

**Exeter Locality Community Services – Interim Report on survey results from
November 2014**

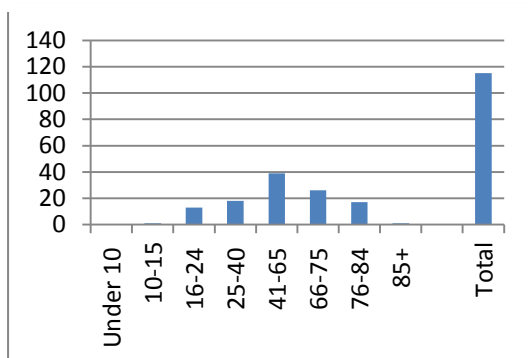
- There were 113 participants who took part in the survey, all living in the Exeter or surrounding areas. Participants age ranged between 16– 85
- 111 out of 113 of the participants have used a health service within the last 2 years, of which 40 of the participants have a long term condition.
- Services mostly used which were all a better than average experience for the patient included:
 - GP Surgeries
 - Pharmacy
 - Planned Hospital appointments
- Suggestions on ways to improve services mainly included;
 - Reduced waiting times
 - Extended Hours; evenings and weekends
 - Staffing increase (in particular practice nurses and midwives)
 - Better communication particularly upon discharge between acute and community teams
- More than 75% of the participants would support a move to care in the community rather than in the hospital.
- More than 60% supported the idea of health and well-being hubs.
- Participants felt many aspects would support successful home based care but the top priorities should be;
 - Access to a doctor out of hours
 - Access to community nursing
 - Access to community transport
- The majority participants felt positive about hubs, saying they are “a great idea” and would generally accept a hub in the local community providing;
 - Transport and access to the hubs for the elderly is available
 - They don't detriment other aspects of the health service
 - They provide services that the community require
 - They accommodate the needs for all service users i.e. out of hours
- The main services the participants would like to see in the hubs:
 - Podiatry /Physio / Sexual health / Diabetic care / 24hr doctors/nurses
 - Counselling /Mental health support
 - Information about other health and social care services / Health-related talks and events
 - Help with loneliness, keeping warm, well and educated
 - Exercise clubs / nutrition and cooking
 - Computer/Internet access facilities and courses/walking groups social facilities/ befriending, community cafe, volunteering opportunities/ being able to talk to someone
 - Early years/babies/toddler groups

Suggested venues for community hubs:

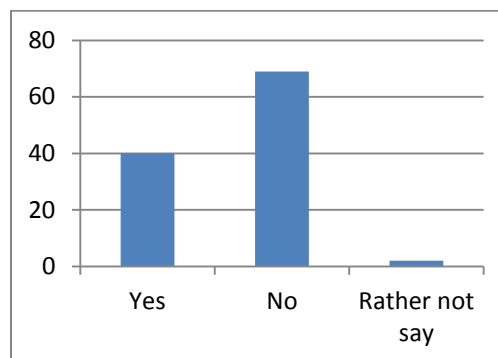
- Sheltered Housing / GP Surgeries / Sidwell centre / Newcourt community centre
- Beehive centre in Honiton / Exeter Community centre / Broadclyst victory centre
- Alphin Blouse, Alphington / Old Civil services club grounds/ Libraries

Breakdown of data to support summary:

Participant's age ranged between 16 -85



Number of participants with long term conditions:



About the services the participants used

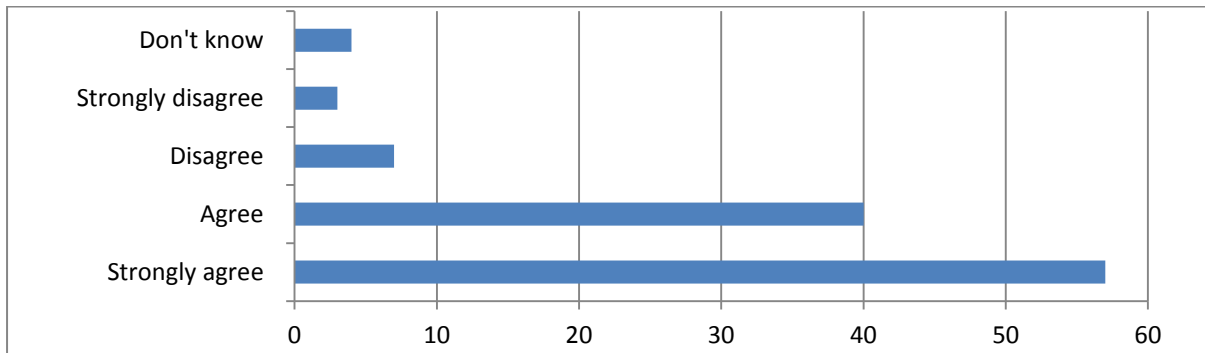
Breakdown of services used by the participants:

