



Making it Happen in Nottinghamshire

2009

ABOUT THE EVENTS

The Nottinghamshire County LINK attended a series of market stall events throughout October and November 2009. During these events, the LINK team, and LINK Executive Board members raised awareness of the LINK, increased membership, gained new issues and asked passersby to complete a questionnaire.

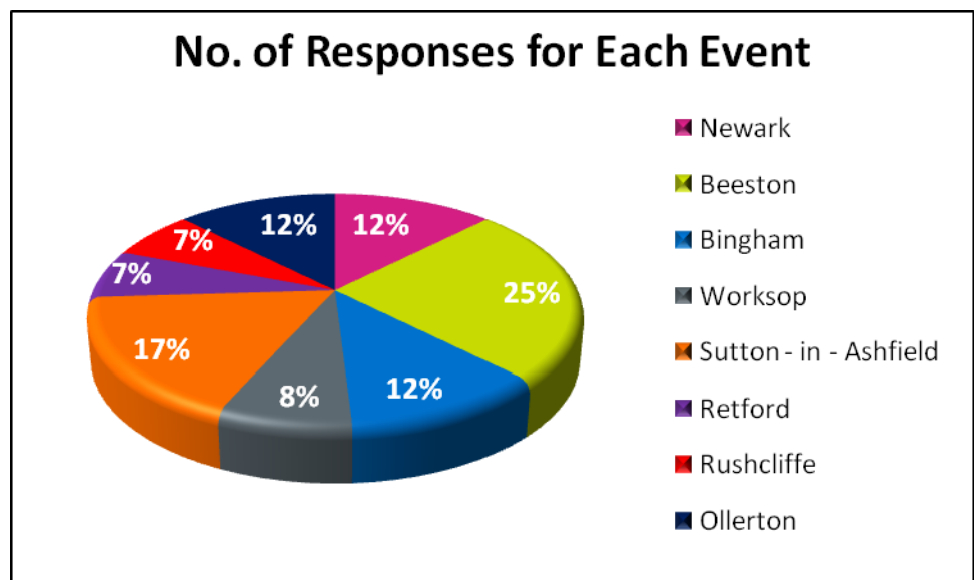
The questionnaire was specifically designed in accordance with the Nottinghamshire County LINK's current work-plan, and thus each questionnaire differed slightly dependent on the area of distribution.

The questionnaire asked respondents to comment on matters such as the healthcare services they use, dentistry, carers, health visitors and hospitals.

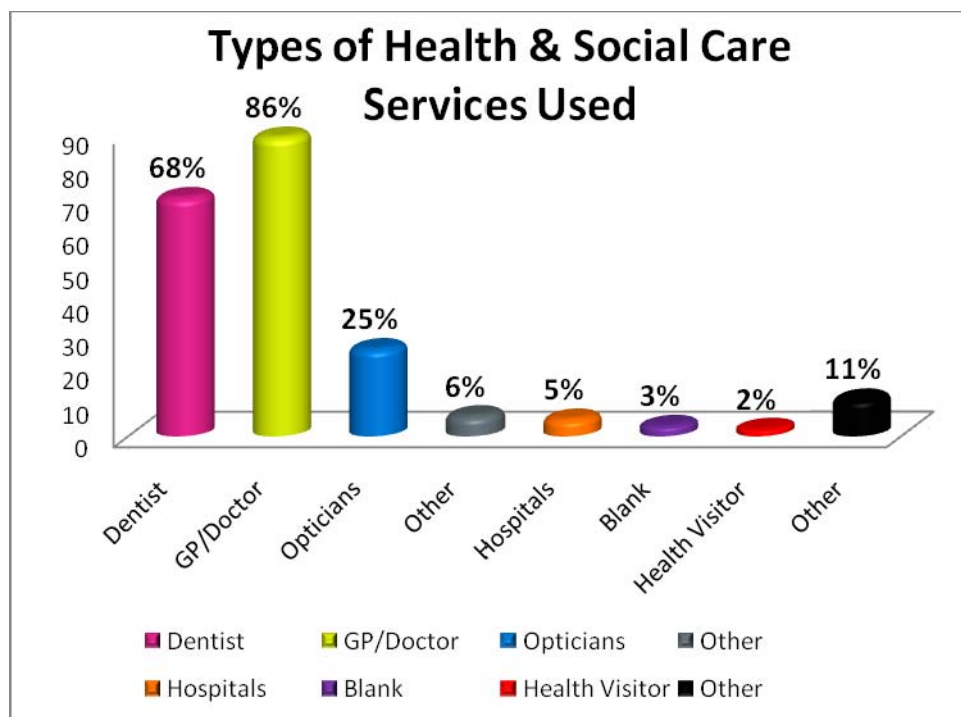
A total of 104 people responded to the questionnaire over eight different market stall events split equally between each of the districts across Nottinghamshire. The results from this consultation are below.

