

Our Health Our Future Panel

Survey 9 results – A survey on **The Great Western Hospitals Foundation Trust**

Survey conducted 15th June to 8th July 2022



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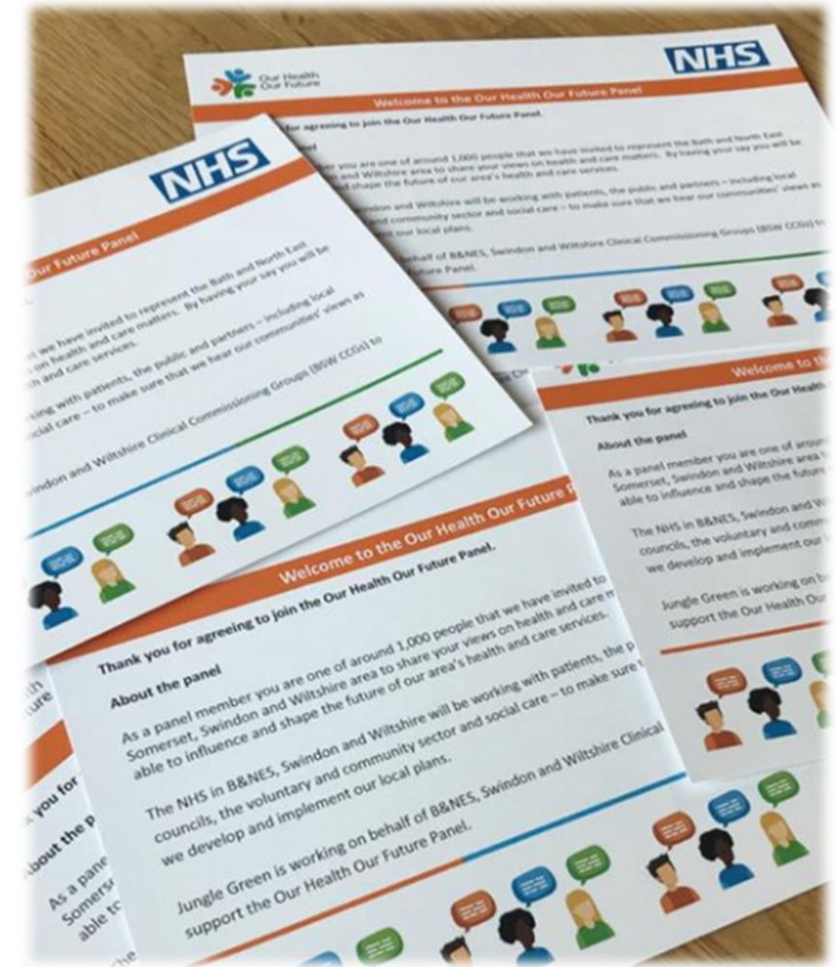
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Section 1

Introduction

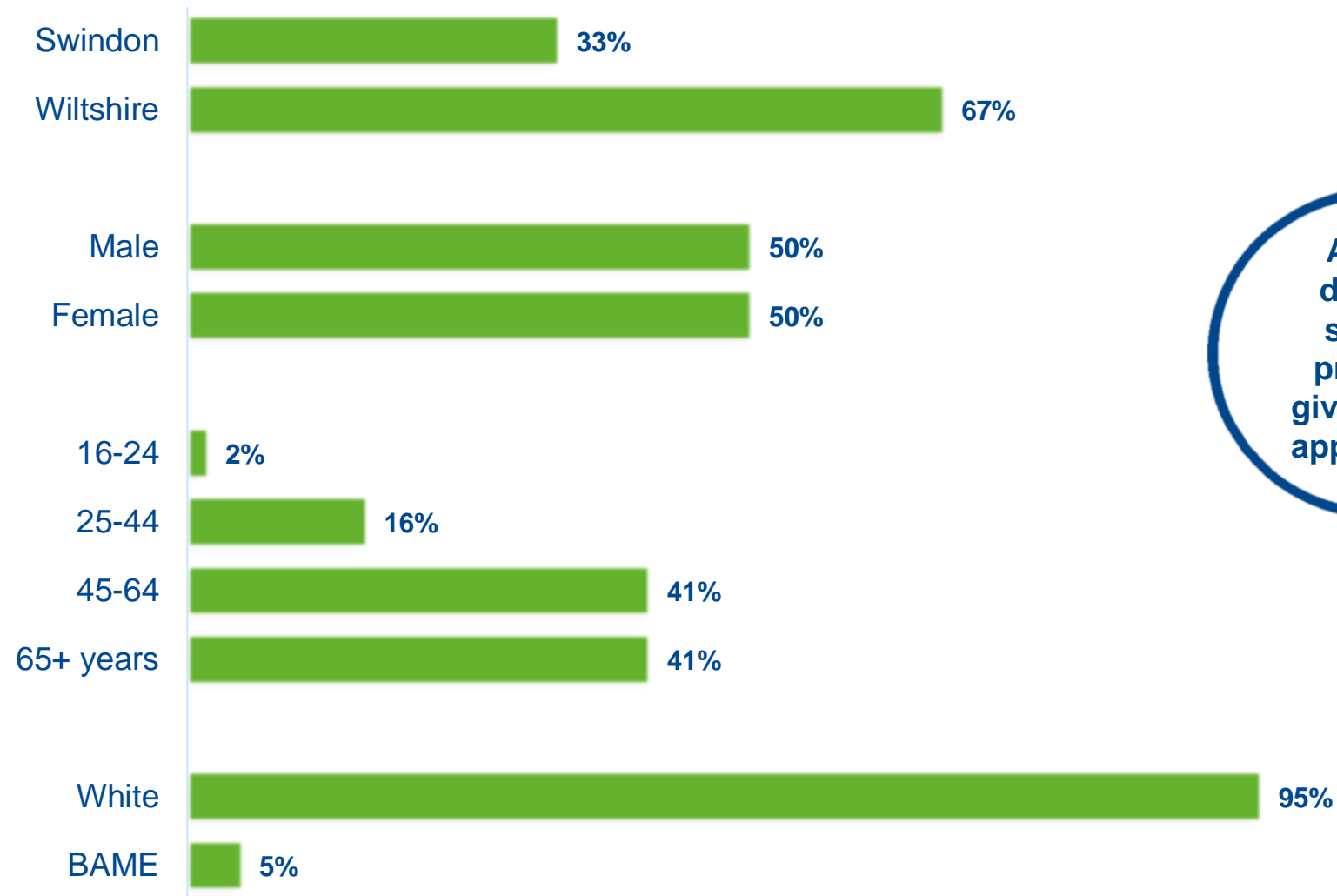


Our Health Our Future Panel – Survey 9, conducted for the GWH Trust – June to July 2022

