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Introduction

Commissioning outcomes adds an interesting challenge to the engagement and consultation process; as the final delivery model is unknown and does constitute a significant service change. The approach we have taken aims to put patient and carer views and experience at the heart of the development of future community services. This approach uses the views of current service users and members of the public at a number of different stages of the tendering and mobilisation process.

Methodology

NHS Hull CCG has used a number of sources to develop this data pack, these sources include:

- **People’s Panel**: this joint venture with Hull City Council has an active membership of over 3,500. This group completes surveys 4 times a year relating to; current health and wellbeing issues, health services, and council Services
- **Listening events**: in late 2013 NHS Hull CCG run a number of listening events in communities across Hull, asking how people access health services and what their preferences would be.
- **Questionnaires**: these were handed to users of services that fall into care group 1 and 2, for 4 weeks, from mid-February 2015 to mid-March 2015. These built on themes identified by the People’s Panel and listening events.
- **Focus Groups**: Due to the complexity of care group 3, a short pre-engagement exercise was undertaken, this informed 2 focus groups that looked at issues and experiences relating to those with long term conditions, these also built on the findings of the People’s Panel and listening events.

The involvement of patients and the public will continue throughout the tendering and mobilisation of this service procurement. How patient and carer experience has informed the bids will be assessed, and NHS Hull CCG Ambassadors will be part of the review panel. We will be supporting further engagement throughout the mobilisation phase to ensure that patient and carer views have fully informed the services being tendered.

It is hoped that this data pack will be used to help inform models of care and service structure, and supplement any intelligence gathered by your organisation.

A copy of the raw data gathered from the care group 1 and 2 questionnaires can be obtained by visiting www.hullccg.nhs.uk

If you have any questions about this data pack please contact Colin Hurst, Engagement Manager on 01482 344814 or colin.hurst@nhs.net
General experience of accessing services

As part of NHS Hull CCG’s continuing engagement through the People’s Panel and listening events; we have gained the following insight in to the general public’s preferences and perceived barriers to accessing services.

Chart 1 shows people’s priorities for services that provide on-going care for an injury or health condition, compared to those providing care for an urgent non-life threatening injury or health condition. For urgent care there are two clear priorities; short waiting time and knowing who provides the service, followed by the service being close to home and that they have face to face contact with a healthcare professional. For ongoing care there are more aspects of care that are seen as important; close to the patient’s home, face to face contact, provided by a single service or specialist, with a short waiting time. From these findings it is clear that people’s service priorities are dependent upon the type of care they are receiving; this is explored further in the care group specific engagement work.

Chart 1 Thinking about any time of the day or week, which of the following would be most important to you and your family if receiving?

- Ongoing care for an injury or health condition
- Urgent care for a non-life threatening injury or health condition

Chart 2 Care or treatment should be available at all times (including evenings and weekends)

- Strongly agree
- Tend to agree
- Neither
- Tend to disagree
- Strongly disagree

Chart 3 I would like all of my care or treatment to be managed through a single point of contact

- Strongly agree
- Tend to agree
- Neither
- Tend to disagree
- Strongly disagree
Charts 2 and 3 show that 92% of people agree that services should be available at evenings and weekends and that 65% of people agree that their care and treatment should be managed through a single point of contact.

Chart 4 shows respondents' perceived barriers to service, respondents were asked to select all options that they agreed with. 40% of respondents stated there were no particular barriers to accessing services; the subsequent findings have been used to structure service specific engagement.

Participants were asked if there was anything that should be considered in order to shape services around the diverse needs of the population; the following areas were identified:

- Work commitments
- Elderly care
- Options for same sex practitioner
- Disabilities, including sensory and learning
- Non-UK residents, including access to translators
- Improved awareness of services
- Dementia friendly
- Life choices respected, and taken into account.
Care Group 1 – Integrated Sexual Health Service

A questionnaire was handed to service users accessing; Specialist Menopause, Community Gynaecology, Early Medical Abortion (EMA), Erectile Dysfunction and Vasectomy services over a 4 week period, beginning in mid-February 2015. Due to the sensitive nature of the EMA service a different question set was used, the questionnaires can be found in the appendices from page 20. There were 76 responses in total; results have been combined to give a care group perspective. The services included in this care group are highly valued with 100% of respondents rating the service as good or very good, with a number of positive comments which can be found in appendix (v) on page 35.

Convenience

92% of respondents found their appointment time either convenient or very convenient with only 1.3% finding their appointment time inconvenient (chart 6); this is likely to be linked to 95.9% of respondents reporting that they were offered a choice of appointment time (chart 7). The CCG’s continuing engagement found that people would prefer an appointment in the evening or weekend; these options were split for the service specific work and found that 57.1% of respondents would not prefer an appointment at the weekend (chart 9), however this is less clear for appointments out of office hours with a third wanting an appointment out of office hours, a third not, and a third do not mind (chart 8).
Experience, information and support

During appointments 94.7% of respondents felt completely supported (chart 13), and 87% definitely felt they had enough time to discuss their medical problem (chart 12) and 78.4% any worries or concerns they might have (chart 14); 53.9% of respondents reported they were aware of what would happen during their appointment (chart 10), and 79.2% felt the healthcare professional knew enough of the respondents medical history (chart 11).

Chart 10  Before your appointment were you told what would happen during your appointment? (n=76)

Chart 11  Did the healthcare professional seem aware of your medical history? (n=49)

Chart 12  Did you have enough time to discuss your health or medical problem with the healthcare professional? (n=48)

Chart 13  Did you feel supported by the healthcare professionals? (n=76)

Chart 14  If you had any worries or fears about your condition or treatment did the healthcare professional discuss them with you? (n=76)

Chart 15  Did a member of staff tell you about any of the danger signs regarding your illness or treatment, and what to watch for when you went home? (n=49)

Chart 16  Did the staff tell you who to contact if you were worried about your condition or treatment after you left the service? (n=49)
Following their appointment 72% of respondents were made aware of who to contact after they left the service (chart 16), however 59.6% reported being told what danger signs to look for (chart 15). 62.5% of respondents were given written or printed information about their condition (chart 18), but 44.7% were given information about support that was available (chart 19). 61.7% of respondents were asked what was important to them when managing their condition and the impact on their day to day and personal life (chart 17). It is reasonable to deduce that the patients felt supported as they had enough time to with the healthcare professional to discuss their condition and any worries they might have.

Privacy and Dignity

Only 29.2% of respondents couldn’t be overheard in the reception area (chart 20), however 100% had enough privacy when being examined and when discussing their condition and treatment with a healthcare professional (charts 21 and 22). 67.4% of respondents were offered a healthcare professional who was the same gender as them, although 8.7% didn’t want one; of those who were not offered a healthcare professional of the same gender, none would have liked to be offered one (chart 23). 50% of respondents were offered a chaperone, 17.9% of those didn’t want one. It should be noted that a chaperone would only be offered if the healthcare professional was of a different gender, this accounts for the low response rate (chart 24).
Location of Services

97.9% of services users travelled for 1 hour or less to the existing community sexual health services (chart 26), 63.8% of service users travelled 6 miles or less to the service (chart 27). When using this information to consider location of care group 1 services, it should be noted that some respondents travelled from the East Riding of Yorkshire. Chart 25 shows the different methods service users use day to day and to travel to services, the location of services should appropriately reflect the travel methods of service users.

