

Healthier Together

Improving health and care in Bristol,
North Somerset and South Gloucestershire

The Healthier Together Panel

Survey four results

November 2019

 jungle green



Report structure

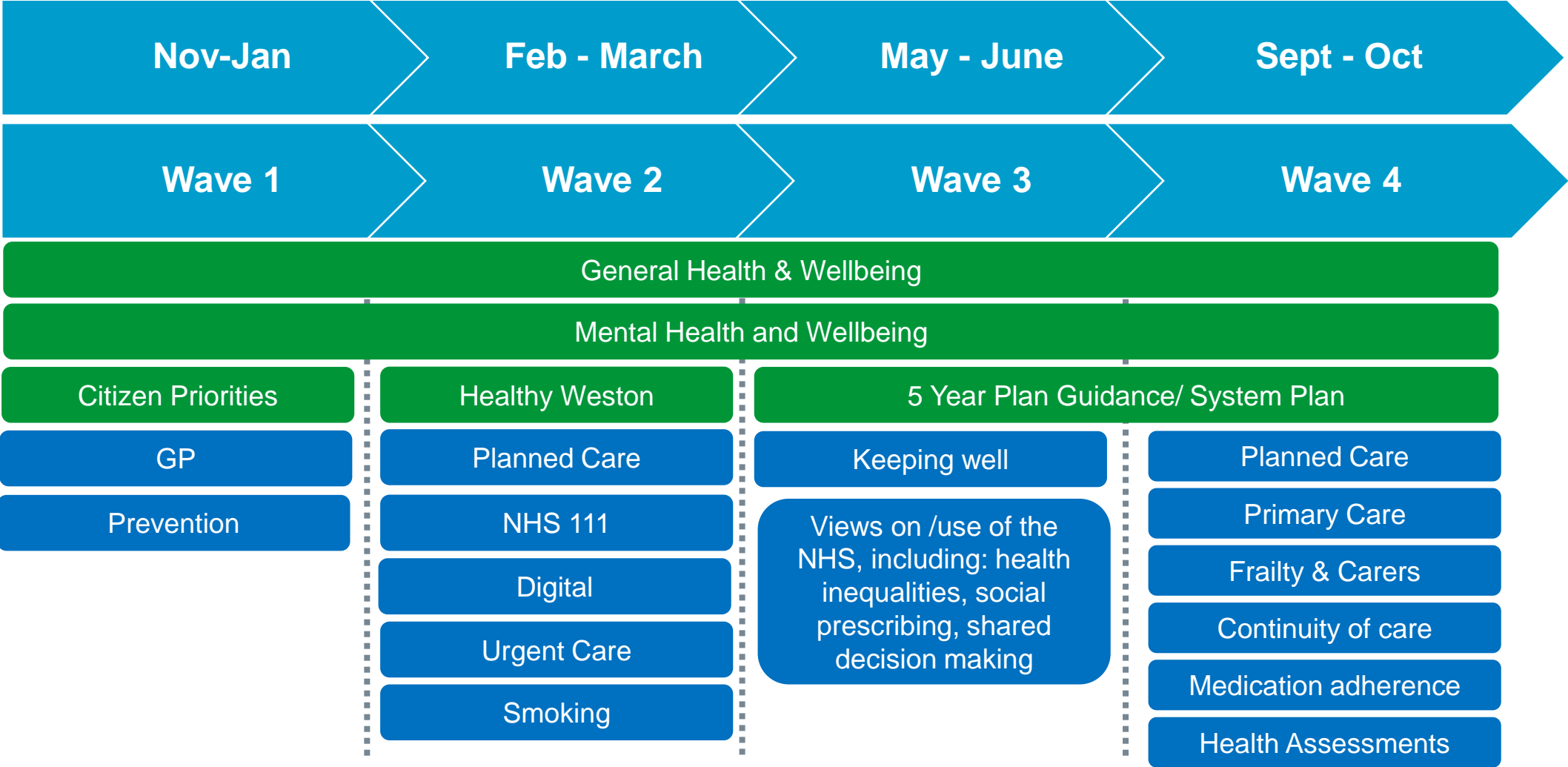
- 1 Overview and sample
- 2 Planned care and changing the way we communicate before and after appointments
- 3 Integrated care, focusing on joined-up care and GP practices working at scale
- 4 Medication adherence and medication reviews
- 5 Keeping well trackers
- 6 Frailty & unpaid carers
- 7 Appendix (overview, segment summaries and detailed sample profile)

Vision and mission of Healthier Together Panel

“Understanding the needs and wants of the BNSSG population, so that we can make quicker, more effective decisions and deliver better health outcomes for our citizens”



Overview of Healthier Together Panel surveys 18/19



Survey 4 sample profile and overview of our overall panel





Healthier Together Citizens' Panel

Survey 4 Results

Sept – October 2019



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Planned care

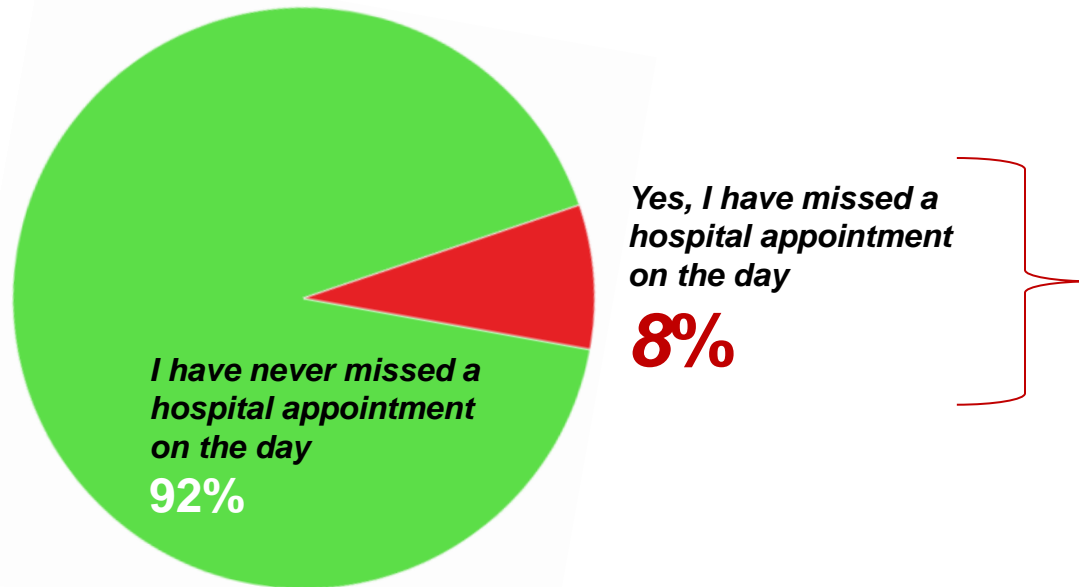
- *Missed hospital appointments*
 - *Booking*
- *appointments online*
- *Healthcare assessments*

People who are unemployed, unpaid carers or lone parents are more likely to report having missed a hospital appointment

- However when looking at an overall population, the majority of people report never having missed a hospital appointment with less than 1 in 10 reporting missing an appointment

Proportion of people who have missed a hospital appointment

Base = 413, all those who have ever had a hospital appointment



13% of participants had never had a hospital appointment (n=60)

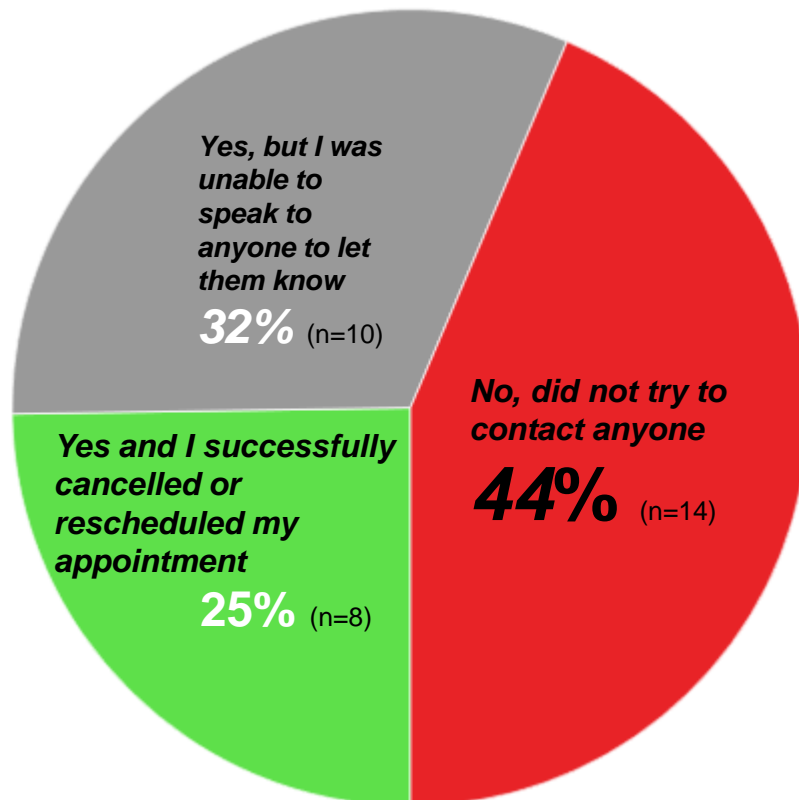
Those more likely to have missed a hospital appointment on the day:

- ☐ Unemployed **32%**
- ☐ Unpaid carers **21%**
- ☐ Lone parents **19%**
- ☐ Inner City and East **18%**
- ☐ 25-44 years **11%**

Of those who have missed a hospital appointment, about half did try to contact someone to inform them before they missed the appointment

- The main reasons that people report missing hospital appointments include not feeling well enough to attend, getting confused or muddled about the time/day, or just simply forgetting

Proportion who tried to contact someone to cancel or reschedule the missed hospital appointment: *Base n=32*



Main reasons for missing hospital appointments: *Base n=32*

Not well enough to attend **33%** (*n=10*)

I got the wrong day/time, muddled **22%** (*n=7*)

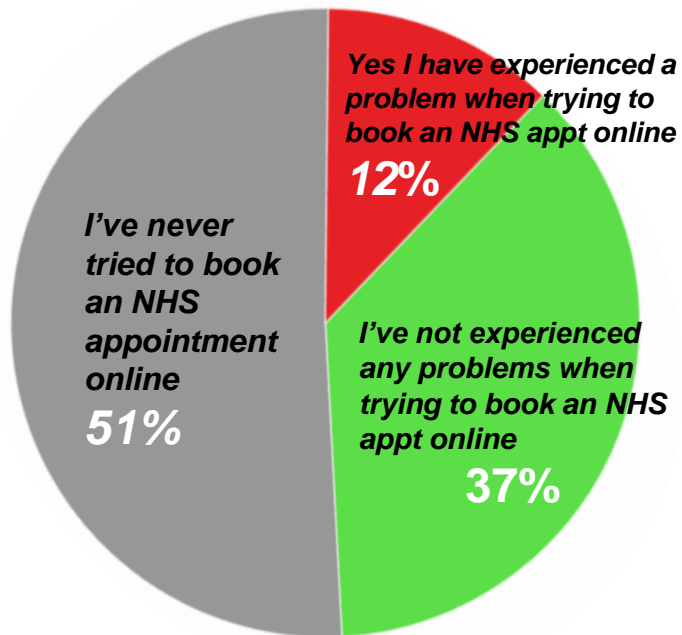
Simply forgot **17%** (*n=5*)

Thought it would be a waste of time **6%** (*n=2*)

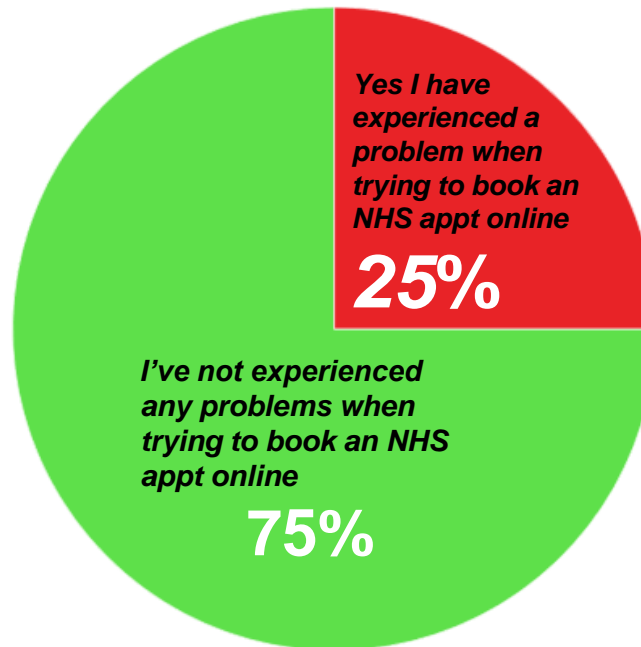
I was too anxious about it **6%** (*n=2*)

One quarter of people who have tried to book an appointment online report having experienced some form of problem or difficulty with online booking

Proportion who have experienced a problem booking an appointment online
Base n=473 all participants



Base = 233, all those who have tried booking an NHS appointment online

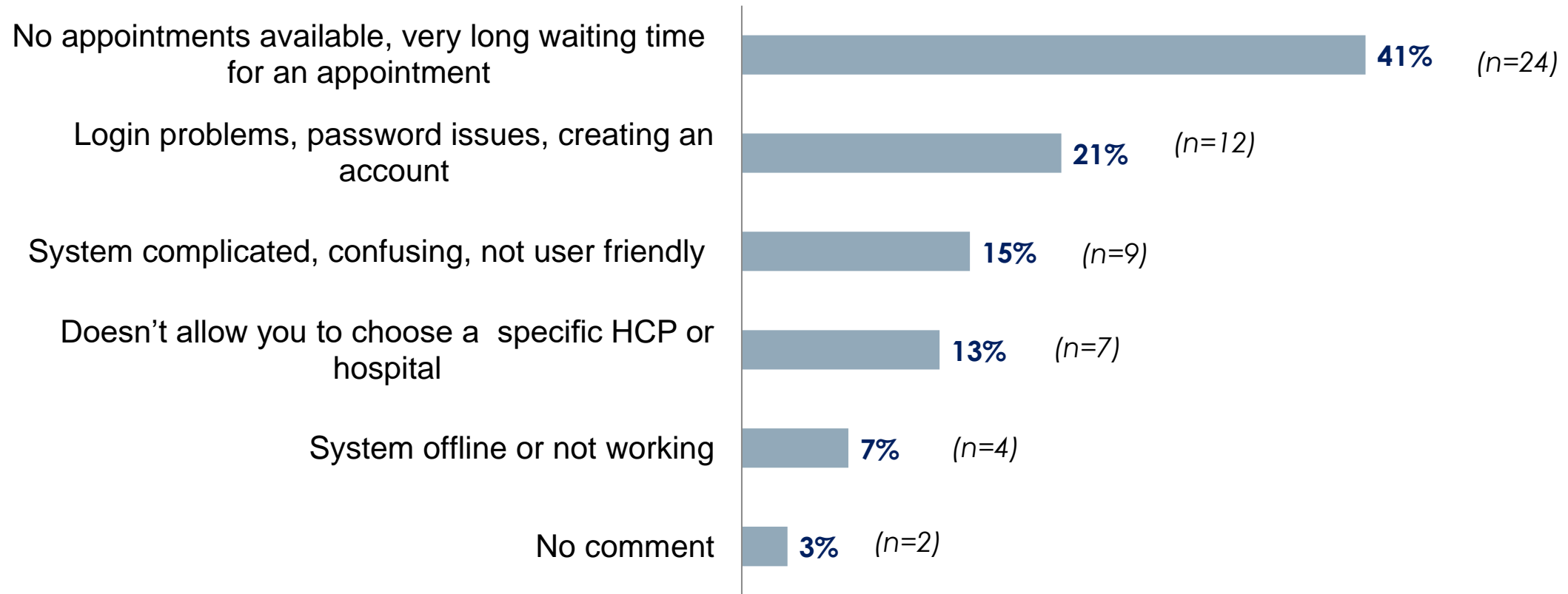


Those more likely to have experienced a problem when trying to book an NHS appt online (of those that have tried):

- Worle/Weston & villages **53%**
- 65-74 years **35%**
- Lone parents **35%**
- Long term conditions **32%**
- Retirees **30%**

The lack of appointments and difficulty with account details were the main problems or issues experienced when booking an appointment online

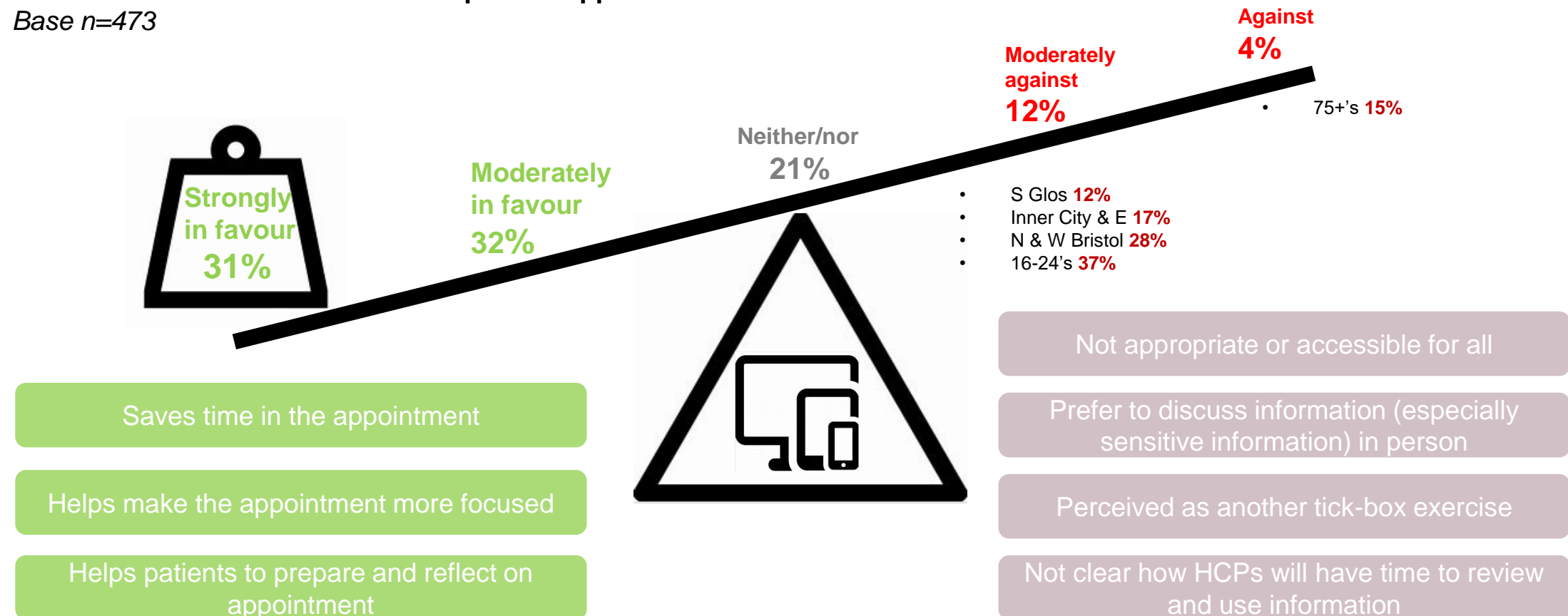
Problems or issues experienced when booking an appointment online : Base n=59



