



**South Yorkshire and  
Bassetlaw  
Accountable Care  
System**

**Hospital Services Review**

**Stage 1B report  
– Appendix 2**

**Interim summary  
of themes from  
online survey**

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# Overview

## Have your say on South Yorkshire, Bassetlaw and Chesterfield Hospital Services Review

This document contains a top-level summary of results from an [online survey](#) set up to give people a say on the South Yorkshire, Bassetlaw and Chesterfield Hospital Services Review

This top-level summary is based on a total of 301 respondents including 213 members of the public and 88 members of staff



### Health and Care Working Together in South Yorkshire and Bassetlaw

£ £3.9 billion total health and social care budget

1.5 million population

72,000 staff across health and social care

37,000 non-medical staff

3,200 medical staff

835 GPs / 208 practices

6 acute hospital and community trusts

5 local authorities

5 clinical commissioning groups

4 care/mental health trusts



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## Summary of open questions





# What makes a positive experience of services?

The two main themes emerging from the survey relate to staff and access to local services

## Staff

The overall quality of care and service from staff is central to a positive experience. The 'soft skills' from doctors, nurses and other staff are key – staff are widely described as compassionate, caring and friendly

*"It's a frightening experience when a loved one has to go into hospital but friendly and caring staff help to make this less so."*

*"That staff were caring and had time to listen and care."*

The knowledge, professionalism and expertise of staff is also a key element

*"I found the staff at Bassetlaw to be excellent, kind, polite and above all bloody good at their jobs."*

*"Excellent, experienced staff, good communication, high quality care."*

Q. Please tell us what made your experience of this service/s good. Some ideas might include: the nurses, doctors and other staff you met; the care you received; how easy it was to get an appointment; the information you were given; your understanding of what would happen next. Also please tell us about anything else that meant you had a positive experience.



# What makes a positive experience of services?

## Access to vital local services

Another key theme in responses related to having local services that they can easily access. Residents are passionate about the fact that there should not be service closures

*"I was able to get there in time. If I was forced to go Doncaster I don't think my daughter (toddler) would still be alive."*

*"Patients value local services and not having to travel far for care unless it is specialised (even then they sometime refuse)."*

*"Easy to travel to...close for family to visit."*

*"Ability to get there quickly, excellent service from the staff and ease of use of facilities."*

## 'Other' responses

A relatively small proportion of residents mentioned positive things about waiting times, communication and information.

Some staff mentioned teamworking and access to technology but the key themes were similar for both residents and staff



# What could be done differently or better?

Four key themes emerging from the survey are access to local services, increased staffing, improved quality of care and improved waiting times

## Access to vital local services

Access to local services and fear of closures are the main concern in the local area. Below is a summary of the types of concerns:

*"Make routine treatment and operations more accessible at Bassetlaw hospital."*

*"Stop sending children away to Doncaster in the middle of the night to continue care."*

*"Stop closing down services at Bassetlaw hospital! We need everything it's got and especially need our children's ward fully opening again."*

*"It is important to my family & me that services are kept local as less travelling for patients & relatives making visiting easier."*

*"Not being referred to Doncaster when appointments are available at Bassetlaw!"*

Q. Please tell us if you think there is anything we could have done differently or better. Again you could use the ideas from the previous question, but also please tell us about anything else that is important to you or a relative.



# What could be done differently or better?

## Increased staffing

Understaffing is seen as the root of a lot of problems and issues

*"Staffing pressures impact upon quality of care as staff are trying to see people as quickly as possible."*

*"Rotherham maternity services desperately need more midwives. they were rushed off their feet and could not deliver the care required."*

*"Obviously, fully staffed numbers would help to alleviate the waiting times therefore reducing discontent amongst service users. The correct allocation of staff to the correct areas would be helpful."*

## Improved quality of care

There are a range of issues relating to quality of care, many of which are very specific to personal circumstances. These issues are not as widespread as the first two areas, but below are some examples of this

*"The staff should have checked the patient more often."*

*"The nurse on CDU was very abrupt, uncaring and unhelpful. She made us feel like we were a nuisance as she was already too busy."*

*"Focus on care and not just rushing and moving people through the system."*



# What could be done differently or better?

## Waiting times

There were a number of issues related to waiting times

*"Waiting 3 hours for an ambulance and then 6 hours in a side room at the hospital was extremely painful and difficult."*

