



Voices 4 Wellbeing

Rochdale Borough Local Involvement Network

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**Voices 4 Wellbeing's
Interactive Roadshow Survey
Report on how people in the
Townships of the borough of
Rochdale feel about key
Health and Social Care Issues
2010 - 2011**

LINK

**MAKE IT
HAPPEN!**

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INTRODUCTION

INTERACTIVE ROADSHOW SURVEY 09.07.2010 - 17.05.2011

Voices 4 Wellbeing's (V4W) aim, with the Interactive Roadshow Survey (IRS), was to reach a minimum of one thousand people in the four Rochdale Borough's Townships. The public was asked to vote, according to how they felt, on certain Health Conditions and about various Health and Social Care Service issues.

The role of the IRS is to raise awareness of V4W to explain their LINK's statutory role, which is to involve the public in scrutinising Health and Social Care Services. At the same time the IRS is raising awareness of certain health conditions and allowing the public a voice on issues around various Health and Social Care service provisions. The IRS involves working in partnership with and supporting many different organisations.

V4W's Outreach and Engagement Officer actively tries to reach out to people who may not belong to organisations and also to the smaller community groups who can be harder to reach. The team endeavours to engage with the various cultures within the four townships, including young people and ethnic minorities.

It is worth noting that the IRS is an ongoing piece of work that can be adapted to specific questions or agenda's. At this moment the IRS is being used to engage the public on Drug and Alcohol issues, supporting V4W's Drug and Alcohol Misuse 'Have your say' event for young people. If you would like to have the current IRS at your event or for supporting your organisation, then please use the e-mail address on the front cover of this report.

This report will be sent to key statutory organisations such as Rochdale MBC, NHS Heywood, Middleton & Rochdale Primary Care Trust and the Care Quality Commission (CQC). It will also be available to the public electronically via email, V4W's website and as a hard copy upon request.

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This year V4W will focus on identifying a group in Heywood with a room big enough to hold their AGM. With the aid of the IRS going out to community and hard to reach groups, the aim is to pass on information and encourage linking up via websites and networking.

Listening to the general public speak strongly about not putting money into Smoking and Drug and Alcohol Abuse, saying that both were self inflicted, led to V4W's successful 'Have you say' event on Drug and Alcohol Misuse. Having made good links with the Youth Clubs in the borough of Rochdale with the IRS, it was a good opportunity to call upon the contacts made there to bring young people to participate in the event.

Mental Health was second in the condition choices. Working in partnership with the Alzheimer's society, Pops and other organisations, led to V4W's equally successful 'Have your say' event on Dementia. A further event, identified through the previous event 'Dementia in the BME community', will be held in July.

Our excellent developing partnership with Hopwood College means that V4W are invited to take the IRS to participate in their Middleton and Rochdale Campus's annual Fresher and Health events.

Attending the Freehold community events helped V4W to support Ethnic Minority groups with the help of V4W's Asian volunteer as an interpreter. The team then raise the awareness of the smaller community groups when engaging with organisations and the general public.

V4W's IRS has been used to support Demesne's Middleton 'Over 50s' Health campaign bringing an interactive way of communicating with the public. Attending various Libraries around the four Townships with the IRS has helped to give a balance between the general public and people who belong to organisations.

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The IRS gives people the opportunity to think about what it feels like to have control of money and the decision making that goes with that, this often gave rise to discussion.

When trying to prioritise, many people discussed with the V4W team, how they rationalised about which 'health condition' they would put in which voting box. It was often voiced that if 'Mental Health' was sorted out then there would be no 'Drug and Alcohol Abuse' and visa versa. Also it was often said that if people didn't smoke or misuse alcohol there would be less 'Heart Disease'.

A number of the general public felt able to discuss in confidence with the V4W's team about their personal health issues which were raised by the 'health conditions' addressed on the IRS.

The issue of the service given by the Rochdale Infirmary was lately spoken about by some of the general public and V4W were able, after researching the matter, to allay some people's fears by giving out the correct information.

Out of the one thousand five hundred and eighty eight people, the majority were either Satisfied or Very Satisfied with the Health and Social Care services that they received and this is reflected in the voting results. A high number of the public from various ethnic groups, who voted on the IRS, felt that they 'were treated with respect' and some discussions were held about how they didn't feel like 'just a number' anymore.

