

Example verbatim responses for this theme included:

- *Cut middle management – doctors and nurses are more important when it comes to healthcare*
- *Top heavy re: managers etc. The money should be spent on Drs, nurses and administration*
- *Spend money on front line staff*
- *Employing more members of staff, such as nurses or in areas of hospitals that are understaffed*

One in twelve respondents suggested that to spend money more wisely 'IVF/cosmetic surgery should not be free' or that the NHS should 'fund more local/community based services leisure/walk-in centres' (8%).

A larger proportion of older respondents aged 66-75 suggested that IVF/cosmetic surgery should not be free (16%), whereas younger respondents aged 26-35 were more likely to suggest the funding of more local/community based services.

Example verbatim responses for this theme included:

- *Get rid of funding for unnecessary cosmetic surgeries - if the problem is psychological, treat the brain instead of changing their bodies*
- *Cosmetic surgery should not be free, but still be available at a fee*
- *Save money by discontinuing IVF treatments which have very low success rates in any case*
- *More investment in community-based activities/groups. This will build peer-support and networks within communities*
- *Community clinics needed*

Other responses focused on increasing preventative measures to reduce later spending on treatment such as:

- More screening and earlier diagnosis
- Promoting self-care
- Training and educational programmes



The table below provides the full range of responses to this question, including the number and percentage of respondents.

Figure 7 – How do you think we should spend the money we receive more wisely? Coded responses

Base: 991

Response theme	Number	%
Employ more hands on staff/nurses/doctors - cut out managers/middle management & their high salaries	20%	194
IVF/Cosmetic surgery should not be free	8%	81
Fund more local/community based services/leisure centres/walk in centres	8%	80
Services that benefit people the most should be prioritised and any service that keeps people out of hospital & in good health	7%	66
Don't treat people with self-inflicted problems or charge them	6%	62
No treatments should be stopped - should continue to provide NHS services free - keep spending/investing money	6%	58
Spend it treating/caring for front line patients	6%	57
Discourage health tourists by charging overseas patients	6%	55
Spend more on preventative work	5%	54
Quicker/better access to GP services	5%	47
Stop wasting money on unwanted drugs/supplies/irrelevant services	4%	41
More support and better access to mental health services	4%	36
More investment on primary/GP care	4%	35
Charge for some services - no need for it all to be free	3%	33
Integration of services - more integration between health & social care	3%	32
Training & education programmes	3%	31
More screening & earlier diagnosis & treatment to avoid countless admissions	3%	30
Stop relying on big drug companies and look at alternative therapies/medicines - should be more readily available	3%	28
Improve communication & IT systems/linkage systems to avoid duplication	3%	28
Minimise paperwork/admin	3%	28
Tackle outliers/prescribers/organisations & look at costs for treatments/equipment/drugs - need value for money	3%	28
More investment in keeping the elderly mobile & reduce the risk of falling etc.	3%	27
Asking staff what is needed & give them responsibility of running it - trust them to do the job	3%	26
Avoid wasting money on statistics/targets/over managing	3%	25
Don't know - not qualified to answer this	2%	24
More money spent on "at home" services/home carers	2%	24
Operate more efficiently/effectively	2%	24
Less referrals to private providers	2%	23
Need to look at education in schools & have subject lessons in health, nutrition & exercise	2%	20
More localised minor injuries units to take pressure off A&E	2%	20
Charge for missed appointments/non attendance	2%	19
Better pay/conditions for nurses/doctors	2%	19
Work with third sector/local authority	2%	19
Stop the constant re-organisation	2%	18
Use groups of volunteers, carers, nurses, experts more	2%	18
More investment on drug/alcohol/smoking rehabilitation programmes - improve public health programmes	2%	17
Look at staff costs i.e. sickness/working conditions/absences/time	2%	16
More money to be spent on research/new technology	2%	16
Spend on baby/children services/centres	2%	16
Better communication so people know what's available	2%	15
Cleanliness - NHS to employ their own cleaners	1%	14
Promote self-care - teach people how to take responsibility for their own health	1%	14



Response theme	Number	%
and to have healthier lifestyles		
Less on bureaucracy	1%	13
Money needs to flow through the system & all services be funded from the top to the bottom	1%	13
No-one bears responsibility - all levels should be accountable	1%	12
Advise/tell people what the NHS is for/need to refine what it is for	1%	12
Spend more money on food to offer better quality meals and cut down on waste	1%	11
Listen to people- see what they need and involve them	1%	10
Decisions should be made independently or at a national level	1%	8
Repurchase/refurbish old hospitals/make hospitals more comfortable	1%	8
Follow the NICE guidelines - they do a good job	1%	7
More help for people in deprived areas/less well off	1%	7
Make appointments by phone to save on postage & also have a text/phone reminder service to ensure appointments aren't missed	1%	6
Patients should sign a legal disclaimer not to sue for malpractice	1%	6
Have larger clinics/centres of excellence & incentives for people to travel and use them	1%	5
More investment support for the disabled sector-deaf/blind	1%	5
Transparency - be open and honest	0%	4
Spend less on printed adverts and more on TV campaigns	0%	3
More hard hitting adverts about healthy living	0%	3
Get rid of NICE - leaves a lot to be desired	0%	2