Chart 22
Were you given enough privacy when being examined? (n=41)

Chart 23
Were you offered a healthcare professional of the same gender as you? (n=46)

Chart 24
Were you offered a chaperone if you were being examined by a healthcare professional of a different gender than you? (n=28)

Chart 25
Graph to compare how patients travel to service, and how this differs from their day to day methods of travel (n=49)

Chart 26
How long did it take for you to travel to the service? (n=48)

Chart 27
How far was your journey to the service? (n=47)
Improvements to Service

Respondents were asked to rate the aspects of service, 1 being the most important through to 9 being the least important, this builds on the findings from the People’s Panel and listening events. It is important to remember that a rating of 10 does not mean that aspect of service is unimportant, but is the least important in the list. Chart 28 shows the aspects of service were rated as follows;

1. Seeing a doctor / consultant face to face, 69%
2. Seeing a nurse / healthcare professional face to face, 59.5%
3. Access to my health records, 23%
4. Close to where I live, 23.8%
5. Accessible by car, 31%
6. Accessible by public transport, 19%
7. Good car parking, 16.7%
8. Seeing a healthcare professional of the same gender, 50%

“Close to other health services (pharmacy, hospital)” was not definitively rated, this does not mean it is the least important of the list, this was “seeing a healthcare professional of the same gender”, its highest rating was 4th with 21.4%, so it could be argued that it is equally as important as the service being close to where the patient lives.

Respondents were asked “How could your experience have been improved?” the comments can be seen in appendix (v) on page 35.
Care Group 2 – Urgent Care

A questionnaire was handed to service users accessing; minor injuries units in Bransholme and at the Freedom Centre, GP out of hours services in Bilton and at the Westbourne Centre, and Emergency Care Practitioners (ECP) over a 4 week period, beginning in mid-February 2015. There were 120 responses in total; results have been combined to give a care group perspective. The services included in this care group are valued with 91.4% of respondents rating the service as good or very good (chart 29), with a number of positive comments which can be found in appendix (v) on page 38.

Accessing the Service
Charts 30-32 show how and why people accessed the urgent care services, the reasons and organisations that currently signpost to urgent care services, these should be taken into account as the service model is developed.

Although NHS 111 only accounts for 24.8% of patients routes to services (chart 30), most people, 26.9%, found out about the service they accessed through NHS 111 (chart 31) and 29.1% were advised to attend service by NHS 111.
Experience, information and support

Chart 35 shows which healthcare professional respondents hoped to see compared to the healthcare professional they actually saw, although these are not always congruous chart 34 shows that 93.2% felt the healthcare professional met their needs or better, this suggests that although service users may hope to see a doctor, a nurse met their needs. This could also be inferred for Emergency Care Practitioners.

Chart 34 Did the healthcare professional you saw meet your needs? (n=118)

- Far more than met my needs: 23.3%
- More than met my needs: 23.3%
- Met my needs: 46.6%
- Less than my needs: 1.7%
- Far less than my needs: 1.7%
- Don’t know: 14.3%

Chart 36 How long did you wait before you got an appointment / saw a professional? (n=118)

- Longer than I expected: 14.3%
- About what I expected: 39.3%
- Less time than I expected: 46.2%

Chart 38 Did a member of staff advise you when you could resume your usual activities? (n=118)

- Yes, definitely: 30.5%
- Yes, to some extent: 41.5%
- No: 22.9%
- I didn’t need this type of information: 2.5%
- Don’t know / can’t remember: 15.3%

Chart 39 Did a member of staff tell you who to contact if you were worried about your condition or treatment after you left the Urgent Care Service? (n=118)

- Yes: 85.6%
- No: 14.4%
- Don’t remember: 1.7%
Chart 37 shows that 91.1% of respondents spent an hour and a half or less in the service, 39.3% of respondents waited the amount of time they expected to see a healthcare professional, with 46.2% waiting less time than expected (chart 36). 15.3% of respondents reported that they were not told when they could resume usual activities (chart 38), however, 83.6% of respondents reported that they were told who to contact if they were worried about the treatment or condition after leaving the urgent care service (chart 39).

**Location of Services**

91.3% of service users travelled for ½ hour or less to the existing urgent care services (chart 41), 90% of service users travelled 4 miles or less to the service (chart 42). The majority of services users travelled to the urgent care service by car, either driving themselves or as passengers (chart 40); when asked why respondents used that mode of transport, the highest response was convenience. When using this information to consider location of care group 2 services, it should be noted that some respondents travelled from the East Riding of Yorkshire. Chart 40 shows the different methods service users use day to day and to travel to services, the location of services should appropriately reflect the travel methods of service users.

Due to urgent care services being used at any time, respondents were asked how easy it was to find the service (chart 43), how easy it was to enter the building (chart 44), and how secure the site felt (chart 45). 100% of respondents stated that it was easy or very easy to find the service, 98.2% found it easy or very easy to enter the building and 95.5% felt the site was secure.
Respondents were asked if the site could be made more secure, the suggestions included: employing a security guard particularly as some of the services have an all-female staff, and improve carpark lighting with security cameras.

Improvements to Service

Respondents were asked to rate the aspects of service, 1 being the most important through to 9 being the least important, this builds on the findings from the People’s Panel and listening events. It is important to remember that a rating of 10 does not mean that aspect of service is unimportant, but is the least important in the list.

Chart 45 shows the aspects of service were rated as follows:

1. Close to where I live, 23%
2. Seeing a nurse / healthcare professional face to face, 22.1%
3. Access to my health records, 33.3%
4. Accessible by car, 16.8%
5. Good car parking, 17.8%
6. Accessible by public transport, 14.2%
7. Close to other health services, 16.8%
8. Being seen and treated in the same place, 31%
Four aspects of service were rated most important by comparable amounts of people: “close to where I live” 23%, “seeing a nurse / healthcare professional face to face” 22.1%, “seeing a doctor / consultant face to face” 21.2%, “being seen and treated in the same place” 20.4%, this suggests that these aspects of service are equally most important. “Seeing a doctor / consultant face to face” was not definitively rated, this may be due to people having their needs met by a nurse rather than a doctor, please refer to charts 34 and 35.

Respondents were asked “How could your experience have been improved?” the two subjects most frequently covered in comments (which can be found in appendix (v) on page 36) related to the waiting time being too long, and the need for access to x-ray facilities. There were complimentary comments about the urgent care services and their staff.

Chart 47 shows the type of access to urgent care services respondents would prefer. 60% of respondents selected walk in, followed by pre booked appointment, followed by home visit; this is mirrored by people’s current behaviour, and can be seen in chart 30 on page 11. Although this data suggests a walk in model, provision should be made for those unable to travel or those where it is not appropriate for them to travel to service. The emergency care practitioner service is predominantly accessed by care homes and is a valued service, this can be seen in the comments in appendix (V) on page 37; this is an example of the need for alternative access for those unable to attend a walk in model.
Care Group 3 – Integrated Community Care Service

NHS Hull CGG is currently undertaking formal consultation regarding the development of an Integrated Care Centre (ICC), this centre would focus on the care of those with long term conditions and the management of older people to avoid unnecessary admission to hospital. This consultation has also been used to gain insight in patient, carer and public views relating to services covered by care group 3.

A pre engagement exercise was run to help structure the ICC consultation and the two focus groups that discussed issues relating to services supporting long term conditions; this exercise used open ended questions to identify areas to explore further, 151 people took part. Two focus groups were run; participants were older people and those with long term conditions 30 patients and carers attended in total. During each focus group participants were asked what long term conditions they have, what services they use for the ongoing management of their conditions, the positive aspects of those services and the negative aspects of those services.

Multiple conditions and service interaction
The pre engagement exercise identified a number of conditions respondents live with, this list was used to help facilitate discussion around services. It should be noted that although some of these conditions are not covered in this procurement; the nature of the services i.e. regularly accessed over a long period of time, the interaction between generalist and specialist services, are comparable to the services in this procurement.

