



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

## **A Call to Action**

**Consultation Feedback Report  
for**

**NHS Leeds West**

**Clinical Commissioning Group**

**January 2014**

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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 the NHS Leeds West NHS CCG area.

## 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 103 responses to the survey across the NHS Leeds West CCG area.

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: 390 (NHS Leeds West CCG respondents)**

Event name/location/ date	Number of responses
Leeds Student Medical Practice, 13 December 2013	48
Call To Action Public Event, 27 November 2013	31
Armley One Stop Centre, 20 November 2013	30
Morley One Stop Centre, 20 November 2013	30
Yorkshire Housing, Wortley, 20 November 2013	20
Wortley Community Centre, 20 November 2013	20
St George's One Stop Centre, 20 November 2013	20
MS Chat, 6 December 2013	18
Leeds Mind Spirituality Group, 6 January 2014	16
Asda, Armley, 20 November 2013	15
Mental Health Awareness Day, 14 October 2013	13
Armley Grange Day Centre (Dementia), 4 December 2013	11
Bramley Elderly Action, 20 November 2013	10
Castleton Family Centre, Wortley, 20 November 2013	10
Tannery student accommodation, 20 November 2013	10
Better Leeds Communities (formally Burley Lodge Centre), 29 November 2013	10
BARCA – Positive Voices, 21 January 2014	10
Positive Voices (Barca), 21 January 2014	8
Dewsbury Road One Stop Centre, 17 December 2013	8
Dosti, 9 January 2014	6
Swinnow Children's Centre, 20 November 2013	5
City Centre One Stop Centre, 19 December 2013	5
Harehills One Stop Centre, 20 December 2013	5
All Hallows Church (elderly people), 9 January 2014	5
GATE, 11 December 2013	4
Pudsey One Stop Centre, 19 December 2013	4
Otley One Stop Centre, 20 December 2013	4
Osmondthorpe One Stop Centre, 20 December 2013	4
Children's Centre Kirkstall, 9 January 2014	3
Learning Disability Workshop, Harehills	2
Rothwell One Stop Centre, 17 December 2013	2
Rawdon One Stop Centre, 18 December 2013	2
Reginald One Stop Centre, 19 December 2013	1

In total, 390 responses to the Call to Action Survey were collected in this way across the NHS Leeds West CCG area and have been included within this report. Combining both the feedback from the survey and from events, this is a total of 493 responses.



# 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

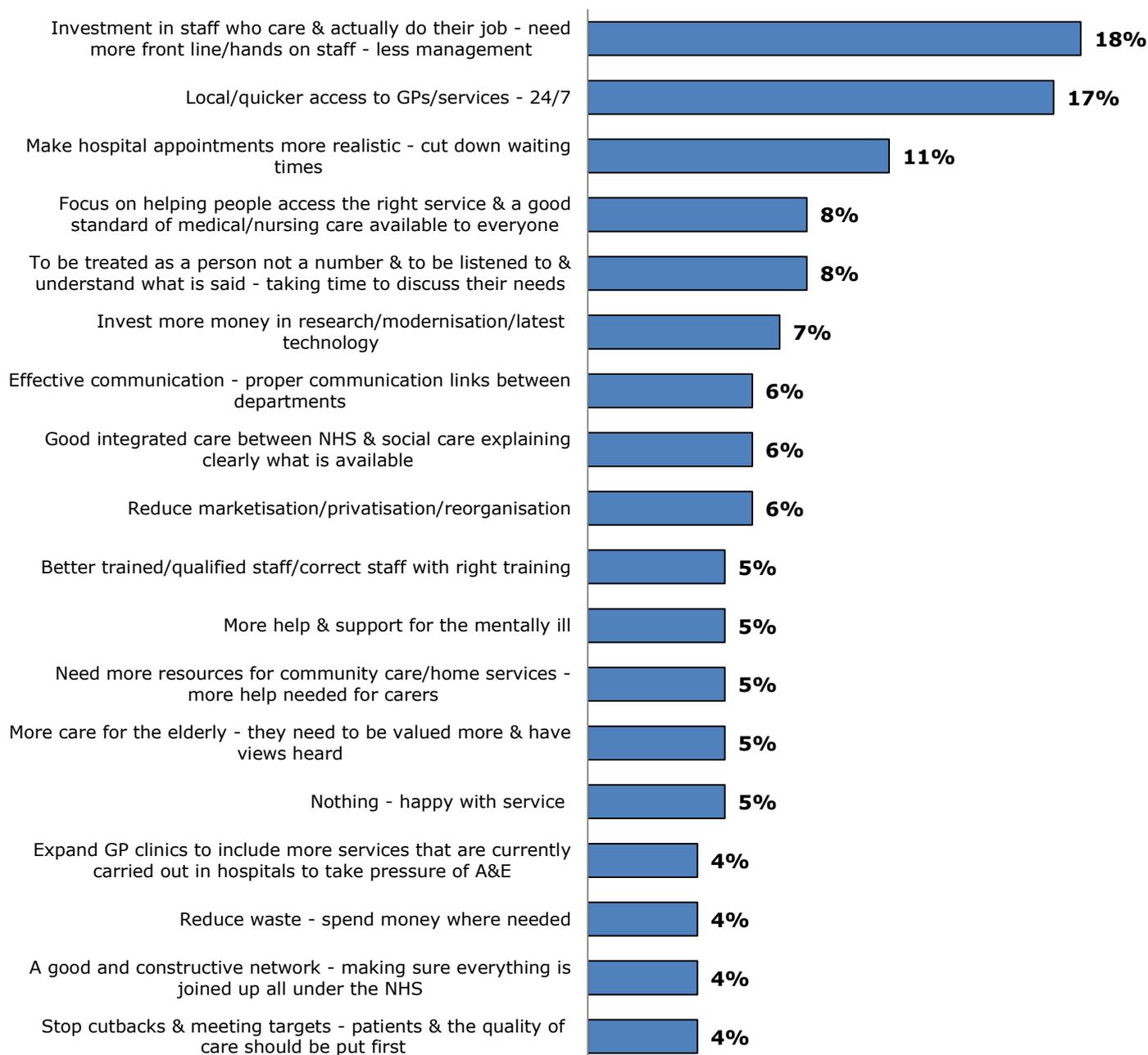
## What can we do to build an excellent NHS for now and future generations?

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: 400 (NHS Leeds West CCG respondents)





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 (19%) and was suggested by a larger proportion of respondents aged between 56 and 65 years (30%) in comparison to any other age group.