- In addition to a comprehensive research project with GWH Trust staff, a project carried out by Jungle Green and reported in a separate document, the Trust wished to engage with the general public in Swindon and Wiltshire...
 - What are the current **perceptions** of the Trust, both generally and **as a potential employer**, in the local communities served by the Trust?
- The OHOF Panel is a fully representative sample of 1,178 members of the general public in BaNES. The panel is managed by Jungle Green on behalf of NHS BaNES ICB. Invitations to participate in survey 9 were sent to panellists living in the Swindon and Wiltshire regions only. *(The survey was open for 4 weeks, with weekly reminders sent to non-responders)*



Sample profile – 243 participants



A more detailed sample profile is given in the appendices

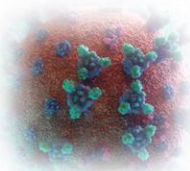
Base: n=243, total sample

Section 2

Overview summary



Long Covid



- **9%** of all participants report that they are either **currently experiencing long covid** (4%) or **have experienced it in the past** (5%)
- **88%** of all participants **are aware of the condition** known as Long Covid
- **62%** of those aware of Long Covid are confident that they would be able to **identify the symptoms of Long Covid**
- **53%** of participants are confident that they would be able to **source appropriate support for Long Covid**

Digital health and care

- Just under two thirds of participants have tried to access health services digitally in the last 18 months
- Three quarters of all participants feel it is likely that they will try to access a digital health service in the future, **1 in 10 are unsure** and **only 1 in 10** say unlikely
 - Likelihood rises to **92% of those who have experience** of accessing digital health services in the last 18 months and drops to one half of those who have no such experience
 - Among those **unsure about** or **unlikely** to use digital health services in the future, a **preference for face to face** is the prime MAIN barrier, followed by **technology issues** / **poor previous experience** and then associated **cost**
- Two thirds of participants are satisfied with the current amount of and different ways health services are available online/digitally
- Face to face appointment availability is considered crucial, especially for more vulnerable citizens. Coupling this with support, training and guidance on how to use digital services is considered an appropriate way forward
- The **younger generations** in this survey **give encouragement to the older generations**, mentioning bravery and 'having a go'. A proportion (between one quarter and one third) of the older generations would prefer not to

Overall, two thirds of participants believe that the NHS is right to introduce digital health services

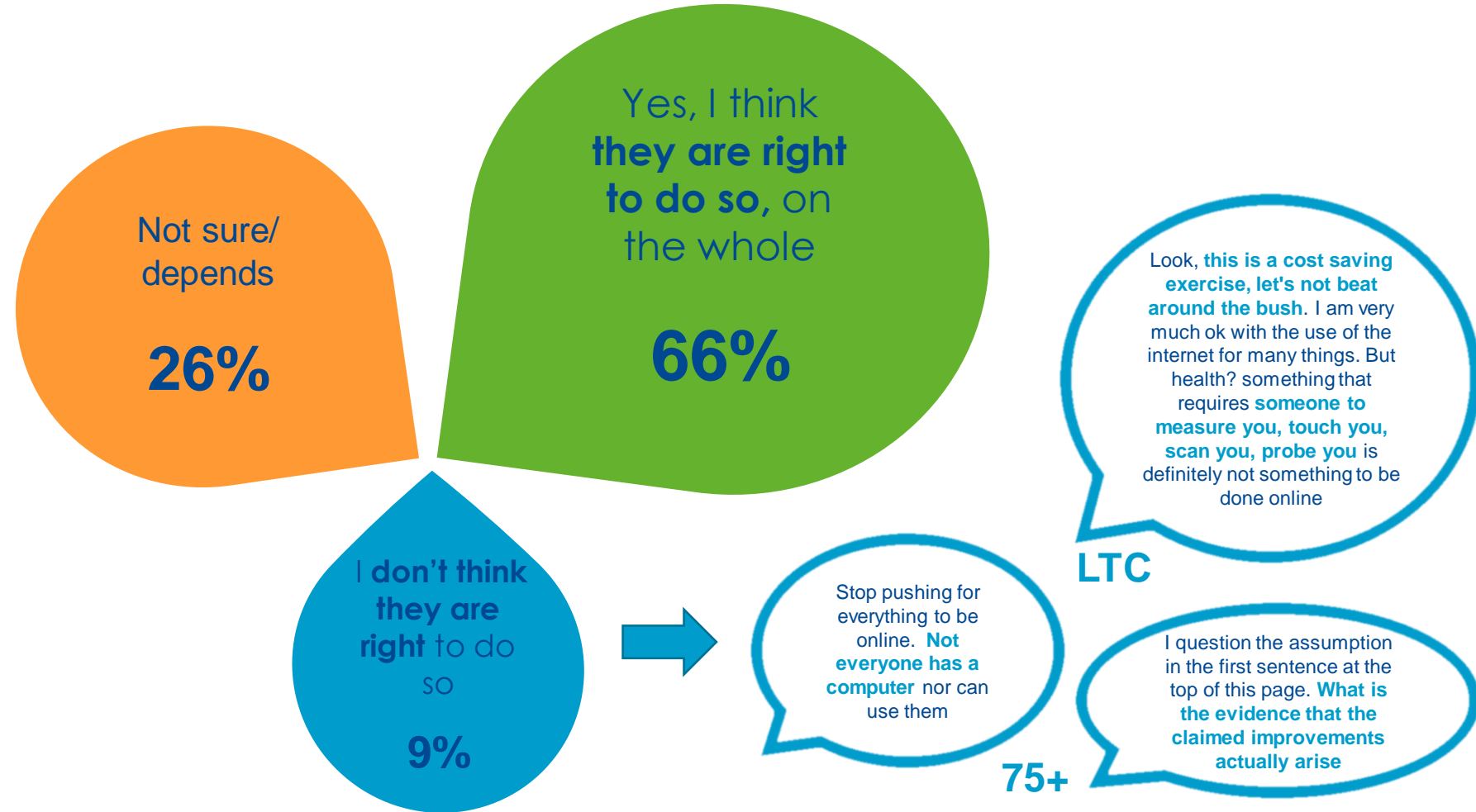
- Most of the remainder are not sure and say it **depends 26%**. This figure is slightly higher among:

