

AGENDA MANAGEMENT SHEET

<i>Name of Committee</i>	Health Overview And Scrutiny Committee
<i>Date of Committee</i>	11 July 2007
<i>Report Title</i>	Men's Project Survey
<i>Summary</i>	A copy of the report and recommendations of the Patient and Public Involvement Forums Coventry & Warwickshire is attached for information.
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Men's Project Survey

By
Patient and Public Involvement (PPI)
Forums
Coventry & Warwickshire

Report and Recommendations

INTRODUCTION

The Patient and Public Involvement in Health Forums of Coventry and Warwickshire have joined together to form a community engagement working group. This group has highlighted several underrepresented groups that have rarely been consulted within their research so far. Unfortunately in previous surveys men have formed a small proportion of the survey population hence the need to have a project specifically examining male view points of local healthcare services. This will enable the PPI Forums of Coventry and Warwickshire to have a balanced non gender specific viewpoint of local healthcare services, as male experiences may be very different from those experienced by females. The community engagement group therefore started area wide research exploring the male viewpoint of all aspects of healthcare services. The Coventry and Warwickshire wide approach will highlight similarities and differences in NHS provision.

METHODOLOGY

Several methods were used to meet the aims of this research. However the main focus of the research was completing the Generic Questionnaire (see Appendices 4). This has been used to consult with the general public over the last two years. The methods used included formal presentations, informal discussions, promotional stands at a variety of venues and telephone conversations with men's group leaders which led to the distribution and completion of the generic questionnaire at their weekly / monthly meetings. A full list of venues / activities is detailed below. Once these groups had been visited qualitative and quantitative analysis was completed on the information gathered. This led to the production of this report which will be distributed to each NHS Trust within Coventry and Warwickshire, Patient Advice and Liaison Officers for each NHS Trust, Health Overview and Scrutiny Committees, other Stakeholders and those groups who took part in the research.

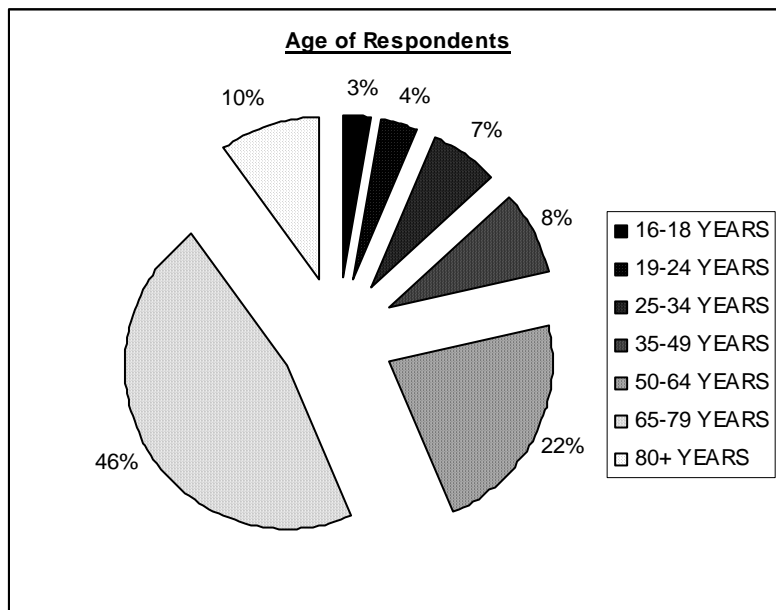
Community Group / Venue	Method of Engagement
Stratford upon Avon Rotary Club	Formal Presentation, Q&A, Questionnaire
Shipston Rotary Club	Formal Presentation, Q&A, Questionnaire
Nuneaton Rotary Club	Formal Presentation, Q&A, Questionnaire
Arbury Rotary Club	Formal Presentation, Q&A, Questionnaire
Atherstone Rotary Club	Formal Presentation, Q&A, Questionnaire
Coventry Rotary Club	Questionnaire distribution to Men's Group Leaders
Rugby Breakfast Club	Questionnaire distribution to Men's Group Leaders
Stratford Probus Club	Questionnaire distribution to Men's Group Leaders
Rugby 41 Club	Formal Presentation, Q&A, Questionnaire
Springboard – Kenilworth men's Church Group	Formal Presentation, Q&A, Questionnaire
Flannery's Irish Friendship Society	Informal Presentation, Q&A, Questionnaire
Coventry Sports Centre - 2 visits	Promotional stand with leaflets and questionnaires
Ken Marriott Leisure Centre, Rugby	Promotional stand with leaflets and questionnaires
University Hospital, Coventry	Promotional stand with leaflets and questionnaires

RESULTS

Number of Respondents

ALL	COVENTRY	RUGBY	NORTH WARWICKSHIRE	SOUTH WARWICKSHIRE
378	124	66	82	106

Age of Respondents



Ethnicity of Respondents

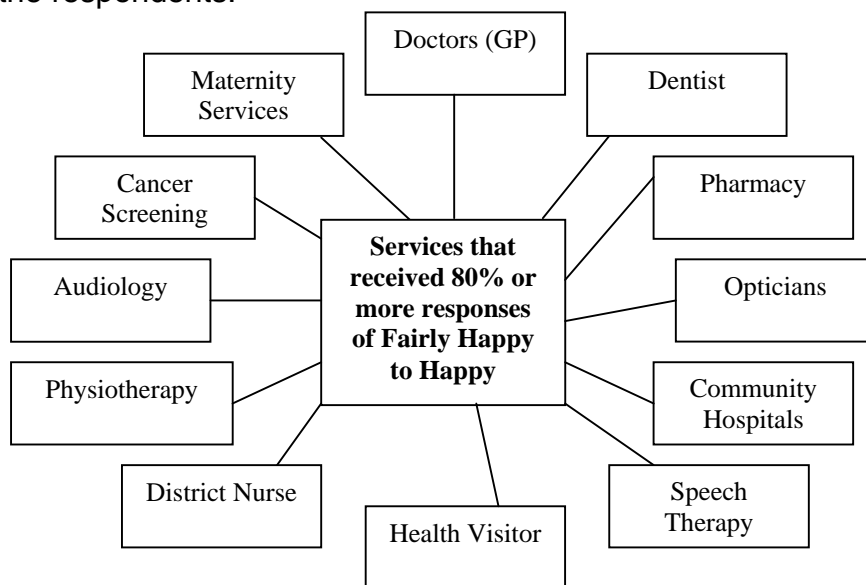
ETHNIC ORIGIN	FREQUENCY
FILLIPINO	2
INDIAN	6
JAPANESE	1
OTHER ASIAN	1
PAKISTANI	4
SOUTH AFRICAN	1
VIETNAMESE	1
WHITE AND BLACK CARRIBEAN	1
WHITE BRITISH	342
WHITE IRISH	5
WHITE POLISH	1
NO ANSWER	13

75 people (19.8%) identified themselves as having a disability.

Please refer to the Appendices for Base Line figures

COMMUNITY SERVICES

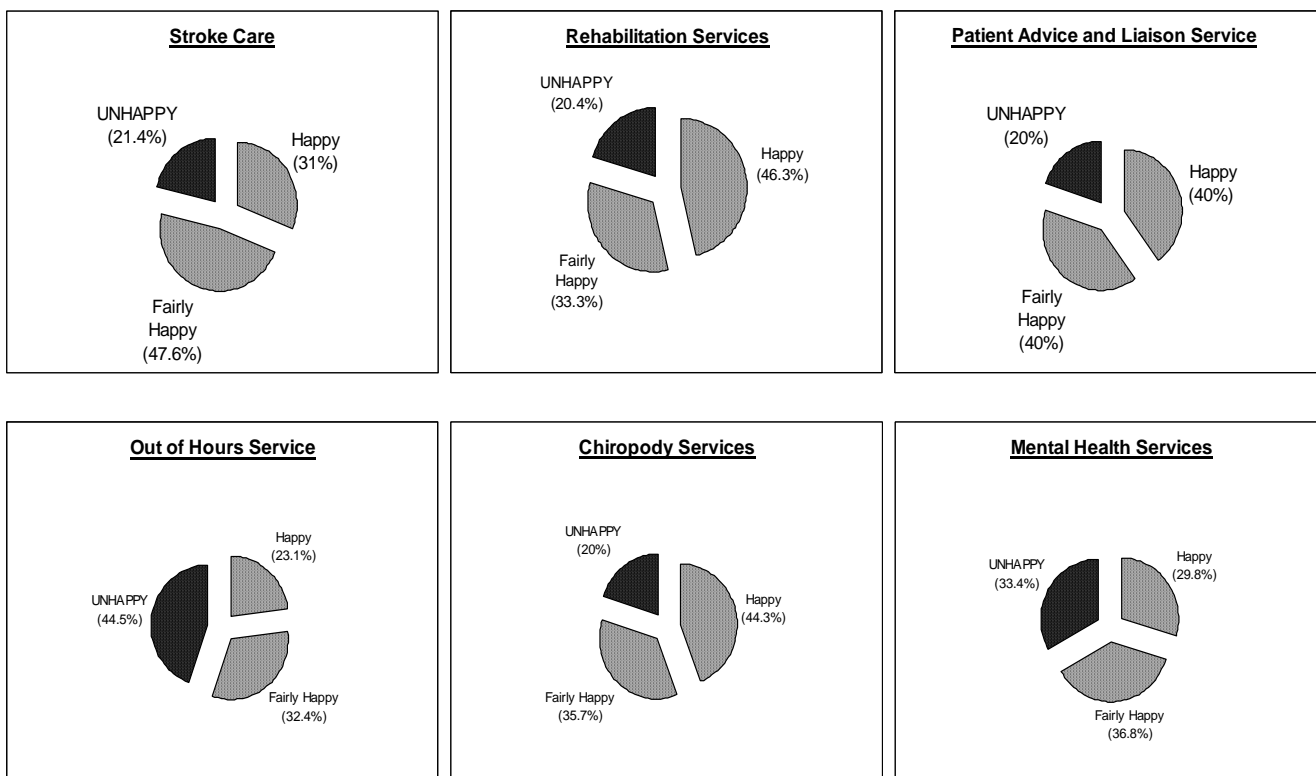
Many of the community services were rated with over an 80% rating of 'Fairly Happy' to 'Happy'. Therefore this section focuses on those services that fall below this and are rated 'unhappy' for 20% or more of the respondents.



The results will be divided into areas, 'All' giving a general overview of the local Community Services in Coventry and Warwickshire and the remaining showing specific results 'Coventry', 'Rugby', 'North Warwickshire' and 'South Warwickshire'.

All

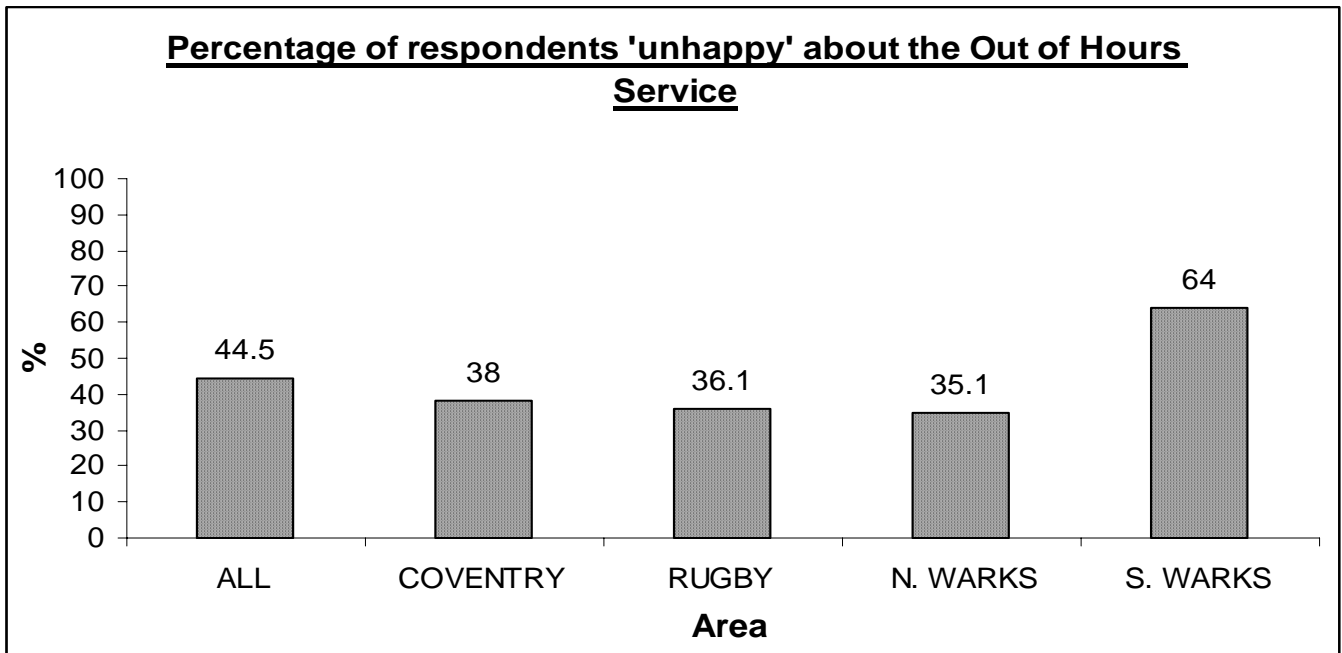
This section focuses on the Community Services in Coventry and Warwickshire that were rated as 'unhappy' by 20% or more of the respondents.



