

Health and Care Working Together South Yorkshire and Bassetlaw

Hospital Service Review – Community Engagement

Part II

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Summary

South Yorkshire's Community Foundation (SYCF) was tasked with assisting the South Yorkshire and Bassetlaw Clinical Commissioning Group (CCG) to ensure that the Hospital Service Review (HSR) takes into account the views of the communities, which often cannot be reached by more traditional engagement approaches. The HSR wanted to take into account the voices of 'seldom heard groups' as defined by the CCG.

In November 2017, SYCF conducted Part I of this research on behalf of the CCG, which surveyed 96 individuals predominantly from the BAME community, asylum seekers and refugees, young mothers and young carers. This time, Part II as we decided to call it to allow for a differentiation, focused on a different demographic. Part II aimed to **hear from people struggling with addictions, those suffering from physical and mental health conditions and those from the LGBT community**. This was to ensure that a wide range of seldom heard communities had the opportunity to voice their views.

SYCF as a local grant making organisation, utilised its extensive network of charitable groups and projects to access the communities least likely to typically participate in this type of research.

In total, Phase 2 engaged with 62 individuals predominantly **from Sheffield and Doncaster*** who took part in place based focus groups or completed an online survey.

The results presented here should be considered as an addition to the results from Part I report. Pages 8-10 of this report attempt to summarise the collective results of both parts of the research.

Research limitations

- The research participants were predominantly male (just under 60%). This is due to the types of support organisation who enabled us access to their clients (a football club in Doncaster and two support services for those struggling with addictions).
- Many participants skipped over answering most of the open-ended questions. This may be due to lack of interest in the topic being researched, lack of time or participant fatigue.
- Most of the participants answered all of the personal details questions except for the one about gender. This may be due to survey layout causing them to miss this.
- The majority of participants of the survey were white. This is in line with the ethnic demographics of South Yorkshire (85% here compared to an estimated 90% in South Yorkshire) and is counterbalanced by the demographic of the participants at Part I of this research.
- At least two participants were dyslexic. Those participants, therefore, received help filling in the survey and all effort was made from the researcher to not influence their answers and ensure objectivity.

*SYCF were asked to focus on Doncaster and Sheffield having focused on Rotherham and Barnsley in the first phase of their activity

Research activities

4 place based focus groups took place:

2 in Doncaster attended by 18 people

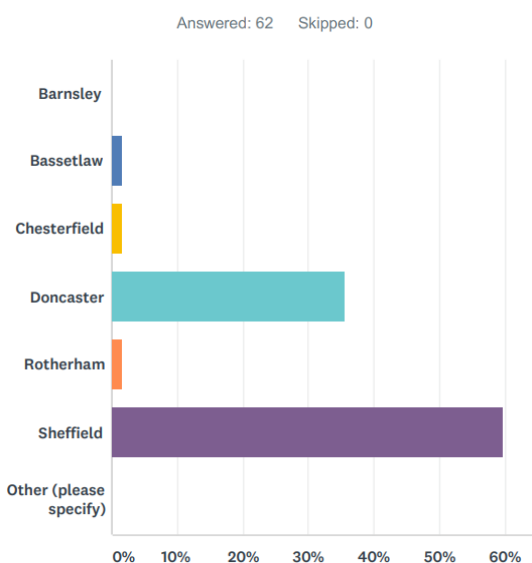
2 in Sheffield attended by 37 people

Online survey was completed by 7 targeted individuals

Total = 62

Participant demographic-

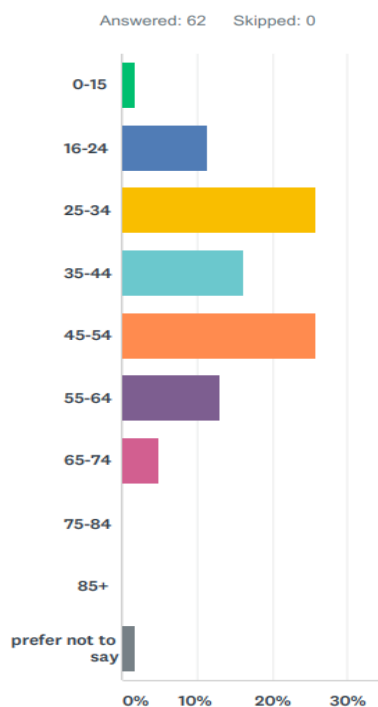
Q2 1. Where are you answering from?



As requested by the CCG we focused our approach this time on Sheffield and Doncaster. Resultantly, the biggest proportion of responses came from those two areas.

ANSWER CHOICES	RESPONSES	
Barnsley	0.00%	0
Bassetlaw	1.61%	1
Chesterfield	1.61%	1
Doncaster	35.48%	22
Rotherham	1.61%	1
Sheffield	59.68%	37
Other (please specify)	0.00%	0
TOTAL		62

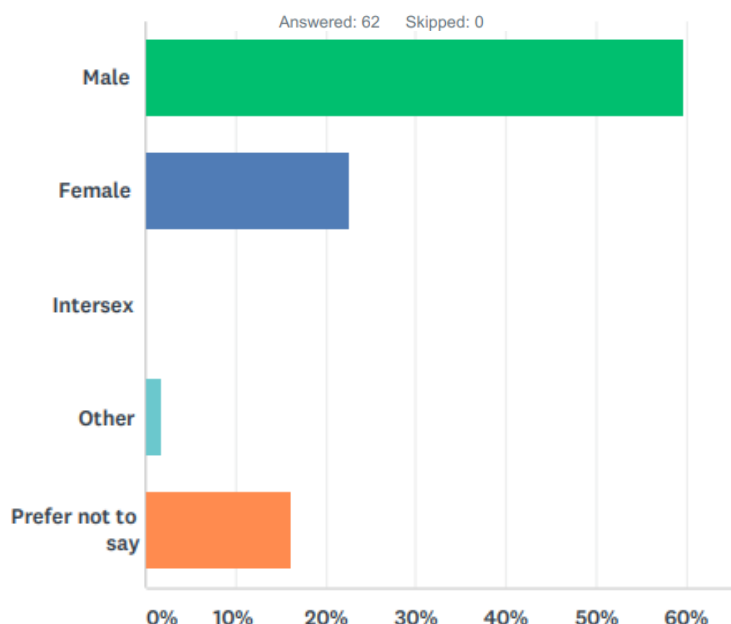
Q12 What age are you?



This stage of research had a good representation from people of all ages apart from the elderly of 75+. The biggest proportion of respondents were 25-34 and 45-54 years old.

ANSWER CHOICES	RESPONSES	
0-15	1.61%	1
16-24	11.29%	7
25-34	25.81%	16
35-44	16.13%	10
45-54	25.81%	16
55-64	12.90%	8
65-74	4.84%	3
75-84	0.00%	0
85+	0.00%	0
prefer not to say	1.61%	1
TOTAL		62

Q13 What is your sex?

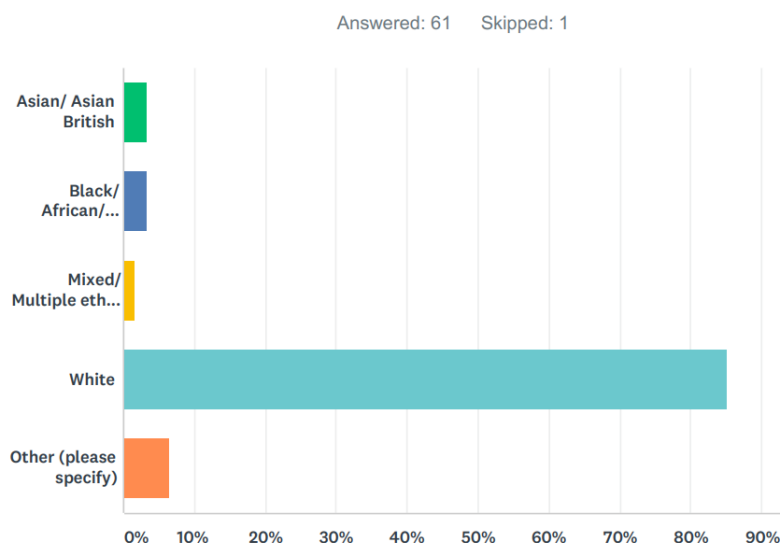


The biggest proportion of respondents (60%) were male. This

is due to the nature of the service provisions which were

utilised to access the targeted demographic.

Q16 What is your ethnic group?



Vast majority of the respondents identified themselves as white (85.25%). This is, however, justified as Part I of this research targeted the BAME community and had a good representation from individuals from an ethnic minority background.