It is clear from the pre-engagement work and the focus groups that patients do not have one long term condition, they have a number. There are some conditions which are not covered in this procurement that will have an impact on the delivery of services, these include; failing eyesight and hearing, mobility issues and dementia. One general comment from the focus groups related to being treated as a person as opposed to a condition or number, it should be considered that the contact healthcare professionals have with patients as part of care group 3 services, may lead to detection of other issues or conditions that are not in scope of this procurement; a good example of this would be mental health issues, how care group 3 services interact with other services and agencies should be considered as part of the service model.

Positive aspects of service
The positive comments during the focus group mainly focused on the care received and the staff that deliver care. All of the conditions discussed had some management from the GP, this was valued by participants. Specialist services also received good comments, particularly having a named person or single contact, which echoes the positive feeling towards the GP and a feeling of consistency of service. Specific specialist programmes and services were named, these included; the cardiac unit at Castle Hill Hospital, the diabetes service specialist nurses and the DAFNE programme. The oxygen
service was highlighted as an example of a good service that interacts well with a number of different agencies. Although specialist services were valued, there were negative comments relating to travel to these services and the need to be continually followed up at those specialist services.

Negative aspects of service

Negative comments mainly focussed on travel to services and waiting times. Participants were unhappy travelling to services for monitoring or follow up appointments, particularly as these were often based at the hospitals in the area; however it should be noted that participants acknowledged the need to access specialist services at the beginning of their treatment or diagnosis, but would prefer ongoing support closer to home. Waiting times were also seen as a problem for some services, this led to people exploring private provision rather than waiting even though the service they would have received was rated positively. Other negative comments included; a feeling of being passed back and forth which highlights the need for services to interact better and the need for consistency.

Location of services

Participants were positive about services delivered in GP practices and health centres, in particular the mobile retinal screening service and the physiotherapy provision at Diadem and Morrill Street health centres. Incorporating co-located services or mobile services may reduce the feeling of being passed around and going to separate places for separate conditions. The need to attend specialist services at the beginning of treatment or diagnosis was acknowledged, but there was negative feeling towards the distance required to travel as this often resulted in the need for two buses, or problems parking. As part of the Integrated Care Centre consultation participants have been asked if they agree with the statement “People should receive care as close to their own home as possible”, of the 669 respondents so far, 78.5% strongly agree and 18.5% agree to some extent.
Demographics

Distribution of services accessed

Chart 48 Which service did you use today? (Care Group 1) (n=76)
- Specialist menopause services: 23.7%
- Community gynaecology service: 13.2%
- Early medical abortion: 6.0%
- Erectile dysfunction service: 2.7%
- Vasectomy service: 9.2%
- Don't know: 25.0%

Chart 49 Which service did you use today? (Care Group 2) (n=119)
- Minor Injuries Unit (Bransholme): 31.1%
- Minor Injuries Unit (Freedom Centre): 8.4%
- GP Out of hours service (Bilton): 44.5%
- GP Out of hours service (Westbourne Centre): 6.7%
- Emergency Care Practitioner or Responder: 9.2%
- Don't know: 0.0%

Chart 50 What day of the week did you attend the urgent care service? (Care Group 2) (n=117)
- Monday: 18.1%
- Tuesday: 18.1%
- Wednesday: 6.0%
- Thursday: 13.3%
- Friday: 16.4%
- Saturday: 12.9%
- Sunday: 6.0%

Chart 51 What time of day did you attend the urgent care service? (Care Group 2) (n=119)
- 8am – 1pm: 37.1%
- 1pm – 6pm: 21.4%
- 6pm – 10pm: 4.6%
- 10pm – 3am: 3.4%
- 3am – 8am: 10.3%

Distribution of service user characteristics

Chart 52 Ages of Respondents (n=154)
- 16-25: 14.8%
- 26-35: 14.8%
- 36-45: 14.8%
- 46-55: 14.8%
- 56-65: 14.8%
- 66-75: 14.8%
- 76-85: 14.8%
- 86+: 14.8%

Chart 53 Ethnicity of Respondents (n=160)
- White: 96.9%
- Other: 0.0%
- Prefer not to say: 0.0%
**Religion of respondents** (n=154)

- No religion: 42.9%
- Buddhism: 5.1%
- Christianity: 2.6%
- Hinduism: 2.6%
- Islam: 1.3%
- Judaism: 1.3%
- Sikhism: 0.0%
- Other: 0.0%
- Prefer not to say: 0.0%

**Gender of respondents** (n=157)

- Male: 71.3%
- Female: 28.0%
- Prefer not to say: 0.4%

**Respondent sexuality** (n=154)

- Heterosexual (straight): 95.4%
- Bi-sexual: 3.3%
- Gay / Lesbian: 1.3%
- Other: 0.0%
- Prefer not to say: 0.0%

**Are your day to day activities limited because of a health problem or impairment which has lasted, or is expected to last at least 12 months?** (n=156)

- Yes, limited a little: 62.2%
- Yes, limited a lot: 15.6%
- No: 10.9%
- Prefer not to say: 1.3%

**Do you identify with any of the following impairment groups?** (n=56)

- Prefer not to say: 9.8%
- Other: 9.8%
- Hidden impairment (including diabetes): 5.4%
- Dementia (including Alzheimer’s disease): 7.3%
- Autism Spectrum Disorder: 4.3%
- Neurological impairment (including epilepsy and brain injury): 3.3%
- Medical related impairment (including HIV and Cancer): 3.3%
- Mental Health condition: 14.1%
- Hearing impaired, hard of hearing, or deaf: 10.9%
- Visually impaired, partially sighted or blind: 3.3%
- Cognitive or learning difficulty: 4.3%
- Personal assistance user: 4.3%
- Mobility impairment (not a wheelchair user): 5.4%
- Mobility impairment (Wheelchair user): 22.8%
Appendices

Appendix (i) – Women’s Health Community Services Questionnaire

Questionnaire

Women’s Health Community Services – Your views and experience.

This questionnaire is about Women’s Health Community Services, these include the Specialist Menopause Service, and the Community Gynaecology Service. We would like to hear your views to see how we can improve Women’s Health Community Services.

Completing the Questionnaire

Taking part in this questionnaire is voluntary and anonymous. For each question please tick the box that is closest to your views or closest to your experience. Don’t worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire.

If you have any questions about this questionnaire please ring the Communications and Engagement Team for help on: 01482 344700.

Please return the completed questionnaire in the envelope provided, or to:
FREEPOST Plus RTGL-RGEB-JABG
Hull Clinical Commissioning Group
2nd Floor,
Wilberforce Court,
Alfred Gelder Street
Hull
HU1 1UY

The closing date for the questionnaire is Friday 13th March 2015. Responses received after this date will not be used.