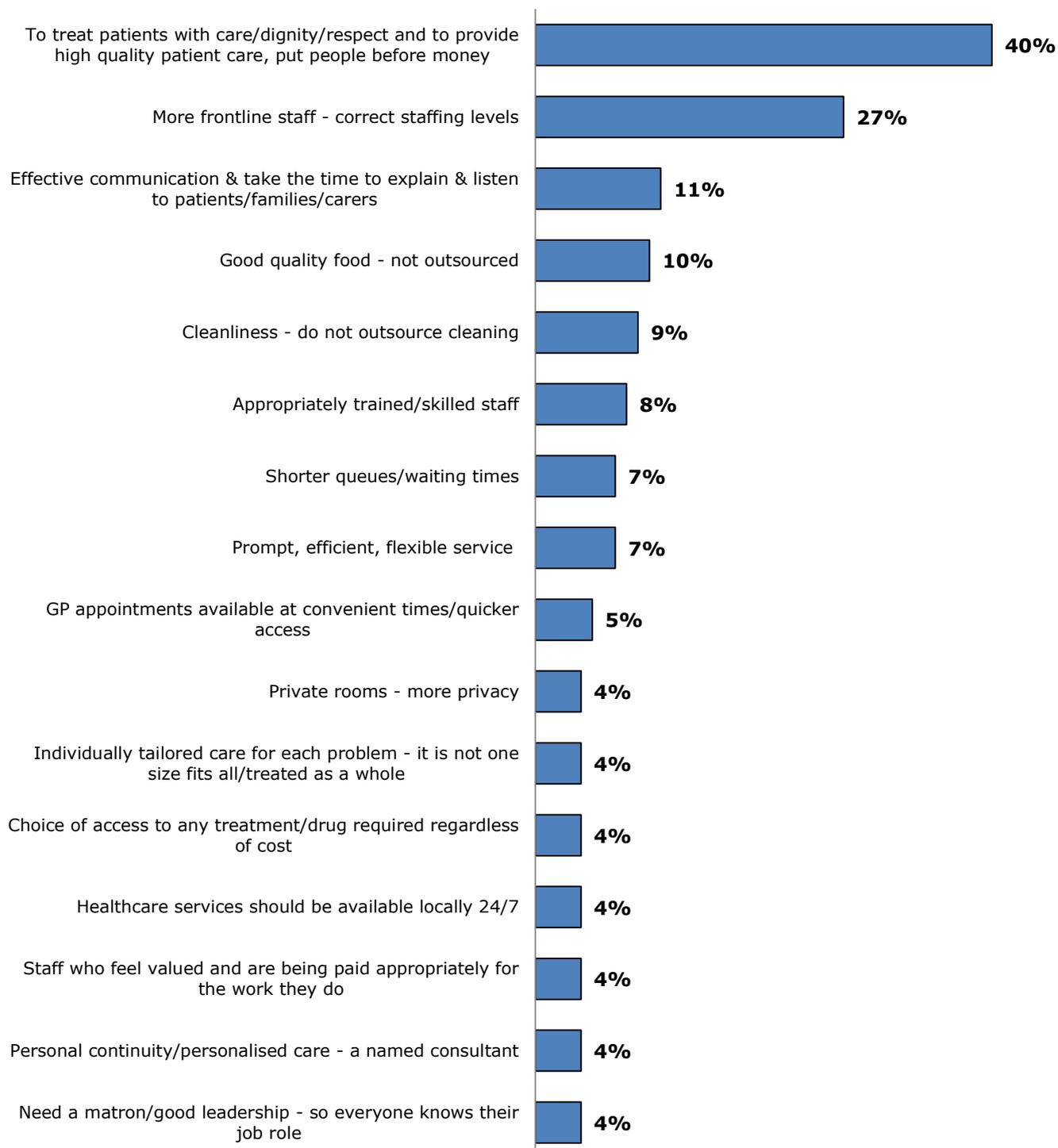


What would high-quality NHS Care look like to you?

Respondents were asked the question above and were advised to think about staff levels, quality of care, being treated with dignity, compassion, respect, privacy, food, premises etc.