ANSWER CHOICES	RESPONSES	
Asian/ Asian British	3.28%	2
Black/ African/ Caribbean / Black British	3.28%	2
Mixed/ Multiple ethnic groups	1.64%	1
White	85.25%	52
Other (please specify)	6.56%	4
TOTAL		61

Q18 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?
(please include any issues or problems related to old age)

Answered: 62 Skipped: 0



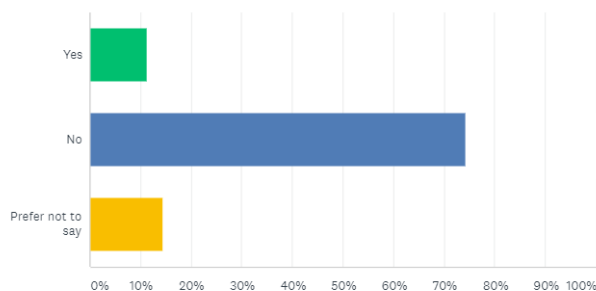
37 of the participants in this research were addicted to a harmful substance and at least 15 had some sort of physical or mental health disability. Combined, over half of all participants (who were willing to answer the question) said that their day to day activities were 'limited a little' or 'a lot'.

ANSWER CHOICES	RESPONSES
Yes, limited a lot	19.35% 12
Yes, limited a little	27.42% 17
No	41.94% 26
Prefer not to say	11.29% 7
TOTAL	62

Q14

Have you gone through any part of a process, or do you intend to (including thoughts or actions) to bring your physical sex appearance, and/or your gender role, more in line with your gender identity?

Answered: 62 Skipped: 96



In terms of engagement with the LGBT community, 7 respondents answered 'yes' to this question about whether they 'intended to bring their physical

appearance more in line with their gender identity'.

ANSWER CHOICES	RESPONSES
Yes	11.29% 7
No	74.19% 46
Prefer not to say	14.52% 9
TOTAL	62

Results

Common themes in regards to the service as a whole

Overall positives:

- Friendliness, caring nature of staff
- Professionalism of staff

Overall negatives:

- Lengthy waiting times
- Lack of communication of information between staff and patients
- Lack of understanding of mental health issues at Accident and Emergency
- Some clients feeling judged due to their addictions

Common themes in regards to the five specific services researched

Below is a summary of the common themes which emerged from respondents taking part in the survey. Full results for each of the questions can be found in the results transcript in Appendix I.

1) Care during pregnancy and mother-and-baby (Maternity)

- More staff members on hand is required
- Better care for women who suffered miscarriage
- Caring and relaxing environment

2) Care when you need it unexpectedly (Urgent and Emergency Care)

- Universal agreement that a reduction of waiting times at A&E is needed

3) Care for poorly children who need a hospital service

- Emphasis on creating family provisions so that visitors can spend quality time with the poorly child
- Kind staff members

4) Care for people who have a stroke

- Better rehabilitation provision
- Offer of light exercise classes/ other activities
- Better equipment
- Prompt treatment

5) Care for stomach and intestine condition including investigations (Gastroenterology and endoscopy)

- Communicate clearly with the patient the diagnosis and treatment plan
- Conditions taken seriously and acted on quickly

Please turn to Appendix I on page 12 for full results.

Further notes from specific demographic groups

The following community organisations helped us to reach seldom heard groups:

Community Group	Area	Beneficiaries	Further comments
Cathedral Archer Project	Sheffield	Recovering addicts (30)	Overall concerns over waiting times and lack of doctors/ nurses available. Some participants spoke about feeling judged due to their addictions and dependencies, as well as the lack of understanding of their mental health problems in the A&E department. Many open ended questions left blank.
Ben's Centre	Sheffield	Drugs and alcohol addicts currently still using the substances (7)	Similar to the above. However, overall viewed more positively.
Doncaster Titans	Doncaster	Physical and/or mental health support group (9)	A much younger demographic to the others. Two sixteen year olds responded with the help of their parents. Many struggled with the survey due to their disabilities and complexity of the questions or lack of personal experience with the NHS and/or specific hospital services.
Artistic Spectrum	Doncaster	Clients with various levels of autism (9)	All clients were on the autistic spectrum. Answered with the support of their parents/carers during their attendance at an art session. Many open ended questions left blank due to clients' inability to express their views coherently. However, some repeated comments around long waiting times and praise for the staff.
Sheffield LGBT Forum	Sheffield	LGBT community (7)	One comment made specifically around transgender experience was "Some trans awareness training for all staff including doctors would reduce inappropriate behaviour when dealing with trans people".

Part I and II results summary

In total **158** individuals took part in the research undertaken. Their **geographical location** was as follows.

ANSWER CHOICES		RESPONSES
▼ Barnsley	26.58%	42
▼ Bassetlaw	0.63%	1
▼ Chesterfield	1.27%	2
▼ Doncaster	13.92%	22
▼ Rotherham	19.62%	31
▼ Sheffield	37.97%	60
▼ Other (please specify)	Responses 0.00%	0
TOTAL		158

We achieved an equal split between **the sexes** – a 50/50 ratio

ANSWER CHOICES		RESPONSES
▼ Male	46.75%	72
▼ Female	46.10%	71
▼ Intersex	0.00%	0
▼ Other	0.65%	1
▼ Prefer not to say	6.49%	10
TOTAL		154

We achieved a good response rate from a variety of **age group**:

ANSWER CHOICES	RESPONSES
▼ 0-15	1.94%
▼ 16-24	20.63%
▼ 25-34	26.45%
▼ 35-44	16.13%
▼ 45-54	15.48%
▼ 55-64	11.61%
▼ 65-74	6.45%
▼ 75-84	0.65%
▼ 85+	0.00%
▼ prefer not to say	0.65%
TOTAL	

ANSWER CHOICES		RESPONSES
▼ Asian/ Asian British	12.10%	19
▼ Black/ African/ Caribbean / Black British	12.10%	19
▼ Mixed/ Multiple ethnic groups	12.10%	19
▼ White	59.24%	93
▼ Other (please specify)	Responses 4.46%	7
TOTAL		157

We accessed representative from a variety of **ethnic minority groups**:

We also wanted to gather whether, in the last 12 months, people's day-to-day activities were limited due to health problems or disabilities. The results were as follow:

ANSWER CHOICES ▼	RESPONSES ▼
▼ Yes, limited a lot	18.06% 28
▼ Yes, limited a little	18.06% 28
▼ No	56.77% 88
▼ Prefer not to say	7.10% 11
TOTAL	155

Common themes in regards to the service as a whole:

- **Friendliness, caring nature and professionalism of the staff**
- **Long waiting times**

Common themes from Part I and II in regards to the five specific services researched

Below is a summary of the common themes which emerged from all respondents taking part in the survey.

Care during pregnancy and mother-and-baby (Maternity)

- More staff members on hand is required
- Caring and relaxing environment

Care when you need it unexpectedly (Urgent and Emergency Care)

- Universal agreement that a reduction of waiting times at A&E is needed

Care for poorly children who need a hospital service

- Emphasis on creating family provisions so that visitors can spend quality time with the poorly child

Care for people who have a stroke

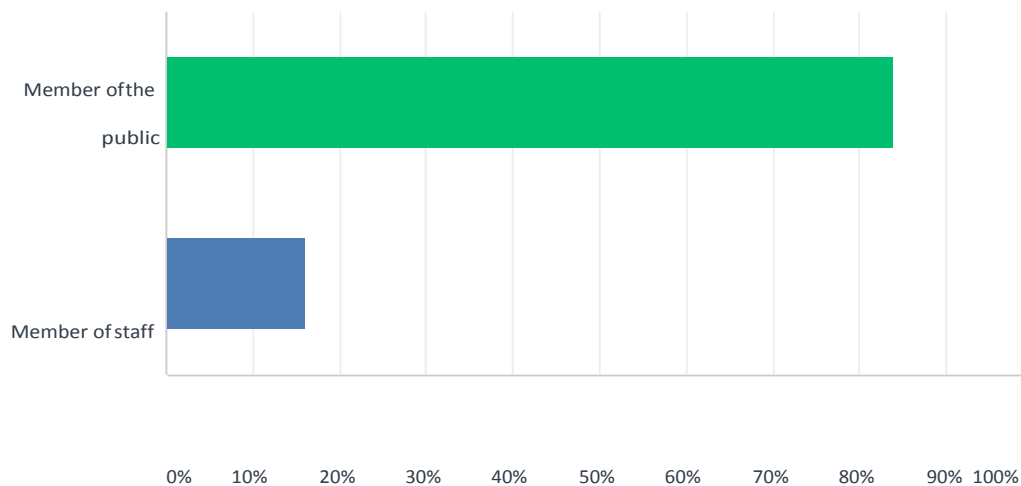
- Better rehabilitation provision
- Better equipment

- Communicate clearly with the patient the diagnosis and treatment plan

Appendix I – research data transcript

Q1 Please tell us if you are answering as:

