



Appendix 7

Think Healthy Survey

7.1 Think Healthy Survey Introduction

7.2 Think Healthy Survey Analysis

1. Have you or someone you care for accessed care from Derbyshire Healthcare Foundation Trust?

Answer Choices	Responses	
Yes, I have accessed care for myself	76.11%	86
Yes, someone I care for has accessed services	10.62%	12
Yes, I and someone I care for has accessed services	4.42%	5
No	5.31%	6
Other, please state:	3.54%	4
Total		113

Answered: 113 Skipped: 3

2. Which of these services did you or the person you care for access? (Please tick all that apply):

Answer Choices	Responses	
Inpatient Mental Health Services	48.15%	52
Community Mental Health Service	56.48%	61
Children's Services	8.33%	9
Child and Adolescent Mental Health Service	2.78%	3
Day Hospital Services	18.52%	20
Learning Disabilities Services	10.19%	11
Substance Misuse Services	16.67%	18
Crisis Team Services	33.33%	36
Other, please state:	8.33%	9
Total Respondents: 108		

Answered: 108 Skipped: 8

Comments included:

ADS was the best at London Road.

Physiotherapy

Community Paediatrician in Ashbourne

Outpatient

Outpatient

Contacted them May 2013 after GP told me I needed a CPN. Seeing yet another psychiatrist but as of Aug 2014 no CPN. Is this a record 16 months wait. I could have tried to kill myself whilst I wait. Oh wait I did in Jan 2014.

I am a member of HW. I will work with Rebecca Johnson in Enter & View. I was an ex member of Derby Link and now HW. But I have a personal assistant and carer Jo Sutton Project Coordinator and support worker for learning disabilities at Chesterfield. I get my care at home in Mackworth, Derby

Talking therapies IAPT

CPN

Orthopaedic outpatients

Belper Eating Disorder Service

Ambulance Service

3. What was the name of the service that your care related to?

Under review

4. Apart from Derbyshire Healthcare Foundation Trust, have you used any other support service in the past 12 months?

Answer Choices	Responses	
Yes	27.27%	21
No	72.73%	56
Total		77

Answered: 77 Skipped: 39

5. Overall, how would you rate the services you, or the person you support, have received from Derbyshire Healthcare Foundation Trust in the past 12 months?

Answer Choices	Responses	
Very Good	29.87%	23
Good	27.27%	21
Fair	12.99%	10
Poor	11.69%	9
Very Poor	12.99%	10
Don't Know	5.19%	4
Total		77

Answered: 77 Skipped: 39

6. How would you rate the following:

	Very Good	Good	Fair	Poor	Very Poor	Don't Know	Total
How would you rate the safety of the care provided at the Trust?	30.00% 24	31.25% 25	11.25% 9	11.25% 9	11.25% 9	5.00% 4	80
How would you rate the effectiveness of the care provided by the Trust?	22.50% 18	26.25% 21	21.25% 17	13.75% 11	10.00% 8	6.25% 5	80
How caring would you say the treatment you, or the person you support, received was?	36.25% 29	26.25% 21	7.50% 6	15.00% 12	10.00% 8	5.00% 4	80
How would you rate the responsiveness of the care provided by the Trust?	24.05% 19	21.52% 17	18.99% 15	12.66% 10	17.72% 14	5.06% 4	79

Answered: 80 Skipped: 36

7. Thinking about how safe, effective, caring, and responsive the care was, please explain what was good and/or bad about the care you're describing. Please indicate which service you are referring to and when your experience took place.

Under review

8. Can you tell us about anything you found really useful and helpful about using Derbyshire Healthcare Foundation Trust?