The highest number of Not Satisfied votes went to 'were you happy with the waiting time?' Some people said that they expected to wait, though a number of people mentioned that they were waiting a long time between doctor's appointments and referrals.

The IRS, giving the general public a chance to have their say on Health and Social Care Services, has informed V4W's work-plan. Future work may involve looking at some of these general issues in smaller workshops to identify the key issues

COMMENT CARDS

An opportunity was created for the general public to write, on specifically created comment cards, anything that they felt strongly about regarding Health and Social Care issues, both positive and negative. Many did not want their details to be known but people seemed glad to voice their thoughts. We have also been able to signpost people to the appropriate departments regarding their health queries or complaints. Their comments are listed below.

COMMENTS BY THE GENERAL PUBLIC ON WHAT THEY FEEL IS GOOD ABOUT HEALTH AND SOCIAL CARE SERVICES

- *Being able to choose which hospital you wish to attend*
- *Quite a lot but too many to mention*
- *Care of individual, right Medication, Seen right away*
- *There is more information about Mental Health*
- *The support for user led groups*
- *Got appointment on the same day*
- *The Health Service is excellent even though the funding is quite low compared with the rest of Europe*
- *My Doctor's service is very good service, Staff, Drs and getting appointments also waiting time at Yorkshire St Surgery*
- *The efforts and general attitude of staff to help patients, to the best of their abilities, in particularly difficult circumstances and political cuts and interference*
- *Choice of venue and Levels of respect when treated*
- *Quick services. Referral if necessary without waiting. Excellent channels of information*
- *Everything at Trinity Medical Centre is marvellous, like going private!*
- *Took my children to have injections, the staff were great with the kids, they distracted them and praised them*
- *Littleborough Dental Practice*
- *Always helpful at Durnford Medical Centre*
- *I had a very positive experience in N.M.G.H for a prolapse operation in two days. Could not fault care I received from cleaners to doctors and nurses*

CONTINUED

- *Woodside medical centre – they are a great team*
- *Mind run the growth project where I could compost & chat, I have OCD & hate waste*
- *My doctors at Welfield surgery are always happy to help and give advice, offer different hospitals and take time to help*
- *At the moment, Rochdale Infirmary and GP surgery*
- *Wonderful staff, Drs & Nurses compassion and care. Birch Hill and Oldham Royal. National Health wonderful thing, long may it reign*
- *Community Mental Health team, my CPN is excellent, good Consultant*
- *North Manchester hospital treated me with respect*

COMMENTS BY THE GENERAL PUBLIC ON WHAT THEY FEEL IS BAD ABOUT HEALTH AND SOCIAL CARE SERVICES

- *Work full time and can rarely get same day appointment at Doctors as usually full and then usually different Doctor*
- *Waiting times, lack of communication between professionals, secretaries and patient, lack of information*
- *Long waiting times at Doctors*
- *Health Care professionals not always experienced enough to diagnose*
- *Doctor at local surgery dismissive of symptoms so researched self cure Treated me with no respect*
- *Requested care before suicide attempt – none given. Requested care and support, after suicide attempt – none given*
- *The dispersal of large areas of treatments and hospital availability away from the town*
- *Bi Polar help – two people were saying they weren't listened to and took ages to get help*
- *My GP didn't diagnose me with anything. I actually suffered from an acute asthmatic attack. Had an x-ray, one year on haven't been told result*
- *I had depressive crisis and was seen at A&E, waited seven hours before being admitted to hospital*
- *Hospital Doctor dismissive, went to own Doctor and was told had concussion and was supportive*