- Males (31%)
- 75+ year olds (38%)
- BAME (32%)
- Those with LTCs (56%)
- Manual workers and the unemployed (40%)

“Make sure that people understand these are not the only way to access services and telephone or in-person calls are still possible to do”

- This leaves 9% who do not think the NHS is right to introduce digital health services. Higher among those:

- Aged 75+ (28%)
- Those with LTCs (17%)
- Unpaid carers (16%)



Some final comments and sentiments made about the OHOF panel by participants

- A majority, **86%, of panellists are satisfied** with their panel experience, **13% are unsure** at this point because they do not currently know if their contributions are having an impact.
- **1% are not satisfied** because they feel that we are trying to coerce them in to agreeing with digital health services
- **79% of panellists would like** to receive survey results **feedback** and **41% would like**, in principle, to take part in **further panel related activities**

I have enjoyed taking part in this panel. I hope that the information I have provided helps

*I would be **interested to know how much notice is taken of the information supplied** by the citizens panel and how far it travels towards the people who make decisions. I would also like to see some summaries of the results e.g. the proportion of people who value f to f communication with doctors*

Actually invite people to discuss via zoom or eventually face to face so we can all feel truly part of something that may make changes

How do I know it's of any help?

*I think it is **trying to push people into using digital services** against their will*

I'd like this panel to be more active.

*Please contact me
andygmorley@gmail.com*

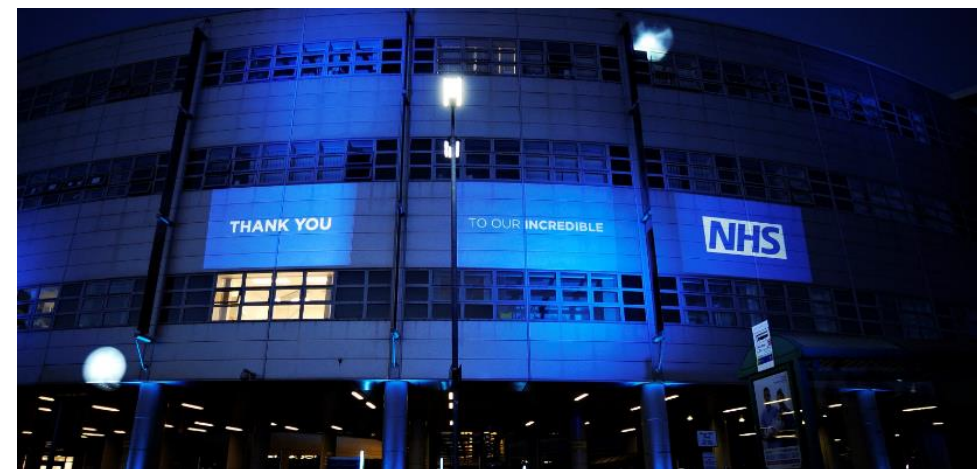
- not enough space here to talk about all the extra digital services that should be on offer (basically all those that align with the HEE Topol review targets).

I'm an MSc health tech student.

Please contact me regarding NHS Digital Pathfinder experience

Section 3

Survey 9 results – GWH Trust

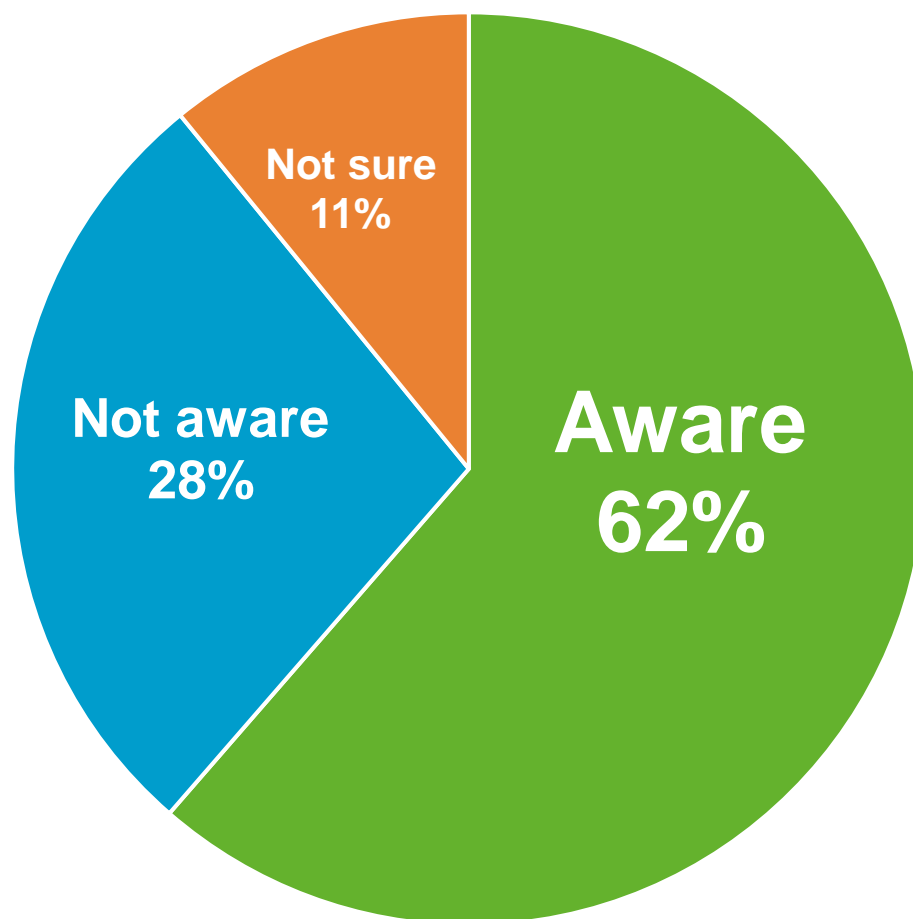


Panellists read the following introduction to this section of questions

‘The Great Western Hospitals NHS Foundation Trust provides healthcare services in Swindon and the surrounding area.