Example verbatim responses for this theme included:

- *I would like there to be a maximum pay cap (no more than 3%) for senior managers in the NHS and for the money saved to be redistributed to the recruitment and retention of nurses*
- *Ensure there is enough well trained staff*
- *Decrease the number of meaningless managers and stop creating jobs for such people. Increase the clinical staff so they, the experts, can provide the patients need*
- *More caring staff and devotion*

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 more often by respondents who considered themselves to be disabled (24%) than by respondents who did not (17%).

Example verbatim responses for this theme included:

- *Ensuring that the full range of services are available 24/7, including scans*
- *Better access to health care services 7 days a week. Not just Monday to Friday. There would be a quicker turnover of patients from hospital as scans, physio, doctors can be continuous over 7 days not limited*
- *Access. 24/7 not just in working hours*
- *Easy & quick access to a doctor/consultant required*

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 (26%) and female respondents (14%) compared to male respondents (9%).

Example verbatim responses for this theme included:

- *Improve time waiting for appointments or at the point of contact*
- *Reduce waiting times*
- *Shorter waiting times - often better by time seen*
- *improve waiting times at A&E by making primary care more available*

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: 400 (NHS Leeds West CCG respondents)**

Response theme	Number	%
Investment in staff who care & actually do their job - need more front line/hands on staff - less management	73	18%
Local/quicker access to GPs/services - 24/7	69	17%
Make hospital appointments more realistic - cut down waiting times	45	11%
Focus on helping people access the right service & a good standard of medical/nursing care available to everyone	32	8%
To be treated as a person not a number & to be listened to & understand what is said - taking time to discuss their needs	30	8%
Invest more money in research/modernisation/latest technology	28	7%
Effective communication - proper communication links between departments	25	6%
Good integrated care between NHS & social care explaining clearly what is available	23	6%
Reduce marketisation/privatisation/reorganisation	22	6%
Better trained/qualified staff/correct staff with right training	21	5%
More help & support for the mentally ill	21	5%
Need more resources for community care/home services - more help needed for carers	19	5%
More care for the elderly - they need to be valued more & have views heard	19	5%
Nothing - happy with service	18	5%
Expand GP clinics to include more services that are currently carried out in hospitals to take pressure off A&E	17	4%
Reduce waste - spend money where needed	16	4%
A good and constructive network - making sure everything is joined up all under the NHS	15	4%
Stop cutbacks & meeting targets - patients & the quality of care should be put first	15	4%
Cut out the amount of paperwork/red tape & bureaucracy	12	3%
Improve administration - be better organised	12	3%
A holistic approach is needed	11	3%
Continuity of personal care is vital	11	3%
More information to encourage/educate people more to take responsibility for their own health	11	3%
Need to tell people what is & isn't available - stop free treatment for self-inflicted problems i.e. obesity, drink/drug related, cosmetic surgery	11	3%
Free prescriptions/treatment	11	3%
Consistent records/management of records	10	3%
Stop health tourists/people who have not paid into the NHS receiving free treatment	9	2%
Make more walk-in centres available 24/7	9	2%
Concentrate more on preventative health practices	9	2%
Talk to nurses/people who work in NHS - involve them and listen to what works & what they need	8	2%
Don't outsource cleaning services, keep them in house - need cleaner hospitals	8	2%
Be realistic - stop being everything to everyone & charge for services/ask people to contribute to become more cost effective	7	2%
The Government is destroying the NHS - the NHS should not be constrained or touched by the Government	7	2%
Unhappy with service - needs improving generally	6	2%
Invest more time in diagnosis - earlier diagnosis	6	2%
Better hospital transport system	6	2%
More help with discharge/improve follow up-aftercare	6	2%



Response theme	Number	%
Employ non-medical managers with efficient/cost management experience rather than using medical staff	5	1%
A system should be put in place to charge people for missed appointments	5	1%
Develop the NHS helpline further/online services	5	1%
Bigger investment in primary care	4	1%
A better appointment system- need to text people to remind them about appointments or any change with appointments	4	1%
Invest more money and offer more support to people with drug/alcohol abuse and to quit smoking	4	1%
Introduce alternative therapies that are cheaper	3	1%
Family support needs to be encouraged & needs to be involved more in a patients recovery process	3	1%
Only use branded medicines and procedures that are evidence based	3	1%
Better quality food/meals in hospital	3	1%
Zero tolerance is required - be prepared to act on incompetent staff/hospitals - listen to the whistle blowers	3	1%
Concentrate on making centres of excellence/specialist centres	3	1%
Stop influence of big drug/pharmacy companies - build an in-house one	2	1%
More opportunities to get involved in leisure/physical activities within the community	2	1%
More access to dentists	1	0%
Improve the safety of patients - it is paramount	1	0%
Get rid of the 111 service or improve it	1	0%
English speaking doctors/nurses	1	0%
Continue using the voluntary sector	1	0%
Need patient champions	1	0%
Aware of different cultures and how to service them - how to share information and communicate with them/an interpretation service	1	0%
Put children first - have a separate waiting system and room	1	0%