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- *Didn't feel Consultant fully understood condition, made assumptions before reading notes*
- *Waiting time, too much time spent with Drug and Alcohol patients*
- *The suggestion of closing the Ronald Gorton Centre is terrible*
- *Rochdale residents should have hospital in Rochdale not in Oldham*
- *Being given an appointment date and one week before it is due it is cancelled due to lack of staff. Made new appointment only for same thing to happen*
- *The Rochdale Pennine areas are appalling, most NHS customers are unable to find treatment from dentist*
- *Falls are too frequent with nobody knowing what happened*
- *Not very good for people in Residential Care*
- *Mental Health care seems to be at the bottom of priorities, carers are often left floundering*
- *How they treat people with dementia, information & support for carers and families with dementia*
- *I was lucky in that I could articulate my problems, I'm not sure about anyone who may not be able to do so. Altogether I would say that I had to remind nurses about my tablets, nothing major*
- *Was refused cervical smear test when had serious concerns due to only being four years since having one – GP said five years*
- *Dental treatment – had to put filling on a filling - couldn't go elsewhere as nowhere available*
- *Having to travel to Oldham for the Surgical team with a sick child*
- *Need more 'drop-ins' for people with mental health problems*
- *Hard to get appointments sometimes*
- *My old dentist messed up two of my teeth which ended up losing*
- *Doctor not listening about son with autism. He has now been observed by autistic psychologist*
- *Waiting time for treatments for Trigeminal Neuralgia when the pain is bad*
- *Drug and Alcohol abuse on Mental Health wards. Vulnerable service users staying on there, it affects them badly*

METHODOLOGY

The Conditions are:

- Smoking
- Drug and Alcohol Abuse
- Heart Disease
- Mental Health
- Lung Disease
- Stroke

We asked people - “Imagine that you are the government and had to prioritise on where you put your money in the health and social care services to prevent and treat various conditions”.

“Out of the six cards given, place two cards in the **HIGH PRIORITY** two in the **MEDIUM PRIORITY**, two in the **LOW PRIORITY** boxes, according to how you would deal with them financially”.

The Service Provision questions are:

- Were you given a say in your care?
- Were you treated with respect?
- Were you given a reasonable choice of the location and delivery of service?
- Were you given sufficient information?
- Were you happy with the waiting time?
- Were you listened to?

We asked people – “Think about the last time you used any health or social care service. This could be anything from a visit from a social worker, an appointment with your GP or a trip to the dentist.” “Place the cards in either the **VERY SATISFACTORY** box, the **SATISFACTORY** box or the **NOT SATISFACTORY** box, according to how satisfied you felt about the service provided.

Total Votes – 09.07.2010 - 17.05.2011

A Total of 1588 people voted on Health Conditions

CONDITIONS	High Priority	Medium Priority	Low Priority
Smoking	201	267	1122
Drug & Alcohol Abuse	425	319	848
Lung Disease	371	800	421
Stroke	629	643	319
Heart Disease	987	477	141
Mental Health	774	584	232

A Total of 1479 people voted on Service Provisions

PROVISIONS	Very Satisfied	Satisfied	Not Satisfied
Were you treated with respect?	964	388	117
Were you happy with the waiting time?	551	481	443
Were you given a reasonable choice over the location of the service?	531	637	310
Were you given a say in your care?	571	628	279
Were you given sufficient information?	632	583	263
Were you listened to?	764	518	194

Interim Report Votes - 09.07.2010 – 19.10.10 Report available on request

710 People voted on Health Conditions

CONDITIONS	High Priority	Medium Priority	Low Priority
Smoking	90	108	514
Drug & Alcohol Abuse	191	128	395
Lung Disease	141	387	186
Stroke	272	303	139
Heart Disease	432	205	74
Mental Health	343	265	104

671 People voted on Provisions

PROVISIONS	Very Satisfied	Satisfied	Not Satisfied
Were you treated with respect?	438	178	55
Were you happy with the waiting time?	242	234	195
Were you given a reasonable choice over the location of the service?	249	273	149
Were you given a say in your care?	265	278	128
Were you given sufficient information?	292	259	120
Were you listened to?	345	244	80

HEYWOOD TOWNSHIP RESULTS

25th January – Health & Wellbeing Youth Group – Sports Centre

CONDITIONS	HIGH	MEDIUM	LOW
Smoking	1	1	8
Drug and Alcohol Abuse	4	3	3
Lung Disease	1	7	2
Stroke	5	2	3
Heart Disease	5	5	0
Mental Health	2	2	6