The Trust manages two primary care practices in Swindon, providing care for 30,000 patients, run adult community services across Swindon and provide acute care from the Great Western Hospital’

Two thirds of panellists are confident that they are aware of ‘The Great Western Hospitals NHS Foundation Trust’



Base: n=243, total sample

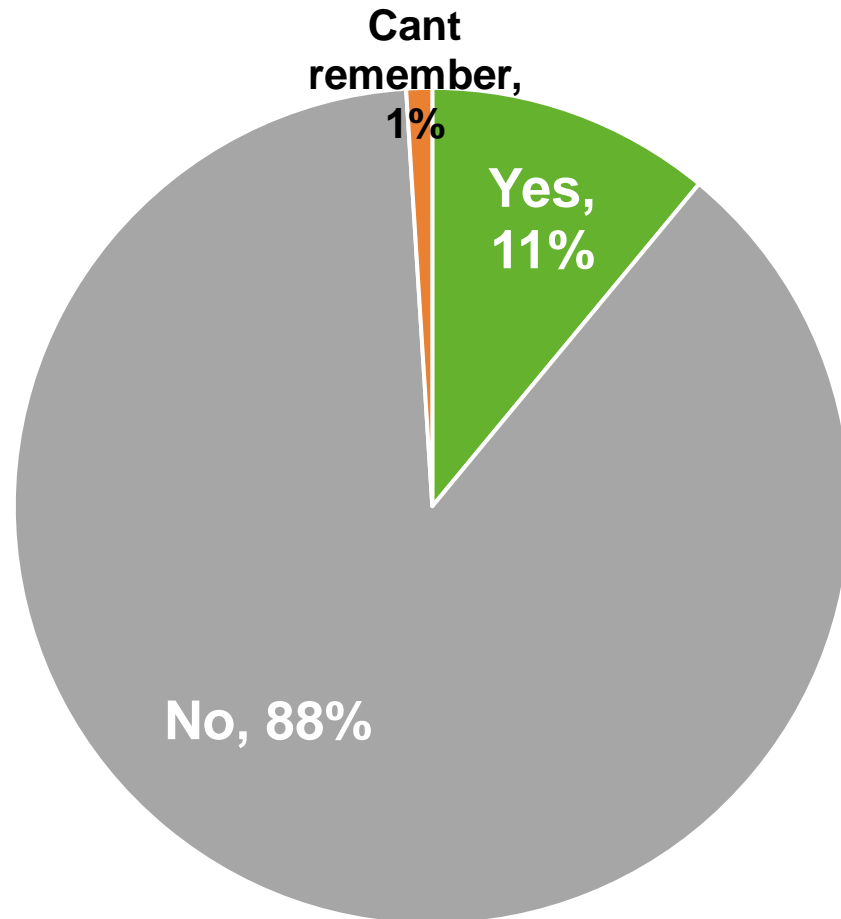
- Awareness is higher among those in Swindon, **72%**, compared with those in Wiltshire, **57%**
- Awareness is higher than average among unpaid carers, **78%**
- It is lower than average among those aged 16-44 years, **48%**

4% of participants have been employed by GWH Trust in the past

- Only 1 participant is currently an employee of the GWH Trust. 4% of participants have been employed by the Trust in the past. Two thirds of these former employees were in clinical roles and one third non-clinical
- **Retirement was the main reason for leaving the Trust's employment**, followed by length / difficulty of commute