Almost two-thirds of people are in favour of changing the way we interact with people prior to appointments by utilising pre-health assessment forms via email or text

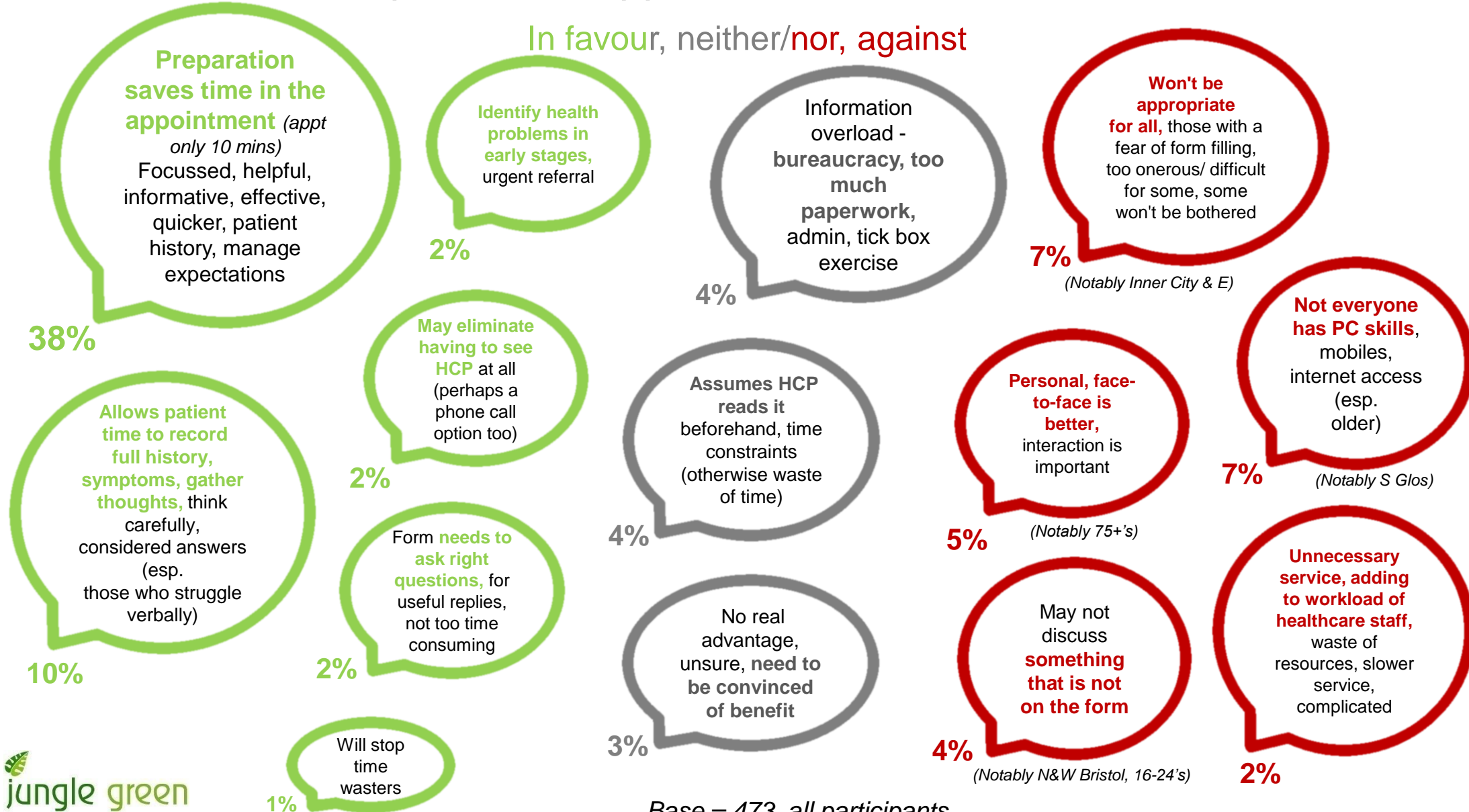
Extent to which people are for or against completing a health assessment via email or text prior to appointments:

Base n=473



Comments from people on the concept of using a **health assessment form** prior to an appointment

In favour, neither/nor, against

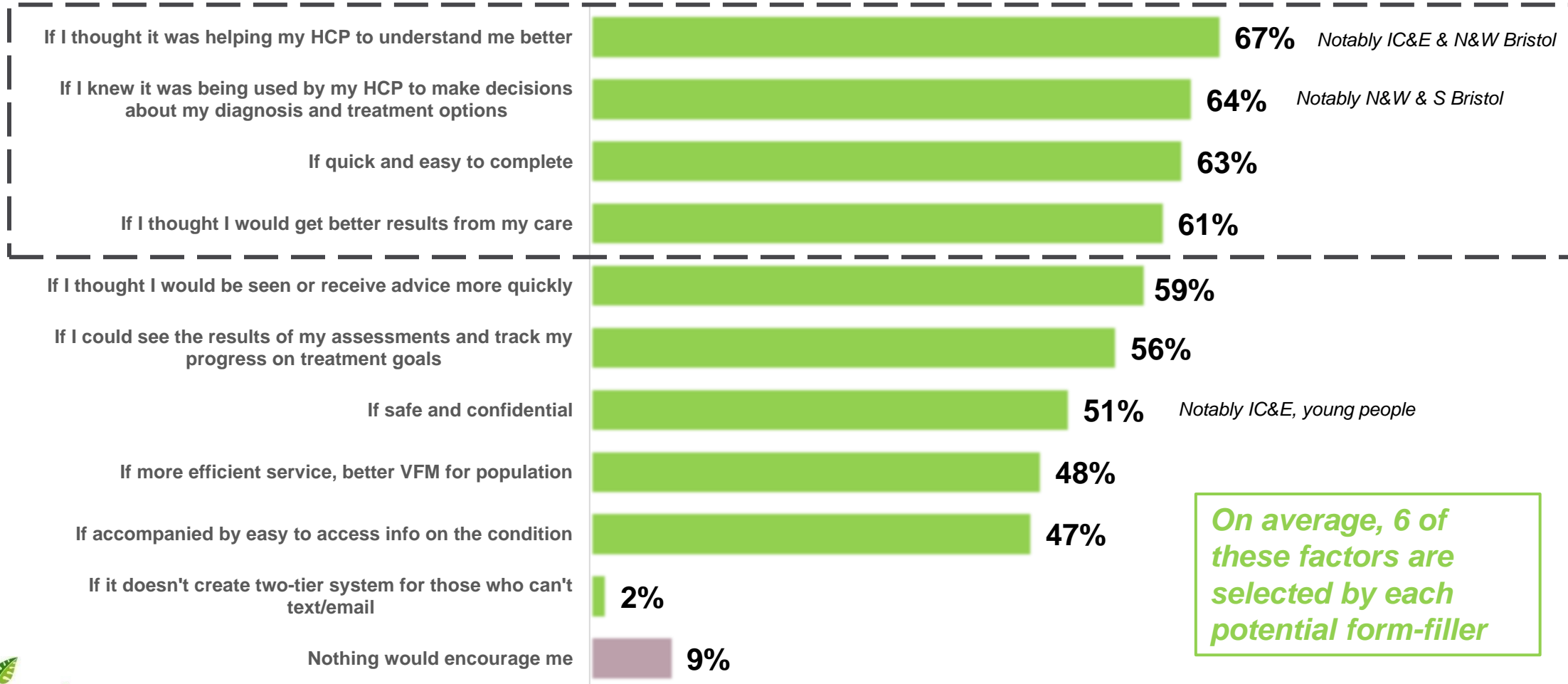


Base = 473, all participants

People will be more likely to fill in a pre-appointment assessment form if they are clear on how the information will benefit them and HCPs

Factors that would encourage people to complete a pre-appointment assessment form

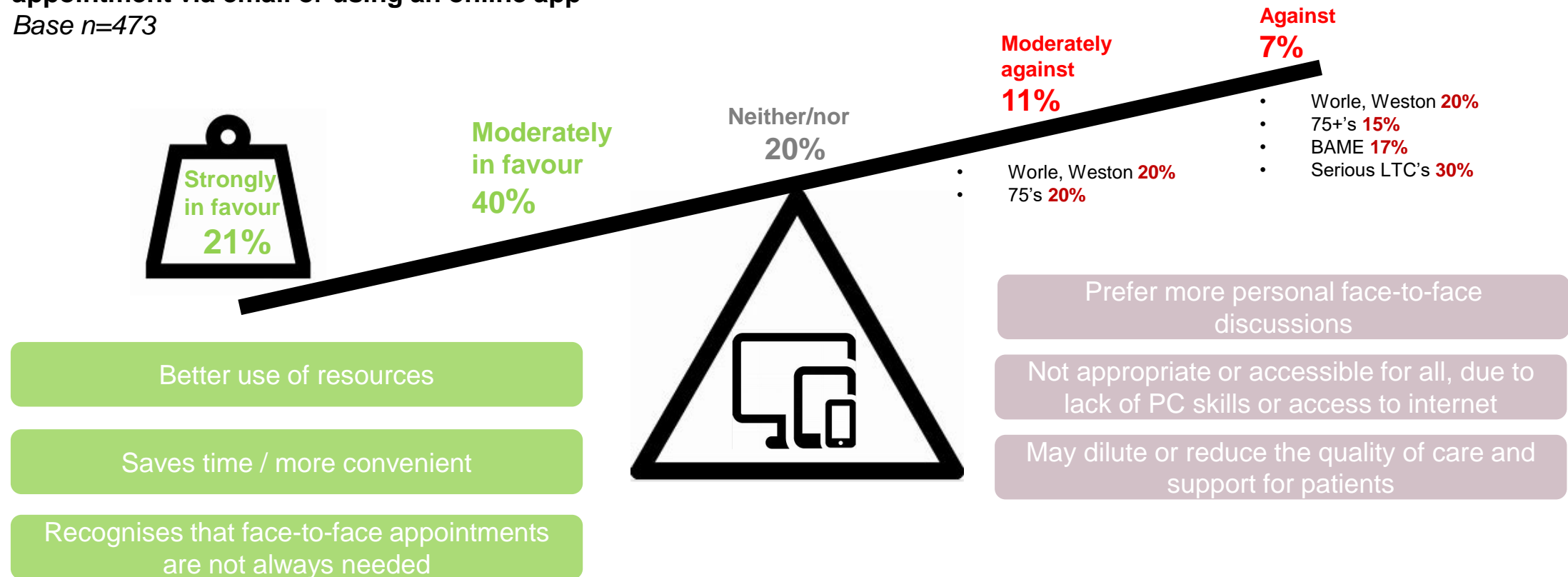
Base n=473



People are also largely receptive to the idea of using email or online apps to conduct follow-up appointments, although most are only 'moderately' in favour of this idea

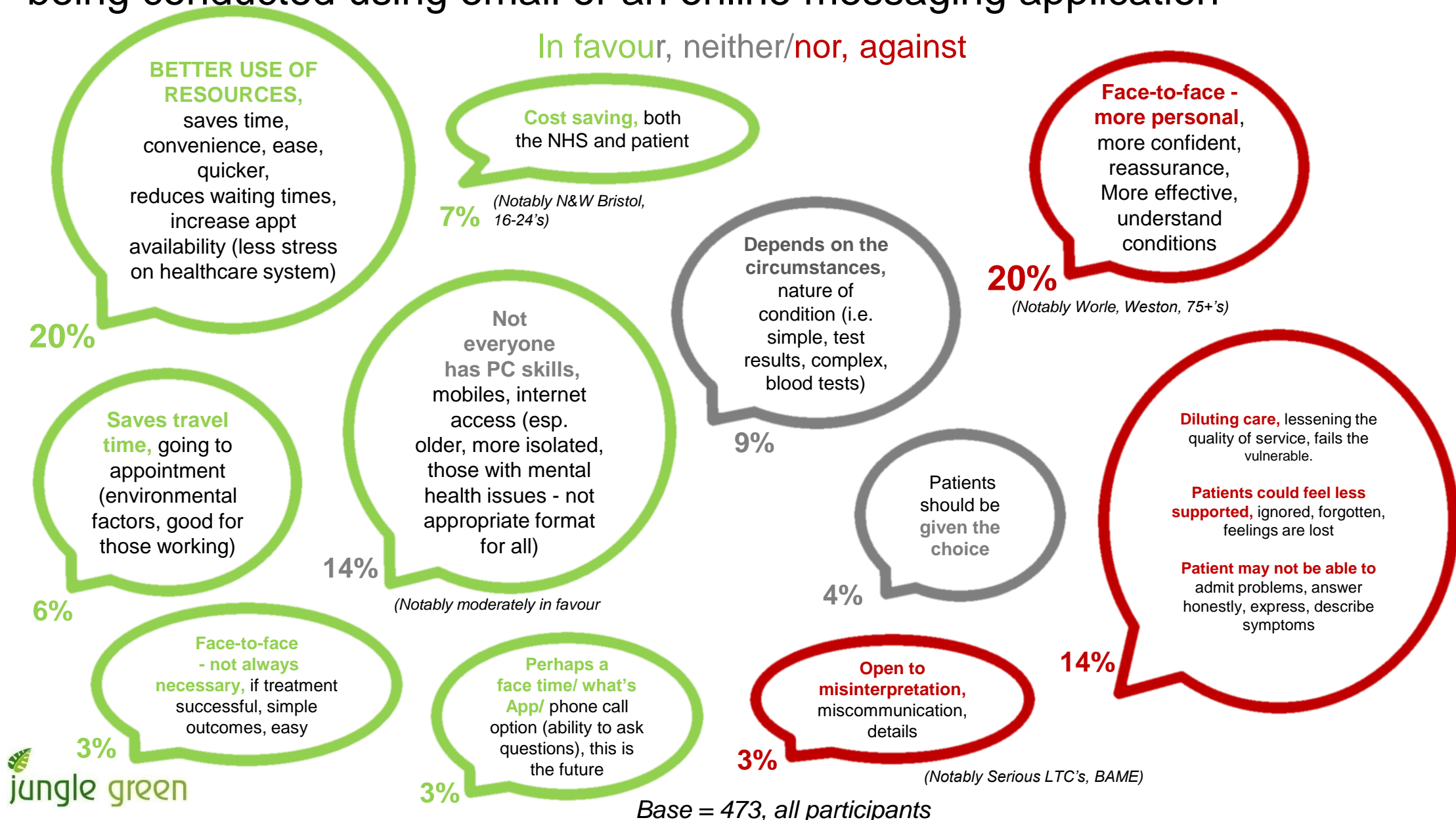
Extent to which people are for or against completing a follow-up appointment via email or using an online app

Base n=473



Comments from people on the concept follow-up appointments being conducted using email or an online messaging application

In favour, neither/nor, against



3

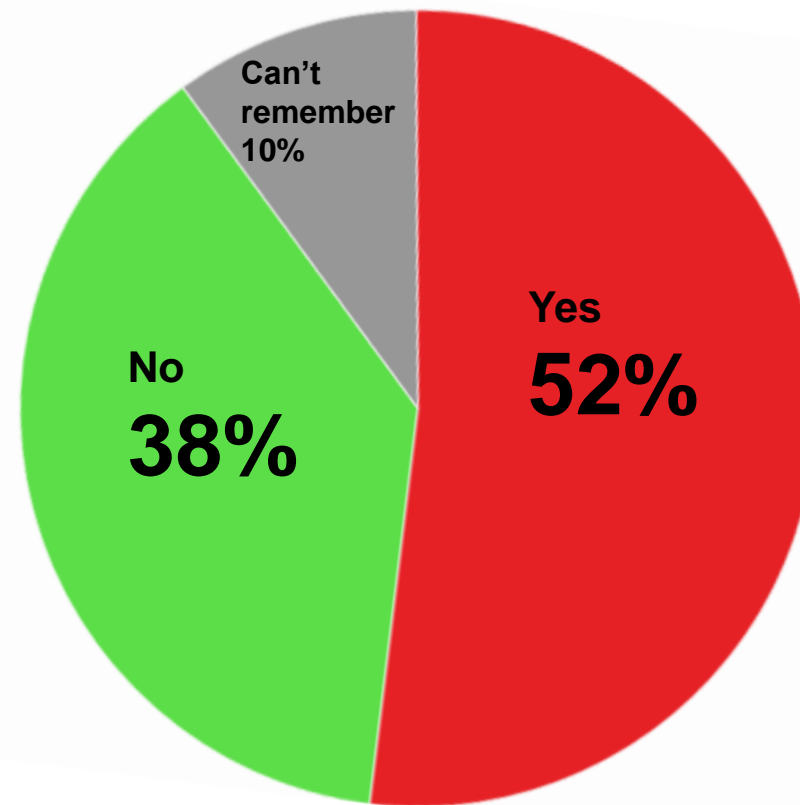
Integrated care

- *Use of multiple health and care services*
- *Perception of joined-up services*
- *Reactions to GP practices working at scale*

Half of people report having used multiple health and care services in the past 12 months, with older age groups and people with serious long-term conditions directionally more likely to have used multiple services

Proportion of people who have used multiple health and care services in the past 12 months

Base n=473

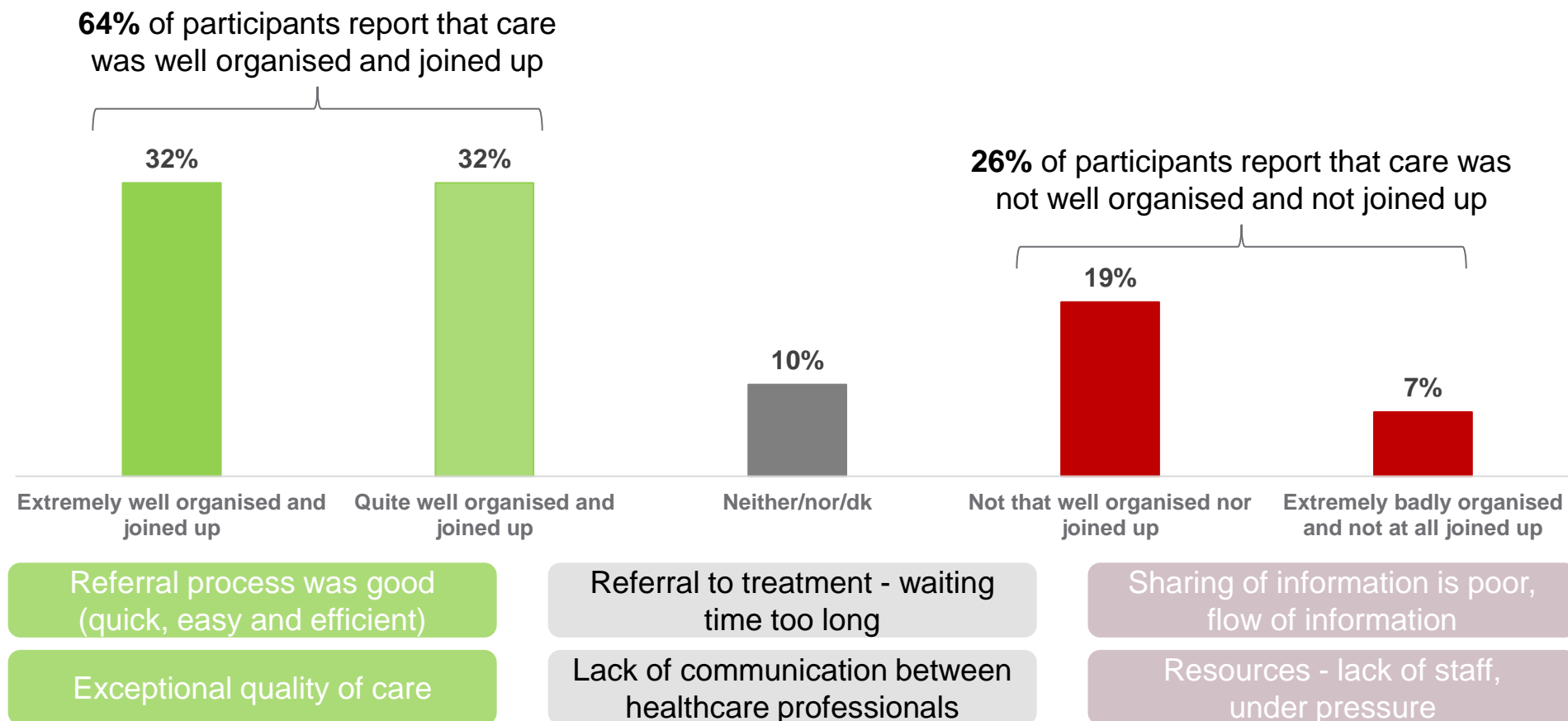


Those who have used multiple health and care services:

