

**All Together
Better**

Better Health and Care
for Sunderland



PAPYRUS
RESEARCH

ALL TOGETHER BETTER

Sunderland (Vanguard) market research – Final data
2016 and 2017



METHODOLOGY & DEMOGRAPHICS

WHAT DID WE DO, AND WHY?

WHO CONTRIBUTED TO THIS STUDY?

AIMS & OBJECTIVES

THIS PROJECT AIMS:

To benchmark perception; knowledge and experience of All Together Better – have you heard of it? Do you know what it is?

To monitor change in perception; knowledge and experience of All Together Better – over time have more people heard of it and understand it? Have more people got views on it and suggested improvements?

To get views on information (data) sharing across professional networks in order to improve services at the point of delivery – what do they think happens now? Who do they think should have access to information and what level of information?

To identify any gaps in service – monitoring of change and improvement over the 12 month period.

To feedback relevant information to those involved who are interested – including all participants; the provider board; the PMO; and including relevant publication of results.

ABOUT THE DATA

This report details findings from Wave 1 (2016) and Wave 2 (2017) of the study.

Data has been tested for statistically significant differences between years, to a 95% confidence interval. Blue arrows indicate where one year's score is significantly higher than the other.

POINTS TO NOTE

It is important to note that the nature of data collection (street intercept or self-completion online) can impact the results. For example, those who take the time to fill in a questionnaire *may* do so because they have had particularly good or bad experiences in relation to the subject of the survey; those who are stopped on-street may not have the same drivers for completion. We have therefore included results from the two methodologies as separate charts.

METHODOLOGY AND RESPONDENTS

ABOUT THE RESPONDENTS

‘On-street survey’

Several sections of this report focus on ‘general population’ respondents, called ‘On-street survey’ throughout the report: this comprises data from street intercept interviews conducted in Sunderland, in February 2016 and 2017. These interviews met quotas in order to gather data from a sample representative of the population of Sunderland by age, sex, address and social grade.

Where possible, we have compared data from 2017 against 2016 to show changes in perceptions among the ‘general population’ participants. Significant movements are marked with blue arrows.

‘Online survey’

The report also includes data collected via a web survey and paper survey that was distributed and promoted through a variety of channels including GP practices, voluntary and community groups, and local media in March/April 2016 and March 2017. The results from this group are reported as ‘Online survey’. The purpose of this additional methodology is to reach out to people who may be regular users of health and social services (or care for someone who is) but who did not get an opportunity to respond via the on-street survey.

Where possible, we have compared data from 2017 against 2016 to show changes in perceptions among the ‘online survey’ participants. However, when looking at these comparisons it must be remembered that this group was self-selecting, and we therefore have no control over the demographic groupings achieved. Changes should therefore be considered as ‘trends’ only; statistical significance testing is not accurate if the make-up of the groups (year on year) is variable.

CHANGES TO THE QUESTIONNAIRE – 2017

WHAT HAS CHANGED?

—
Some questions were removed or replaced between the 2016 and 2017 surveys. This report contains only questions that were included in the 2017 survey.

A significant change was made to one of the qualifying questions in 2017. In both 2016 and 2017 we asked the question:

Q3. Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?

Everyone who answered 'yes' to this question was then asked about their experiences with health and social care services. However, in 2017 we asked an additional question:

Q4. Do you regularly use health and/or social services? This could be all the time, occasionally or due to a one-off event or illness in the past six months.

Anyone who answered 'yes' to this question, regardless of their answer to Q3, was also asked about their experiences.

HOW DOES THIS AFFECT THE DATA?

—
In order to provide accurate year-on-year comparisons, the main body of this report contains data for 'Those who require care/support' – we have **included only those who said 'yes' to Q3 in order to ensure comparable data**. However, the **appendix contains charts including those who said 'yes' to Q3 and/or Q4** – this data can be used for future comparisons.

DEMOGRAPHICS 2017

Q3. Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?

Q4. Do you regularly use health and/or social services? This could be all the time, occasionally or due to a one-off event or illness in the past six months.

	ON-STREET SURVEY (BASE 414)	ONLINE SURVEY (BASE 76)
I have a health condition or disability that requires help and support from others	59	45
I regularly use health and social services	106	52
Combined number who said yes to either or both of the above	112	65

Q12. Do you look after someone who has a health condition or disability that means they have to get help and support from others (this could be all the time or just occasionally)?

	ON-STREET SURVEY (BASE 414)	ONLINE SURVEY (BASE 76)
Yes, I look after someone	56	41

DEMOGRAPHICS 2017

414 'On-street' respondents; 76 'Online survey' respondents

LOCATION	ON-STREET SURVEY	ONLINE SURVEY
North Sunderland (e.g. SR5 1, SR5 2, SR5 3, SR5 4, SR5 5, SR6 0, SR6 8, SR6 9)	21%	17%
East Sunderland (e.g. SR1 1, SR1 2, SR1 3, SR2 0, SR2 7, SR2 8, SR2 9)	18%	11%
West Sunderland (e.g. SR3 1, SR3 2, SR3 3, SR3 4, SR4 0, SR4 6, SR4 7, SR4 8, SR4 9)	22%	34%
Coalfields (e.g. DH4 4, DH4 5, DH4 6, DH4 7, DH5 0, DH5 8, DH5 9)	19%	18%
Washington (e.g. NE37 1, NE37 2, NE37 3, NE38 7, NE38 8, NE38 9)	20%	20%

AGE	ON-STREET SURVEY	ONLINE SURVEY
16-25	15%	0%
26-35	13%	3%
36-45	18%	12%
46-55	17%	17%
56-65	14%	14%
66-75	11%	22%
Over 75	11%	20%
Not answered	1%	12%

GENDER	ON-STREET SURVEY	ONLINE SURVEY
Male	46%	20%
Female	52%	66%
Not answered/ Prefer not to say	2%	14%

HOSPITAL ADMISSION 2017

Have you been admitted to hospital unexpectedly (not through a planned appointment) in the last 6 months?

Respondent type	NO	YES - ONCE	YES – 2 TO 4 TIMES	YES – 5 OR MORE TIMES	NOT ANSWERED / DK
General population (all on-street respondents, including those requiring care or regularly using services) (On-street survey) – BASE 414	376 (91%)	24 (6%)	6 (1%)	0 (0%)	8 (2%)
Those with a disability or condition requiring care (On-street survey) – BASE 59	35 (59%)	17 (29%)	6 (10%)	0 (0%)	1 (2%)
Those caring for someone – has the person you care for been admitted? (On-street survey) – BASE 56	27 (48%)	13 (23%)	14 (25%)	1 (2%)	1 (2%)
Those with a disability or condition requiring care (Online survey) – BASE 45	27 (60%)	9 (20%)	2 (4%)	0 (0%)	7 (16%)
Those caring for someone – has the person you care for been admitted? (Online survey) – BASE 41	23 (56%)	11 (27%)	5 (12%)	0 (0%)	2 (5%)

HOSPITAL ADMISSION – HOW? 2017 (LOW BASES)

How was the most recent admission to hospital arranged?

Respondent type	Emergency (999/111)	Immediate through GP	A&E – self-admission	Via walk-in centre/urgent care	Nurse or health visitor	Other	Don't know
General population (all on-street respondents, including those requiring care or regularly using services) (On-street survey) – BASE 30	13 (43%)	3 (10%)	3 (10%)	2 (7%)	3 (10%)	4 (13%)	2 (7%)
Those with a disability or condition requiring care (On-street survey) – BASE 23	10 (43%)	3 (13%)	3 (13%)	0 (0%)	3 (13%)	2 (9%)	2 (9%)
Those caring for someone – has the person you care for been admitted? (On-street survey) – BASE 28	13 (46%)	9 (32%)	1 (4%)	0 (0%)	2 (7%)	0 (0%)	3 (11%)
Those with a disability or condition requiring care (Online survey) – BASE 11	5 (45%)	3 (27%)	2 (18%)	0 (0%)	0 (0%)	0 (0%)	1 (9%)
Those caring for someone – has the person you care for been admitted? (Online survey) – BASE 16	9 (56%)	1 (6%)	0 (0%)	2 (13%)	1 (6%)	1 (6%)	2 (13%)



SERVICES

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION

The 'Require care/support' respondents included in this section answered 'YES' to the question, 'Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?'



ON-STREET SURVEY

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION

The following section includes information from the on-street survey, among the general public.

The 'Require care/support' respondents included in this section answered 'YES' to the question, 'Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?'

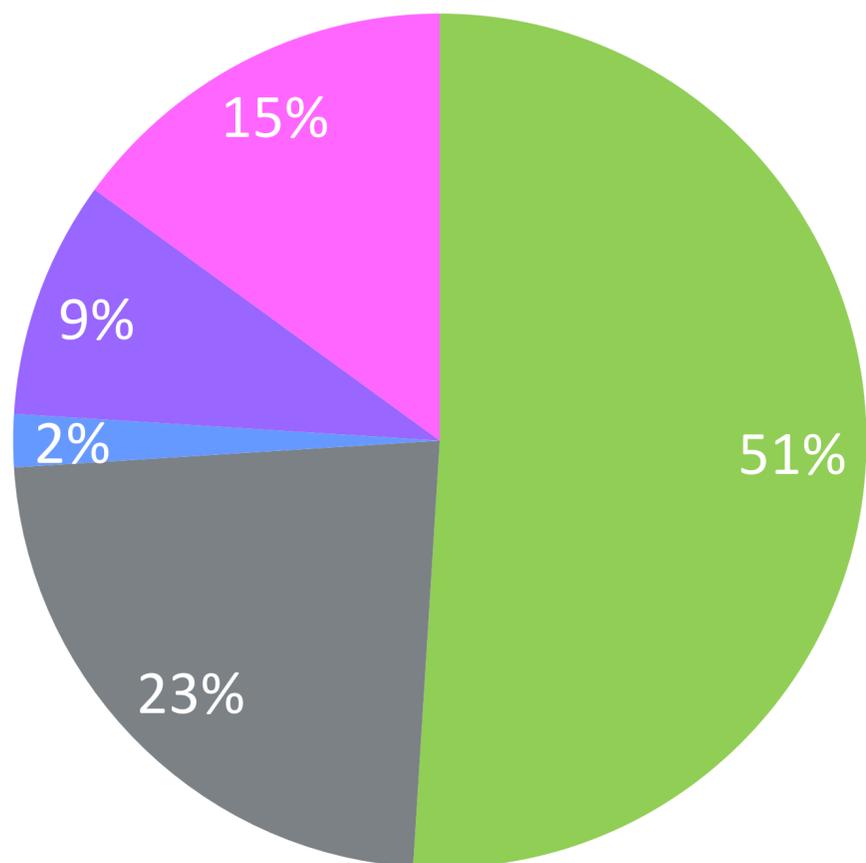
OVERALL SATISFACTION (ON-STREET 2017)

How satisfied are you overall with the health and social care **you have received in the past six months?**

Other than the care provided by you, in the **past six months** how satisfied are you **overall** with the health and social care received by **the person you look after?**

40% believe overall quality of care has gotten better over the past 6 months; 13% believe it got worse

(Base 53)



THOSE WHO REQUIRE CARE/SUPPORT

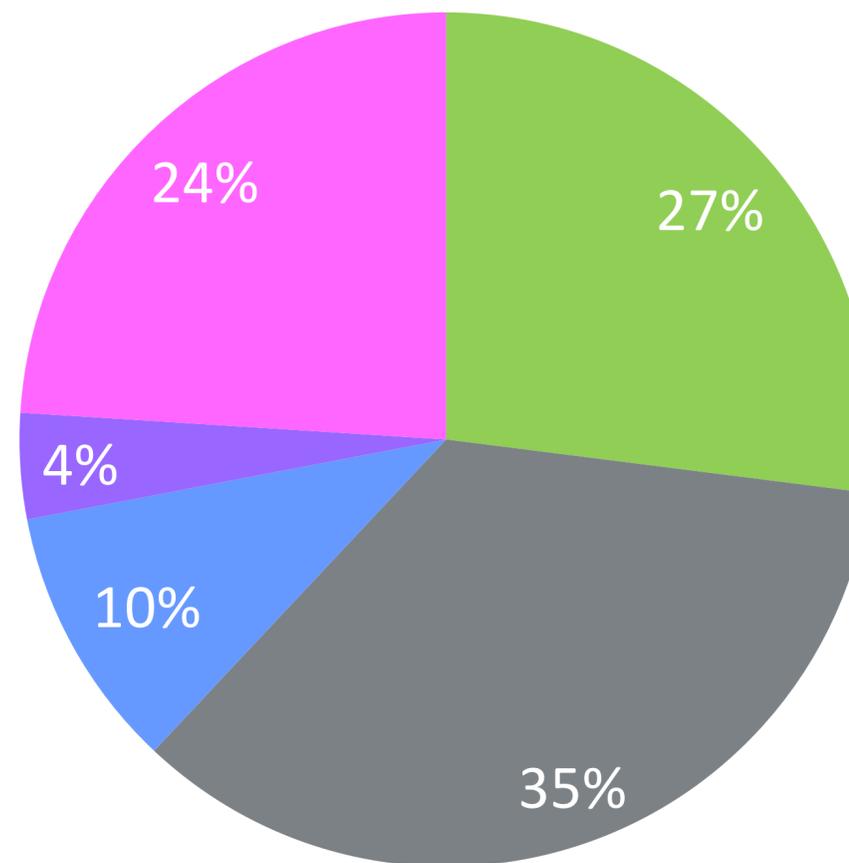
Approximately three-quarters (74%) are 'Satisfied' or 'Very satisfied'

Base: Require care (53); Care providers (49)

- Very satisfied
- Quite satisfied
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied

17% believe overall quality of care has gotten better over the past 6 months; 17% believe it got worse

(Base 48)



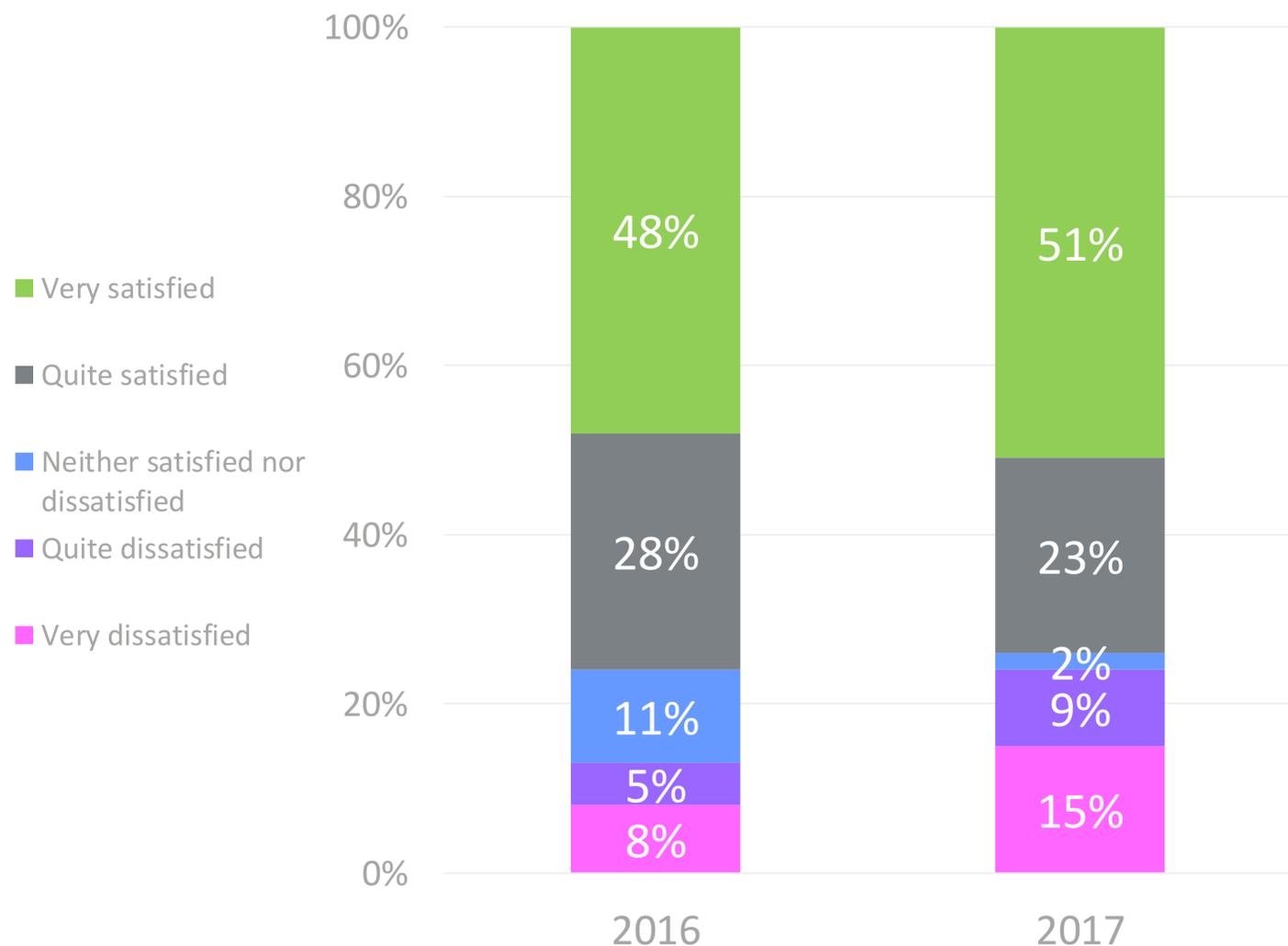
THOSE WHO PROVIDE CARE

This group is significantly less likely to state 'Very satisfied' (27%) compared to those who require care (51%). Around a quarter are 'Very dissatisfied'

OVERALL SATISFACTION (ON-STREET)

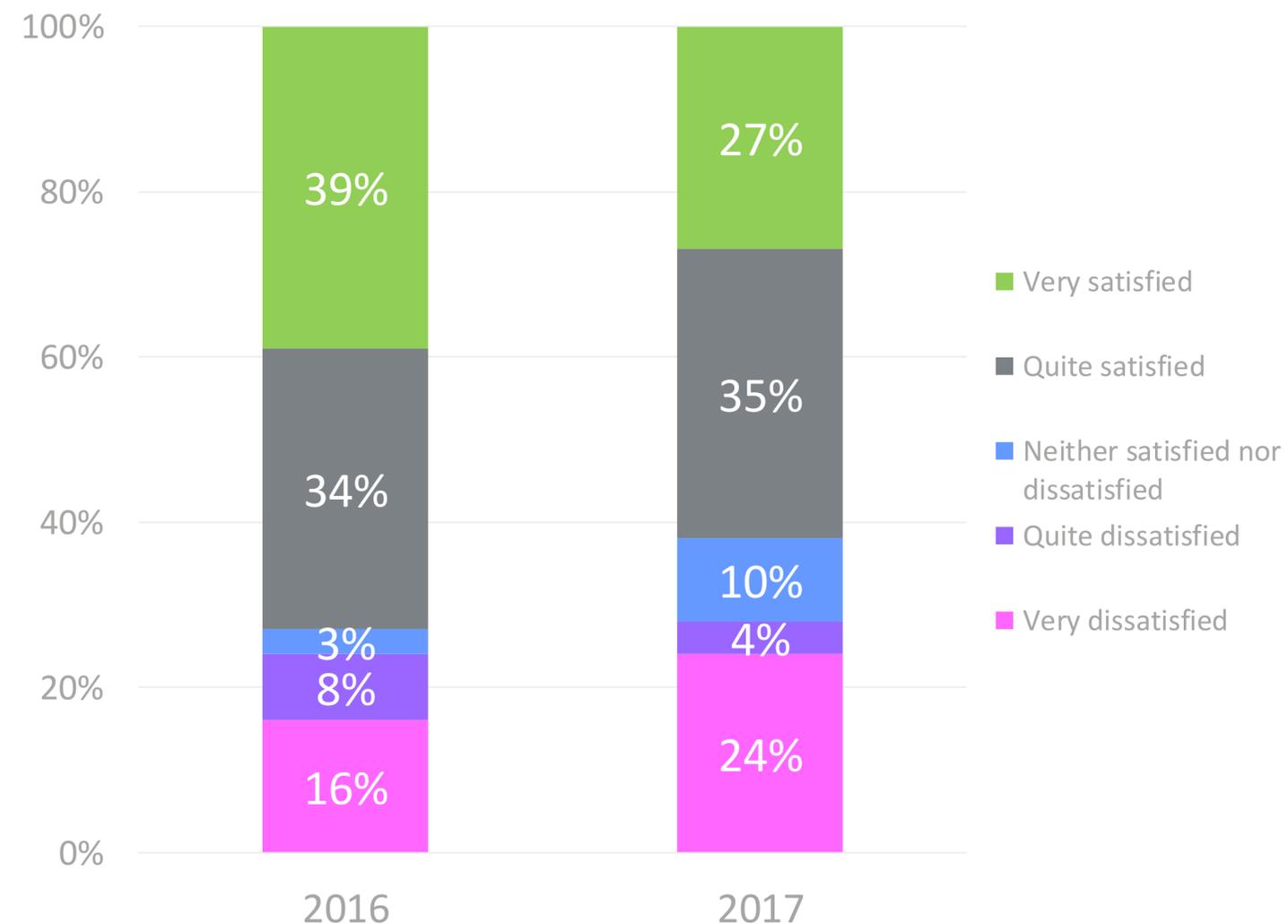
How satisfied are you overall with the health and social care **you have received in the past six months?**

Other than the care provided by you, in the **past six months** how satisfied are you **overall** with the health and social care received by **the person you look after?**



THOSE WHO REQUIRE CARE/SUPPORT

Very similar to 2016 – no significant movements



THOSE WHO PROVIDE CARE

Very similar to 2016 – no significant movements

Base: Require care (2016 80; 2017 53);
Care providers (2016 38; 2017 49)

GOOD SERVICE ASPECTS (ON-STREET 2017)

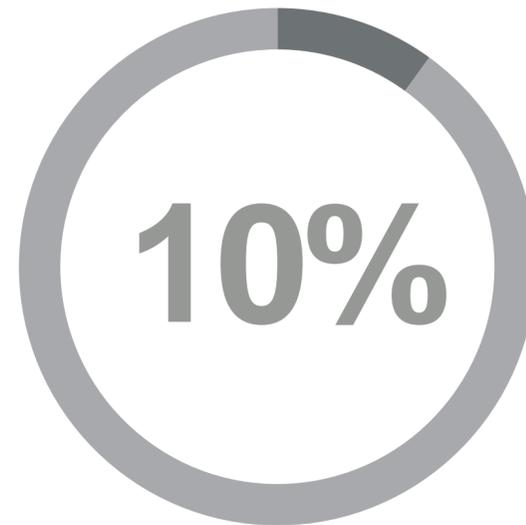
Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly good?