Under review

9. Where do you think Derbyshire Healthcare Foundation Trust needs to improve?

Under review

10. How would you rate the following:

	Very Good	Good	Fair	Poor	Very Poor	Don't Know	Total
How the Trust keeps in touch with you?	21.25% 17	17.50% 14	26.25% 21	11.25% 9	12.50% 10	11.25% 9	80
How the Trust keeps you involved in decision making?	15.38% 12	15.38% 12	21.79% 17	17.95% 14	21.79% 17	7.69% 6	78
How the Trust asks your opinion when they plan changes in service?	13.70% 10	12.33% 9	23.29% 17	17.81% 13	20.55% 15	12.33% 9	73

Answered: 80 Skipped: 36

11. Have you ever made a complaint about Derbyshire Healthcare Foundation Trust?

Answer Choices	Responses
Yes	28.57% 22
No (Go to Q15)	71.43% 55
Total	77

Answered: 77 Skipped: 39

12. Overall, how would you rate your experience of making a complaint?

Answer Choices	Responses
Very Good	10.00% 3
Good	26.67% 8
Fair	16.67% 5
Poor	6.67% 2
Very Poor	16.67% 5
Don't Know	23.33% 7
Total	30

Answered: 30 Skipped: 86

13. How would you rate the following:

	Very Good	Good	Fair	Poor	Very Poor	Don't Know	Total
How the Trust provides information on how to make a complaint?	15.15% 5	15.15% 5	33.33% 11	15.15% 5	6.06% 2	15.15% 5	33
How the Trust keeps you informed of developments in dealing with your complaint?	18.18% 6	12.12% 4	27.27% 9	6.06% 2	9.09% 3	27.27% 9	33
How timely and efficient did the Trust handle your complaint?	12.50% 4	18.75% 6	18.75% 6	12.50% 4	9.38% 3	28.13% 9	32

Answered: 33 Skipped: 83

14. Would you be confident to raise a complaint if you needed to in the future?

Answer Choices	Responses	
Yes	63.41%	26
No	36.59%	15
Total		41

Answered: 41 Skipped: 75

15. If you have any concerns that you would like to speak to Healthwatch Derby about or wish to share your experiences in greater detail please leave your contact details and any information below. We will not share your details with any third party without your express written consent.

Under review

7.3 Think Healthy Survey Demographic Data

1.a. Gender identity: Which of the following describes how you think of yourself?

Answer Choices	Responses	
Male	46.24%	43
Female	52.69%	49
In another way (please state below)	0.00%	0
Prefer not to say	1.08%	1
Total		93

Answered: 93 Skipped: 23

1.b. Gender nonconformity: Does your gender identity match the sex you were registered with at birth?

Answer Choices	Responses	
Yes	93.42%	71
No	2.63%	2
Prefer not to say	3.95%	3
Total		76

Answered: 76 Skipped: 40

2. Sexual Orientation: What is your sexual orientation?

Answer Choices	Responses	
Bisexual	2.53%	2
Heterosexual/Straight	83.54%	66
Gay man	1.27%	1
Lesbian/Gay woman	2.53%	2
Prefer not to say	10.13%	8
Total		79

Answered: 79 Skipped: 37

3. Age: What is your age range?

Answer Choices	Responses	
Under 18	0.00%	0
18 - 24	7.95%	7
25 - 49	50.00%	44
50+	38.64%	34
Prefer not to say	3.41%	3
Total		88

Answered: 88 Skipped: 28

4.Ethnicity: What is your ethnic origin?

Answer Choices	Responses	
White - English/Welsh/Scottish/Northern Irish/British	76.60%	72
White - Irish	0.00%	0
White - Gypsy or Irish Traveller	1.06%	1
Any other white background (please state below)	2.13%	2
Mixed/Multiple ethnic groups - White and Black Caribbean	3.19%	3
Mixed/Multiple ethnic groups - White and Black African	0.00%	0
Mixed/Multiple ethnic groups - White and Asian	0.00%	0
Any other Mixed/Multiple ethnic group (please state below)	3.19%	3
Asian/Asian British - Indian	4.26%	4
Asian/Asian British - Pakistani	0.00%	0
Asian/Asian British - Bangladeshi	0.00%	0
Asian/Asian British - Chinese	0.00%	0
Any other Asian background (please state below)	1.06%	1
Black/African/Caribbean/Black British - African	1.06%	1
Black/African/Caribbean/Black British - Caribbean	3.19%	3
Any other Black/African/Caribbean background (please state below)	1.06%	1
Other Ethnic Group - Arab	0.00%	0
Any other ethnic group (please state below)	1.06%	1
Prefer not to say	2.13%	2
Total		94