*"For my husband the issue was delay in having essential tests before he was admitted as an emergency."*

*"Quicker access to scan and expert specialists where urgency in surgery is pressing."*

## 'Other' responses

There were a range of suggestions for other things that could be done better or differently. These were mentioned by fewer respondents but include:

- Improved communication
- Improved facilities
- No car parking charges/better parking
- Improved sign-in process
- More beds
- Improved technology
- Continuity of care
- Managerial support

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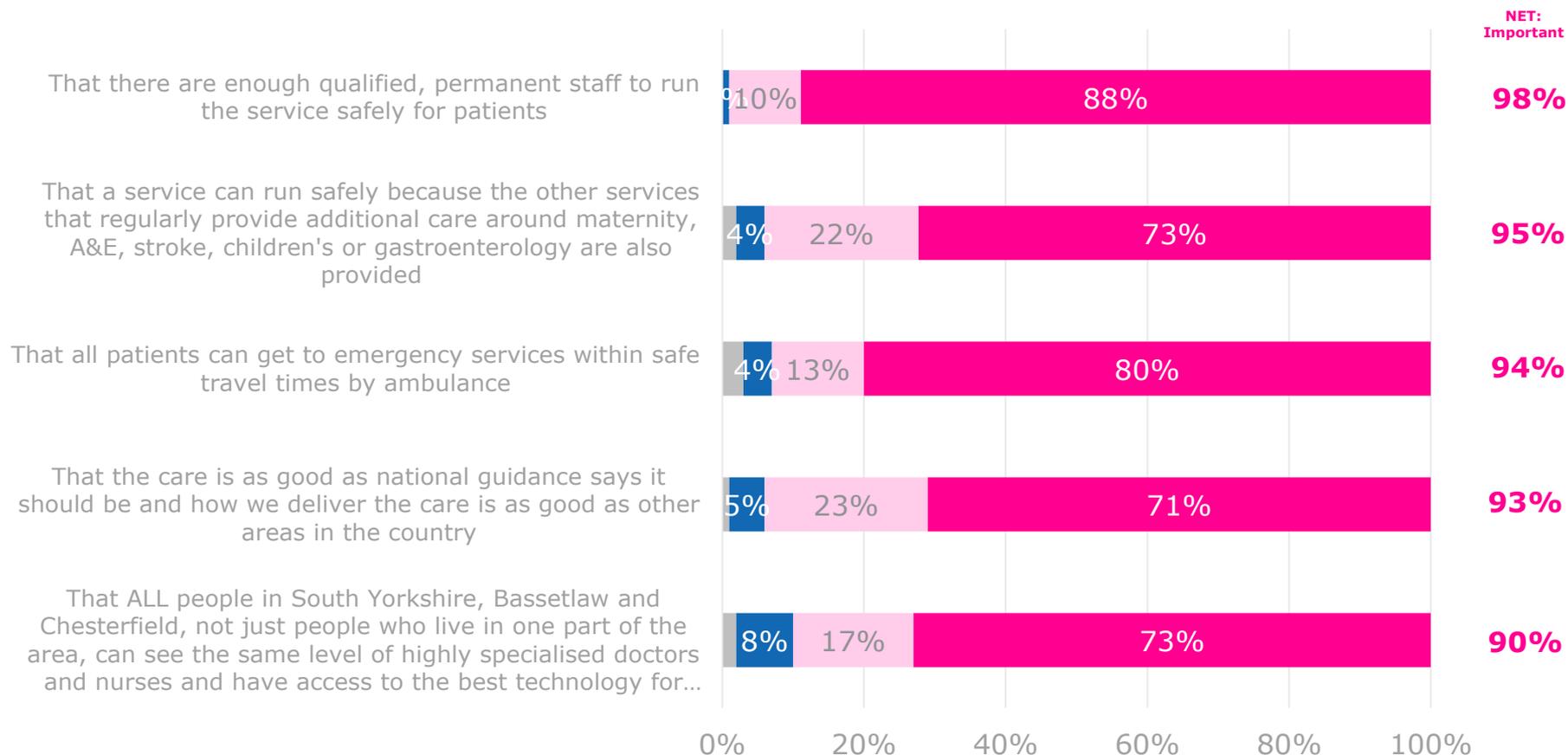
## **Importance of service elements**