This slide contains data from respondents who require care/support



36%

GENERAL
QUALITY OF
CARE



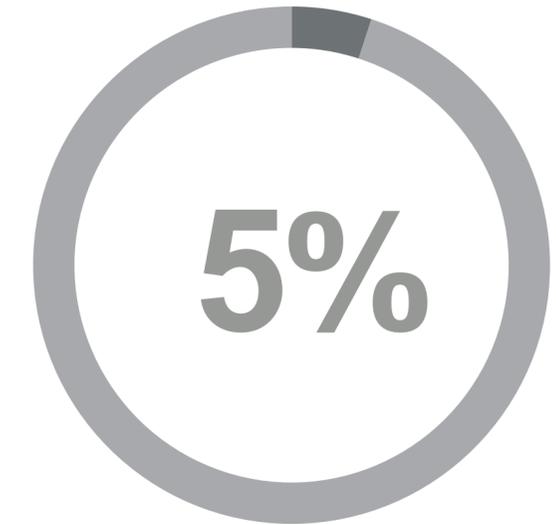
10%

(1) KIND/ FRIENDLY
PEOPLE;
(2) BEING DIAGNOSED/
TREATED QUICKLY



8%

HOME CARE
(GENERAL)



5%

(1) NURSES (INCLUDING
PRACTICE NURSES, HOME
VISITS, HOSPITAL, ETC);
(2) BEING LISTENED TO/
GOOD ATTITUDE

59 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'good' aspects of service. In total, 63 individual mentions were made for good aspects of care.

Some respondents did not give any answer at all. However, an additional 8 people (14%) specifically said 'Nothing' in response to the question.

GOOD SERVICE ASPECTS (ON-STREET 2017)

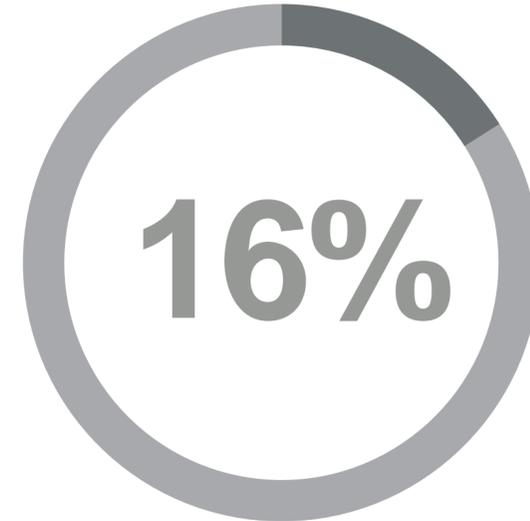
Are there any aspects of health and/or social care received by the person you look after (in the past six months) that have been particularly good?

This slide contains data from respondents who provide care for someone else



18%

GENERAL
QUALITY OF
CARE



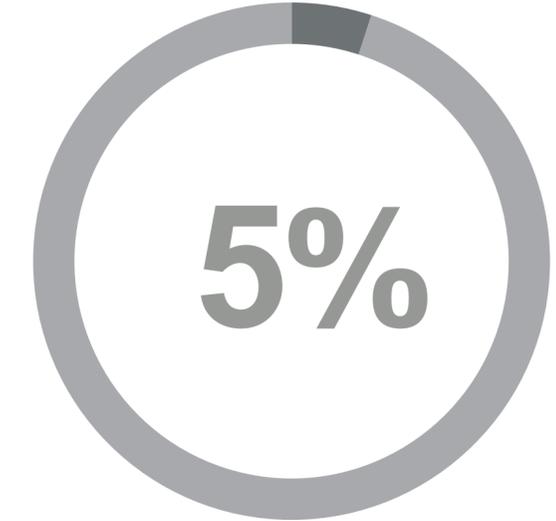
16%

NURSES (INCLUDING
PRACTICE NURSES,
HOME VISITS,
HOSPITAL, ETC)



7%

(1) HOME CARE
(GENERAL);
(2) BEING LISTENED TO/
GOOD ATTITUDE;
(3) COMMUNICATION/
JOINED UP SERVICE



5%

(1) KIND/ FRIENDLY
PEOPLE;
(2) REGULARITY/
FREQUENCY OF
CARE

56 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'good' aspects of service. In total, 54 individual mentions were made for good aspects of care.

Some respondents did not give any answer at all. However, an additional 15 people (27%) specifically said 'Nothing' in response to the question.

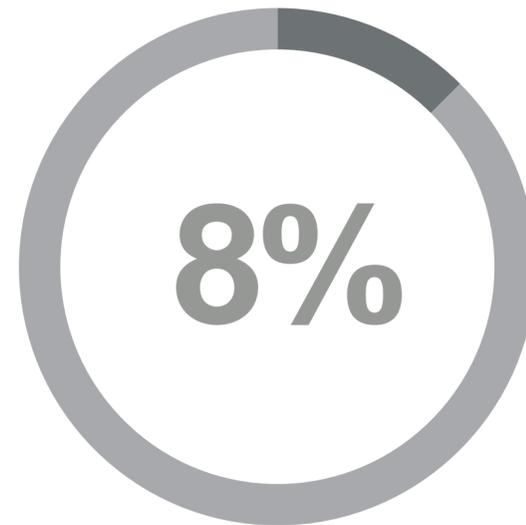
POOR SERVICE ASPECTS (ON-STREET 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly poor?

This slide contains data from respondents who require care/support



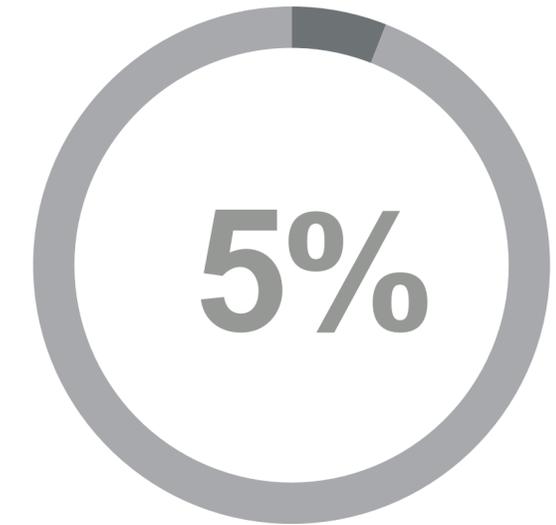
EASE OF GETTING APPOINTMENTS/
WAITING TIMES



RESOURCE (INCL. FOR SPECIFIC AREAS/SERVICE)



SOCIAL CARE/
WORKERS



LACK OF CONTACT BETWEEN PARTIES/
POOR COMMUNICATION

59 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 26 individual mentions were made for poor aspects of care.

Some respondents did not give any answer at all. However, an additional 18 people (31%) specifically said 'Nothing' in response to the question.

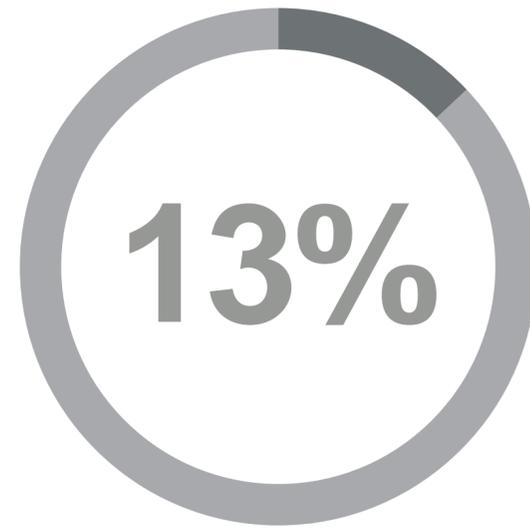
POOR SERVICE ASPECTS (ON-STREET 2017)

Are there any aspects of health and/or social care received by the person you look after (in the past six months) that have been particularly poor?

This slide contains data from respondents who provide care for someone else



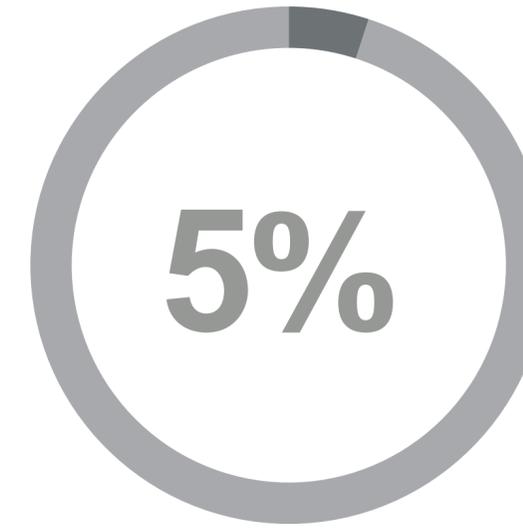
EASE OF GETTING APPOINTMENTS/
WAITING TIMES



PROVISION/
RESOURCE (INCL.
FOR SPECIFIC
AREAS/SERVICES)



(1) ACCESSIBILITY/
CONTACTABILITY OF
SERVICES;
(2) LACK OF CONTACT
BETWEEN PARTIES/ POOR
COMMUNICATION



(1) GENERAL QUALITY;
(2) SOCIAL CARE/
WORKERS;
(3) HOME CARE
(GENERAL)

56 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 44 individual mentions were made for poor aspects of care.

Some respondents did not give any answer at all. However, an additional 12 people (21%) specifically said 'Nothing' in response to the question.

SERVICE ASPECTS (ON-STREET/ONLINE 2017)

Are there any aspects of health and/or social care received by you / the person you look after (in the past six months) that have been particularly good? And are there any aspects that have been particularly poor?

GOOD

"I get well looked after and taken seriously at all times. Can't fault them."

"It's always very clear when my appointment is due, [I] get texts from the surgery."

"More people are coming in to my home to see to me now instead of putting me in hospital."

"GP recommended a blood test and [I] had one the same afternoon."

"I have someone coming in daily to see to my needs; they couldn't be more caring."

"Have been able to get an appointment quickly at GP surgery."

"I get more home care than I did six months ago."

POOR

"Trying to get a doctor's appointment when I need one."

"Opening times of services, difficult to get in touch with various care providers."

"Lack of help and support from social care, too matter of fact."

"No compassion, staff are overworked, staff do not have time to do their job correctly."

"Communication between organisations, lack of holistic care, often unhelpful and judgemental..."

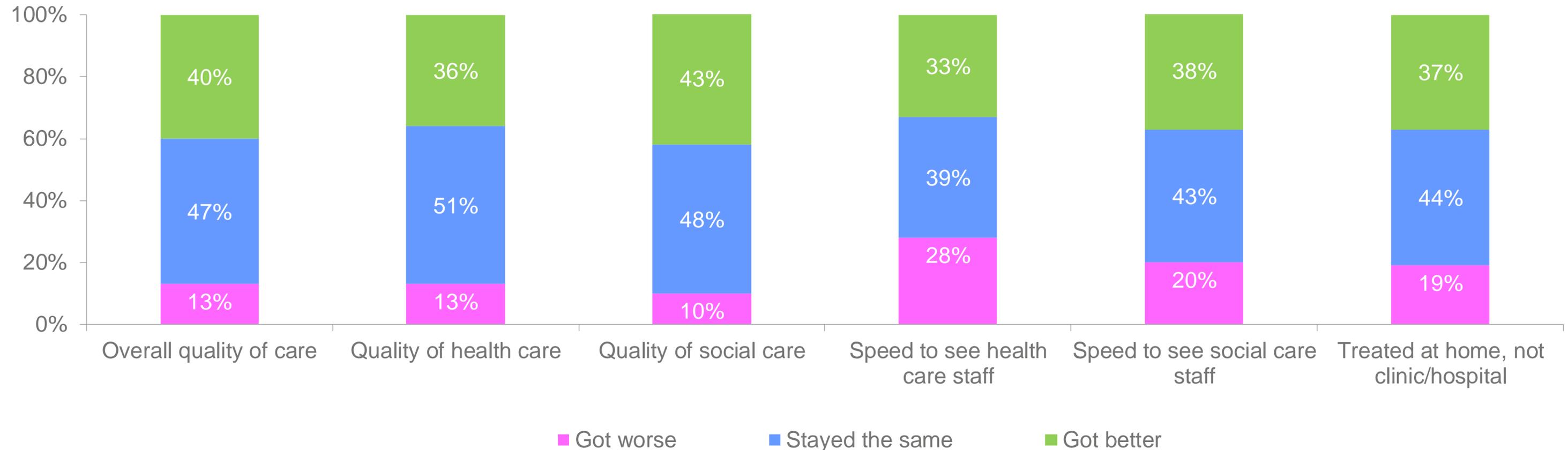
"Not joined as between health and social care."

"Communication; one department does not know what the other department is doing."

CHANGES IN CARE PROVISION (ON-STREET 2017)

Think about care you have received over the past six months. For each of the following, please choose whether it has got worse, stayed the same or got better (%s exclude those who hadn't used the service enough to comment)

This slide contains data from respondents who require care/support

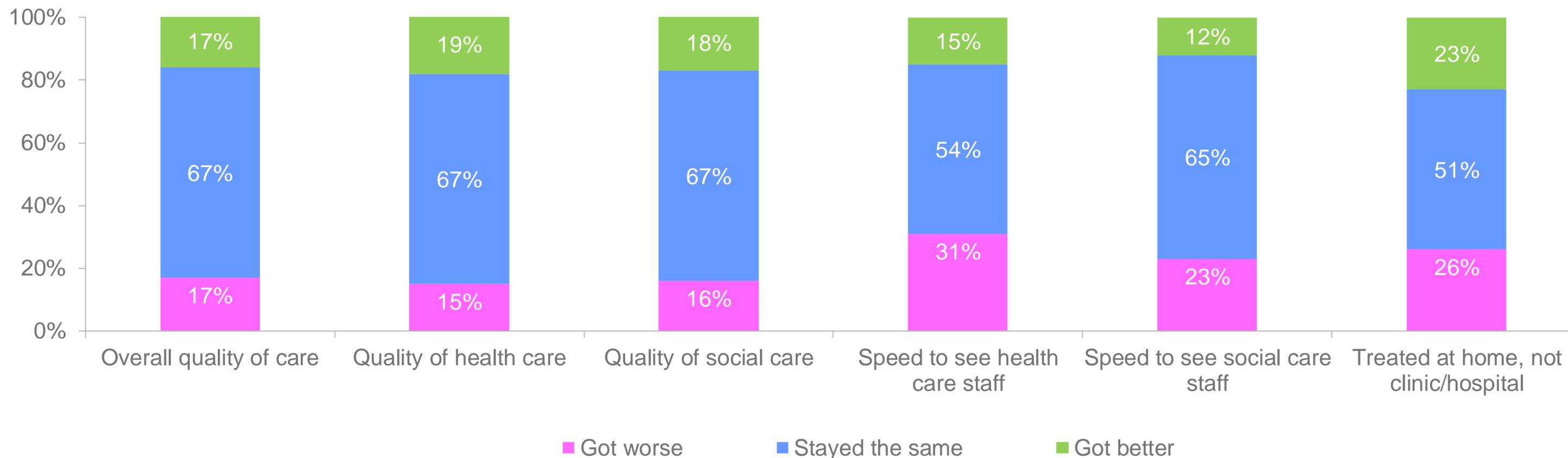


Base: Overall (53); Health care (53); Social care (40); Speed to see health staff (54); Speed to see social staff (40); Getting treated at home (43)

CHANGES IN CARE PROVISION (ON-STREET 2017)

Think about care received by the person you look after over the past six months. For each of the following, please choose whether it has got worse, stayed the same or got better (%s exclude those who hadn't used the service enough to comment)

This slide contains data from respondents who provide care for someone else



Base: Overall (48); Health care (48); Social care (45); Speed to see health staff (48); Speed to see social staff (43); Getting treated at home (43)

IMPROVED THE MOST? (ON-STREET 2017)

What if, if anything, has improved the most in the past six months?

RESPONDENTS WHO REQUIRE CARE

—

32 improvements were mentioned out of 59 people who qualified to answer this question. The following received the most mentions:

- ✓ General quality of care/support (5 mentions)
- ✓ Ease of getting appointments/ waiting times (4 mentions)
- ✓ Receiving more care at home/ not going into hospital (4 mentions)
- ✓ Communication between parties/ joined-up service (3 mentions)
- ✓ Home care (general) (3 mentions)

3 people said care had been consistently good (no change)

“Standard and quality of care, more reliable staff, staff dealing with everything for me.”

“Quicker to get an appointment at GP surgery.”

“Being looked after at home with family input.”

“My all-round care, they just seem to have got their act together and everything runs smoothly.”

RESPONDENTS WHO PROVIDE CARE

—

15 improvements were mentioned out of 56 people who qualified to answer this question. The following received the most mentions:

- ✓ Home care (general) (3 mentions)
- ✓ Receiving more care at home/ not going into hospital (2 mentions)

3 people said care had been consistently good (no change)

“We get more care at home, staff are helpful, home has been adapted so he can stay instead of going to hospital or care home.”

“The help we get is amazing and consistent.”