Answered: 94 Skipped: 22

5. Religion: What is your religion or belief?

Answer Choices	Responses
Christian (including CofE, Catholic, Protestant and all other Christian denominations)	55.29% 47
Buddhist	0.00% 0
Jewish	0.00% 0
Hindu	2.35% 2
Muslim	1.18% 1
Sikh	0.00% 0
No religion	24.71% 21
Any other religion (please state below)	3.53% 3
Prefer not to say	12.94% 11
Total	85

Answered: 85 Skipped: 31

6. Do you consider yourself to have a physical or mental impairment, health condition or learning difference?

Answer Choices	Responses
Yes	58.89% 53
No	35.56% 32
Prefer not to say	5.56% 5
Total	90

Answered: 90 Skipped: 26

[7.4 Think Healthy Survey Questions](#)

[7.5 Think Healthy Survey – Easy Read Version](#)

[7.6 Specialist MH GP Survey Introduction](#)

[7.7 Specialist MH GP Survey Analysis](#)

Our second survey was a study of patient experiences for service users who had mental health needs, and wanted to share their GP experiences. This survey followed a similar question format, but also asked for more specific questions related to mental health needs.

Specialist GP Survey - Appointment and Service

It is interesting to note that that a large number of respondents felt making an appointment was not very difficult, although some did report difficulties.

1. How easy was it to get an appointment?

Answer Choices	Responses
Very easy	25.00% 10
Fairly easy	37.50% 15
Not very easy	22.50% 9
Not at all easy	15.00% 6
Total	40

Answered: 40 Skipped: 0

2. Did the reception staff make you feel welcome and at ease?

Answer Choices	Responses
Yes	71.05% 27
No	28.95% 11
Total	38

Answered: 38 Skipped: 2

A majority of responses have advised us that they actually felt reception services at GP surgeries were a positive experience, and that getting an appointment was not the main issue of concern to them – these are responses from patients who require specialist referrals, and have a mental health condition.

The specialist survey looked at both the pathway to GP surgeries for individuals with complex needs, as well as the kind of services that are on offer at GP practises which may accommodate these specialist needs.

3. If you visited your GP because of your mental health condition, did they have the expertise and knowledge to deal with your mental health condition?

Answer Choices	Responses	
Very helpful	35.29%	12
Fairly helpful	47.06%	16
Not very helpful	17.65%	6
Not at all helpful	0.00%	0
Total		34

Answered: 34 Skipped: 6

Complex conditions may require further support, and knowledge of local resources. Our survey indicated that a majority of GPs were able to provide this expertise and knowledge benefiting the patient. However we did get some mixed responses as additional comments:

-  Reluctant to help I think due to lack of expertise/knowledge.
-  On one visit, a particular Dr on my explaining I was there because I was in a very bad way and needed help said 'well what do you want me to do?' - Not nicely!!
-  It has taken quite a while to get the Drs to realise that I don't need medication I need strategies for change.
-  My support and advice was all tablet based as the solution. Didn't feel that my feelings or ability to cope was explored. Made my mental health solely biological.
-  The Doctors don't seem knowledgeable or interested in mental health advice or anxiety - not being able to sleep, advice on tablets. Dr refused to answer my questions about sleeping tablets. I wanted information so I could make an informed choice. He told me I didn't need them before he asked me any questions.