Considered becoming an employee



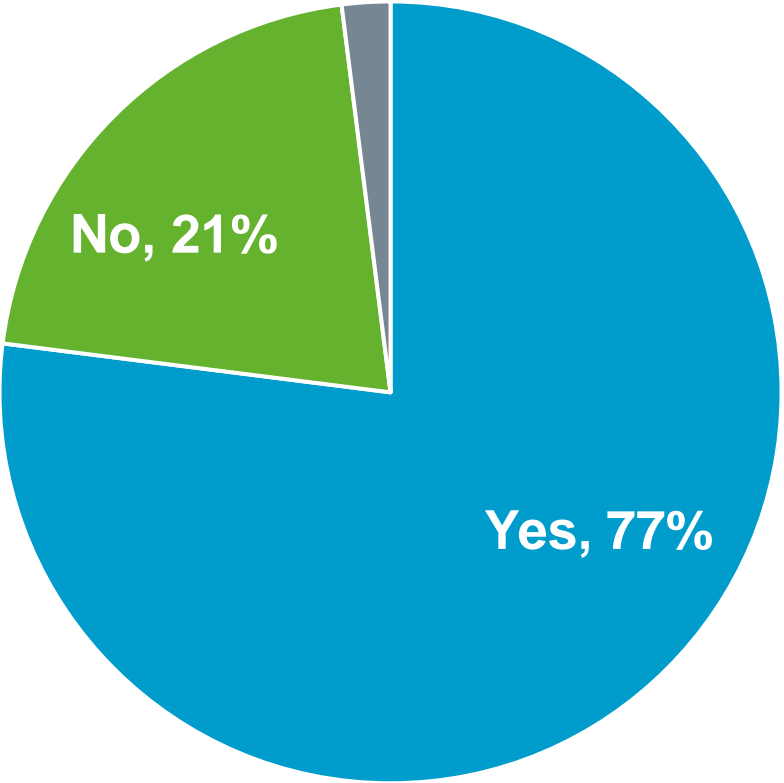
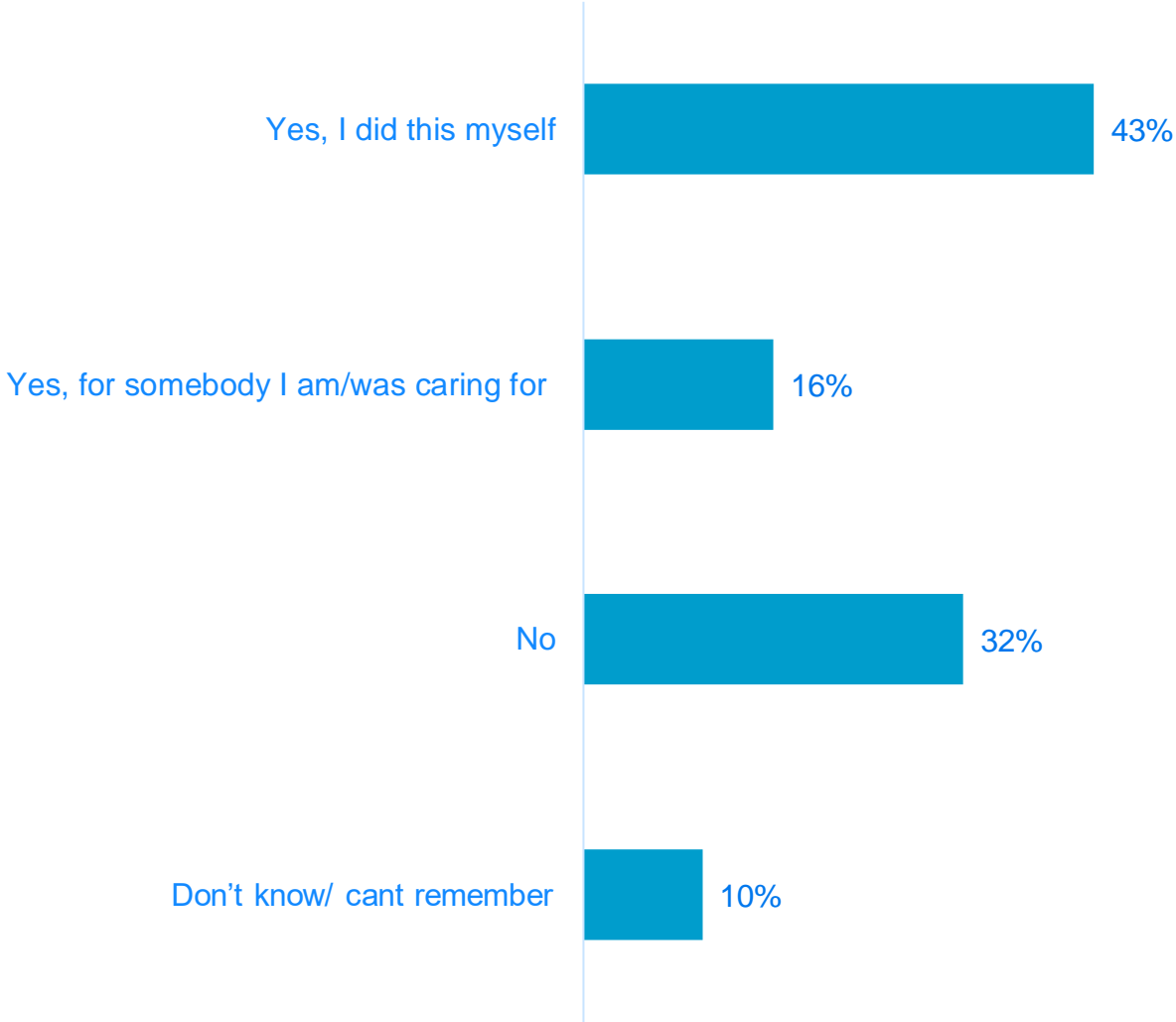
12%
Clinical
(e.g. Medic,
Nurse, other
health care
worker)



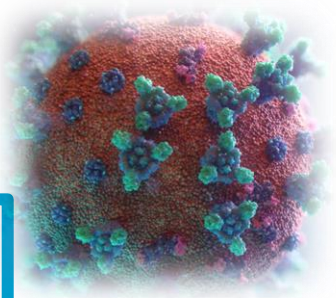
57%
Non-Clinical
(e.g. Admin, Clerical,
Estates,
Communications,
Management, Catering
etc.)

31% say they don't know

Ever used GWH Trust



Long Covid – experience, awareness and identification of symptoms



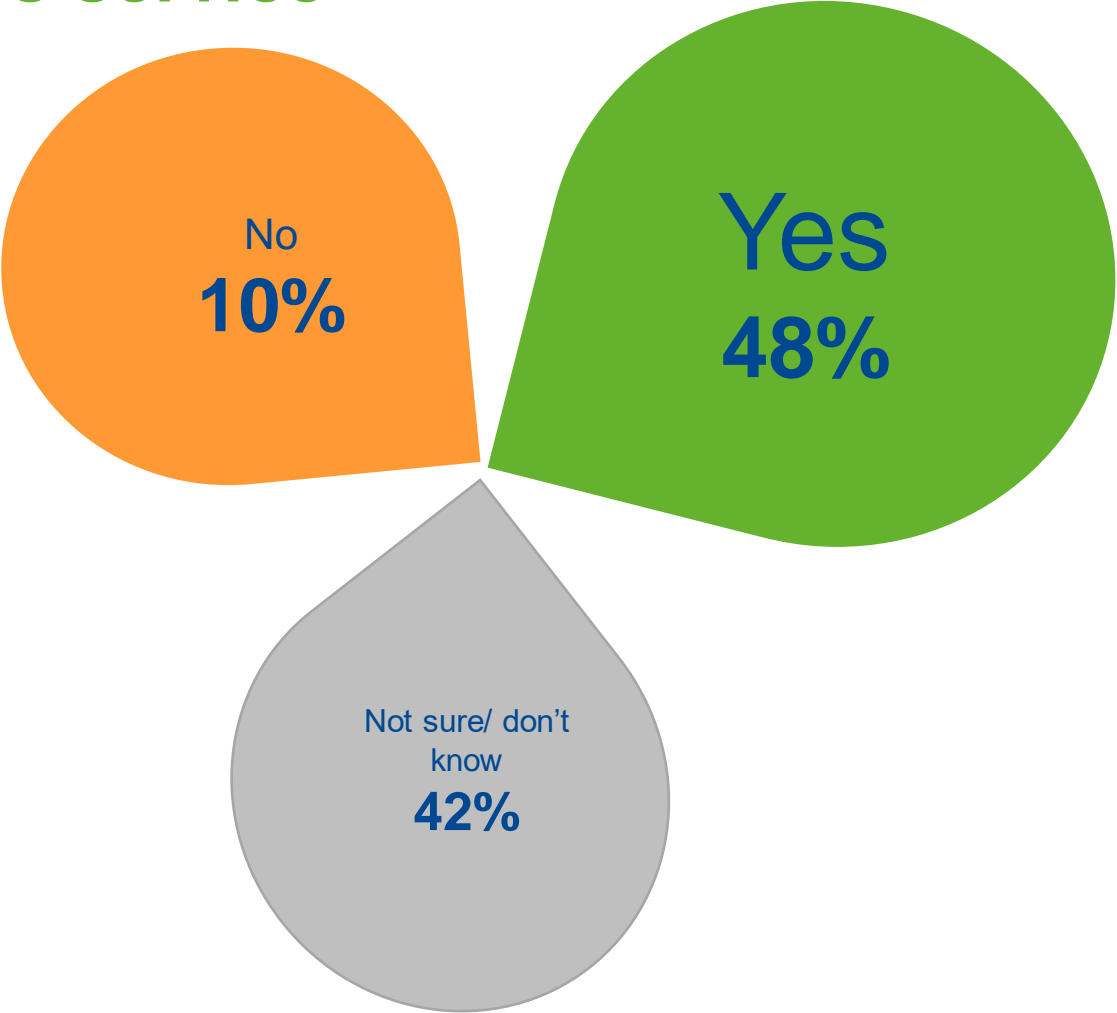
- **9%** of all participants, in total, report that they are either **currently experiencing long covid** (4%) or **have experienced it in the past** (5%)
- **88%** of all participants **are aware of the condition** known as Long Covid
 - Awareness is lower among 25-44 year olds (71%) and manual workers (36%)
- **62%** of those aware of Long Covid are confident that they would be able to **identify the symptoms of Long Covid**, **18%** say they are unsure as to how confident they are about this and **20%** say they are not confident in identifying the symptoms of Long Covid
 - Confidence in identifying symptoms is lower than average among 25-44 year olds (51%), BAME participants (42%) and the unemployed (23%)
 - Of those who have experienced or are experiencing Long Covid, **89%** are confident that they can identify the symptoms