“Overall quality of care from all members of staff that we have dealt with.”

GOT WORSE? (ON-STREET 2017)

What, if anything, has got worse in the past six months?

RESPONDENTS WHO REQUIRE CARE

—

17 declines in service were mentioned out of 59 people who qualified to answer this question. The following received the most mentions:

- x Ease of getting appointments/ waiting times (7 mentions)
- x Provision/resource for certain areas/conditions (3 mentions)
- x Appointments too short (2 mentions)

“Harder to get an appointment with [a] GP when I need to.”

“Care in the community; it's not existent now.”

“Appointments not long enough to tell the doctor all of your ailments. Not enough time given from medical staff.”

RESPONDENTS WHO PROVIDE CARE

—

31 declines in service were mentioned out of 56 people who qualified to answer this question. The following received the most mentions:

- x Ease of getting appointments/ waiting times (6 mentions)
- x General quality of care/support (5 mentions)
- x Provision/resource for certain areas/conditions (5 mentions)
- x Number of staff available (3 mentions)
- x Communication between parties/ joined-up service (2 mentions)
- x Accessibility/ contactability of services (2 mentions)
- x Aftercare/ leaving hospital (2 mentions)

“Waiting times. Unable to access services. Waiting lists and queues.”

“Lack of communication. Everyone has their own objectives, they forget the person involved.”

“Difficulty getting into contact with social worker at times.”

SERVICE PERCEPTIONS

We asked service users to rate their agreement with a range of statements, using the scale Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. The statements are listed below:

RESPONDENTS WITH A DISABILITY OR HEALTH CONDITION REQUIRING SUPPORT:

To what extent do you agree or disagree with the following statements about **your own health and social care**?

- I feel supported by the health care providers I come into contact with (e.g. doctors, nurses, physiotherapists)
- I feel supported by the social care providers I come into contact with (e.g. social workers, occupational therapists) I
- I understand the roles of the various care providers I come into contact with
- I feel involved in decisions that are made about my care
- I feel as though all of the people providing care are working together as a team
- The care provided helps me to remain independent
- I know how to get in touch with the various care providers I need, when I need them
- Care providers usually know the relevant medical details without me having to explain them



RESPONDENTS WHO CARE FOR SOMEONE WITH A DISABILITY OR CONDITIONS REQUIRING SUPPORT:

Thinking about **your experiences of looking after someone**, to what extent do you agree or disagree with the following statements about **health and social care**?

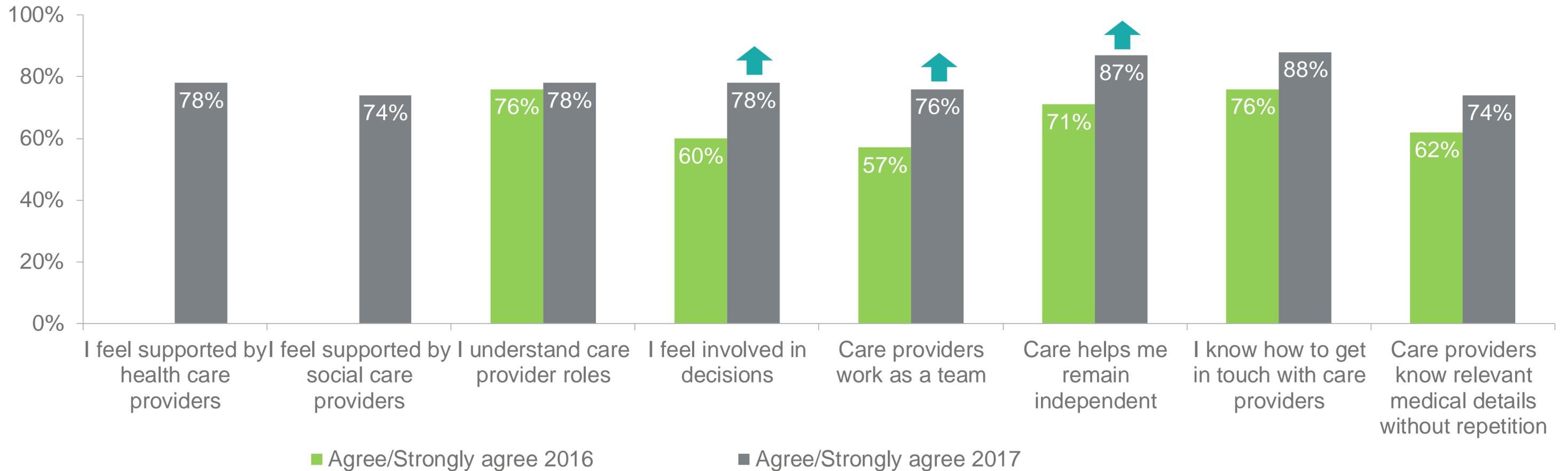
- When I look after this person, I feel supported by health and social care providers
- I understand the roles of the various other care providers I come into contact with
- I feel involved in decisions that are made about the person I look after
- I feel well informed about the care of the person I look after
- I feel as though all of the other people providing care are working together as a team
- The care provided by others helps the person I look after to remain independent
- I know how to get in touch with the various care providers I need, when I need them
- Care providers usually know the relevant medical details without me having to explain them



SERVICE PERCEPTIONS (ON-STREET)

To what extent do you agree or disagree with the following statements about **your own** health and social care?

This slide contains data from respondents who require care/support



2017 VERSUS 2016

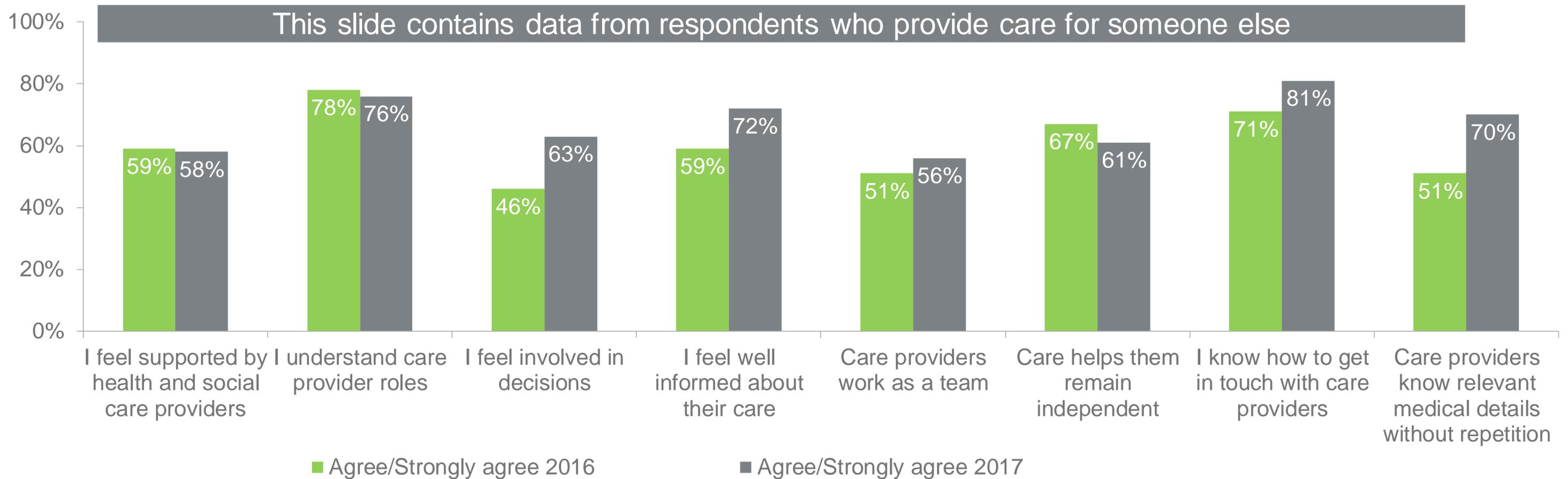
There has been an increase, among people who require care and support, in the proportion who agree that: they feel involved in decisions about their care; care providers work as a team; and care helps them to remain independent.

Base: Feel supported health (2017 55); Feel supported social (2017 39); Understand roles (2016 (50), 2017 (55)); Feel involved (2016 (52), 2017 (55)); Work as a team (2016 (49), 2017 (51)); Remain independent (2016 (51), 2017 (52)); Get in touch (2016 (50), 2017 (57)); Know relevant details (2016 (52), 2017 (53))

Significance tested at 95% confidence

SERVICE PERCEPTIONS (ON-STREET)

Thinking about your experiences of looking after someone, to what extent do you agree or disagree with the following statements about health and social care?



2016 VERSUS 2017

No significant changes among this group compared to 2016. Note that bases are low for 2016, meaning that relatively large movements would be needed in order to see a statistically significant change.

Base: Feel supported (2016 (37), 2017 (52)); Understand roles (2016 (37), 2017 (51)); Feel involved (2016 (37), 2017 (52)); Well informed (2016 (37), 2017 (54)); Work as a team (2016 (37), 2017 (52)); Remain independent (2016 (36), 2017 (49)); Get in touch (2016 (38), 2017 (52)); Know relevant details (2016 (37), 2017 (50))

Significance tested at 95% confidence



ONLINE SURVEY

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION

The following section includes information from the online survey

The 'Require care/support' respondents included in this section answered 'YES' to the question, 'Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?'

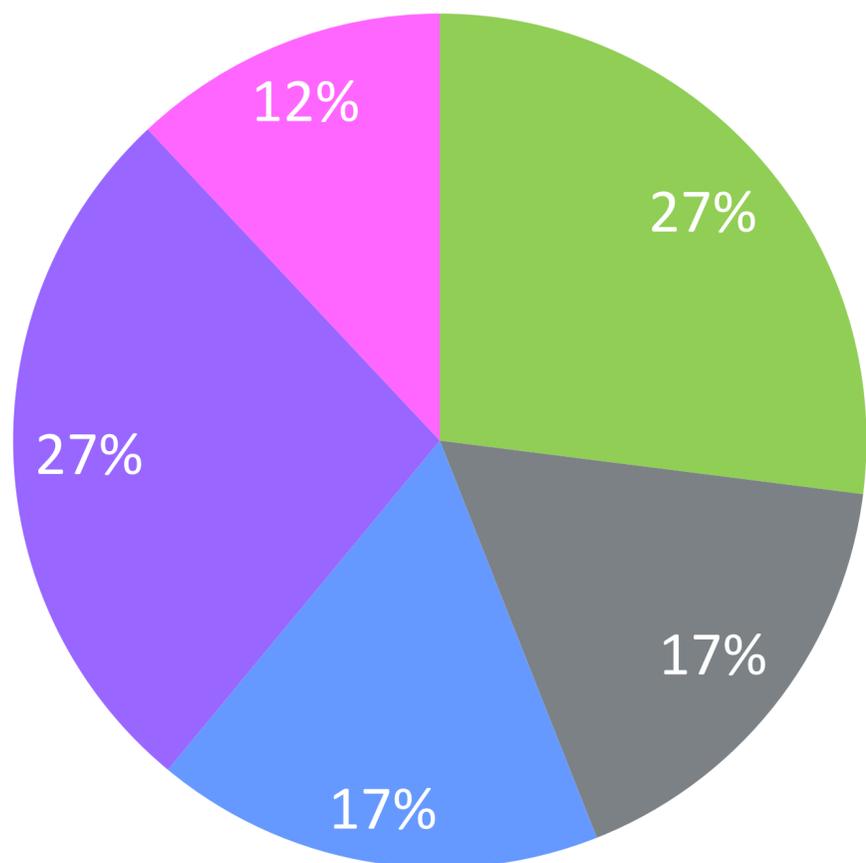
OVERALL SATISFACTION (ONLINE 2017)

How satisfied are you overall with the health and social care **you have received in the past six months?**

Other than the care provided by you, in the **past six months** how satisfied are you **overall** with the health and social care received by **the person you look after?**

19% believe overall quality of care has gotten better over the past 6 months; 27% believe it got worse

(Base 37)



- Very satisfied
- Quite satisfied
- Neither satisfied nor dissatisfied
- Quite dissatisfied
- Very dissatisfied

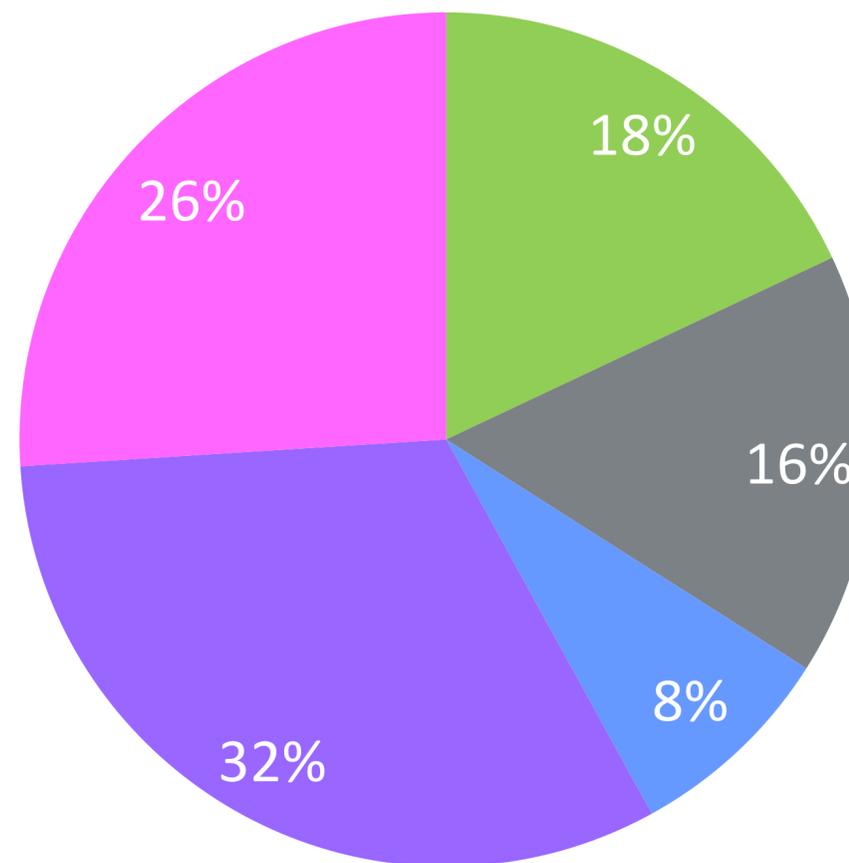
THOSE WHO REQUIRE CARE/SUPPORT

Less than half (44%) are 'Quite satisfied' or 'Very satisfied'. A similar proportion (39%) report being 'Quite dissatisfied' or 'Very dissatisfied'

Base: Require care (41); Care providers (38)

13% believe overall quality of care has gotten better over the past 6 months; 38% believe it got worse

(Base 24 – **LOW BASE**)



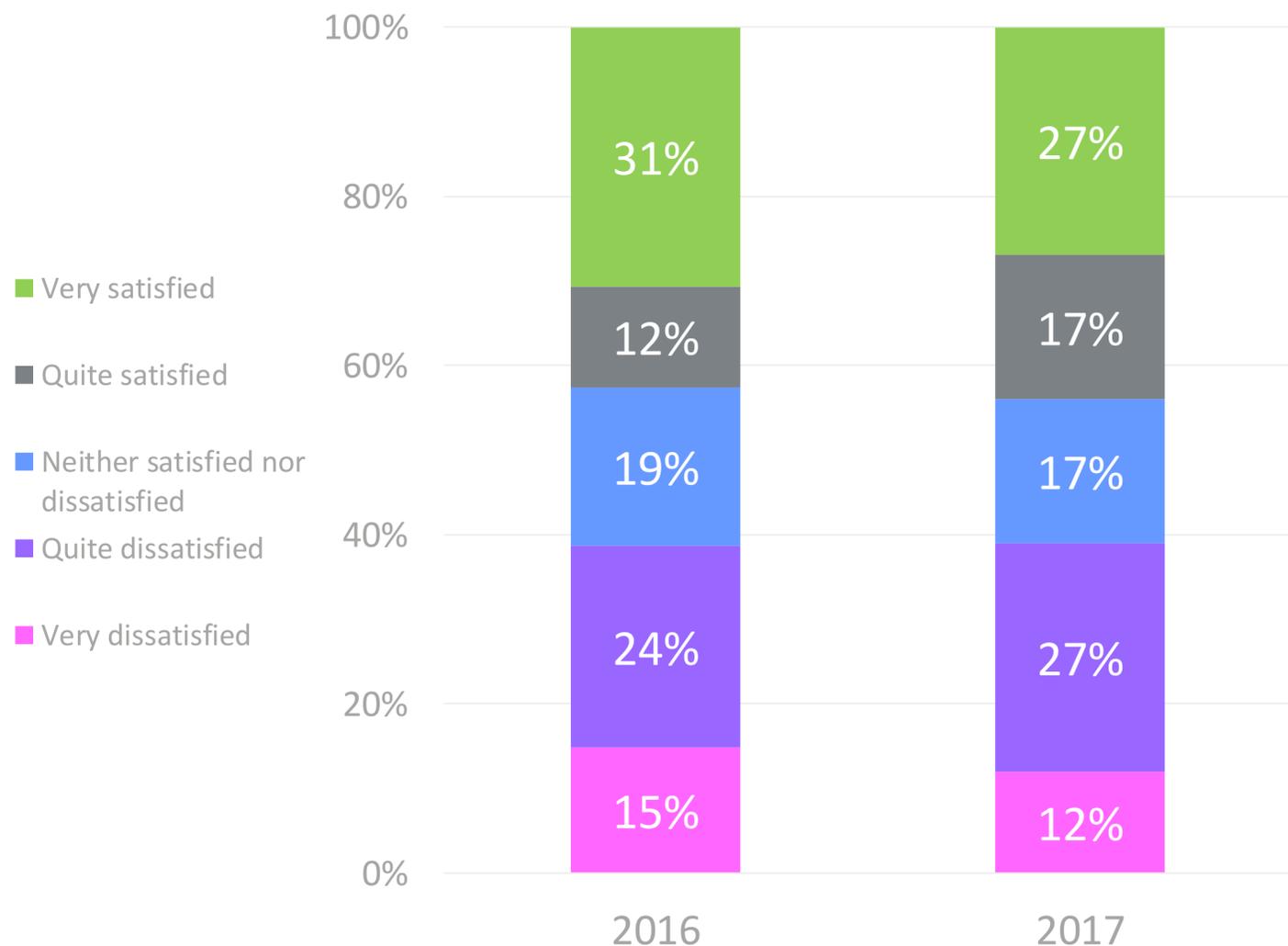
THOSE WHO PROVIDE CARE

Over half (58%) of carers who responded online are 'Quite' or 'Very dissatisfied'. 34% report being 'Quite' or 'Very satisfied'

OVERALL SATISFACTION (ONLINE)

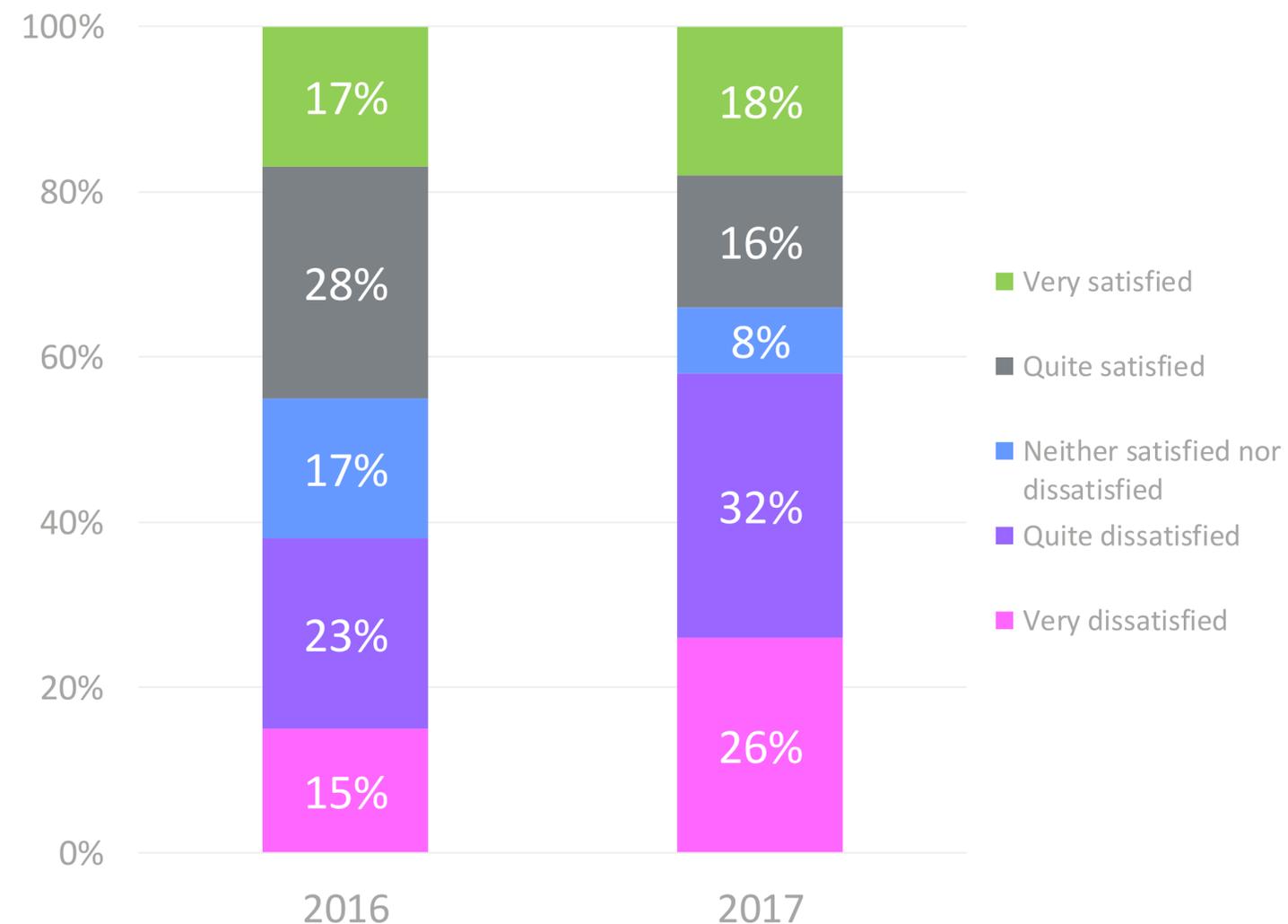
How satisfied are you overall with the health and social care you have received in the past six months?