# Importance of service elements (1 of 2)

- Not at all/not that important to me
- Not the most or least important to me
- Quite important to me
- Very important to me

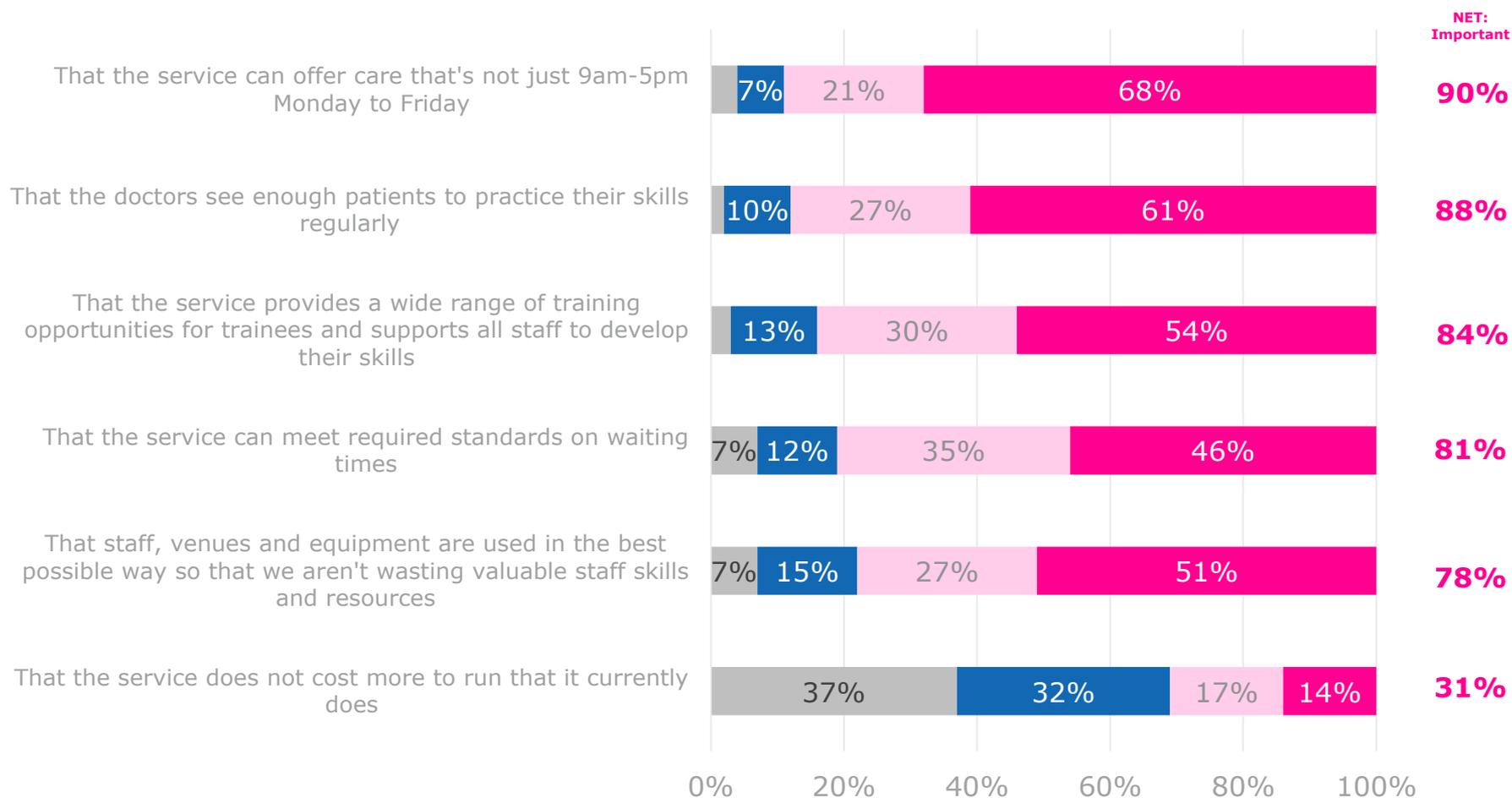




# Importance of service elements (2 of 2)

- Not at all/not that important to me
- Quite important to me

- Not the most or least important to me
- Very important to me



NB: Results have been re-based to exclude blank responses

If you have any questions or would like to hear more, contact...



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