	Excellent	Good	Average	Poor	Very poor	Total
Accident and Emergency (A&E)	18	23	8	1	0	50
Emergency admission to hospital	12	15	6	1	0	34
Planned hospital appointment	34	26	9	4	0	73
Community services e.g. walk in centres, community nursing	21	18	2	1	0	42
GP practice	49	38	14	5	1	107
Pharmacy	37	28	14	2	0	81
Out of hours doctor service	12	10	6	3	1	32
NHS 111 number	6	3	1	1	0	11

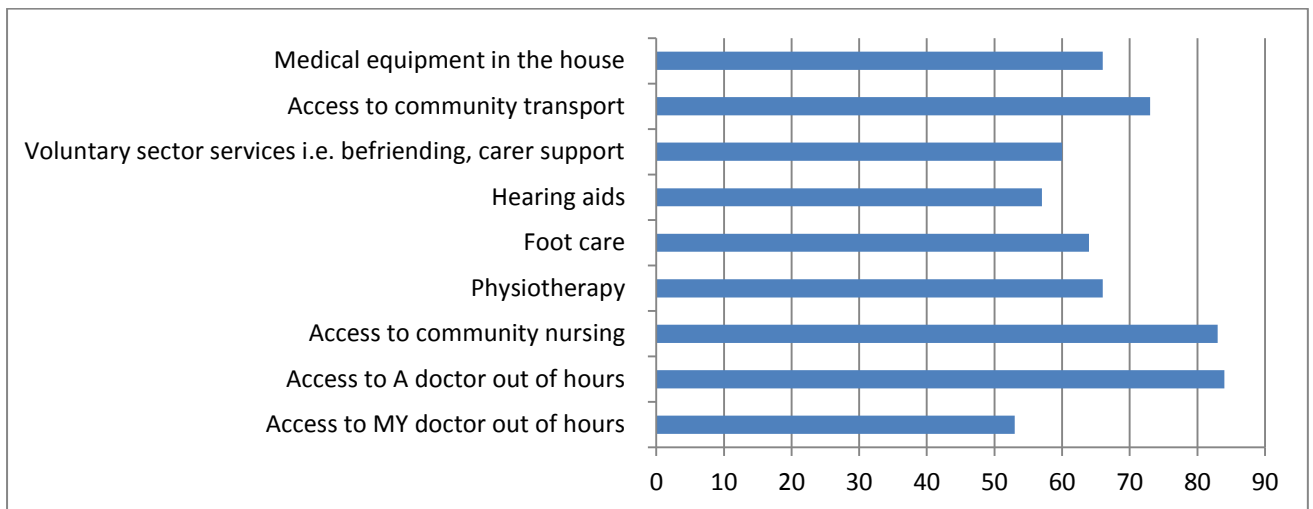
What is important to the participants in terms of maintaining their own health and well-being into old age:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Total
Being independent and having a say in how I am cared for	98	15	0	0	2	115
Retaining a degree of control with regard to how I live my life	95	16	0	0	1	112
I want to avoid being in hospital	79	28	2	1	3	113
I want to be in my own home with friends/family around me	77	23	4	1	4	109
I would like expert help with medication and planning my care	76	27	2	0	3	108
I don't want to be reliant on family and neighbours	58	42	7	2	4	113
I want the reassurance that help is on hand if there is an emergency in the night	87	22	0	0	2	111
I don't want to have to worry about meals, bathing or housework	47	44	7	2	5	105

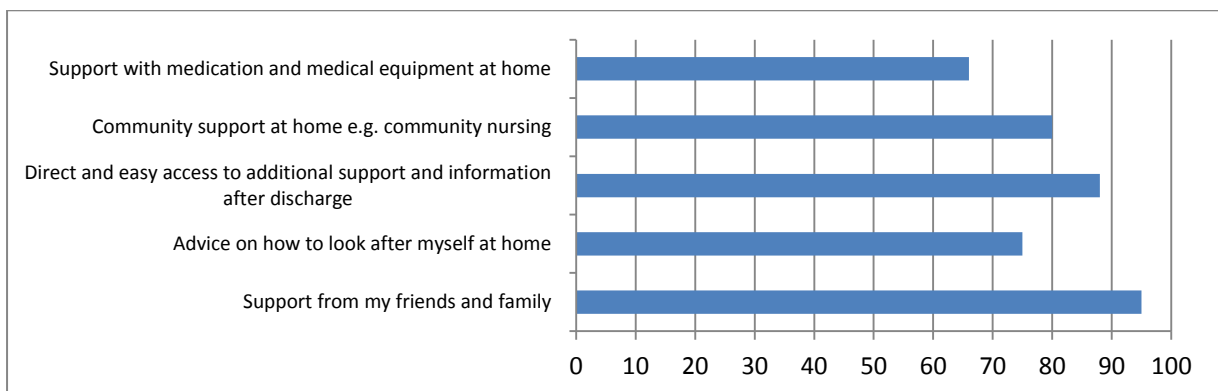
Would the participants support a move towards more care in the community, rather than in hospital?



What would successful home-based care include in the Exeter area?



If you had to go in to hospital, what would you need to help you get back home quickly?



Do you support the idea of such health and well-being 'hubs'?