Other than the care provided by you, in the past six months how satisfied are you overall with the health and social care received by the person you look after?



THOSE WHO REQUIRE CARE/SUPPORT

Very similar to 2016 – no significant movements



THOSE WHO PROVIDE CARE

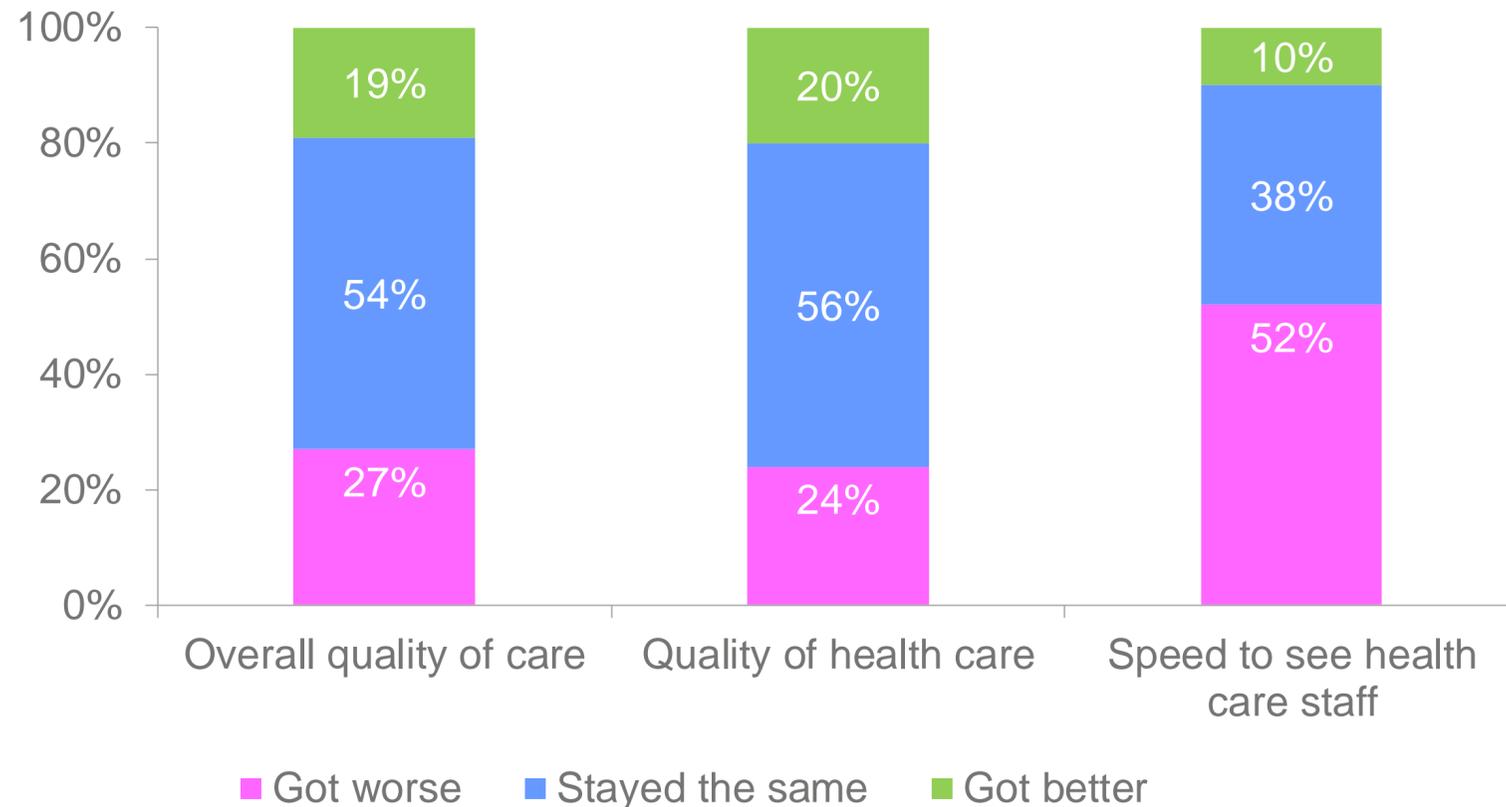
No significant changes compared to 2016, although dissatisfaction has trended upwards

Base: Require care (2016 68; 2017 41);
Care providers (2016 47; 2017 38)

CHANGES IN CARE PROVISION (ONLINE 2017)

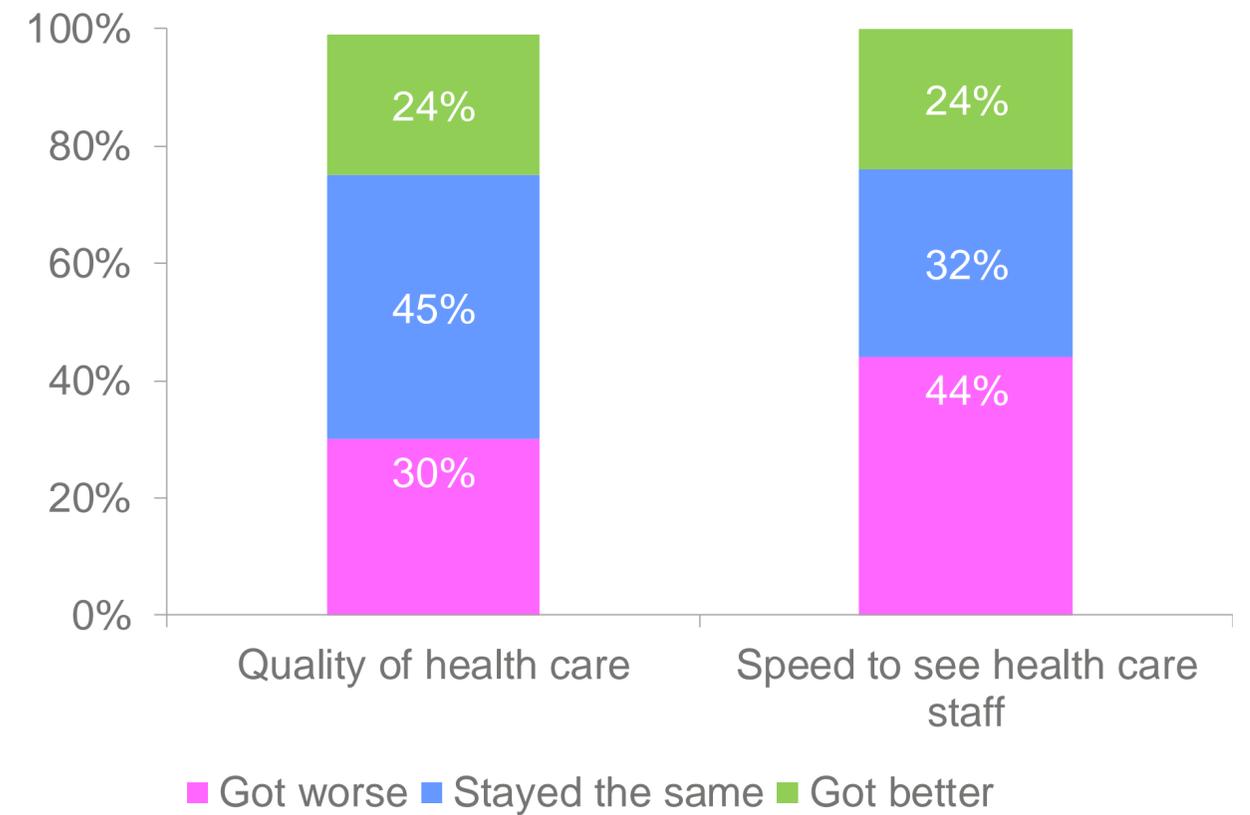
Think about care you have received over the past six months. For each of the following, please choose whether it has got worse, stayed the same or got better (%s exclude those who hadn't used the service enough to comment) PLEASE NOTE THAT STATEMENTS WITH LOW BASES HAVE NOT BEEN REPORTED

Those who require care/support



Base: Overall (37); Health care (41); Speed to see health staff (42)

Carers



Base: Health care (33); Speed to see health staff (34)

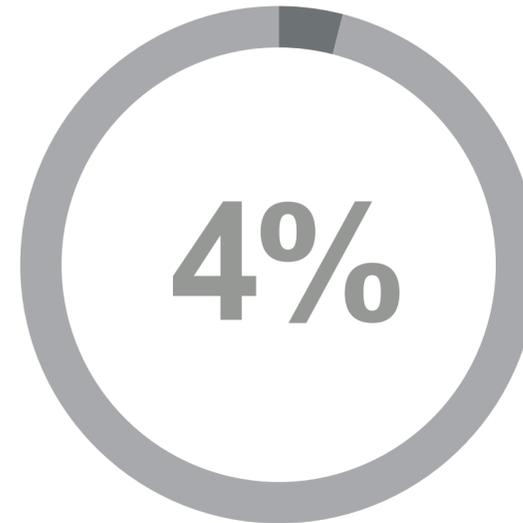
GOOD SERVICE ASPECTS (ONLINE 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly good?

This slide contains data from respondents who require care/support



(1) GP (GENERAL)
(2) HOSPITAL
CARE
(GENERAL)



(1) KIND/ FRIENDLY PEOPLE;
(2) NURSES (INCLUDING PRACTICE NURSES,
HOME VISITS, HOSPITAL, ETC);
(3) BEING LISTENED TO/ GOOD ATTITUDE
(4) GENERAL QUALITY OF CARE

Please note that 'good' responses for carers who answered the online survey have not been charted since each aspect of care received very low mentions, meaning that no single theme stood out.

45 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'good' aspects of service. In total, 30 individual mentions were made for good aspects of care (including 8 which could not be categorised onto any of the common themes listed above). Some respondents did not give any answer at all. However, an additional 5 people (11%) specifically said 'Nothing' in response to the question.

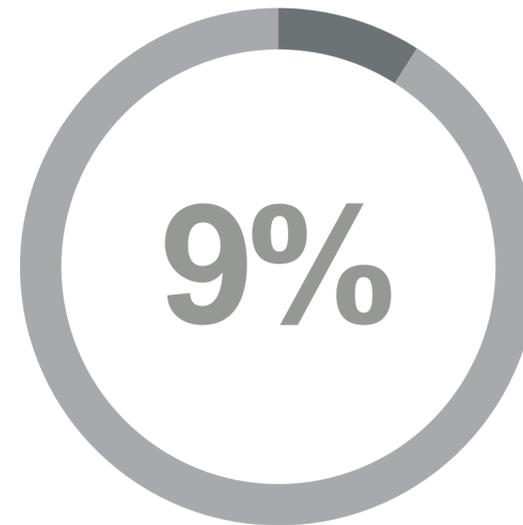
POOR SERVICE ASPECTS (ONLINE 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly poor?

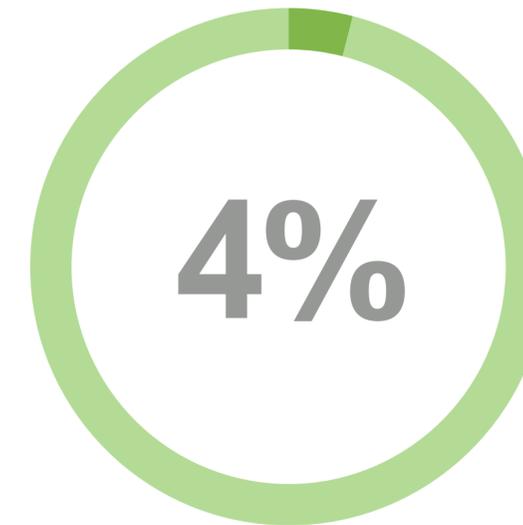
This slide contains data from respondents who require care/support



EASE OF
GETTING
APPOINTMENTS/
WAITING TIMES



RESOURCE
(INCL. FOR
SPECIFIC
AREAS/SERVICE



(1) SOCIAL CARE/ WORKERS;
(2) LACK OF CONTACT
BETWEEN PARTIES/ POOR
COMMUNICATION

45 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 30 individual mentions were made for poor aspects of care.

Some respondents did not give any answer at all. However, an additional 6 people (13%) specifically said 'Nothing' in response to the question.

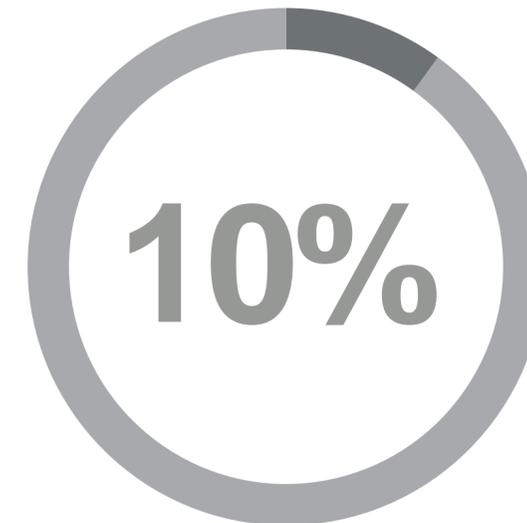
POOR SERVICE ASPECTS (ONLINE 2017)

Are there any aspects of health and/or social care received by the person you look after (in the past six months) that have been particularly poor?

This slide contains data from respondents who provide care for someone else



GENERAL
QUALITY OF CARE



(1) LACK OF CONTACT BETWEEN
PARTIES/ POOR COMMUNICATION
(2) NOT BEING LISTENED TO/ POOR
ATTITUDE
(3) SOCIAL CARE/WORKERS

41 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 30 individual mentions were made for poor aspects of care.

Some respondents did not give any answer at all. However, an additional 6 people (15%) specifically said 'Nothing' in response to the question.

GOT WORSE? (ONLINE 2017)

What if, if anything, has improved the most in the past six months?

What, if anything, has got worse in the past six months?

Please note that 'improvements' have not been included on this slide as there were no standout themes from the online survey

RESPONDENTS WHO REQUIRE CARE

—
17 declines in service were mentioned out of 45 people who qualified to answer this question. The following received the most mentions:

- x Ease of getting appointments/ waiting times (8 mentions)
- x Communication between parties/ joined-up service (4 mentions)

“Difficulty in getting to see a medical professional.”

“The amount of red tape, the time to put anything in place, lack of communication between other departments. Everyone has their own targets and budgets and the patient is the one stuck in the middle. Too many buzz words and jargon.”

RESPONDENTS WHO PROVIDE CARE

—
31 declines in service were mentioned out of 20 people who qualified to answer this question. The following received the most mentions:

- x Ease of getting appointments/ waiting times (6 mentions)
- x Communication between parties/ joined-up service (4 mentions)
- x Accessibility/ contactability of services (2 mentions)
- x Home care (general) (3 mentions)

“Time taken to access both health and social care, particularly mental health services.”

“Staff not talking to each other, passing messages on.”

“Waiting times, waiting lists, difficulty contacting various care providers.”

SERVICE PERCEPTIONS

We asked service users to rate their agreement with a range of statements, using the scale Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree. The statements are listed below:

RESPONDENTS WITH A DISABILITY OR HEALTH CONDITION REQUIRING SUPPORT:

To what extent do you agree or disagree with the following statements about **your own health and social care**?

- I feel supported by the health care providers I come into contact with (e.g. doctors, nurses, physiotherapists)
- I feel supported by the social care providers I come into contact with (e.g. social workers, occupational therapists) I
- I understand the roles of the various care providers I come into contact with
- I feel involved in decisions that are made about my care
- I feel as though all of the people providing care are working together as a team
- The care provided helps me to remain independent
- I know how to get in touch with the various care providers I need, when I need them
- Care providers usually know the relevant medical details without me having to explain them



RESPONDENTS WHO CARE FOR SOMEONE WITH A DISABILITY OR CONDITIONS REQUIRING SUPPORT:

Thinking about **your experiences of looking after someone**, to what extent do you agree or disagree with the following statements about **health and social care**?

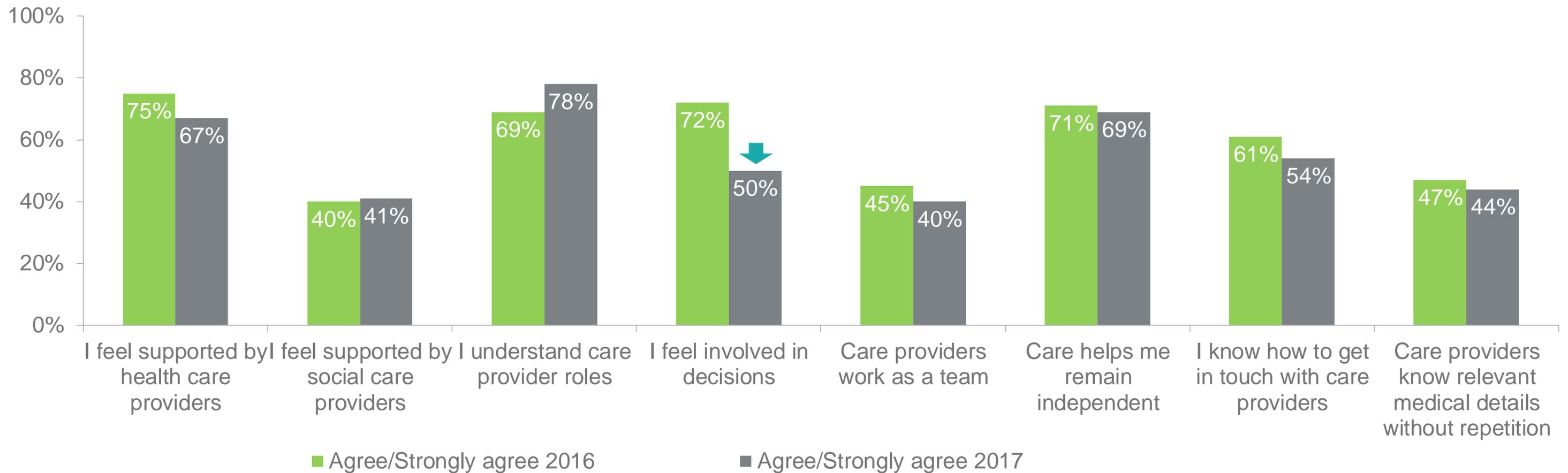
- When I look after this person, I feel supported by health and social care providers
- I understand the roles of the various other care providers I come into contact with
- I feel involved in decisions that are made about the person I look after
- I feel well informed about the care of the person I look after
- I feel as though all of the other people providing care are working together as a team
- The care provided by others helps the person I look after to remain independent
- I know how to get in touch with the various care providers I need, when I need them
- Care providers usually know the relevant medical details without me having to explain them



SERVICE PERCEPTIONS (ONLINE)

To what extent do you agree or disagree with the following statements about **your own** health and social care?