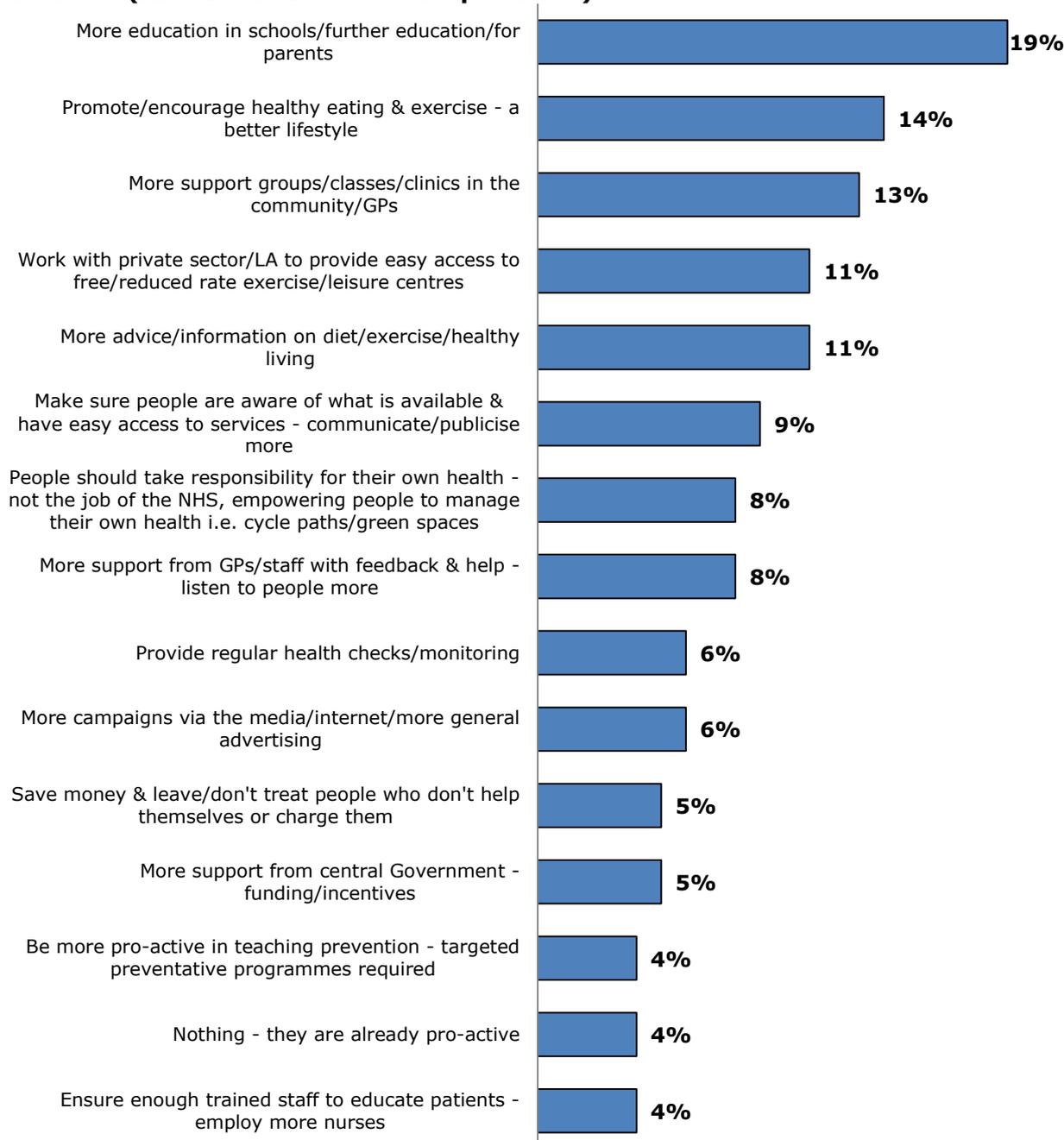
## How can the NHS support people to lead healthier, longer lives?

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: 360 (NHS Leeds West CCG respondents)**





Three key themes were suggested by respondents in response to this question. Firstly, 19% suggested that there should be 'more education in schools / further education / parents'. This theme was suggested particularly by those aged 16-25 (35%). This was also more commonly suggested by those who reported that they had not recently used an NHS service (27%) than by respondents who had recently used an NHS service (19%).

Example verbatim responses for this theme included:

- *To get involved in schools to educate children on how they can help themselves to have a healthier life*
- *This should be done at classroom level with young children and carried on throughout their education*
- *Improve health education and health promotion for all groups and age ranges. Especially parents and children to improve things in the future*
- *Better education would be helpful - so a strong link with schools particularly and also colleges / universities*

Another 14% of respondents suggested that the NHS should 'promote / encourage healthy eating and exercise – a better lifestyle', a response which was suggested by a greater proportion of those falling into the 26-35 (22%) and 35-45 (17%) age groups.

Example verbatim responses for this theme included:

- *Encourage healthier eating habits and more exercise*
- *Encourage people to be more active*
- *Become a health service rather than a sickness service. Divert more resources to health improvement initiatives*
- *Promote how to live healthy lifestyles*

One in eight respondents suggested that there should be 'more support groups / classes / clinics in the community / GPs' (13%). A larger proportion of female respondents suggested this option (16%) compared to male respondents (8%).

Example verbatim responses for this theme included:

- *Appropriate self-help groups for all ages and conditions*
- *Drop in 'clinics' for general health advice/checks, such as those already available for babies/toddlers*
- *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*
- *Providing a more community based service to encourage more people to attend local clinics*

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: 360 (NHS Leeds West CCG respondents)

Response theme	Number	%
More education in schools/further education/for parents	67	19%
Promote/encourage healthy eating & exercise - a better lifestyle	49	14%
More support groups/classes/clinics in the community/GPs	45	13%
Work with private sector/LA to provide easy access to free/reduced rate exercise/leisure centres	39	11%
More advice/information on diet/exercise/healthy living	39	11%
Make sure people are aware of what is available & have easy access to services - communicate/publicise more	33	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	29	8%
More support from GPs/staff with feedback & help - listen to people more	28	8%
Provide regular health checks/monitoring	21	6%
More campaigns via the media/internet/more general advertising	21	6%
Save money & leave/don't treat people who don't help themselves or charge them	19	5%
More support from central Government - funding/incentives	17	5%
Be more pro-active in teaching prevention - targeted preventative programmes required	16	4%
Nothing - they are already pro-active	13	4%
Ensure enough trained staff to educate patients - employ more nurses	13	4%
Co-operate & plan with local authority regarding community investments	12	3%
More help/care/support for people with lifelong conditions - when leave hospital still need support	12	3%
More help for elderly - discounts/social groups	11	3%
Quicker referral times to see dietician/physio services/counsellors	8	2%
More help and support for the mentally ill/vulnerable	8	2%
Help ban smoking & cutting adverts/billboards for cigarettes & alcohol	7	2%
Work with supermarkets to make healthy food cheaper & easier to access	7	2%
Stop poverty - need more financial help for people in deprived areas - need to go to them	6	2%
Smaller groups/one to one - treat people as individuals/an individual health/diet regime	6	2%
Provide clear, consistent messages about health advice - too much conflicting advice/research available	6	2%
Medicine/social/public health working more closely together	6	2%
Lobby for taxes - place massive taxes on alcohol/cigarettes/take away food	5	1%
Have role models/local health champions	5	1%
Teach people how to cook - bring back home economics in school	5	1%
Less stress when dealing with NHS - a single/individual access point for people	4	1%
Stop wasting money on leaflets/ads/booklets	4	1%
Better/more smoking/alcohol/drug rehabilitation programmes	4	1%
Better quality school meals/hospital food	3	1%
More vouchers for free fruit and veg	3	1%
Give people the opportunity to speak up about views/concerns	3	1%
More initiatives/incentives to do sport-walk not car	3	1%
Put the price up or ban fast food outlets/sugar drinks/sugar companies	2	1%
Support legislation to reduce sugar/salt in foods & to disclose content on food labels	2	1%
More research and training into these conditions	2	1%
A holistic approach is important	2	1%