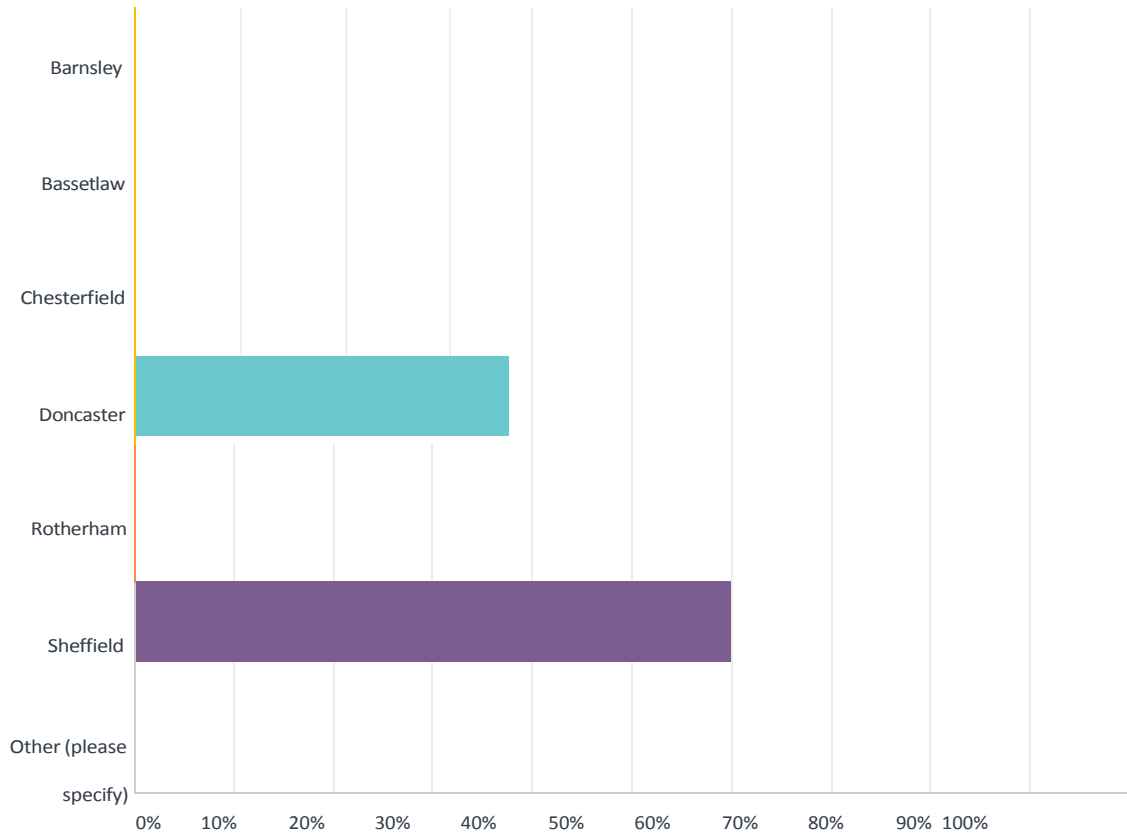
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Member of the public	83.87%	52
Member of staff	16.13%	10
TOTAL		62

Q2 1. Where are you answering from?

Answered: 62 Skipped: 0

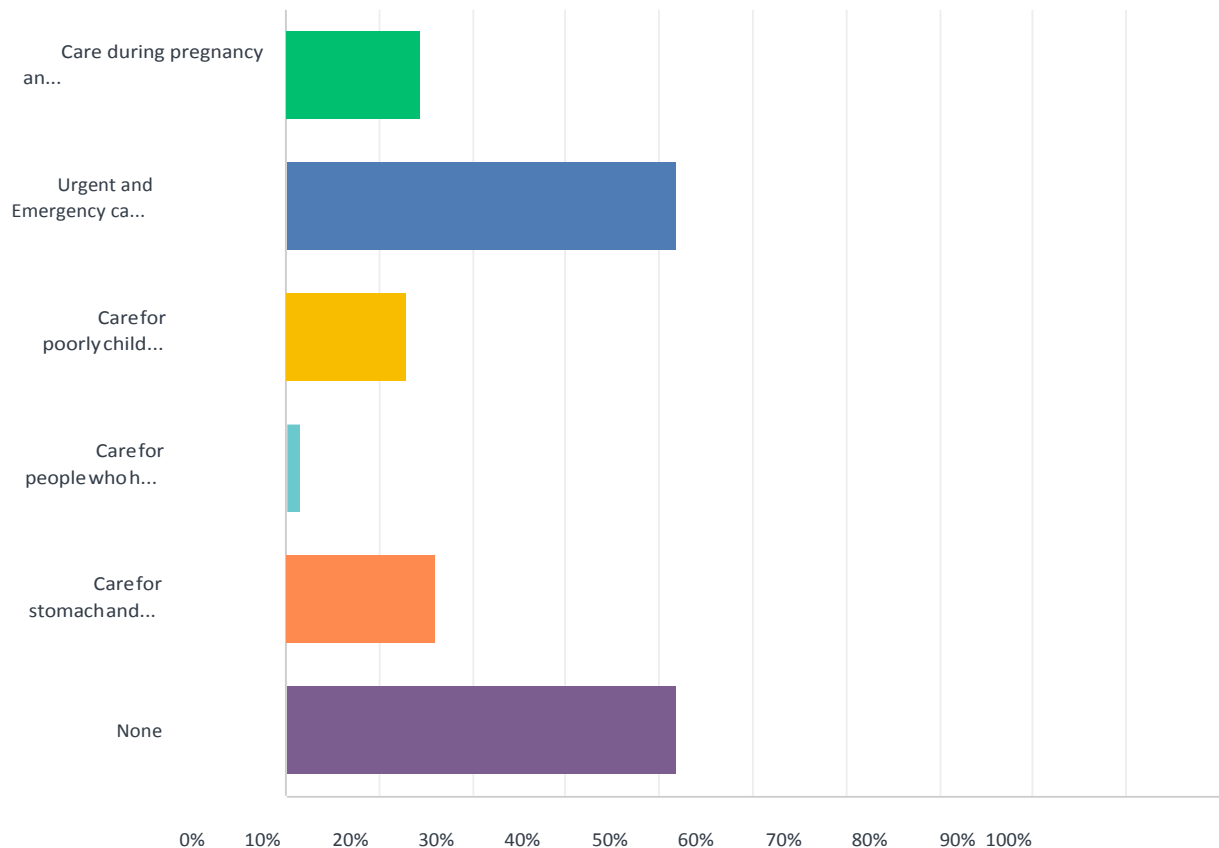


ANSWER CHOICES		RESPONSES	
Barnsley		0.00%	0
Bassetlaw		1.61%	1
Chesterfield		1.61%	1
Doncaster		35.48%	22
Rotherham		1.61%	1
Sheffield		59.68%	37
Other (please specify)		0.00%	0
TOTAL			62

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q3 Have you or a member of your family used (or worked in) any of the following services in the last two years? (please tick any that apply)

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Care during pregnancy and for mother-and-baby (Maternity)	14.52%	9
Urgent and Emergency care (care when you need it unexpectedly)	41.94%	26
Care for poorly children who need a hospital service	12.90%	8
Care for people who have a stroke	1.61%	1
Care for stomach and intestine conditions	16.13%	10
None	41.94%	26
Total Respondents: 62		

Q4 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.

Answered: 44 Skipped: 18

#	RESPONSES	DATE
1	Waiting too long (3 hours+) too many people there who shouldn't	1/24/2018 11:02 AM
2	bad, slow service	1/24/2018 10:57 AM
3	4 hours is really bad	1/24/2018 10:56 AM
4	Long time for my son to be seen.	1/24/2018 10:55 AM
5	4 hour wait is really bad	1/24/2018 10:54 AM
6	It didn't take too long to be looked at.	1/24/2018 10:52 AM
7	Nurses and Doctors	1/24/2018 10:48 AM
8	Talking to patient and given support till they feel safe	1/24/2018 10:45 AM
9	Staff are amazing	1/24/2018 10:36 AM
10	Service users positive input	1/24/2018 10:29 AM
11	N/A	1/24/2018 10:26 AM
12	There wasn't a long wait for my procedure date.	1/24/2018 10:23 AM
13	doctors was bad	1/19/2018 2:46 PM
14	Great care from all involved	1/19/2018 11:22 AM
15	good service, friendly staff	1/15/2018 1:21 PM
16	very helpful, understanding my needs	1/15/2018 1:15 PM
17	staff were brilliant, hospital very clean	1/15/2018 1:13 PM
18	It wasn't so good, there was a lot of waiting around	1/15/2018 1:11 PM
19	I recently attended the hospital for an MRI scan and everything was good	1/15/2018 1:02 PM
20	went into A&E with a head injury, insufficient care was provided, I didn't feel it helped. My head is still injured and bruised and they only washed it. I wear a hat to cover the lump.	1/15/2018 12:02 PM
21	yes, good service	1/15/2018 11:58 AM
22	in the past I fractured my elbow and went to the a&e. it was good,	1/15/2018 11:56 AM
23	nurses made my experience good because of the comfy environment	1/15/2018 11:55 AM
24	good and professional care	1/15/2018 11:50 AM
25	overall good service	1/15/2018 11:48 AM
26	I haven't used any of them	1/15/2018 11:46 AM
27	The A&E was stressful. I have been waiting for a year for a mental health support worker	1/15/2018 11:44 AM
28	excellent service	1/15/2018 11:38 AM
29	never been	1/15/2018 11:33 AM