Q2. Some people experience what is known as long Covid following an initial Covid infection. Have you heard of the condition known as long Covid? *Base: n=431, total sample*

Q3. How confident are you that you would be able to identify the symptoms of long Covid? *Base: n=377, those aware of Long Covid*

Q4. Do you think that you have had long Covid? *Base: n=431, total sample*

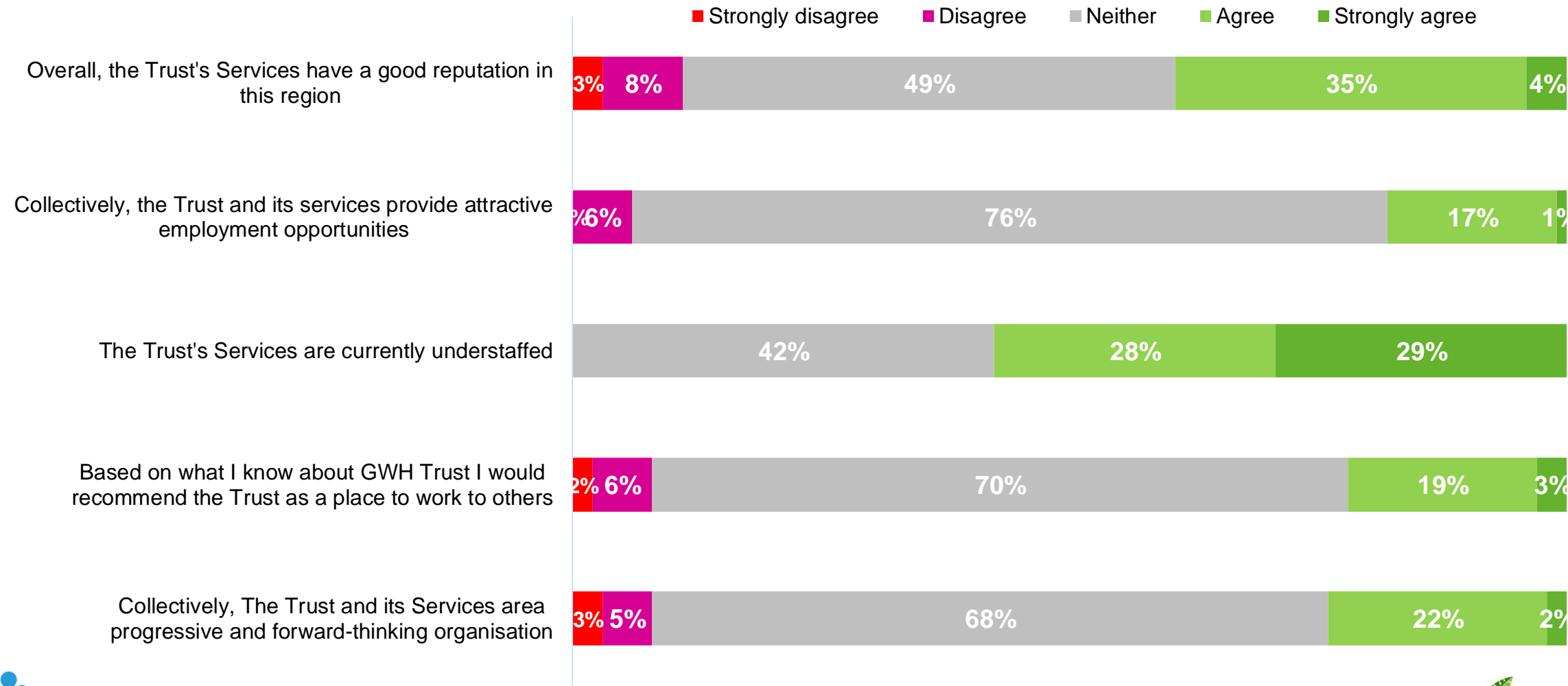
Experience of Trust's service



What three words....