We would like to hear your views and experiences about other health services. To be involved in the future:
Telephone 01482 344700
Visit www.hullccg.nhs.uk/pages/getinvolved
Text PANEL to 07795563000

Healthcare Professional

When a question asks about your healthcare professional; this might be a consultant, doctor, nurse or any other trained person involved in your care. We would like to know about the one you had most contact with.
<table>
<thead>
<tr>
<th>Q01</th>
<th>Which service did you use today?</th>
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<tbody>
<tr>
<td></td>
<td>Specialist Menopause Service</td>
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<td></td>
<td>Community Gynaecology Service</td>
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<td></td>
<td>Don't know</td>
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<tr>
<th>Q02</th>
<th>Were you offered a choice of appointment times?</th>
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<td></td>
<td>Yes</td>
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<td></td>
<td>No</td>
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<tr>
<td></td>
<td>Don't remember</td>
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<th>Q03</th>
<th>Was the time of your appointment convenient?</th>
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<td></td>
<td>Very convenient</td>
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<td></td>
<td>Convenient</td>
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<tr>
<td></td>
<td>Neither convenient or inconvenient</td>
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<tr>
<td></td>
<td>Inconvenient</td>
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<tr>
<td></td>
<td>Very inconvenient</td>
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<th>Would you prefer an appointment out of office hours (9:00am-5:00pm) during the week?</th>
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<td>Yes</td>
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<td></td>
<td>No</td>
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<td></td>
<td>Don't mind</td>
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<th>Q05</th>
<th>Would you prefer an appointment at the weekend?</th>
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<td>Yes</td>
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<td>Don't mind</td>
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<tr>
<th>Q06</th>
<th>Before your appointment were you told what would happen during your appointment?</th>
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<tbody>
<tr>
<td></td>
<td>Yes, everything</td>
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<td></td>
<td>Yes, to some extent</td>
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<td></td>
<td>No</td>
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<td></td>
<td>Don't remember</td>
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<th>Q07</th>
<th>In the reception area, could other patients overhear what you talked about with the receptionist?</th>
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<tr>
<td></td>
<td>Yes and I was not happy with it</td>
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<td></td>
<td>Yes but I did not mind</td>
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<tr>
<td></td>
<td>No, others could not overhear</td>
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<td></td>
<td>Don't know, can't say</td>
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<tr>
<th>Q08</th>
<th>Did you have enough time to discuss your health or medical problem with the healthcare professional?</th>
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<td></td>
<td>Yes, definitely</td>
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<tr>
<td></td>
<td>Yes, to some extent</td>
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<td></td>
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<th>Q09</th>
<th>Did the healthcare professional seem aware of your medical history?</th>
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<td></td>
<td>They knew enough</td>
</tr>
<tr>
<td></td>
<td>They knew something but not enough</td>
</tr>
<tr>
<td></td>
<td>They knew little or nothing</td>
</tr>
<tr>
<td></td>
<td>Don't know / don't remember</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>Were you given enough privacy when discussing your condition or treatment with a healthcare professional?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, definitely</td>
</tr>
<tr>
<td></td>
<td>Yes, to some extent</td>
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<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q11</th>
<th>Were you given enough privacy when being examined?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, definitely</td>
</tr>
<tr>
<td></td>
<td>Yes, to some extent</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q12</th>
<th>Were you offered a healthcare professional of the same gender as you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, but I didn't want one</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>No, but I would have liked one</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q13</th>
<th>Were you offered a chaperone if you were being examined by a healthcare professional of a different gender than you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, but I didn't want one</td>
</tr>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>No, but I would have liked one</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q14</th>
<th>Did the healthcare professional ask you what was important to you in managing your condition and its effect on your day to day life or personal life?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, definitely</td>
</tr>
<tr>
<td></td>
<td>Yes, to some extent</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>No, but I would have liked this</td>
</tr>
<tr>
<td></td>
<td>This was not necessary</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q15</th>
<th>If you had any worries or fears about your condition or treatment did the healthcare professional discuss them with you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes, completely</td>
</tr>
<tr>
<td></td>
<td>Yes, to some extent</td>
</tr>
<tr>
<td></td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>I didn't have any worries or fears</td>
</tr>
</tbody>
</table>
Q16 Did you feel supported by the healthcare professionals?
   [ ] Yes, completely
   [ ] Yes, to some extent
   [ ] No
   [ ] I didn’t need support

Q17 Were you given any written or printed information about your condition or treatment?
   [ ] Yes
   [ ] No, but I would have liked it
   [ ] No, I did not need this information

Q18 Were you given any written or printed information about support that is available for your condition or treatment?
   [ ] Yes
   [ ] No, but I would have liked it
   [ ] No, I did not need this information

Q19 Did a member of staff tell you about any of the danger signs regarding your illness or treatment, and what to watch for when you went home?
   [ ] Yes, completely
   [ ] Yes, to some extent
   [ ] No
   [ ] I did not need this information

Q20 Did the staff tell you who to contact if you were worried about your condition or treatment after you left the service?
   [ ] Yes
   [ ] No
   [ ] Can’t remember

Q21 How would you rate your experience of the Women’s Health Community Services?
   [ ] Very good
   [ ] Good
   [ ] OK
   [ ] Poor
   [ ] Very poor

Q22 How could your experience have been improved?

Q23 How did you travel to the service?
   (please tick all modes of transport used)
   [ ] Walk
   [ ] Mobility scooter
   [ ] Cycle
   [ ] Motorcycle
   [ ] Drive alone
   [ ] Drive with others
   [ ] Passenger in car
   [ ] Taxi
   [ ] Bus
   [ ] Train
   [ ] Park and ride
   [ ] Other

Q24 How long did it take for you to travel to the service?
   [ ] Less than ½ Hour
   [ ] ½ – 1 Hour
   [ ] 1 – 1½ Hours
   [ ] 1½ – 2 Hours
   [ ] 2 – 2½ Hours
   [ ] 2½ – 3 Hours
   [ ] Over 3 Hours

Q25 How far was your journey to the service?
   [ ] Less than 1 mile
   [ ] 1 – 2 miles
   [ ] 3 – 4 miles
   [ ] 5 – 6 miles
   [ ] 7 – 8 miles
   [ ] 9 – 10 miles
   [ ] 11 – 14 miles
   [ ] 14 – 19 miles
   [ ] Over 20 miles

Q26 Please rate the following aspects of your journey to the service?

   [ ] Very Good
   [ ] Good
   [ ] Poor
   [ ] Very Poor

   Time taken
   Cost of travel
   Parking
   Parking cost
   Traffic congestion
Q27 How much did your journey cost? £ [ ] [ ]

☐ Don't know
☐ It didn't cost anything

Q28 How much did parking cost? £ [ ] [ ]

☐ Don't remember
☐ It didn't cost anything
☐ I didn't use the parking facilities

Q29 What mode of transport do you usually use day to day? (commuting, shopping etc.)
☐ Walk
☐ Mobility scooter
☐ Cycle
☐ Motorcycle
☐ Drive alone
☐ Drive with others
☐ Passenger in car
☐ Taxi
☐ Bus
☐ Train
☐ Park and ride
☐ Other

Q30 Please rate what you think is important in a Women's Health Community Service (1 being most important)
☐ Close to where I live
☐ Close to other health services (pharmacy, hospital)
☐ Accessible by public transport
☐ Accessible by car
☐ Good Car Parking
☐ Access to my health records
☐ Seeing a doctor / consultant face to face
☐ Seeing a nurse / healthcare professional face to face
☐ Seeing a healthcare professional of the same gender
☐ Other (Please Specify)

Q31 We want to shape services around the diverse needs of our population. In relation to the Women’s Health Community Services, are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, age, sexual orientation and religion & belief)?
☐ No
☐ Yes, please explain your answer below:

Q32 Please use the space below to make any other comments about Women’s Health Community Services.
Appendix (ii) – Men’s Health Community Services Questionnaire

Questionnaire

Men’s Health Community Services – Your views and experience.

This questionnaire is about Men’s Health Community Services, these include the Erectile Dysfunction Service, and the Vasectomy Service. We would like to hear your views to see how we can improve Men’s Health Community Services.

Completing the Questionnaire

Taking part in this questionnaire is voluntary and anonymous. For each question please tick the box that is closest to your views or closest to your experience. Don’t worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire.

If you have any questions about this questionnaire please ring the Communications and Engagement Team for help on: 01482 344700.

Please return the completed questionnaire in the envelope provided, or to:
FREEPOST Plus RTGL-RGBE-JABG
NHS Hull Clinical Commissioning Group
2nd Floor,
Wilberforce Court,
Alfred Gelder Street
Hull
HU1 1UY

The closing date for the questionnaire is Friday 13th March 2015. Responses received after this date will not be used.