The chart below presents the most common themes that emerged in answer to this question.

Figure 8 – What would high-quality NHS Care look like to you? Coded responses
Base: 1,027





By far the most common theme that emerged in response to this question was 'to treat patients with care, dignity and respect and to provide high quality patient care / put people before money', suggested by two in five respondents (40%).

This theme was suggested by a greater proportion of female respondents (50%) compared to male respondents (36%) and those in both the young age bracket of 16-25 (50%) and the older age bracket of 66-75 (50%) when compared with other age groups.

Example verbatim responses for this theme included:

- *At its centre would be 'CARE' not concern about costs or efficiency levels or profit margins. CARE. CARE. CARE*
- *Being treated with high levels of all round care, dignity, compassion and showing respect*
- *Staff to provide CARE! Has a person eaten? Dignity, caring nature, well-being compassionate*
- *Ensuring staff are respectful and show more care, patience and understanding*

This appears to be a theme that has been expressed throughout the consultation, with the desire for patients to be treated 'as people' by NHS staff with care and compassion.

Another common theme suggested by over a quarter of respondents to the consultation was that high quality care would include 'more frontline staff / correct staffing levels' (27%). This again was suggested by a larger proportion of female respondents (32%) when compared to male respondents (29%), and by those aged 56-65 in comparison to other age groups (37%).

It is interesting to note that this theme was suggested by a larger proportion of those who had not recently used an NHS service (42%) compared to those who had (30%).

Example verbatim responses for this theme included:

- *More nurses would improve care. More doctors*
- *There needs to be enough nurses on duty over each 24 hour period to deal with any emergency that could crop up*
- *More front line staff in the right place, at the right time*
- *There should be a minimum staff level on each ward with spare staff available for sickness or holidays. How about nursing cadets as a start to helping out with basic problems*

Again, this is another common theme of the consultation, with great focus given to staffing levels, particularly the number of front line staff of doctors and nurses.

Other responses focused on:

- Access to services – including shorter waiting times, 24/7 access to GPs/services, more efficient appointment systems
- High levels of quality – including cleanliness, good food and private rooms/privacy



The table below provides the full range of responses to this question, including the number and percentage of respondents.

Figure 9 – What would high-quality NHS Care look like to you? Coded responses
Base: 1,027

Response theme	Number	%
To treat patients with care/dignity/respect and to provide high quality patient care, put people before money	407	40%
More frontline staff - correct staffing levels	277	27%
Effective communication & take the time to explain & listen to patients/families/carers	118	11%
Good quality food - not outsourced	104	10%
Cleanliness - do not outsource cleaning	92	9%
Appropriately trained/skilled staff	80	8%
Shorter queues/waiting times	77	7%
Prompt, efficient, flexible service	69	7%
GP appointments available at convenient times/quicker access	53	5%
Private rooms - more privacy	42	4%
Individually tailored care for each problem - it is not one size fits all/treated as a whole	40	4%
Choice of access to any treatment/drug required regardless of cost	38	4%
Healthcare services should be available locally 24/7	38	4%
Staff who feel valued and are being paid appropriately for the work they do	37	4%
Personal continuity/personalised care - a named consultant	36	4%
Need a matron/good leadership - so everyone knows their job role	36	4%
I am happy with the service	35	3%
Nicer waiting areas and wards - modern/up to date buildings	31	3%
A service which is reliable & free at the point of need	27	3%
For the system to be freed up of artificial targets so staff can do their job	25	2%
More community based services/local services	24	2%
Better treatment of the elderly	24	2%
A seamless/joined up system from start to finish	24	2%
Nurses to have a career & specialise in areas but abolish the idea of having a degree - every level should include empathy & compassion	24	2%
Less paperwork - more admin support from management/IT	24	2%
Greater integration & working positively with social care/social services	23	2%
Treat people equally - understanding different cultures	22	2%
Having clear care pathways that patients are informed about and understand	21	2%
It should be equal to private care/private sector	20	2%
A more efficient appointment system/follow up system	20	2%
Better team working - listen to the staff-better communication between departments	19	2%
Make visiting times longer/longer appointments	19	2%
Being open and honest	17	2%
Good community support for the mentally ill	16	2%
More care for people in their own homes	16	2%
More research/up to date equipment/latest technology	16	2%
Where resources are not wasted/less money wasted	15	1%
A system which operates on agreed national standards for all its provisions with services being monitored independently	15	1%
More effective diagnosis	14	1%
Remove staff that do not exemplify the service actively encourage whistle blowing without fear of reprisal	13	1%
A detailed care & outcome plan by the bedside agreed with all staff & patients - info passed onto all staff	12	1%
Bigger investment - upgrade all departments	12	1%
Giving & displaying up to date patient information	11	1%