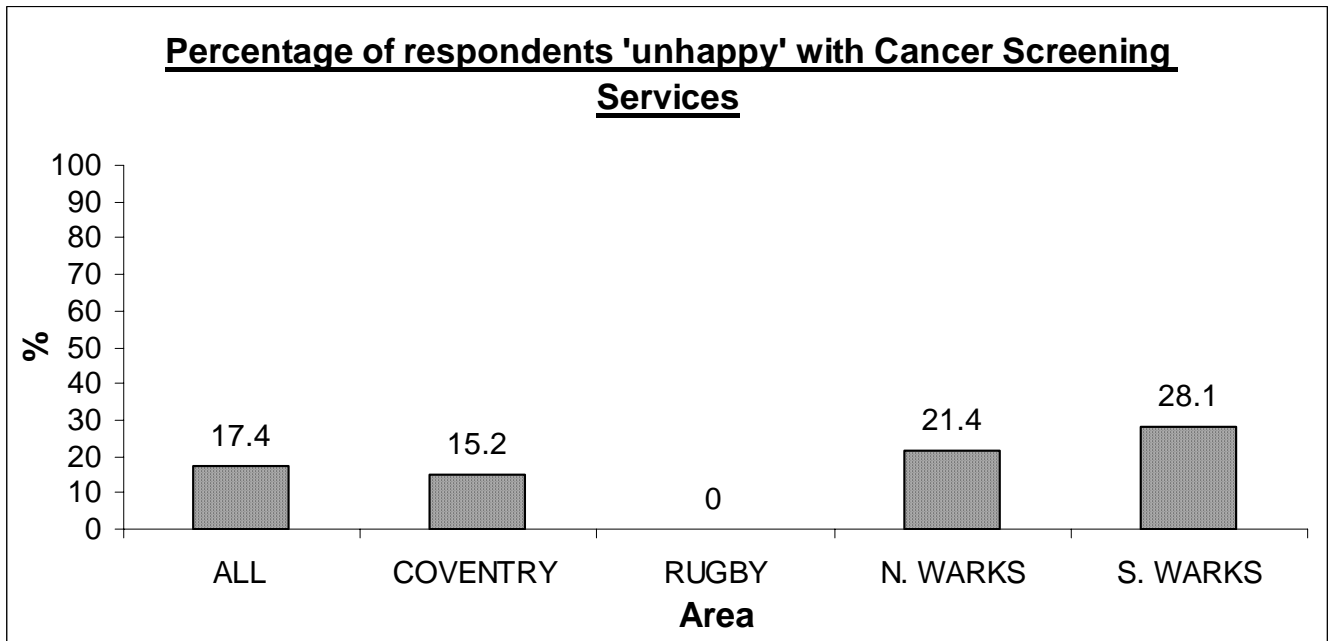
Please refer to the Appendices for Base Line figures

Examination of regional differences in provision of services

Out of Hours Service

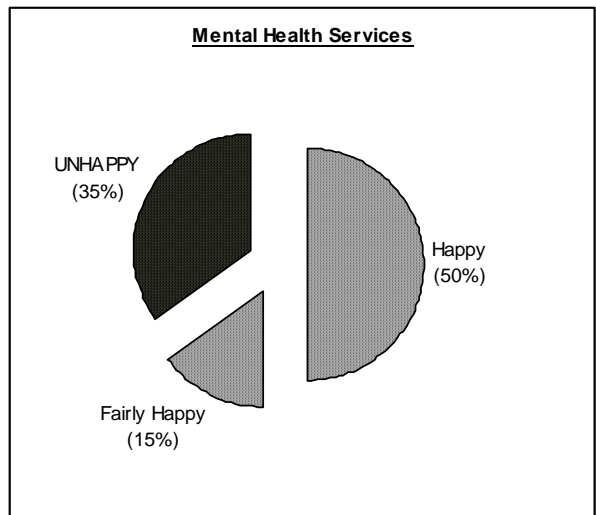
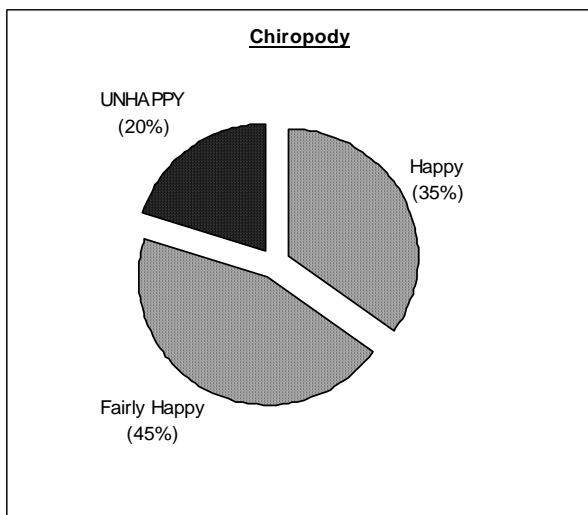
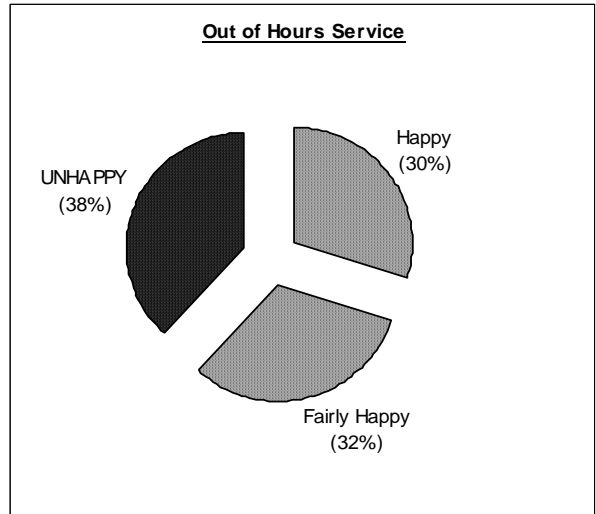
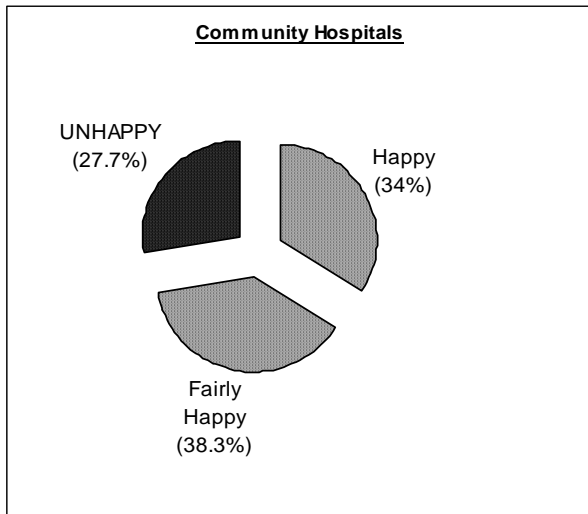


Cancer Screening



COVENTRY

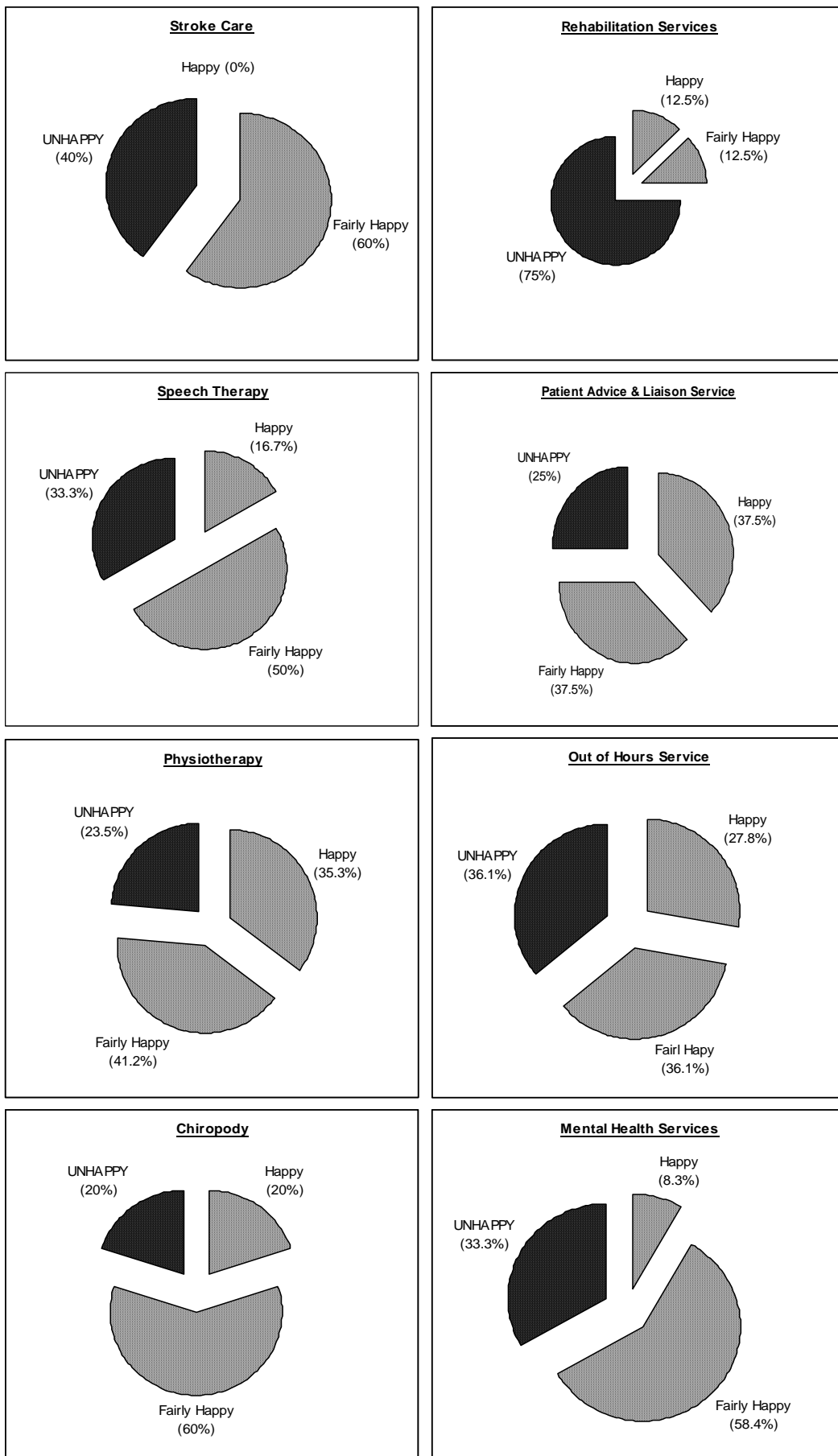
This section focuses on the Community Services in Coventry that were rated as 'unhappy' by 20% or more of the respondents.



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Rugby

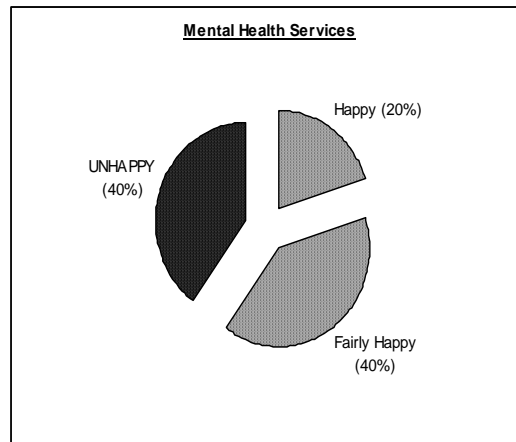
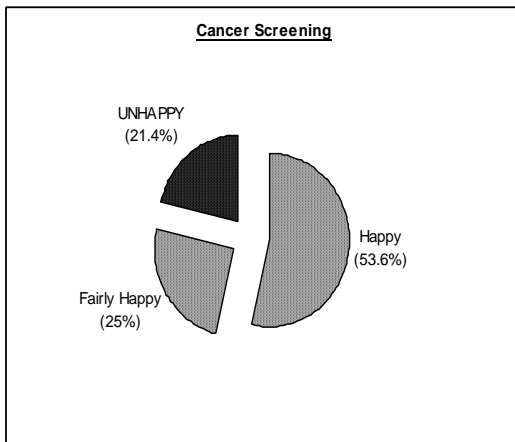
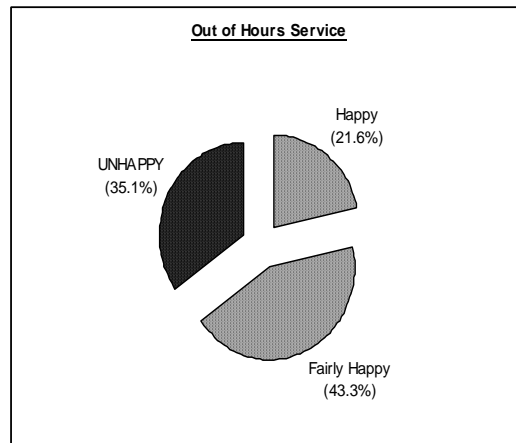
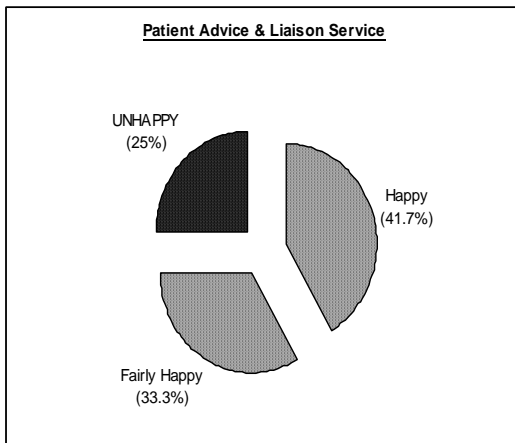
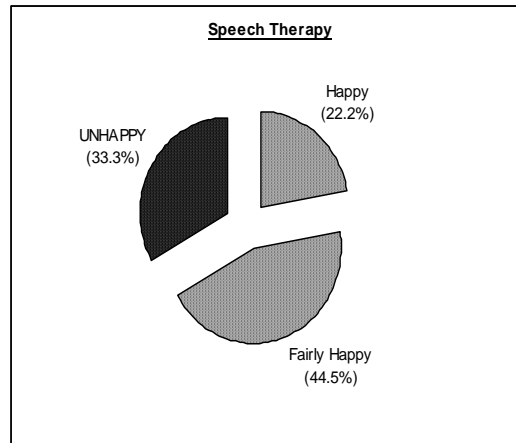
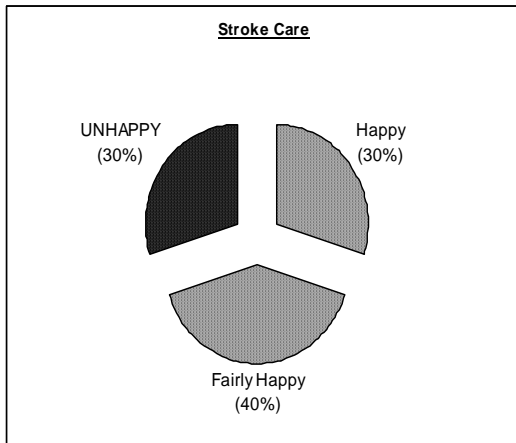
This section focuses on the Community Services in Rugby that were rated as 'unhappy' by 20% or more of the respondents.