This slide contains data from respondents who require care/support



2017 VERSUS 2016

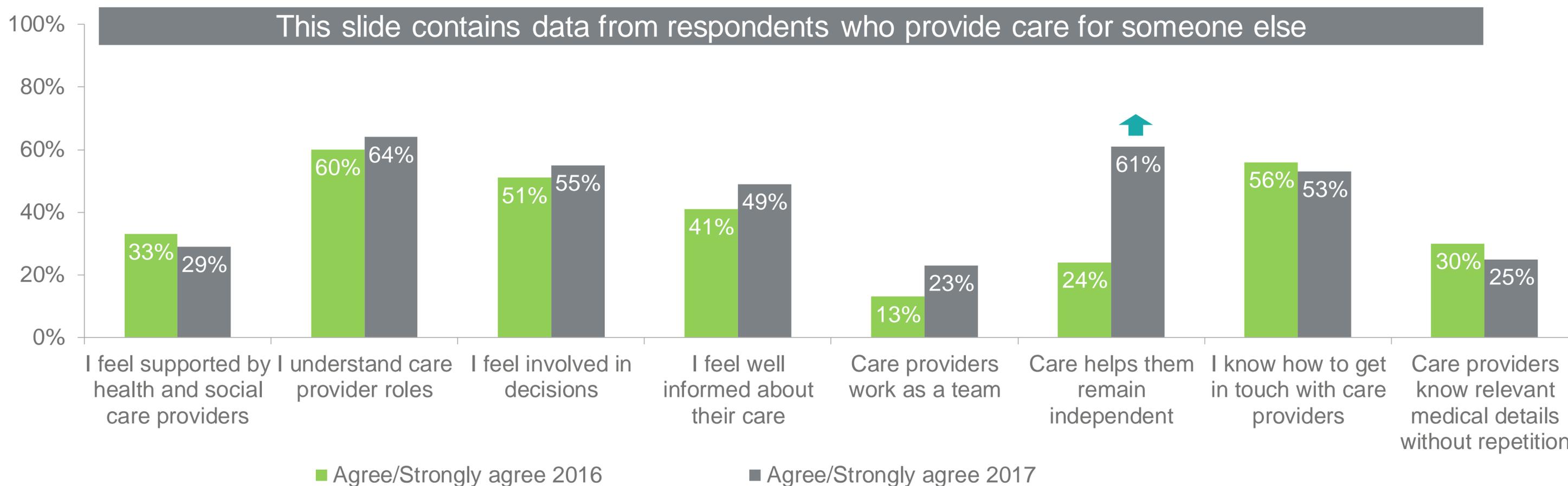
There has been a fall in the proportion of online respondents who feel involved in decisions made about their care, compared to 2016. Please note that significance testing should be considered here as indicative of trends only, since the online survey was 'self-selecting' and therefore year-on-year results are not directly comparable

Base: Feel supported health (2016 (59), 2017 (42)); Feel supported social (2016 (30), 2017 (22 – **LOW BASE**)); Understand roles (2016 (51), 2017 (36)); Feel involved (2016 (54), 2017 (40)); Work as a team (2016 (53), 2017 (40)); Remain independent (2016 (49), 2017 (35)); Get in touch (2016 (54), 2017 (41)); Know relevant details (2016 (51), 2017 (39))

Significance tested at 95% confidence

SERVICE PERCEPTIONS (ONLINE)

Thinking about your experiences of looking after someone, to what extent do you agree or disagree with the following statements about health and social care?



2017 VERSUS 2016

There has been an increase in the proportion of online respondents who feel that the care provided helps the person they look after to remain independent. Please note that significance testing should be considered here as indicative of trends only, since the online survey was 'self-selecting' and therefore year-on-year results are not directly comparable

Base: Feel supported (2016 (40), 2017 (31)); Understand roles (2016 (40), 2017 (33)); Feel involved (2016 (41), 2017 (33)); Well informed (2016 (41), 2017 (35)); Work as a team (2016 (39), 2017 (31)); Remain independent (2016 (37), 2017 (33)); Get in touch (2016 (36), 2017 (34)); Know relevant details (2016 (37), 2017 (32))

Significance tested at 95% confidence



MANAGING MY HEALTHCARE

HOW DO YOU MANAGE LONG TERM CONDITIONS OR DISABILITIES?
HOW DO YOU MANAGE DAY-TO-DAY HEALTHCARE?



ON-STREET SURVEY

HOW DO YOU MANAGE LONG TERM CONDITIONS OR DISABILITIES?
HOW DO YOU MANAGE DAY-TO-DAY HEALTHCARE?

MANAGING SHORT-TERM (ON-STREET 2017)

Whether you have used services recently or not, do you manage your day to day healthcare (like aches and pains or colds) yourself at any point?

If yes, which of the following most closely describes the way you manage your healthcare? (MULTIPLE CHOICE)

OVERALL

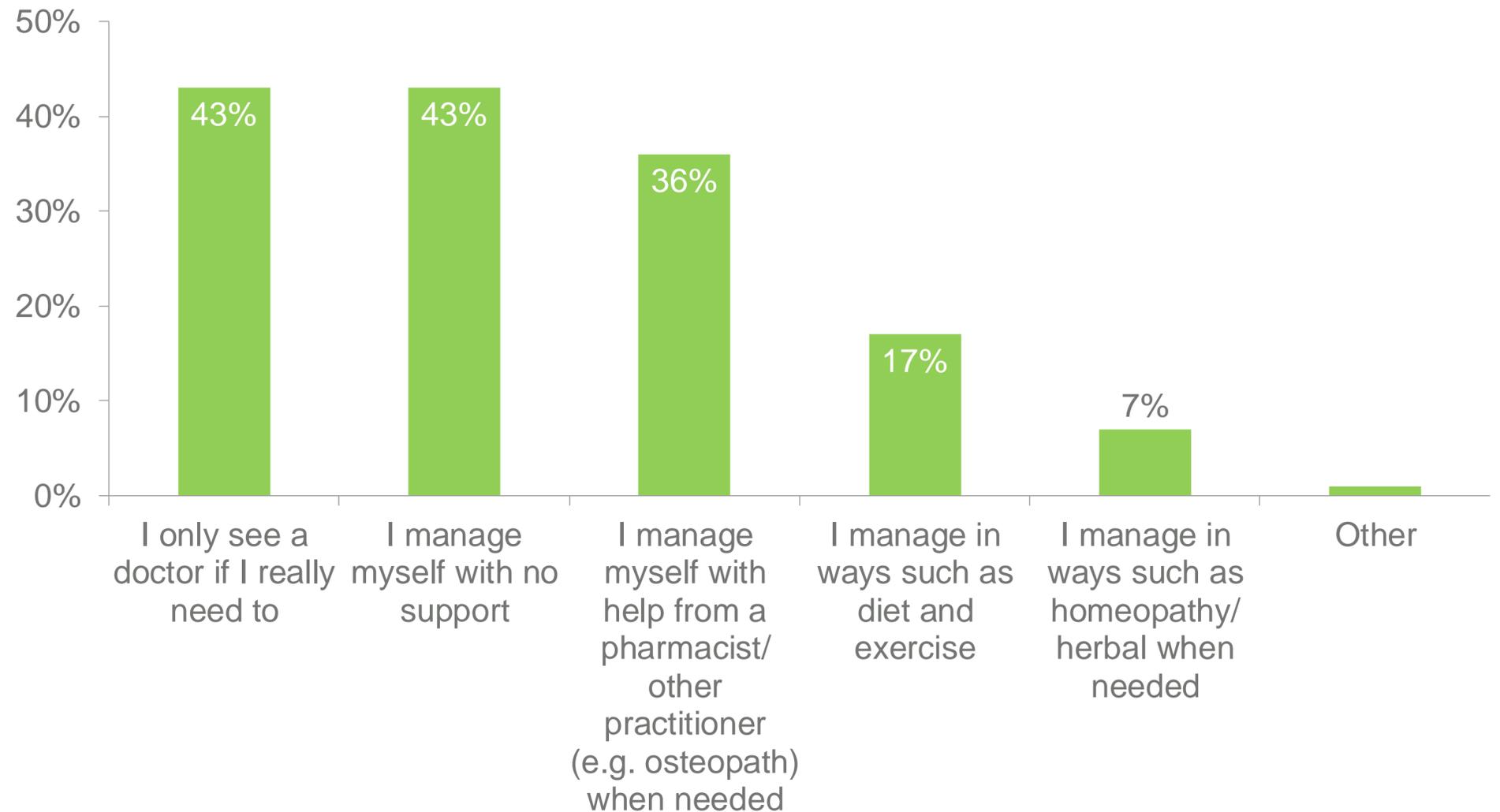
86% of respondents (357 people) in the on-street survey stated that they manage day-to-day healthcare issues themselves at times

HOW DO PEOPLE MANAGE?

Of the people who do manage their day-to-day healthcare at times, 43% only see a doctor if they really need to.

The same proportion manages their own healthcare with no support.

36% use help from other practitioners such as a pharmacist, when needed.



MANAGING LONG-TERM (ON-STREET 2017)

Whether you have used services recently or not, do you manage a long term health condition or disability yourself as part of your own on-going treatment? (For example, managing your diabetes or COPD medication, arthritis, epilepsy, asthma, etc.)
If yes, which of the following most closely describes the way you manage your condition? (SINGLE CHOICE)

OVERALL

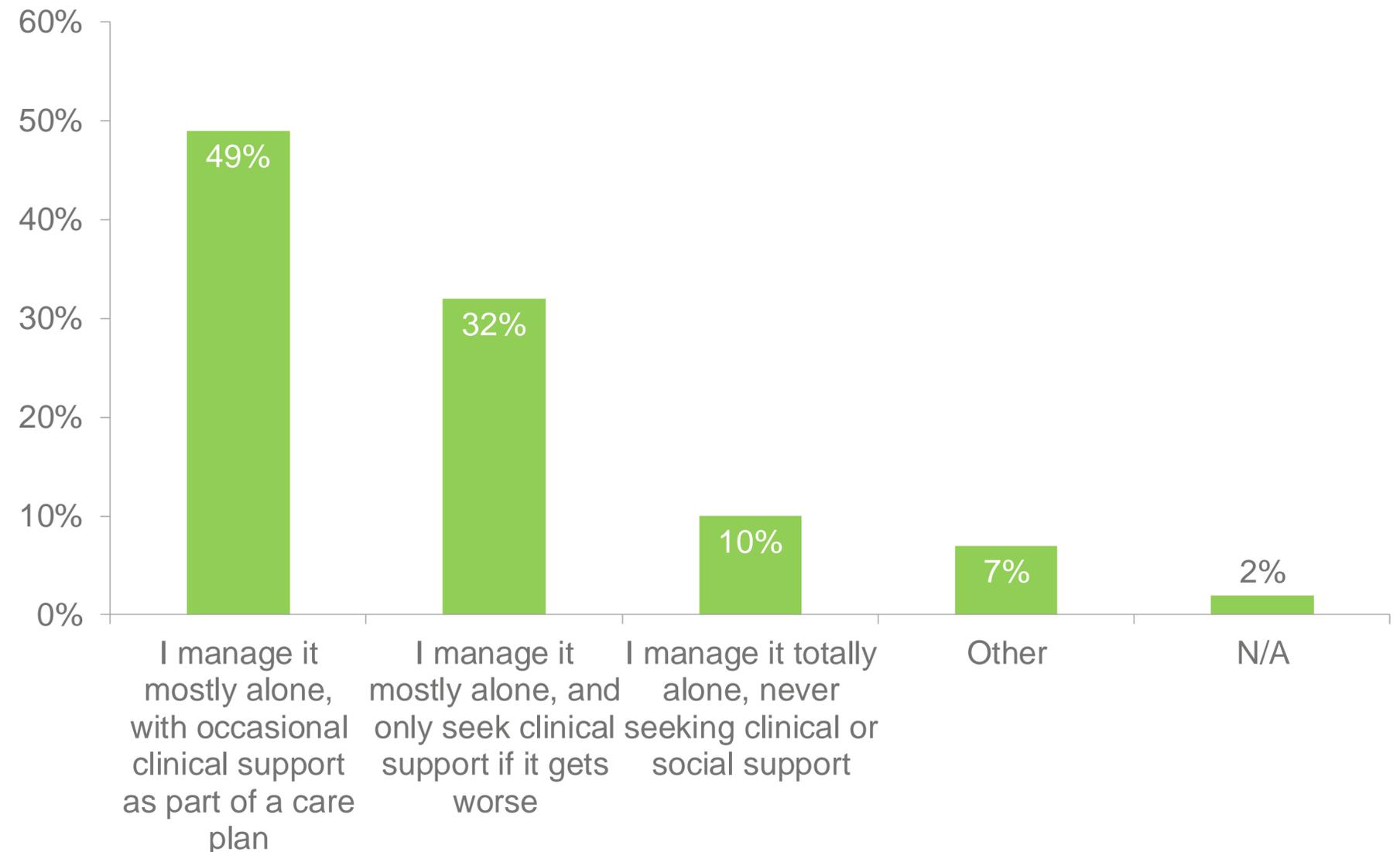
22% of respondents (90 people) in the on-street survey stated that they manage a long-term condition or disability themselves as part of their own on-going treatment

HOW DO PEOPLE MANAGE?

Of the people who manage a long-term condition themselves, 49% stated that they tend to manage mostly alone – with occasional clinical support as part of a care plan.

32% only seek clinical support if their condition gets worse.

10% manage the condition completely by themselves, with no clinical support.





ONLINE SURVEY

HOW DO YOU MANAGE LONG TERM CONDITIONS OR DISABILITIES?
HOW DO YOU MANAGE DAY-TO-DAY HEALTHCARE?

MANAGING SHORT-TERM (ONLINE 2017)

Whether you have used services recently or not, do you manage your day to day healthcare (like aches and pains or colds) yourself at any point?

If yes, which of the following most closely describes the way you manage your healthcare? (MULTIPLE CHOICE)

OVERALL

84% of respondents (64 people) in the online survey stated that they manage day-to-day healthcare issues themselves at times

HOW DO PEOPLE MANAGE?

Of the people who do manage their day-to-day healthcare at times, 80% only see a doctor if they really need to.

23% manages their own healthcare with no support.

36% use help from other practitioners such as a pharmacist, when needed; the same proportion manages through diet and exercise.



MANAGING LONG-TERM (ONLINE 2017)

Whether you have used services recently or not, do you manage a long term health condition or disability yourself as part of your own on-going treatment? (For example, managing your diabetes or COPD medication, arthritis, epilepsy, asthma, etc.) If yes, which of the following most closely describes the way you manage your condition? (SINGLE CHOICE)

OVERALL

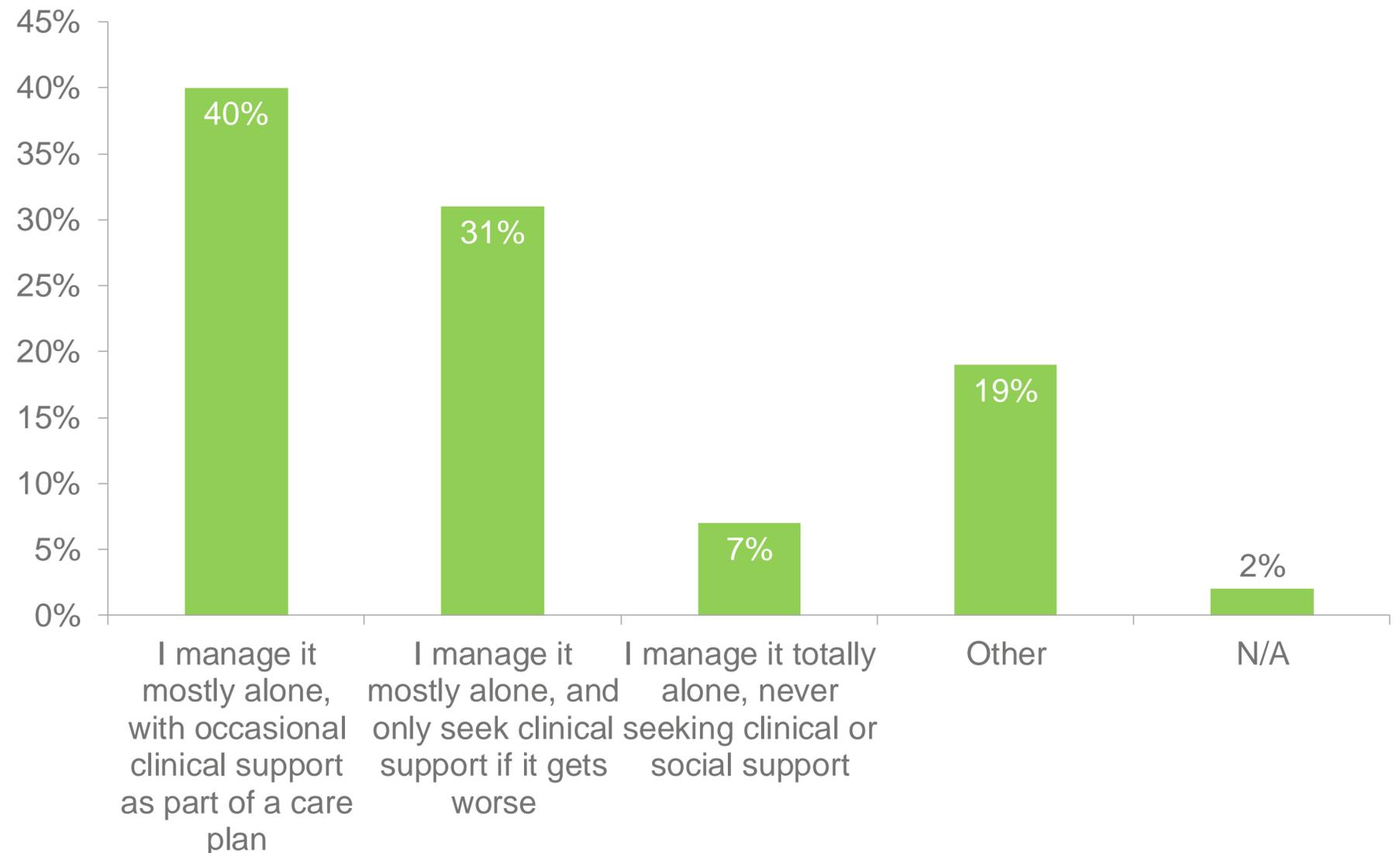
55% of respondents (42 people) in the online survey stated that they manage a long-term condition or disability themselves as part of their own on-going treatment

HOW DO PEOPLE MANAGE?

Of the people who manage a long-term condition themselves, 40% stated that they tend to manage mostly alone – with occasional clinical support as part of a care plan.