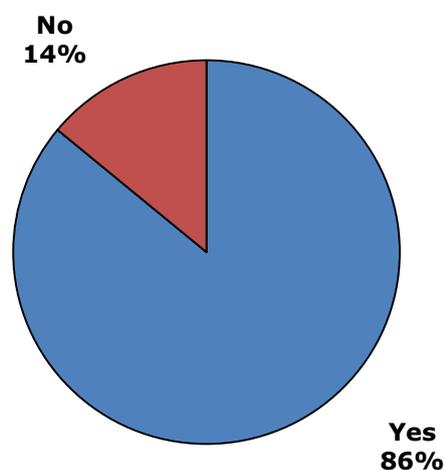
Response theme	Number	%
Stop privatisation	10	1%
Promote/improve health - more prevention	10	1%
Opting to pay a share of the costs	9	1%
Look at other services/systems being used in other countries & learn from them	8	1%
More specialist centres/centres of excellence	7	1%
Welcoming/homely environment	7	1%
Having access to an interpreter/language line	7	1%
Better use of the volunteer sector/encourage more volunteers	6	1%
Smaller more personal hospitals	5	0%
More walk-in centres	5	0%
A&E to be used for just A&E	5	0%
Non-bureaucratic	5	0%
Trustworthy/respectful/supportive	5	0%
GP should offer more referrals to specialists	5	0%
Good car parking facilities/free parking	4	0%
A patient representative to explain legal/welfare rights	3	0%
Health tourism needs looking at - people come in but don't contribute	2	0%



Recent use of NHS services

The majority of consultation respondents indicated that they or someone they cared for had recently used an NHS service (86%).

Figure 10 – Have you, or someone you care for, recently used an NHS service?
Base: 816



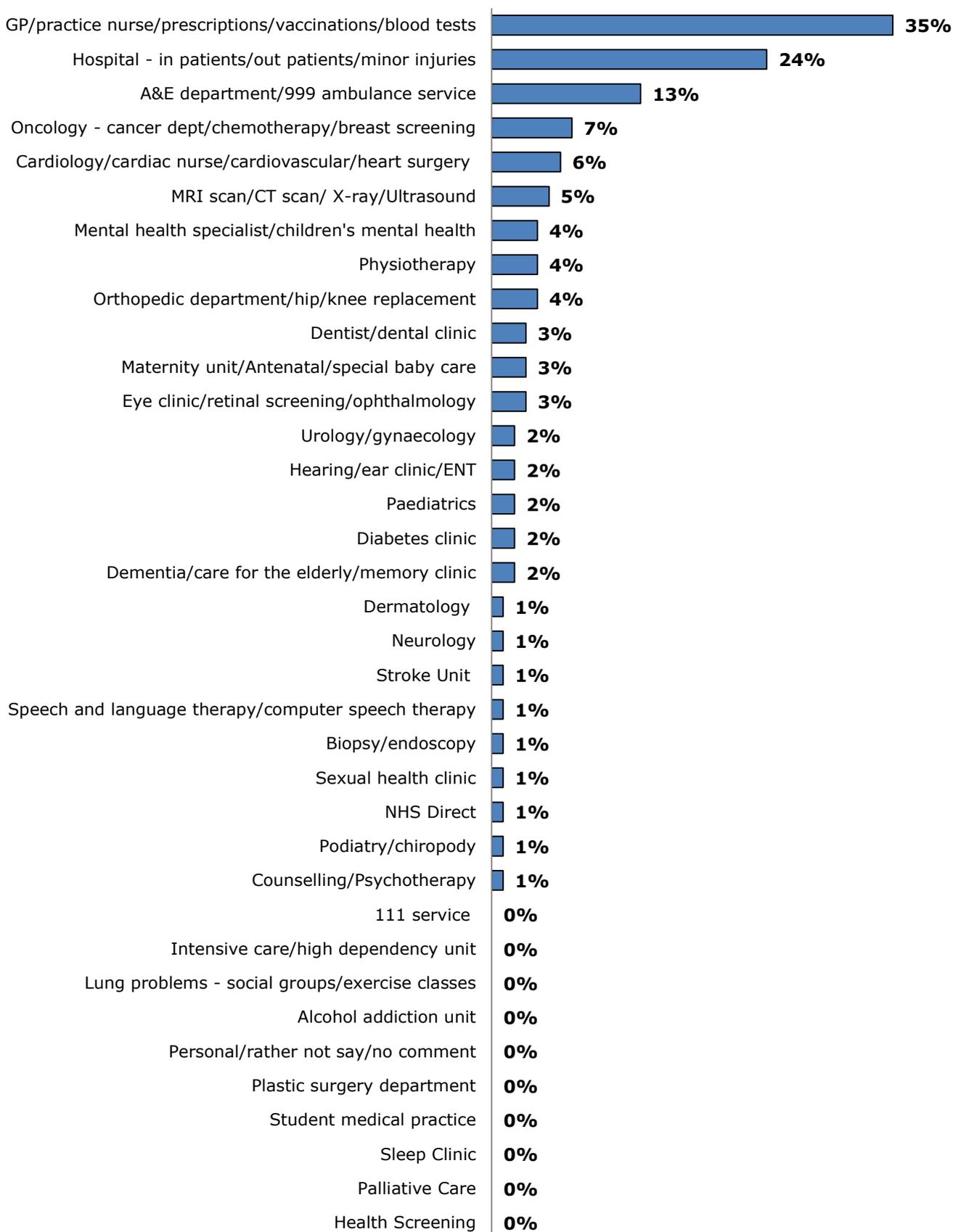
Male respondents were more likely to indicate that they or someone they care for had recently used an NHS service (89%) when compared to female respondents (85%). As could be expected, a larger proportion of those in the older age groups of 66 and above (96%) and those who indicated that they considered themselves to have a disability (94%) also said that they had recently used an NHS service.