RESPONSES AT EVENTS

The chart to the right indicates the percentage of responses for each event. The chart shows that a quarter of responses came from the Beeston event, followed by the Sutton in Ashfield event where 17% of respondents shared their views.



Types of Health and Social Care Services Used

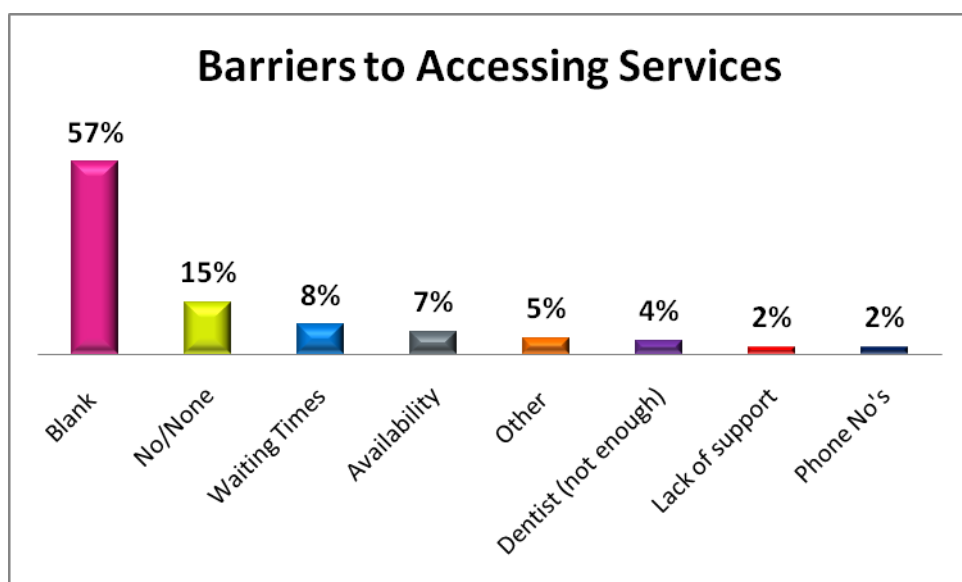


The chart to the left highlights the types of health and social care services that respondents use. The percentages are shown in relation to the total number of respondents, as most respondents use multiple services. The graph shows that the most popular service is GP/Doctor, with 86% of respondents accessing this service, this is closely followed by 68%

of respondents visiting a dentist. Finally a quarter of respondents said that they use the Opticians.

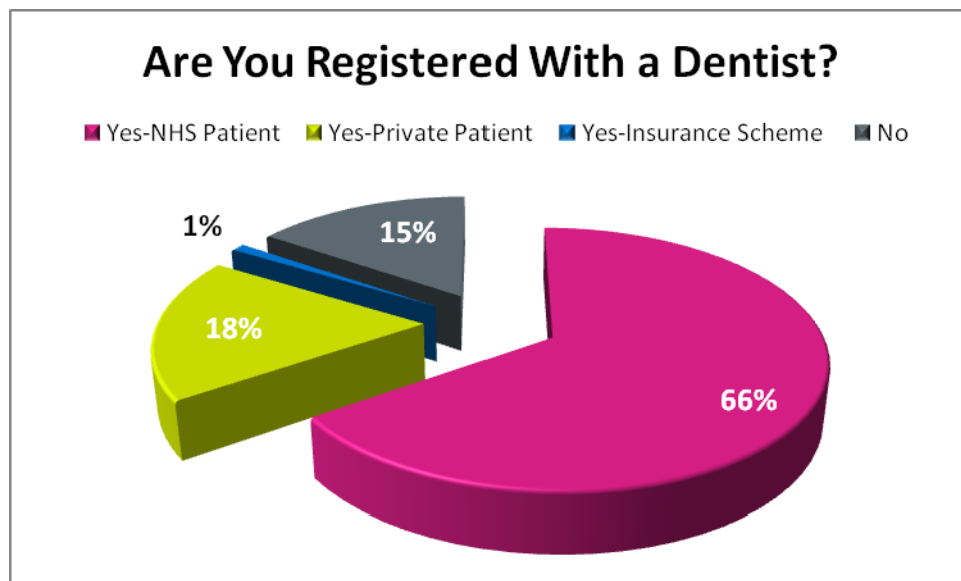
Barriers/Difficulties in Accessing Health & Social Care Services

Next, respondents were asked to comment on any difficulties or barriers they have experienced when accessing health and social care services. 28% of respondents felt that they do have difficulties accessing services, and these difficulties included waiting times for



appointments, availability of appointments and staff etc, not enough NHS Dentists, lack of support and contact phone numbers being expensive, and always engaged.