- 16-24 yrs 9%
- 25-64 yrs 57%
- 65-74 yrs 60%
- 75+ yrs 71%
- Serious LTCs 74%

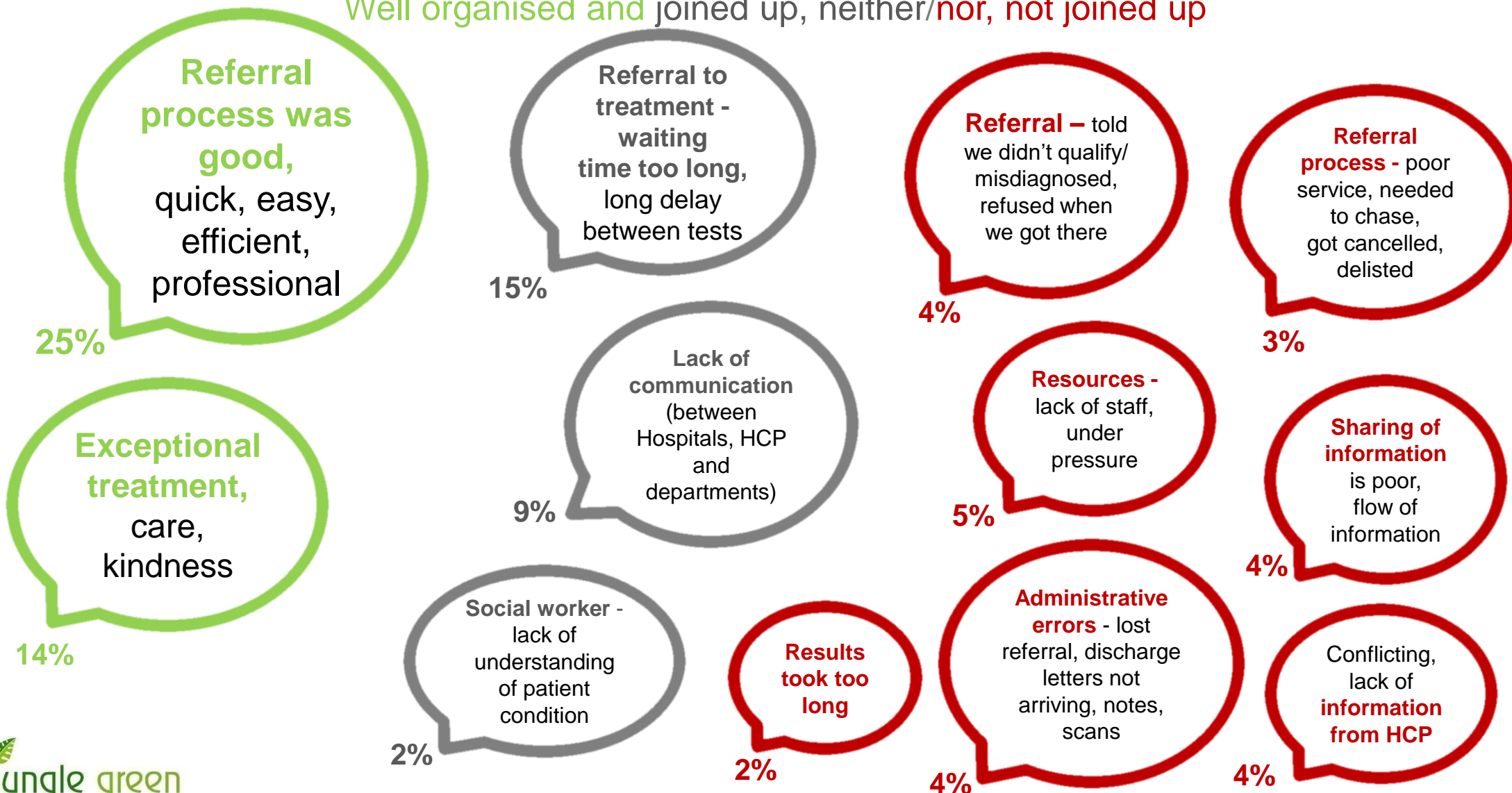
Due to a positive experience of referrals or quality of care most people perceived that health and care services were well joined-up, however one quarter had a more mixed or negative experience of joined-up care

Extent people perceive multiple health and care services to be well organised and joined up: Base n=244



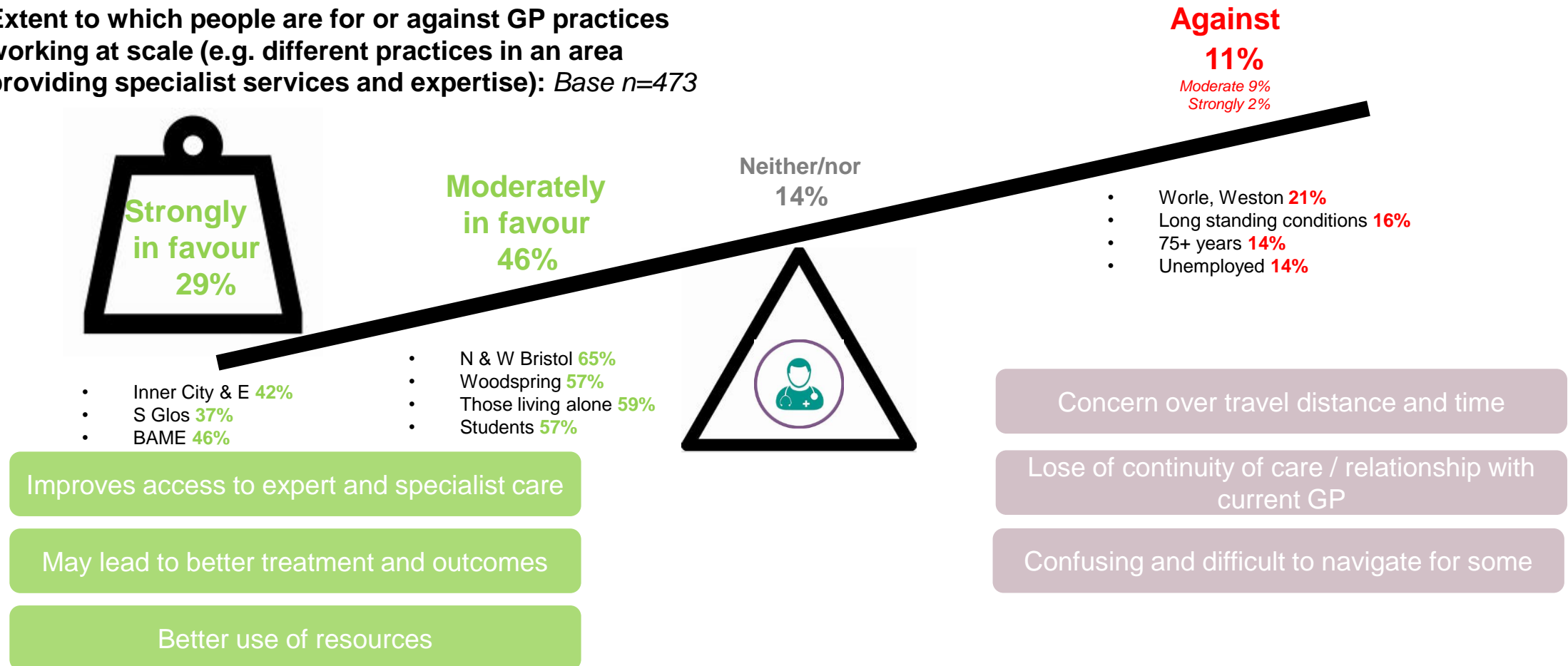
Comments from people on the experience of using multiple health and care services and the extent to which they were organised and joined up

Well organised and joined up, neither/nor, not joined up



Most people are in favour of local GP practices working at a greater scale, but concerns about travel times, distance and lack of continuity will need to be addressed for some

Extent to which people are for or against GP practices working at scale (e.g. different practices in an area providing specialist services and expertise): Base n=473



Comments from people on the concept of GP practices working at greater scale, with different GPs offering different expertise or specialisms

Benefits:

" Access to specialists , greater expertise"	32%
"The best outcomes , efficient treatment"	24%
" Better use of resources , efficiency, organisation, less strain on hospitals"	12%
" Quicker appointments, less waiting time"	10%
"The practice or HCP will develop best practice / knowledge/ expertise"	7%
" Closer to home , local expertise"	5%
" No need for parking/ travel to hospital "	4%
" Patients better informed and less anxious"	2%
" No benefits mentioned "	17%

Drawbacks:

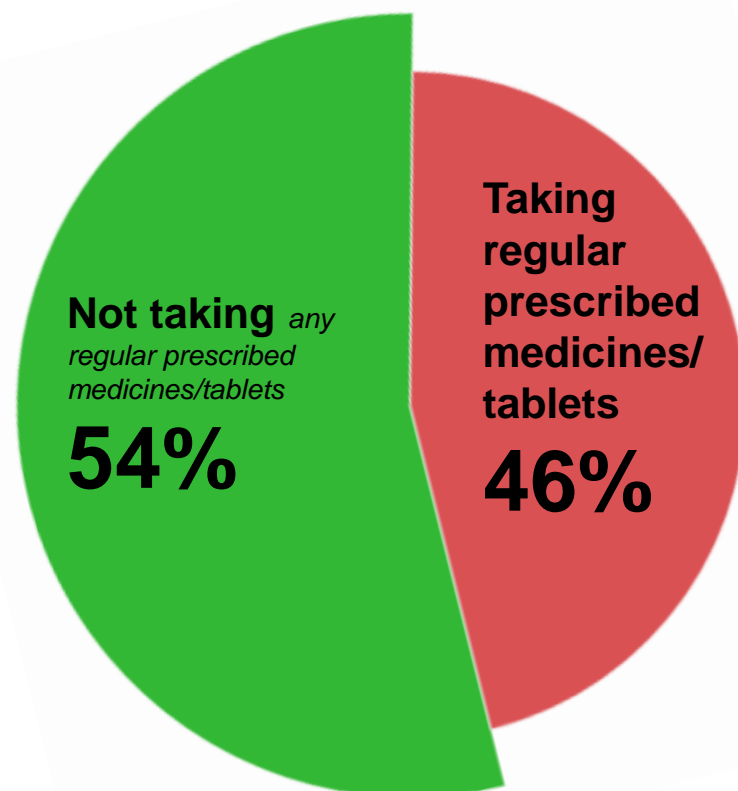
" Distance, further to travel , no public transport, no transport, parking, costs - (needs to be local, easy to get to)"	55%
" Lack of relationship between GP/patient - continuity, patient background, sharing medical records, especially where multiple conditions exist"	10%
" Confusing and difficult for some , elderly, less mobile, vulnerable"	8%
"Concerns about de-skilling of other GP's , GP's have a broad knowledge and refer on to specialists. We need the broader knowledge, with hospital back up"	6%
"Longer waiting times "	2%
" No drawbacks mentioned "	26%

4

Medication adherence and medication reviews

Just under half of people report taking prescribed medications, with those people taking an average of two - three different medications

Proportion of people who report taking prescribed medications on a regular basis *Base n=473*



Those taking:

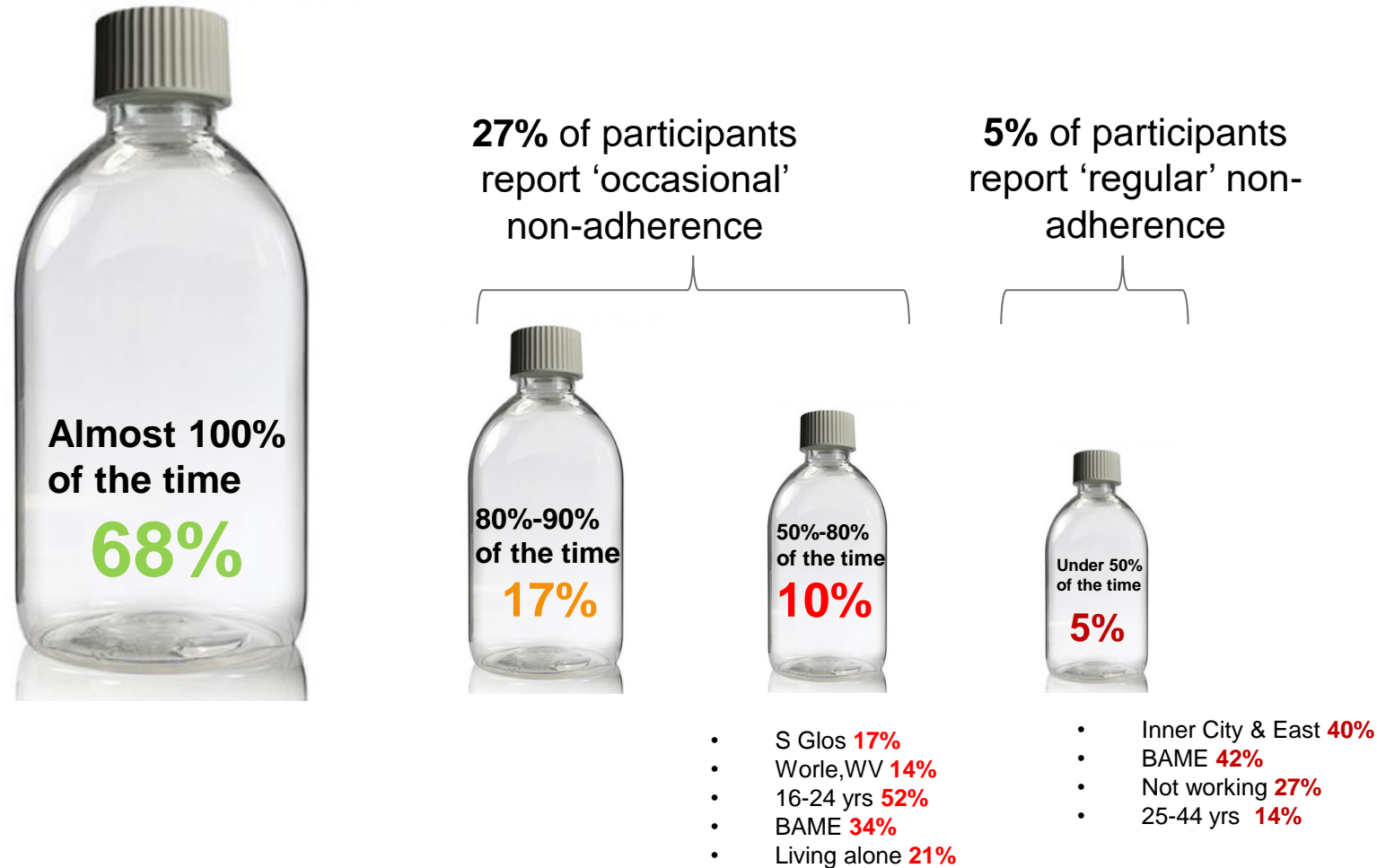
- S Glos **62%**
- Worle/ Weston **56%**
- Inner City & East **56%**
- Woodspring **44%**
- South Bristol **40%**
- N & W Bristol **23%**
- 16-24 yrs **21%**
- 25-64 yrs **43%**
- 65-74 yrs **72%**
- 75+ yrs **80%**
- Long standing conds **79%**

Those taking, take just under 3 different medicines/tablets each on average

- 1 medicine/tablet **42%**
- 2 medicines/tablets **30%**
- 3-5 **20%**
- 6-10 **7%**
- 11+ **1%**

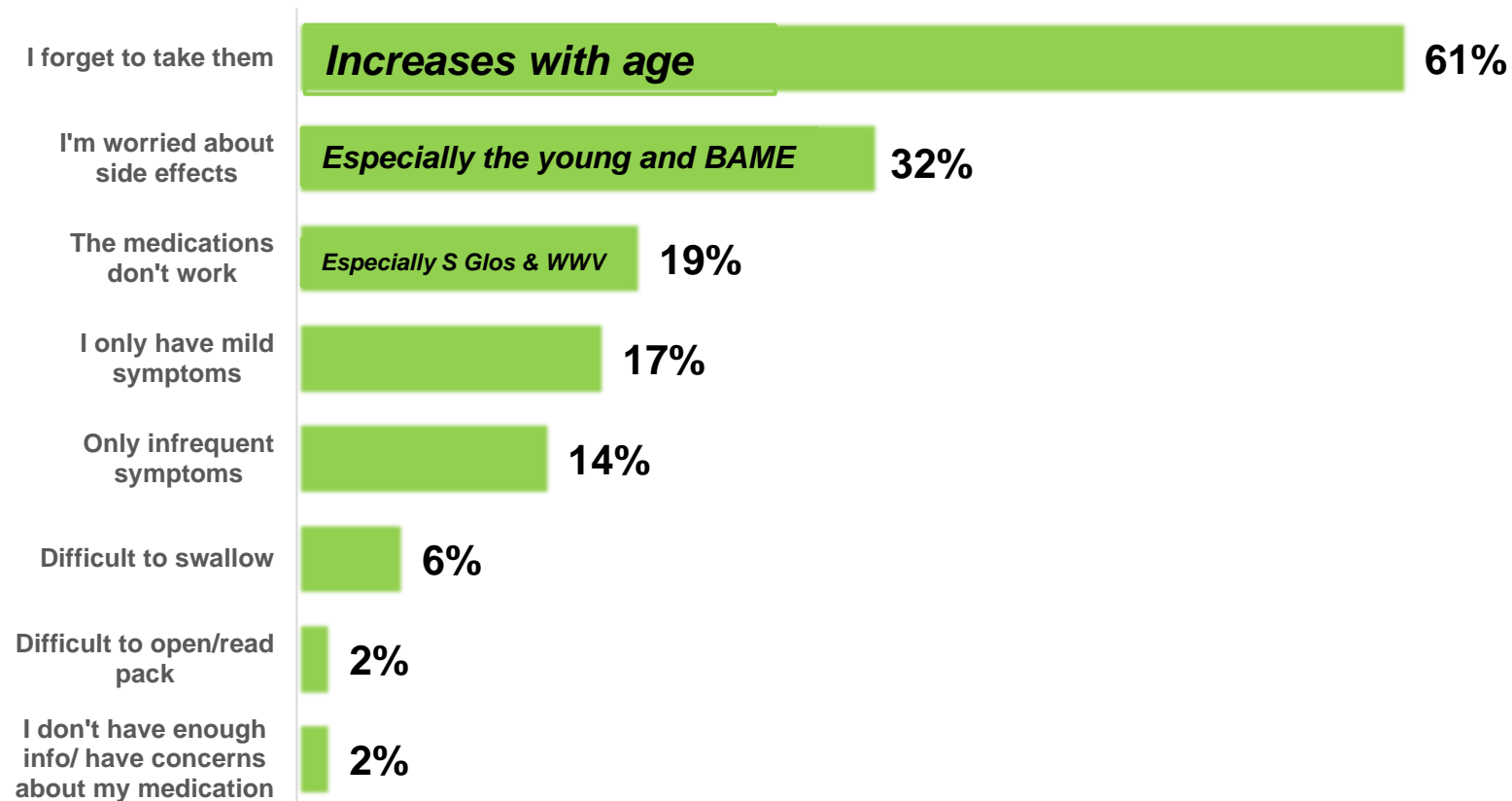
Almost one third of people report that they occasionally or regularly do not take their prescribed medications as directed by HCPs

