

Healthier **Together**

Improving health and care in Bristol,
North Somerset and South Gloucestershire



The Healthier Together Panel

Survey results – January 2019



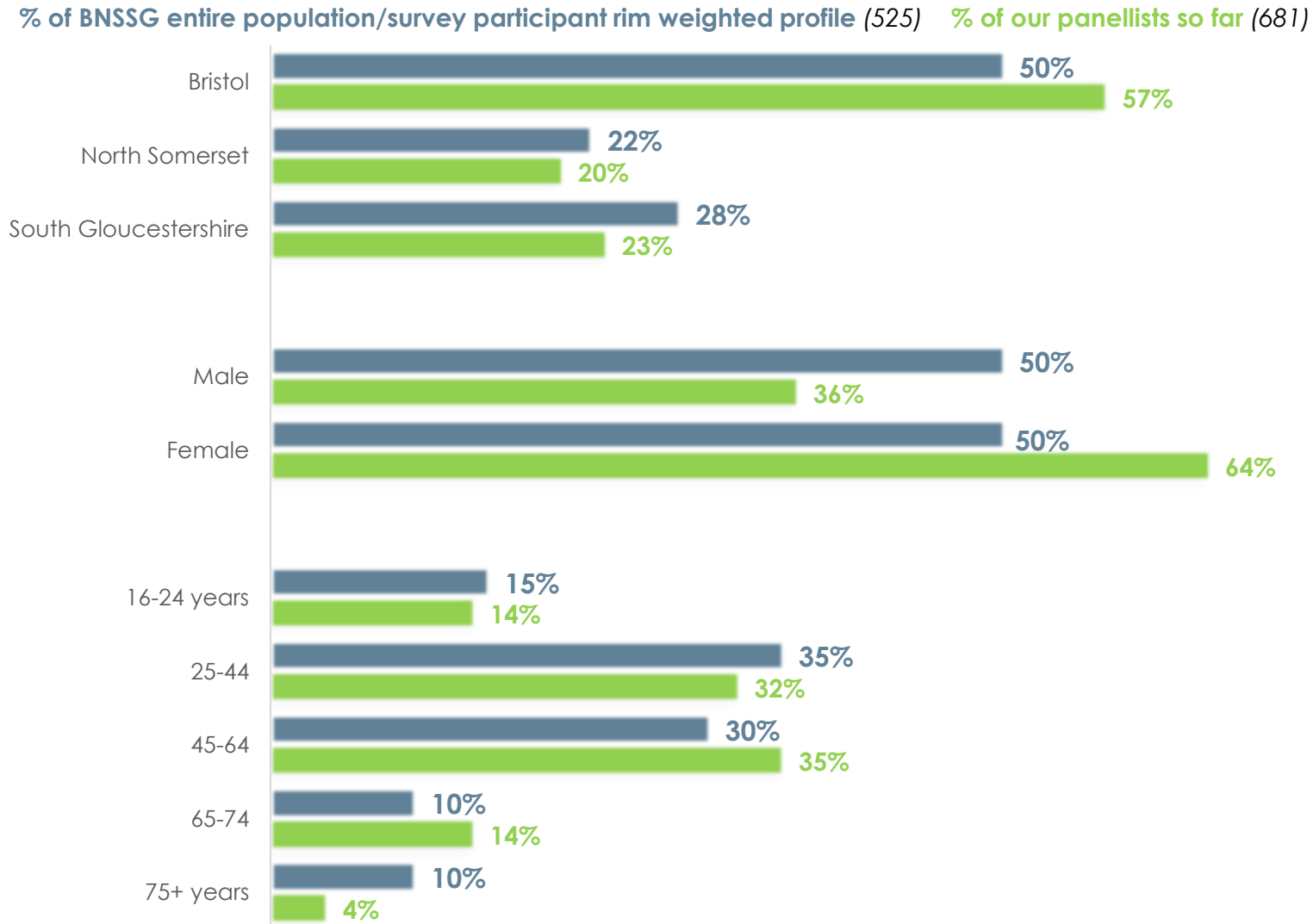


Our Vision:

“Understanding the needs and wants of the BNSSG population, so that we can make quicker, more effective decisions and deliver better health outcomes for our citizens”



Sample profile 1 – we have a robust and representative sample to work from. Focus from now will be to maintain overall shape whilst driving total to 1,000 target





Healthier Together Citizen's Panel

Survey Results

September 2018 to January 2019

Main Structure


Section 1
Overview

Section 2
Survey results




Overview – Current state of mind and priorities

Current state of mind



70% of BNSSG residents report that they are **feeling healthy**



69% of BNSSG residents currently **feel in control** of their lives



Only 58% of BNSSG residents currently **feel happy**

Taking ownership of health

Lifestyle changes, mental health awareness and stress reduction are cited, by BNSSG residents, as the three most effective measures that they could take to keep themselves healthy and well