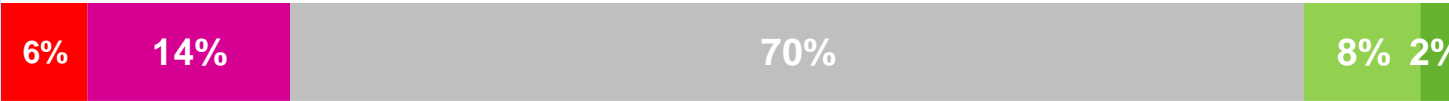
Agreement statements



Agreement statements

Strongly disagree Disagree Neither Agree Strongly agree

I am aware that the Trust has an award winning health and wellbeing package for staff



I was aware, prior to taking this survey that the Trust runs both primary (hospital and GP practices) and community services



I am aware that the Trust is currently developing its services on site in order to improve care for patients



Overall, the trust is delivering great joined up services for local people at home, in the community and in hospital, helpin them to lead independent and healthier lives

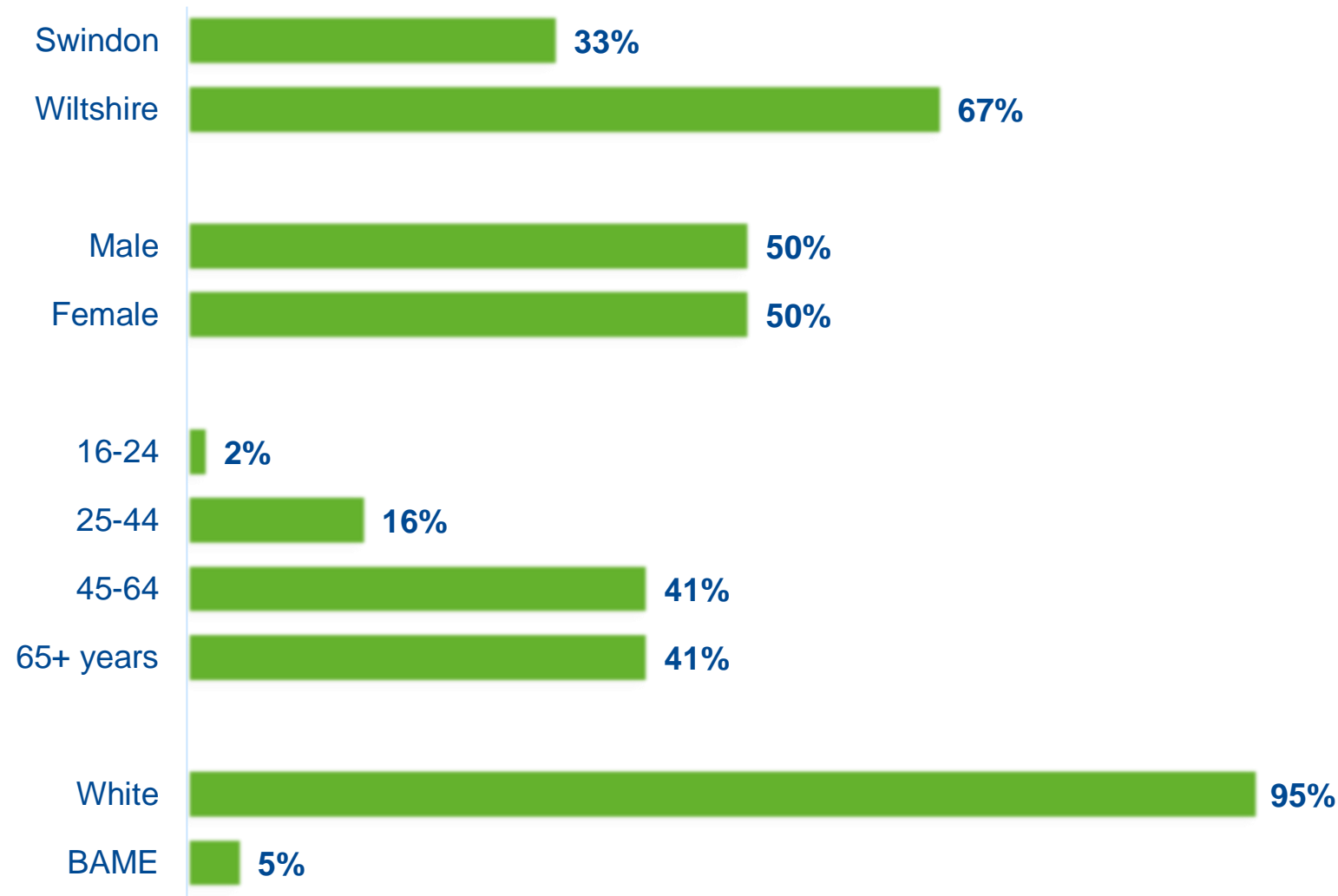


Section 4

Appendices – Sample Profile

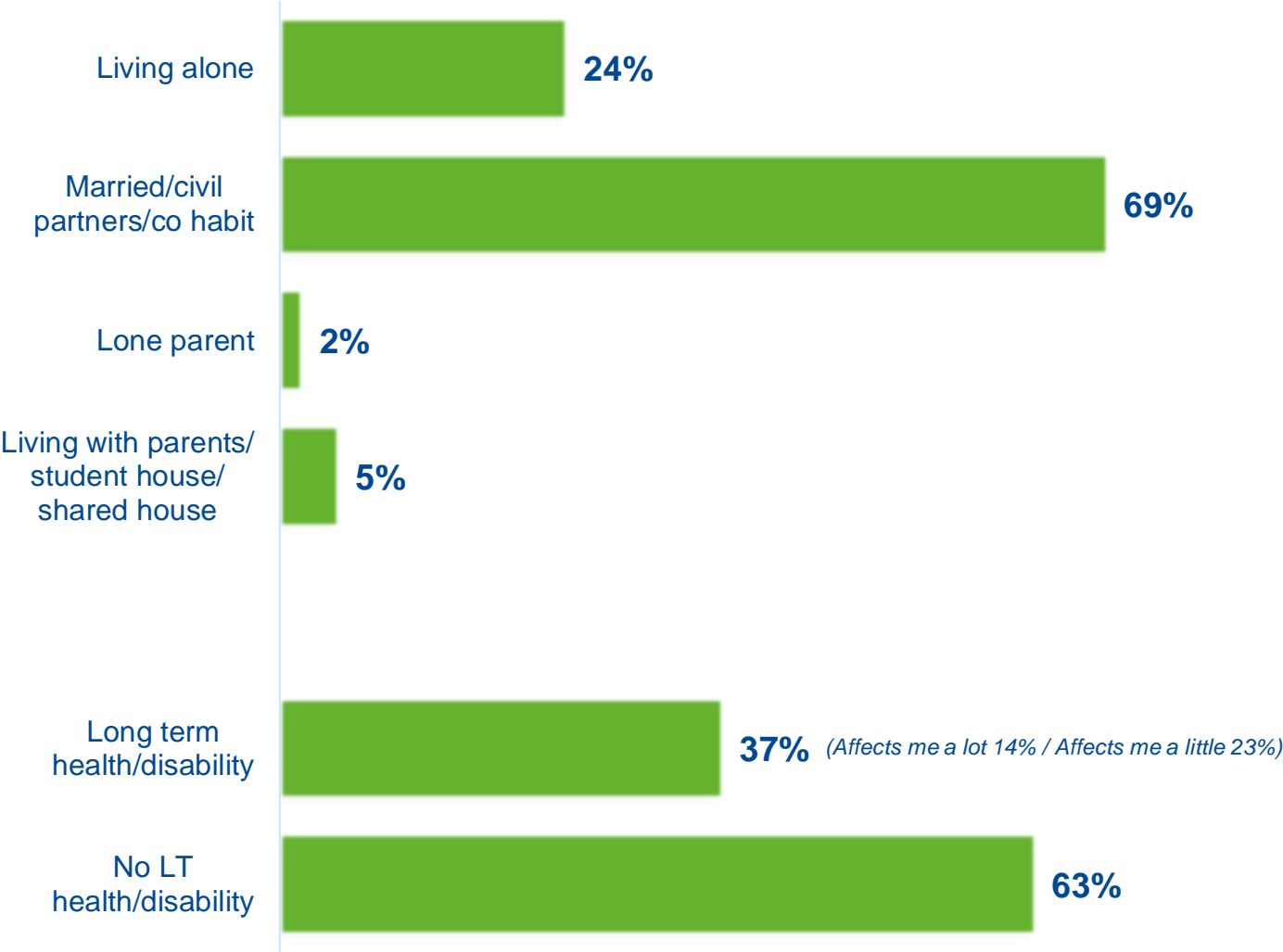


Sample profile – 243 participants

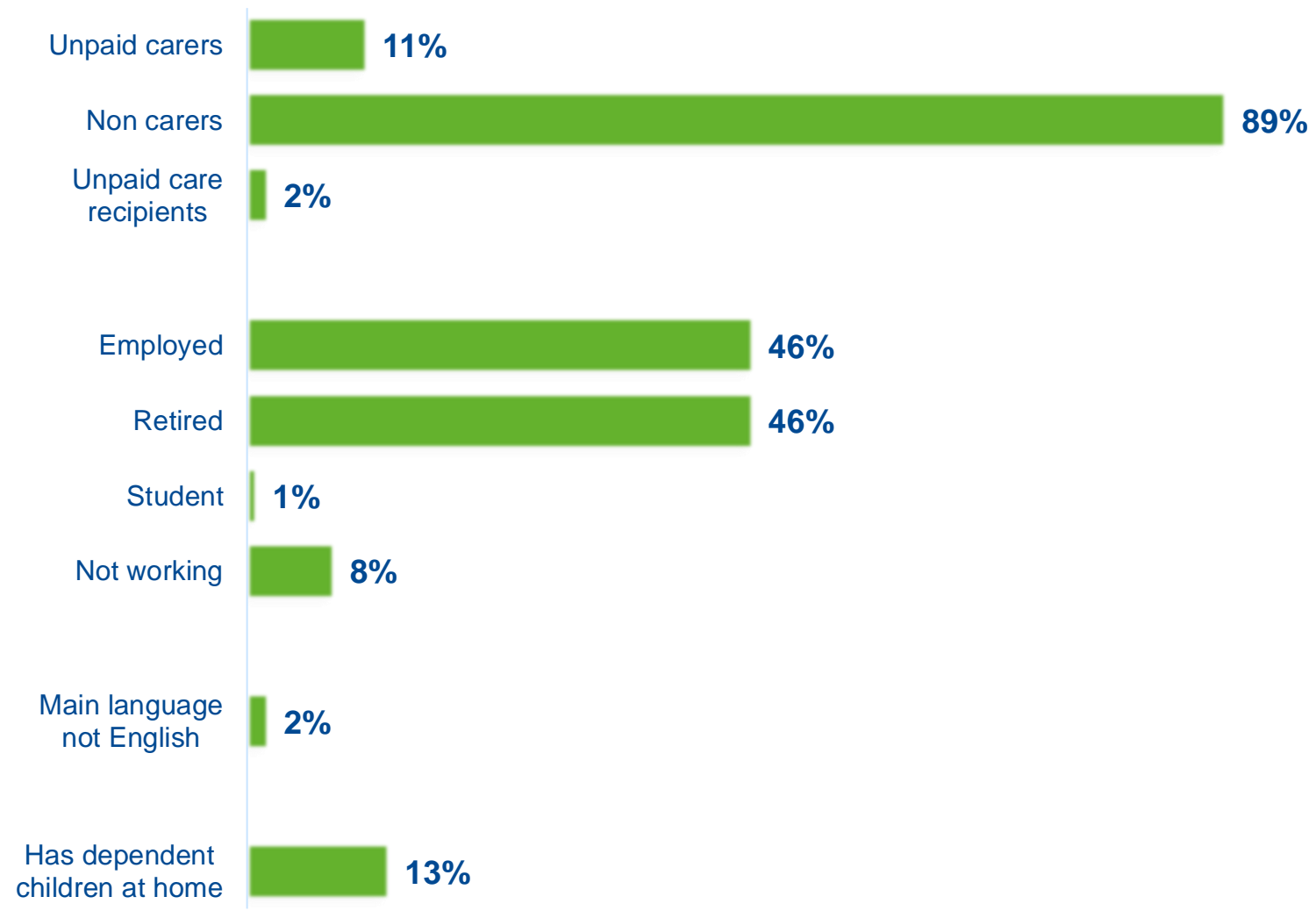


Base: n=243, total sample

Sample profile – 243 participants



Sample profile – 243 participants





Any questions please contact us:

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