

# North East Lincolnshire – Our Place Our Future survey 2018

## You Said – We Did

### (North East Lincolnshire Clinical Commissioning Group)

In 2018 a number of public sector organisations came together to carry out a survey across North East Lincolnshire to obtain people's views about a range of issues that impact on their lives.

We asked residents to help us to understand how it feels to live and work in our area, the services that you use and the activities you undertake; so we can work together to tackle challenges and make the most of arising opportunities.

The outcomes of the full survey are published on the Council's [website](#).

North East Lincolnshire Clinical Commissioning Group (NELCCG) is the NHS organisation that plans and buys local health and social care services. Here you will find more information about what you told us in this survey and what we are doing about it.

#### **We asked you about 'self-care'**

Self-care or self-management is a term used to include all the actions taken by people to recognise, treat and manage their own health. We wanted to know what you knew about self-care, how you access information and advice about health and health services and what sort of things prevent you from looking after your own or your families' health.

#### **You told us**

Over 600 people took part in this part of the survey, of these 94% said they would know how to look after themselves as part of a self-care approach; 91% said they were confident about where to obtain health care advice; and 98% agreed that having a healthy lifestyle is part of the self-care approach.

However, only 62% of respondents said that they were aware of the NHS website that has lots of advice and information on it, including how to access health services such as doctors and dentists and information about different health conditions; 68% of those had used it and found it helpful, with 27% saying they did not use it and 8% saying they had used it but that it was not helpful.

Of the people who told us they had not heard of the NHS website, two-thirds said they thought they would find it useful now they knew about it.

When considering what prevents people looking after their own or their family's health half the respondents said that nothing stopped them. The other options identified were Money (26%); Time (22%); Lack of motivation (19%); Complexity of

health needs (14%); Lack of information on best options (9%). Comments highlighted difficulties accessing services – getting appointments, waiting times, treatment and prescription costs, quality of advice/care and low motivation due to poor physical and mental health.

### **What we did about it**

We were pleased that so many people were aware of the importance of self-care and maintaining a healthy lifestyle. We will continue to promote self-care on our CCG social media accounts and share information about national and local awareness campaigns and opportunities; as well as the NHS website <https://www.nhs.uk/>

The NHS long-term plan sets out how the NHS working with partners and communities will continue to focus on prevention and self-care looking at advances in digital technology in our daily lives to do this.

We are looking to launch a number of free mobile phone applications to help people to manage their health and maintain a healthy lifestyle. There will be more about these plans and our plans to increase access to GP services in the next section.

### **We asked you about travelling to health service appointments**

We asked how far people thought were reasonable for them to travel to a routine (non-urgent) health or care appointment in a medical centre/ GP Practice. We also wanted to know how long they would be prepared to travel for specialist treatment or investigations (e.g. cancer services, heart surgery, specialist children's services, etc.) if you knew that would give you the best possible advice and care?

### **You told us**

Most people (55%) said between 16 minutes to half an hour was reasonable for travelling to a routine appointment at a medical centre or GP practice, and 34% said less than 15 minutes. However, people were more prepared to travel longer for specialist treatment or investigations with 28% saying 45 minutes to one hour, 16% saying an hour to an hour and a half, and 28% saying more than one and a half hours. People wanted reassurance that the health professionals at their appointments were able to give them the best possible advice and care which included being able to access their medical records.

### **We are doing**

In October last year, Extended Access to GP services was launched across England. In North East Lincolnshire, patients can access both pre-bookable and on the day appointments with a GP, nurse or other health professional on weekday evenings, Saturday, and Sunday. Groups of practices have come together to form federations and this is one of the services they offer. There are three federations

within North East Lincolnshire. Patients can find out about these appointments on their practice website and can choose to attend these if they wish. Sometimes these appointments will take place at another GP practice in their Federation but patients have the choice of whether to access these or get an appointment at their own surgery during regular opening hours.

Across the Humber area, local health and care organisations are working in partnership to improve services for local people. The review of acute hospital provision across the Humber area will consider how best to organise the acute hospital services that are currently being provided on the five acute hospital sites (Grimsby, Scunthorpe, Goole, Hull and Castle Hill). The [review](#) will consider how to provide the best possible care for local people who need acute hospital services within the resources (money, staffing and buildings) that are available to the system.

Access, travel times and transport for patients and their families will be fully explored in the review process.

We have been working across the Humber region to integrate the two main GP computer systems in use locally. This means doctors can now see information about their patients even if they have been treated somewhere else, for example, by an Out of Hours GP, a hospice doctor or a service in the community. After a successful pilot, this has been rolled out across North East Lincolnshire and the rest of the Humber region. This is a first in the UK and welcomed by local clinicians.

### **We asked about using technology to access support for health and care.**

We wanted to know if you felt that the use of apps and other technology could improve the quality of care by helping you to get advice more quickly; and if mobile phone apps designed to help people manage a specific health condition would be helpful.