Self-reported frequency of taking prescription medications as directed by HCPs *Base n=219*



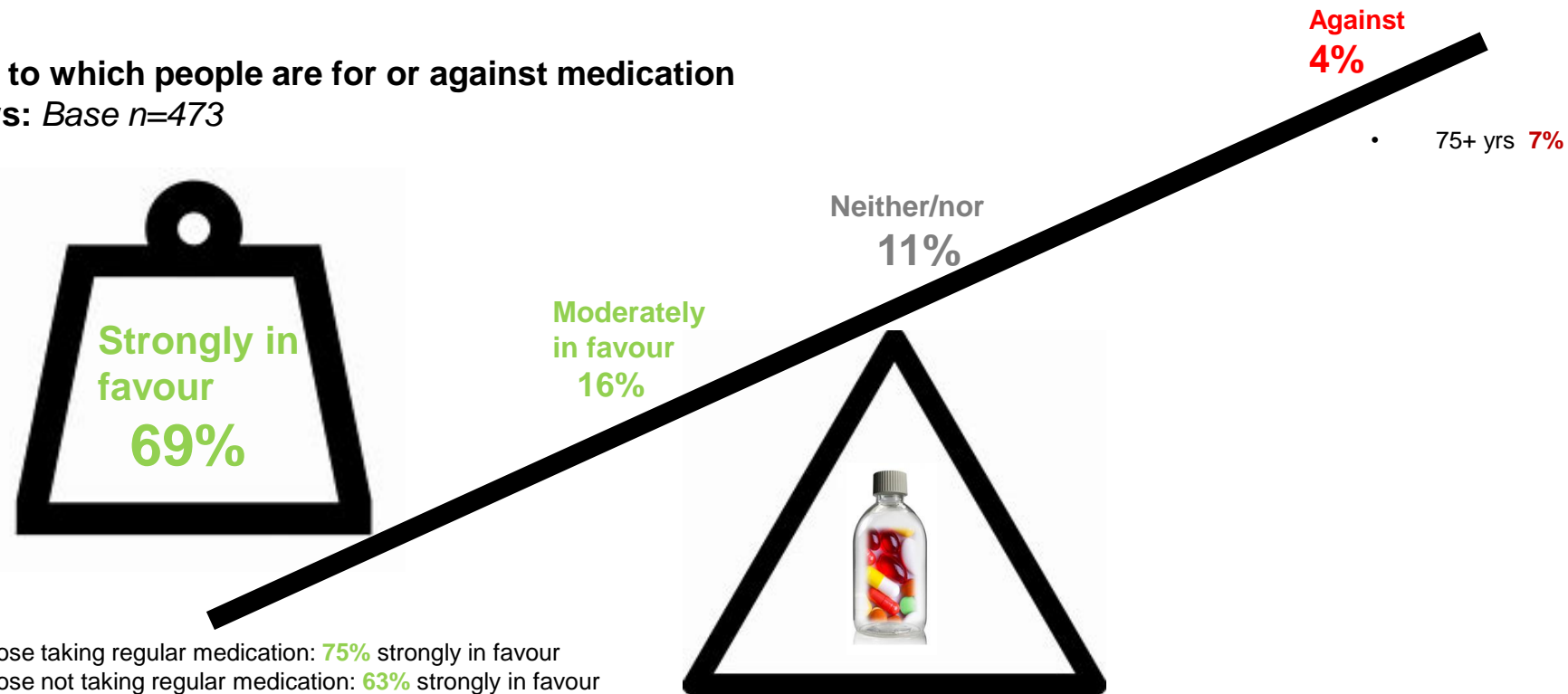
The main reasons for non-adherence include forgetfulness, concerns about side effects, and belief that medications don't work or are not needed (due to mild or infrequent symptoms)

Main reasons people may not always take their medications as prescribed by HCPs *Base n=60*



Almost 7 out of 10 people are strongly in favour of the concept of medication reviews

Extent to which people are for or against medication reviews: Base n=473



- Those taking regular medication: **75%** strongly in favour
- Those not taking regular medication: **63%** strongly in favour
- Those taking 5 or less regular medications: **76%** strongly in favour
- Those taking 6 or more regular medications: **59%** strongly in favour
- Those who adhere to their prescription less than 50% of the time: **100%** strongly in favour of a review

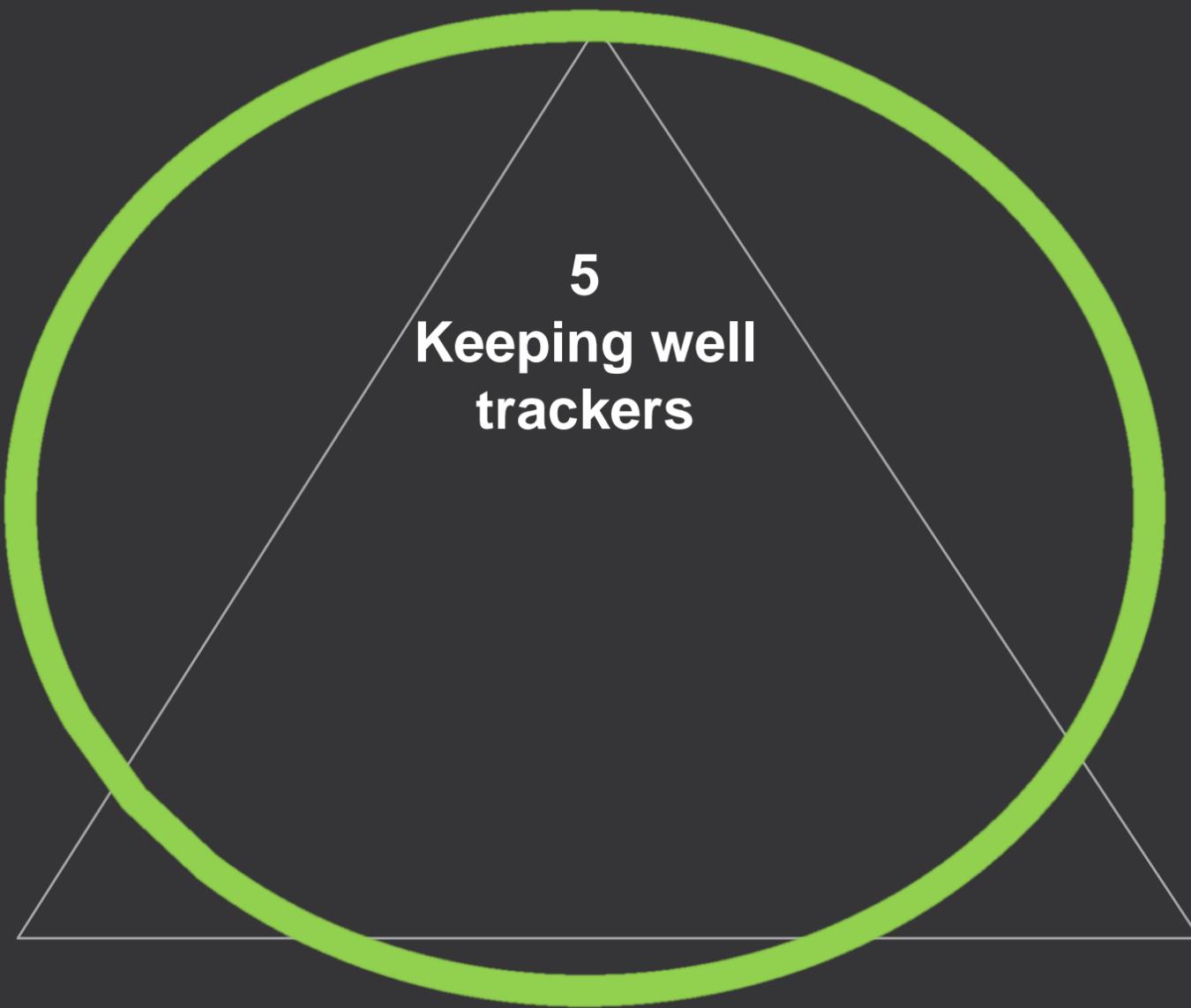
Comments from people on the benefits and drawbacks of medication reviews

Benefits:

"Check that medication is still needed, appropriate, effective, relevant, beneficial"	46%
"Cost saving, saves money for the NHS & the patient. Avoids wastage, stock piling"	17%
"Can help avoid dependency , addiction and unnecessary side effects"	12%
"Check that the dosage is still correct, taken accurately, advise better dosage (higher or lower)"	9%
" Benefits the patient , educates, peace of mind, can forget/get confused"	8%
"Check on contradictions, cocktail of drugs"	7%
"Regular health check, holistic , GP doesn't have time"	7%
"No benefits mentioned"	21%

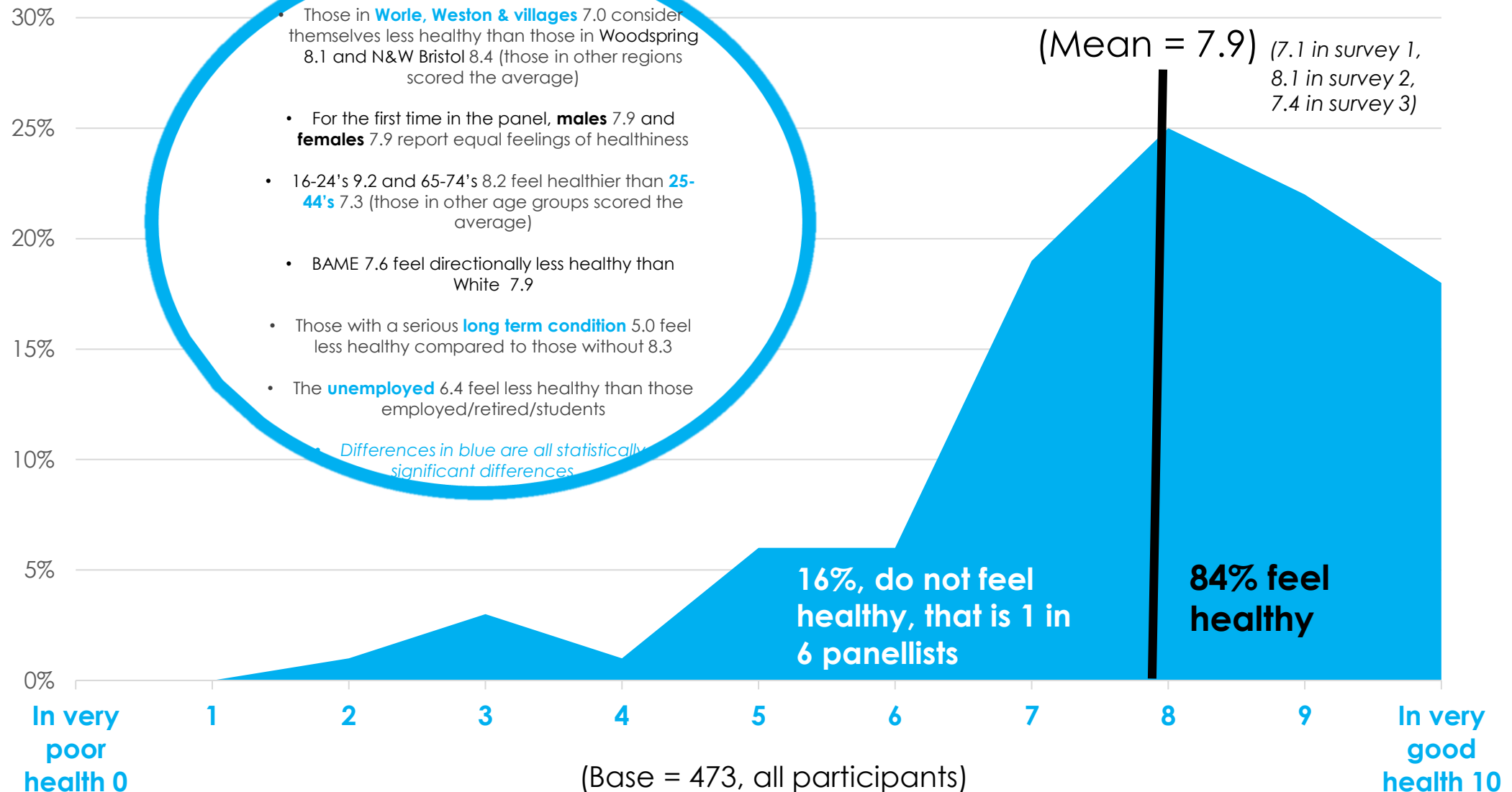
Drawbacks:

"Time consuming"	7%
"Concerns, anxiety, stress – relating to changing medication, repeat prescriptions being refused, not coping without medication, medication is imperative"	7%
"Cost to NHS (although could result in savings)"	7%
"Extra resources needed , extra work"	6%
"Availability of appointments"	3%
"Another HCP, lack of continuity/relationship "	3%
"Reviewer would need to be extremely skilled in the job"	3%
"No drawbacks mentioned"	58%

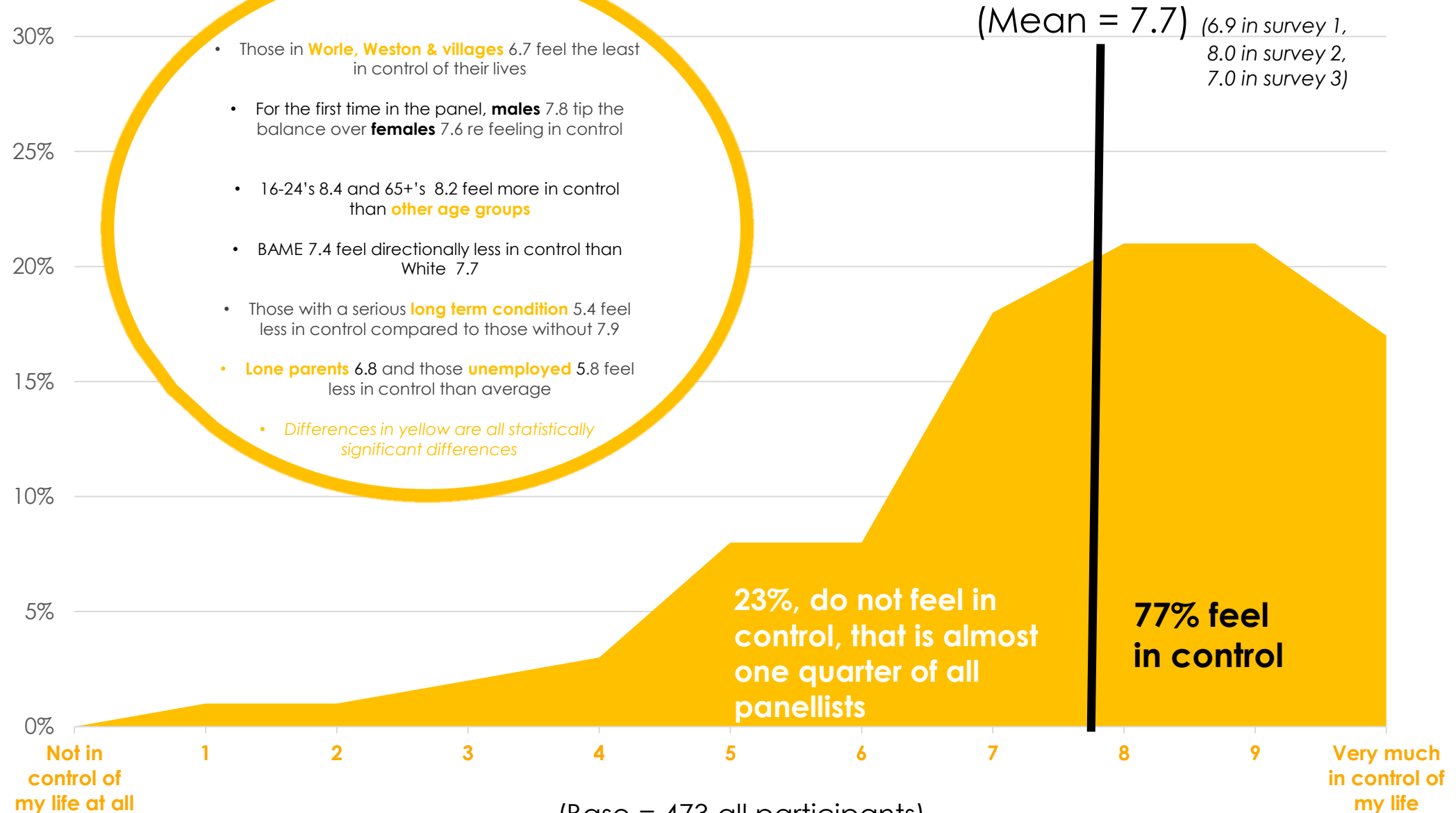


5
Keeping well
trackers

Healthiness - do you currently consider yourself to be.....