4. Did the GP refer you to an appropriate mental health practitioner or organisation for assessment or therapy?

Answer Choices	Responses	
Yes	53.33%	16
No	46.67%	14
Total		30

Answered: 30 Skipped: 10

Majority of patients were given an appropriate referral to follow on specialist support, or organisations for assessment or therapy. Although our survey notes, that there are a number of respondents who registered their dissatisfaction at not getting an appropriate referral.

Lack of adequate specialist support services is something we have picked up as part of our ongoing consultation into the community mental health Trust – The Think Healthy consultation workshop attendees advised us on the need for more support services.

Specialist GP Survey - Information and Communication

5. Did they give you all the information you needed including local support groups/organisations?

Answer Choices	Responses	
Yes	45.45%	15
No	54.55%	18
Total		33

Answered: 33 Skipped: 7

Information is a key area highlighted with negative patient experiences, a majority of respondents felt they did not receive adequate details of local support groups, or organisations related to their condition. This is particularly important as patients are expected to make the most of what is on offer.

Comments included:

- I have had an initial assessment and referral to psychologist for diagnosis but the waiting list is 2 years long. What do I do in the meantime?
- GPs need more understanding of mental health issues.
- The early intervention service has helped me a lot, and have been overwhelmed with the help.
- I have to do this myself, I know more about the available services than my GP did.
- I have had an initial assessment and referral to psychologist for diagnosis but the waiting list is 2 years long. What do I do in the meantime?
- Derby is desperately short of support for severe and enduring mental health illness.
- The Doctors don't seem knowledgeable of mental health support groups eg. Rethink/Mind wasn't available.
- The Dr I do not usually see gave me an information pack and form to fill out myself and wasn't sure I needed medication despite knowing my history and preference.
-

6. Were you able to ask questions?

Answer Choices	Responses	
Yes	82.86%	29
No	17.14%	6
Total		35

Answered: 35 Skipped: 5

Response rates showed that majority of patients felt comfortable in asking questions during their consultations.

7. Did they explain the treatment and/or medication and what happens next?

Answer Choices	Responses	
Yes	70.97%	22
No	29.03%	9
Total		31

Answered: 31 Skipped: 9

We must make note that although there are positive indicators in the response rates for diagnostic explanations and medical explanations – we have still received a large number of actual comments about patient experiences which reveal a sense of disappointment with the service received.

This indicates that patients are more likely to reveal further details about their experiences while providing feedback rather than a survey grading system based on perceived performance or lack of performance. Survey responses have been mostly positive whereas one to one feedback reveals more negative experiences. This can be explained by the fact that those service users who actively seek out Healthwatch tend to have issues to discuss whereas the surveys are distributed to a wider audience.

8. If you visited your GP for a non - mental health medical problem, did you feel you were listened to?

Answer Choices	Responses	
Yes	90.32%	28
No	9.68%	3
Total		31

Answered: 31 Skipped: 9

A significant number of positive responses were received indicating that patients felt listened to for non mental health problems. Comments included

-  Very attentive
-  Physical ailments have always been dealt with well.

Specialist GP Survey - Concerns and Complaints

One of the key aims of Healthwatch Derby is to track patient complaints in relation to health and social care services and to support people in making a complaint.

9. Have you ever had a concern about your GP surgery and made a complaint?

Answer Choices	Responses
Yes	20.00% 8
No	80.00% 32
Total	40

Answered: 40 Skipped: 0

It is interesting to note that the majority of our respondents have not made a complaint, although survey responses do reveal some areas of dissatisfaction. This is in keeping with what we have observed overall about health and social care complaint pathways – patients, carers, families, and on occasion staff have confirmed that they do not feel complaints are the best way to bring problems to a satisfactory resolution.

10. If so, were you happy with the way your GP surgery dealt with your complaint?

Answer Choices	Responses
Yes	41.67% 5
No	58.33% 7
Total	12

Answered: 12 Skipped: 28

Out of those who did complain, the majority felt unhappy with the way their complaints had been dealt with. Further details of why they were unhappy can be seen in some of the comments received in response to Question 11 below.