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North Warwickshire

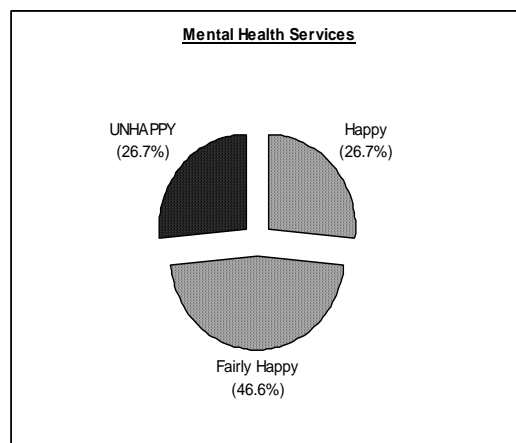
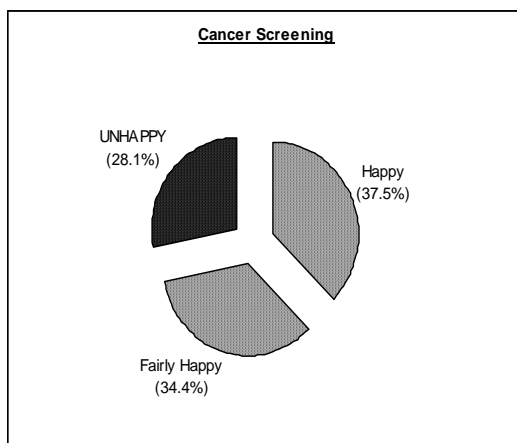
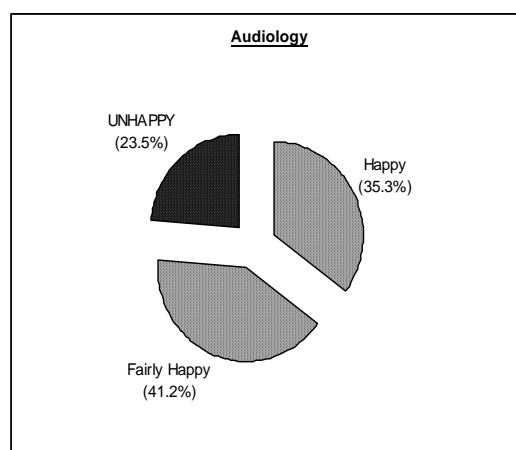
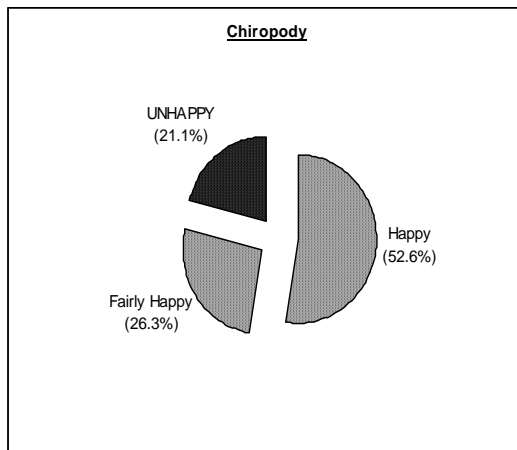
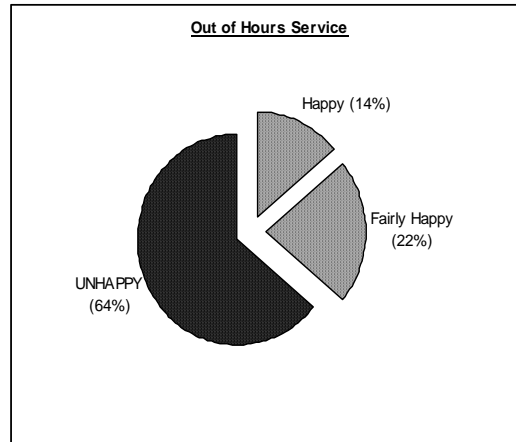
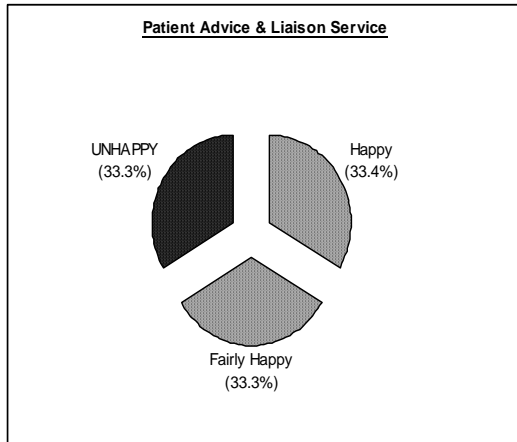
This section focuses on the Community Services in North Warwickshire that were rated as 'unhappy' by 20% or more of the respondents



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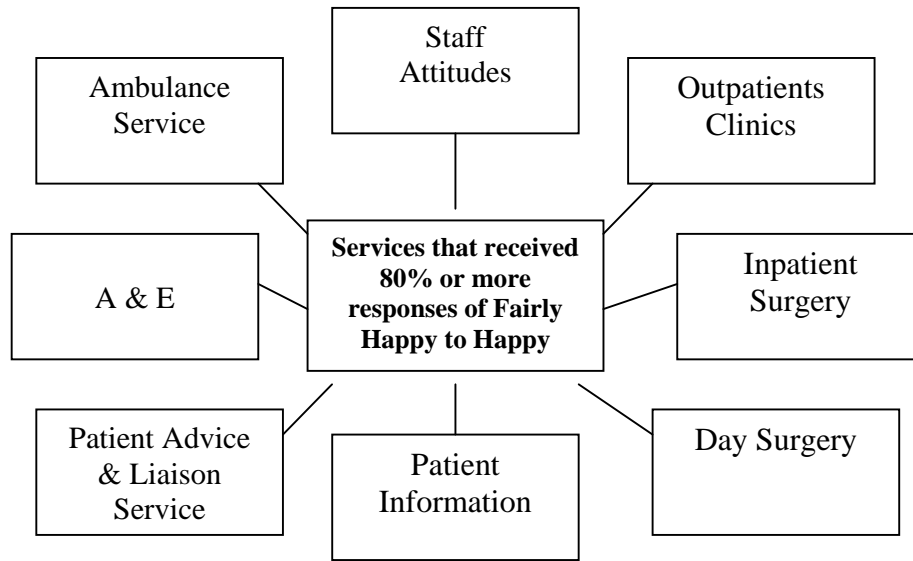
South Warwickshire

This section focuses on the Community Services in South Warwickshire that were rated as 'unhappy' by 20% or more of the respondents



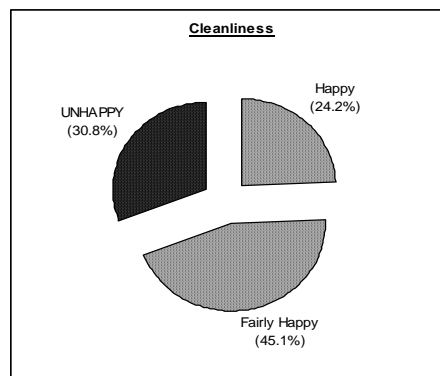
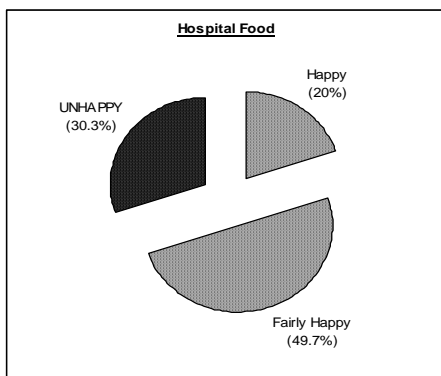
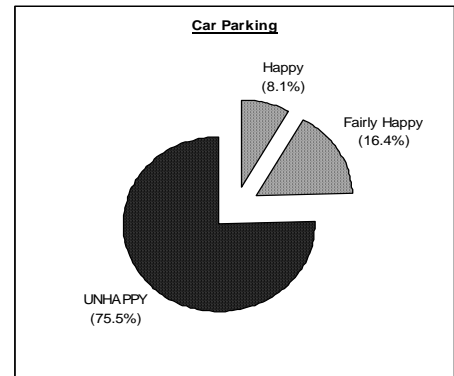
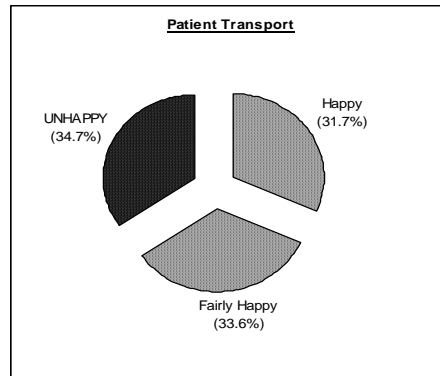
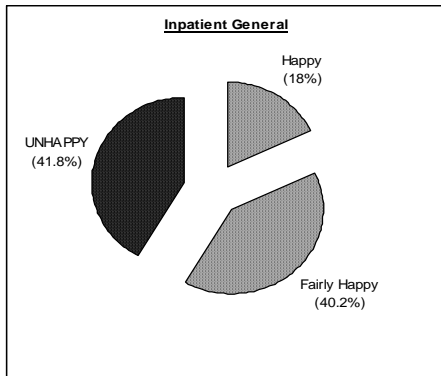
HOSPITAL SERVICES

Many of the hospital services were rated with over an 80% rating of 'Fairly Happy' to 'Happy'. Therefore this section focuses on those services that fall below this and are rated 'unhappy' for 20% or more of the respondents.



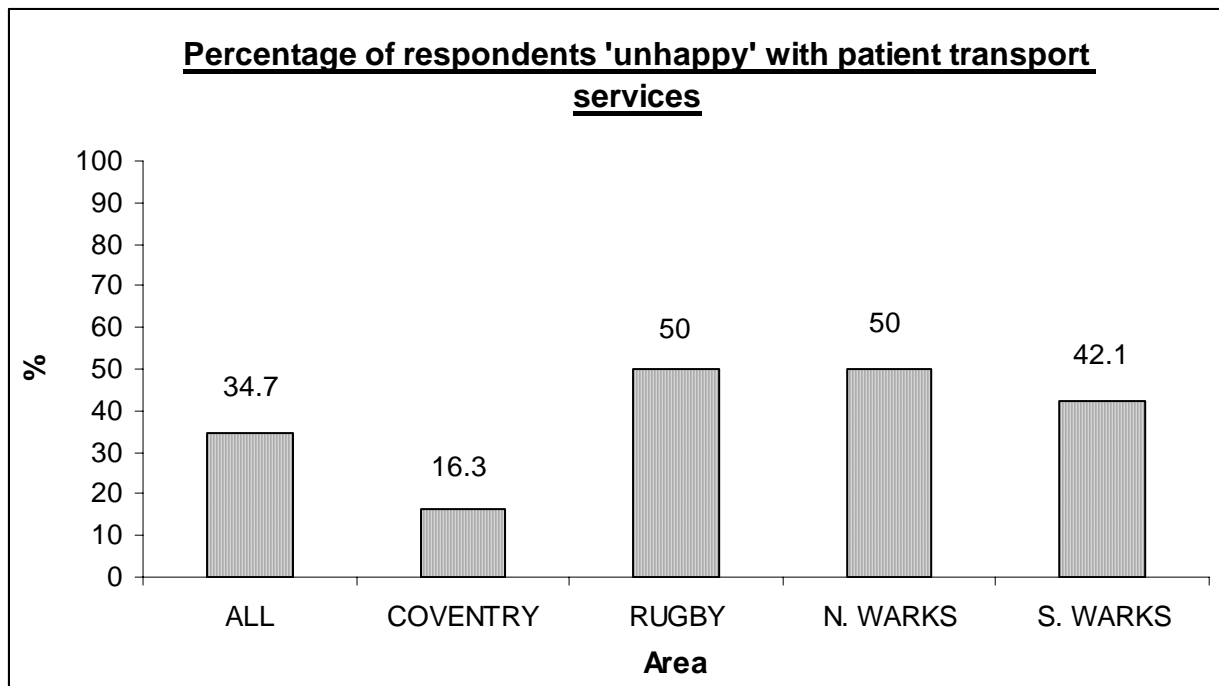
The results will be divided into areas, 'All' giving a general overview of the local hospital Services in Coventry and Warwickshire and the remaining showing specific results 'Coventry', 'Rugby', 'North Warwickshire' and 'South Warwickshire'.

ALL

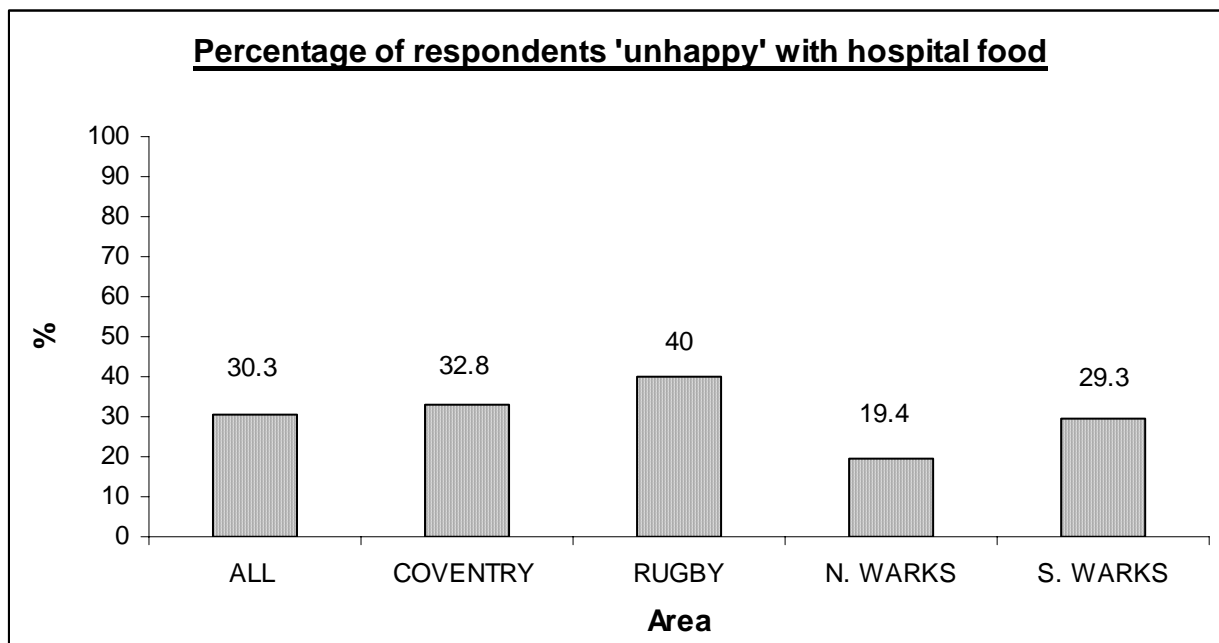


Examination of regional differences in the provision of services

Patient Transport

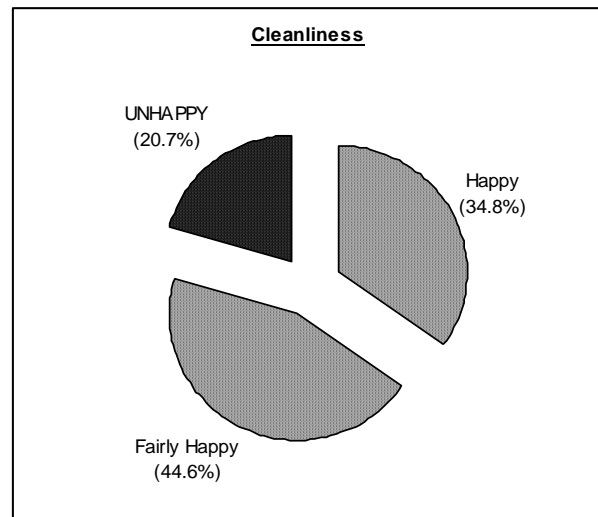
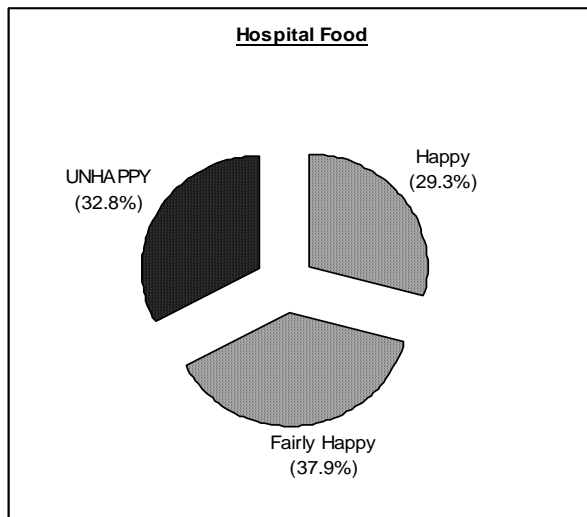
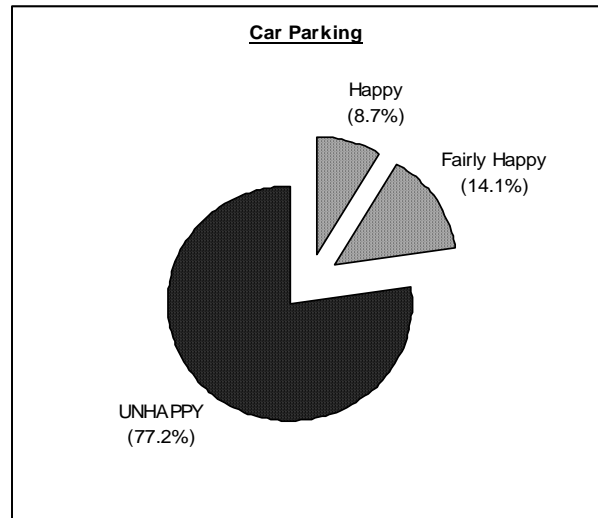
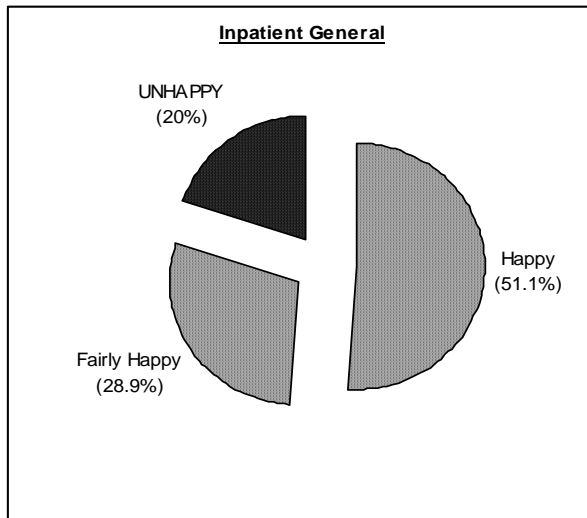