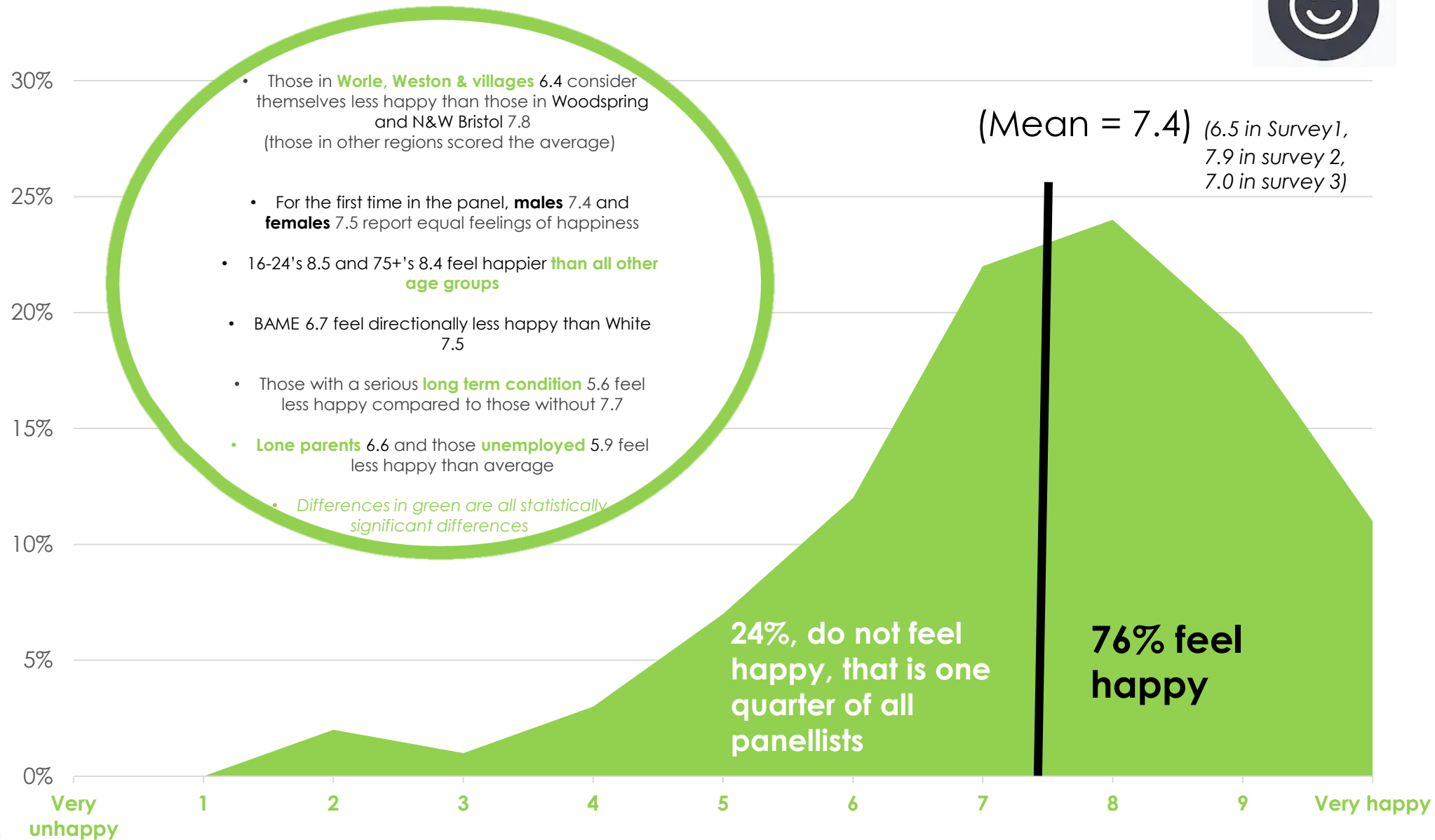
Control - do you currently consider yourself to be.....



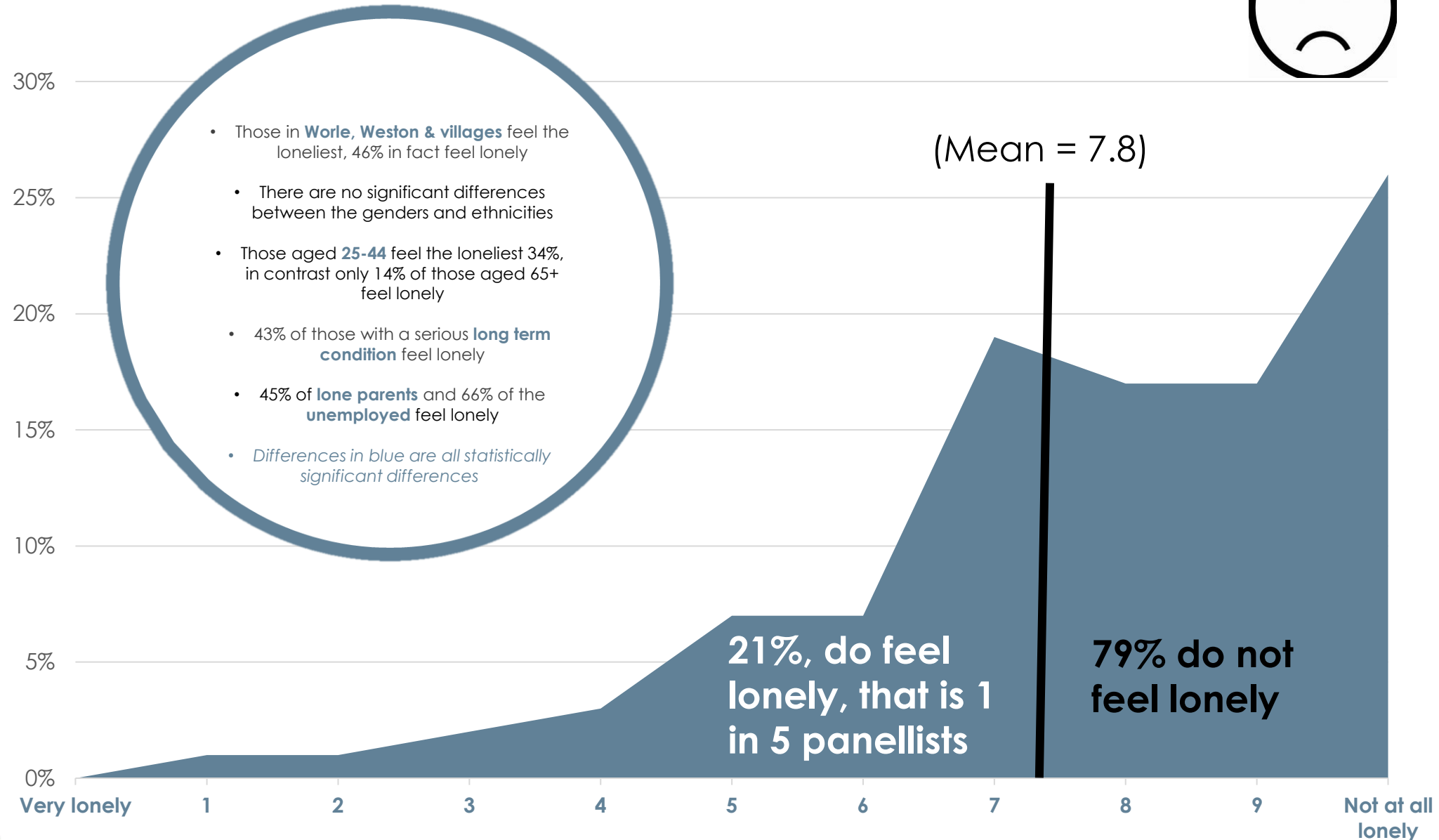
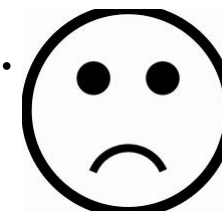
(Base = 473 all participants)

% represent those who gave a top three box score (score of 7 or more out of 10)

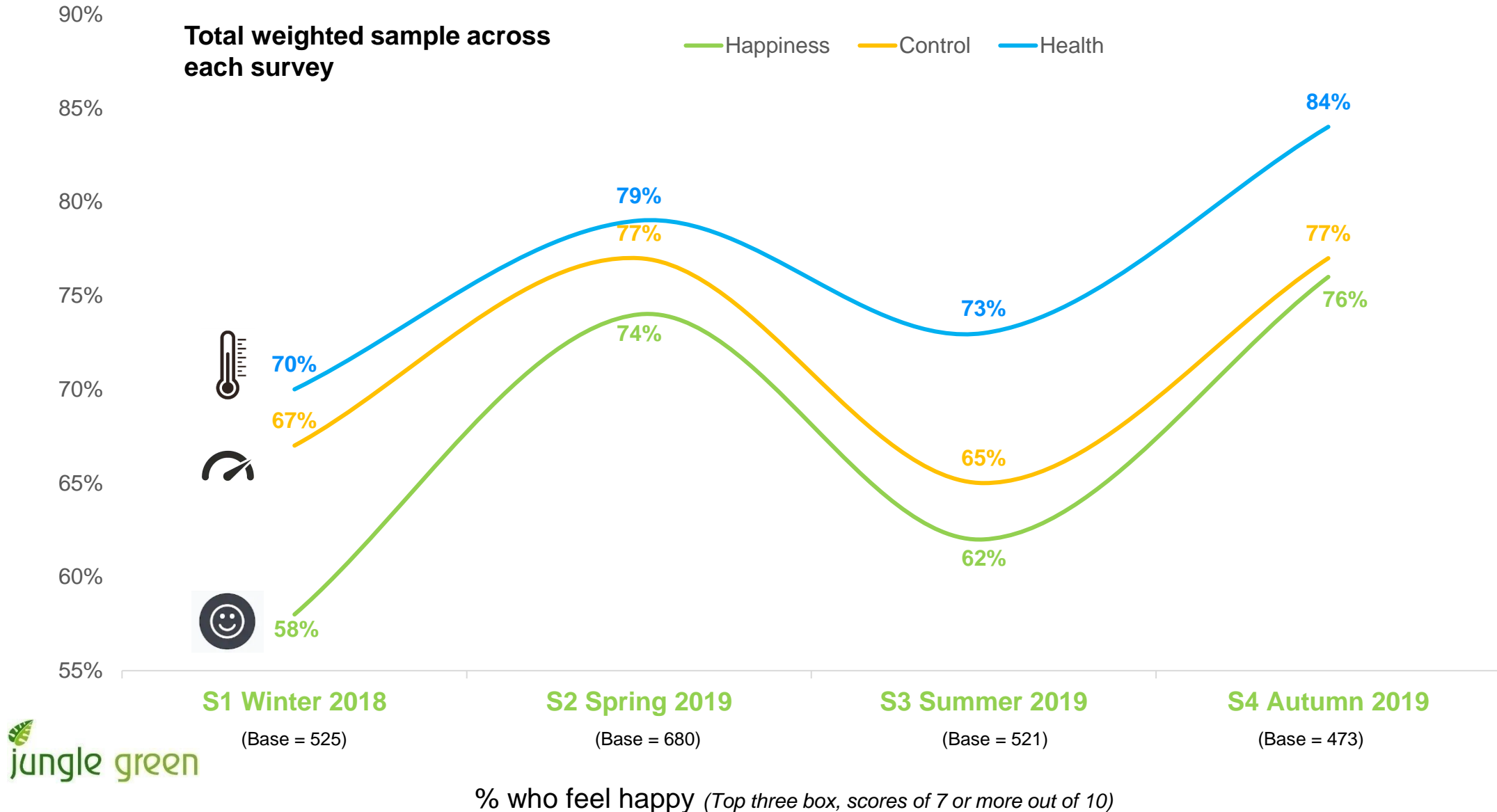
Happiness - do you currently consider yourself to be.....



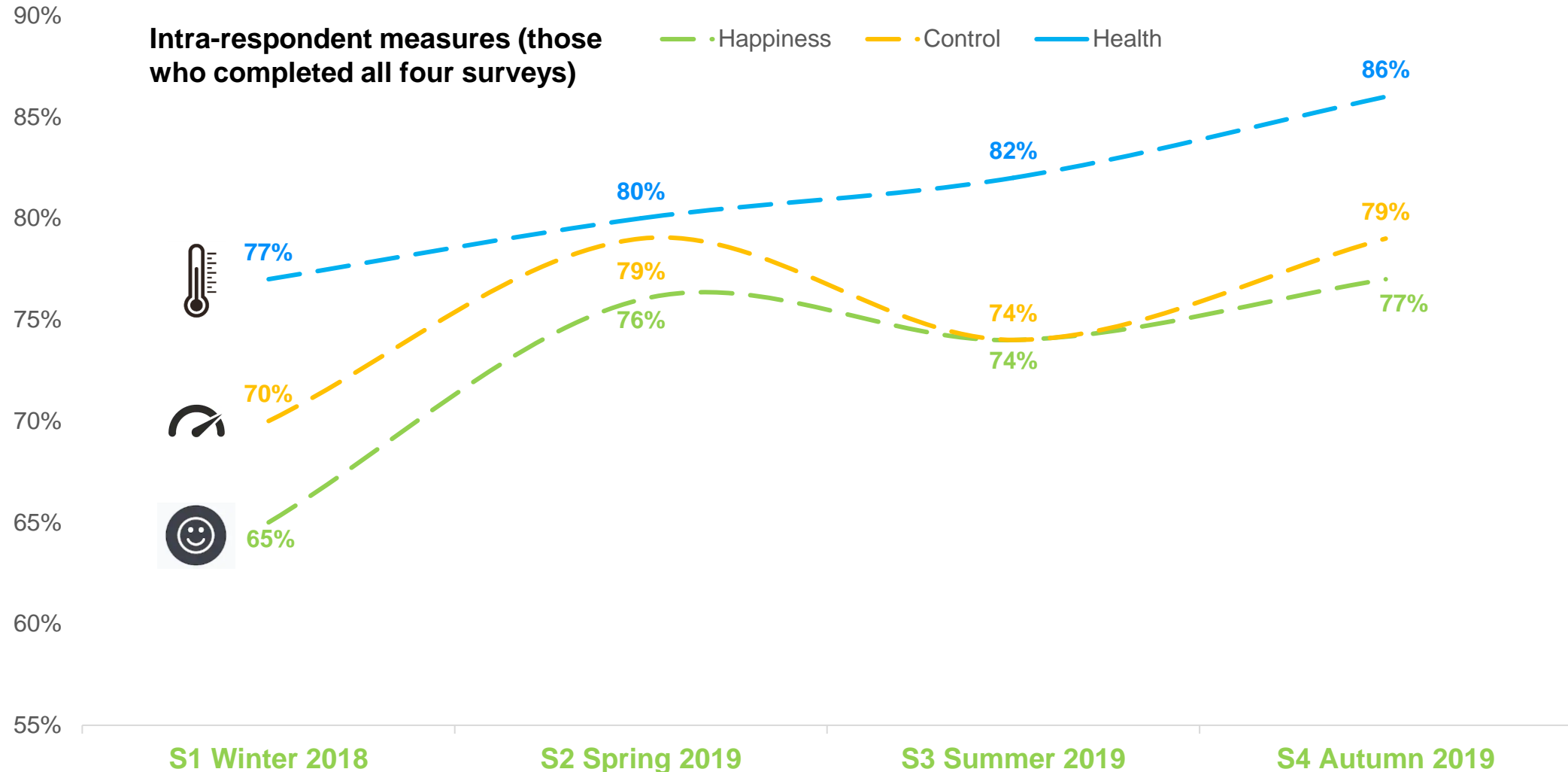
Loneliness - do you currently consider yourself to be.....

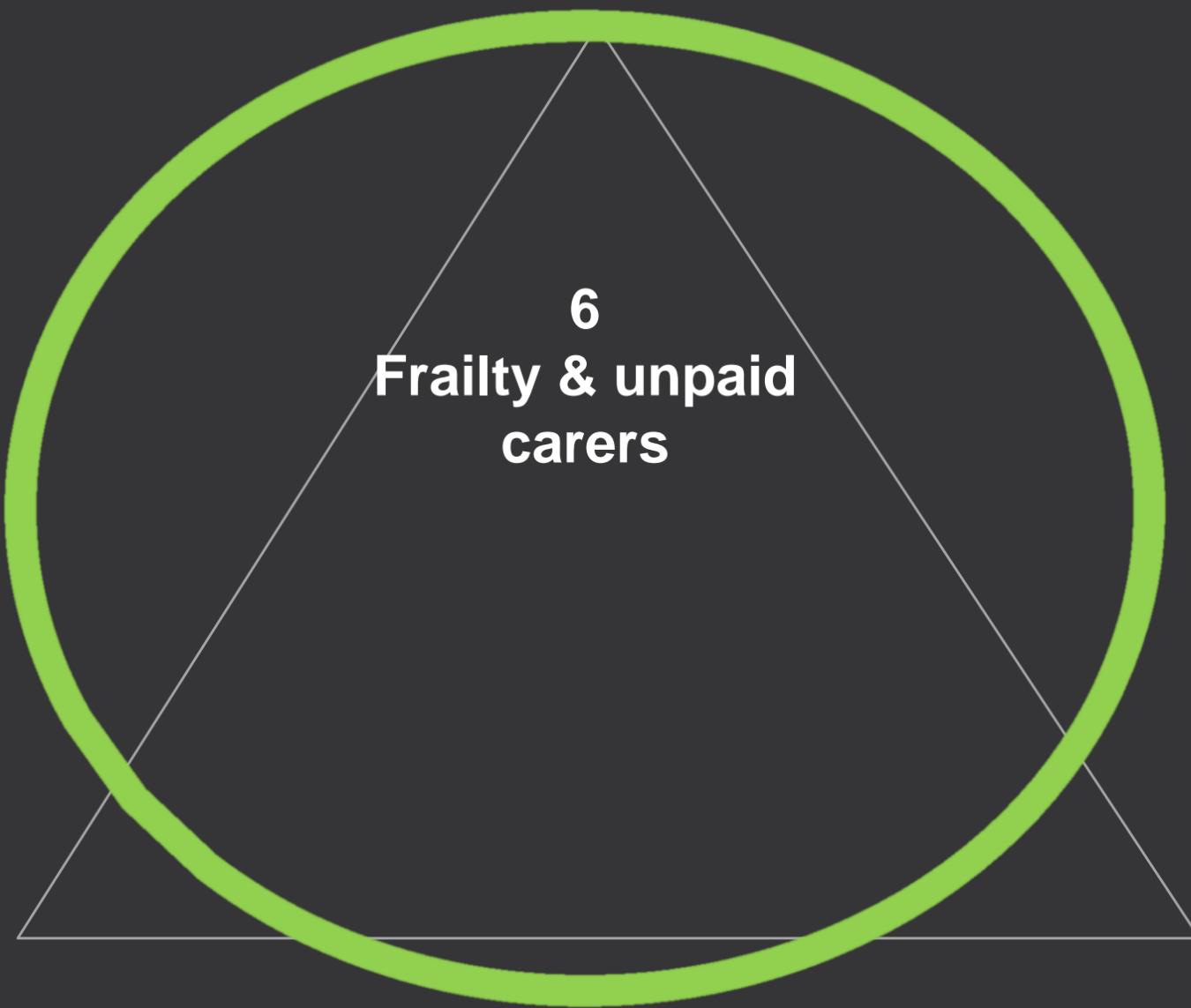


Looking at an annual level across surveys, there is an emerging pattern of self-reported happiness, control and health



However at an intra-respondent level a different pattern of self-reported health emerges, with health incrementally increasing





6
**Frailty & unpaid
carers**

Contact and support from health and care professionals is considered important to both prevent and treat frailty