11. If you weren't happy with the way your GP surgery dealt with your complaint, why not?

Comments included:

- There was no follow up
- I felt intimidated
- The receptionist's behaviour did not improve

- ☛ The GP made excuses, the manager tried too hard to keep me quiet, and I got no support in pursuing the matter despite my son nearly dying

12. Have you ever wanted to make a complaint about your GP surgery but haven't?

Answer Choices	Responses	
Yes	38.89%	14
No	61.11%	22
Total		36

Answered: 36 Skipped: 4

38%, 14 respondents felt that although they had cause to complaint, but did not follow this through. This hints at unreported negative patient experiences, this survey has already highlighted. The next question asks for details of why complaints were not lodged, and some of the comments are very revealing of the barriers that lie ahead in the complaints process.

13. If you have wanted to make a complaint about your GP surgery but haven't, why not?

It is particularly important we give heed to the reasons why negative patient experiences remain unreported, and unactioned. Comments included:

- ☛ I feel that they would ask me to leave the practice
- ☛ No point, they don't listen to me
- ☛ I had concerns with my old GP, he did not listen to me, he patronized me and essentially 'told me off' for not taking my meds so I just changed GPs.
- ☛ My husband and I took our child to our GP for diagnosis (possible behaviour related disorder). We were not believed and were just sent away. This delay resulted in my child self harming and after a meeting with CAMHS we finally began the diagnosis process. (Sensitive patient details removed to protect patient confidentiality for this illustration)
- ☛ Worries related to my depression and anxiety.

14. Have you got any particular issue or comment (good or bad) about your GP surgery that you would like to tell us about?

Respondents were given the option of providing further details about their overall patient experiences at their GP's surgery. Comments included:

- The one time I actually went to the surgery in a really bad way I felt let down and ended up in the care of the crisis team. I have never received help when I needed it and have always ended up at my worst point.
- Never being able to see a consistent GP has led to confusion and mess ups with repeat prescriptions. We don't seem to have 'Your GP' as you put it anymore!
- I have been sent away being told by a GP that I probably know more than them and I should look on the Internet for more information, this matter was about my son's mental health which I was very worried about.
- Appointments are getting harder to make. Some GPs are better at mental health issues, some are useless and do not seem to have even a basic knowledge.
- Physical problems are dealt with well and efficiently, mental health issues - I think the Docs need to listen more and have training in mental health dealing with patients having mental health issues.
- Last 3 appointments over a two year span waited 45 mins to 1 hour after appointment time.
- Generally fantastic surgery but recent changes of practice manager and new reception staff - slightly chaotic system and offhand receptionists - sometimes.
- Really good, they have a trendy clinic, as I have accessed it it is a huge weight off my mind.
- Been with my GP since 1999, they have been very helpful in most things, not sure about nurses, have had problems with them from time to time.
- Physical problems are dealt with well and efficiently, mental health issues - I think the Docs need to listen more and have training in mental health dealing with patients having mental health issues.

Specialist GP Survey - The Friends & Family Test

The NHS uses the Friends & Family Test to see if patients are satisfied with a particular service to the extent they would be likely to recommend the same to their friends and family. This is a good indicator of how much a service user actually values the service. Similar tests are also used for hospitals. Our survey took note of this indicator, and asked if patients were likely to recommend their surgery.