Response theme	Number	%
More options around medication - natural remedies/hypnotherapy	2	1%
Make more use of volunteers/encourage volunteers	2	1%
Do not dictate or tell people what to do as they most likely won't	2	1%
Don't have sweet shops & ban smoking & drinking on hospital grounds	1	0%
Medication/equipment should be free/cheaper for people with long term condition	1	0%
More awareness of cultural changes	1	0%
More activities for young people in the evening	1	0%
Promote the use of NHS 'apps' and other technology-BMI tracker	1	0%
Health visitors to do early years home visit - to play an important role early on	1	0%
Need to focus on the wider detriments of health to make biggest difference	1	0%



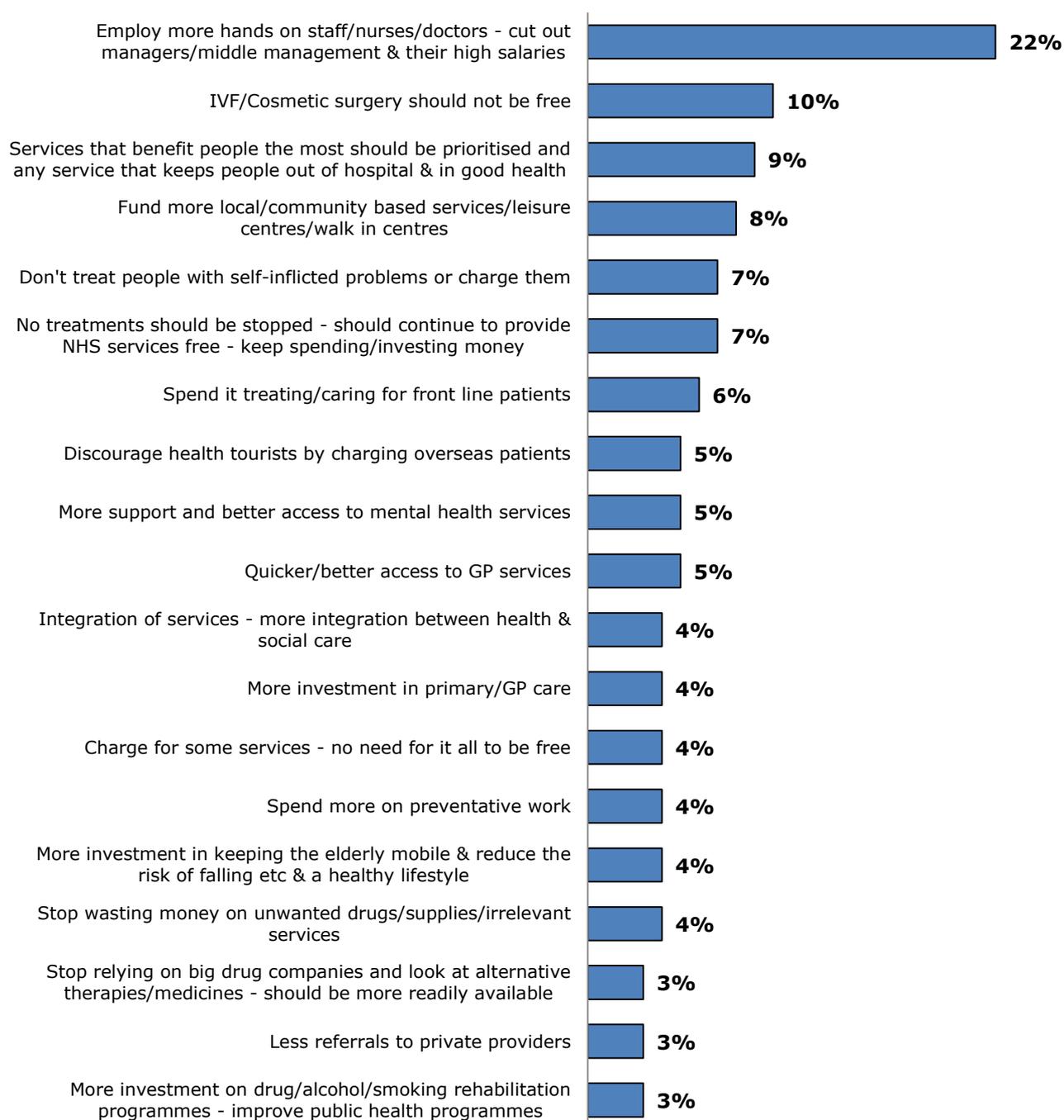
## How do you think we should spend the money we receive more wisely?

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: 354 (NHS Leeds West CCG respondents)**





The most common theme that emerged in response to this question, suggested by 22% 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 female respondents (25%) than male respondents (22%) and from those who had not used an NHS service recently (28%) in comparison to those who had used an NHS service recently (24%).

Example verbatim responses for this theme included:

- *Again I think staffing is very important. Without the proper staff the NHS is no good*
- *Get rid of a lot of the managers who are not clinically trained and spend the budget on health care*
- *Look at staffing levels at local hospitals. It can be the individual care that counts.*
- *NHS is under resourced, less managers and more nurses and doctors. Staff that can help people*
- *More clinical staff needs employing. This means that staff won't be tired and risk making mistakes when operating*

One in ten respondents suggested that to spend money more wisely 'IVF/cosmetic surgery should not be free' (10%). A larger proportion of older respondents aged 66-75 (23%) and 46-55 (17%) suggested that IVF/cosmetic surgery should not be free, in comparison to respondents in the younger age groups of 16-25 (6%) and 26-35 (2%). Those respondents who reporting having no disability also gave this suggestion more often (14%) than those who identified as having a disability (8%).

Example verbatim responses for this theme included:

- *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*
- *Cut out all the "cosmetic" surgery. Stop spending a fortune on trying to make women pregnant whilst there are children in Homes waiting to be adopted*
- *Discontinue IVF for women who have already had children, and step up family planning services. Promote small families to reduce demand for services*
- *Cosmetic surgery for people with body-image issues is a waste. Save it for those who need it (burns, disfiguring accidents, maybe congenital cases)*
- *Get rid of funding for unnecessary cosmetic surgeries - if the problem is psychological, treat the brain instead of changing their bodies*

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: 354 (NHS Leeds West CCG respondents)**