30	I have no complaints about the service for my condition	1/15/2018 11:31 AM
31	well, the NHS paid for my taxi to be driven to hospital and dealt with appropriate measures on the other hand, when waiting long lengths of time the lack of communication	1/15/2018 11:27 AM
32	I broke my ankle when I was younger and received great service from the NHS	1/15/2018 11:21 AM
33	n/a	1/15/2018 11:16 AM
34	My doctor at devonshire green is very good	1/15/2018 11:13 AM
35	Brilliant, CCU quick response and good service	1/15/2018 11:12 AM
36	Visited the hospital for something else, it was OK	1/15/2018 11:08 AM
37	it was good	1/15/2018 11:04 AM
38	the staff at the hospital were very aware of our concerns and worries	1/10/2018 8:56 PM
39	Having clinic specialists available to address particular issues as opposed to just regular a+e staff was most useful in getting the correct care	1/10/2018 4:54 PM
40	Urgency of paramedics saved my life on 3 occasions due to time critical heart issue. Due to complex nature of my illness the hospital staff had increasing difficulty in understanding my specific needs which were partially overcome due to quick thinking from a paramedic	1/10/2018 4:35 PM
41	The pain allievating and going away. Being transferred from A&E to Walk In at NGH. Kindly staff.	1/9/2018 12:41 PM
42	No, it was not a positive experience at all. The specialist nurses are quite ignorant in Doncaster hospital. Not helpful at all. They would say this is not your doctor, while in reality, it is the doctor. The nurses are there for a wage only.	12/21/2017 11:07 PM
43	I honestly can't think of anything good about my experiences.	12/21/2017 4:27 PM
44	I am the Chair of Doncaster Health Ambassador Scheme (Healthwatch) is representative of hard to reach patient groups.	12/21/2017 4:12 PM

Q5 Please tell us if you think there is anything we could have done differently or better. Again you could use the ideas from question 2, but also please tell us about anything else that is important to you or a relative.

Answered: 41 Skipped: 21

#	RESPONSES	DATE
1	more staff	1/24/2018 10:57 AM
2	Faster service	1/24/2018 10:54 AM
3	Be more clearer when staff speak.	1/24/2018 10:52 AM
4	More workshops, like exercise sessions, therapy	1/24/2018 10:48 AM
5	Talking to people in a personal way. Not to take away independence from someone. Support where needed	1/24/2018 10:45 AM
6	more resources, shorter waiting times, more staff	1/24/2018 10:36 AM
7	Time management, respectable behaviour, professional behaviour	1/24/2018 10:33 AM
8	N/A	1/24/2018 10:26 AM
9	Better treatment of women who have miscarriages 12 weeks or under. i.e. don't send them to A&E, send them to the women's hospital. No after-care for women who suffer miscarriage available.	1/24/2018 10:23 AM
10	more politeness	1/19/2018 2:46 PM
11	The staff couldn't work any harder than they were already doing	1/19/2018 11:22 AM
12	nothing, I was satisfied with the service	1/15/2018 1:21 PM
13	waiting to be moved to another hospital could have been communicated better	1/15/2018 1:13 PM
14	quicker waiting times are needed to deal with patients sooner	1/15/2018 1:11 PM
15	I received poor service , people need to be seen quicker and more urgently	1/15/2018 1:09 PM
16	the long waiting times are not acceptable. Also felt the doctors were judgmental due to my past addictions	1/15/2018 1:07 PM
17	the 3 to 4 week wait for an appointment with a doctor is too long, other than that it's ok	1/15/2018 1:04 PM
18	waiting times were very long	1/15/2018 1:00 PM
19	I suffer from paranoia and depression and don't feel people understood my condition	1/15/2018 12:09 PM
20	no	1/15/2018 11:58 AM
21	more staff as my baby was small and needed extra care	1/15/2018 11:55 AM
22	no	1/15/2018 11:50 AM
23	don't know	1/15/2018 11:46 AM
24	more nurses and other health care professionals	1/15/2018 11:44 AM
25	explain what's happening to the patients in more details so that they are not panicking and worrying	1/15/2018 11:38 AM
26	I didn't get seen and ended up going home without treatment	1/15/2018 11:34 AM
27	nothing	1/15/2018 11:33 AM
28	I felt there is a lot of services for people with addiction-related problems but very little service for people with real addictions e.g. alcohol	1/15/2018 11:31 AM

29	if the patient is waiting a long period of time, I feel more information to share with them would ease some frustrations	1/15/2018 11:27 AM
30	The waiting time could be improved	1/15/2018 11:21 AM
31	went to waik-in centre for inhaiers and was refused and told to go to my GP which i haven't got due to new housing	1/15/2018 11:16 AM
32	Once you're through the door and on the bed, you can't leave to go for a cigarette, leaves smokers frustrated and craving nicotine. Parking charges for staff working at the hospital are unacceptable.	1/15/2018 11:12 AM
33	Put them asleep (general anaesthetic)	1/15/2018 11:08 AM
34	No.	1/15/2018 11:04 AM
35	Having a parent forum would be a really good idea has we god talk to others who may have been through worrying times have having no one to talk too	1/10/2018 8:56 PM
36	Reward your wonderful staff!	1/10/2018 4:54 PM
37	The lack of care by some doctors probably due to budgeting cuts, time wasting patients who are under the influence of drink or drugs. It is very demoralizing for a patient who is only 26, very afraid and no one could give a straight answer other than you collapse while you piss but your fine so we shall send you home only to discover a partial heart block after 11 visits to Accident and emergency. A second visit i was sent to Accident and Emergency after collapsing at home (No urine involved) I was placed in a CDU for around 5 hours to be released back to GP only to be rushed back for a CT which they isolated the electrical issue in my heart. Still an on going issue but making very slow progress and support is pretty much nil with aftercare being "someone else's problem" the neurologist told me to "drink more" as she believed it to be anxiety!! It only made me more anxious!!	1/10/2018 4:35 PM
38	Better communication between GP, stomach consultant and specialist muscular dystrophy consultant. Better info and diagnosis when taken in for Surgical Unit. Kept in hopsital overnight needlessly it seemed. Not enough resources to keep patients with neuromuscular conditions safe when being positioned for xrays or scan	1/9/2018 12:41 PM
39	To educate them and to tell them that people are people wherever their circumstances are. Not only they are people but they are a patient. They go to hospital for a reason. No point to target them especially if they see that they are vulnerable.	12/21/2017 11:07 PM
40	On admission to A&E for mental health crisis, I was forced to lie on a cold, dirty floor in a cubicle for 4 hours, because no account was taken of my physical health problems so it was just assumed I'd be fine sitting on a chair. So giving me a bed or even a trolley would have made a big difference. I also had no access to suitable food at any of my hospital admissions, because I'm vegan and have some food allergies. So being fed suitable food would have made a big difference during my hospital admissions, especially when I was unable to ask friends or family to bring me food, so I was just starved. On one admission I was too nauseous to be able to keep down water and must have been very dehydrated and should have been put on a hydration drip, but no-one cared, or even noticed I hadn't urinated for days. I was discharged from hospital to a mental health Crisis House once without anyone checking I had any means to get there safely, so I ended up having to be re-admitted to the hospital shortly afterwards instead due to further self-harm. I don't think I can list everything that could have been done better, probably the only way it could have been worse would have been if there were no hospital or medical people at all. The current state of our NHS medical care is critical in general, but it's especially terrible for people like myself suffering with mental illness and/or other disabilities.	12/21/2017 4:27 PM
41	Use the scheme to canvass their groups for opinion.	12/21/2017 4:12 PM

Q6 In your opinion what would make care during pregnancy and for mother-and-baby (Maternity) the best it could be?

Answered: 29 Skipped: 33

#	RESPONSES	DATE
1	none	1/24/2018 10:56 AM
2	Unsure	1/24/2018 10:54 AM
3	Counselling/support	1/24/2018 10:48 AM
4	Someone to talk over problems and fears	1/24/2018 10:45 AM
5	more activities	1/24/2018 10:39 AM
6	Better services for baby loss, more appointments/contact with midwife.	1/24/2018 10:36 AM
7	Patience, encouragement	1/24/2018 10:33 AM
8	N/A	1/24/2018 10:26 AM
9	Better care for mums who suffer miscarriage, more check ups for mums prone to miscarriage during pregnancy.	1/24/2018 10:23 AM
10	mothers wearing hairnets	1/19/2018 2:46 PM
11	not sure	1/15/2018 1:21 PM
12	its awesome	1/15/2018 1:13 PM
13	it was OK when I was pregnant	1/15/2018 1:07 PM
14	a more personal approach	1/15/2018 12:04 PM
15	don't use trainee staff to do minor ops on babies	1/15/2018 11:55 AM
16	n/a	1/15/2018 11:50 AM
17	more doctors	1/15/2018 11:48 AM
18	Better people helping you get about	1/15/2018 11:46 AM
19	nothing to complain about here	1/15/2018 11:38 AM
20	less maternal mortality and fewer still births	1/15/2018 11:20 AM
21	no idea	1/15/2018 11:13 AM
22	care and comfortable surrounding to limit stress	1/15/2018 11:12 AM
23	having time to recover in a caring and comfortable ward is crucial to recovering with family	1/10/2018 8:56 PM
24	N/a	1/10/2018 4:54 PM
25	More staff, More dedication, better pay, for staff, more support for staffThe list is endless	1/10/2018 4:35 PM
26	More facilities for disabled mothers	1/9/2018 12:41 PM
27	To provide them with a professional service not abuse.	12/21/2017 11:07 PM
28	I have no idea.	12/21/2017 4:27 PM
29	Cannot comment	12/21/2017 4:12 PM

Q7 In your opinion what would make care when you need it urgently (Urgent and Emergency Care) the best it could be?