Those who indicated that they had recently used an NHS service were asked to indicate what service(s) they used. The chart overleaf presents all suggested NHS services used.

Just over a third of respondents had visited their GP or a practice nurse for a prescriptions, vaccinations or blood tests (35%), and a further 24% had used a hospital for in and out patient appointments or minor injuries.



Figure 11 – NHS services used recently - Coded responses
Base: 690





Respondent Profile

Figures 12 to 19 present key demographic data of survey respondents. Not all respondents provided this information during the survey or at an event, so the sample sizes to each question vary.

Figure 12 - Gender
Base: 944

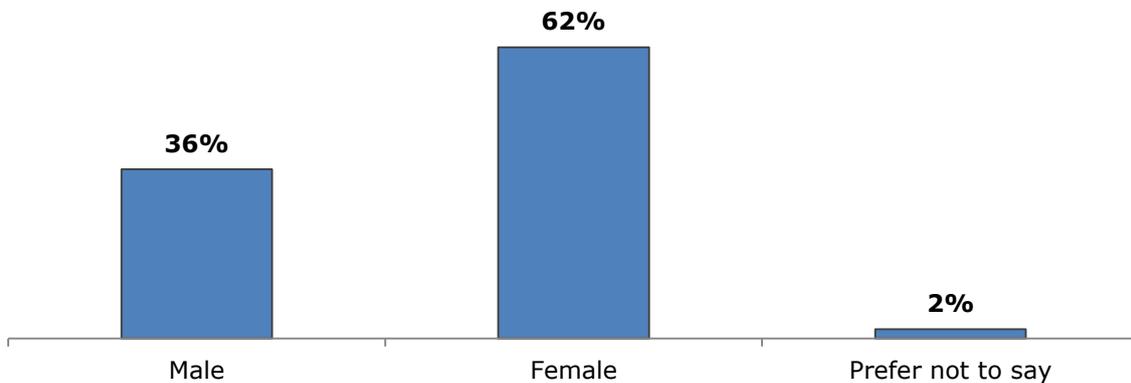


Figure 13 – Transgender – is your gender identity different to the sex you were assumed to be at birth?
Base: 627