Response theme	Number	%
Employ more hands on staff/nurses/doctors - cut out managers/middle management & their high salaries	79	22%
IVF/Cosmetic surgery should not be free	36	10%
Services that benefit people the most should be prioritised and any service that keeps people out of hospital & in good health	31	9%
Fund more local/community based services/leisure centres/walk-in centres	30	8%
Don't treat people with self-inflicted problems or charge them	26	7%
No treatments should be stopped - should continue to provide NHS services free - keep spending/investing money	25	7%
Spend it treating/caring for front line patients	20	6%
Discourage health tourists by charging overseas patients	18	5%
More support and better access to mental health services	18	5%
Quicker/better access to GP services	16	5%
Integration of services - more integration between health & social care	15	4%
More investment on primary/GP care	14	4%
Charge for some services - no need for it all to be free	14	4%
Spend more on preventative work	13	4%
More investment in keeping the elderly mobile & reduce the risk of falling etc.	13	4%
Stop wasting money on unwanted drugs/supplies/irrelevant services	13	4%
Stop relying on big drug companies and look at alternative therapies/medicines - should be more readily available	12	3%
Less referrals to private providers	12	3%
More investment on drug/alcohol/smoking rehabilitation programmes - improve public health programmes	12	3%
Training & education programmes	11	3%
Improve communication & IT systems/linkage systems to avoid duplication	10	3%
Minimise paperwork/admin	10	3%
More money spent on "at home" services/home carers	10	3%
Asking staff what is needed & give them responsibility of running it - trust them to do the job	9	3%
More localised minor injuries units to take pressure off A&E	8	2%
More money to be spent on research/new technology	8	2%
Don't know - not qualified to answer this	7	2%
Stop the constant re-organisation	7	2%
Money needs to flow through the system & all services be funded from the top to the bottom	7	2%
Tackle outliers/prescribers/organisations & look at costs for treatments/equipment/drugs - need value for money	7	2%
Better pay/conditions for nurses/doctors	7	2%
Look at staff costs i.e. sickness/working conditions/absences/time	6	2%
Need to look at education in schools & have subject lessons in health, nutrition & exercise	6	2%
Charge for missed appointments/non attendance	6	2%
More screening & earlier diagnosis & treatment to avoid countless admissions	6	2%
No-one bears responsibility - all levels should be accountable	6	2%
Operate more efficiently/effectively	6	2%
Spend more money on food to offer better quality meals and cut down on waste	6	2%
Less on bureaucracy	5	1%
Use groups of volunteers, carers, nurses, experts more	5	1%
Avoid wasting money on statistics/targets/over managing	5	1%



Response theme	Number	%
Advise/tell people what the NHS is for/need to refine what it is for	5	1%
Cleanliness - NHS to employ their own cleaners	4	1%
Decisions should be made independently or at a national level	4	1%
Work with third sector/local authority	4	1%
Patients should sign a legal disclaimer not to sue for malpractice	3	1%
Repurchase/refurbish old hospitals/make hospitals more comfortable	3	1%
Spend on baby/children services/centres	3	1%
Promote self-care - teach people how to take responsibility for their own health and to have healthier lifestyles	2	1%
Transparency - be open and honest	2	1%
Better communication so people know what's available	2	1%
Listen to people- see what they need and involve them	2	1%
More investment support for the disabled sector-deaf/blind	2	1%
Make appointments by phone to save on postage & also have a text/phone reminder service to ensure appointments aren't missed	1	0%
Follow the NICE guidelines - they do a good job	1	0%
Get rid of NICE - leaves a lot to be desired	1	0%
More help for people in deprived areas/less well off	1	0%
More hard hitting adverts about healthy living	1	0%

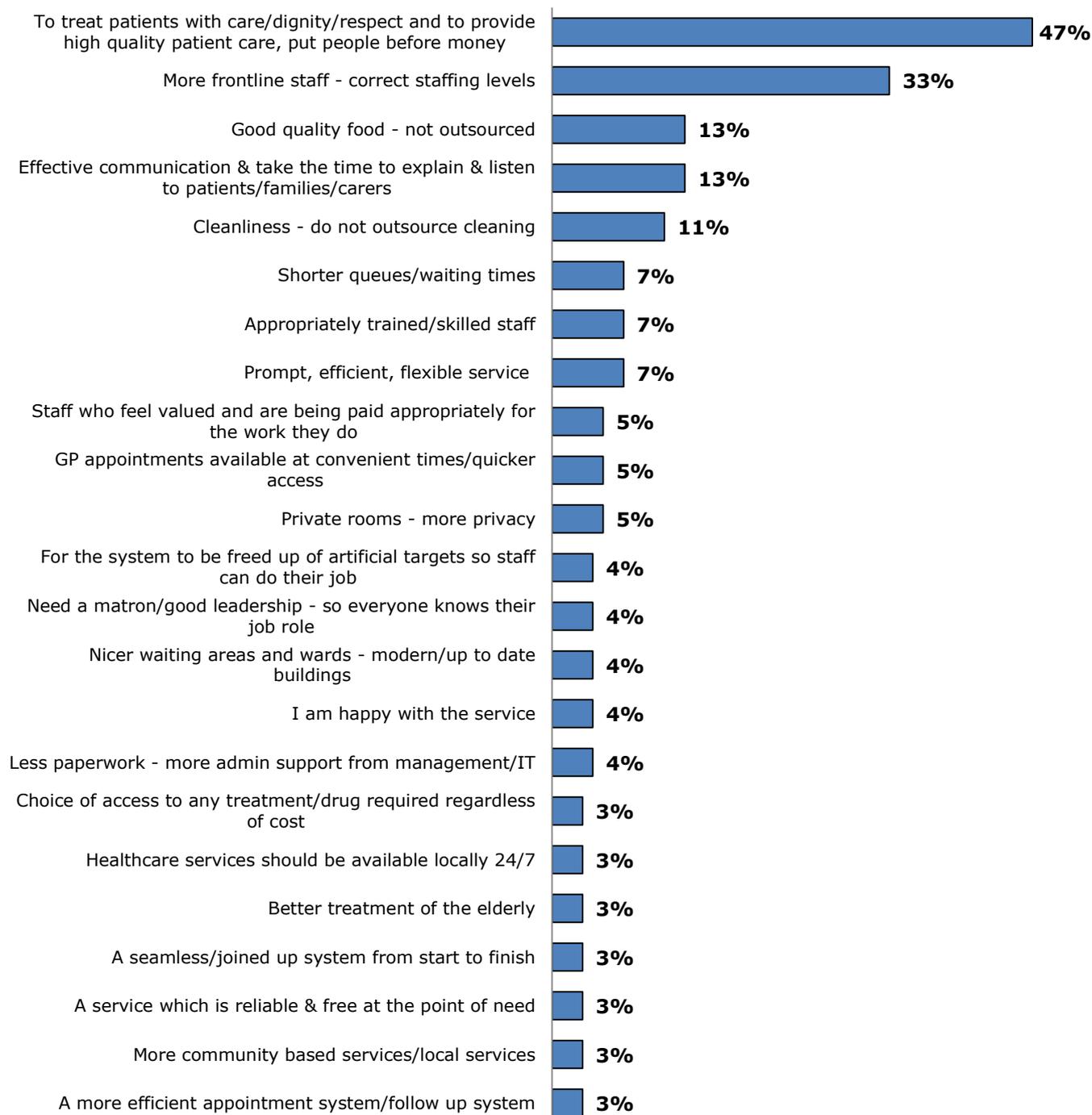


## What would high-quality NHS Care look like to you?

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: 344 (NHS Leeds West CCG respondents)**





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 almost half of respondents (47%).