Hospital Food



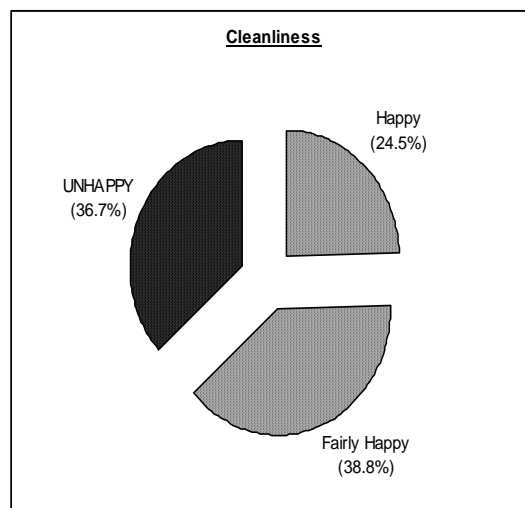
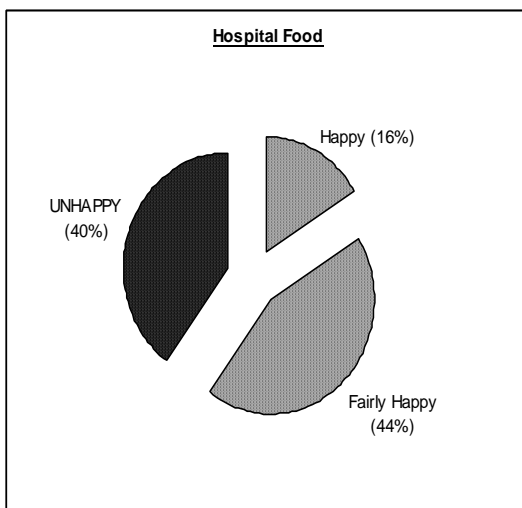
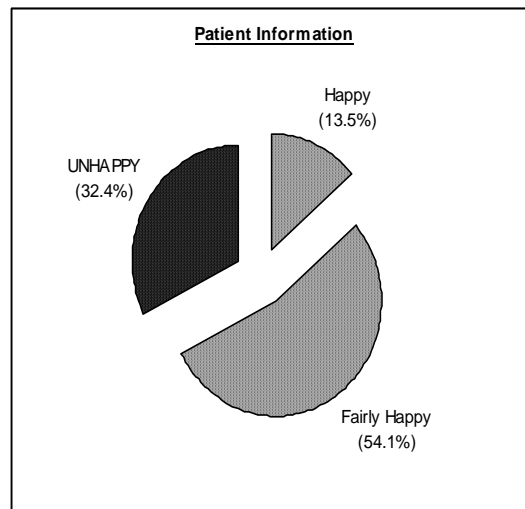
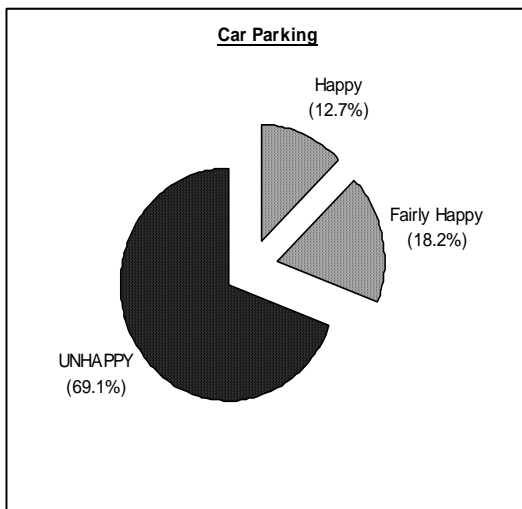
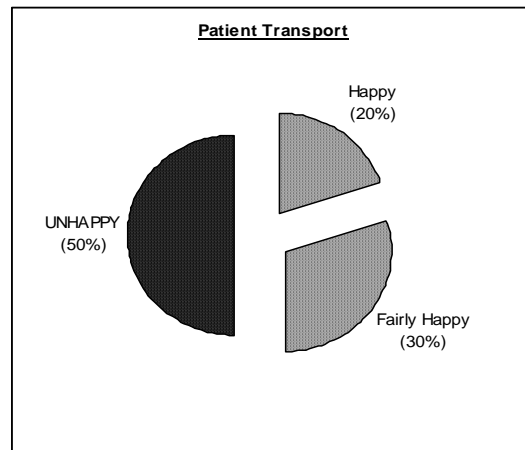
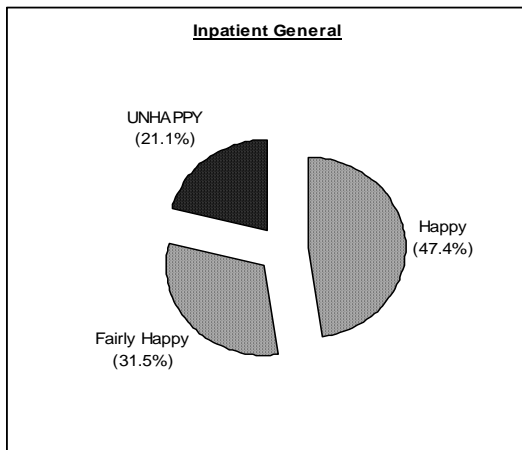
Coventry

This section focuses on hospital Services in Coventry that were rated as 'unhappy' by 20% or more of the respondents.



Rugby

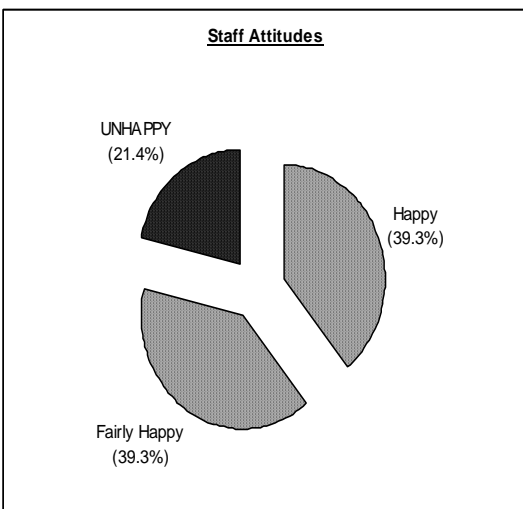
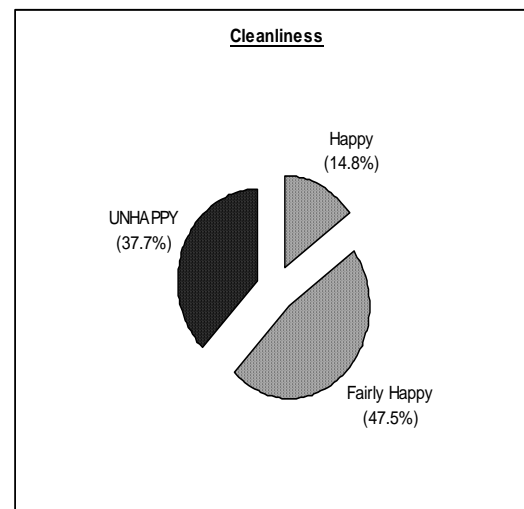
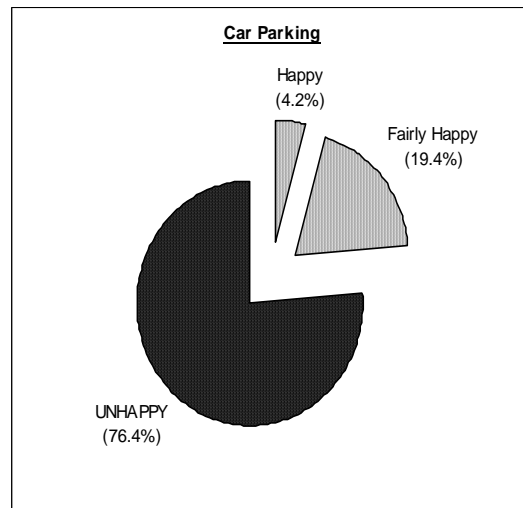
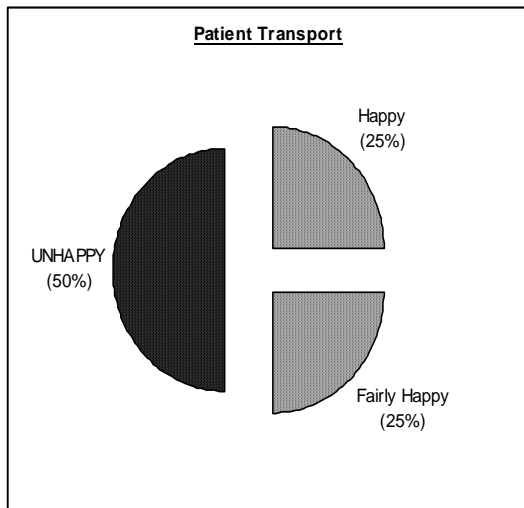
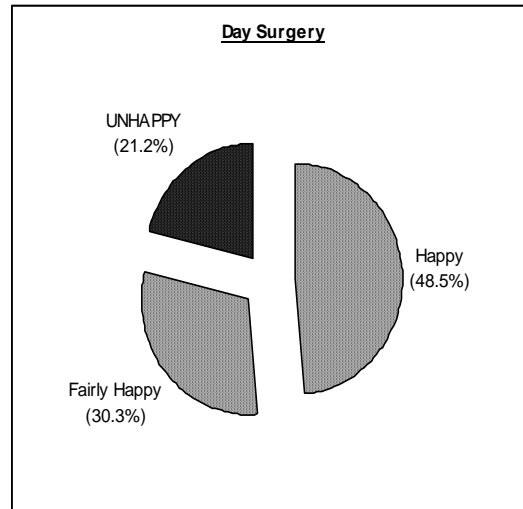
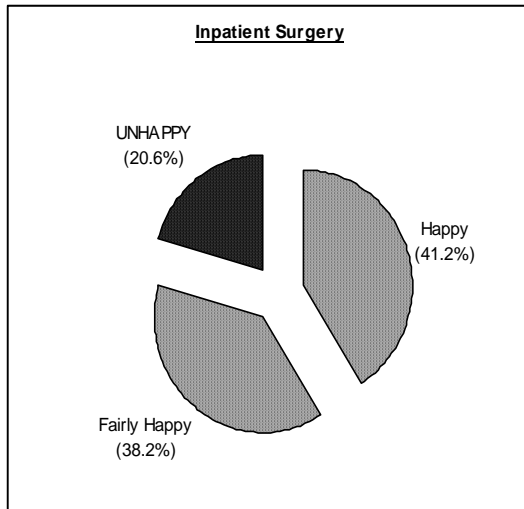
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North Warwickshire

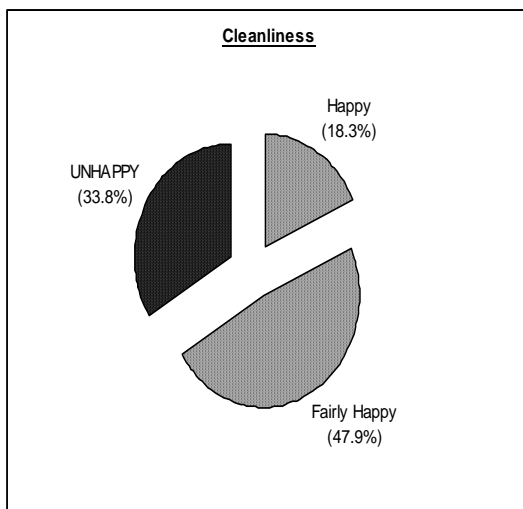
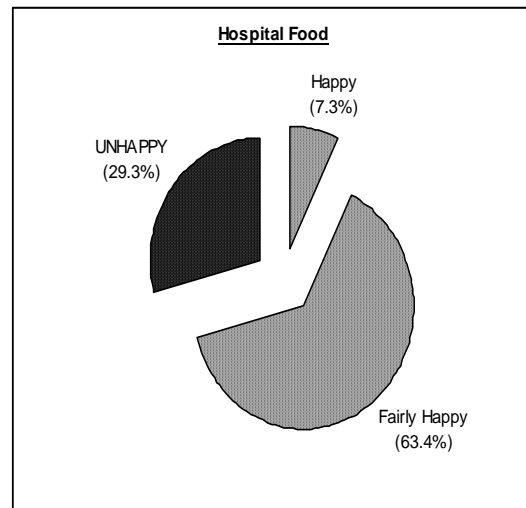
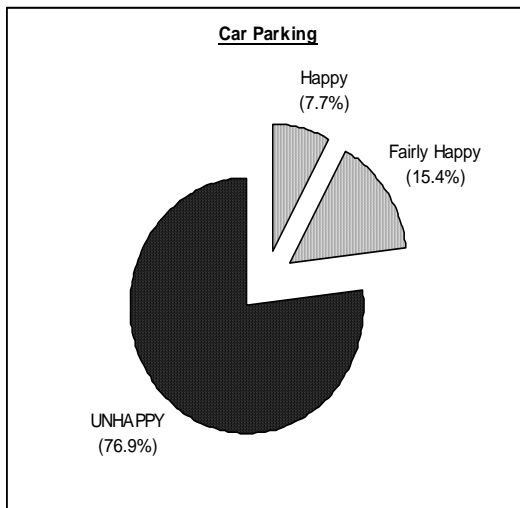
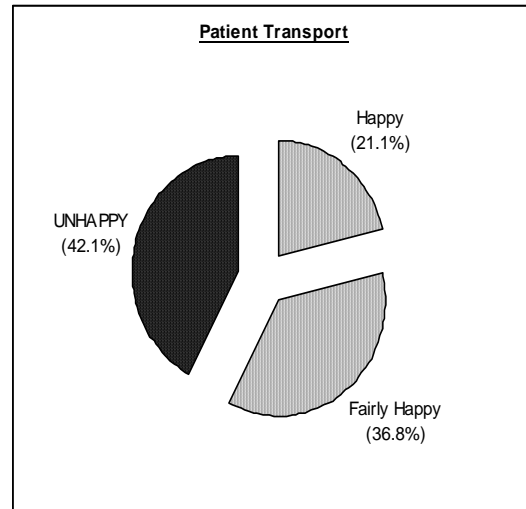
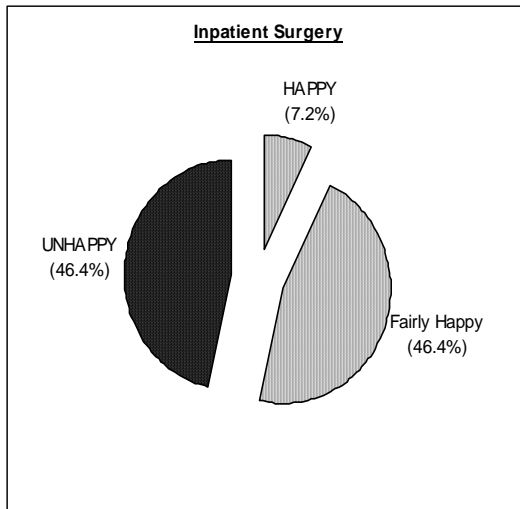
This section focuses on hospital Services in North Warwickshire that were rated as unhappy by 20% or more of the respondents.