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	8	2	0
Were you happy with the waiting time?	4	4	2
Were you given a reasonable choice over the location of the service?	5	4	1
Were you given a say in your care?	6	3	1
Were you given sufficient information?	7	2	1
Were you listened to?	5	5	0

28th January – Heywood Youth Club – Sports Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	8	5	22
Drug and Alcohol Abuse	9	8	18
Lung Disease	12	12	11
Stroke	12	14	9
Heart Disease	18	12	5
Mental Health	10	15	10

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	12	18	5
Were you happy with the waiting time?	8	8	19
Were you given a reasonable choice over the location of the service?	12	14	8
Were you given a say in your care?	18	7	10
Were you given sufficient information?	14	10	11
Were you listened to?	15	9	11

7th April – Heywood Library – Phoenix Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	1	3	17
Drug and Alcohol Abuse	3	4	14
Lung Disease	5	10	6
Stroke	10	7	4
Heart Disease	15	5	1
Mental Health	9	11	1

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	14	5	0
Were you happy with the waiting time?	7	9	3
Were you given a reasonable choice over the location of the service?	8	9	2
Were you given a say in your care?	7	11	1
Were you given sufficient information?	8	8	3
Were you listened to?	12	5	2

THE PENNINE TOWNSHIP RESULTS

18th January – New Year, New You - Smallbridge Library

CONDITION	HIGH	MEDIUM	LOW
Smoking	1	1	12
Drug and Alcohol Abuse	2	3	9
Lung Disease	2	8	4
Stroke	6	6	2
Heart Disease	12	2	0
Mental Health	5	6	3

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	8	3	2
Were you happy with the waiting time?	7	2	4
Were you given a reasonable choice over the location of the service?	7	4	2
Were you given a say in your care?	4	9	0
Were you given sufficient information?	7	6	0
Were you listened to?	5	5	3

20TH January – New Year, New You – Wardle Library

CONDITION	HIGH	MEDIUM	LOW
Smoking	0	3	11
Drug and Alcohol Abuse	3	2	9
Lung Disease	5	5	4
Stroke	8	6	0
Heart Disease	11	3	0
Mental Health	4	7	3

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	10	4	0
Were you happy with the waiting time?	7	5	2
Were you given a reasonable choice over the location of the service?	4	8	2
Were you given a say in your care?	5	6	3
Were you given sufficient information?	5	6	3
Were you listened to?	6	7	1

3rd March – Youth Club and Youth Forum - Milnrow

CONDITION	HIGH	MEDIUM	LOW
Smoking	2	4	18
Drug and Alcohol Abuse	5	4	15
Lung Disease	9	14	1
Stroke	5	13	6
Heart Disease	14	8	2
Mental Health	12	7	5

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	16	5	2
Were you happy with the waiting time?	3	4	16
Were you given a reasonable choice over the location of the service?	7	11	5
Were you given a say in your care?	10	7	6
Were you given sufficient information?	9	10	4
Were you listened to?	11	8	4

MIDDLETON TOWNSHIP RESULTS

10th December – Youth Club – Middleton Arena

CONDITION	HIGH	MEDIUM	LOW
Smoking	7	9	28
Drug and Alcohol Abuse	12	10	22
Lung Disease	17	17	10
Stroke	14	18	12
Heart Disease	21	18	4
Mental Health	21	18	5

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	32	7	5
Were you happy with the waiting time?	10	15	19
Were you given a reasonable choice over the location of the service?	17	20	7
Were you given a say in your care?	26	4	14
Were you given sufficient information?	12	23	9
Were you listened to?	19	19	6

16th December – Rhodes Youth Club

CONDITION	HIGH	MEDIUM	LOW
Smoking	4	4	7
Drug and Alcohol Abuse	4	2	9
Lung Disease	5	7	3
Stroke	8	6	1
Heart Disease	11	8	3
Mental Health	3	7	5

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	10	5	0
Were you happy with the waiting time?	3	4	8
Were you given a reasonable choice over the location of the service?	4	6	5
Were you given a say in your care?	7	7	1
Were you given sufficient information?	5	7	3
Were you listened to?	8	6	1