This theme was suggested by a greater proportion of those in the younger age brackets of 16-25 (54%) and 26-35 (49%) when compared with the other age groups. This was also suggested more often by female respondents (51%) than by male respondents (44%).

Example verbatim responses for this theme included:

- *Patient-centred care, with respect on both sides. Patients and service users to be treated how the care giver would wish to be treated themselves*
- *At its centre would be 'CARE' not concern about costs or efficiency levels or profit margins*
- *Uniform quality of care, both medically and personally*
- *respect and compassion is the biggest factor for me*
- *Someone dedicated to the well-being and care of patients in hospital, no more stories of mistreatment*

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 a third of respondents to the consultation was that high quality care would include 'more frontline staff / correct staffing levels' (33%). This suggestion was made equally by male and female respondents (34%) and was more commonly made by respondents who did not identify as having a disability (48%) than by those who did (34%).

This theme was suggested most often by those aged 46-55 years (41%) and least often by those aged 16-25 years (22%).

Example verbatim responses for this theme included:

- *In the day there appears to be plenty of staff but at night the problem arises when there is staff are very short*
- *Less admin more front line*
- *More doctors and nurses, less admin*
- *Make more nurses available per patient*

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: 344 (NHS Leeds West CCG respondents)**

Response theme	Number	%
To treat patients with care/dignity/respect and to provide high quality patient care, put people before money	161	47%
More front line staff - correct staffing levels	113	33%
Good quality food - not outsourced	45	13%
Effective communication & take the time to explain & listen to patients/families/carers	43	13%
Cleanliness - do not outsource cleaning	38	11%
Shorter queues/waiting times	25	7%
Appropriately trained/skilled staff	24	7%
Prompt, efficient, flexible service	23	7%
Staff who feel valued and are being paid appropriately for the work they do	17	5%
GP appointments available at convenient times/quicker access	17	5%
Private rooms - more privacy	16	5%
For the system to be freed up of artificial targets so staff can do their job	15	4%
Need a matron/good leadership - so everyone knows their job role	15	4%
Nicer waiting areas and wards - modern/up to date buildings	13	4%
I am happy with the service	13	4%
Less paperwork - more admin support from management/IT	13	4%
Choice of access to any treatment/drug required regardless of cost	12	3%
Healthcare services should be available locally 24/7	10	3%
Better treatment of the elderly	10	3%
A seamless/joined up system from start to finish	10	3%
A service which is reliable & free at the point of need	10	3%
More community-based services/local services	9	3%
A more efficient appointment system/follow up system	9	3%
Individually tailored care for each problem - it is not one size fits all/treated as a whole	8	2%
More care for people in their own homes	8	2%
Personal continuity/personalised care - a named consultant	8	2%
Nurses to have a career & specialise in areas but abolish the idea of having a degree - every level should include empathy & compassion	8	2%
Better team working - listen to the staff-better communication between departments	7	2%
Greater integration & working positively with social care/social services	7	2%
Good community support for the mentally ill	7	2%
It should be equal to private care/private sector	7	2%
Make visiting times longer/longer appointments	7	2%
Opting to pay a share of the costs	7	2%
Where resources are not wasted/less money wasted	6	2%
Being open and honest	6	2%
A detailed care & outcome plan by the bedside agreed with all staff & patients - info passed onto all staff	6	2%
More effective diagnosis	6	2%
More research/up to date equipment/latest technology	6	2%
Treat people equally - understanding different cultures	6	2%
A system which operates on agreed national standards for all its provisions with services being monitored independently	5	1%
Better use of the volunteer sector/encourage more volunteers	4	1%
Welcoming/homely environment	4	1%
Having clear care pathways that patients are informed about and understand	4	1%
Smaller more personal hospitals	3	1%



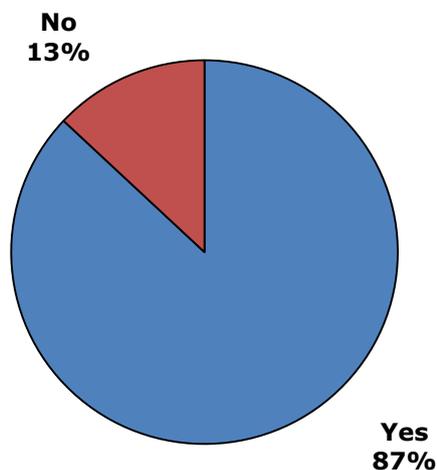
Response theme	Number	%
A&E to be used for just A&E	3	1%
Giving & displaying up to date patient information	3	1%
Stop privatisation	3	1%
Bigger investment - upgrade all departments	3	1%
Look at other services/systems being used in other countries & learn from them	3	1%
Promote/improve health - more prevention	3	1%
Non-bureaucratic	2	1%
More specialist centres/centres of excellence	2	1%
Bring more service standards back in-house	2	1%
Remove staff that do not exemplify the service actively encourage whistle blowing without fear of reprisal	2	1%
GP should offer more referrals to specialists	2	1%
Good car parking facilities/free parking	1	0%
Trustworthy/respectful/supportive	1	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: 331 (NHS Leeds West CCG respondents)**