Important factors to **prevent** someone becoming frail

Contact with GP, carers, healthcare professionals 36%

Being active 19%

Healthy eating 14%

Contact and support from family & friends 13%

Care and support in the community 10%

Important factors to **help and support** people with frailty

Care and support in the community 27%

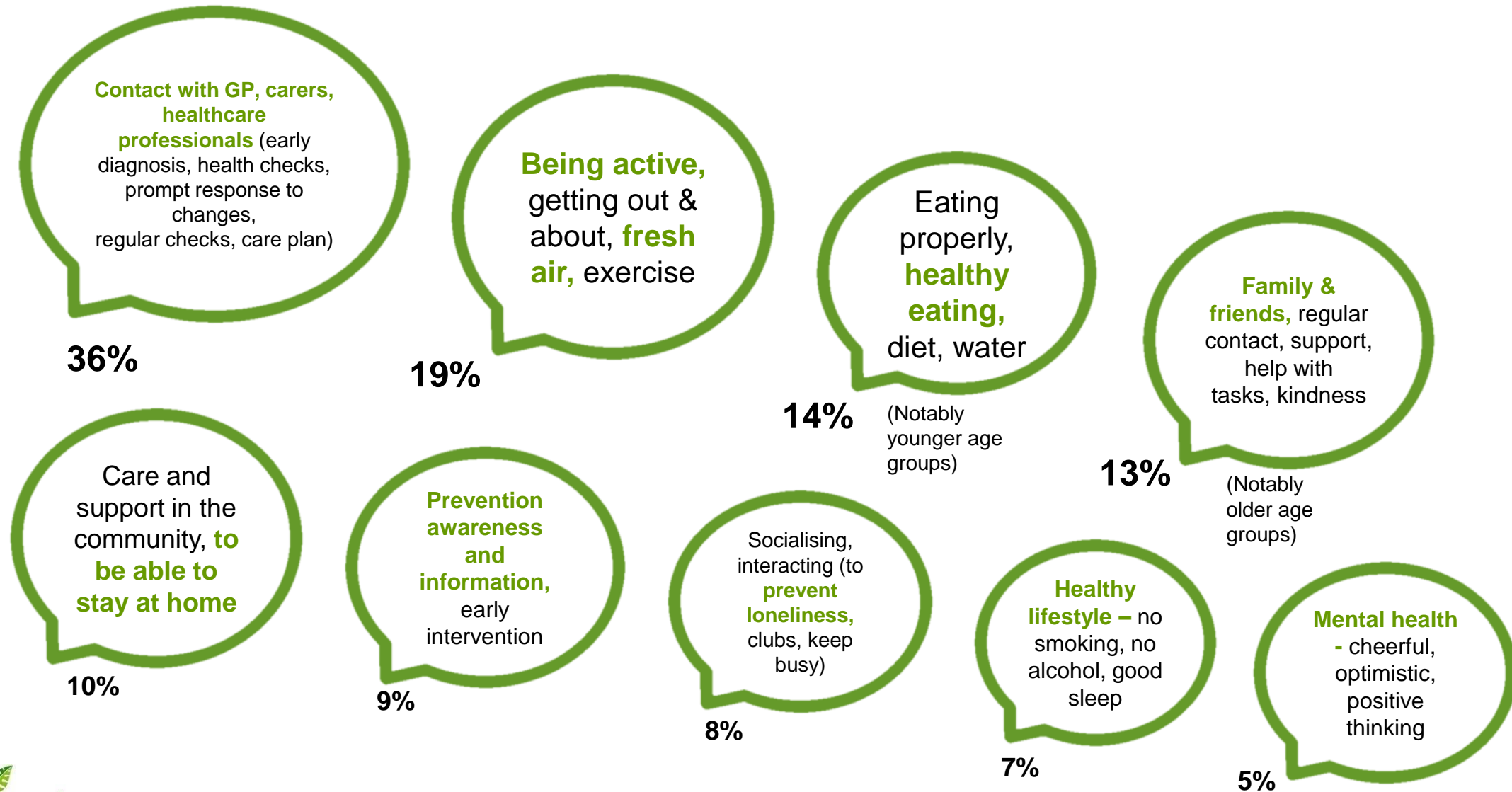
Contact with GP, carers, healthcare professionals 27%

Home support (to maintain independence / stay in home) 15%

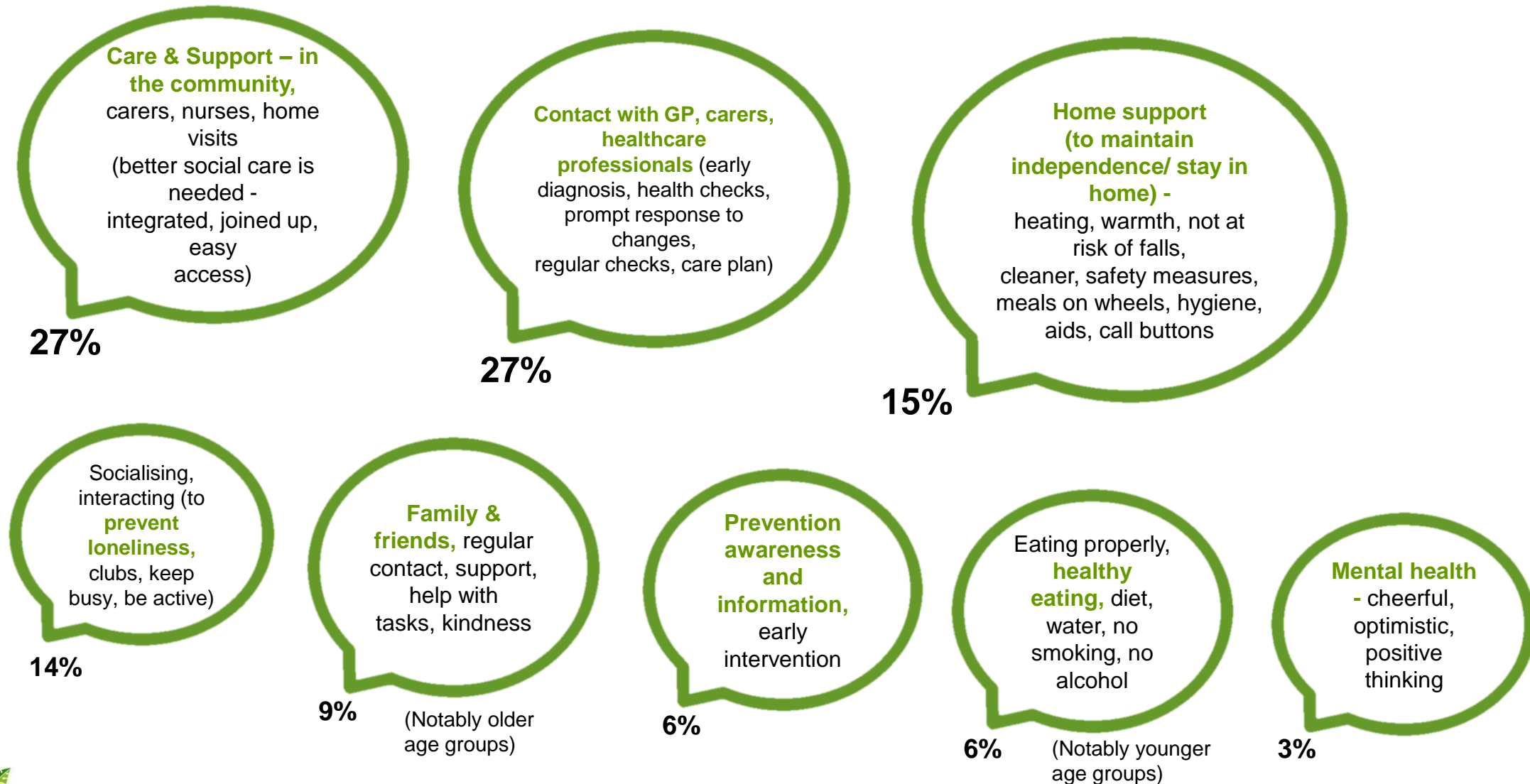
Socialising and interacting with others to prevent loneliness 14%

Contact and support from family & friends 9%

If you were worried about you or someone close to you (e.g. an elderly relative or someone with complex needs) **becoming frail over time** – what do you believe to be the **important factors that could help prevent that from happening?**



If you or someone close to you (e.g. an elderly relative or someone with complex needs) **did in fact become frail** – what do you believe would then be the important factors that could help with that situation (e.g. **things that could or should be done to help**)?



In Survey 4 we had a total of **39** carers in our sample

26 females & 13 males

Gender

27 are employed in other jobs

5 are retired

5 are not working

2 are students

Working status

14 aged 25-44 years

20 aged 45-64 years

5 aged 65+ years

Age

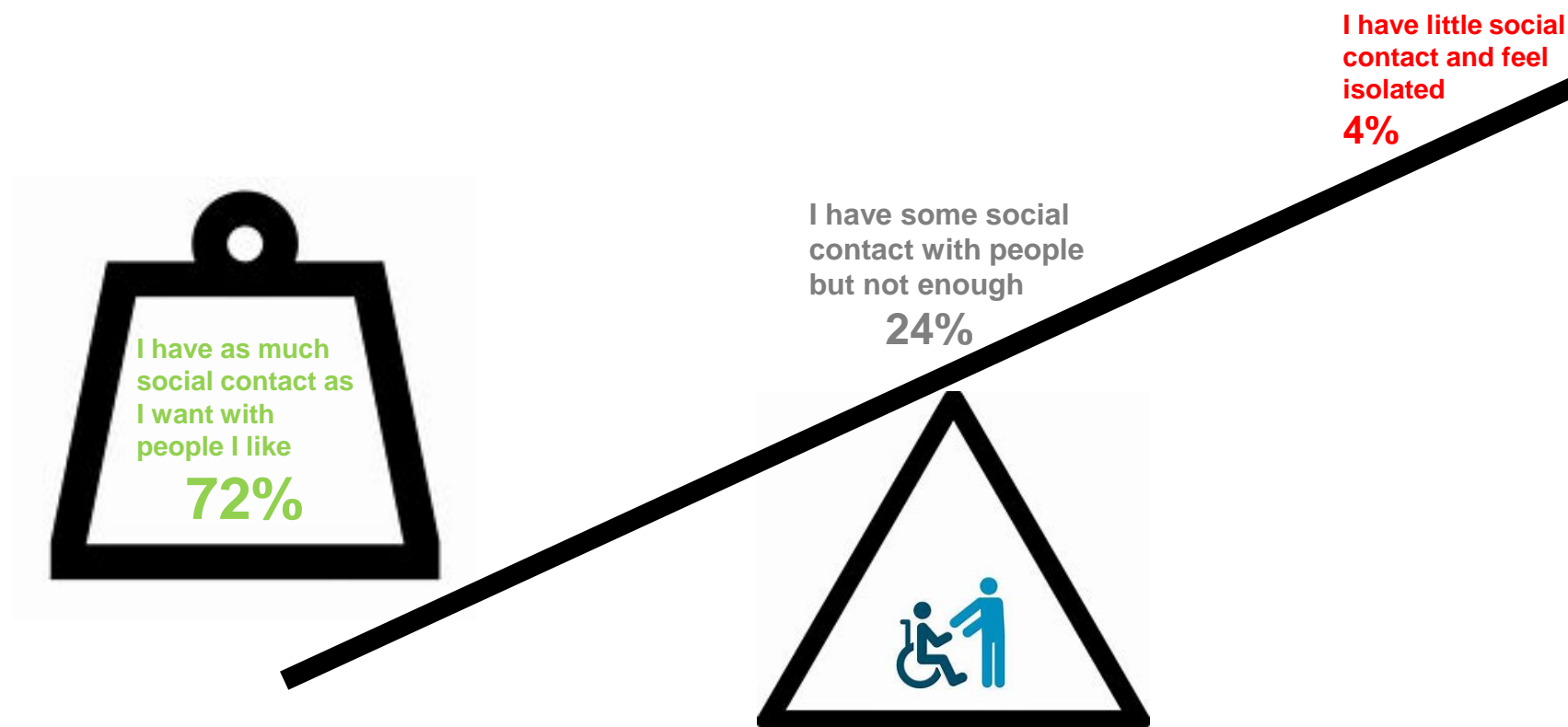
32 white

7 BAME

Ethnicity

We would like to understand the impact of your **caring role** on your health and wellbeing.

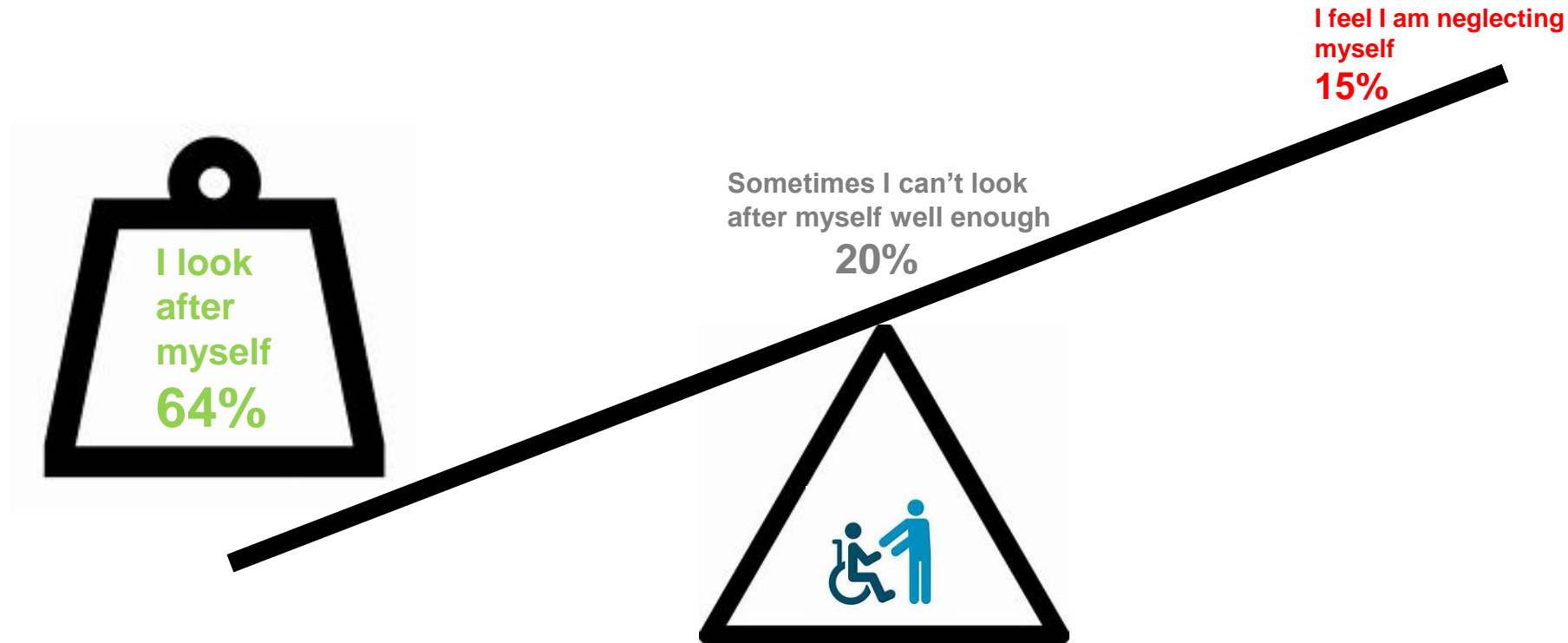
Thinking about how much **contact** you've had with people you like, **which of the following statements best describes your social situation?**



(Base = 39, all unpaid carers in S4)

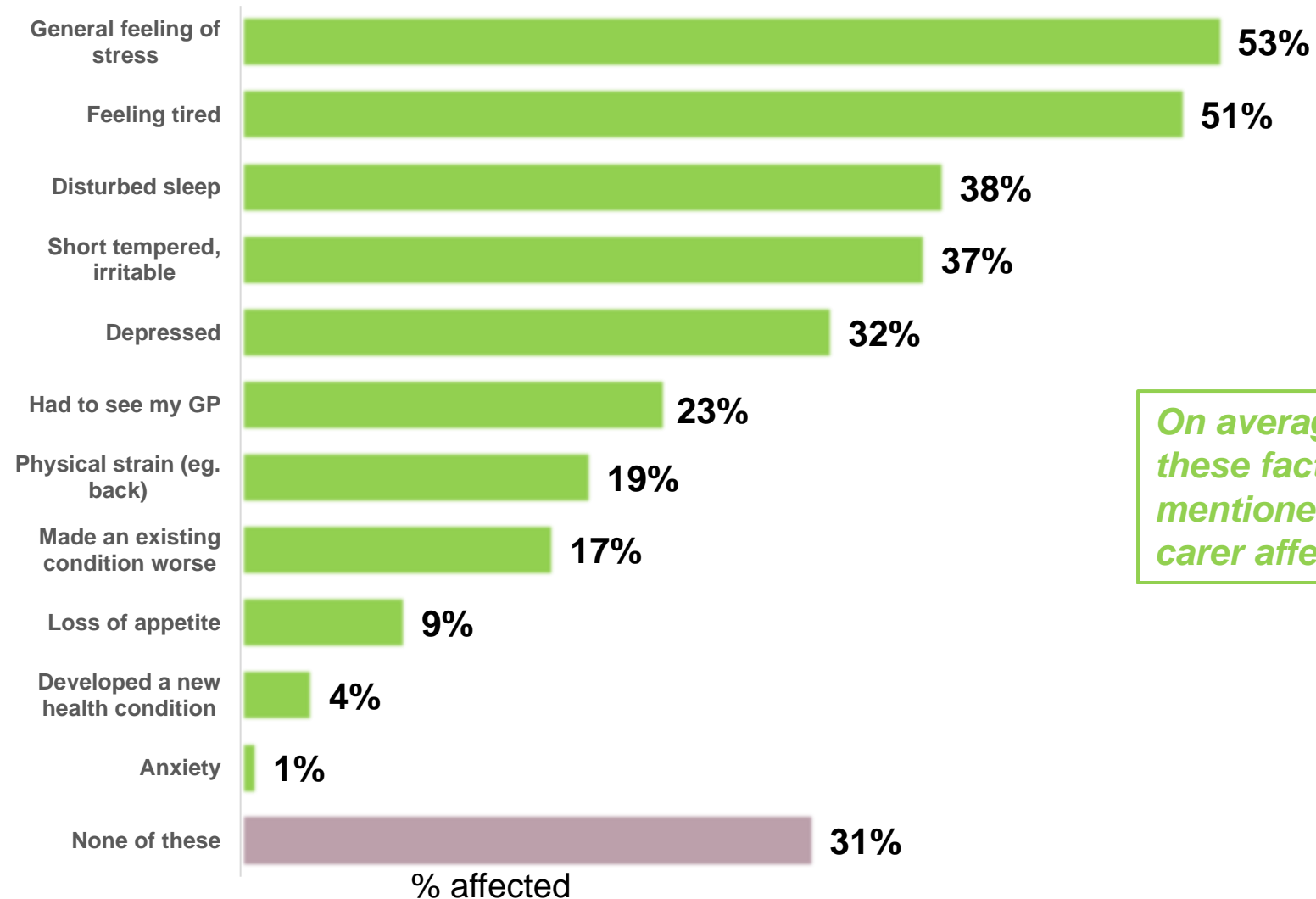
We would like to understand the impact of your **caring role** on your health and wellbeing.

Thinking about how much time you have to **look after yourself** – in terms of getting enough sleep or eating well – **which statement best describes your present situation?**



(Base = 39, all unpaid carers in S4)

In the last 12 months, **has your health been affected by your caring role** in any of the ways listed below?




On average, 3 of these factors are mentioned by each carer affected



Healthier Together Citizens' Panel

Survey 4 appendix
and supporting slides

Sept – October 2019



A1

Overview and segment summaries

Overview (1 of 2) – Planned Care, Digital NHS, Primary Care, Medicines

Planned Care



8% of BNSSG residents have ever **missed a hospital appointment** on the day, notably younger people from Inner City & East Bristol and Worle, Weston and Villages



The main reasons for this were either **ill health** on the day or simply **forgetting** about the appointment or **muddling up** the date/time

Digital NHS



12% of BNSSG residents have **experienced a problem when trying to book an NHS appointment online** (that represents one quarter of all those that have tried).

This is more apparent for older residents.