We would like to hear your views and experiences about other health services. To be involved in the future:
Telephone 01482 344700
Visit www.hullccg.nhs.uk/pages/getinvolved
Text PANEL to 07795563000

Healthcare Professional

When a question asks about your healthcare professional; this might be a consultant, doctor, nurse or any other trained person involved in your care. We would like to know about the one you had most contact with.
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
</table>
| Q01 Which service did you use today?                                     | ☐ Erectile Dysfunction Service  
☐ Vasectomy Service  
☐ Don’t know                                                            |
| Q02 Were you offered a choice of appointment times?                       | ☐ Yes  
☐ No  
☐ Don’t remember                                                        |
| Q03 Was the time of your appointment convenient?                         | ☐ Very convenient  
☐ Convenient  
☐ Neither convenient or inconvenient  
☐ Inconvenient  
☐ Very inconvenient                                                        |
| Q04 Would you prefer an appointment out of office hours (9:00am-5:00pm) during the week? | ☐ Yes  
☐ No  
☐ Don’t mind                                                        |
| Q05 Would you prefer an appointment at the weekend?                      | ☐ Yes  
☐ No  
☐ Don’t mind                                                        |
| Q06 Before your appointment were you told what would happen during your appointment? | ☐ Yes, everything  
☐ Yes, to some extent  
☐ No  
☐ Don’t remember                                                        |
| Q07 In the reception area, could other patients overhear what you talked about with the receptionist? | ☐ Yes and I was not happy with it  
☐ Yes but I did not mind  
☐ No, others could not overhear  
☐ Don’t know, can’t say |
| Q08 Did you have enough time to discuss your health or medical problem with the healthcare professional? | ☐ Yes, definitely  
☐ Yes, to some extent  
☐ No |
| Q09 Did the healthcare professional seem aware of your medical history? | ☐ They knew enough  
☐ They knew something but not enough  
☐ They knew little or nothing  
☐ Don’t know / don’t remember |
| Q10 Were you given enough privacy when discussing your condition or treatment with a healthcare professional? | ☐ Yes, definitely  
☐ Yes, to some extent  
☐ No |
| Q11 Were you given enough privacy when being examined?                    | ☐ Yes, definitely  
☐ Yes, to some extent  
☐ No |
| Q12 Were you offered a healthcare professional of the same gender as you? | ☐ Yes, but I didn’t want one  
☐ Yes  
☐ No  
☐ No, but I would have liked one |
| Q13 Were you offered a chaperone if you were being examined by a healthcare professional of a different gender than you? | ☐ Yes, but I didn’t want one  
☐ Yes  
☐ No  
☐ No, but I would have liked one |
| Q14 Did the healthcare professional ask you what was important to you in managing your condition and its effect on your day to day life or personal life? | ☐ Yes, definitely  
☐ Yes, to some extent  
☐ No, but I would have liked this  
☐ This was not necessary |
| Q15 If you had any worries or fears about your condition or treatment did the healthcare professional discuss them with you? | ☐ Yes, completely  
☐ Yes, to some extent  
☐ No  
☐ I didn’t have any worries or fears |
Q16 Did you feel supported by the healthcare professionals?
- Yes, completely
- Yes, to some extent
- No
- I didn’t need support

Q17 Were you given any written or printed information about your condition or treatment?
- Yes
- No, but I would have liked it
- No, I did not need this information

Q18 Were you given any written or printed information about support that is available for your condition or treatment?
- Yes
- No, but I would have liked it
- No, I did not need this information

Q19 Did a member of staff tell you about any of the danger signs regarding your illness or treatment, and what to watch for when you went home?
- Yes, completely
- Yes, to some extent
- No
- I did not need this information

Q20 Did the staff tell you who to contact if you were worried about your condition or treatment after you left the service?
- Yes
- No
- Can’t remember

Q21 How would you rate your experience of the Men’s Health Community Services?
- Very good
- Good
- OK
- Poor
- Very poor

Q22 How could your experience have been improved?

Q23 How did you travel to the service?
- (please tick all modes of transport used)
  - Walk
  - Mobility scooter
  - Cycle
  - Motorcycle
  - Drive alone
  - Drive with others
  - Passenger in car
  - Taxi
  - Bus
  - Train
  - Park and ride
  - Other

Q24 How long did it take for you to travel to the service?
- Less than ¾ Hour
- ¾ – 1 Hour
- 1 – 1 ½ Hours
- 1 ½ – 2 Hours
- 2 – 2 ½ Hours
- 2 ½ – 3 Hours
- Over 3 Hours

Q25 How far was your journey to the service?
- Less than 1 mile
- 1 – 2 miles
- 3 – 4 miles
- 5 – 6 miles
- 7 – 8 miles
- 9 – 10 miles
- 11 – 14 miles
- 14 – 19 miles
- Over 20 miles

Q26 Please rate the following aspects of your journey to the service:

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Good</th>
<th>Good</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time taken</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of travel</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Parking</td>
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<td></td>
</tr>
<tr>
<td>Parking cost</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic congestion</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q27 How much did your journey cost?
£ ____________
☐ Don't know
☐ It didn't cost anything

Q28 How much did parking cost?
£ ____________
☐ Don't remember
☐ It didn't cost anything
☐ I didn't use the parking facilities

Q29 What mode of transport do you usually use day to day?
( commuting, shopping etc.)
☐ Walk
☐ Mobility scooter
☐ Cycle
☐ Motorcycle
☐ Drive alone
☐ Drive with others
☐ Passenger in car
☐ Taxi
☐ Bus
☐ Train
☐ Park and ride
☐ Other

Q30 Please rate what you think is important in an Men's Health Community Service (1 being most important)
☐ Close to where I live
☐ Close to other health services (pharmacy, hospital)
☐ Accessible by public transport
☐ Accessible by car
☐ Good car parking
☐ Access to my health records
☐ Seeing a doctor / consultant face to face
☐ Seeing a nurse / healthcare professional face to face
☐ Seeing a healthcare professional of the same gender
☐ Other (Please Specify)

Q31 We want to shape services around the diverse needs of our population. In relation to the Men's Health Community Services, are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, age, sexual orientation and religion & belief)?
☐ No
☐ Yes, please explain your answer below:

Q32 Please use the space below to make any other comments about Men's Health Community Services.
Appendix (iii) – Early Medical Abortion (EMA) Questionnaire

Questionnaire

Women’s Health Community Services – Your views and experience.

This questionnaire is about Women’s Health Community Services. We would like to hear your views to see how we can improve these services.

Completing the Questionnaire

Taking part in this questionnaire is voluntary and anonymous.

You can take part in the following ways, the questions are the same, you can complete:

- Online, by going to: www.surveymonkey.com/s/HullCommunityServices [also available on smart phones]
- This sheet and return in the freepost envelope

For each question please tick the box that is closest to your views or closest to your experience. Don’t worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire.

The closing date for the questionnaire is Friday 13th March 2015. Responses received after this date will not be used.
Q01 Was the time of your appointment convenient?
- Very convenient
- Convenient
- Neither convenient or inconvenient
- Inconvenient
- Very inconvenient

Q02 Was the location of your appointment convenient?
- Very convenient
- Convenient
- Neither convenient or inconvenient
- Inconvenient
- Very inconvenient

Q03 Before your appointment were you told what would happen during your appointment?
- Yes, everything
- Yes, to some extent
- No
- Don’t remember

Q04 If you had any worries or fears about the procedure did the healthcare professional discuss them with you?
- Yes, completely
- Yes, to some extent
- No
- I didn’t have any worries or fears

Q05 Did you feel supported by the healthcare professionals?
- Yes, completely
- Yes, to some extent
- No
- I didn’t need support

Q06 Do you feel you were treated with dignity and respect?
- Yes, definitely
- Yes, to some extent
- No
- Don’t remember

Thank you for taking part in this survey

If you would like to be involved in giving your views about other healthcare services
Please text PANEL to 07795563000

2015/CSCG1/EMA
Appendix (iv) – Urgent Care Services Questionnaire

Questionnaire

Urgent Care Services – Your views and experience.