Please refer to the Appendices for Base Line figures

South Warwickshire

This section focuses on hospital Services in South Warwickshire that were rated as 'unhappy' by 20% or more of the respondents.



CONCLUSIONS

- ⇒ 378 men participated in the research, a large proportion of those (43.6%) were between 65-79 years of age, 90.5% of those questioned were White British and in total 19.8% of respondents identified themselves as having a disability.
- ⇒ Generally, respondents were happy with the majority of health care services in Coventry and Warwickshire, with 80% or more rating them as 'fairly happy' to 'happy'.
- ⇒ One aspect to note is that Doctors and Dental services across Coventry and Warwickshire were rated by respondents that they were 'fairly happy' to 'happy' in 95.7% and 88.8% of cases respectively, however the verbatim contradicted these findings as comments included *"difficult to get a doctors appointment"*, *"Doctors do not show enough interest in their patients"*, *"Inadequate NHS Dentistry provision"* and *"Long waiting lists for a dental appointment"*. It is difficult to say precisely why this may be the case, but it is possible that overall the respondents are happy with the services provided by their GPs and dentists but their specific aspects of the service that they feel still need improving on and these are reflected in the comments made.
- ⇒ Respondents stated that they were 'fairly happy' in the majority of cases with both hospital and community Patient Advice and Liaison Services, however with the new PALs structures set to be implemented the Forum has concerns that these may decline *"Sudden changes to PALS was unnecessary"*.
- ⇒ One of the poorest rated services in Coventry and Warwickshire was the Out of Hours Service, with 44.5% of all respondents indicating that they are unhappy with the service. This is reinforced by the comments made *"Inadequate Out of Hours Service"*, *"Out of Hours Surgery is not sufficiently manned"* and *"Lack of availability of known doctors who are providing the Out of Hours Service"*. The rate of dissatisfaction was highest in the South Warwickshire area.
- ⇒ Car parking charges and availability of car parking spaces was a key concern for the majority of people throughout the survey, of all of the respondents asked 75.5% were 'unhappy', this was also by far the greatest concern expressed in the 'top concerns' question of the questionnaire.
- ⇒ Generally over 60% of respondents were 'fairly happy' to 'happy' with cleanliness at their local hospital. However cleanliness still featured in the main concerns people had about the NHS in all areas.
- ⇒ The West Midlands Ambulance service was rated very highly, with 93.5% of respondents across Coventry and Warwickshire as 'fairly happy' to 'happy' with the service they had received.
- ⇒ Pharmacy services also rated very highly across all areas.
- ⇒ Several more specific comments can be made about individual areas within the study area. These include:

Coventry

- Coventry had the fewest services rated as 'unhappy' by 20% or more across community and hospital services, this may indicate that the majority of respondents were 'fairly happy' to 'happy' with more of the health care services in comparison to Warwickshire.

Rugby

- In comparison to other areas, Rugby scored poorly on Patient Information, with 32.4% of respondents being unhappy with the services they received.

North Warwickshire

- Respondents in North Warwickshire rated hospital staff attitudes as poor, with 21.4% of respondents 'unhappy', this was high compared with all of the other areas.
- North Warwickshire also rated the poorest for Day Surgery with 21.2% of respondents indicating they were 'unhappy' with the services received.

South Warwickshire

- Audiology services were rated the poorest in South Warwickshire, 23.5% of those asked were unhappy with the services they received. This was mirrored in the verbatim comments, which included *"About a 2 ½ year waiting list for NHS hearing tests"* and *"Very long waiting times for an appointment for a digital hearing aid"*. The Forum recognises that audiology services could only be rated by the small numbers that have used the service, but still feel the results give an indication of the general feeling about this service.
- ⇒ It should be noted that many of the services have been rated positively, which the Forum commends, but it must also be noted that the report has highlighted that there are still areas where improvements can be made to meet the needs of patients using Health Care Services across Coventry and Warwickshire.

RECOMMENDATIONS

1. The Out of Hours Service needs much improvement with regard to the time taken to be seen, the availability for known doctors and the quality of the service received by patients.
2. Increased availability of NHS dental places.
3. The access for both public and private transport to University Hospital Coventry and Warwickshire needs to be improved significantly.
4. Greater reductions in waiting lists and the times it takes to get an appointment, particularly in Chiropody, Physiotherapy and Audiology services.
5. There needs to be improved communication between GPs and their patients and generally improved quality and quantity of patient information.
6. Car parking charges and the quantity of car parking spaces at hospitals continues to be a key concern and efforts should be made to improve this situation.

APPENDIX 1

The tables below show the percentage of people who gave ratings to each service, by area and as a whole. The baseline figures show the number of respondents who answered the question.

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
DOCTORS	HAPPY	71.8	65.8	74.2	68.3	79.8
	FAIRLY HAPPY	23.9	24.2	21.3	31.7	19.2
	UNHAPPY	4.3	10	4.5	0	1
		100	100	100	100	100

Base Line: All - 372, Coventry - 120, Rugby - 66, N. Warwickshire 82 and S. Warwickshire - 104

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
DENTIST	HAPPY	60.7	52.3	61.7	65.8	66.7
	FAIRLY HAPPY	28.1	36	23.3	27.1	22.2
	UNHAPPY	11.2	11.7	15	7.1	11.1
		100	100	100	100	100

Base Line: All - 331, Coventry - 111, Rugby - 60, N. Warwickshire 70 and S. Warwickshire - 90

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PHARMACY	HAPPY	79	73.5	82.3	80.2	82.4
	FAIRLY HAPPY	19.6	23.1	16.1	19.5	17.6
	UNHAPPY	1.4	3.4	1.6	0	0
		100	100	100	100	100

Base Line: All - 358, Coventry - 117, Rugby - 62, N. Warwickshire 77 and S. Warwickshire - 102

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
OPTICIANS	HAPPY	72.4	66.7	76.8	75	73.6
	FAIRLY HAPPY	24.5	30.2	19.6	21.2	2.4
	UNHAPPY	3.1	3.1	3.6	3.9	2.2
		100	100	100	100.1	78.2

Base Line: All - 319, Coventry - 96, Rugby - 56, N. Warwickshire 76 and S. Warwickshire - 91

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
STROKE CARE	HAPPY	31	45.4	0	30	31.2
	FAIRLY HAPPY	47.6	36.4	60	40	56.3
	UNHAPPY	21.4	18.2	40	30	12.5
		100	100	100	100	100

Base Line: All - 42, Coventry - 11, Rugby - 5, N. Warwickshire 10 and S. Warwickshire - 16

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
REHABILITATION	HAPPY	46.3	72.2	12.5	41.7	37.5
	FAIRLY HAPPY	33.3	22.2	12.5	41.7	50
	UNHAPPY	20.4	5.6	75	16.6	12.5
		100	100	100	100	100

Base Line: All - 54, Coventry - 18, Rugby - 8, N. Warwickshire 12 and S. Warwickshire - 16

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
COMMUNITY HOSPITAL	HAPPY	34.4	34	31.6	30.8	40
	FAIRLY HAPPY	46.7	38.3	52.6	53.8	50
	UNHAPPY	18.9	27.7	15.8	15.4	10
		100	100	100	100	100

Base Line: All - 122, Coventry - 47, Rugby - 19, N. Warwickshire 26 and S. Warwickshire - 30

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
SPEECH THERAPY	HAPPY	33.3	36.3	16.7	22.2	50
	FAIRLY HAPPY	47.3	45.5	50	44.5	50
	UNHAPPY	19.4	18.2	33.3	33.3	0
		100	100	100	100	100

Base Line: All - 36, Coventry - 11, Rugby - 6, N. Warwickshire 9 and S. Warwickshire - 10

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PATIENT ADVICE & LIAISON SERVICE	HAPPY	40	44.4	37.5	41.7	33.4
	FAIRLY HAPPY	40	50	37.5	33.3	33.3
	UNHAPPY	20	5.6	25	25	33.3
		100	100	100	100	100

Base Line: All - 50, Coventry - 18, Rugby - 18, N. Warwickshire 12 and S. Warwickshire - 12

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
HEALTH VISITOR	HAPPY	50.8	40	57.1	66.7	47.1
	FAIRLY HAPPY	42.4	50	28.6	33.3	47.1
	UNHAPPY	6.8	10	14.3	0	5.8
		100	100	100	100	100

Base Line: All - 59, Coventry - 20, Rugby - 7, N. Warwickshire 15 and S. Warwickshire - 17

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
DISTRICT NURSE	HAPPY	64.3	65.4	72.7	70.8	52.2
	FAIRLY HAPPY	31	26.9	18.2	25	47.8
	UNHAPPY	4.7	7.7	9.1	4.2	0
		100	100	100	100	100

Base Line: All - 84, Coventry - 26, Rugby - 11, N. Warwickshire 24 and S. Warwickshire - 23

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PHYSIOTHERAPY	HAPPY	49.3	48.9	35.3	64.3	45.5
	FAIRLY HAPPY	34.3	33.3	41.2	28.6	36.4
	UNHAPPY	16.4	17.8	23.5	7.1	18.1
		100	100	100	100	100

Base Line: All - 134, Coventry - 45, Rugby - 17, N. Warwickshire 28 and S. Warwickshire - 44

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
OUT OF HOURS SERVICE	HAPPY	23.1	30	27.8	21.6	14
	FAIRLY HAPPY	32.4	32	36.1	43.3	22
	UNHAPPY	44.5	38	36.1	35.1	64
		100	100	100	100	100

Base Line: All - 173, Coventry - 50, Rugby - 36, N. Warwickshire 37 and S. Warwickshire - 50

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
CHIROPODY	HAPPY	44.3	35	20	57.2	52.6
	FAIRLY HAPPY	35.7	45	60	23.8	26.3
	UNHAPPY	20	20	20	19	21.1
		100	100	100	100	100

Base Line: All - 70, Coventry - 20, Rugby - 10, N. Warwickshire 21 and S. Warwickshire - 19

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
AUDIOLOGY	HAPPY	54.4	42.9	71.4	36.8	35.3
	FAIRLY HAPPY	43.8	50	28.6	47.4	41.2
	UNHAPPY	1.8	7.1	0	15.8	23.5
		100	100	100	100	100

Base Line: All - 57, Coventry - 14, Rugby - 7, N. Warwickshire 19 and S. Warwickshire - 17

SERVICE	RATING	ALL (%) (%)	COVENTRY (%) (%)	RUGBY (%) (%)	N. Warks (%)	S. Warks (%)
CANCER SCREENING	HAPPY	54.8	72.7	54.5	53.6	37.5
	FAIRLY HAPPY	27.8	12.1	45.5	25	34.4
	UNHAPPY	17.4	15.2	0	21.4	28.1
		100	100	100	100	100

Base Line: All - 115, Coventry - 33, Rugby - 22, N. Warwickshire 28 and S. Warwickshire - 32

SERVICE	RATING	ALL (%) (%)	COVENTRY (%) (%)	RUGBY (%) (%)	N. Warks (%)	S. Warks (%)
MENTAL HEALTH	HAPPY	29.8	50	8.3	20	26.7
	FAIRLY HAPPY	36.8	15	58.4	40	46.6
	UNHAPPY	33.4	35	33.3	40	26.7
		100	100	100	100	100

Base Line: All - 57, Coventry - 20, Rugby - 12, N. Warwickshire 10 and S. Warwickshire - 15

SERVICE	RATING	ALL (%) (%)	COVENTRY (%) (%)	RUGBY (%) (%)	N. Warks (%)	S. Warks (%)
MATERNITY	HAPPY	48.4	54.5	33.3	40	66.6
	FAIRLY HAPPY	35.5	18.2	55.6	60	16.7
	UNHAPPY	16.1	27.3	11.1	0	16.7
		100	100	100	100	100

Base Line: All - 31, Coventry - 11, Rugby - 12, N. Warwickshire 5 and S. Warwickshire - 6

APPENDIX 2

The tables below show the percentage of people who gave ratings to each service, by area and as a whole. The baseline figures show the number of respondents who answered the question.