15. How likely are you to recommend this surgery to friends and family if they needed similar care or treatment?

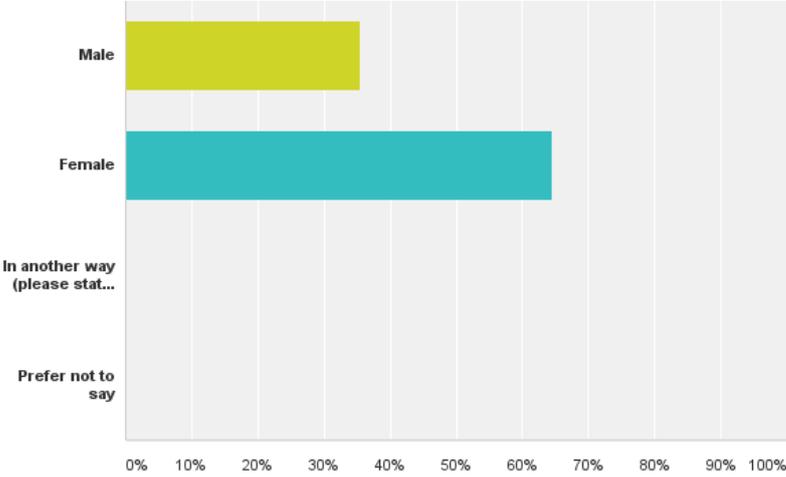
Answer Choices	Responses	
Extremely likely	41.03%	16
Likely	10.26%	4
Neither likely nor unlikely	25.64%	10
Unlikely	15.38%	6
Extremely unlikely	5.13%	2
Don't know	2.56%	1
Total		39

Answered: 39 Skipped: 1

7.7 Specialist MH GP Demographic Data

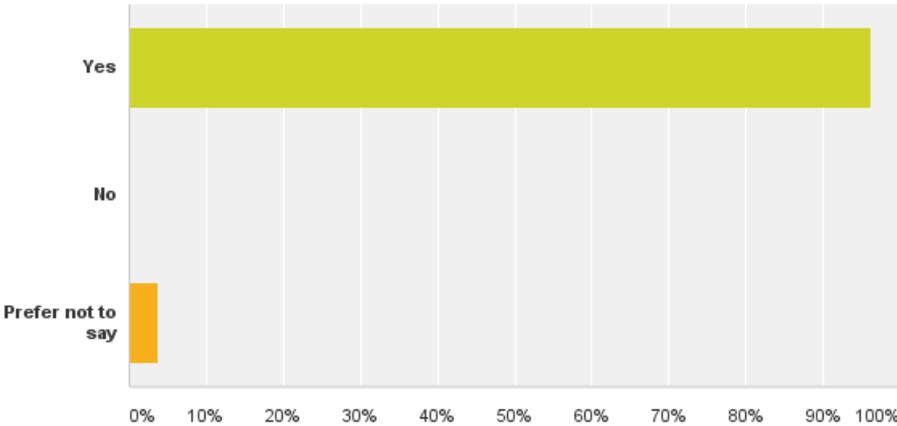
Q17 1.a. Gender identity: Which of the following describes how you think of yourself?

Answered: 31 Skipped: 9



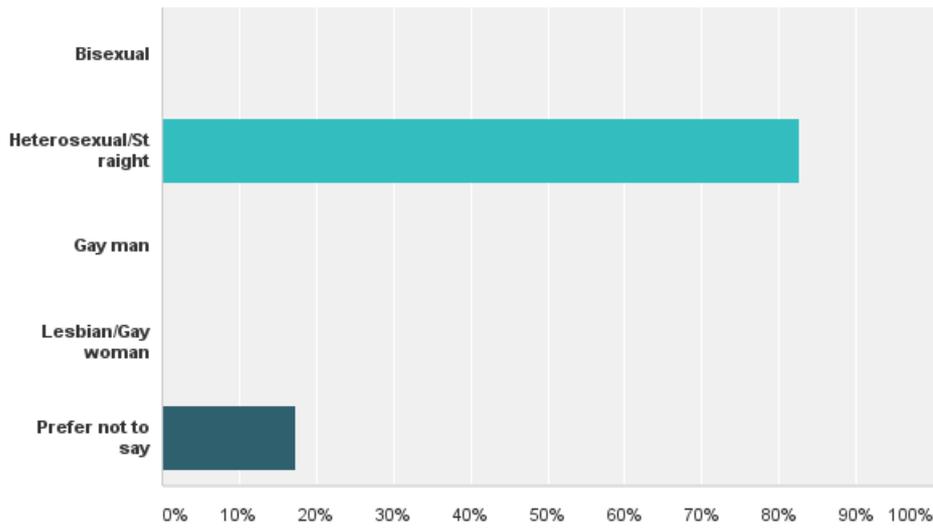
Q18 1.b. Gender nonconformity: Does your gender identity match the sex you were registered with at birth?