This questionnaire is about Urgent Care services in your area, the services that we are looking for experience and views about are:

- Minor Injuries Units in Bransholme and at the Freedom Centre
- GP Out of hours service in Bilston and at the Westbourne Centre
- Emergency Care Practitioners

We would like to hear your views to see how we can improve Urgent Care Services.

Completing the Questionnaire

Taking part in this questionnaire is voluntary and anonymous. For each question please tick the box that is closest to your views or closest to your experience. Don’t worry if you make a mistake; just cross the mistake out and put a tick in the right box. Please do not write your name or address anywhere on this questionnaire.

If you have any questions about this questionnaire please ring the Communications and Engagement team for help on: 01482 344700.

Please return the completed questionnaire in the envelope provided, or to:
FREEPOST Plus RTGL-RGEB-JABG
NHS Hull Clinical Commissioning Group
2nd Floor, Wilberforce Court, Alfred Gelder Street
Hull
HU1 1UY

The closing date for the questionnaire is **Friday 13th March 2015**. Responses received after this date will not be used.

We would like to hear your views and experiences about other health services. To be involved in the future:
- Telephone 01482 344700
- Visit [www.hullccep.nhs.uk/pages/getinvolved](http://www.hullccep.nhs.uk/pages/getinvolved)
- Text PANEL to 07795563000

Healthcare Professional

When a question asks about your healthcare professional; this might be a consultant, doctor, nurse or any other trained person involved in your care. We would like to know about the one you had most contact with.

Q01 Which Urgent Care Service or Centre did you use?
- [ ] Minor Injuries Unit (Bransholme)
- [ ] Minor Injuries Unit (Freedom Centre)
- [ ] GP Out of hours service (Bilston)
- [ ] GP Out of hours service (Westbourne Centre)
- [ ] Emergency Care Practitioner or Responder
- [ ] Don’t Know

Q02 Did you use it for:
- [ ] A problem you had
- [ ] A problem a child you care for had
- [ ] A problem an adult you care for had
- [ ] Other (please specify)

Q03 How did you find out about the Urgent Care Service you attended?
- [ ] Telephone number provided by GP
- [ ] Telephone NHS 111
- [ ] NHS Choices website
- [ ] Telephone directory
- [ ] The internet
- [ ] Local directories / leaflets (through your door)
- [ ] GP surgery
- [ ] Health centre / clinic
- [ ] Local hospital
- [ ] Library
- [ ] Friend or relative
- [ ] Other, please specify:

2016/CSCG2/URGENT
Q04 Who advised you to attend the Urgent Care Service?
- GP
- NHS 111
- NHS Choices
- A&E Department
- Friend or relative
- No-one
- Other (please specify)

Q05 When you accessed the Urgent Care Service did you:
- Ring NHS 111
- Make an appointment
- Just turn up
- Have a doctor go to your home
- Other (please specify)

Q06 Which healthcare professional did you hope to see?
- GP
- Nurse
- Hospital Doctor
- Emergency Responder
- Other Healthcare professional e.g. Emergency Care Practitioner
- Don’t know
- Other (please specify)

Q07 Which healthcare professional did you actually see?
- GP/Dentist
- Nurse
- Hospital Doctor
- Other Healthcare professional
- Emergency Care Practitioner or Responder
- Don’t know
- Other (please specify)

Q08 Did the healthcare professional you saw meet your needs?
- Far more than my needs
- More than my needs
- Met my needs
- Less than my needs
- Far less than my needs
- Don’t know

Q09 How long did you wait before you got an appointment / saw a healthcare professional?
- Longer than I expected
- About what I expected
- Less time than I expected

Q10 Did a member of staff advise you when you could resume your usual activities?
- For example, when to drive a car, resume exercise, or go back to work
- Yes, definitely
- Yes, to some extent
- No
- I did not need this type of information
- Don’t know / can’t remember

Q11 Did a member of staff tell you who to contact if you were worried about your condition or treatment after you left the Urgent Care Service?
- Yes
- No
- Don’t know / can’t remember

Q12 How would you rate your experience of the Urgent Care Service?
- Very good
- Good
- OK
- Poor
- Very poor

Q13 How could your experience have been improved?
Q14 Please rate what you think is important in an Urgent Care Service (1 being most important)
☐ Close to where I live
☐ Close to other health services (Late pharmacy, hospital)
☐ Accessible by public transport
☐ Accessible by car
☐ Good car parking
☐ Seeing a doctor face to face
☐ Seeing a nurse / healthcare professional face to face
☐ Being seen and treated in the same place
☐ Other (Please Specify)

Q15 Given the choice, what kind of service would you prefer to receive?
(Please rate in order of preference, 1 being most preferred)
☐ Walk in Centre – no appointment
☐ Pre-booked appointment at Out of Hours Centre
☐ Home visit by GP or other health professional
☐ Other (please specify)

Q16 Please use the space below to make any other comments about the Urgent Care Service

Q17 We want to shape services around the diverse needs of our population. In relation to the Urgent Care Service, are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, age, sexual orientation and religion & belief)?
☐ No
☐ Yes, please explain your answer below:

Q18 What day of the week did you attend?
(If you attended over midnight, please tick the day you arrived at the service)
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Sunday

Q19 What time of day did you attend?
☐ 8:00am – 1:00pm
☐ 1:00pm – 6:00pm
☐ 6:00pm – 10:00pm
☐ 10:00pm – 3:00am
☐ 3:00am – 8:00am

Q20 How long did you spend at the service?
☐ Less than ½ Hour
☐ ½ – 1 Hour
☐ 1 – 1 ½ Hours
☐ 1 ½ – 2 Hours
☐ 2 – 2 ½ Hours
☐ 2 ½ – 3 Hours
☐ 3 – 3 ½ Hours
☐ 3 ½ – 4 Hours
☐ Over 4 Hours

Q21 Was the service easy to find?
☐ Very easy
☐ Quite easy
☐ Difficult
☐ Very difficult

Q22 Was it easy to get into the building?
☐ Very Easy
☐ Quite Easy
☐ Difficult
☐ Very Difficult

Q23 Did the site the service is located on feel safe and secure?
☐ Yes
☐ No
☐ Don’t know
Q24 Did you think site safety or security could be improved?
- Yes
- No
- Don’t Know

Q25 How do you think site safety or security could be improved?

Q26 How did you get to the service? (please tick all modes of transport used)
- Walk
- Mobility scooter
- Cycle
- Motorcycle
- Drive alone
- Drive with others
- Passenger in car
- Taxi
- Bus
- Train
- Park and ride
- Other

Q27 What is the reason you chose that method?

Q28 How long did it take for you to travel to the service?
- Less than ½ Hour
- ⅓ – 1 Hour
- ⅓ – 1 ⅓ Hours
- 1½ – 2 Hours
- 2 – 2 ½ Hours
- 2 ¼ – 3 Hours
- Over 3 Hours

Q29 How far was your journey to the service?
- Less than 1 mile
- 1 – 2 miles
- 2 – 4 miles
- 4 – 6 miles
- 6 – 8 miles
- 8 – 10 miles
- 10 – 15 miles
- Over 15 miles

Q30 Please the following aspects of your journey to the service?  