31% only seek clinical support if their condition gets worse.

7% manage the condition completely by themselves, with no clinical support.





WORKING TOGETHER

PERCEPTIONS ABOUT HOW CARE IS COORDINATED
AWARENESS OF 'ALL TOGETHER BETTER'
BENEFITS OF WORKING TOGETHER



ON-STREET SURVEY

PERCEPTIONS ABOUT HOW CARE IS COORDINATED
AWARENESS OF 'ALL TOGETHER BETTER'
BENEFITS OF WORKING TOGETHER

CARE PROVISION – PERCEPTIONS (ON-STREET)

Which of the following best describes **what you think happens** in relation to care provision in Sunderland?

Are you aware that health and social care services are trying to **join up to work more effectively and efficiently** for those who need it most in Sunderland?

OVERALL

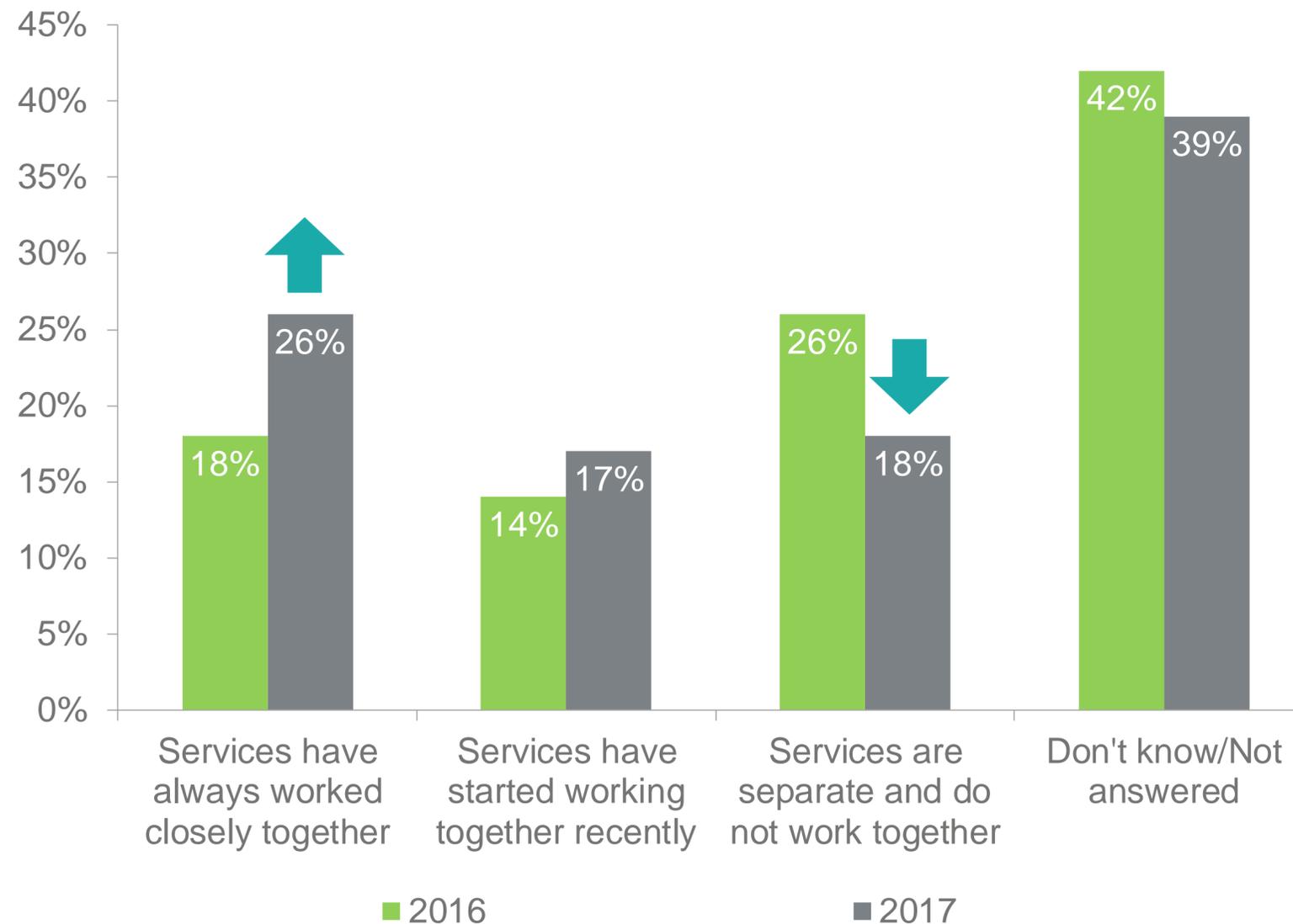
29% of respondents in 2017 were aware that health and social care services are trying to join up to work more effectively and efficiently

WORKING TOGETHER

26% of people think services have always worked together – an increase compared to 2016. Conversely, fewer people think services are separate and do not work together (18% compared to 26%)

DON'T KNOW

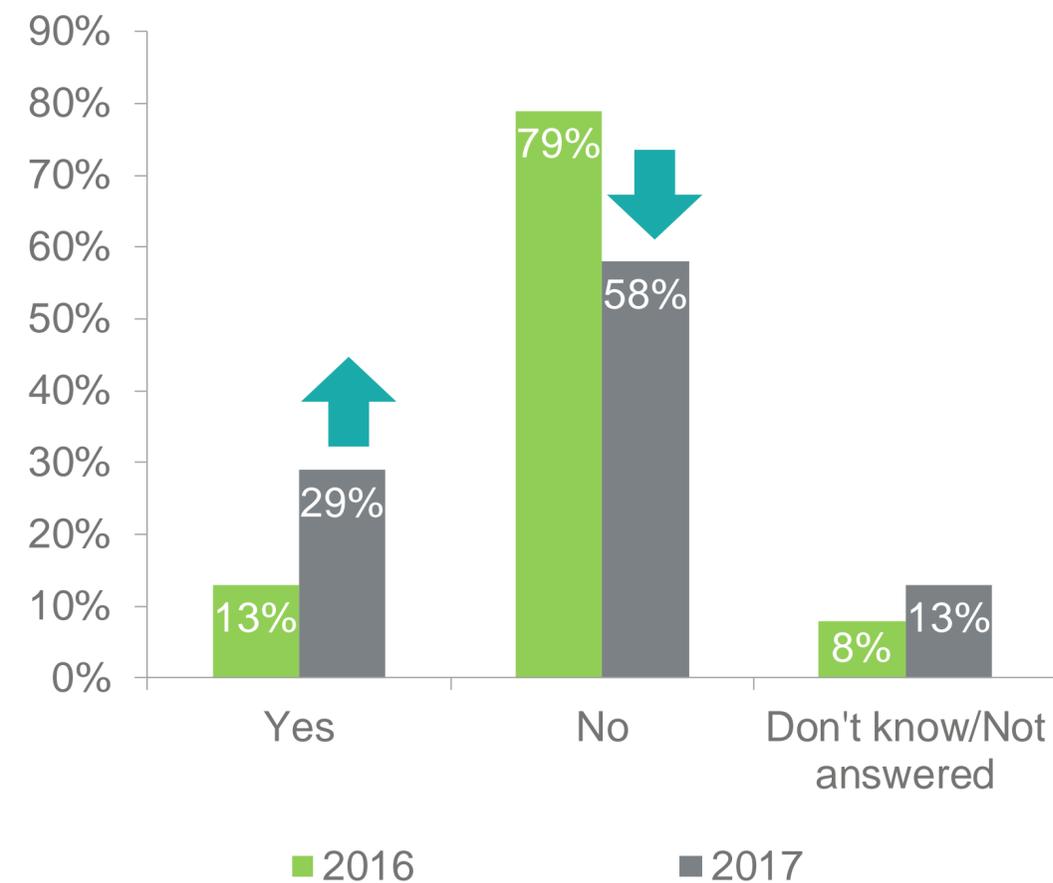
39% of the general public did not give an opinion on what currently happens in relation to care provision in Sunderland



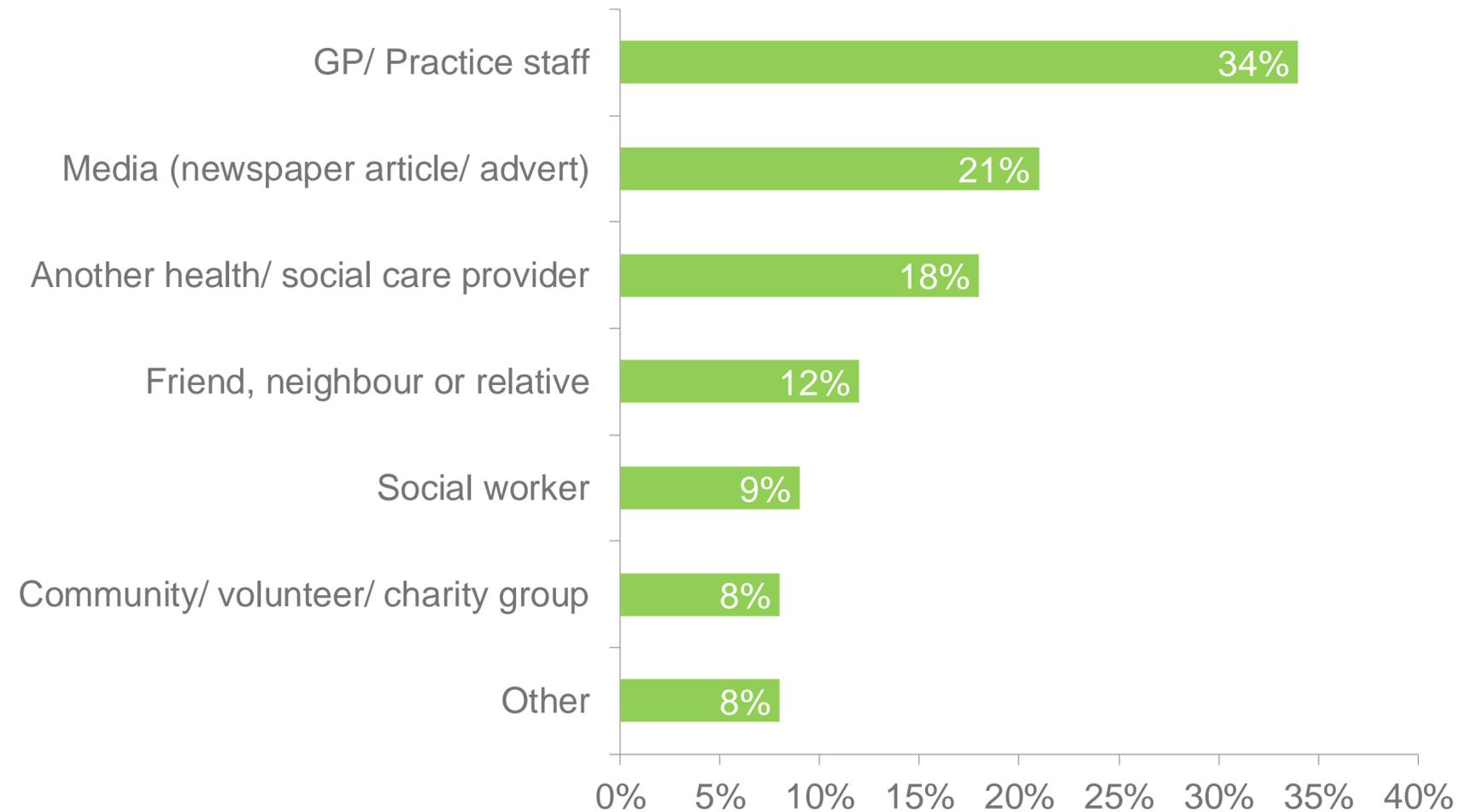
Base: 2016 (407); 2017 (414)

AWARENESS OF 'ALL TOGETHER BETTER' (ON-STREET)

Other than in relation to this survey, **have you heard of 'All Together Better?'**



If yes, please tell us where you heard about it (2017 only)



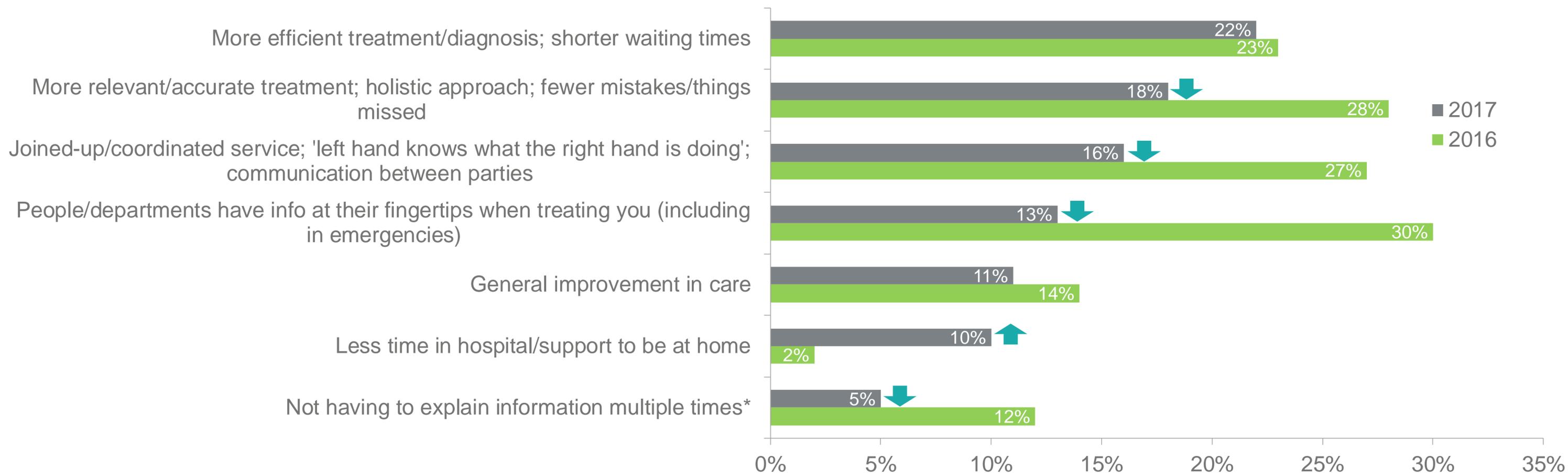
2017 VERSUS 2016

2017 saw a significant increase in the number of people who have heard of All Together Better compared to 2016. The most common source is from their GP or practice staff (34%), followed by media (21%) and another health/social care provider (18%)

Base: Awareness 2016 (407), 2017 (414). Source 2017 (122)

BENEFITS OF WORKING TOGETHER (ON-STREET)

What – if anything – do you think could be the benefits of **health and social care services** working together more closely?



2017 VERSUS 2016

A broader spread of suggestions was given this year compared to last year, with fewer mentions of several. ‘Efficiency and waiting times’ were mentioned by over a fifth of those interviewed in 2017. There was an increase in the number of mentions for spending less time in hospital/getting support and treatment at home (10% in 2017 compared to only 2% in 2016)

Base: 2016 (407);
2017 (414)

*It should be noted that respondents were told during the 2016 survey that “One aim of ‘All Together Better’ is to make sure people only have to give information *once* so you don’t have to repeat yourself every time you see someone about your care and treatment”

Significance tested at 95% confidence

BENEFITS OF WORKING TOGETHER (ON-STREET)

What – if anything – do you think could be the benefits of **health and social care services** working together more closely?

VERBATIM

“More alignment across the services. Better communication gives patients more confidence that they are well looked after.”

“For people who don't have a very good memory - they don't have to think about stuff when they see different health professionals because they pass relevant information around.”

“More knowledge about us before they see us would help save time and money, freeing up time for even more appointments and maybe even more nurses.”

“It's needed to help relatives with the responsibility of care/dealing with all [the] separate services you need to contact. Repetition is awful and constant.”

“They instantly know what treatments have worked or failed, how and why, without unsettling the patient.”

“People will not be passed from service to service, they will get to the right service for what they need quicker and easier.”



ONLINE SURVEY

PERCEPTIONS ABOUT HOW CARE IS COORDINATED
AWARENESS OF 'ALL TOGETHER BETTER'
BENEFITS OF WORKING TOGETHER

CARE PROVISION – PERCEPTIONS (ONLINE)

Which of the following best describes **what you think happens** in relation to care provision in Sunderland?

Are you aware that health and social care services are trying to **join up to work more effectively and efficiently** for those who need it most in Sunderland?

OVERALL

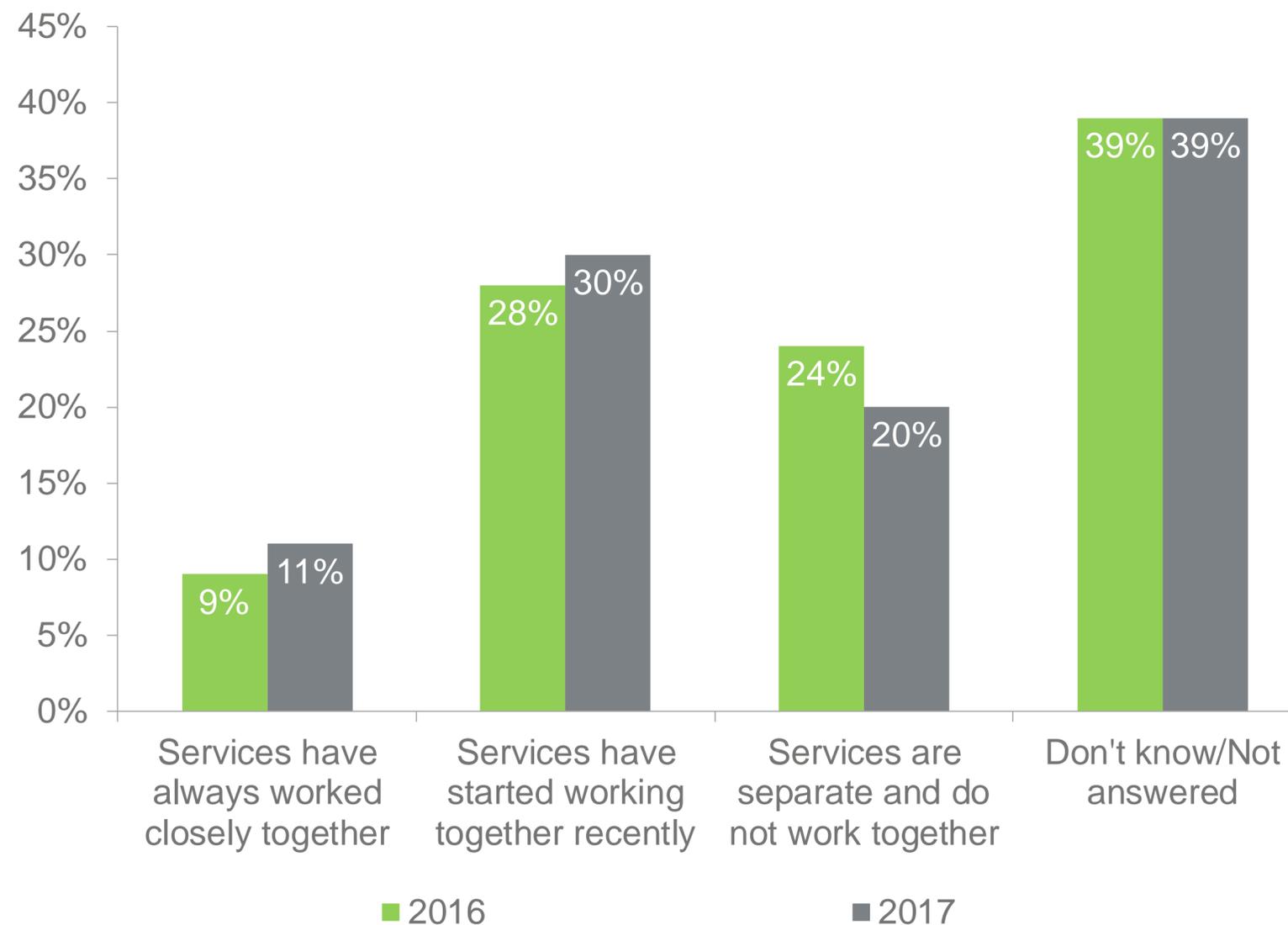
49% of respondents in 2017 were aware that health and social care services are trying to join up to work more effectively and efficiently

WORKING TOGETHER

Very similar scores compared to 2016; around three in ten think that services have started working together recently, while 11% think they have always worked closely together. 20% think services are separate.