Answered: 26 Skipped: 14



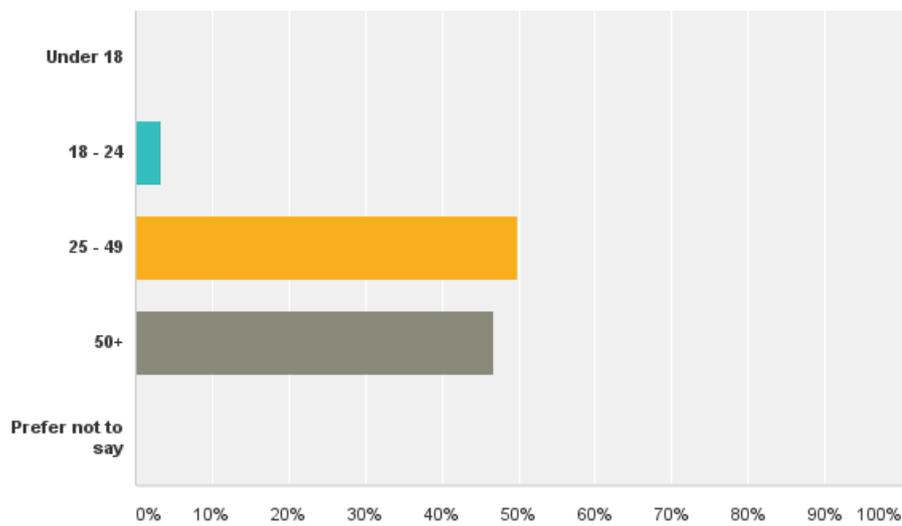
Q19 2. Sexual Orientation: What is your sexual orientation?

Answered: 29 Skipped: 11



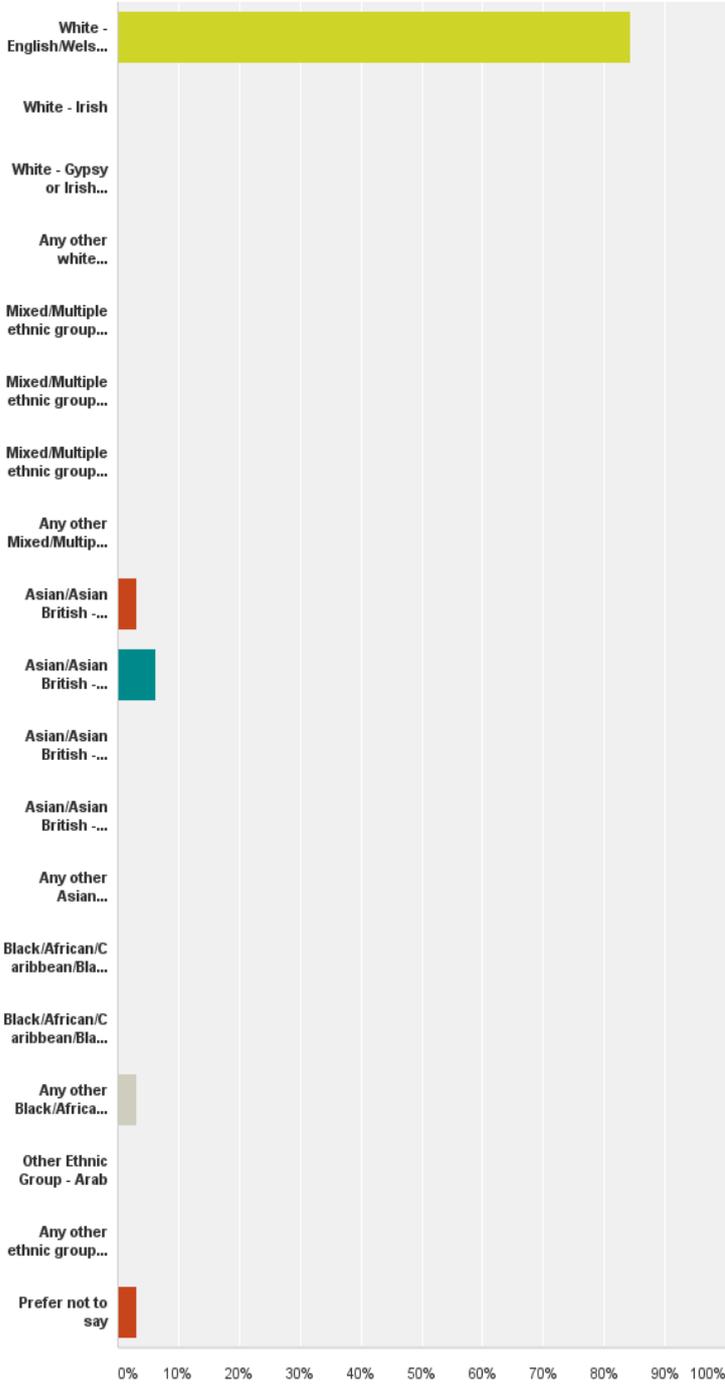
Q20 3. Age: What is your age range?