4th February – Over 50's Campaign – Hollins Sure Start Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	3	7	26
Drug and Alcohol Abuse	6	5	25
Lung Disease	9	17	10
Stroke	14	16	6
Heart Disease	26	8	2
Mental Health	18	16	2

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	23	8	2
Were you happy with the waiting time?	19	6	8
Were you given a reasonable choice over the location of the service?	12	17	4
Were you given a say in your care?	9	18	6
Were you given sufficient information?	15	12	6
Were you listened to?	14	14	5

12th February – Health Together – Middleton Arena

CONDITION	HIGH	MEDIUM	LOW
Smoking	9	18	57
Drug and Alcohol Abuse	23	20	41
Lung Disease	28	38	18
Stroke	35	30	19
Heart Disease	54	26	4
Mental Health	50	23	11

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	58	18	6
Were you happy with the waiting time?	25	33	24
Were you given a reasonable choice over the location of the service?	22	42	18
Were you given a say in your care?	28	39	15
Were you given sufficient information?	40	30	12
Were you listened to?	50	22	10

10th March – Over 50's Campaign – Brookside Community Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	0	3	18
Drug and Alcohol Abuse	4	4	13
Lung Disease	7	11	13
Stroke	10	7	4
Heart Disease	18	2	1
Mental Health	9	11	1

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	16	3	1
Were you happy with the waiting time?	11	7	2
Were you given a reasonable choice over the location of the service?	11	7	2
Were you given a say in your care?	7	9	4
Were you given sufficient information?	9	9	2
Were you listened to?	12	5	3

31st March – Stay Safe Event – Hopwood College

CONDITION	HIGH	MEDIUM	LOW
Smoking	5	6	24
Drug and Alcohol Abuse	9	8	18
Lung Disease	14	14	7
Stroke	13	13	9
Heart Disease	20	10	5
Mental Health	18	11	6

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	16	8	2
Were you happy with the waiting time?	7	9	10
Were you given a reasonable choice over the location of the service?	9	9	8
Were you given a say in your care?	7	17	2
Were you given sufficient information?	9	12	5
Were you listened to?	13	11	2

13th April - Memory Wellbeing Cafe - The Lighthouse Project

CONDITION	HIGH	MEDIUM	LOW
Smoking	2	2	7
Drug and Alcohol Abuse	6	1	4
Lung Disease	2	6	3
Stroke	2	3	6
Heart Disease	2	8	1
Mental Health	8	2	1

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	8	1	1
Were you happy with the waiting time?	3	5	2
Were you given a reasonable choice over the location of the service?	2	5	3
Were you given a say in your care?	3	5	2
Were you given sufficient information?	4	4	2
Were you listened to?	5	3	2

5th May – Health Tutorial – Hopwood College

CONDITION	HIGH	MEDIUM	LOW
Smoking	2	1	13
Drug and Alcohol Abuse	5	1	10
Lung Disease	5	7	4
Stroke	5	9	2
Heart Disease	12	3	1
Mental Health	8	7	1

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	5	5	0
Were you happy with the waiting time?	5	2	3
Were you given a reasonable choice over the location of the service?	6	2	2
Were you given a say in your care?	5	4	1
Were you given sufficient information?	3	6	1
Were you listened to?	4	6	0

ROCHDALE TOWNSHIP RESULTS

21st October 2010 – Annual Black History month – Rochdale

CONDITION	HIGH	MEDIUM	LOW
Smoking	6	20	29
Drug and Alcohol Abuse	17	16	22
Lung Disease	10	24	21
Stroke	21	21	13
Heart Disease	34	14	7
Mental Health	37	16	2

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	31	16	3
Were you happy with the waiting time?	20	16	4
Were you given a reasonable choice over the location of the service?	14	21	15
Were you given a say in your care?	22	15	13
Were you given sufficient information?	18	21	11
Were you listened to?	21	21	8

4th November 2010 – People supporting People - Dean House

CONDITION	HIGH	MEDIUM	LOW
Smoking	4	4	18
Drug and Alcohol Abuse	13	4	9
Lung Disease	4	8	14
Stroke	3	14	9
Heart Disease	11	13	2
Mental Health	15	9	2