Answered: 36 Skipped: 26

#	RESPONSES	DATE
1	Kind doctors.	1/24/2018 10:52 AM
2	N/A	1/24/2018 10:48 AM
3	Emotional support	1/24/2018 10:45 AM
4	N/A	1/24/2018 10:39 AM
5	Shorter waiting times	1/24/2018 10:36 AM
6	time management fast	1/24/2018 10:33 AM
7	N/A	1/24/2018 10:26 AM
8	Shorter waiting times in A&E, more staff on shift.	1/24/2018 10:23 AM
9	when you are having genarl anesthesisa that you proived us hairnets	1/19/2018 2:46 PM
10	easier access to GP services	1/15/2018 1:21 PM
11	less waiting times	1/15/2018 1:15 PM
12	waiting times quicker	1/15/2018 1:13 PM
13	we need quicker treatment, better doctors and better care across all of these.	1/15/2018 1:09 PM
14	don't know	1/15/2018 1:07 PM
15	long wait, felt undervalued guess that's to do with time constraints due to government cuts	1/15/2018 1:00 PM
16	don't get passed from pillow to post	1/15/2018 12:09 PM
17	lower waiting times	1/15/2018 12:04 PM
18	my mental health problems weren't accommodated for. Didn't feel they understood me and what i was going through	1/15/2018 12:02 PM
19	less waiting times	1/15/2018 12:00 PM
20	getting seen quickly	1/15/2018 11:58 AM
21	family being around	1/15/2018 11:55 AM
22	straight away care	1/15/2018 11:50 AM
23	quicker assessment	1/15/2018 11:48 AM
24	a separate unit for less serious problems	1/15/2018 11:44 AM
25	understanding of mental health issues at emergency is not very good	1/15/2018 11:38 AM
26	less wasting time	1/15/2018 11:20 AM
27	shorter waiting times	1/15/2018 11:16 AM
28	Faster service	1/15/2018 11:13 AM
29	more beds and more staff	1/15/2018 11:12 AM
30	Speedy process through initial assessment and then on to care which doesn't involve loads of waiting to find out the results of any tests	1/10/2018 8:56 PM
31	More beds	1/10/2018 4:54 PM
32	More staff, More dedication, better pay, for staff, more support for staff The list is endless	1/10/2018 4:35 PM

33	better equipment and a speiclaist patient interface for patients with specific conditions that maybe aren't nursed with the necessary experience	1/9/2018 12:41 PM
34	When people need it.	12/21/2017 11:07 PM
35	About 3 times the budget it currentiy has, and awareness training for all staff so they're better abie to care for vulnerable people appropriately.	12/21/2017 4:27 PM
36	Enhance the tri-arqe system	12/21/2017 4:12 PM

Q8 In your opinion what would make care for poorly children who need a hospital service the best it could be?

Answered: 31 Skipped: 31

#	RESPONSES	DATE
1	People/staff dressed up for children	1/24/2018 10:48 AM
2	Family friendly areas	1/24/2018 10:45 AM
3	More sensory environment	1/24/2018 10:39 AM
4	separate waiting room, doctors and larger wards	1/24/2018 10:36 AM
5	Encouragement Entertainment	1/24/2018 10:33 AM
6	N/A	1/24/2018 10:26 AM
7	Lots of support/advice/guidance for the parents/carers involved.	1/24/2018 10:23 AM
8	na	1/19/2018 2:46 PM
9	Being able to use the hospital nearest there home	1/19/2018 11:22 AM
10	not sure	1/15/2018 1:21 PM
11	as above	1/15/2018 1:13 PM
12	don't know	1/15/2018 1:07 PM
13	the best doctors possible	1/15/2018 12:06 PM
14	friendly staff	1/15/2018 12:04 PM
15	less waiting times	1/15/2018 12:00 PM
16	seen quickly	1/15/2018 11:58 AM
17	be seen straight away	1/15/2018 11:50 AM
18	more hospitals	1/15/2018 11:48 AM
19	n/a	1/15/2018 11:38 AM
20	It is the best at Sheffield Children's hospital	1/15/2018 11:20 AM
21	more funding	1/15/2018 11:16 AM
22	n/a	1/15/2018 11:13 AM
23	more beds and more staff	1/15/2018 11:12 AM
24	Keep up the good work	1/15/2018 11:04 AM
25	care friendly helpful staff from entering building to leaving keeping parents and children free from waiting	1/10/2018 8:56 PM
26	N)a	1/10/2018 4:54 PM
27	More staff, More dedication, better pay, for staff, more support for staffThe list is endless	1/10/2018 4:35 PM
28	access for parents and family support	1/9/2018 12:41 PM
29	providing a special service and a department dealing with the type of service.	12/21/2017 11:07 PM
30	I have no idea.	12/21/2017 4:27 PM
31	Ensure reception staff have good child communication skills and empathy.	12/21/2017 4:12 PM

Q9 In your opinion what would make care for people who have a stroke the best it could be?

Answered: 28 Skipped: 34

#	RESPONSES	DATE
1	More workshops/exercises	1/24/2018 10:48 AM
2	Good understanding of the effects from strokes - caring approach.	1/24/2018 10:45 AM
3	To deliver more physiotherapy/gentle exercise sessions	1/24/2018 10:39 AM
4	Better rehabilitation centres	1/24/2018 10:36 AM
5	N/A	1/24/2018 10:26 AM
6	Excellent aftercare for patient and family.	1/24/2018 10:23 AM
7	na	1/19/2018 2:46 PM
8	don't know	1/15/2018 1:21 PM
9	no experience	1/15/2018 1:13 PM
10	don't know	1/15/2018 1:07 PM
11	quicker response needed. My father in law had a stroke. Took 17 minutes for an ambulance to arrive? WOW!	1/15/2018 12:09 PM
12	quicker response	1/15/2018 12:06 PM
13	more care for their needs during their stay	1/15/2018 12:04 PM
14	more staff	1/15/2018 11:58 AM
15	more hospitals	1/15/2018 11:48 AM
16	no complaints	1/15/2018 11:38 AM
17	stroke rehab, prompt treatment	1/15/2018 11:20 AM
18	more experts and doctors	1/15/2018 11:16 AM
19	better after care	1/15/2018 11:13 AM
20	n/a	1/15/2018 11:12 AM
21	Keep up the good work	1/15/2018 11:04 AM
22	Aftercare needs to be in place within the community after rehabilitation ends from stroke unit. groups and social activities are very important to recovery	1/10/2018 8:56 PM
23	N/a	1/10/2018 4:54 PM
24	More staff, More dedication, better pay, for staff, more support for staffThe list is endless	1/10/2018 4:35 PM
25	support for older family members to be involved in care and appropriate advocacy services	1/9/2018 12:41 PM
26	Helpline service	12/21/2017 11:07 PM
27	General overall improvement of hospital conditions.	12/21/2017 4:27 PM
28	Cannot comment	12/21/2017 4:12 PM

Q10 In your opinion what would make care for stomach and intestine conditions including investigations (Gastroenterology and endoscopy) the best it could be?

Answered: 27 Skipped: 35

#	RESPONSES	DATE
1	N/A	1/24/2018 10:48 AM
2	Explaining procedures and reassuring patient.	1/24/2018 10:45 AM
3	N/A	1/24/2018 10:39 AM
4	N/A	1/24/2018 10:26 AM
5	Short time frame to get in for the procedure.	1/24/2018 10:23 AM
6	na	1/19/2018 2:46 PM
7	don't know	1/15/2018 1:21 PM
8	no experience	1/15/2018 1:13 PM
9	it's always been ok for me	1/15/2018 1:04 PM
10	A set place for stomach ailments	1/15/2018 12:09 PM
11	better equipment	1/15/2018 12:06 PM
12	more accessibility to medication	1/15/2018 12:04 PM
13	seen quickly	1/15/2018 11:58 AM
14	more funding	1/15/2018 11:55 AM
15	see the same person throughout your treatment	1/15/2018 11:52 AM
16	more hospitals	1/15/2018 11:48 AM
17	long delays in procedures need to be addressed	1/15/2018 11:38 AM
18	earlier appointments, early surgery	1/15/2018 11:20 AM
19	more experts and doctors	1/15/2018 11:16 AM
20	take conditions more seriously and emphasise with patients	1/15/2018 11:12 AM
21	Fighting the fear of the unknown diagnosis	1/10/2018 8:56 PM
22	N/a	1/10/2018 4:54 PM
23	More staff, More dedication, better pay, for staff, more support for staffThe list is endless	1/10/2018 4:35 PM
24	vital to get appropriate equipment to allow safe transfer/moving of patients from chair/bed	1/9/2018 12:41 PM
25	Research programme to help alleviate the problem	12/21/2017 11:07 PM
26	Some trans awareness training for all staff including doctors would reduce inappropriate behaviour when dealing with trans people.	12/21/2017 4:27 PM
27	Cannot comment	12/21/2017 4:12 PM