2/3

Two thirds report, however, that they do not find it easy to make these things happen



The vast majority of BNSSG residents resort to self help measures first in the event of a nasty cold


Spend Priorities



If BNSSG residents were in control of the health and care budget, 28% of it would be split equally between adult and children's mental health



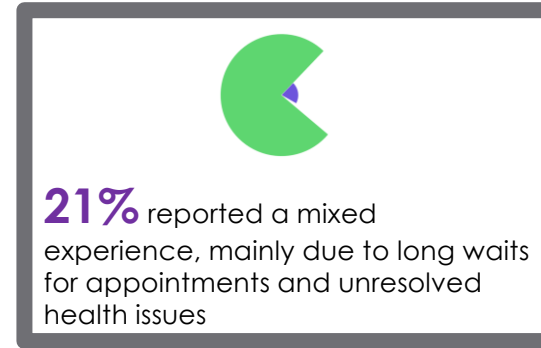
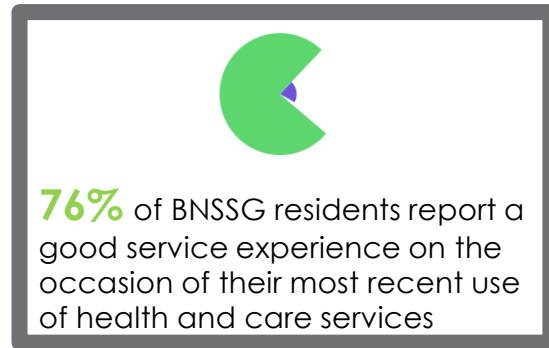
They would split a further 30% of the budget equally between hospital care and General Practice



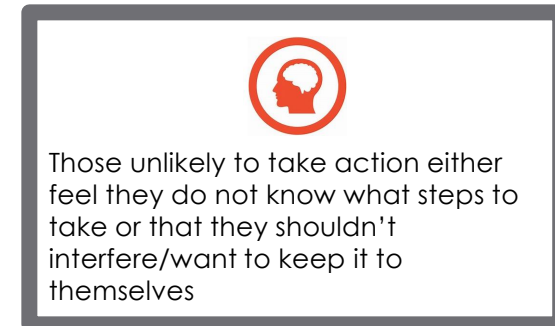
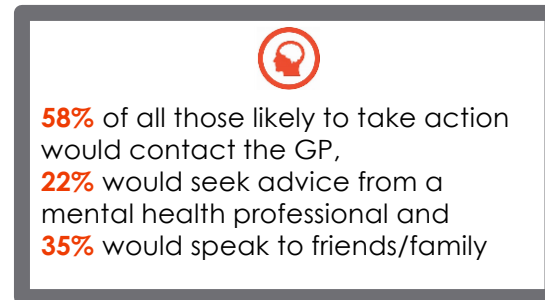
The remaining 42% of the budget would be shared relatively equally between services for older people, learning disabilities, end of life care, children's social care and adult social care

Overview – Service experiences, mental health and General Practice

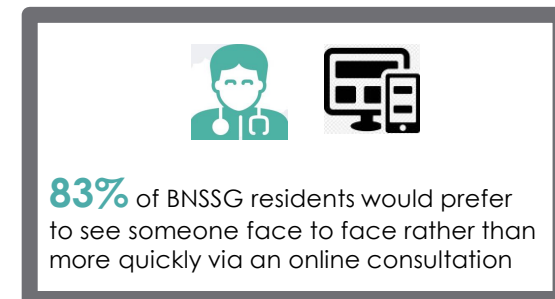
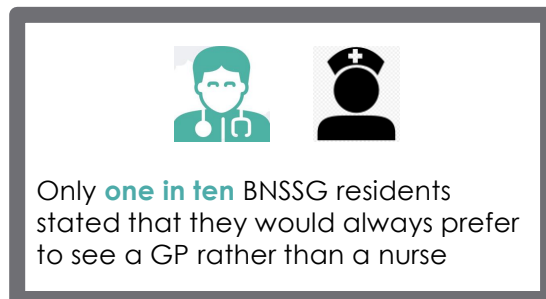
Service experiences



