

All Together Better – Sunderland market research, Wave 2

Executive summary

May 2017

Background

Purpose of the survey

‘All Together Better’ is an initiative in Sunderland that brings health and social care providers together. Working as one, the aim is to provide more joined up care for local people who need it most. In the first quarter of 2016, and again in 2017, the NHS and council in Sunderland undertook a survey to better understand perceptions of care services and how they work, awareness of the ‘All Together Better’ initiative, and attitudes towards self-care. The project was coordinated by Papyrus Research.

A key objective of this project is to track whether awareness and perceptions change over time. The key findings of the second (2017) wave of the survey are detailed below, with comparisons to 2016 data where appropriate.

How was the survey carried out?

Face-to-face, on-street intercept interviews were carried out with members of the general public in Sunderland, using quotas to ensure that the overall survey was broadly representative of Sunderland’s population across demographics including age, gender, social grading and geographic spread. In 2016, 407 interviews were carried out; 414 were carried out in 2017. We then issued the survey online and on paper (‘the online survey’), reaching out to: people who have a condition or disability that requires care; and people who provide care for someone else (114 respondents in 2016; 76 in 2017).

Please note that, for the purposes of this summary, we have primarily focused on the results of the on-street survey (‘the general population’). This is because the survey was carried out with fixed quotas, and repeated in the same manner year-on-year, therefore results are comparable with 2016. Blue arrows indicate that one year’s response was significantly higher or lower than the other (tested at 95% confidence). We have also reported findings from the online survey but it must be remembered, when interpreting the results, that findings from this group are not directly comparable to last year since the survey is not a precise repeat of 2016’s methodology.

Key findings

Working together

How do you think care is currently provided in Sunderland?

We asked respondents to tell us what they think currently happens in relation to care provision in Sunderland – including services such as health care, social care, and charities such as Age UK Sunderland and Sunderland Carers' Centre. The results for the general population are shown in Chart 1.

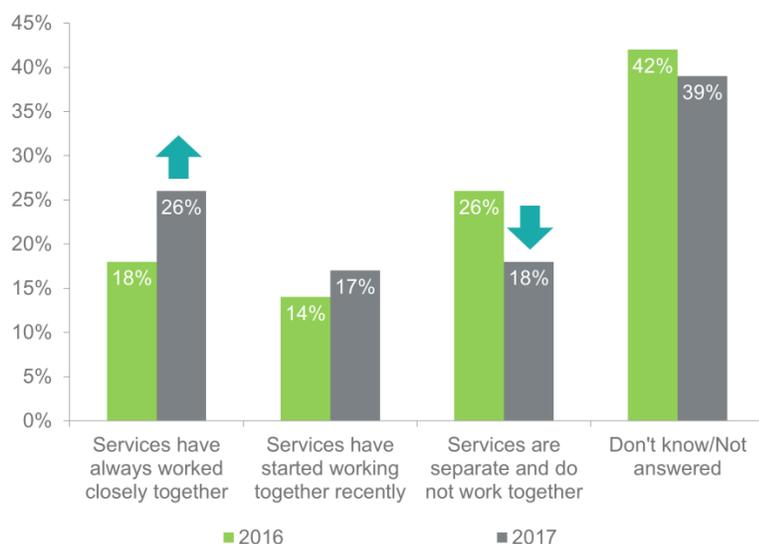


Chart 1: Whether or not you have ever used these services, please think about care providers in Sunderland such as health care, social care, and charities such as Age UK Sunderland and Sunderland Carers' Centre.

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

(General population base: 2016 (407); 2017 (414))

There has been a statistically significant increase in the proportion of general population respondents who believe *services have always worked closely together*; this has risen from 18% in 2016 to 26% in 2017. Conversely, the proportion of respondents who think *services are separate and do not work together* has fallen to 18% in 2017, down from 26% in 2016.

There is no material change in the proportion of people who believe *services have started working together recently* (14% in 2016 and 17% in 2017) or among those who simply didn't know (42% and 39% respectively).

Among online survey respondents, 11% believe that *services have always worked closely together* while 30% believe that *services have started working together recently*. Twenty percent (20%) believe that *services are separate and do not work together*. These awareness scores are very similar to the web survey in 2016.