Are you Registered with a Dentist?

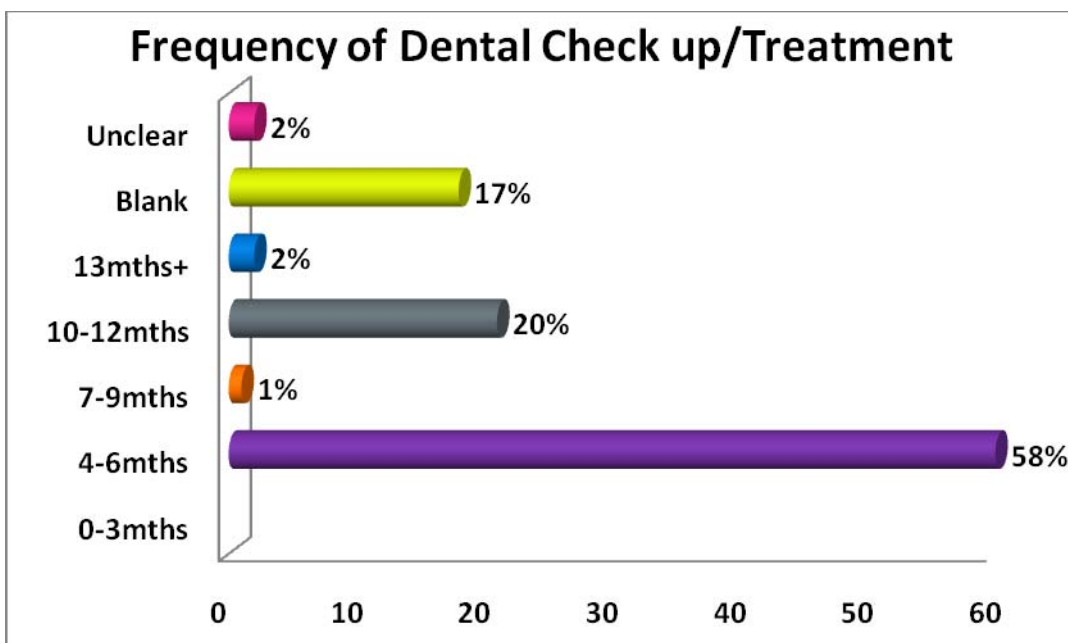


Next, respondents were asked if they are registered with a dentist. A total of 85% of respondents are registered with a dentist, with 66% of those people registered as an NHS patient. 15% of respondents are not registered with a dentist and the reasons for this included being to afraid

of the dentist, having dentures and having no time to visit the dentist.

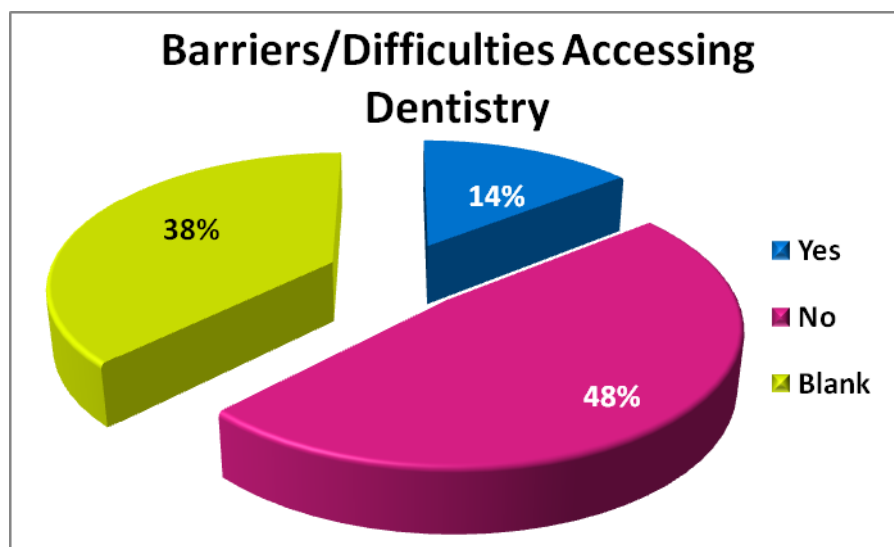
Frequency of Dental Check up's and Treatments

This question asked respondents to indicate how often they visit the dentist for either a check up, or for dental treatment. The chart shows that over half of respondents visit the dentist every 4-6 months, followed by 20%



of respondents visiting the dentist every ten to twelve months. No respondents visit the dentist every 0-3 months.