Q11 In relation to the five services we have been asking about, have you had or seen any examples of excellent care anywhere else in the last two years? If so please tell us about it:

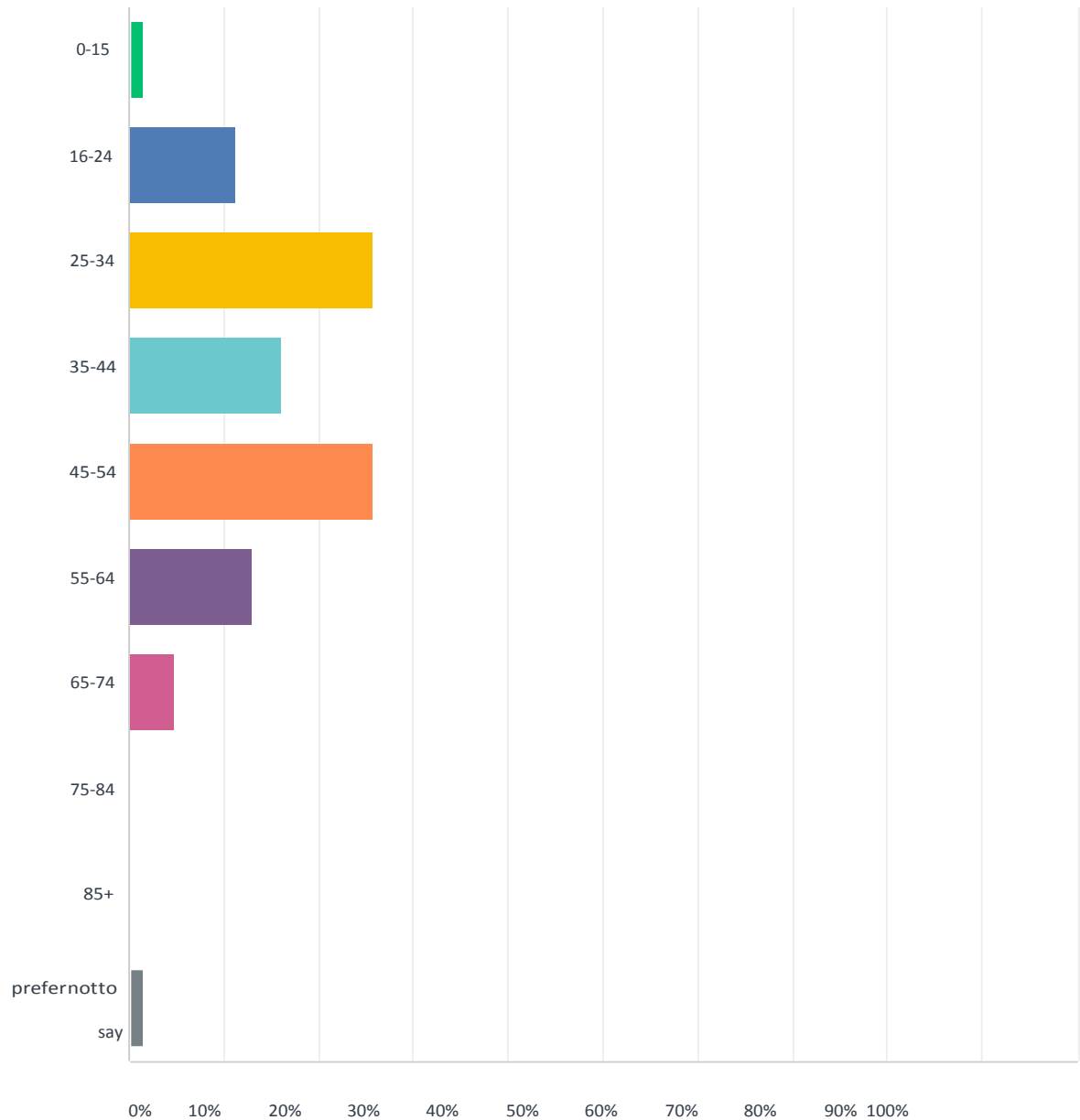
Answered: 33 Skipped: 29

#	RESPONSES	DATE
1	No	1/24/2018 10:56 AM
2	No.	1/24/2018 10:54 AM
3	N/A	1/24/2018 10:48 AM
4	Good senior nurse care.	1/24/2018 10:45 AM
5	N/A	1/24/2018 10:39 AM
6	Staff are great and do amazing with short resources, however I do not feel anyone receives excellent care.	1/24/2018 10:36 AM
7	Autism plus Thorne	1/24/2018 10:29 AM
8	N/A	1/24/2018 10:26 AM
9	The nurses on A&E who treated me with excellent care during my miscarriage, treated me as an expectant mum. Their personal experience helped them to empathise with me, help me to women's ward ASAP as I needed that side of care NOT A&E.	1/24/2018 10:23 AM
10	no	1/19/2018 2:46 PM
11	none	1/15/2018 1:21 PM
12	As I have not long moves here from Scotland, I find hte health service I have received here has been better	1/15/2018 1:15 PM
13	Maternity, prenatal Jessops	1/15/2018 1:13 PM
14	had private hospital but didn't find it any better	1/15/2018 1:07 PM
15	not personally	1/15/2018 12:04 PM
16	good nurses	1/15/2018 11:58 AM
17	yes, giving birth to my son	1/15/2018 11:55 AM
18	i received good care with the gash on my face	1/15/2018 11:50 AM
19	no	1/15/2018 11:48 AM
20	My GP Dr. Trish is caring and passionate	1/15/2018 11:44 AM
21	Pregnancy in Rotherham is better	1/15/2018 11:38 AM
22	one patient opposite me in the hospital bed. well, he just went really quiet. he didn't press the help button and before I knew it a nurse came out of nowhere and just said to him "are you OK lovely?", his face just lit up. That made me smile that.	1/15/2018 11:27 AM
23	n/a	1/15/2018 11:20 AM
24	no	1/15/2018 11:16 AM
25	CCU Unit in Edinburgh	1/15/2018 11:12 AM
26	I was looked after very well	1/15/2018 11:04 AM
27	the limbfit rehabilitation prosthetics centre at NGH Sheffield as exceptionally good reception and support team	1/10/2018 8:56 PM
28	Sheffield hallamshire hospital outpatient diabetes care is the best I've experienced	1/10/2018 4:54 PM

29	The stupid lad who cemented his head in a microwave for a "Prank". He took away time from a person who had a real emergency. Yes the lad was a genuine issue but it was of his own volition!!	1/10/2018 4:35 PM
30	no the hollies and the MAST team Chest medicine respiratory unit	1/9/2018 12:41 PM
31	No	12/21/2017 11:07 PM
32	No.	12/21/2017 4:27 PM
33	Cannot comment	12/21/2017 4:12 PM

Q12 What age are you?

Answered: 62 Skipped: 0

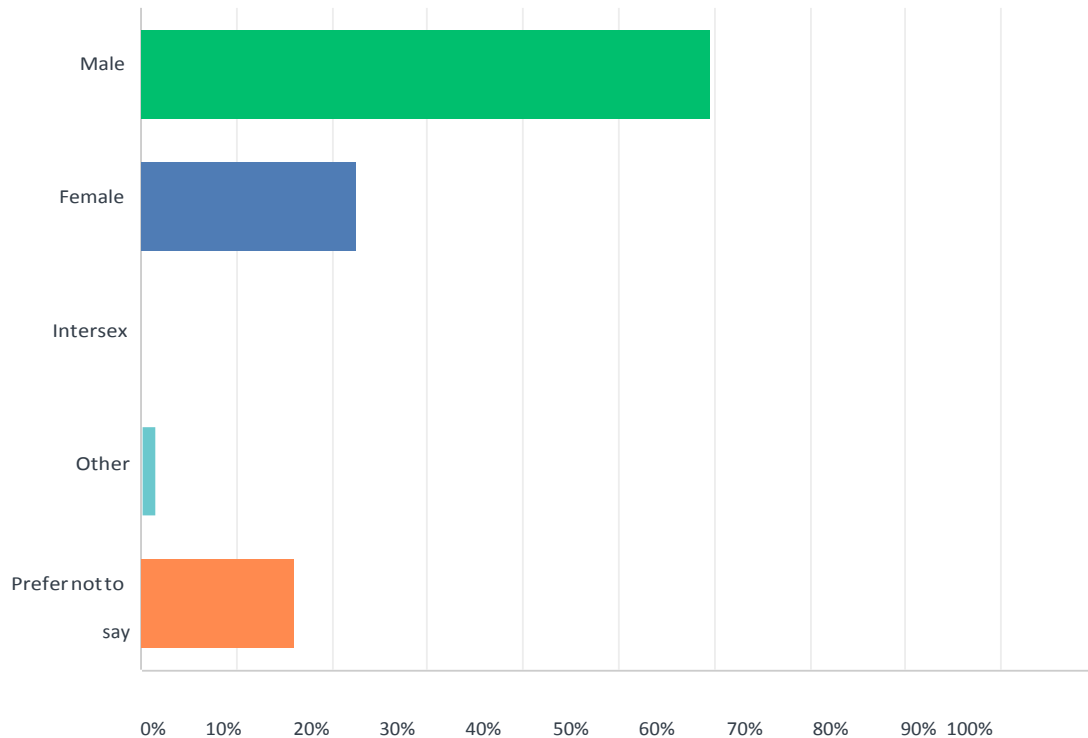


ANSWER CHOICES	RESPONSES	
0-15	1.61%	1
16-24	11.29%	7
25-34	25.81%	16
35-44	16.13%	10
45-54	25.81%	16
55-64	12.90%	8

65-74	4.84%	3
75-84	0.00%	0
85+	0.00%	0
prefer not to say	1.61%	1
TOTAL	62	

Q13 What is your sex?