Benefits of working together

All contributors were asked to suggest what, if anything, might be the benefits of health and social care services working together more closely. As well as a general improvement in overall care, suggested benefits of services working together included:

- More efficient treatment (including faster diagnosis and reduced waiting times);
- More relevant or accurate treatment (a more 'holistic' approach to care, where different people providing treatment understand the bigger picture about your needs);
- A more joined-up, better coordinated service (including better communication – 'The left hand knows what the right hand is doing'); and
- The people or departments looking after you will have relevant information at their fingertips instantly (some pointed out that this is particularly beneficial during emergencies or for people who are unable to communicate).

Awareness of the 'All Together Better' initiative

Almost three in ten (29%) of the general population respondents had heard of All Together Better in 2017; this is an increase compared with last year, when only 13% were aware of the initiative. The GP surgery was the mostly commonly named source of this information (34%). In the online survey, the number of respondents who had heard of All Together Better was already relatively higher than the general population in 2016, at 25%. In 2017, 33% of this group said they were aware of the initiative – this does not represent a significant year-on-year increase.

Services

Overall satisfaction

Service users in Sunderland were asked how satisfied they are with the health and social care they have received in the past six months (or, for carers, how satisfied they are with the service received by the person they look after). Chart 2 shows the results from those members of the general population (on-street survey) who require care or look after someone who does.

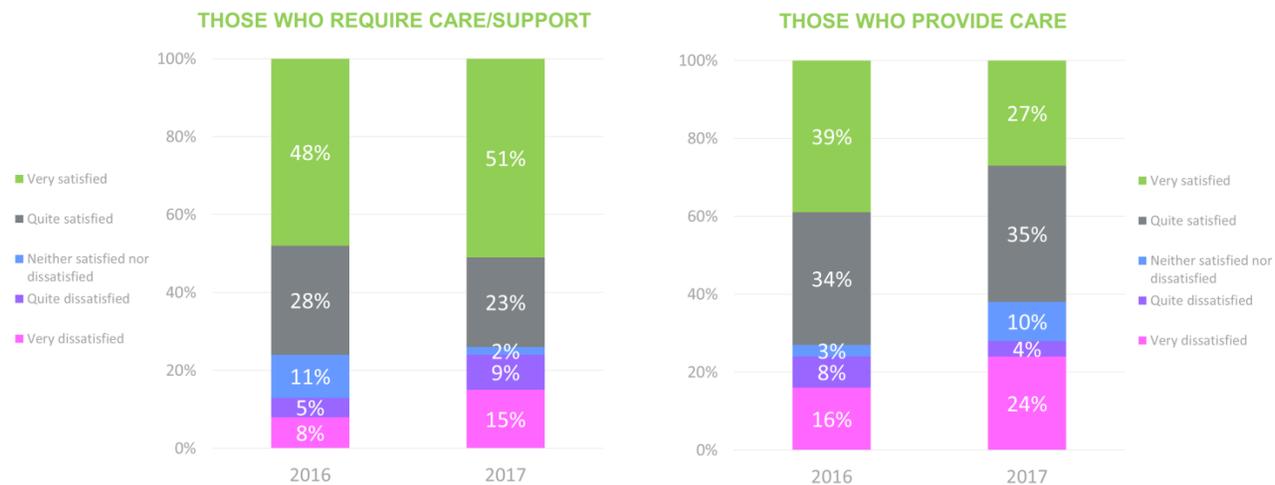


Chart 2 (on-street survey): How satisfied are you overall with the health and social care you have received in the past six months? (Base: 2016 (80); 2017 (53)) / Other than the care provided by you, in the past six months how satisfied are you overall with the health and social care received by the person you look after? (Base: 2016 (38); 2017 (49))

There has been relatively little movement in overall satisfaction with service provision between 2016 and 2017, with no statistically significant changes year-on-year. Those who are ‘Satisfied’ (‘Very’ or ‘Quite’) with their own care remains virtually static; 74% in 2017 compared to 76% in 2016. Among those who provide care for someone else, the proportion who are ‘Satisfied’ is 62% (compared to 73% in 2016).

We see a slightly more polarised view from those people who chose to respond to the online survey (Chart 3), with ‘Satisfied’ respondents making up a lesser proportion of the overall set. There are no statistically significant changes to report compared to last year. Among those who require care, 44% are ‘Satisfied’ and 39% are ‘Dissatisfied’ (‘Very’ or ‘Quite’). Among those who look after someone else, 34% are ‘Satisfied’ while 58% are ‘Dissatisfied’.

Among most groups of respondents, *Ease of getting appointments* tended to be the most commonly mentioned ‘Poor’ aspect of the service, along with *Lack of resource/provision* (note this might refer to a general lack of resource or a lack of provision in a particular area of health or social care that they have tried to access).