DON'T KNOW

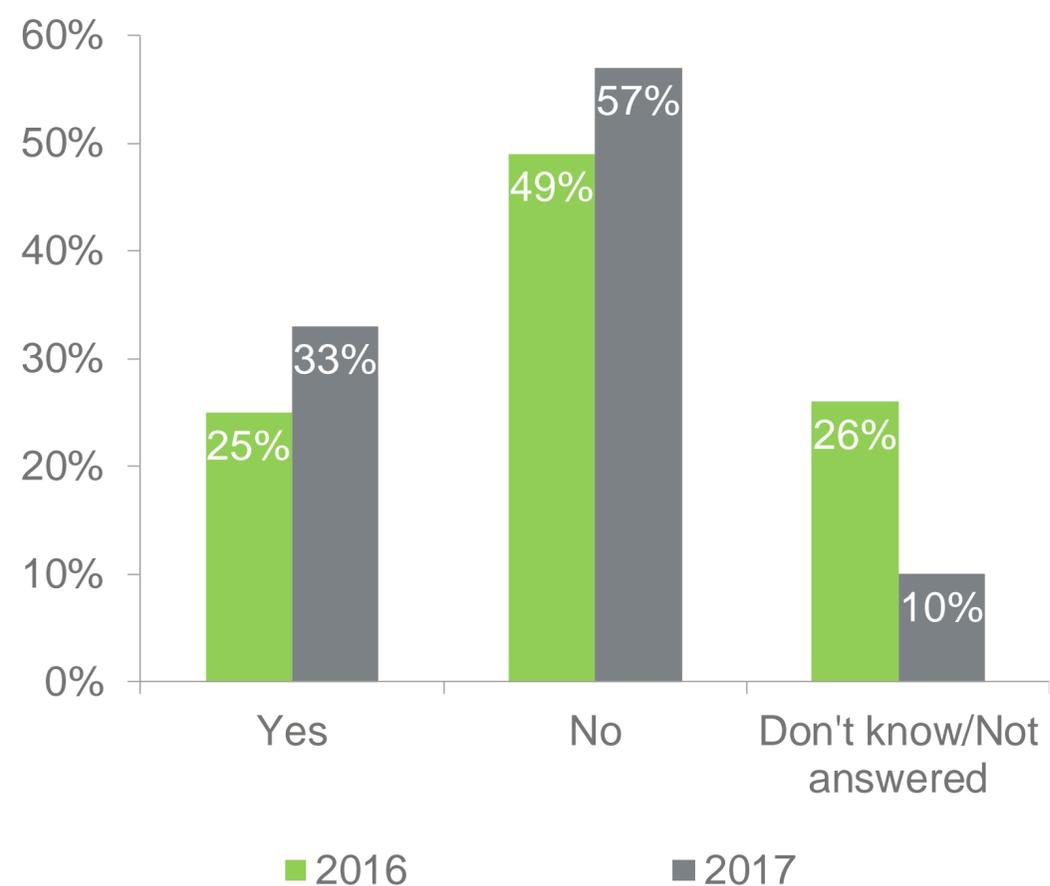
39% of respondents did not give an opinion on what currently happens in relation to care provision in Sunderland



Base: 2016 (114); 2017 (76)

AWARENESS OF 'ALL TOGETHER BETTER' (ONLINE)

Other than in relation to this survey, **have you heard of 'All Together Better?'**



If yes, please tell us where you heard about it (2017 only)



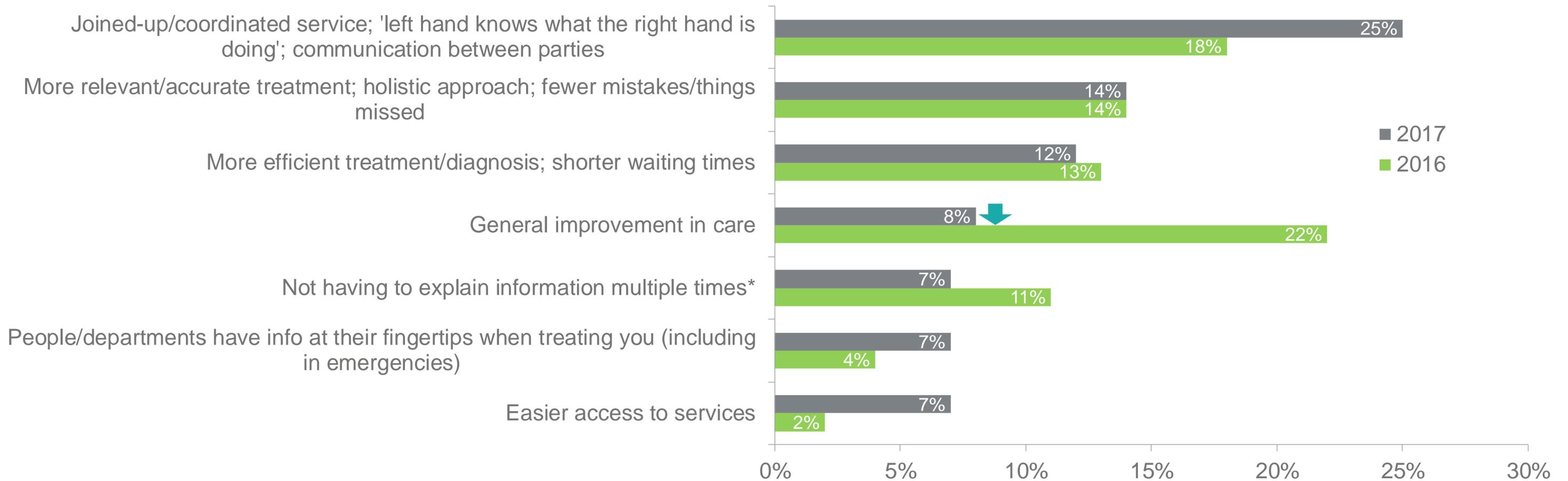
2017 VERSUS 2016

No significant changes in terms of awareness of All Together Better compared to 2016. Among those who have heard of All Together Better, community/volunteer/charity groups are a key source, as well as GPs and media.

Base: Awareness 2016 (114), 2017 (76). Source 2017 (25 – **LOW BASE**)

BENEFITS OF WORKING TOGETHER (ONLINE SURVEY)

What – if anything – do you think could be the benefits of **health and social care services** working together more closely?



2017 VERSUS 2016

Very similar responses compared to last year. There was a drop in the number of people suggesting ‘A general improvement in care’ in favour of a broader range of other suggestions.

Base: 2016 (114);
2017 (76)

*It should be noted that respondents were told during the 2016 survey that “One aim of ‘All Together Better’ is to make sure people only have to give information *once* so you don’t have to repeat yourself every time you see someone about your care and treatment”

Significance tested at 95% confidence

BENEFITS OF WORKING TOGETHER (ONLINE)

What – if anything – do you think could be the benefits of **health and social care services** working together more closely?

VERBATIM

“Should increase efficacy of patient care and reduce duplication of services, in turn saving money. Should also give clearer pathways, rather than disjointed, convoluted and competing services.”

“Less impact on A&E departments and shortened stays in hospitals.”

“If all the services worked together they would know the patient’s needs and treatment immediately – no mistakes would be made.”

“All the services will talk to one another so the whole package will be better suited to the person.”

“More info provided for the needs of that person. The right care giver, better communication amongst service providers, quicker response all round.”

“Better communication and information sharing, providing [a] better, more efficient service.”



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DEMOGRAPHICS 2016

407 'On-street' respondents; 114 'Online survey' respondents

LOCATION	ON-STREET SURVEY	ONLINE SURVEY
North Sunderland (e.g. SR5 1, SR5 2, SR5 3, SR5 4, SR5 5, SR6 0, SR6 8, SR6 9)	19%	30%
East Sunderland (e.g. SR1 1, SR1 2, SR1 3, SR2 0, SR2 7, SR2 8, SR2 9)	20%	21%
West Sunderland (e.g. SR3 1, SR3 2, SR3 3, SR3 4, SR4 0, SR4 6, SR4 7, SR4 8, SR4 9)	20%	20%
Coalfields (e.g. DH4 4, DH4 5, DH4 6, DH4 7, DH5 0, DH5 8, DH5 9)	21%	16%
Washington (e.g. NE37 1, NE37 2, NE37 3, NE38 7, NE38 8, NE38 9)	20%	13%

AGE	ON-STREET SURVEY	ONLINE SURVEY
16-25	16%	1%
26-35	15%	5%
36-45	16%	6%
46-55	17%	14%
56-65	14%	18%
66-75	11%	18%
Over 75	9%	13%
Not answered	1%	26%

GENDER	ON-STREET SURVEY	ONLINE SURVEY
Male	47%	25%
Female	51%	49%
Not answered/ Prefer not to say	2%	26%

SOCIAL GRADE (ON-STREET INTERVIEWS ONLY)	AB	C1	C2	DE
(2% not answered)	13%	29%	22%	35%



SERVICES

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION



ON-STREET SURVEY

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION

The following section includes information from the on-street survey, among the general public.

The respondents included in this section answered 'YES' to the question, 'Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?'

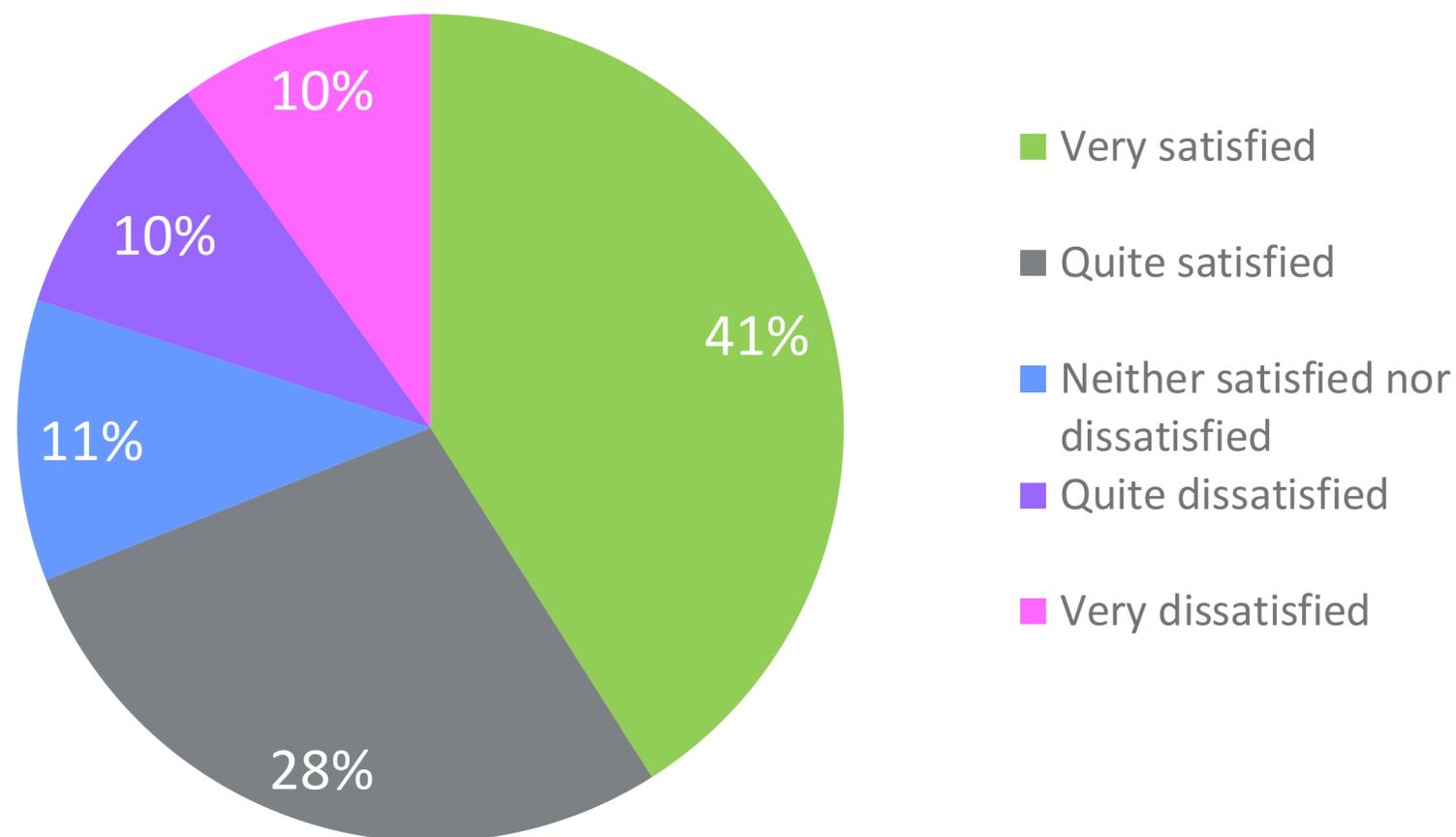
AND/OR answered 'YES' to the question, 'Do you regularly use health and/or social services? This could be all the time, occasionally or due to a one-off event or illness in the past six months.'

OVERALL SATISFACTION (ON-STREET 2017)

How satisfied are you overall with the health and social care **you have received in the past six months?** (THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)

30% believe overall quality of care has gotten better over the past 6 months; 9% believe it got worse

(Base 92)



THOSE WHO REQUIRE CARE/REGULARLY USE SERVICES

Approximately seven in ten are either 'Satisfied' or 'Very satisfied'. 10% report being 'Quite dissatisfied' and a further 10% are 'Very dissatisfied'

Base: Require care/use services (99)

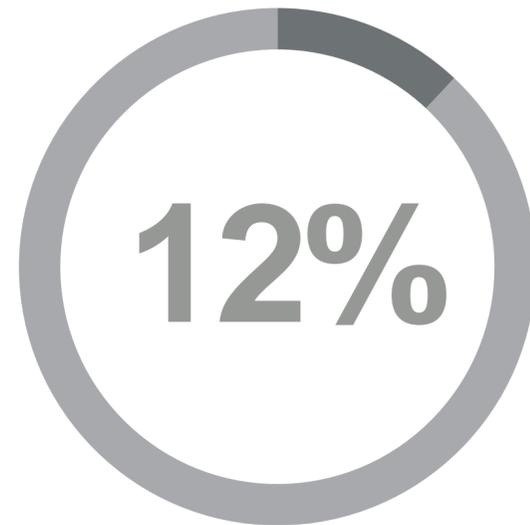
GOOD SERVICE ASPECTS (ON-STREET 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly good?
(THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



32%

GENERAL
QUALITY OF
CARE



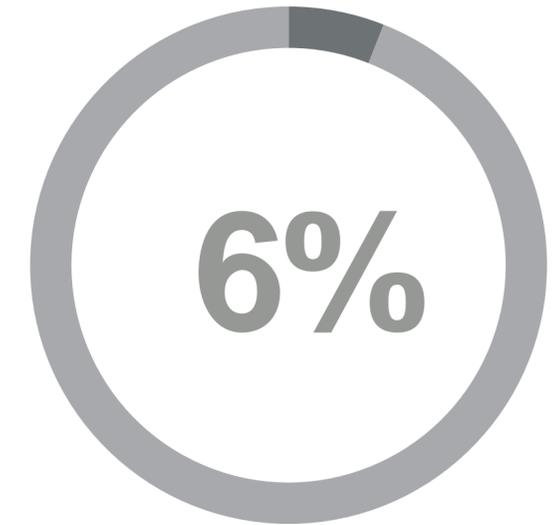
12%

BEING
DIAGNOSED/
TREATED QUICKLY



8%

KIND/ FRIENDLY
PEOPLE



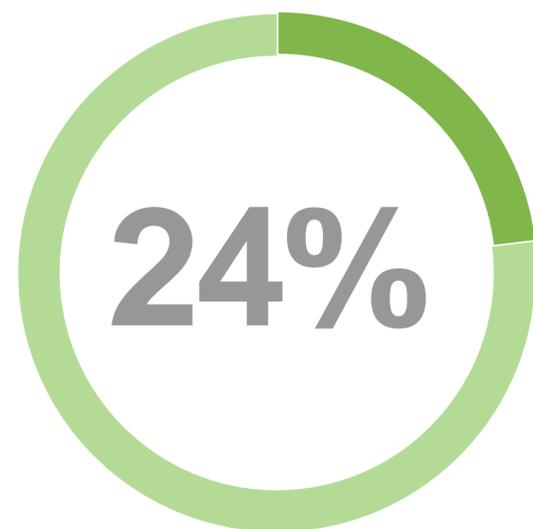
6%

(1) NURSES (INCLUDING
PRACTICE NURSES, HOME
VISITS, HOSPITAL, ETC);
(2) GP (GENERAL)

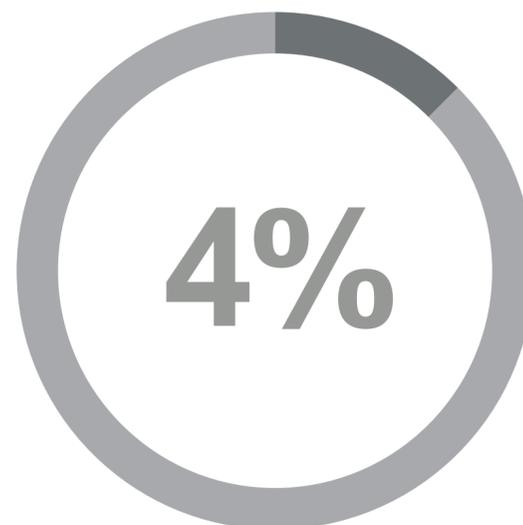
112 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'good' aspects of service. In total, 112 individual mentions were made for good aspects of care. Some respondents did not give any answer at all. However, an additional 20 people (18%) specifically said 'Nothing' in response to the question.

POOR SERVICE ASPECTS (ON-STREET 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly poor?
(THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



EASE OF
GETTING
APPOINTMENTS/
WAITING TIMES



(1) PROVISION/ RESOURCE
(INCL. FOR SPECIFIC
AREAS/SERVICES)
(2) SOCIAL CARE/ WORKERS

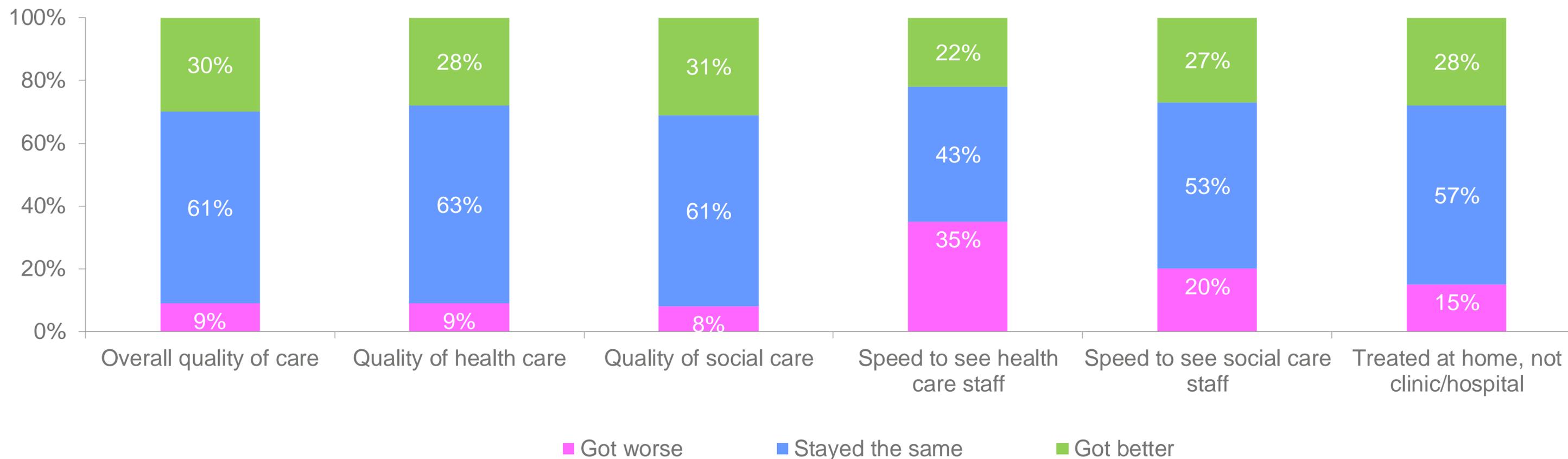


LACK OF CONTACT
BETWEEN PARTIES/
POOR
COMMUNICATION

112 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 51 individual mentions were made for poor aspects of care. Some respondents did not give any answer at all. However, an additional 31 people (28%) specifically said 'Nothing' in response to the question.