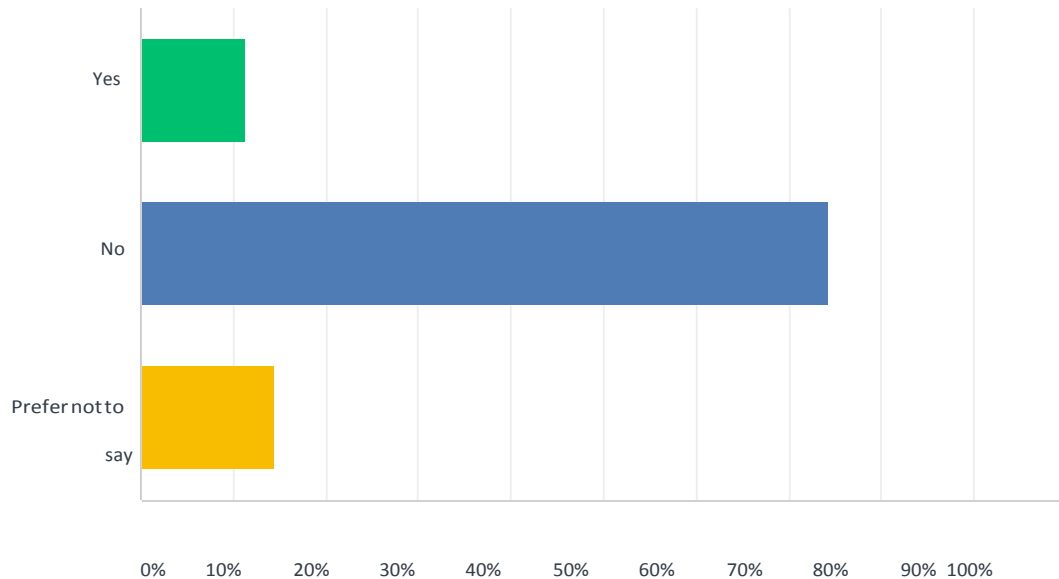
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	59.68%	37
Female	22.58%	14
Intersex	0.00%	0
Other	1.61%	1
Prefer not to say	16.13%	10
TOTAL		62

Q14 Have you gone through any part of a process, or do you intend to (including thoughts or actions) to bring your physical sex appearance, and/or your gender role, more in line with your gender identity?

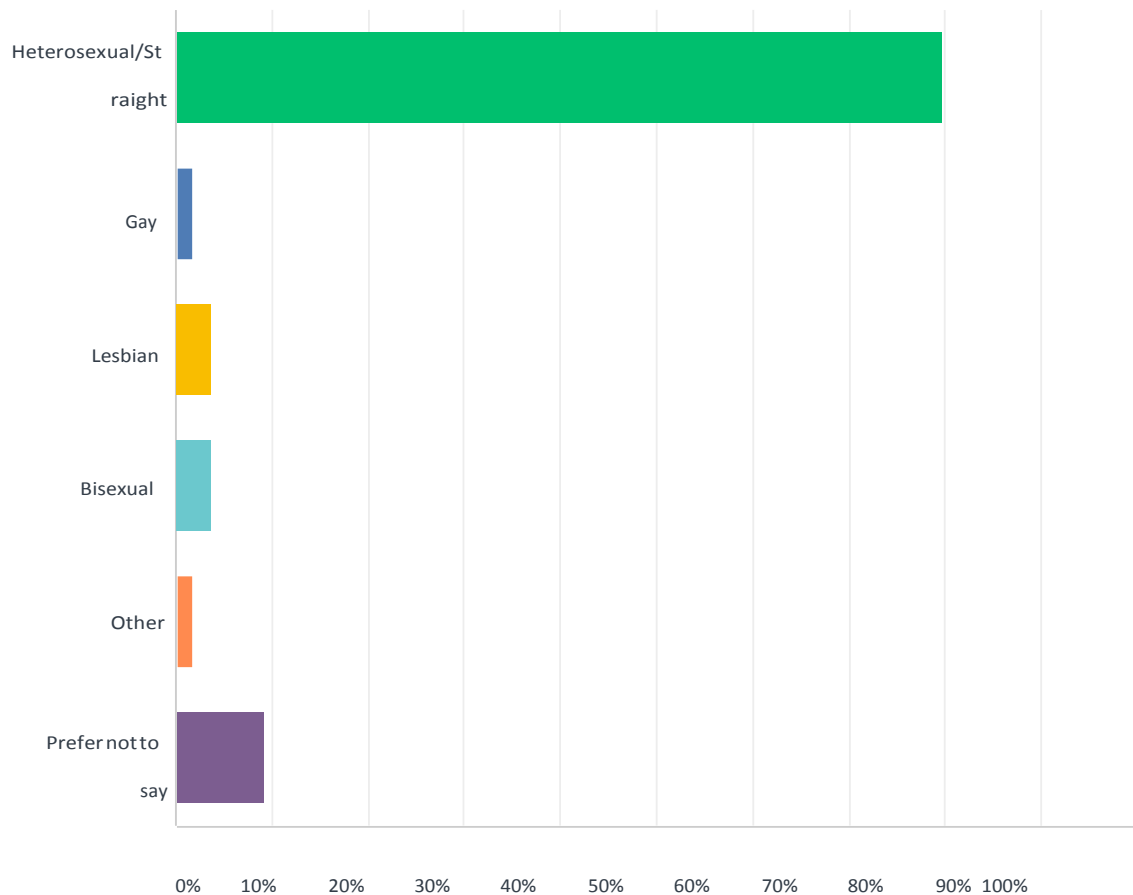
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	11.29%	7
No	74.19%	46
Prefer not to say	14.52%	9
TOTAL		62

Q15 Which of the following best describes your sexual orientation?

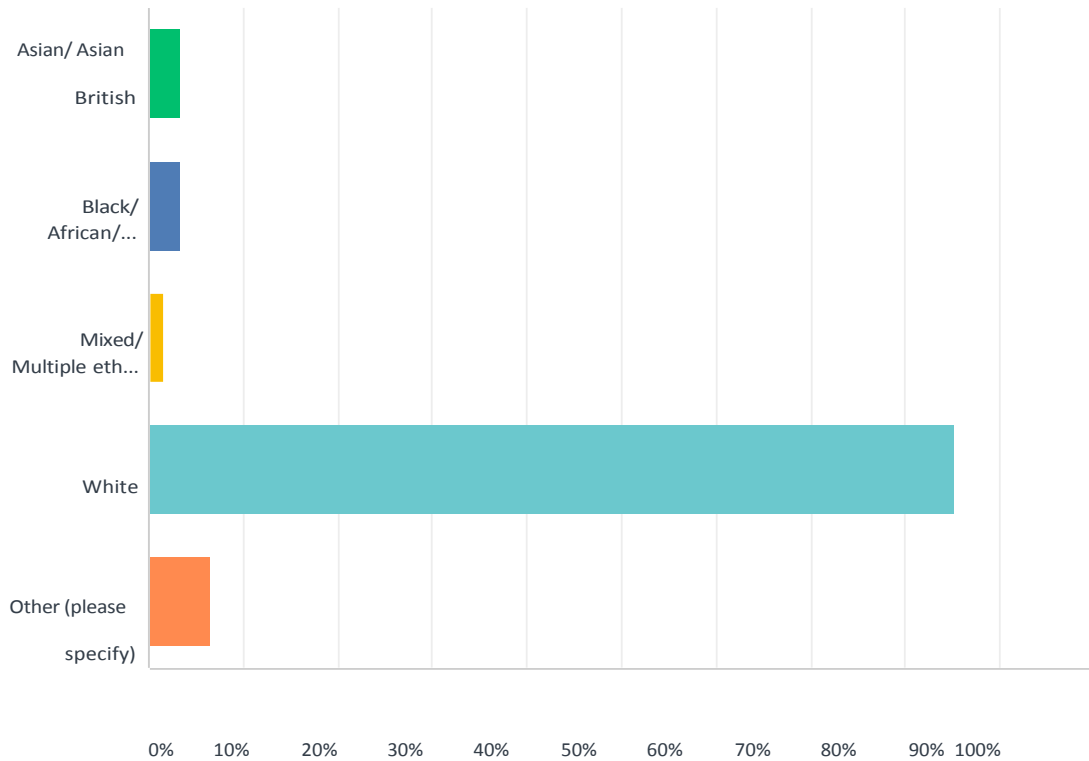
Answered: 54 Skipped: 8



ANSWER CHOICES	RESPONSES	
Heterosexual/Straight	79.63%	43
Gay	1.85%	1
Lesbian	3.70%	2
Bisexual	3.70%	2
Other	1.85%	1
Prefer not to say	9.26%	5
TOTAL		54

Q16 What is your ethnic group?