Response	Number of respondents	%
Yes	42	7%
No	560	89%
Prefer not to say	25	4%

Figure 14 - Age
Base: 832

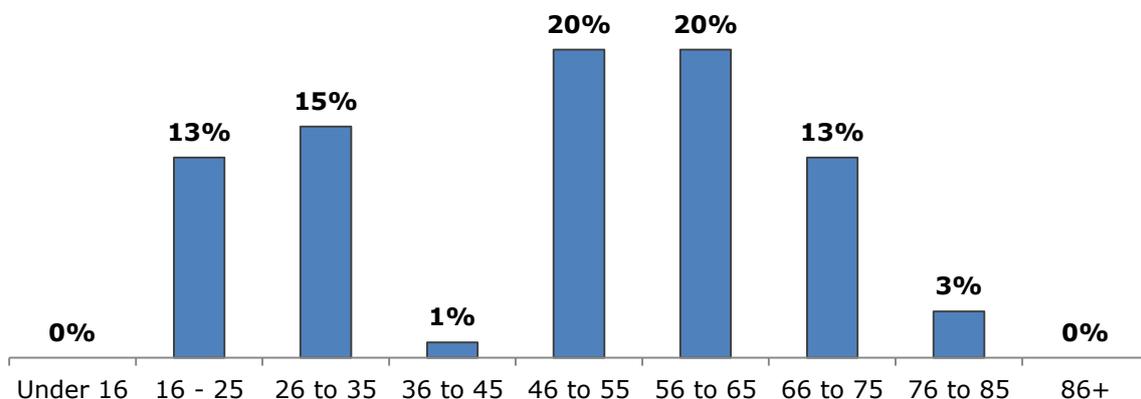




Figure 15 – Ethnicity
Base: 789

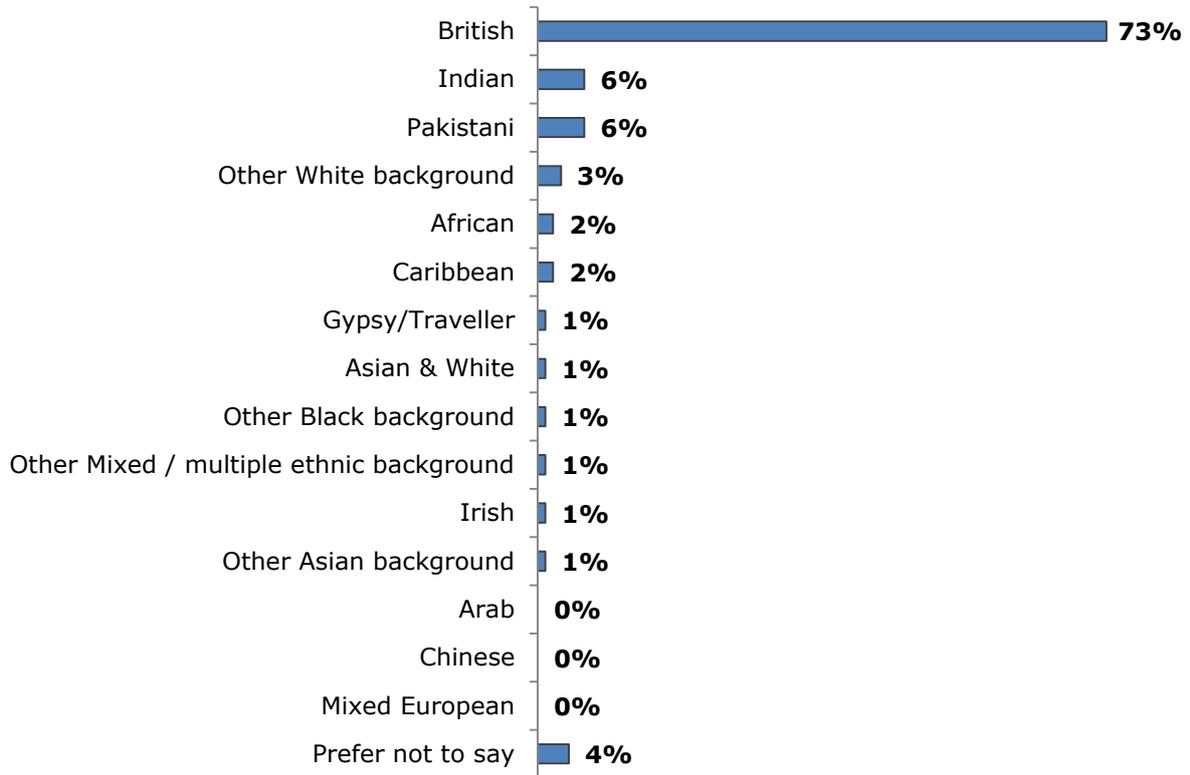


Figure 16 – Religion
Base: 669

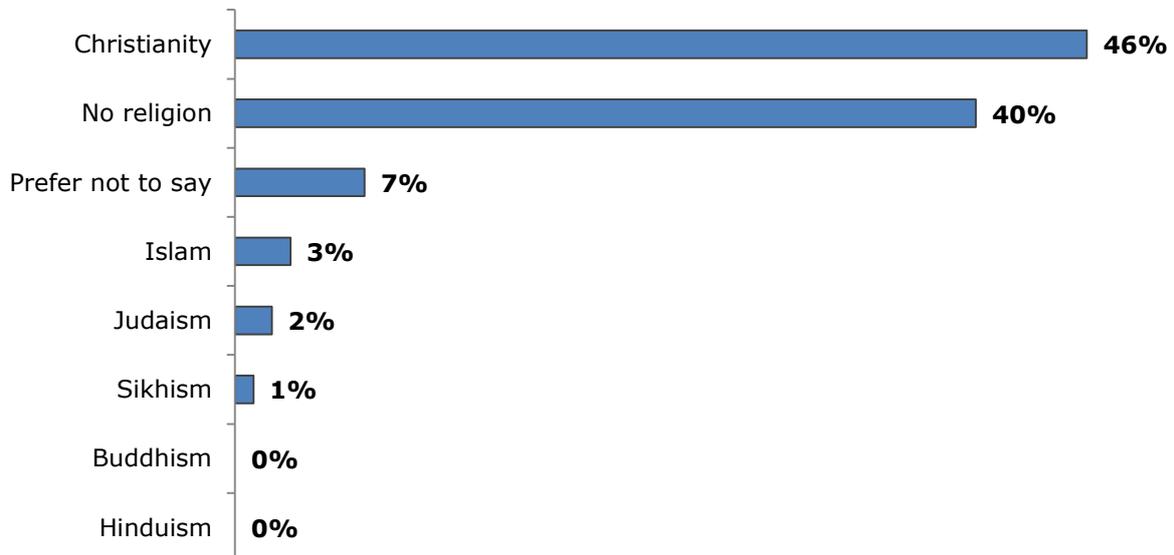




Figure 17 – What is your sexual orientation?

Base: 682

Response	Number of respondents	%
Bisexual	15	2%
Lesbian	13	2%
Gay man	19	3%
Heterosexual/straight	579	85%
Prefer not to say	56	8%

Figure 18 – Do you consider yourself to have a disability?

Base: 583

Response	Number of respondents	%
Yes	99	17%
No	464	80%
Prefer not to say	20	3%

Figure 19 – Do you provide care for someone?

Base: 705

Response	Number of respondents	%
Yes	181	26%
No	500	71%
Prefer not to say	24	3%



Key Findings

Below is a summary of the key themes which have emerged in response to each question.

What three things can we do to build an excellent NHS for now and future generations?

The key themes that have emerged in response to this question related to:

Staffing:

- Increased investment in staff
- More front line staff
- Better trained/qualified staff

Access to services:

- Improved access to local services
- Making hospital appointments more realistic
- Cutting down waiting times
- Quicker access to GPs
- 24/7 access to services

Level of care:

- Providing a good standard of care
- Staff who care about their patients
- Listening to and understanding patients
- Treating patients as people

How can the NHS support people to lead healthier, longer lives?

The key themes that have emerged in response to this question related to:

Promotion and encouragement of healthy lifestyles

- Increased promotion of healthy eating and exercise
- Encouragement to lead a healthy lifestyle
- Advertising campaigns
- Discourage use of alcohol/smoking/unhealthy food
- Encouraging the reduction of salt/sugar in food/drink

Improved access to exercise

- Reduced cost or free access to leisure centres
- Link with private sector/ local authorities
- Easy access to services