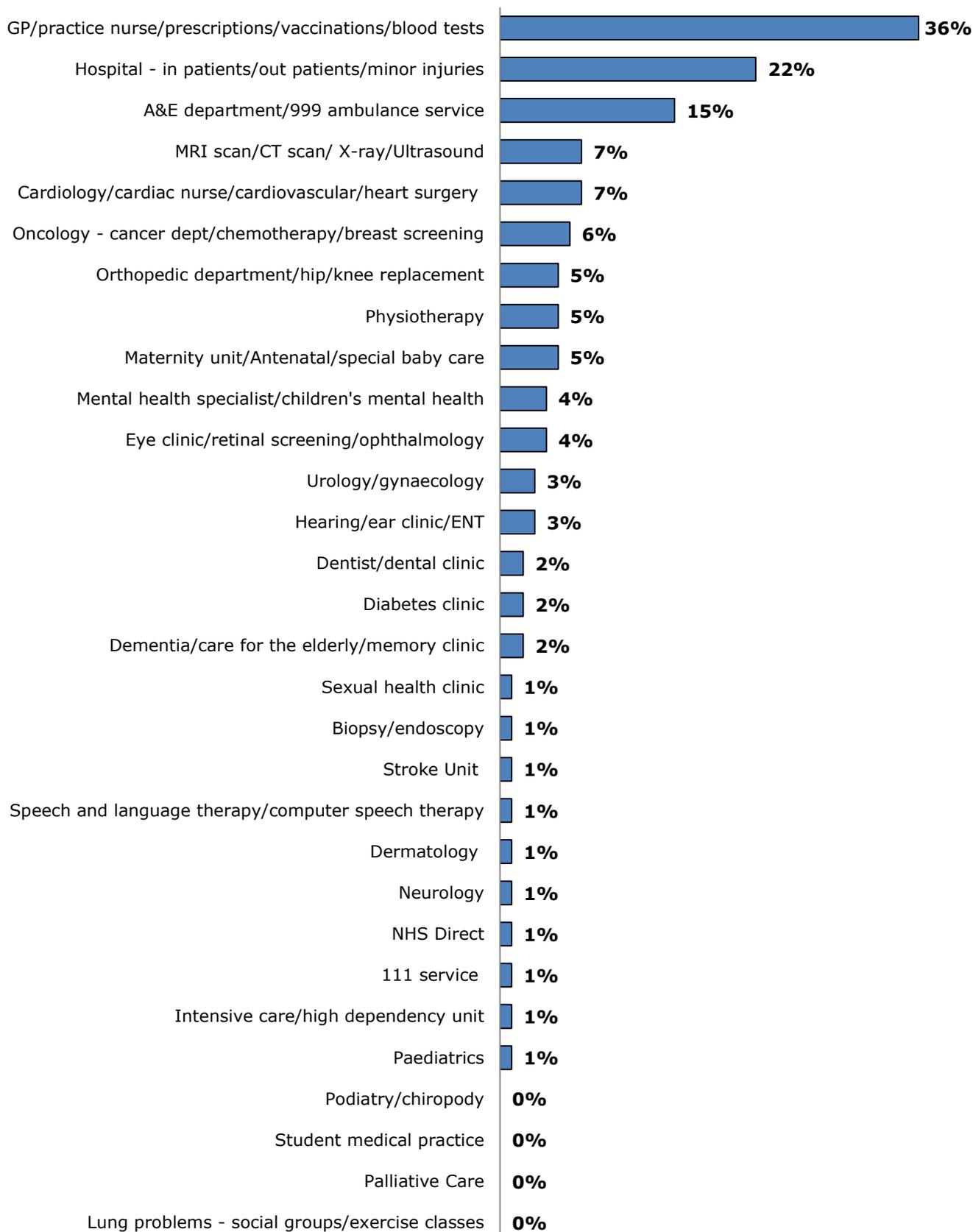
Male respondents were more likely to indicate that they or someone they care for had recently used an NHS service (79%) when compared to female respondents (77%). As could be expected, a larger proportion of those in the older age groups of 56-65 (93%) and 66-75 (91%) said that they had recently used an NHS service. A smaller amount of respondents in the 16-25 age bracket (69%) indicated that they had used an NHS service recently.

Just over a third of respondents had visited their GP or a practice nurse for a prescriptions, vaccinations or blood tests (36%), and a further 22% had used a hospital for in and out patient appointments or minor injuries.

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.



**Figure 11 – NHS services used recently - Coded responses**  
**Base: 282 (NHS Leeds West CCG respondents)**

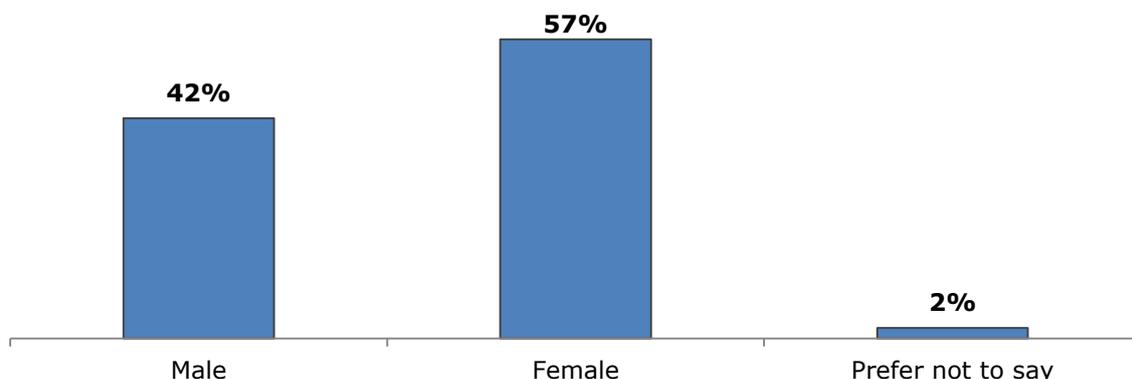




## Respondent Profile

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 for each question vary.