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
A & E	HAPPY	45	48.3	51.4	30	51.7
	FAIRLY HAPPY	43.4	37.9	37.8	58.3	39.7
	UNHAPPY	11.6	13.8	10.8	11.7	8.6
		100	100	100	100	100

Base Line: All - 242, Coventry - 87, Rugby - 37, N. Warwickshire - 60 and S. Warwickshire - 58

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
OUTPATIENTS CLINICS	HAPPY	48.2	48.7	38.9	56.4	45.1
	FAIRLY HAPPY	44.1	40.8	47.2	37.1	52.1
	UNHAPPY	7.7	10.5	13.9	6.5	2.8
		100	100	100	100	100

Base Line: All - 245, Coventry - 76, Rugby - 36, N. Warwickshire - 62 and S. Warwickshire - 71

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
INPATIENT SURGERY	HAPPY	50.4	60.4	46.7	41.2	7.2
	FAIRLY HAPPY	36	25	46.7	38.2	46.4
	UNHAPPY	13.6	14.6	6.6	20.6	46.4
		100	100	100	100	100

Base Line: All - 125, Coventry - 48, Rugby - 15, N. Warwickshire - 34 and S. Warwickshire - 28

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
DAY SURGERY	HAPPY	62.8	62.7	83.3	48.5	67.6
	FAIRLY HAPPY	26.3	25.5	16.7	30.3	26.5
	UNHAPPY	10.9	11.8	0	21.2	5.9
		100	100	100	100	100

Base Line: All - 137 Coventry - 51, Rugby - 19, N. Warwickshire - 33 and S. Warwickshire - 34

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
INPATIENT GENERAL	HAPPY	18	51.1	47.4	33.3	32.3
	FAIRLY HAPPY	40.2	28.9	31.5	48.2	54.8
	UNHAPPY	41.8	20	21.1	18.5	12.9
		100	100	100	100	100

Base Line: All - 122, Coventry - 45, Rugby - 19, N. Warwickshire - 27 and S. Warwickshire - 31

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PATIENT TRANSPORT	HAPPY	31.7	48.6	20	25	21.1
	FAIRLY HAPPY	33.6	35.1	30	25	36.8
	UNHAPPY	34.7	16.3	50	50	42.1
		100	100	100	100	100

Base Line: All - 101, Coventry - 37, Rugby - 10, N. Warwickshire - 16 and S. Warwickshire - 38

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
CAR PARKING	HAPPY	8.1	8.7	12.7	4.2	7.7
	FAIRLY HAPPY	16.4	14.1	18.2	19.4	15.4
	UNHAPPY	75.5	77.2	69.1	76.4	76.9
		100	100	100	100	100

Base Line: All - 310, Coventry - 92, Rugby - 55, N. Warwickshire - 72 and S. Warwickshire - 91

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PATIENT INFORMATION	HAPPY	30.6	40.5	13.5	25	20.4
	FAIRLY HAPPY	53.4	43	54.1	59.1	62.7
	UNHAPPY	16	16.5	32.4	15.9	16.9
		100	100	100	100	100

Base Line: All - 219, Coventry - 79, Rugby - 37, N. Warwickshire - 44 and S. Warwickshire - 59

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
HOSPITAL FOOD	HAPPY	20	29.3	16	22.6	7.3
	FAIRLY HAPPY	49.7	37.9	44	58.1	63.4
	UNHAPPY	30.3	32.8	40	19.4	29.3
		100	100	100	100.1	100

Base Line: All - 155, Coventry - 58, Rugby - 25, N. Warwickshire - 31 and S. Warwickshire - 41

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
PATIENT ADVICE & LIAISON SERVICE	HAPPY	48.2	47.4	40	52.6	46.2
	FAIRLY HAPPY	39.3	36.8	60	31.6	46.2
	UNHAPPY	12.5	15.8	0	15.8	7.6
		100	100	100	100	100

Base Line: All - 56 Coventry - 19, Rugby - 5, N. Warwickshire - 19 and S. Warwickshire - 15

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
AMBULANCE SERVICE	HAPPY	63.3	64.5	70.8	64.3	56.4
	FAIRLY HAPPY	30.2	31.3	29.2	21.4	35.9
	UNHAPPY	6.5	4.2	0	14.3	7.7
		100	100	100	100	100

Base Line: All - 139, Coventry - 48, Rugby - 24, N. Warwickshire - 28 and S. Warwickshire - 39

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
CLEANLINESS	HAPPY	24.2	34.8	24.5	14.8	18.3
	FAIRLY HAPPY	45.1	44.6	38.8	47.5	47.9
	UNHAPPY	30.8	20.7	36.7	37.7	33.8
		100.1	100.1	100	100	100

Base Line: All - 273, Coventry - 92, Rugby - 49, N. Warwickshire - 61 and S. Warwickshire - 71

SERVICE	RATING	ALL (%)	COVENTRY (%)	RUGBY (%)	N. Warks (%)	S. Warks (%)
STAFF ATTITUDES	HAPPY	48	53.8	50	39.3	46.5
	FAIRLY HAPPY	39.5	38.5	39.6	39.3	40.8
	UNHAPPY	12.5	7.7	10.4	21.4	12.7
		100	100	100	100	100

Base Line: All - 271, Coventry - 91, Rugby - 48, N. Warwickshire - 61 and S. Warwickshire - 71

APPENDIX 3

WRITTEN COMMENTS

**These are the comments made in explanation to the question
" Are you happy with local community healthcare services?"**

COMMENTS MADE IN COVENTRY	FREQUENCY
DIFFICULT TO GET A DOCTORS APPOINTMENT	4
LACK OF NHS DENTISTRY	3
SHOULDN'T HAVE TO PAY FOR THE DENTIST	2
DOCTORS AREN'T VERY FORTHCOMING	2
DENTIST LOST IMPORTANT FILES	1
CAN RARELY GET AN APPOINTMENT AT THE OPTICIANS	1
LONG WAITING LISTS FOR GP APPOINTMENTS	1
LONG WAITING LISTS FOR A DENTAL APPOINTMENT	1
ALWAYS HARD TO GET TO THE DOCTORS WHEN OUT OF HOURS	1
DIFFERENT DOCTORS EVERY TIME AT GP SURGERY	1
GPS ARE ALWAYS NEGATIVE TOWARDS AN INDIVIDUALS WEIGHT LOSS PROGRAMMES	1
LONG WAITING TIMES AT HOSPITAL - 72 YEAR OLD HAD WAITED 7 HOURS WITHOUT BEING SPOKEN TOO, OFFERED A DRINK OR HELP	1
SOME OF THE STAFF ON THE MATERNITY UNIT WERE RUDE AND BOSSY	1
DOCTORS HAVE A VERY BAD MANNER - NO EXAMINATION	1
TAKES FOREVER TO GET REFERRED TO A PHYSIO AND I CANT AFFORD PRIVATE	1
I AM PARTICULARLY UNHAPPY WITH DOCTORS OUT OF HOURS SERVICE.	1
THE COVENTRY WALK IN CENTRE IS INADEQUATE.	1
LACK OF SERVICE AND EXPERTISE	1
APPOINTMENTS NOT KEPT TO TIME	1
LONG WAITING TIMES TO SEE A PHYSIO	1
GETTING HOLD OF A GP OUT OF HOURS IS A NO NO! THE TIME IT TAKES TO BE SEEN BY A GP IS FAR TOO LONG	1
PHYSIO OFFERED - APPOINTMENT NEVER MATERIALISED	1
HAVE TAKEN THE BABY TO THE WALK IN CENTRE ON TWO OCCASIONS AND HAVE FELT THE CONSULTATIONS WERE RUSHED. ON BOTH OCCASIONS HAVE SUBSEQUENTLY MADE FURTHER APPOINTMENTS WITH MY GP	1
PHARMACY NEVER HAS ENOUGH MEDICATION TO COMPLETE SCRIPTS	1
LONG WAIT FOR PHYSIOTHERAPY TREATMENT	1
GP HAS AN APPARENT LACK OF INTEREST	1
OUR OWN DOCTOR AND RECORDS ARE ISOLATED IF AND WHEN A SERIOUS MEDICAL ISSUES ARISES	1
UNHAPPY WITH SOME OF THE CARE IN THE COMMUNITY	1

COMMENTS MADE IN RUGBY	FREQUENCY
LACK OF NHS DENTISTRY	4
DIFFICULT TO OBTAIN A DOCTORS VISIT OUT OF HOURS.	3
INADEQUATE OUT OF HOURS SERVICE	2
ATTITUDES ARE NOT PATIENT ORIENTATED.	1
DOCTORS DO NOT SHOW ENOUGH INTEREST IN THEIR PATIENTS	1
PROVISION TO SEE A COUNSELLOR IS POOR. I NEEDED TO WAIT 4 MONTHS, SO I HAD TO PAY TO GO PRIVATELY	1
GP NOT ISSUING CORRECT DRUGS FOR AILMENT DUE TO SURGERY BUDGET	1
OPTICIANS IS FAR TOO EXPENSIVE	1
IT IS DIFFICULT TO ACCESS GOOD QUALITY DENTAL SERVICES	1
OUT OF HOURS - CALL OUT IN EXCESS OF 5 HOURS	1
NO AFTERCARE AFTER A STROKE	1
MENTAL HEALTH SERVICES ARE A DISGRACE	1
UNABLE TO CHOOSE A DENTIST IN THE PRACTICE	1

COMMENTS MADE IN NORTH WARWICKSHIRE	FREQUENCY
OPTICIANS ARE EXPENSIVE	2
WOULD LIKE ONE OF MY OWN DOCTORS TO DO THE OUT OF HOURS SERVICE	2
GENERALLY THE SERVICE I HAVE RECEIVED HAS BEEN VERY GOOD.	2
LONG WAITING TIME FOR A HEARING AID	2
OWN GP IS NEVER AVAILABLE	2
MENTAL HEALTH SERVICES ARE INADEQUATE	2
INADEQUATE OUT OF HOURS SERVICE	2
CHIROPODY SERVICES ARE VERY EXPENSIVE	1
NO ADVANCED GP APPOINTMENTS	1
LACK OF NHS DENTISTRY	1
AFTER MY STROKE IN 2003 I RECEIVED NO PHYSIOTHERAPY OR SPEECH THERAPY	1
OUT OF HOURS SERVICE SHOULD USE FAMILIAR SUBSTANCES	1
THE BOWEL CANCER TESTS STOP AT 69. CHECKS AREN'T ENCOURAGED FOR PROSTATE CANCER.	1
MORE FORMS OF CANCER NEED PRE-EMPTIVE SCREENING	1
DISTRICT NURSE EXCELLENT	1
SHOULD BE FREE AUTOMATIC PROSTATE CANCER SCREENING	1
UNHAPPY WITH MY NHS DENTIST, BUT WORRIED THAT IF I LEAVE THE PRACTICE IT WILL BE DIFFICULT TO FIND ANOTHER NHS DENTIST	1
OUT OF HOURS SURGERY IS NOT SUFFICIENTLY MANNED	1
GP APPOINTMENT BOOKING SYSTEM IS UNHELPFUL	1

COMMENTS MADE IN SOUTH WARWICKSHIRE	FREQUENCY
INADEQUATE NHS DENTISTRY PROVISION	11
INADEQUATE / POOR OOH GP SERVICE	6
LACK OF AVAILABILITY OF KNOWN DOCTORS WHO ARE PROVIDING THE OOHs IS A CAUSE FOR LOCAL CONCERN	3
LONG WAITING TIME TO SEE AN NHS PHYSIO	2
INADEQUATE CANCER SCREENING FOR MEN	2
DIFFICULT TO MAKE A GP APPOINTMENT	2
HAVE TO GO THROUGH TOO MANY PEOPLE BEFORE GETTING ATTENTION	1
NO CHIROPODY SERVICES ARE AVAILABLE	1
MENTAL HEALTH SERVICES ARE NOT AVAILABLE WHEN YOUR OVER 65	1
MY EYES DETERIORATE BETWEEN THE 12 MONTHS FREE EYE TEST	1
SUDDEN CHANGES TO PALS WAS UNNECESSARY	1
FOLLOW UP AFTER A STROKE WAS POOR	1
DAY SURGERY AT WARWICK IS FIRST CLASS.	1
THERE SHOULD BE 2 YEARLY PSA TESTING	1
GENERALLY HAPPY WITH THE PROFESSIONALISM OF NHS STAFF	1
NHS DIRECT SERVICE TOOK FOUR HOURS TO GET A CALL BACK FROM A DOCTOR	1
FALSELY PRESCRIBED WRONG GLASSES	1
ADVICE / RESPONSE FOR OOH SEEMS TO BE ONE STEP REMOVED FROM THE PERSONAL KNOWLEDGE USUALLY HELD BY THE GP PRACTICE	1
MORE GENERAL SERVICES ARE MORE IMPORTANT TO CATER FOR THE MANY RATHER THAN THE HIGHLY SPECIALIST SERVICES FOR THE FEW	1
DIGITAL HEARING AIDS NOT AVAILABLE AT PRESENT FOR MY AGE	1
ABOUT 2 1/2 YEAR WAITING LIST FOR NHS HEARING TEST	1
I AM UNHAPPY THAT MY OWN GP IS NOT AVAILABLE FOR EVENING AND WEEKEND APPOINTMENTS	1
VERY LONG WAITING TIMES FOR AN APPOINTMENTTT FOR A DIGITAL HEARING AID	1
WILL BE EXTREMELY UNHAPPY IF PCT ARE SUCCESSFUL IN REDUCING SERVICES AT THE HORTON AT BANBURY AS PROPOSED	1
OPTICIANS ARE NOT AVAILABLE ON THE NHS	1
IT APPEARS THAT THERE'S LITTLE ACCESS TO HOSPITAL TREATMENT LOCALLY	1
FOLLOW UP AFTER HEART ATTACK WAS EXCELLENT	1
LACK OF RESPONSE OR URGENCY IN SOME CASES	1

**These are the comments made in explanation to the question
"Are you happy with the services you receive at your local hospital?"**

COMMENTS MADE IN COVENTRY	FREQUENCY
CAR PARKING CHARGES	11
INADEQUATE NUMBER OF CAR PARKING SPACES	8
HOSPITAL FOOD WAS TERRIBLE	4
CLEANLINESS IS POOR	3
NO OUTPATIENT APPOINTMENT GIVEN AFTER DAY SURGERY, DESPITE NEEDING ONE FIVE WEEKS AFTER TREATMENT	1
UNHEALTHY FOOD IN HOSPITAL	1
I AM OPPOSED TO HAVING TO PAY FOR DENTAL AND PHYSIOTHERAPY SERVICES.	1
STAFF UNHELPFUL - TOO MANY DOCTORS HANGING AROUND	1
AMBULANCE SERVICE NEEDS BETTER COORDINATION	1
THE HOSPITAL DOES NOT GET CLEANED PROPERLY, ESPECIALLY IN THEATRE	1
THE WALK-IN CENTRE IS OVERSTRETCHED AT BUSY TIMES - A 2 HOUR WAIT IS UNACCEPTABLE	1
WALSGRAVE EXCELLENT SERVICE	1
STAFF ATTITUDES AND NO HUMAN CONNECTION	1
SERVICE IS NOT PATIENT CENTRED	1
IMPROVE WAITING TIMES IN OUTPATIENTS	1
WAITING TIME FOR OPERATIONS	1
OFTEN KEPT WAITING BY THE OUTPATIENT RECEPTIONISTS WITHOUT ACKNOWLEDGEMENT AND THEY CAN BE QUITE ABRUPT	1
LIKE TO SEE MORE LOCAL DAY SURGERIES	1
ALL THE TAX PAYERS MONEY HAS GONE INTO THE NEW SUPER HOSPITAL BUT THERE ARE TOO MANY CHIEFS AND LESS INDIANS.	1
LACK OF DIGNITY SHOWN TO PATIENTS AND LACK OF CONFIDENTIALITY	1
THE STAFF WHO BRING THE TEA DO NOT ALWAYS PRACTICE GOOD CLEANLINESS	1
HOSPITAL ACCESS IS DIFFICULT AT PEAK TIMES	1
THERE NEEDS TO BE MORE MOTIVATION BY SENIOR NURSING STAFF TO BE SURE NURSES ATTEND TO PATIENTS NEEDS	1