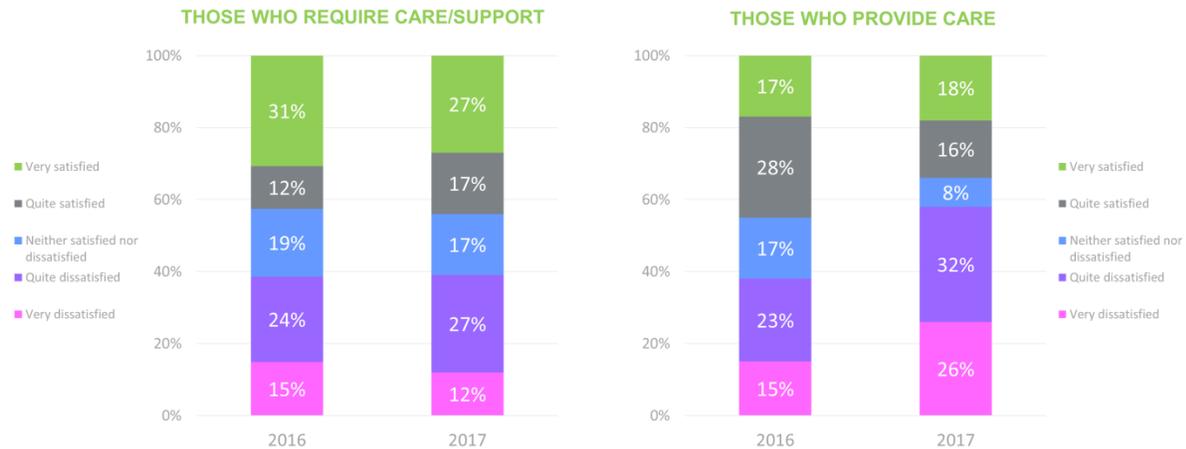


Chart 3 (web survey): How satisfied are you overall with the health and social care you have received in the past six months? (Base: 2016 (68); 2017 (41)) / Other than the care provided by you, in the past six months how satisfied are you overall with the health and social care received by the person you look after? (Base: 2016 (47); 2017 (38))

Perceptions of service

Among those able to answer specific questions about the care they (or the person they look after) receive, we asked more detailed questions about their perceptions of care provision. We asked participants to express their level of agreement with a range of statements, such as 'I understand care provider roles', 'I know how to get in touch with care providers when I need them' and 'I feel as though all of the people providing care are working together as a team'.

Among those members of the general public who require care (on-street survey) there has been an **increase compared to 2016** among those who agree that:

- 'I feel involved in decisions that are made about my care': 60% in 2016 to 78% in 2017
- 'I feel as though all of the people providing care are working together as a team': 57% in 2016 to 76% in 2017
- 'The care provided helps me to remain independent': 71% in 2016 to 87% in 2017

Managing my healthcare

How do you manage your day-to-day healthcare?

Among the general population who responded to the on-street survey, 86% stated that they manage day-to-day healthcare themselves at times. This figure was 84% in the online survey. These respondents

Significance tested at 95% confidence

were then asked to choose statements that most closely describe how they manage their health care; this was a multiple choice question (therefore percentages below total more than 100%):

	On-street survey (general population) <i>Base 357</i>	Online survey (self-complete) <i>Base 64</i>
I only see a doctor if I really need to	43%	80%
I manage myself with no support	43%	23%
I manage myself with help from a pharmacist / other practitioner (e.g. osteopath) when needed	36%	36%
I manage in ways such as diet and exercise	17%	36%
I manage in ways such as homeopathy/herbal when needed	7%	8%
Other	1%	16%

How do you manage long-term health conditions or disabilities?

Among the general population who took part in the on-street survey, 22% stated that they manage a long-term health condition or disability themselves as part of their ongoing treatment. This figure was 55% in the online survey. These respondents were then asked to choose a statement that most closely describes how they manage their condition; this was a single choice question.

	On-street survey (general population) <i>Base 90</i>	Online survey (self-complete) <i>Base 42</i>
I manage it mostly alone, with occasional clinical support as part of a care plan	49%	40%
I manage it mostly alone, and only seek clinical support if it gets worse	32%	31%
I manage it totally alone, never seeking clinical or social support	10%	7%
Other	7%	19%
Not answered	2%	2%