**Figure 12 - Gender**  
**Base: 361 (NHS Leeds West CCG respondents)**

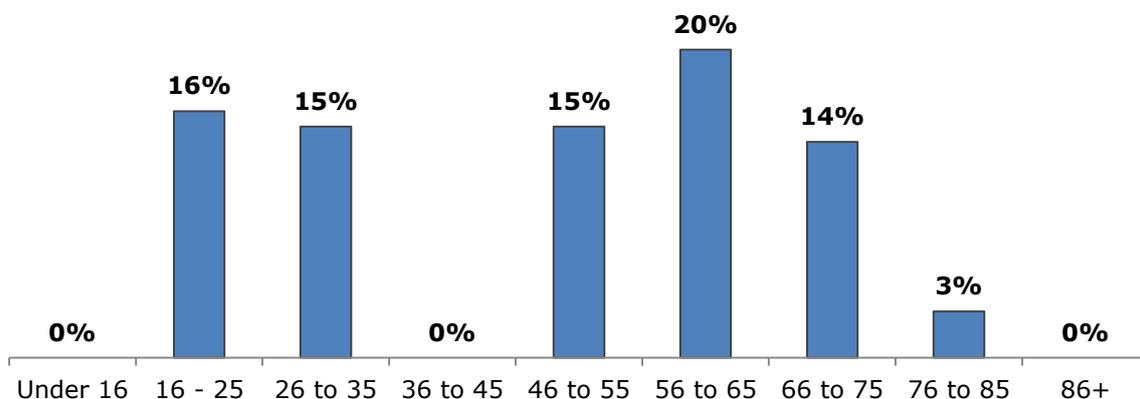


**Figure 13 – Transgender – is your gender identity different to the sex you were assumed to be at birth?**

**Base: 262 (NHS Leeds West CCG respondents)**

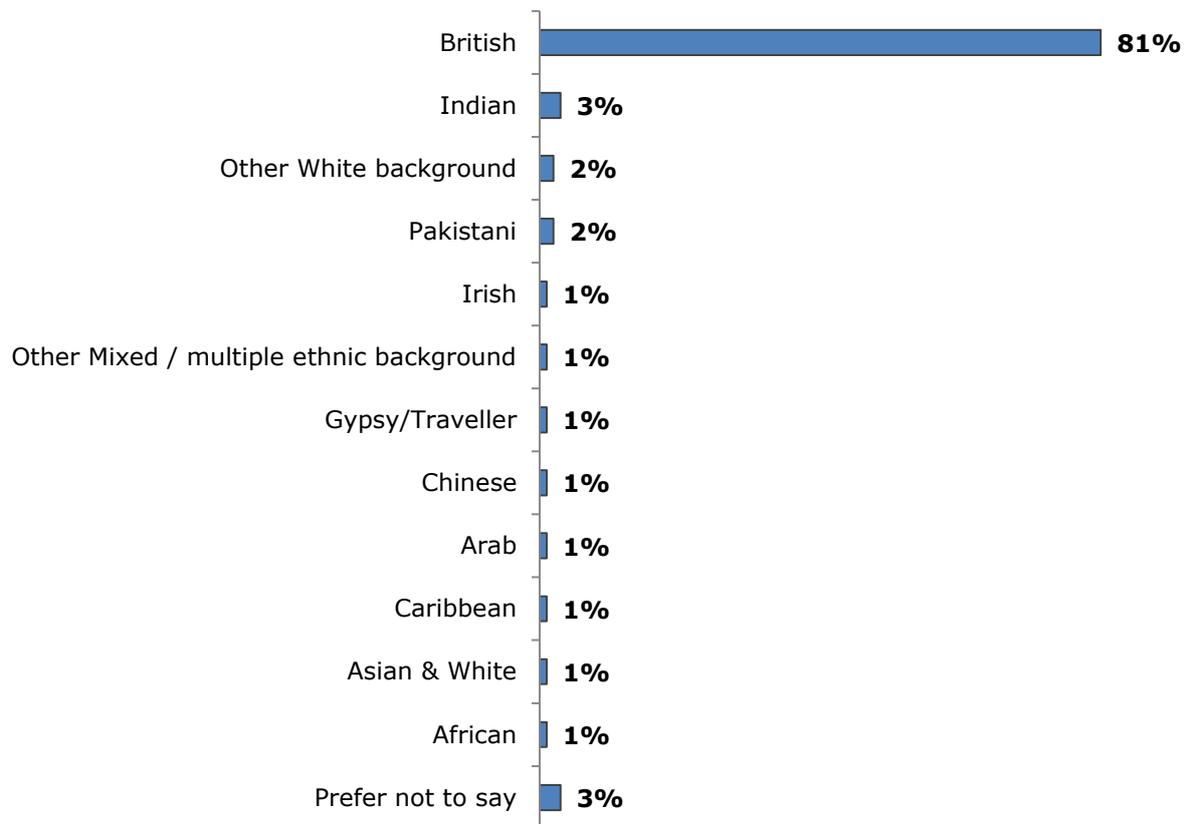
Response	Number of respondents	%
Yes	18	7%
No	236	90%
Prefer not to say	8	3%

**Figure 14 - Age**  
**Base: 333 (NHS Leeds West CCG respondents)**

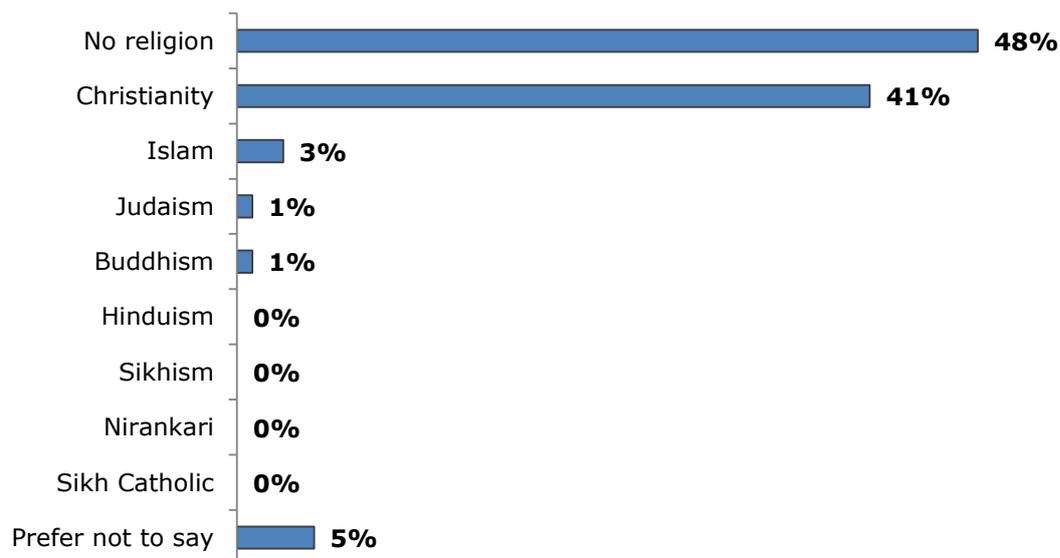




**Figure 15 – Ethnicity**  
**Base: 296 (NHS Leeds West CCG respondents)**



**Figure 16 – Religion**  
**Base: 286 (NHS Leeds West CCG respondents)**





**Figure 17 – What is your sexual orientation?**  
**Base: 288 (NHS Leeds West CCG respondents)**

Response	Number of respondents	%
Bisexual	8	3%
Lesbian	5	2%
Gay man	7	2%
Heterosexual/straight	248	86%
Prefer not to say	20	7%

**Figure 18 – Do you consider yourself to have a disability?**  
**Base: 235 (NHS Leeds West CCG respondents)**

Response	Number of respondents	%
Yes	45	19%
No	183	78%
Prefer not to say	7	3%

**Figure 19 – Do you provide care for someone?**  
**Base: 297 (NHS Leeds West CCG respondents)**

Response	Number of respondents	%
Yes	70	24%
No	219	74%
Prefer not to say	8	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?

<b>Asian, or Asian British</b> <input type="checkbox"/> Chinese <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Other	<b>Black, or Black British</b> <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Other	<b>Mixed / multiple Ethnic groups</b> <input type="checkbox"/> Asian & White <input type="checkbox"/> Black African & White <input type="checkbox"/> Black Caribbean & White <input type="checkbox"/> Other	<b>White</b> <input type="checkbox"/> British <input type="checkbox"/> Gypsy / Traveller <input type="checkbox"/> Pakistani <input type="checkbox"/> Other	<b>Other</b> <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](http://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](http://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](mailto: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)