The main problems were the lack of **availability of appointments** and inability to **access the system** (login/password problems etc)

Primary Care



Whilst **three quarters** of BNSSG residents say that they are **in favour of specialist GP Practices**, a majority of these say **'moderately'** (46%) in favour rather than **'strongly'** (29%)



The biggest drawback is seen as the **distance and logistics involved** in going to other practices, along with the **specialist's lack of familiarity** with the patient

Medicines



46% of BNSSG residents are taking prescribed medicines or tablets currently, approximately 3 each on average, rising to 4 among the 75+'s



One third of those taking regular prescribed medicine/tablets, state that they **do not take these medicines/tablets as prescribed**, chiefly because **they forget (notably the elderly)** or because they **worry about side effects/dependency (notably younger, BAME)**



There is majority support for the concept of a **medication review** among BNSSG residents. They perceive it as **appropriate, effective and cost saving**. Those **who do not adhere** to their prescription (ie. take medication as prescribed less than 50% of the time), **are 100% in favour** of a medication review

Overview (2 of 2) – Health Care and Use of the NHS

Health Care – Assessment form



On balance (63%) BNSSG residents are **in favour** of an advance **health assessment form** being sent by email or text, there are reservations though relating to its lack of suitability for certain groups of patients and whether it will actually be read by the HCP



If residents **knew for sure that the HCP would definitely read the form and hence understand them better**, they would be encouraged to complete it, **simplicity** would also encourage

Health Care – Follow-up email, online APP



Whilst **61%** of BNSSG residents say that they are **in favour of a follow up email/online APP**, a majority of these (40%) say '**moderately**' in favour rather than 'strongly' (21%)



The main reservations are again around the **lack of suitability for some groups of patients**, even though overall they feel it is a **better use of NHS resources**

Use of the NHS - Multi part/ multi service experience



One half of BNSSG residents have had a multi-part/ multi-service NHS experience in the last 12 months. Of these, **two thirds feel it was organised and joined up** (one third 'extremely well' and one third 'quite well').

For those who were unimpressed, this related to the **referral either taking too long, being cancelled or misdiagnosed**. **Communication and information sharing** between departments had also been a problem for some

Through the ages



- **16-24's** feel **happiest, healthiest, least lonely and most in control of their lives**, along with the oldest age groups
- **1 in 5 take regular meds**, one half of these **do not take them as prescribed**, they are worried about **side effects**
- **Some concerns about health assessment forms in advance** of an appointment, as the form may not have all the relevant information and **something not on it may not then be discussed**

15% of BNSSG residents are 16-24yrs

- **25-44's** rate themselves as the **most lonely** age group
- They are **slightly more likely to have missed a hospital appointment** on the day than other age groups

35% of BNSSG residents are 25-44yrs

- **45-64's** follow many of the **'norms'** and average percentages in survey 4

30% of BNSSG residents are 45-64yrs

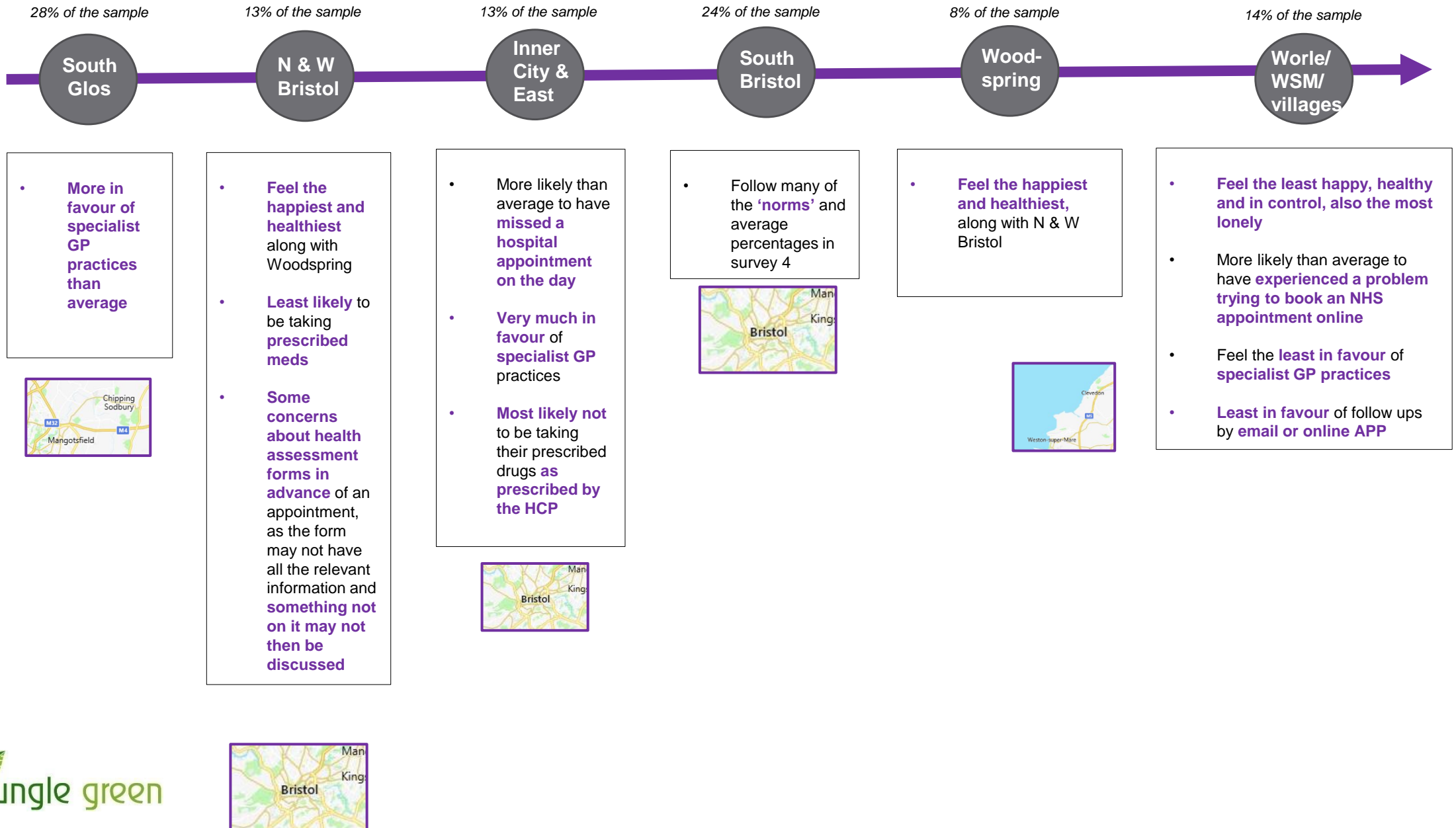
- The newly retired **(65-74 yrs)** feel **healthier, happier and more in control** of their lives than average
- They are the age group **most likely to have experienced a problem trying to book an NHS appointment online**

10% of BNSSG residents are 65-74yrs

- **75+'s** feel **happier and more in control of their lives** than average, they also rate themselves as the **least lonely** age group
- They are **less in favour** of assessment forms being sent by **email or text and follow-up emails/online APP's**, compared to other age groups, they prefer a face to face approach

10% of BNSSG residents are 75+yrs

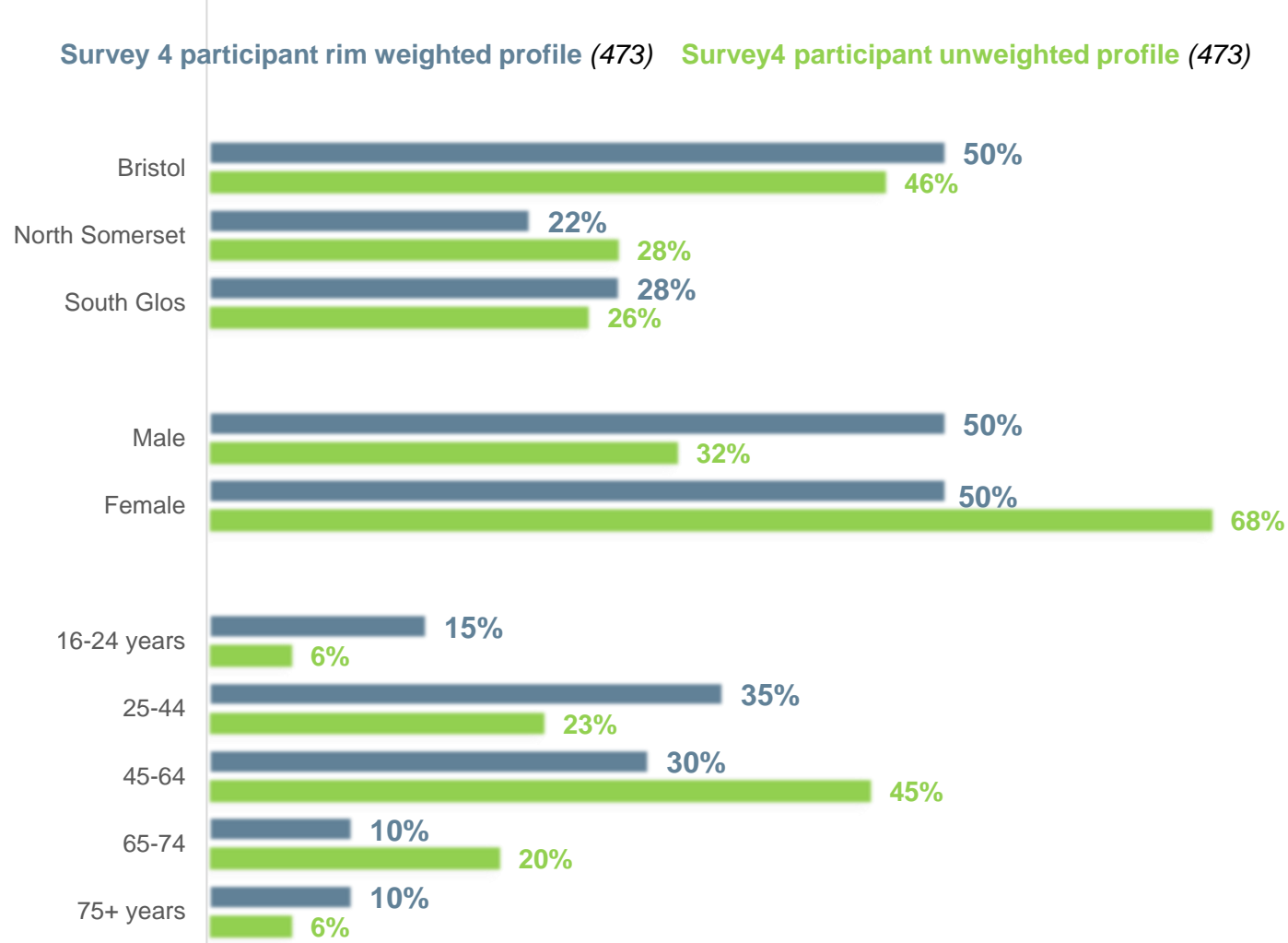
Across the localities





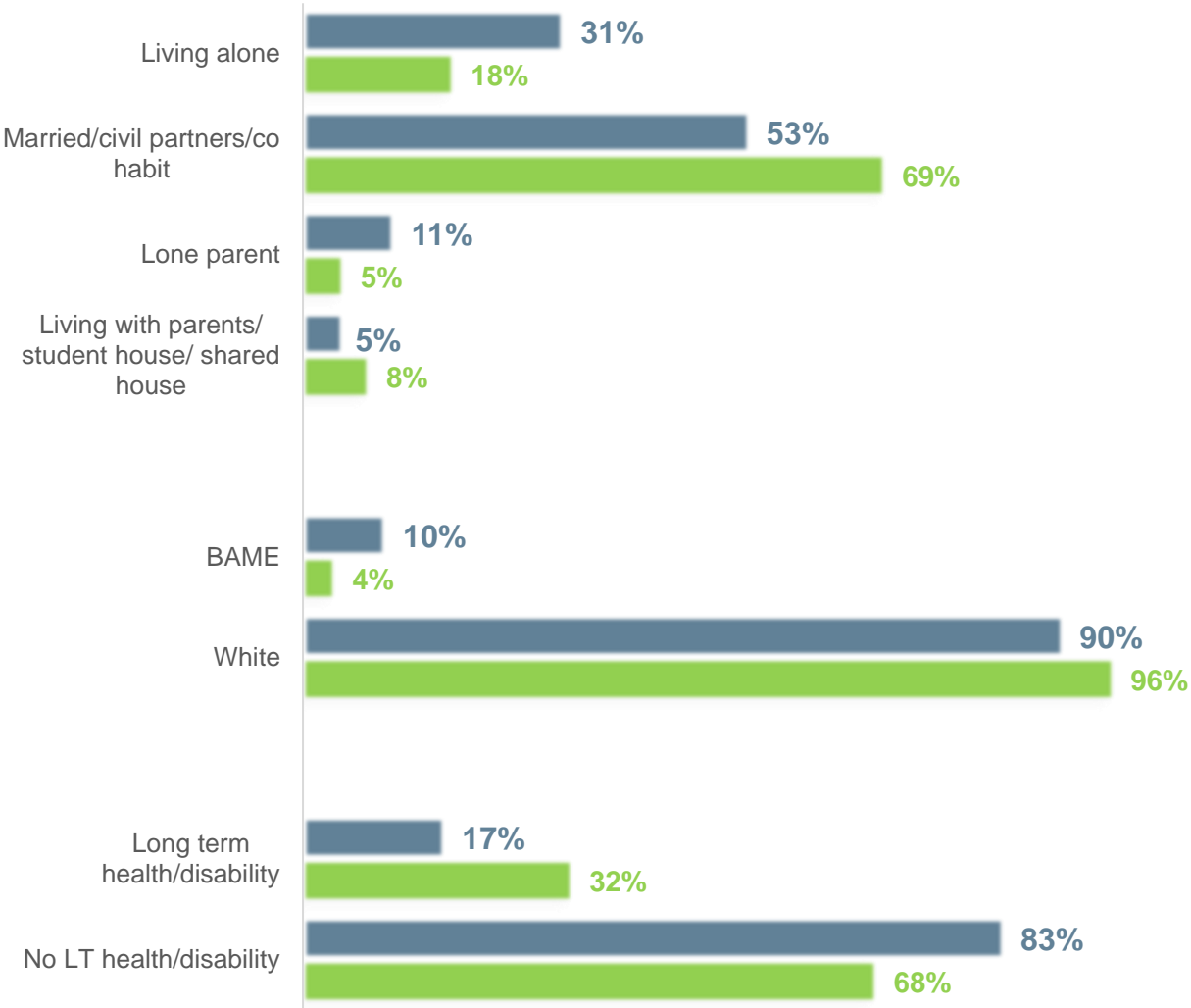
A2 Panel profile and demographics

Sample profile – Comparison of the profiles of the rim weighted survey 4 sample and the unweighted survey 4 sample



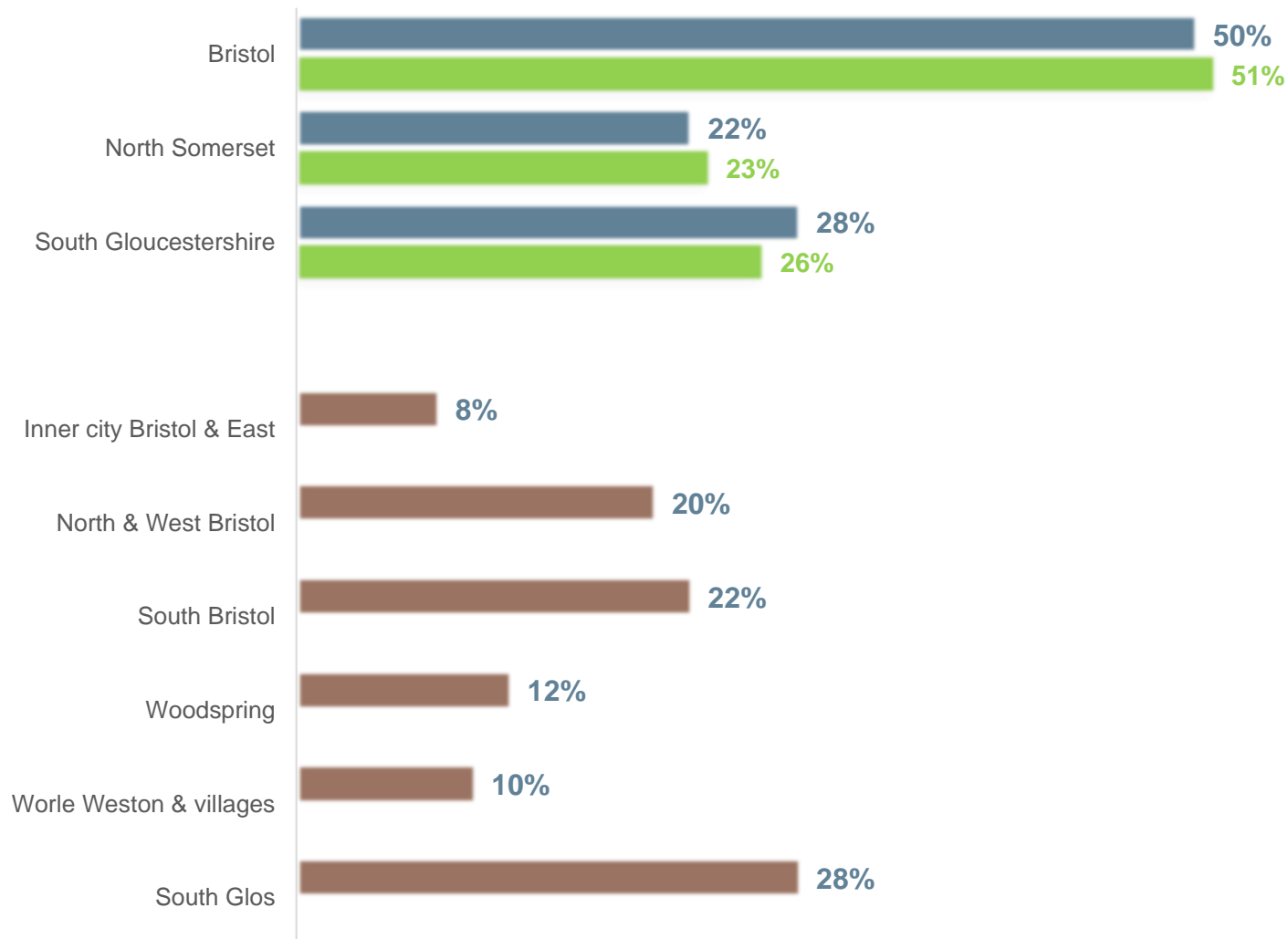
Sample profile – Comparison of the profiles of the rim weighted survey 4 sample and the unweighted survey 4 sample

Survey 4 participant rim weighted profile (473) Survey4 participant unweighted profile (473)