Barriers/Difficulties Accessing Dental Services

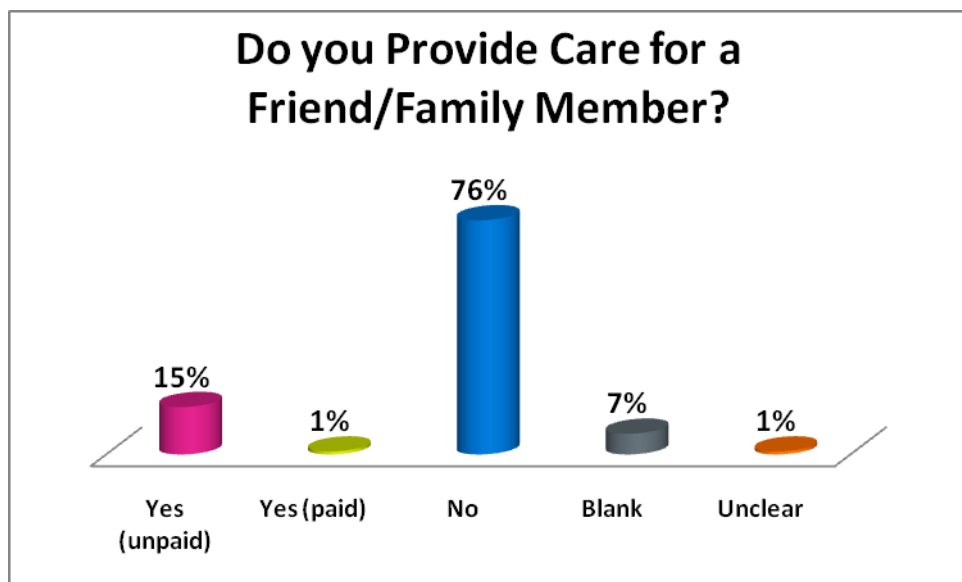


This question asked respondents to indicate if they have any difficulties or barriers when trying to access dental services. A total of 14% of respondents indicated that they have difficulties or barriers when accessing this service with reasons including not enough NHS dentists, difficulties getting appointments, long waiting times, including long waiting times to get appointments, long travel times, and difficulties accessing the building.

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Do you Provide Care for a Friend/Family Member?

Next, respondents were asked to indicate if they provide care for a friend or family member. 15% of respondents provide unpaid care, and 1% of respondents provide paid care.



Hours of Care Provided per Week

The 16% of respondents that indicated they provide paid or unpaid care for a friend or family member, were then asked to specify how many hours of care they provide per week. The percentages for this response were taken from the 16% (17) of respondents that provide care only. The most popular response with 29% of responses was providing 1 to 4 hours of care per week, followed by 24% of respondents providing 5 to 10 hours of care per week.

As a Carer, Which (if any) Respite Services do you Receive?

Again, following on from the previous two questions, carers were asked to specify which respite services they receive. Unfortunately this question was poorly answered, and only one respite service was named. All other responses were either left blank, or were not applicable, with a small number of respondents not receiving any services.

Do You or a Family Member Require a Health Visitor?

This section of the questionnaire asked respondents to comment on their use of health visitors. This question was only asked at the Bassetlaw events, as the Nottinghamshire County LINK had received an issue from the community on the availability of health visitors in the Bassetlaw area, and so a task and finish group was put into place to look into this issue. Therefore out of the 104 responses received in total from the market stall events, 14% of these came from the Bassetlaw area. Unfortunately, no respondents indicated that they or a family member need or use a health visitor. Therefore, the following questions asking frequency of visits and getting appointments could not be answered.

Have you been Admitted as an Inpatient to Hospital Over the Last Year?

This final section of the questionnaire asked respondents to comment on inpatient hospital admissions over the last twelve months. This question was only asked in the Newark, Sherwood and Gedling areas, again in line with the current LINK work plan themes. A total of 25% (26) of respondents were asked questions on inpatient hospital admissions. Taken as a percentage of those that were able to respond to this question, 12% of respondents from the Newark, Sherwood and Gedling areas have been admitted to hospital as an inpatient over the last year. The same respondents then indicated that the aftercare services that they receive include Framework, Social Services, Physiotherapy, Podiatry and eye care services.

Finally, the respondents from Newark, Sherwood and Gedling who have had an inpatient stay in hospital over the last year were asked to provide their thoughts on the hospital discharge process they received. Only one response was received and that was that the hospital discharge process is too long.