- Publicising what is available

Education, information and support

- Education in schools and for parents about healthy lifestyles
- Improved advice on diet, exercise and healthy living
- Encourage people to take responsibility for their own health
- More support from GPs
- More support from community groups/classes
- Regular health checks



How do you think we should spend the money we receive wisely?

The key themes that have emerged in response to this question related to:

Improve staffing ratios

- Investment in more front line staff
- Less focus on management

Stricter use of NHS funding – introducing charges

- Charging for cosmetic surgery
- Charging for IVF
- Charging for self-inflicted health issues
- Charging overseas patients

Increase local services

- More local/community-based services
- More walk-in centre
- Better access to GPs

Preventative measures

- More screening and earlier diagnosis and treatment
- Training and education programmes

What would high-quality NHS Care look like to you?

The key themes that have emerged in response to this question related to:

Sufficient staffing

- Investment in more front line staff
- Ensuring correct staffing levels
- Appropriately trained staff
- Ensuring staff feel valued / are paid appropriately

Access to services

- Have shorter waiting times
- Increase 24/7 access to services
- Easier access to GPs
- Efficient appointment systems

High levels of care

- Treating patients as people with dignity and respect
- Effective communication with patients and carers
- Individually tailored care

High levels of quality

- Cleanliness
- Good food
- Private rooms

Appendix A – A Call to Action Questionnaire

Equality Monitoring Form

So that we provide the best services for all of our communities, and to ensure that we do not knowingly discriminate against any section of our community, it is important for us to gather the following information. No personal information will be released when reporting statistical data and data will be protected and stored securely in line with data protection rules.