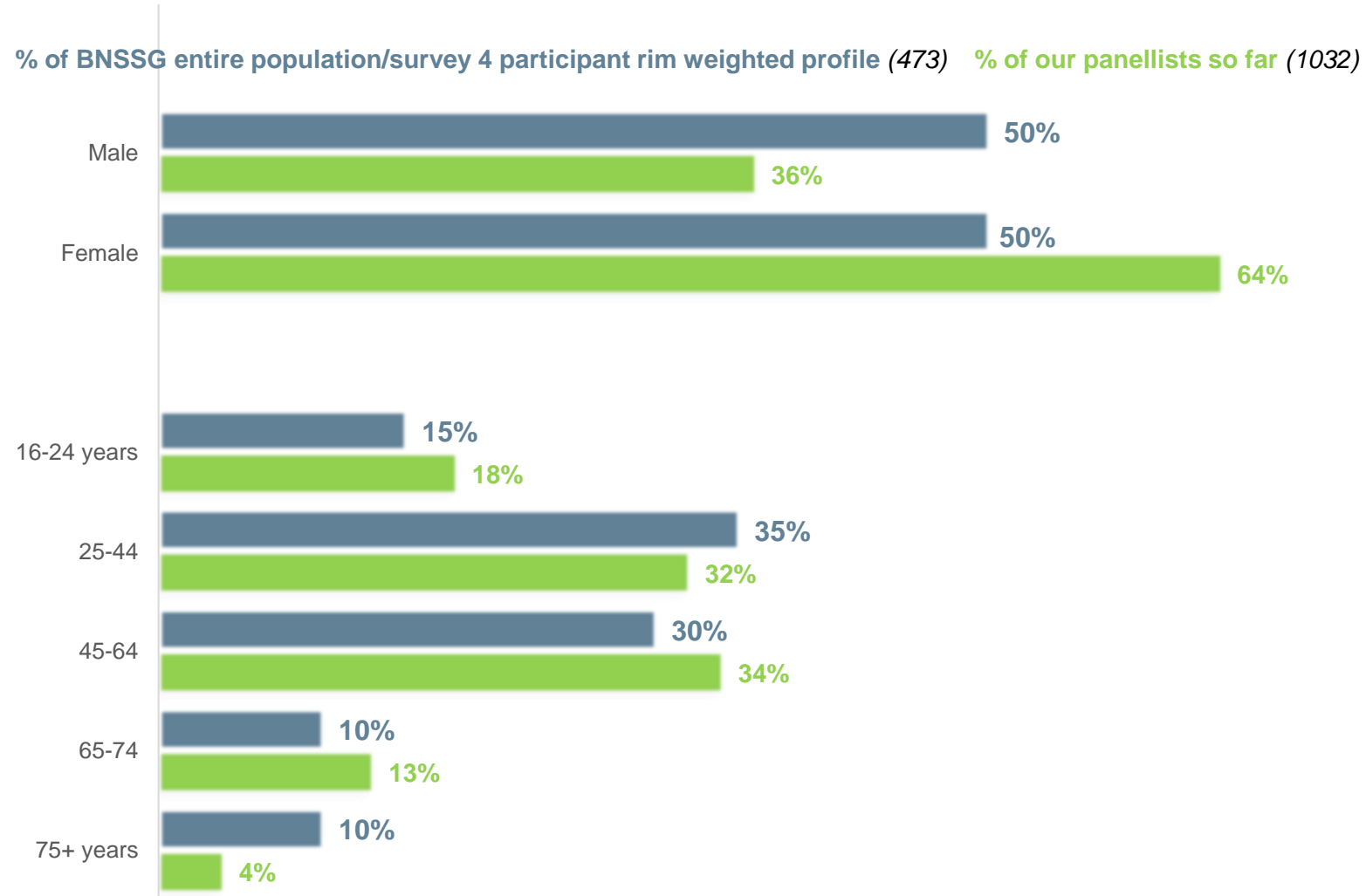


Sample profile 1 – Comparison of the profiles of the entire BNSSG region population (according to census data)/our rim weighted survey 4 sample and the actual panel profile as at Nov 2019

% of BNSSG entire population/survey 4 participant rim weighted profile (473) % of our panellists so far (1032)

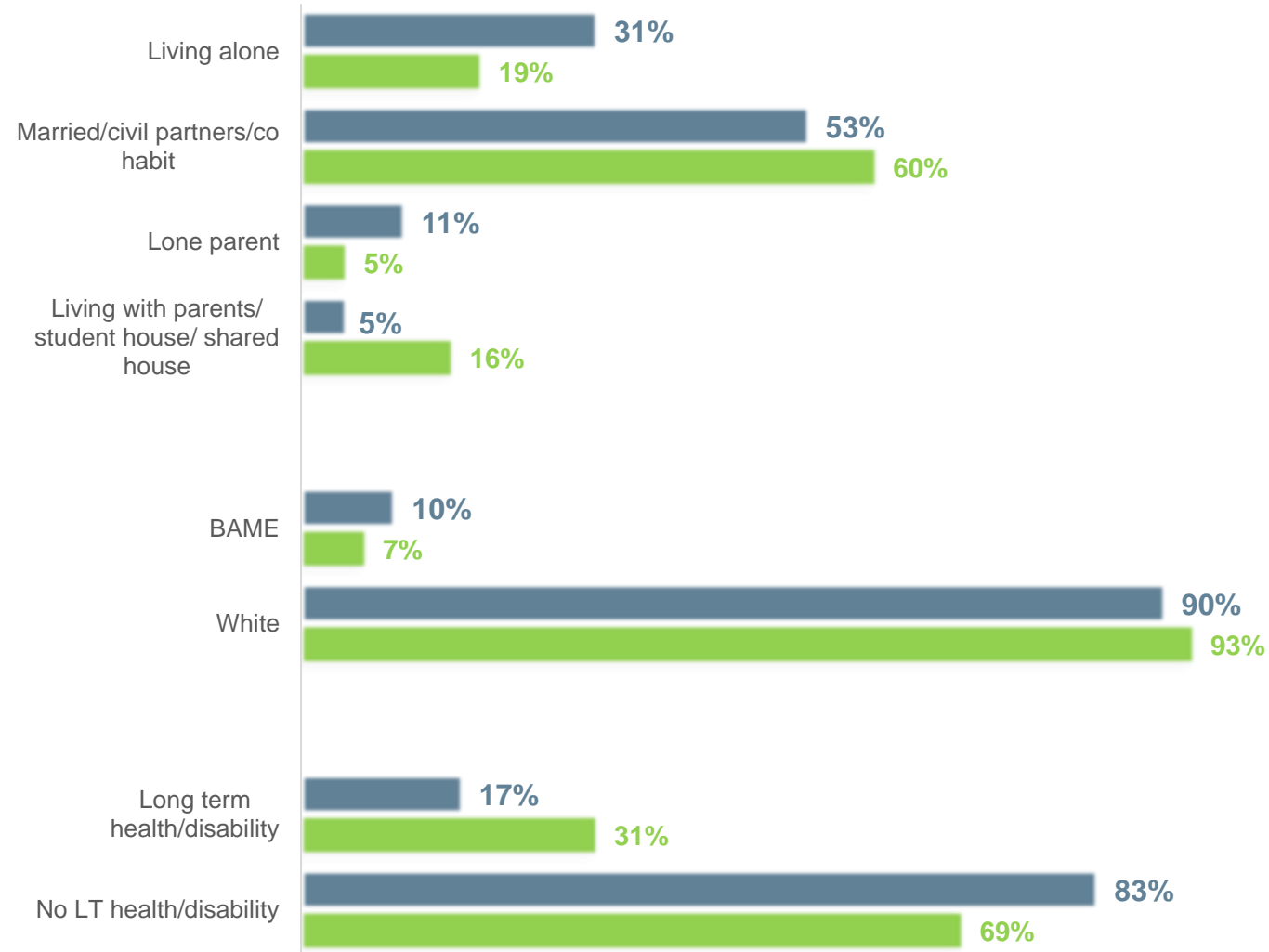


Sample profile 2 – Comparison of the profiles of the entire BNSSG region population (according to census data)/our rim weighted survey 4 sample and the actual panel profile as at Nov 2019



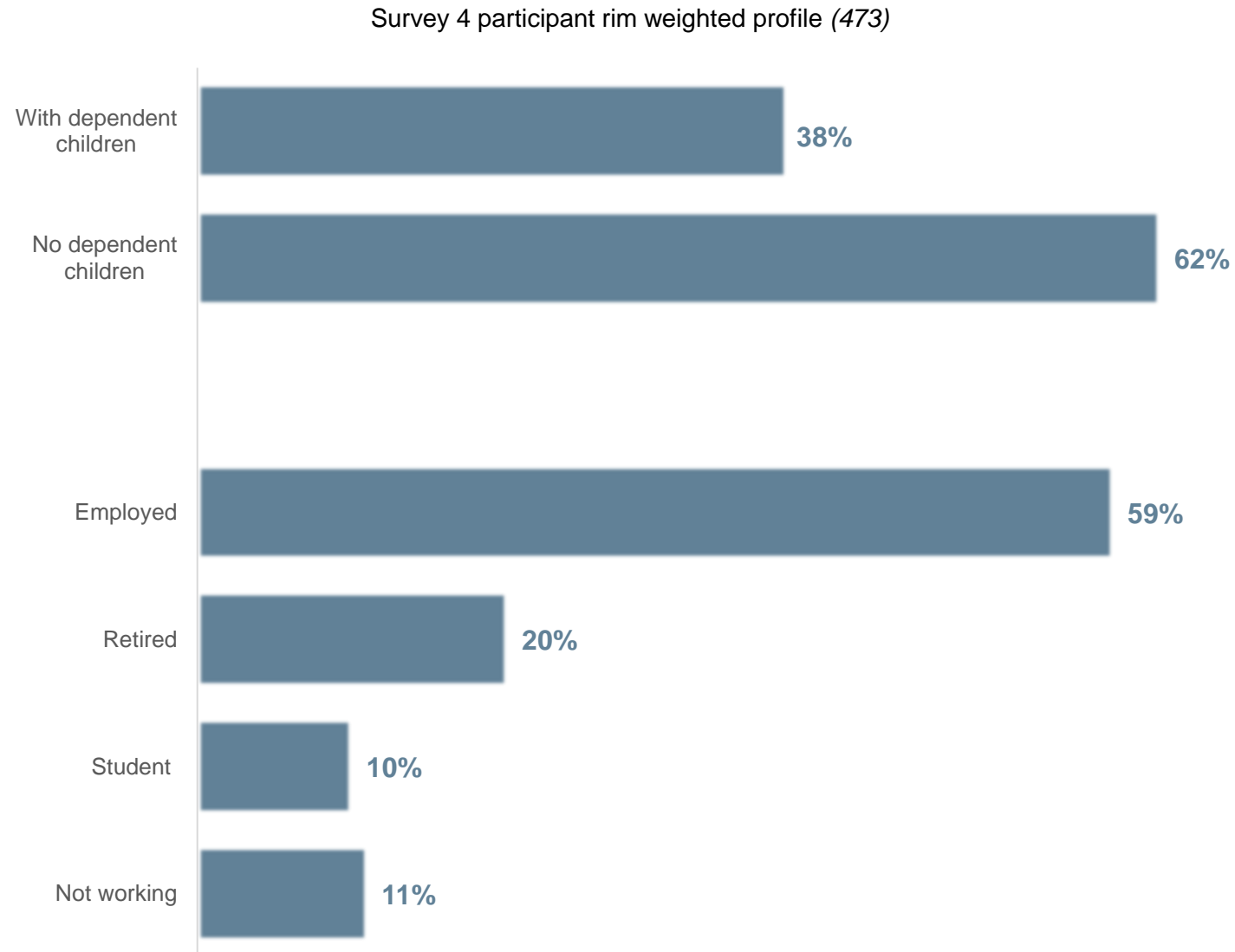
Sample profile 3 – Comparison of the profiles of the entire BNSSG region population (according to census data)/our rim weighted survey 4 sample and the actual panel profile as at Nov 2019

% of BNSSG entire population/survey 4 participant rim weighted profile (473) % of our panellists so far (1032)



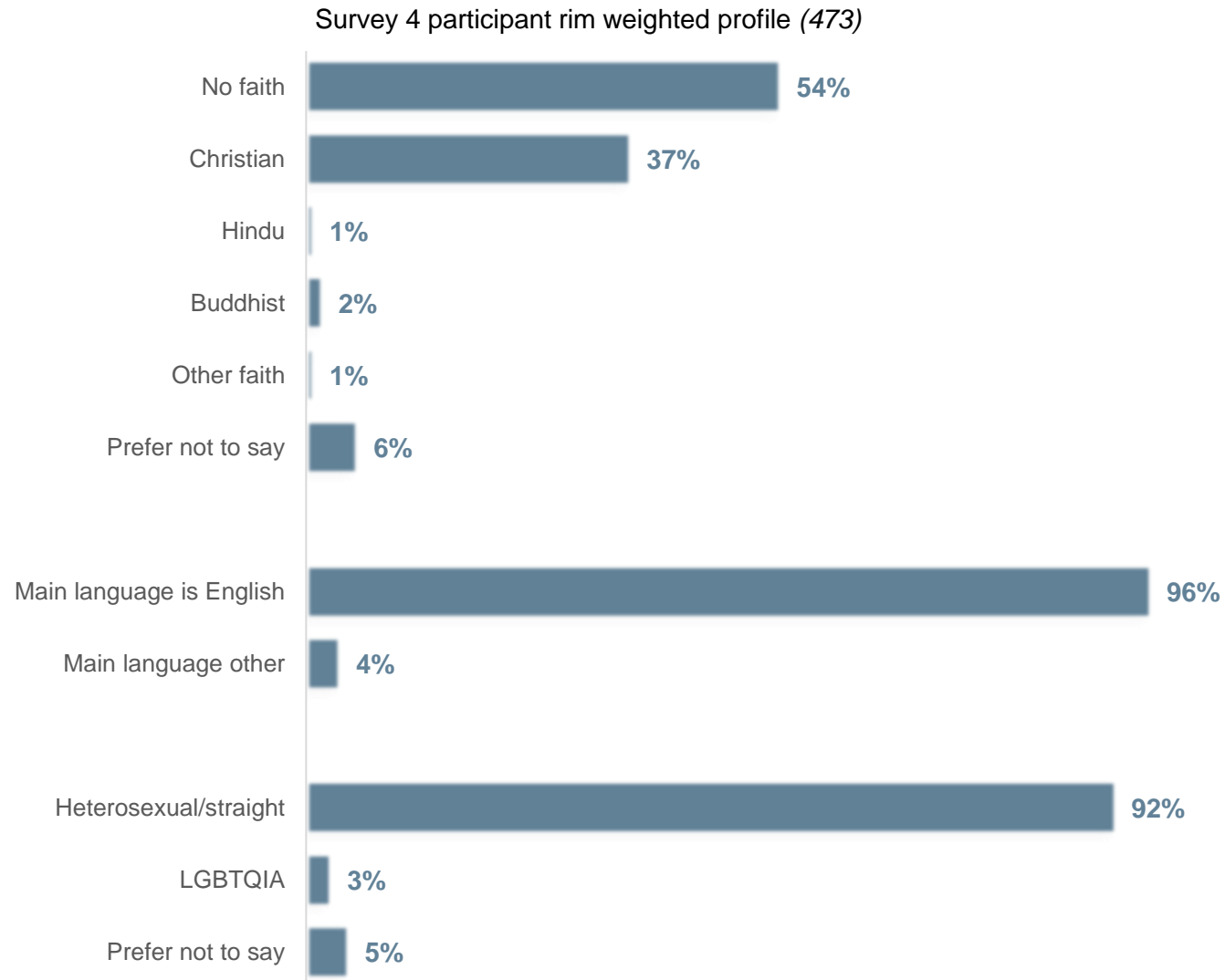
Sample profile 4 – Survey 4 participants

- Family status/working status/chief wage earner



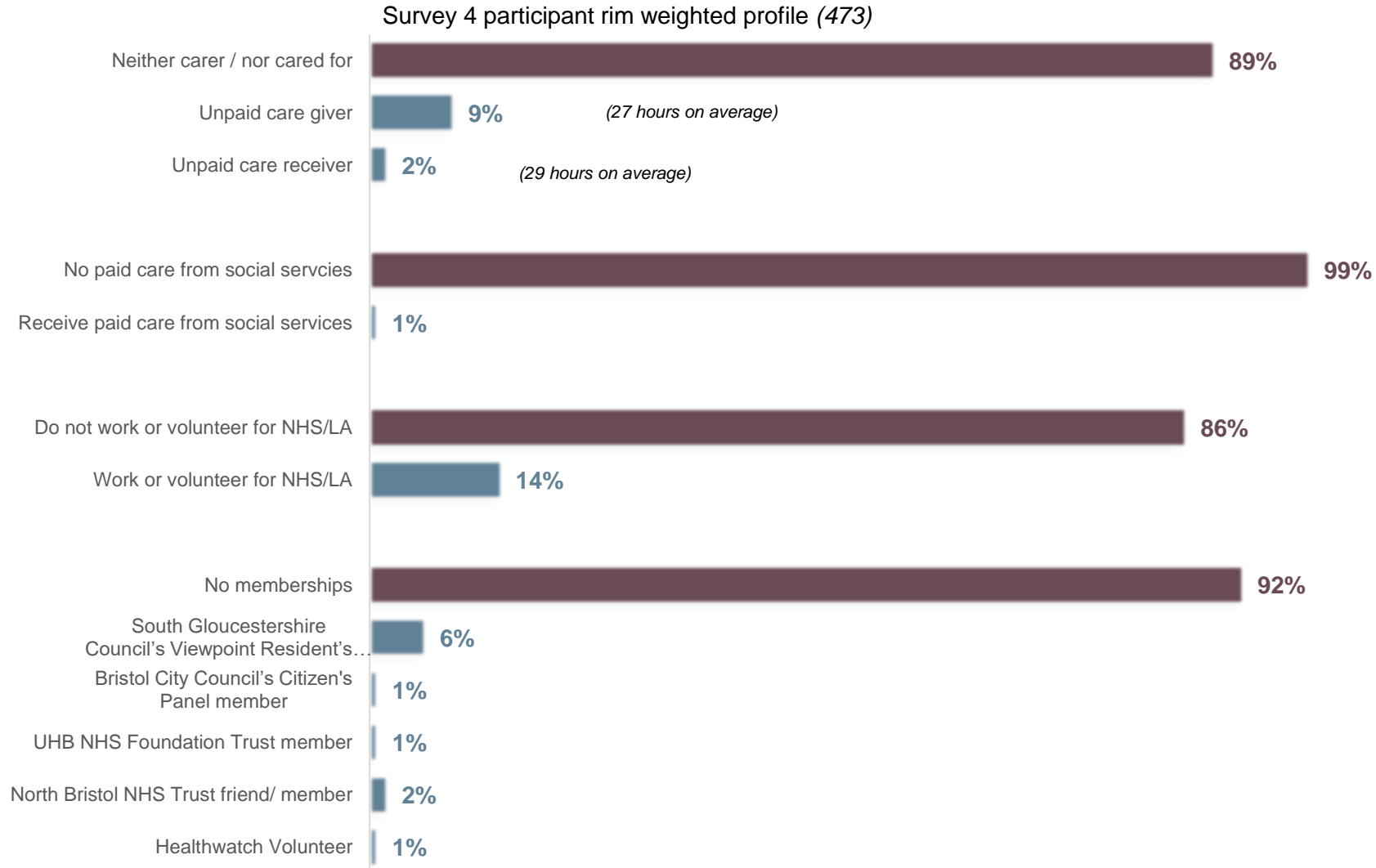
Sample profile 6 – Survey 4 participants

– Faith, main language, gender identity



Sample profile 7 – Survey 4 participants

– Care, memberships, volunteering



Thank you

Any questions?

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