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	13	6	5
Were you happy with the waiting time?	3	10	11
Were you given a reasonable choice over the location of the service?	7	14	3
Were you given a say in your care?	8	7	9
Were you given sufficient information?	5	10	9
Were you listened to?	7	14	3

19th January – New Year, New You - W heatsheaf Library

CONDITION	HIGH	MEDIUM	LOW
Smoking	0	3	9
Drug and Alcohol Abuse	4	1	7
Lung Disease	3	7	2
Stroke	4	6	2
Heart Disease	9	2	1
Mental Health	3	5	3

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	8	3	0
Were you happy with the waiting time?	6	2	3
Were you given a reasonable choice over the location of the service?	3	7	1
Were you given a say in your care?	3	4	4
Were you given sufficient information?	3	7	1
Were you listened to?	6	4	1

21st September – New Year, New You – Balderstone Library

CONDITION	HIGH	MEDIUM	LOW
Smoking	3	3	13
Drug and Alcohol Abuse	5	4	10
Lung Disease	4	9	6
Stroke	10	7	2
Heart Disease	11	6	2
Mental Health	7	10	2

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	12	4	0
Were you happy with the waiting time?	9	3	4
Were you given a reasonable choice over the location of the service?	6	7	3
Were you given a say in your care?	3	11	2
Were you given sufficient information?	10	6	0
Were you listened to?	8	8	0

26th February – Community Cohesion Event – Ronald Gorton Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	5	4	9
Drug and Alcohol Abuse	6	7	5
Lung Disease	5	7	6
Stroke	6	4	8
Heart Disease	11	5	2
Mental Health	7	10	1

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	14	4	0
Were you happy with the waiting time?	6	3	9
Were you given a reasonable choice over the location of the service?	9	6	3
Were you given a say in your care?	6	11	1
Were you given sufficient information?	7	6	5
Were you listened to?	9	7	2

7th March – Live Life – Town Hall

CONDITION	HIGH	MEDIUM	LOW
Smoking	30	20	125
Drug and Alcohol Abuse	40	44	91
Lung Disease	38	94	43
Stroke	81	65	29
Heart Disease	119	49	7
Mental Health	81	58	36

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	107	41	15
Were you happy with the waiting time?	84	38	41
Were you given a reasonable choice over the location of the service?	55	79	29
Were you given a say in your care?	62	71	30
Were you given sufficient information?	71	63	29
Were you listened to?	87	54	22

13th March – International Women’s Day – Ronald Gorton Centre

CONDITION	HIGH	MEDIUM	LOW
Smoking	5	5	16
Drug and Alcohol Abuse	15	2	9
Lung Disease	8	8	10
Stroke	4	15	7
Heart Disease	13	9	4
Mental Health	13	8	5

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	12	4	4
Were you happy with the waiting time?	7	8	5
Were you given a reasonable choice over the location of the service?	10	7	3
Were you given a say in your care?	9	9	2
Were you given sufficient information?	6	6	8
Were you listened to?	12	4	4

29th March – Stay Safe Event Hopwood College

CONDITION	HIGH	MEDIUM	LOW
Smoking	1	9	35
Drug and Alcohol Abuse	9	12	24
Lung Disease	12	24	9
Stroke	27	11	7
Heart Disease	31	10	4
Mental Health	24	17	4

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	25	12	1
Were you happy with the waiting time?	8	14	16
Were you given a reasonable choice over the location of the service?	13	19	6
Were you given a say in your care?	10	23	5
Were you given sufficient information?	18	19	1
Were you listened to?	22	11	5

17th May – RBUF Annual Involvement Day – Town Hall

CONDITION	HIGH	MEDIUM	LOW
Smoking	2	7	29
Drug and Alcohol Abuse	11	8	19
Lung Disease	9	15	14
Stroke	11	18	9
Heart Disease	19	17	2
Mental Health	27	11	0

PROVISIONS	VERY SATISFIED	SATISFIED	NOT SATISFIED
Were you treated with respect?	20	8	5
Were you happy with the waiting time?	10	14	9
Were you given a reasonable choice over the location of the service?	10	11	12
Were you given a say in your care?	10	14	9
Were you given sufficient information?	12	16	5
Were you listened to?	20	6	7

CONTACT DETAILS:

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