Answered: 61 Skipped: 1

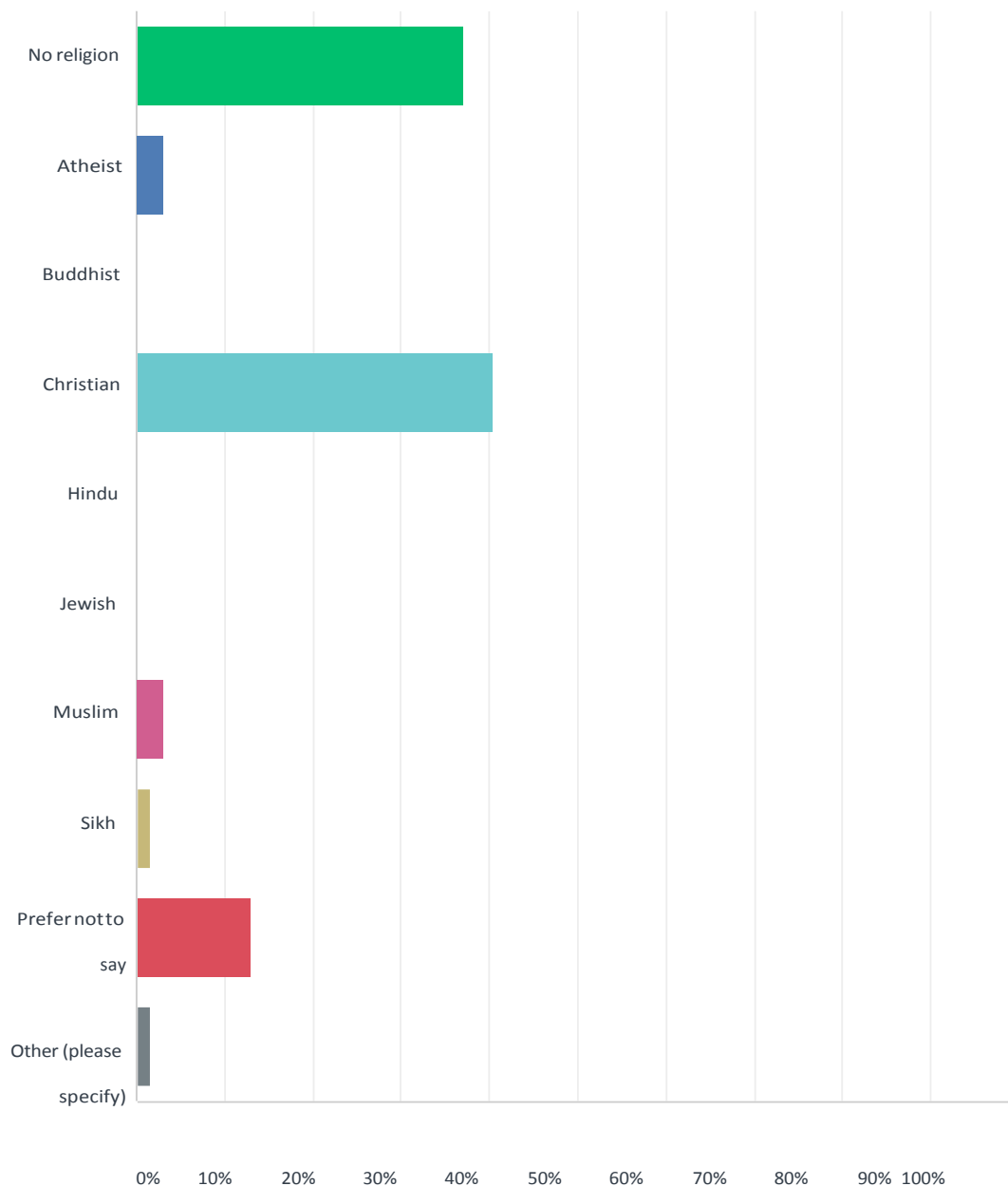


ANSWER CHOICES	RESPONSES	
Asian/ Asian British	3.28%	2
Black/ African/ Caribbean / Black British	3.28%	2
Mixed/ Multiple ethnic groups	1.64%	1
White	85.25%	52
Other (please specify)	6.56%	4
TOTAL		61

#	OTHER (PLEASE SPECIFY)	DATE
1	Prefer not to say	1/24/2018 10:45 AM
2	Prefer not to say	1/24/2018 10:29 AM
3	Prefer not to say	1/24/2018 10:26 AM
4	prefer not to say	1/15/2018 1:07 PM

Q17 What is your religion?

Answered: 62 Skipped: 0

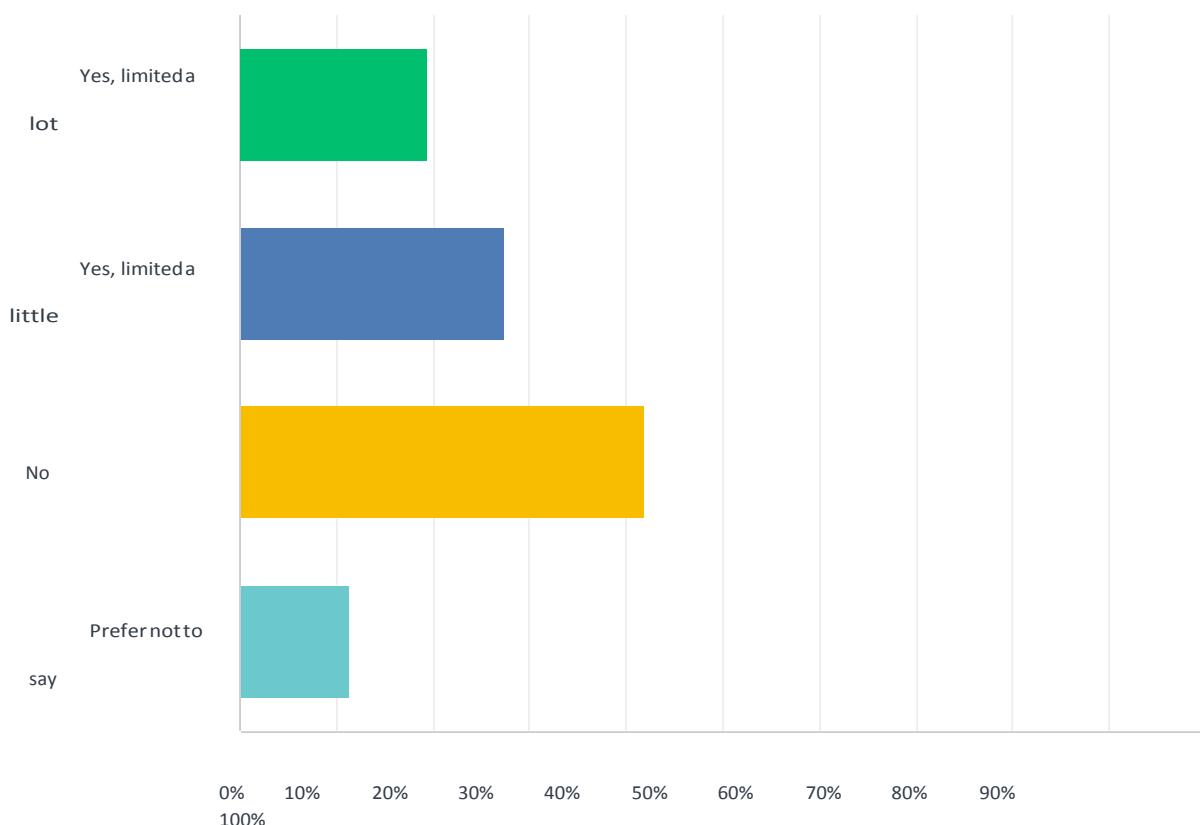


ANSWER CHOICES	RESPONSES	
No religion	37.10%	23
Atheist	3.23%	2
Buddhist	0.00%	0
Christian	40.32%	25
Hindu	0.00%	0
Jewish	0.00%	0

Muslim	3.23%	2
Sikh	1.61%	1
Prefer not to say	12.90%	8
Other (please specify)	1.61%	1
TOTAL		62

Q18 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? (please include any issues or problems related to old age)

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes, limited a lot	19.35%
Yes, limited a little	27.42%
No	41.94%
Prefer not to say	11.29%
TOTAL	