COMMENTS MADE IN RUGBY	FREQUENCY
CAR PARKING CHARGES	5
INADEQUATE NUMBER OF CAR PARKING SPACES	3
CLEANERS SHOULD BE EMPLOYED BY THE NHS	2
HOSPITAL FOOD IS INEDIBLE	2
HOSPITALS IN GENERAL NEVER SEEM ORGANISED OR CAPABLE OF SIMPLE DIAGNOSIS	1
RUGBY ST CROSS HAS BEEN EXCELLENT FOR A&E AND OUTPATIENT CLINICS	1
REHABILITATION SERVICES TOTALLY UNACCEPTABLE. INFACT ALMOST NON-EXISTANT	1
I GOT MRSA	1
STAFF EXCELLENT SOMETIMES OTHERS UNHELPFUL	1
CLEANLINESS IS POOR AT WALSGRAVE. MY FATHER DIED IN A QUARANTINED WARD AT WALSGRAVE FROM A HOSPITAL BUG	1
THE HOSPITALS ARE FILTHY, LITTLE WONDER WE HAVE SUPERBUGS	1
I HAVE HAD A UROLOGY OP APPOINTMENT DELAYED BY SIX MONTHS	1
MY PERCEPTION IS THAT ELDERLY PATIENTS ARE LEFT TO DIE WITH MINIMUM CARE IN FILTHY CONDITIONS AT WALSGRAVE STROKE WARD	1
NURSES ARE NO LONGER THE CARING PROFESSION	1
AVAILABILITY OF A GP	1
STANDARDS OF HYGIENE AND CLEANLINESS WERE MUCH BETTER 50 YEARS AGO	1
POOR PATIENT INFORMATION	1
DOCTORS ARE NOW TOTALLY FOCUSED ON NHS DEMANDS AND NOT ON PATIENTS.HOSPITAL ADMINISTRATION STAFF ARE RUDE	1
COMMUNICATION IS A PROBLEM WITH OVERSEAS CONSULTANTS	1
CLEANLINESS. STAFF DO NOT ALWAYS WASH THEIR HANDS	1

COMMENTS MADE IN NORTH WARWICKSHIRE	FREQUENCY
CAR PARKING CHARGES	12
INADEQUATE CAR PARKING SPACES	3
POOR CLEANLINESS	3
APPALING SERVICE AT WALSGRAVE HOSPITAL (LACK OF COMMUNICATION / INFORMATION & LOST NOTES)	1
GEORGE ELIOT HOSPITAL IS EXCELLENT	1
I DIDN'T RECEIVE ANY FOOD IN 24 HOURS	1
IT'S A WELL PUBLICISED FACT THAT WALSGRAVE AND GEORGE ELIOT ARE IN CRISIS AS A SERVICE	1
DAY SURGERY TREATMENT WAS PERFORMED BY A TRAINEE, AS A RESULT THE OPERATION WENT WRONG AND I HAD TO BE READMITTED	1
STAFF ARRIVE IN THEIR UNIFORMS	1
OUTPATIENTS IS UNDERSTAFFED	1
A & E IS TOO SLOW.	1
LACK OF ACCESSIBILITY TO A GP	1
NO PATIENT INFORMATION FOLLOWING VARIOUS OPERATIONS	1
LONG WAITS IN OUTPATIENTS CLINIC	1

COMMENTS MADE IN SOUTH WARWICKSHIRE	FREQUENCY
CAR PARKING IS TOO EXPENSIVE	13
LACK OF CAR PARKING SPACES AT WALSGRAVE	6
POOR CLEANLINESS	3
TRANSPORT	2
THERE IS AN OBVIOUS NEED FOR A DIRECT BUS SERVICE BETWEEN LEAMINGTON TO WALSGRAVE	1
LONG WAITING LISTS AT THE HOSPITAL	1
A COMPREHENSIVE PATIENT LEAFLET WOULD BE HELPFUL	1
MRSA - BLAME DIRECTED AT VISITORS, SO VISITS REDUCED. NO MENTION OF LACK OF CLEANLINESS ON WARDS	1
LACK OF CLEANLINESS I BELIEVE IS THE MAIN CAUSE OF SO MANY SUPERBUGS AND INFECTIONS IN HOSPITALS.	1
SMALLER LOCAL HOSPITALS ARE A NECESSITY	1
TIME PATIENT INFORMATION GETS TO THE GP FROM THE SPECIALIST	1
GETTING TO THE HOSPITAL AND PARKING ARE NOT GIVEN ENOUGH PRIORITY IN THE CAPITAL BUDGET	1
NOT TOLD I WOULD HAVE TO TAKE SEVERAL DAYS OFF AFTER MINOR SURGERY	1
SOME SERVICES ARE EXCELLENT	1
NOT HAPPY WITH THE PROPOSAL TO REDUCE A&E PROVISION WHICH IS ALREADY FAR FROM SATISFACTORY FOR PEOPLE IN RURAL AREAS	1
FRIENDS HAVE CONTRACTED MRSA WHILE IN WARWICK HOSPITAL	1
THERE IS LITTLE MOTIVATION OR RECOGNITION FOR THOSE RESPONSIBLE FOR HOSPITAL HYGIENE	1
AMBULANCES ARE TAKING 30-40 MINS TO REACH OUR COMMUNITY - TOO LONG FOR MANY ILLNESSES	1
FOOD IS OK, BUT THE DELIVERY TO OLDER PEOPLE IS POOR	1
OUTPATIENTS IS GOOD	1
VISTING THE HOSPITAL (WALSGRAVE) IS A NIGHTMARE	1
FOOD ISN'T VERY GOOD AT WARWICK HOSPITAL	1
THE FOOD IS AWFUL. PATIENTS ARE MALNOURISHED	1

Please list the three main concerns about local health care services in your area

MAIN CONCERN (COVENTRY)	FREQUENCY
GP APPOINTMENT AVAILABILITY / SYSTEM	9
CAR PARKING CHARGES	6
INADEQUATE NUMBER OF CAR PARKING SPACES	5
LACK OF NHS DENTISTRY	4
GP OUT OF HOURS SERVICE	4
TRANSPORT LINKS TO THE HOSPITAL	3
HOSPITAL CLEANLINESS	2
GP SERVICES	2
BLOOD TESTING SERVICE	2
LONG WAITING LISTS IN A&E	2
LOCATION OF HOSPITAL	2
LONG WAITING LISTS	2
LENGTH OF TIME FOR INITIAL CONSULTATION APPOINTMENT	2
POOR PUBLIC AWARENESS / ADVERTISING REGARDING NUTRITION	1
AMBULANCES TAKE THEIR TIME	1
TOO DIFFICULT TO ACCESS NHS SERVICES	1
INFECTIONS AND VIRUSES	1
DOCTORS APPOINTMENT SYSTEM	1
PHYSIOTHERAPY	1
POOR INFORMATION ON THE AVAILABILITY OF A RANGE OF SERVICES	1
APPOINTMENT WAITING TIMES	1
DON'T WANT ANYTHING TO CLOSE DOWN	1
RACISM	1
PAYING FOR SERVICES	1
AVAILABILITY	1
GPS BED SIDE MANNER	1
PRIVATISATION	1
CHANGES FOR DENTAL SERVICES	1
LOCATION OF HOSPITAL	1
LACK OF PROPER QUALITY TIME FOR GP APPOINTMENTS	1
ACCESSIBILITY OF HOSPITAL TREATMENT	1
SPEED OF DELIVERY – BEING CURED	1
LACK OF INVESTMENT IN CARE HOMES	1
POOR AFTERCARE	1
TOO MANY PEOPLE USING SERVICES THAT HAVE MADE NO RELEVANT CONTRIBUTION	1
NOT BEING ABLE TO ACCESS MY OWN DOCTOR OUT OF HOURS	1
POOR MANAGEMENT, IE. VISITORS ON THE WARDS	1

ACCESSIBILITY	1
LACK OF INFORMATION FOR RELATIVES	1
SUPPORT FOR MENTAL HEALTH PATIENTS	1
TOO LONG WAITING IN GP SURGERY	1
LACK OF FUNDING	1
CONCERNED ABOUT THE HUGE INCREASE IN NHS FUNDING SINCE 1997 AND THE RELATIVELY LOW LEVEL OF IMPROVEMENT IN EFFICIENCY	1
PATIENTS SMOKING OUTSIDE THE HOSPITAL	1
POOR STATE OF THE NHS - WASTE OF PUBLIC MONEY	1
CARE ON WARDS NEEDS IMPROVING	1
PAPERWORK IN GENERAL AT UNIVERSITY HOSPITAL AND ADMIN STAFF	1
MORE WARD CONTROL BY MATRONS	1
EXPENSE OF OPTICAL SERVICES	1
EXPENSE OF DENTAL SERVICES	1
UNDER FUNDING OF MENTAL HEALTH SERVICES	1

SECOND CONCERN (COVENTRY)	FREQUENCY
DIFFICULTY IN GETTING TO THE HOSPITAL	5
CAR PARKING AT HOSPITAL	5
CLOSURE OF BLOOD TESTING CENTRES	4
WAITING LISTS	3
HOSPITAL CLEANLINESS	3
POOR PUBLIC AWARENESS OF THE NEED TO EXERCISE	1
DENTISTS LOST FILES	1
WAITING TIME AT A&E	1
BLOOD TESTING AT THE DOCTORS	1
DIFFICULT TO GET A DOCTORS APPOINTMENT	1
LONG WAITING LIST TO GET A DENTAL APPOINTMENT	1
GP OUT OF HOURS SERVICE	1
CLEANLINESS AT HOSPITALS	1
NEGATIVITY TOWARDS OBESE PATIENTS	1
NHS STAFF MOANING	1
TIME SLOTS FOR APPOINTMENTS	1
WAITING TIME FOR OPERATIONS	1
DOCTORS SURGERY OPENING HOURS	1
THERE ARE NO JOBS IN THE NHS	1
REDUCTION OF HEALTH CARE VISITORS FOR CHILDREN	1
HOSPITAL SERVICE CUTBACKS	1
LACK OF INVESTMENT IN CARE IN GENERAL	1
GENERALLY A POOR SERVICE	1

MRSA	1
POOR NHS DENTAL SERVICES	1
WAITING TIMES AT THE HOSPITAL	1
CATERING IS POOR	1
SUPPORT FOR CARERS	1
LATE CANCELLATION OF APPOINTMENTS AT HOSPITAL	1
GET YOUR APPOINTMENT TOO LATE	1
ACCESSIBILITY (TOO MUCH CENTRALISATION)	1
LACK OF RESOURCES	1
WALSGRAVE - LACK OF PATIENT DIGNITY	1
THE DIVIDE BETWEEN ELITIST MEDICAL PRACTITIONERS AND ADMINISTRATORS.	1
LENGTH OF TIME FOR HOSPITAL ADMITTANCE	1
NUMBER OF GPs DO NOT STRIKE UP A CARING RELATIONSHIP	1
ALL TREATMENT SHOULD BE AVAILABLE TO ALL WHERE EVER THEY LIVE	1
TOO MANY HIGHLY PAID SENIOR MANAGERS	1

THIRD CONCERN (COVENTRY)	FREQUENCY
CLEANLINESS	3
CAR PARKING AT THE HOSPITAL	2
PRICE OF BEING HEALTHY – E.G. GYM MEMBERSHIP	1
UNDER TRAINED YOUNG STAFF	1
HOSPITAL WAITING LISTS	1
LACK ON NHS DENTISTRY	1
NOT GENERALLY NICE PEOPLE (HEALTH CARE PROFESSIONALS)	1
LACK OF KNOWLEDGE	1
LOSS OF SKILLED STAFF	1
CARE / WAITING LISTS	1
TOO MANY PEOPLE WALKING THE STREETS WHO SHOULD BE TREATED BY THE NHS	1
FUNDING	1
POOR SUPPORT FOR OLD AGE PENSIONERS	1
INADEQUATE PHLEBOTOMY SERVICES	1
BETTER CHIROPODY SERVICES	1
TOO MANY ADMIN STAFF	1
WORKING CONDITIONS FOR MEDICAL STAFF IN HOSPITAL	1
WAITING TIMES	1
SURGERY STAFF ARE NOT COOPERATIVE	1
CLINICS NOT RUNNING ON TIME	1
LENGTH OF TIME FOR PHYSIOTHERAPY	1
FOR SIMPLE CLINICAL ISSUES SUCH AS BLOOD TESTS THERE SHOULD BE A TEAM AVAILABLE TO DO THESE IN THE CITY DISTRICTS	1

MAIN CONCERN (RUGBY)	FREQUENCY
CLEANLINESS	6
LACK OF NHS DENTISTRY	4
CAR PARKING CHARGES	4
MRI SCANNER AT ST CROSS HOSPITAL IS UNDER USED	2
WAITING TIMES	2
MRSA AND C. DIFF	2
IMPORTANT TO MAINTAIN ALL SERVICES AT THE HOSPITAL OF ST CROSS	2
TOO MUCH RELIANCE ON WALSGRAVE	2
AVAILABILITY OF SERVICES OUT OF HOURS	1
WAITING TIME TO OBTAIN AN APPOINTMENT	1
CLOSURE OF THE LOCAL MATERNITY UNIT	1
SUPPORT FOR NURSES FROM MANAGEMENT	1
CATCHING MRSA	1
LOCAL A&E	1
DOCTORS SURGERY IS TOO SMALL FOR VILLAGE	1
HEALTH VISITORS	1
SERVICES FOR PEOPLE WITH A LEARNING DISABILITY ARE POOR	1
MENTAL HEALTH AND COMMUNITY CARE	1
TOO MANY ADMINISTRATORS	1
ALL DOCTORS AND NURSES SHOULD USE HAND GEL BEFORE ATTENDING EACH PATIENT	1
SMOKING IN ANY HOSPITAL INSIDE OR OUT SHOULD NOT BE ALLOWED	1
MOVING SERVICES FROM RUGBY TO COVENTRY	1
NON-AWARENESS OF A PATIENTS SPECIFIC NEEDS	1
ACCESS (WALSGRAVE)	1
CHANGE OF CONSULTANT FROM ONE APPOINTMENT TO THE NEXT	1
LEAGUE TABLES	1
POOR COMMUNICATION BETWEEN HOSPITAL AND GP	1
GP	1
UNDER FUNDING	1

SECOND CONCERN (RUGBY)	FREQUENCY
CAR PARKING CHARGES	6
CLEANLINESS	4
THE SLOW CLOSURE OF ST CROSS, IT SEEMS TO BE MOVING TO WALSGRAVE	1
INADEQUATE NUMBER OF CAR PARKING SPACES	1
PROVISION OF MENTAL HEALTH COUNCELLORS	1
NEED TO TREAT PATIENTS WITH DIGNITY	1
STAFF HAVE NO TIME	1