CHANGES IN CARE PROVISION (ON-STREET 2017)

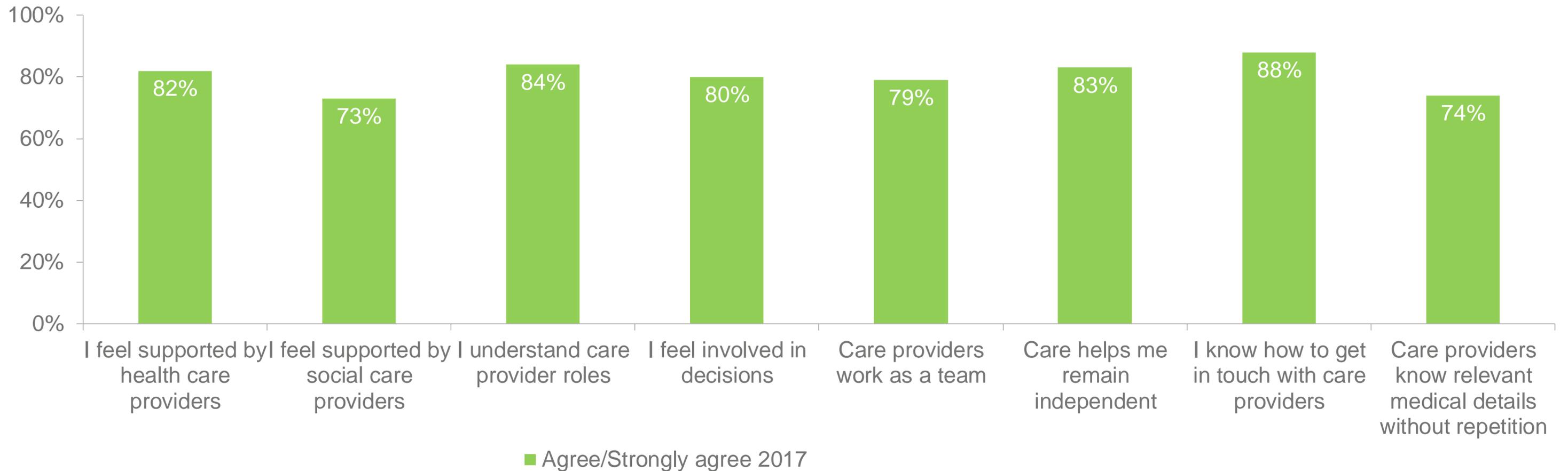
Think about care you have received over the past six months. For each of the following, please choose whether it has got worse, stayed the same or got better (%s exclude those who hadn't used the service enough to comment) **(THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)**



Base: Overall (92); Health care (88); Social care (59); Speed to see health staff (96); Speed to see social staff (59); Getting treated at home (60)

SERVICE PERCEPTIONS (ON-STREET 2017)

To what extent do you agree or disagree with the following statements about **your own** health and social care? (THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



Base: Feel supported health (100); Feel supported social (52); Understand roles (99); Feel involved (98); Work as a team (81); Remain independent (80); Get in touch (102); Know relevant details (87)



ONLINE SURVEY

OVERALL SATISFACTION WITH SERVICES
EXPERIENCES OF SERVICE PROVISION

The following section includes information from the online survey

The respondents included in this section answered 'YES' to the question, 'Do you consider yourself to have a health condition or disability that means you have to get help and support from others (this could be all the time or just occasionally)?'

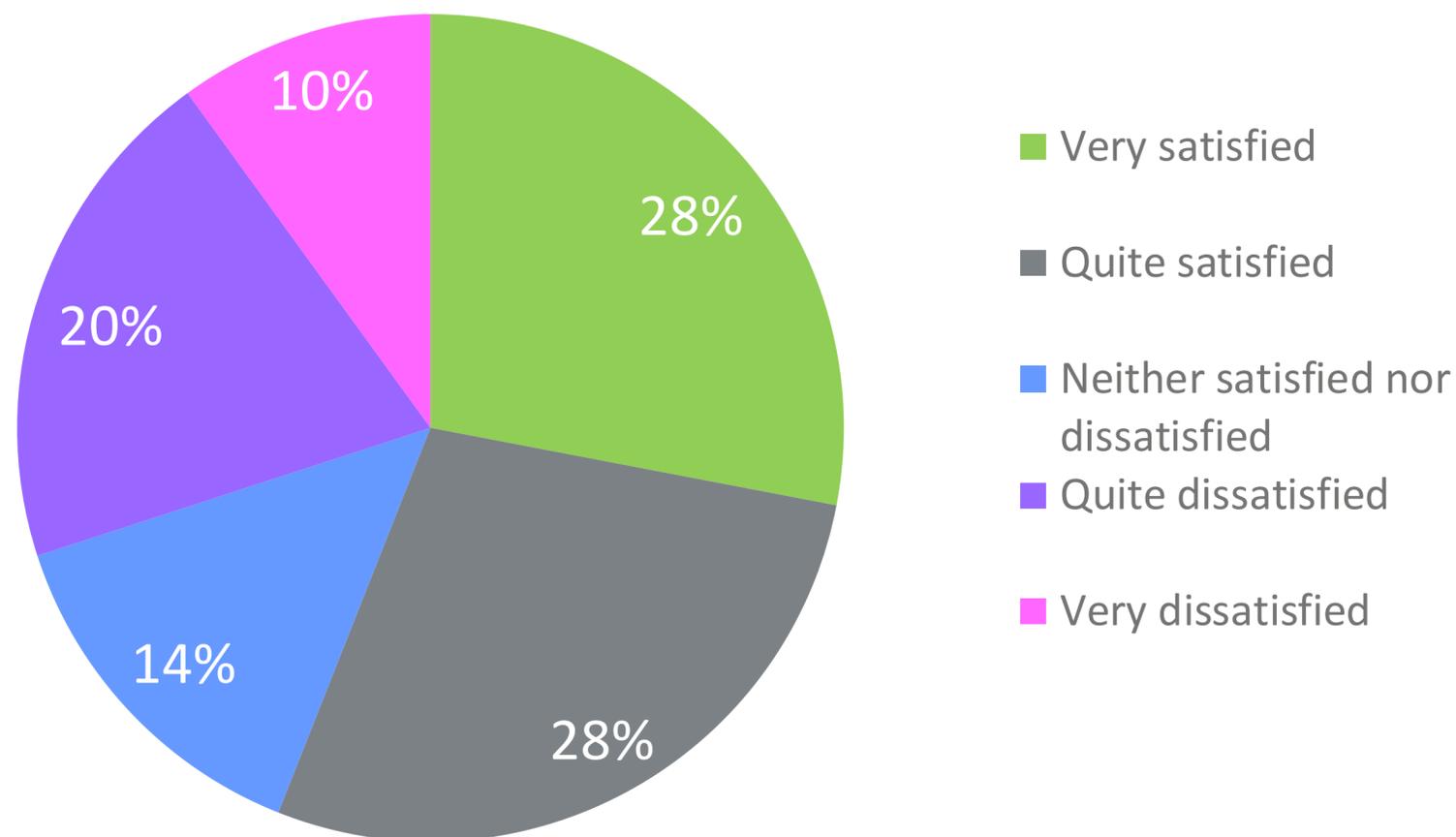
AND/OR answered 'YES' to the question, 'Do you regularly use health and/or social services? This could be all the time, occasionally or due to a one-off event or illness in the past six months.'

OVERALL SATISFACTION (ONLINE 2017)

How satisfied are you overall with the health and social care **you have received in the past six months?** (THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)

15% believe overall quality of care has gotten better over the past 6 months; 21% believe it got worse

(Base 52)



THOSE WHO REQUIRE CARE/REGULARLY USE SERVICES

56% are either 'Satisfied' or 'Very satisfied'. 20% report being 'Quite dissatisfied' and a further 10% are 'Very dissatisfied'

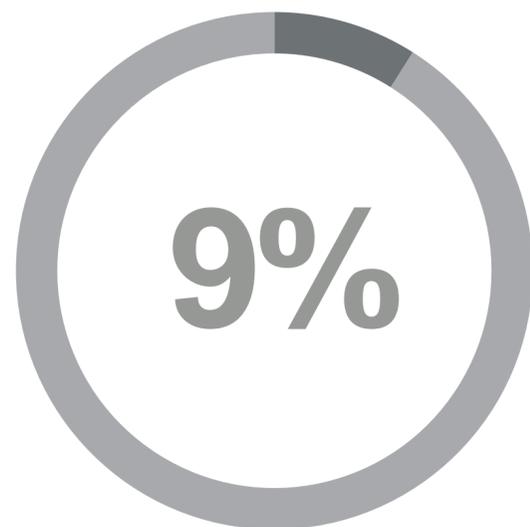
Base: Require care/use services (60)

GOOD SERVICE ASPECTS (ONLINE 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly good?
(THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



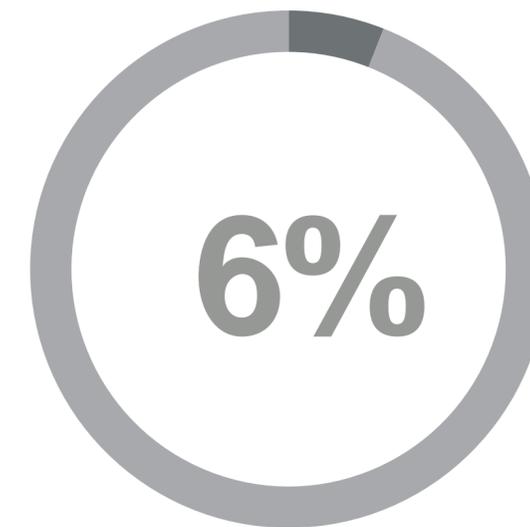
GP (GENERAL)



HOSPITAL CARE



BEING
DIAGNOSED/
TREATED
QUICKLY

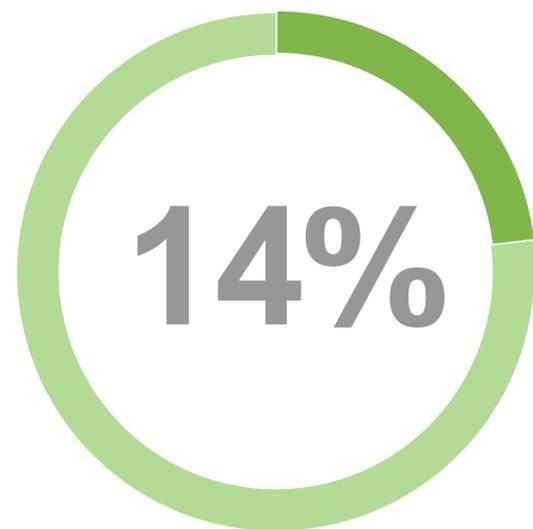


GENERAL
QUALITY OF CARE

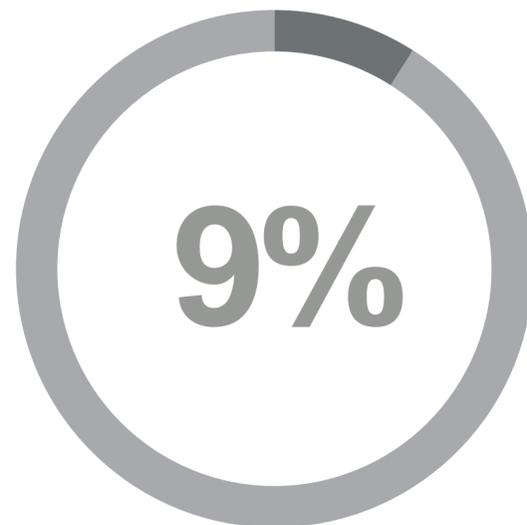
65 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'good' aspects of service. In total, 46 individual mentions were made for good aspects of care. Some respondents did not give any answer at all. However, an additional 5 people (8%) specifically said 'Nothing' in response to the question.

POOR SERVICE ASPECTS (ONLINE 2017)

Are there any aspects of health and/or social care received by you (in the past six months) that have been particularly poor?
(THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



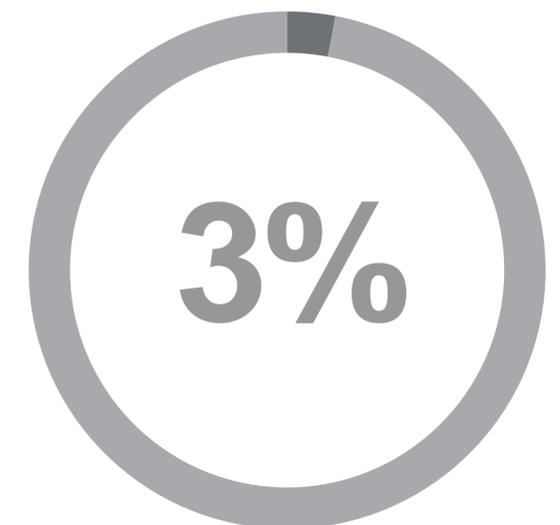
EASE OF
GETTING
APPOINTMENTS/
WAITING TIMES



PROVISION/
RESOURCE (INCL. FOR
SPECIFIC
AREAS/SERVICES)



LACK OF CONTACT
BETWEEN PARTIES/
POOR
COMMUNICATION



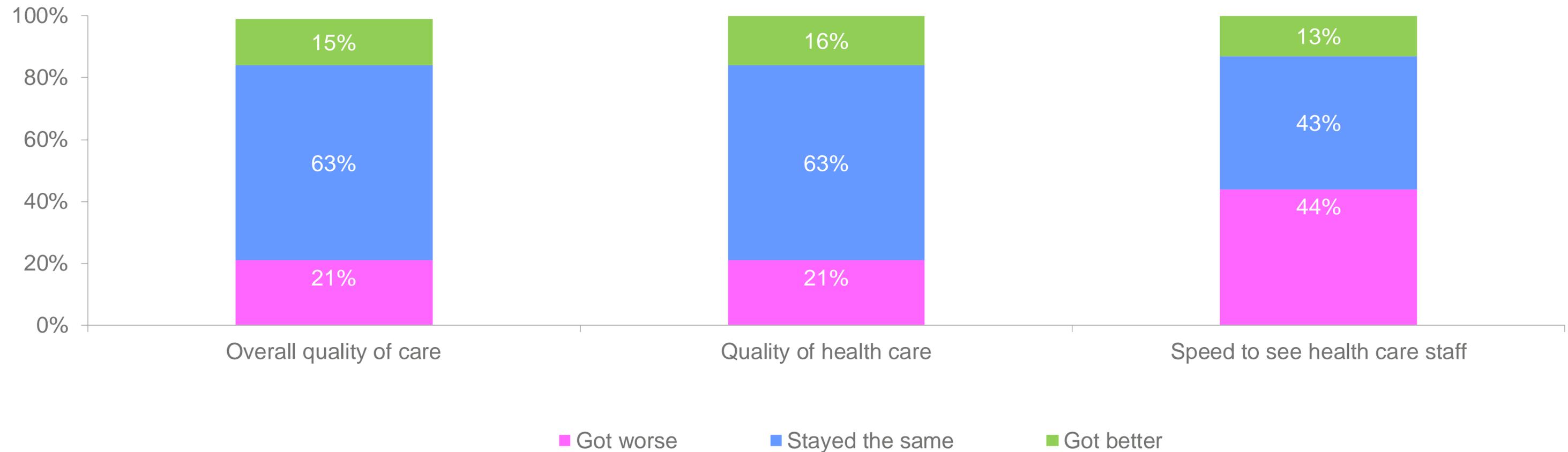
(1) SOCIAL CARE/
WORKERS;
(2) NOT BEING LISTENED
TO/ POOR ATTITUDE

65 people qualified to answer this question; each was allowed to give an open answer, which could contain one or more 'poor' aspects of service. In total, 42 individual mentions were made for poor aspects of care.

Some respondents did not give any answer at all. However, an additional 9 people (14%) specifically said 'Nothing' in response to the question.

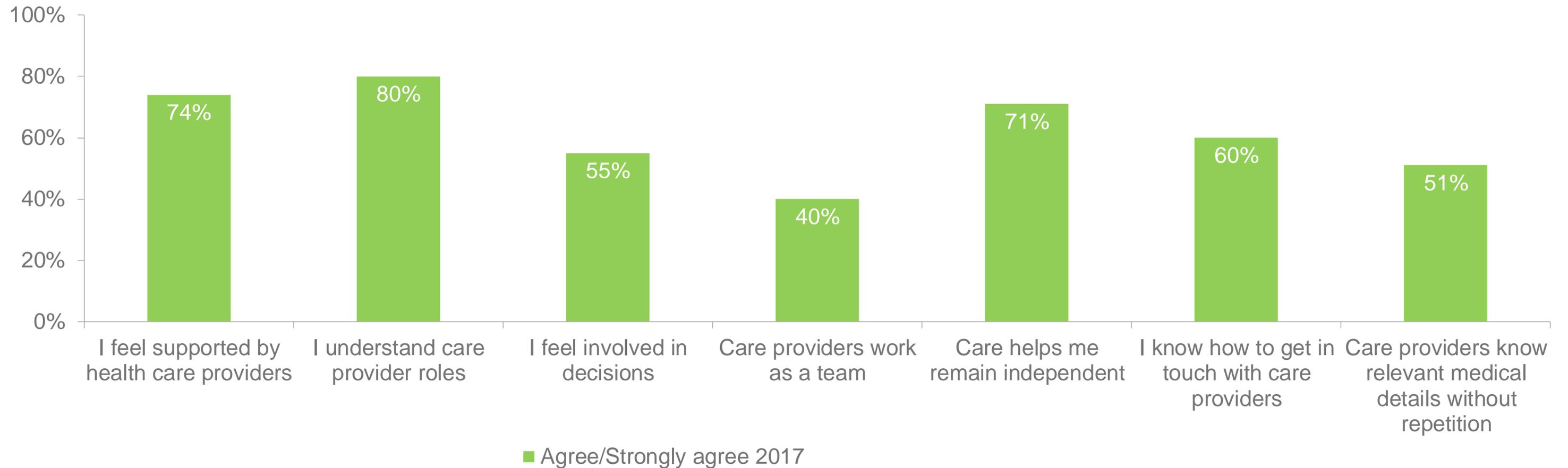
CHANGES IN CARE PROVISION (ONLINE 2017)

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SERVICE PERCEPTIONS (ONLINE 2017)

To what extent do you agree or disagree with the following statements about **your own** health and social care? (THOSE WITH A DISABILITY/CONDITION REQUIRING CARE, OR USING SERVICES REGULARLY)



Base: Feel supported health (61); Understand roles (50); Feel involved (56); Work as a team (53); Remain independent (45); Get in touch (53); Know relevant details (49)