Gender Male Female Prefer not to say

Transgender - is your gender identity different to the sex you were assumed to be at birth? Yes No Prefer not to say

Are you responding as a Patient Carer Health Professional Prefer not to say Other (please state)

What is your age? Under 16 16-25 26-35 36-45 46-55 56-65 66-75 76-85 86+ Prefer not to say

What is your sexual orientation? Bisexual (both sexes) Heterosexual/straight (opposite sex) Gay man (same sex) Lesbian/gay woman (same sex) Prefer not to say

Do you consider yourself to belong to any religion? Buddhism Christianity Hinduism Islam Judaism Sikhism No religion Prefer not to say Other (please state)

What is your ethnic background?

Asian, or Asian British <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Other	Black, or Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Other	Mixed / multiple Ethnic groups <input type="checkbox"/> Asian & White <input type="checkbox"/> Black African & White <input type="checkbox"/> Black Caribbean & White <input type="checkbox"/> Other	White <input type="checkbox"/> British <input type="checkbox"/> Gypsy / Traveller <input type="checkbox"/> Pakistani <input type="checkbox"/> Other	Other <input type="checkbox"/> Arab <input type="checkbox"/> Other
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If any other ethnic background, please state here:
 Prefer not to say

Do you consider yourself to have a disability? Please tick all that apply
Under the Equality Act 2010 a disability is defined as 'a physical, sensory or mental impairment which has, or had a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities'.

Long-standing illness or health condition e.g. cancer, diabetes, HIV, etc. Learning disability / difficulty
 Mental Health condition Physical or mobility Visual Hearing Visual Prefer not to say
 Other (please state)

Do you look after, or give any help or support to a family member, friend or neighbour because of long term physical disability, mental ill-health or problems related to old age? Yes No Prefer not to say

What is your relationship status? Marriage / civil partnership Live with partner Single Widowed Prefer not to say Other (please specify)

Thank you for taking the time to complete this form.

Please post for FREE to:

Call to Action Leeds, c/o NHS Leeds North CCG, Freepost RTEH-ZTXY-HALJ, Leafield House, 107-109 King Lane, Leeds LS17 5BP

Closing date: 10 January 2014

On behalf of:

NHS Leeds North Clinical Commissioning Group
 NHS Leeds South and East Clinical Commissioning Group
 NHS Leeds West Clinical Commissioning Group

The NHS belongs to the people



Call to Action Leeds: Join the debate

The NHS was 65 years old in July 2013, and along with celebrating this important anniversary, we need to look at the way the NHS is run and how we can do things differently and better. The population is ageing and the number of people with long-term conditions is increasing and so there are greater demands on health (and social care) services.

In the next few years, the NHS overall is facing a £30bn shortfall in funding between what it predicts it needs to spend and what is available. This means that we need to ensure that we use the money we have wisely and effectively. Some of the changes to how health care is delivered in the future may be achieved by reshaping services or by increasing the care that is available outside of hospital. Shifting the emphasis to prevention rather than treatment through health promotion activities may also be part of the solution.

NHS England has published a document - 'A Call to Action' - which talks about these issues and you can find this at www.england.nhs.uk 'A Call to Action' lists four key areas the NHS needs to focus on.

These are:

- improving the quality of care that people receive;
- meeting everyone's needs;
- maintaining financial sustainability and;
- building excellence now and for the future.

This is a national debate, but we are asking local people and organisations how they think we can address these issues in our area. We would very much appreciate if you could spare the time to share your thoughts about how we may be able to address these issues by completing this survey. We would be grateful if you could spare a few minutes to go online at www.surveymonkey.com/s/leedscalltoaction to complete a questionnaire.

If you would like a paper copy of the survey or require it in an alternative format, please contact **0113 237 4508** or e-mail: calltoaction.leeds@nhs.net

You can also join in the debate on Twitter and Facebook just use **#LeedsCallToAction**

1. What can we do to build an excellent NHS for now and future generations? (It may help to think about recent contact you or a member of your family has had with a hospital, therapy or mental health service, or any other health care service. You may also want to consider what is most important to you and your family).

2. How can the NHS support people to lead healthier, longer lives? (You may want to think about your own health and what the NHS could do to help you lead a healthier life, eg diet and exercise, support for those who smoke or those who drink more than they should, helping people who already have a long-term condition such as diabetes).

3. How do you think we should spend the money we receive wisely? (You may want to think about treatments and services that the NHS currently provides, how we can work more effectively with the council and community groups, and whether we should ration or discontinue some treatments or services.)

4. What would high-quality NHS Care look like to you? (You may want to think about staff levels, quality of care, being treated with dignity, compassion, respect, privacy, food, premises etc).

Have you, or someone you care for, recently used an NHS service?

Yes

No

If yes, can you please let us know which service(s) you used

To help us identify the area you live in can you tell us which GP practice you are registered to or the first part of your postcode (eg LS1, LS2)