THE CLEANLINESS HEALTH SCARE. ITS BAD MOUTHING THE BEST HEALTH CARE SYSTEM IN THE WORLD!	1
SURGERY BUDGETS	1
TRANSPORT	1
NUMBER OF BEDS	1
RUMOURED LOSS OF A&E FROM ST CROSS	1
FOOD IN HOSPITAL	1
POOR DOCTOR (GP) SERVICE	1
MAINTAIN FACILITIES AT ST CROSS IN PREFERENCE TO WALSGRAVE	1
ADVANCED BOOKING AT THE GP SURGERY SHOULD BE PERMITTED	1
TOO MANY MANAGERS AND NOT ENOUGH FRONTLINE STAFF	1
IMPROVE CARE FOR THE FRAIL AND ELDERLY	1
REQUIRE MORE NURSES AND DOCTORS	1
STAFF SHOULD BE AWARE THAT THEY ARE TREATING THE PATIENT WHO THEY THINK THEY ARE TREATING	1
HIGH PROPORTION OF STAFF DO NOT USE ALCOHOL HAND GELS	1
MRSA	1
GENERAL MANAGEMENT	1
MOST REFERALS ARE TO COVENTRY	1
FAR TOO MUCH SPENT ON SYSTEMS AND POOR ADMINISTRATION	1
LACK OF NHS DENTISTRY	1
HOSPITAL CUSTOMER SERVICE IS A DISGRACE - LACK OF PATIENTS NOTES	1
OUT OF HOURS MEDICAL SERVICE IS GROSSLY UNSATISFACTORY	1

THIRD CONCERN (RUGBY)	FREQUENCY
CAR PARKING CHARGES	4
CLEANLINESS	3
INADEQUATE NUMBER OF CAR PARKING SPACES	2
NOT BEING ABLE TO BOOK IN TO SEE THE DOCTOR (GP)	2
TOO MANY PEOPLE ARE BEING MEDICATED	1
A&E	1
HOSPITAL FOOD	1
UNDER USE OF MRI SCANNER	1
PROMPT SERVICE FOR LOCAL AMBULANCES	1
STAFF TO HELP THOSE IN NEED. E.G. HELPING WITH MEALS	1
NOT ENOUGH SERVICES RETAINED AT RUGBY ST CROSS HOSPITAL	1
INADEQUATE OUT OF HOURS SERVICE	1
STAFF ATTITUDES	1
NOT ENOUGH EMPLOYED WHO SPEAK GOOD ENGLISH	1
LACK OF NHS DENTISTRY	1
DENTISTS ATTITUDE	1

MAIN CONCERN (NORTH WARWICKSHIRE)	FREQUENCY
CLEANLINESS	6
MRSA / OTHER HOSPITAL INFECTIONS	4
GP OUT OF HOURS SERVICE	4
LACK OF NHS DENTISTRY	3
CAR PARKING CHARGES	3
WAITING LISTS	2
WAITING LIST FOR CONSULTANTS	2
WAITING TIMES	2
NUMBER OF GP PRACTICES	1
LACK OF INFORMATION	1
NOT ENOUGH MONEY	1
HELP FOR THE ELDERLY WITH CHOOSING MEALS AND EATING THEM	1
INADEQUATE NUMBER OF CAR PARKING SPACES	1
THE POOR QUALITY OF CARE	1
NO PHYSIOTHERAPY	1
PROBLEMS OF MOVING TO A REMOTE HOSPITAL	1
STAFF MORALE	1
RISK OF INFECTION TO PATIENTS	1
REVERSAL OF RECENT PROGRESS BY CUT BACKS IN FUNDING	1
FUTURE AVAILABILITY OF FACILITIES	1
WORRY ABOUT CLOSURES IN THE PIPELINE	1
CLOSURE OF WARDS AT GEORGE ELIOT HOSPITAL	1
SPEED OF TREATMENT	1
POOR NHS DENTAL SERVICES	1
MAKING AN APPOINTMENT TO SEE A GP OF YOUR CHOICE	1
CARE FOR THE ELDERLY	1
EXTENT TO WHICH NORTH WARWICKSHIRE IS REPRESENTED IN PCT RESEARCH	1
LOCAL SERVICES BEING ERODED	1
ADMISSION DELAYS	1
WAITING LIST FOR A HEARING AID IS TOO LONG	1
MENTAL HEALTH CARE IS DIFFICULT TO OBTAIN	1
THE CHANGES BY THE GOVERNMENT IN HEALTHCARE	1
DIFFICULT TO TELEPHONE THE HOSPITAL	1

SECOND CONCERN (NORTH WARWICKSHIRE)	FREQUENCY
HOSPITAL INFECTIONS	5
CAR PARKING CHARGES	4
LACK OF NHS DENTISTRY	2
TRYING TO SHUT DOWN SERVICES AT GEORGE ELIOT	2
HOSPITAL FOOD	2
TRANSPORT	1
INADEQUATE NUMBER OF CAR PARKING SPACES	1
JOURNEY TIMES TO HOSPITALS	1
LACK OF COMMUNICATION BETWEEN HOSPITAL DEPARTMENTS	1
INCONSIDERATE TO OLDER PEOPLE	1
HOSPITAL APPOINTMENTS	1
NO SPEECH THERAPY	1
NURSING CARE (EXCEPT ITU WHICH IS OUTSTANDING)	1
NEWLY QUALIFIED NURSES NOT GETTING JOBS	1
WAITING TIMES	1
OVERSPENDING WHICH ISN'T VALUE FOR MONEY	1
NEW POLICY FOR CONSULTANTS - NOT HOLDING ROUTINE CHECK UP CONSULTATIONS AFTER OPERATIONS	1
LOCAL HOSPITAL DELIVERY	1
APPARENT FAILURE OF FINANCIAL MANAGEMENT AT GEORGE ELIOT	1
AFTERCARE	1
WAITING TIMES FOR APPOINTMENTS	1
UNDERFINANCED	1
MRSA AT GEORGE ELIOT HOSPITAL	1
OUT OF HOURS SERVICE	1
INCIDENTS OF MRSA	1
COMMUNICATION	1
POSSIBLE CLOSURE OF SERVICES	1
FEAR OF GOING TO HOSPITAL BECAUSE OF MRSA ETC	1
POOR CAR PARKING FACILITIES	1
MORE CANCER CARE FOR NUNEATON	1
PRETTY NON - OPERATIVE FROM FRIDAY MIDDAY TO MONDAY AM	1
STAFF ATTITUDES	1
GP TELEPHONE BOOKING SYSTEM IS POOR	1

THIRD CONCERN (NORTH WARWICKSHIRE)	FREQUENCY
CAR PARKING	3
OUT OF HOURS GP SERVICE	2
CENTRALISATION OF SERVICES AT WALSGRAVE	2
CLEANLINESS	2
TRANSPORT	1
CHOOSE & BOOK	1
POOR MENTAL HEALTH CARE IN THE COMMUNITY	1
WAITING LISTS FOR OPERATIONS	1
NOT ENOUGH STROKE CARE AFTERWARDS	1
FUNDS ALLOCATED TO MINORITY ILLNESSES RATHER THAN MAIN STREAM	1
POTENTIAL REDUCTION OF LOCAL HOSPITAL SERVICES	1
APPOINTMENT REARRANGING	1
PREVENTATIVE MEDICAL SERVICES	1
MISSING RECORDS AT THE GEORGE ELIOT AND WALSGRAVE	1
CARE OF THE ELDERLY	1
ACCESS - NEED FOR QUICKER ATTENTION	1
STRATEGY ON DENTISTS	1
CONFUSED INTERFACE BETWEEN HEALTH AND SOCIAL CARE	1
NUMBER OF HOSPITAL BEDS AVAILABLE	1

MAIN CONCERN (SOUTH WARWICKSHIRE)	FREQUENCY
CENTRALISATION OF SERVICES TO WALSGRAVE	8
CAR PARKING CHARGES	6
PROVISION OF NHS DENTISTRY	5
OUT OF HOURS GP SERVICE	4
MRSA	4
THREATS TO HOSPITAL SERVICES AT STRATFORD AND WARWICK	4
TRANSPORT FACILITIES	3
CLEANLINESS	3
POSSIBLE HOSPITAL CLOSURES	3
INEFFICIENCY AND WASTE OF RESOURCES AND TIME	2
LACK OF FUNDING / DEFICIT AT WARWICK HOSPITAL	2
NEED FOR BUS SERVICES TO WALSGRAVE	1
DISCHARGE FROM HOSPITAL TOO EARLY AFTER OPERATION	1
CARE HOMES	1
CHCS DID A VERY GOOD JOB ON BEHALF OF PATIENT CARE	1
NO NEUROLOGIST	1
WORRIED WHAT WILL HAPPEN WHEN I AM HOUSEBOUND	1
MERGER OF AMBULANCE SERVICE	1
LACK OF COMMUNICATION WITH CONSULTANT	1
THE FUTURE – RATIONALISATION (LOSE LOCAL EXPERTISE)	1
CLOSURE OF LOCAL HOSPITALS	1
TOO MANY MANAGEMENT STAFF IN NHS	1
TOO MUCH ADMINISTRATION	1
LOCAL SMALLER HOSPITALS ARE A NECESSITY	1
DIFFICULT TO GET A GP APPOINTMENT	1
NURSES UNDERSTAFFED AND OVERWORKED	1
AVAILABILITY OF GOOD HEALTH SERVICES	1
TIME IT TAKES FOR DIAGNOSIS	1
POSSIBILITY OF HAVING TO TRAVEL TO WALSGRAVE FOR TREATMENT	1
CARE FOR THE ELDERLY	1
THEY ASKED IF I WANTED A SMALL OR LARGE MEAL, I ALWAYS TICKED SMALL, BUT THEY BROUGHT A LARGE MEAL, WHAT A WASTE	1
VISITING CENTRES OF EXCELLENCE INVOLVES TRAVELLING DIFFICULTIES	1
TENDENCY FOR ONGOING EROSION OF AREA HOSPITAL FACILITIES	1
NO EVENING OR WEEKEND VISITS FROM OWN GP	1
NEED TO MAINTAIN LOCAL HOSPITAL SERVICES IN COMMUNITY HOSPITALS	1
THERE IS A STRONG NEED TO MAINTAIN LOCAL SERVICES	1
LACK OF CAR PARKING	1
THREAT OF PARTIAL OR COMPLETE CLOSURE OF LOCAL HOSPITALS	1
A & E MOVING	1

LACK OF TRAINED STAFF WHICH ADVERSELY AFFECTS PATIENT CARE	1
FINANCIAL CUTS MAY AFFECT SERVICES	1
LONG WAITING LISTS TO SEE A CONSULTANT – UROLOGIST	1
LACK OF LOCAL CONTROL	1
STRATFORD HOSPITAL SERVICES SHOULD BE EXPANDED AND CERTAINLY NOT REDUCED	1
VISITING HOSPITALS IS A NIGHTMARE	1
LONG WAITING LISTS	1
THE FUTURE OF LOCAL HOSPITALS	1
GP APPOINTMENT SYSTEM IS OVER COMPLICATED	1

SECOND CONCERN (SOUTH WARWICKSHIRE)	FEQUENCY
CAR PARKING CHARGES	6
LACK OF NHS DENTISTRY	4
TRAVELING OUTSIDE THE DISTRICT FOR HEALTHCARE	3
OUT OF HOURS GP SERVICE	3
MRSA	3
WAITING TIME FOR INITIAL APPOINTMENT	2
INADEQUATE PREVENTATIVE MONITORING	2
WAITING TIMES FOR HOSPITAL APPOINTMENTS THAT FAR EXCEED GOVERNMENT TARGETS.	2
FOREIGN PEOPLE USING THE HEALTH SERVICE	2
THREAT OF REDUCTION IN COMMUNITY NHS SERVICES	2
APPOINMENTS NEED TO BE BOOKED IN ADVANCE	1
WAITING TIME FOR OPERATIONS	1
GENERAL CARE	1
HOSPITAL	1
CONTINUATION OF CARE	1
TRANSPORT VERY POOR	1
SOME WARDS IN WARWICK HOSPITAL HAVE VERY FEW TOILETS FOR THE NUMBER OF PATIENTS	1
LOW MORALE AMONGST STAFF CAUSED BY BUDGET PROBLEMS	1
COST OF NHS DENTISTRY	1
TOO HIGH A RISK OF INFECTION IN HOSPITALS	1
TOO MANY MANAGEMENT LEVELS FILLED BY PEOPLE WITH NO MEDICAL EXPERIENCE	1
CENTRALISED FUNDING AND DIRECTION HAS NO CONCERN FOR PATIENTS	1
CLEANLINESS IN HOSPITAL AND RISK IF INFECTION	1
TIME TAKEN TO BE SEEN ON NHS	1
MIXED WARDS ARE UNACCEPTABLE	1
CLOSURE IN REAL TERMS OF GP SURGERIES FROM FRIDAY LUNCHTIME TO MONDAY MORNING	1
GOOD AMBULANCE SERVICE	1
TOO MUCH EMPHASIS ON FEW EXPENSIVE TREATMENTS RATHER THAN THE PROVISION FOR THE MANY	1
RELUCTANCE TO PERSUE POSSIBLE PROSTATE CANCER	1

PUBLIC TRANSPORT NEEDS TO BE PROVIDED	1
THREAT OF CUTS	1
HEARING PROBLEMS SEEN TO BE A VERY LOW PRIORITY	1
AVAILABILITY OF SUPPORT FOR DEMENTIA PATIENTS	1
PATIENT CARE OUT OF NORMAL SURGERY HOURS	1
FUTURE OF WARWICK HOSPITAL	1
PERCEIVED THREAT TO PROVISION OF EMERGENCY AMBULANCE SERVICES	1
ABILITY TO GET URGENT DOCTORS APPOINTMENT	1
EXTRA MONEY HAS GONE INTO THE NHS. BUT IT APPEARS IT HASN'T BEEN WELL SPENT	1
GETTING PATIENT INFORMATION IS OFTEN DIFFICULT	1
CATERING IN WARWICK HOSPITAL IS VERY POOR	1

THIRD CONCERN (SOUTH WARWICKSHIRE)	FREQUENCY
LACK OF NHS DENTISTRY	6
CAR PARKING CHARGES	2
DIFFICULTY IN MAKING GP APPOINTMENTS	2
HOSPITAL CLEANLINESS	2
MRSA	2
TRANSPORT	1
MORE INFORMATION NEEDED AFTER SURGERY (DAY SURGERY)	1
INSUFFICIENT CAR PARKING SPACES	1
NO REGULAR HEALTH CHECKS	1
LACK OF OPENING TIMES FOR THE MEDICAL CENTRE	1
SETTING TARGETS - LEADING TO PRACTISE THAT ADDRESS TARGETS AND NOT THE PATIENTS NEEDS	1
TOO MUCH RELIANCE ON RELATIVES TO NURSE INPATIENTS	1
WASTE OF MONEY BY FOLLOWING ILL FOUNDED TARGETS	1
MIDWIFE SERVICE	1
FREE TREATMENT FOR FOREIGN NATIONALS WHOSE COUNTRIES DO NOT GIVE FREE TREATMENT TO UK CITIZENS	1
DIFFICULTY OF BOOKING REPEAT VISITS IN ADVANCE	1
AVAILABILITY OF SURGERY AND GPs	1
LACK OF GENERAL INFORMATION	1
THE FUTURE OF SHIPSTON HOSPITAL	1
SYSTEMS SHOULD BE INTRODUCED TO USE EXPENSIVE EQUIPMENT 24/7	1
OUT OF HOURS SERVICES AT PRESENT ARE UNACCEPTABLE	1
CENTRALISATION OF THE AMBULANCE SERVICE	1
COST OF DENTAL CARE	1
WAITING TIMES	1
LACK OF NURSING STAFF AND TOO MANY MANAGERS	1
STAFF ATTITUDE	1
NO ONE SEEMS TO HAVE TIME TO TELL HOSPITAL PATIENTS WHAT IS HAPPENING TO THEM	1