Answered: 30 Skipped: 10



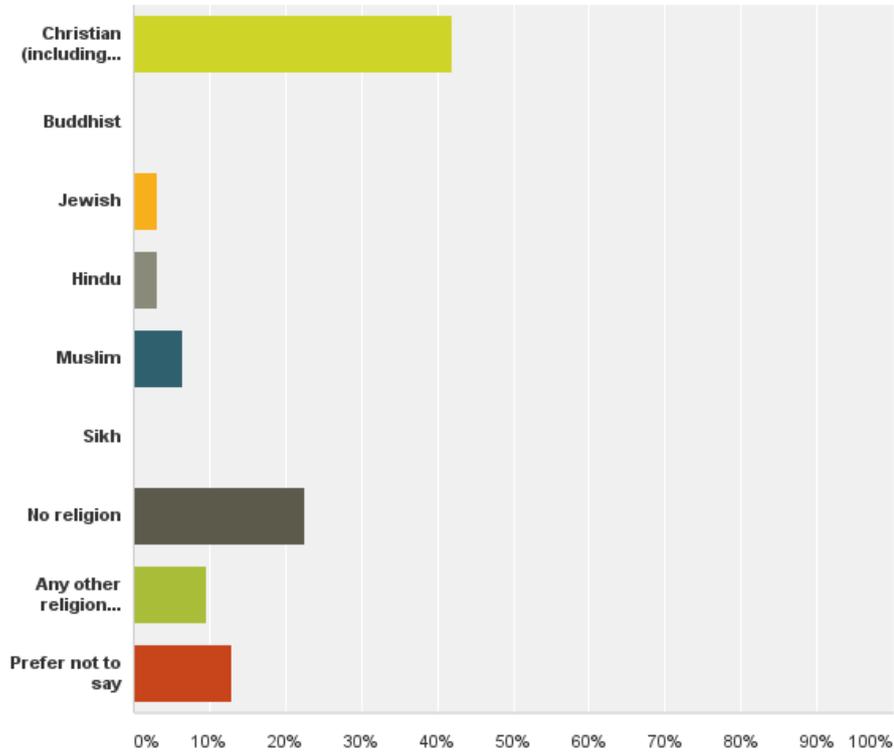
Q21 4.Ethnicity: What is your ethnic origin?

Answered: 32 Skipped: 8



Q22 5.Religion: What is your religion or belief?

Answered: 31 Skipped: 9



Q23 6.Do you consider yourself to have a learning or physical difficulty or disability

Answered: 31 Skipped: 9