<table>
<thead>
<tr>
<th>Very Good</th>
<th>Good</th>
<th>Poor</th>
<th>Very Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time taken</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of travel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parking cost</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic congestion</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q31 How much did your journey cost?
- £
- Don’t know
- It didn’t cost anything

Q32 How much did parking cost?
- £
- Don’t remember
- It didn’t cost anything
- I didn’t use the parking facilities

Q33 What mode of transport do usually use day to day? (commuting, shopping etc.)
- Walk
- Mobility scooter
- Cycle
- Motorcycle
- Drive alone
- Drive with others
- Passenger in car
- Taxi
- Bus
- Train
- Park and ride
- Other
Appendix (iv) – Demographic questions
The “about you” section was used in all questionnaires with the exception of the EMA Questionnaire.

About You

We know that people from different age groups, ethnic groups, religions, and sexualities access healthcare in different ways, they have different health needs and sometimes have differing experiences of care.

By telling us a little about you, we can make sure that everyone has the opportunity to receive care in a way that is most appropriate to them.

If you don't want to answer any of the questions please select "Prefer not to say". Your responses to this section will be completely anonymous.

Q01 What is your postcode?

Q02 Which GP Practice are you registered with?

Q03 What is your year of birth?

Q04 Which of the following best describes your ethnic background?
- White
- English / Welsh / Scottish / Northern Irish / British
- White other (Please specify in the space below)
- Asian / Asian British
- Black / Black British
- Mixed / Multiple Ethnic group
- Prefer not to say
- Other

Q05 What is your religion, belief or faith?
- No religion
- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Prefer not to say
- Other

Q06 What is your gender?
- Male
- Female
- Prefer not to say
Is there anything else about your gender you would like to tell us?

Q07 What is your sexual orientation?
- Heterosexual (Straight)
- Bi-sexual
- Gay / Lesbian
- Prefer not to say
- Other

Q08 Are your day to day activities limited because of a health problem or impairment which has lasted, or is expected to last at least 12 months?
- Yes, limited a little
- Yes, limited a lot
- No
- Prefer not to say

Q09 Do you identify with any of the following impairment groups?
- Mobility impairment (Wheelchair user)
- Mobility impairment (Not a wheelchair user)
- Personal assistance user
- Cognitive or learning difficulty
- Visually impaired, partially sighted or blind
- Hearing impaired, hard of hearing, or deaf
- Mental Health condition
- Medical related impairment (including HIV and Cancer)
- Neurological impairment (including epilepsy and brain injury)
- Autistic Spectrum Disorder
- Dementia (including Alzheimer's disease)
- Hidden impairment (including diabetes)
- Prefer not to say
- Other

Q10 Is there anything else about yourself that you think may have an impact on your healthcare needs?


Appendix (v) – Free text responses from service questionnaires

Care group 1 – Question 22, How could your experience have been improved?

- Reception staff have a more mature attitude, treat patients with respect. Less conversations about their social lives in front of patients in short improve customer service
- Just the privacy issue in the reception area on initially walking in. The male receptionist was very polite and helpful but it is not private at all
- 9:00am appointment, not seen until 9:20
- Just time for appointment was delayed
- Everything was fine
- It can’t
- More clinics
- Only by knowing this service was here much earlier on and therefore not having wasted my time and health with my GP

Care group 1 – Question 31, We want to shape services around the diverse needs of our population. In relation to the Men’s Health Community Services, are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, age, sexual orientation and religion & belief)?

- As a lesbian every time I attend the menopause clinic I have to “come out” to the healthcare practitioner I see. An assumption is always made that I have a male partner and therefore intercourse. I choose to access the services of the menopause clinic for my own personal health and well-being not to fulfil the sexual needs of a male partner. I find having to go through the “coming out” process very frustrating every 6 months.
- More disabled parking spaces with easy excess
- Greater promotion of the service related to the needs of older women promotion that a community gynae service is available other than just matters relating to sexual health and sexual health problems

Care group 1 – Question 32, Please use the space below to make any other comments about Women’s / Men’s Health Community Services?

- Very good didn’t wait long for an appointment and was offered different venues
- A much needed service the menopause has such a dramatic impact on a female’s life but specialised services are few and far between, this service is a godsend
- When appointments run late, which is OK. But I feel magazines would have helped with the wait and to take your mind from your illness. I suggest this to staff they say magazines get taken by patients a notice next to magazines saying polite notice please put magazines back when finished with this means other people can read them whilst waiting for appointments. I understand when appointment run over some people need more times than other
- Really pleased with Dr X she is amazing and a real asset to conifer house
This is an excellent service for women who very often find their condition and symptoms embarrassing and tiring. A very understanding and comfortable environment

The care and reassurance I receive from Dr Y is second to none. She has explored all avenues and helped me see light and the end of a dark tunnel, wonderful lady!

I would prefer not to have to come to the clinic where you are with the sexual health / GUM patients - although the waiting area is now separate I still find it very unprivate upon first booking in at the reception. Other than that I always receive a first class service and I am always looked after very well by Dr X and team.

Would have liked HRT to be prescribed by consultant rather than GP as GP issues reason why I came to clinic.

This is a very important service to me and my family. With a long history of women's health issues in my life, this service has been amazing help. Without it I would be in a bad place and my health would be affected. I only feel supported by them and not comfy visiting GP for this part of my health.

The service I received was fantastic. I was seen and dealt with very quickly. Thank you.

More publicity and awareness of the menopause clinic as most people are unaware of the service.

I consider that women's health issues can be the 'poor relation' and that general practitioners often (in my experience) have neither the specialist knowledge nor seemingly much of an interest in this area. So 'big up' for this specialist fast and efficient service! Dr X is fabulous!

A few days after my appointment I was contacted by the health centre to confirm my appointment time. During the call I was asked to confirm my personal details. I found this highly unusual and inappropriate as I was contacted on a telephone number previously disclosed by myself, and I had no way to confirm to whom I was talking. In addition, the health centre was happy to text me the appointment time at the same phone number without the need for my personal details.

Very happy with the service, treatment and information I received.

Care group 2 – Question 13, How could your experience have been improved?

Didn't come away knowing anything more than when I went in. I was told to rest and come back if it wasn't better. I still don't know what actually caused the problem.

It couldn't it was fantastic.

I told NHS 11 clearly that I needed pessary out. After 2 hours in agony I was told nobody at Westbourne could do this, so why was I sent?

It was fine.

When appointment was made it was not for a specific time. We were told to attend but not asked how long it would take to travel to the centre and on arrival we were told to expect a one hour wait. A specific appointment would have been better for the patient.