We linked this back to the previous questions about self-care and asked if having the use of an app or other digital kit would help you to look after yourself more effectively? We wanted to know your thoughts on accessing an app for advice on diet and lifestyle, quitting smoking and general fitness and health, if you would you use it?

Finally we asked about if you thought that Skype (free online video calls) could be a good way for patients to communicate with their health care professional instead of physically attending an appointment if appropriate?

We also asked you to share your thoughts and experiences of using the online technology for booking appointments, ordering repeat prescriptions or accessing your records.

### **You said**

Almost two thirds of respondents felt that apps and other technology might improve quality of care by helping people to get advice more quickly, and there was agreement that a mobile phone app to help people to manage a specific health condition would be helpful.

However, there were mixed views about whether having the use of an app or other digital kit would help people to look after themselves more effectively (44% Yes, 26% No and 30% Not sure); and this was similar when asked about accessing an app for advice on diet and lifestyle (46% Yes, 30% No, 24% Not sure).

Just over half of respondents said they thought Skype appointments were a good idea, one third disagreed and the rest said they were not sure about this.

We received a large number of comments about the online booking system. Most of these were positive with patients reporting high levels of satisfaction especially with ordering repeat prescriptions. Many people agreed this was the way ahead for booking appointments, as it was convenient, easy to use and a much better alternative to lengthy waits on hold on the telephone. Some people were less enthusiastic saying the systems were 'clunky', difficult to use and in need of further development.

### **What we are doing?**

We understand that technology brings a range of opportunities for the NHS to improve access to information and advice for patients and carers and enhance the quality of care. Providing these options for patients can free up more time in GP practices for those patients who do need to see a GP or Health professional in person. Our plans include:

- The NHS App is coming to North East Lincolnshire - The NHS App provides a simple and secure way for patients aged 13 or over to access a range of healthcare services on their smartphone or tablet. The NHS App is being gradually rolled out across England now and we expect all surgeries to be connected by 1 July 2019
- We have rolled out an NHS approved app to support patients with COPD and this is available from your clinician. We are currently looking at apps available for other conditions (e.g. diabetes) and how these can support patients
- We will be rolling out a Health App Library, which contains apps that have been assessed and evaluated. Health professionals will be able to signpost patients to the App store
- Implementing online consultation with local practices; this allows patients to request (non-urgent) support by using an online questionnaire via the practice's website
- Developing systems to enable GP practices to send patients SMS/text messages about appointment times and other important information messages. This system also enables patients to reply back to some of the

messages they receive from their surgery (such as to confirm or cancel their attendance at an appointment).

- Increase rates of booking appointments, ordering prescriptions and accessing records online. We have taken on board the comments about the problems some people have experienced using the online system and are working with the IT providers to simplify the system and make navigation easier for patients.
- Summary Care Records – Every NHS patient has a Summary Care Record (SCR), this is an electronic record of important patient information such as allergies/current medications, created from GP medical records. With your consent, additional information can be added to your SCR by your GP practice. It can include the following:
  - long-term health conditions such as asthma, diabetes, heart problems or rare medical conditions
  - relevant medical history
  - healthcare needs and personal preferences
  - immunisations – details of previous vaccinations, such as tetanus and routine childhood jabs

This is a quick, cost-effective way to improve the flow of information across the health and care system, increase safety and efficiency and improved care.

We have also arranged for Care Home staff to be able access the Summary Care Records of residents in their care.

## **We asked you about using the internet**

We wanted to know how you use the internet when you have concerns about your health or the health of someone you know.

### **You said**

Most respondents (77%) said they used the internet in this way with google searching the symptoms being the most popular means, closely followed by the NHS website and specialist website such as the British Heart Foundation.

### **We are doing**

We know that sometimes google searching may result in someone being signposted to a website that it not helpful to them. We want to ensure people find it easy to find the best information to help them every time and therefore will continue to promote the [NHS website](#), and ensure our GP practices receive up to date information about services and changes.

The rollout in all GP practices across North East Lincolnshire is still on going to offer free Wi-Fi access so people can download health apps, browse the internet and access health and care information.

## **Next steps...**

The [NHS Long Term plan](#) was published in January. We are talking to our partners, staff, patient groups and the public to consider the best approach for North East Lincolnshire to ensure our NHS is fit for the future for patients, their families and our staff.

We will be looking at this and finding out what people think about our plans at our next public and stakeholder engagement meeting - Way Forward III on

Thursday March 14<sup>th</sup> from 1pm to 4pm at the Humber Royal Hotel,  
Grimsby, DN34 4LX

Or our twilight meeting for people unable to attend in the daytime on

Tuesday March 19<sup>th</sup> 5pm to 7pm Centre4, Wootton Rd, Grimsby,  
DN33 1HE

Everyone welcome please register your place by call 0300 3000 567 or email us on [nelccg.accord@nhs.net](mailto:nelccg.accord@nhs.net)