I was totally happy with the service I received for my son.
• Waiting time
• On site x-ray facilities if needed
• Couldn’t be improved
• None it was good
• Not sure it could she was direct to the point and explained everything
• Nurse:- Excellent Receptionist:- Was made to feel like I should have gone to my GP
  Could do with an x-ray machine at Bransholme Health Centre
• TV to pass time or free wifi
• Couldn’t
• Waited too long when was only 1 person before me. Came away with nothing
  and had to go back to my own doctor to days later as didn’t improve
• No service great from booking in to seeing nurse
• Everything was perfect very friendly
• As I have to see a specialist at HRI, then a full range of specialist should be
  available
• Nothing to improve on excellent
• It couldn’t, was very pleased with the efficiency of the staff
• I was advised I could/could not go for an x-ray. I asked the nurse what I should do
  - I was told that she didn’t think anything was wrong so it was up to me . After
  deciding to go for an x-ray we found my daughter had a green stick fracture to
  her clavicle
• X-Ray
• It couldn’t have been spot on service
• The care I received was very good
• More centres of the same
• X-ray
• Receptionist a bit more polite
• We find the ECP an absolute godsend
• Shorter waiting time
• I found the nurse who came to see me very nice and kind made me less worried
  to have someone to help
• Been seen quicker
• NHS 111 gave the address as 81 Princes Avenue, and I went to that address first, if I
  had not already known where the one I was attending was I would have had
  trouble finding it
• Nothing the service was excellent
• The nurse was very helpful couldn’t have ask for anything else. Previously had a
  bad experience at Hull Royal
• If they could have prescribed medication instead of having to contact my GP
• To get an x-ray machine at minor injuries
• I was very happy wait time was about 1 hour but for the amount of people this
  was fine
• If they had given me something to help the situation
• X-ray, but great staff from booking in and to see nurses. Freedom.
• X-ray facilities
• No improvement needed excellent service
• Given an approximate waiting time. Zoned areas (age related)
• Could not have been improved
• Better than GP
• It couldn’t be improved, it was sufficient
• No suggestions as the care received was excellent
• Excellent service
• Not sure, maybe transport should have been provided, as I had to get 2 taxis as I was too ill to drive and had no other means of getting there
• Was a very high standard
• It was fine, very straight forward
• By a shorter waiting time

Care group 2 – Question 16, Please use the space below to make any other comments about Urgent Care Services?

• Waiting time was good only about 10-15 mins but I’ve come home not really knowing what happened to cause this pain or if it is likely to get better
• ECP is very good and easy for the residents within the care home. It is a lot easier as it is very difficult for some residents to leave the home
• The service was a disaster for me 111 ask questions, do not listen and sent me to the wrong place. Train 111 personnel to listen
• Nurse was really good put me at ease
• I felt the service was more better than a normal hours GP it felt more level of care and advice was given
• I was pleased to see someone from the service after my GP practice said they could not send anyone to see me - I was in great pain at the time
• we saw a paediatric nurse / Dr who was brilliant very thorough and brilliant with our son, made us feel at ease due to the nature of the issue we were there for very pleased with service
• Great services, treated me and dad respect from booking in to seeing nurse great services
• There should be an x-ray facility as I was sent to the infirmary
• I think this service is valuable to host people stops worrying for most people as not always easy to get a doctor when needed
• Kept well informed of visit very pleased with home visit waited about 1hr for health care provider but was informed of wait time
• Reception seemed to think I should book appointment for my daughter at the doctors (felt like I shouldn’t be there) But the Nurse was very helpful and professional and dealt with the problem
• Staff great child was upset but receptionist spoke to him and calm him down, (Freedom Centre) Nurse was great explained to me and my child which was good service
• Should be 24 hr
• This is the first time I’ve used the service and I will definitely use it again
• MIU is great idea special at freedom centre, friendly clean and staff very approachable
• Need more of the same
• OOH Bilton is meant to be closing soon and moving to Bransholme which means east Hull have to travel far again
• More Nurses as waiting time was long (1 1/2 hr) Reception staff kept inform patient which was food
• Longer opening times at more health centres
• Being a residential care home its absolutely beneficial for dementia clients to be seen where possible within the home as it’s so distressing for them to go out of normal environment
• When worried and in pain it is nice for someone to come as quick as possible frightening when living on own
• Thought staff where brilliant and nurse was very professional
• It worked well for me today
• No great having service run form freedom centre but look into x-rays
• Nurse and receptionist very helpful
• The Nurse and reception staff were very friendly and welcoming and saw to me immediately
• Should run all the time
• Very happy with service from calling to being seen it was approx 60mins I would like to add, the whole experience from calling to being seen ran very smoothly- all round 1 hour. The GP was very thorough and I came back with all medicine I needed. I am very happy with this service and feel much better after 1 day. I would definitely use the service and this unit in Westbourne again. Thanks to everyone that helped me. i.e. GP Receptionist and 111 call operator 14/3/2015
• Would like one MIU in West Hull
• Very seamless service PGD great got meds at appointment it's bonus when ill
• I knew where it was, tricky if don't know Secure because can park straight outside
• Reception staff were particularly welcoming efficient and helpful, just what the doctor ordered

Care group 2 – Question 17, We want to shape services around the diverse needs of our population. In relation to the Men’s Health Community Services, are there any issues you think we need to consider in relation to diverse needs (for example, race, gender, disability, age, sexual orientation and religion & belief)?

• Please don’t exclude me from local services because I am 79 I don’t want to go to HRI I do want services close to home
• Other than generally prefer to see a female doctor
## Appendix (vi) – Focus group feedback

<table>
<thead>
<tr>
<th>Condition</th>
<th>Services used</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Blood pressure issues      | GP / practice nurse        | Easy to get to  
                                      Shorter waiting  
                                      Free parking  
                                      Happy to go to GP  
                                      Hard to book an appointment, “book when ill”  
|                            | Pharmacy                   | You know they are there to help  
                                      Quicker than doctors, refer on  
| Diabetes I & II            | GP                         | As above  
                                      Diabetes specialist nurse  
                                      Dietry advice DAFNE programme  
                                      Pump clinic, see the same nurse  
                                      Information for carers – what to do, how to support  
                                      Waiting time  
                                      Getting to the service  
|                            | Hospital (HRI)             |                               
                                      Comes to the GP  
                                      Mobile, don’t have to go to  
                                      Waiting  
|                            | Podiatry                   | No problem when there  
                                      Waiting time 6mth  
| Joint problems             | GP                         | As above  
                                      Wouldn’t listen to problems  
                                      Issues with Re-replacement  
|                            | Physio (Morill st, Diadem) | Self refer or GP refer  
|                            | Hospital (HRI, CHH)        | No choice  
                                      Waiting times  
                                      Physio at hospital too far  
|                            | Self help and support groups |                                   
| Breathing problems         | GP                         | As above  
                                      Annual medical  
|                            | Hospital (CHH)             | Travel to hospital, need 2 buses  
|                            | Oxygen service             | Community based  
                                      Works well, different agencies  
|                            | Stop smoking service       |                                   
| Heart problems             | GP                         | As above  
                                      Annual medical  
|                            | Hospital (CHH)             | Cardiac unit  
                                      Special equipment  
                                      All check ups  
                                      Parking  
                                      Travel time  

<table>
<thead>
<tr>
<th>Condition</th>
<th>Services used</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wound management</td>
<td>GP, Health centre, Minor Injuries Unit</td>
<td>As above, Passed round from health centre to hospital, Good experience</td>
</tr>
<tr>
<td>Hearing problems</td>
<td>GP, Hospital (CHH)</td>
<td>As above, Good at the beginning, Have to go for all check ups, Waiting for a hearing test was too long so went private, 2 hr round trip</td>
</tr>
<tr>
<td>Dementia</td>
<td>GP, Memory clinic</td>
<td>As above, Good experience, Coltman assessment good, Staff good, Not enough staff</td>
</tr>
<tr>
<td></td>
<td>Day services</td>
<td>Restbite good, Not dementia specific, Varied</td>
</tr>
<tr>
<td>Carers services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eyesight problems</td>
<td>Opticians, Eye hospital (HRI), HERIB support groups</td>
<td></td>
</tr>
<tr>
<td>Mental health</td>
<td>GP, Miranda house, Mind, PSYPHER</td>
<td>Prescribes problem away, Services have been cut back</td>
</tr>
<tr>
<td>General health</td>
<td>GP, Pharmacy, Leisure centre</td>
<td>Good as above</td>
</tr>
</tbody>
</table>

**Additional comments**
- Keep getting passed around, never see the same person, no continuity or recognition, single contact with team approach would be good, like the longhill community guardians
- Dealing with people, not numbers or conditions, who have feelings
- Travel to Castle Hill Hospital is a problem, as is parking and buses
- General dementia training in care homes low