Mental health



General Practice



Through the ages



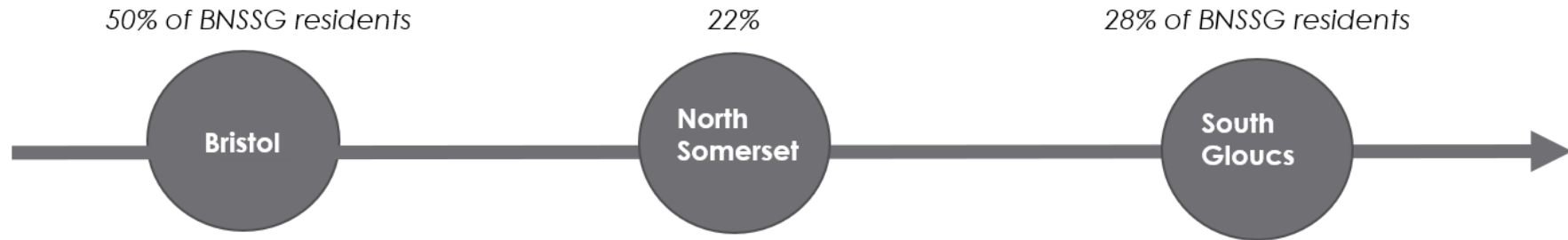
- 16-24's feel less happy and less in control of their lives, than average
- The 16-24 age group also have higher than average feelings of stress and money worries
- 92% of students say they are likely to take action if worried about mental health

- Under 45's feel less healthy than the 45 and overs
- The under 45 age group place a stronger than average emphasis on investment in children's mental health
- More than a quarter of this age group have used NHS 111 in the last few years

- The newly retired (65-74 yrs) feel the healthiest, happiest and most in control of their lives
- Those aged 45 to 74 have a stronger than average desire to make lifestyle changes, eat more healthily, exercise and lose weight

- 75+'s feel less happy and less in control of their lives, than average

Across the sub-regions



Health, happiness and control indices

Those in **North Somerset** feel significantly **less healthy, less happy and less in control** than those in Bristol and S. Gloucs

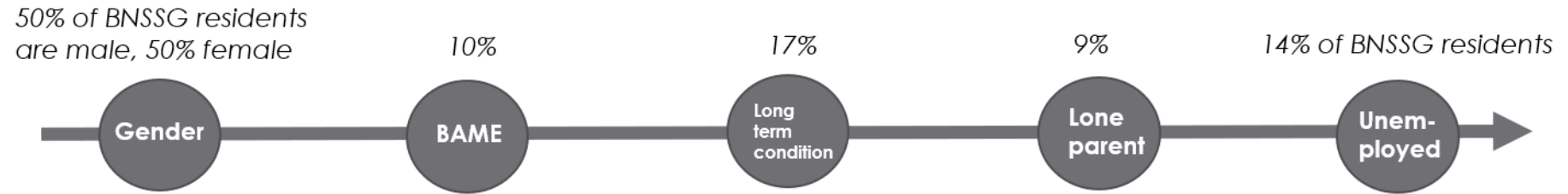
Other significant differences

- Higher than average **concern about Brexit, crime and homelessness**
- Higher than average feelings of the **need to reduce stress**
- Call for a higher than average spend on **hospital care**
- Greater satisfaction** with their recent use of health and care services than in North Somerset
- More likely to seek professional mental health advice if worried about **mental health**, than in the other sub regions

- Higher than average **concern about the NHS** (waiting times, demand for services, under staffing, WSM A&E closure) and **housing affordability**
- Higher than average concern regarding **mental health**
- Significantly higher percentage that consider it to be mainly the **NHS/LA's responsibility to keep citizens healthy and well**
- Call for a higher than average spend on **children's social care** and adult **mental health**
- More likely to have taken advice from a **pharmacist, used 999 and A&E**

- Higher than average **concern about the NHS** (waiting times, demand for services, under staffing, 24/7 cover) and **Brexit**
- Higher than average concern regarding **mental health**
- Call for a higher than average spend on adult and children's **mental health**
- Greater satisfaction** with their recent use of health and care services than in North Somerset
- Much more likely to contact the GP if worried about **mental health**, than in the other sub regions

Other sub-groups



Health, happiness and control indices

Males feel **less healthy** and **happy** than females

BAME feel **less healthy** than White

Those with long term conditions, those living alone and the unemployed feel **less healthy, less happy** and **less in control** than their counterparts

Other significant differences

Males have greater personal concerns about mental health than females...

BAME have greater concerns about **stress reduction** than white

Those with long term conditions, lone parents, those living alone and the unemployed all find it **more difficult than others to make positive health and wellbeing changes** happen

- ...But interestingly, **females call for greater spend on mental health** than males do

- **Males** are significantly **less likely to have used health and care services** in the last few years and those males that have are **less satisfied** with the experience than average

- BAME call for a higher than average spend on **services for older people**

- **BAME** are significantly **less likely to have used health and care services** in the last few years

- Those with a LTC call for a higher than average spend on **adult social care**

- The unemployed call for a higher than average spend on **adult mental health and learning disabilities**

BAME, lone parents and the unemployed are three of the four sub-groups most likely to **take action if they had a mental health worry** (the other being students)

Section 2 Survey results



Section 2 Structure

Section 2.1
Current state of mind

Section 2.2
**Sharing £1,000 between local health and
care provision priorities**

Section 2.3
Health and care service experiences

Section 2.4
Mental health

Section 2.5
General Practice

Section 2.6
Overview

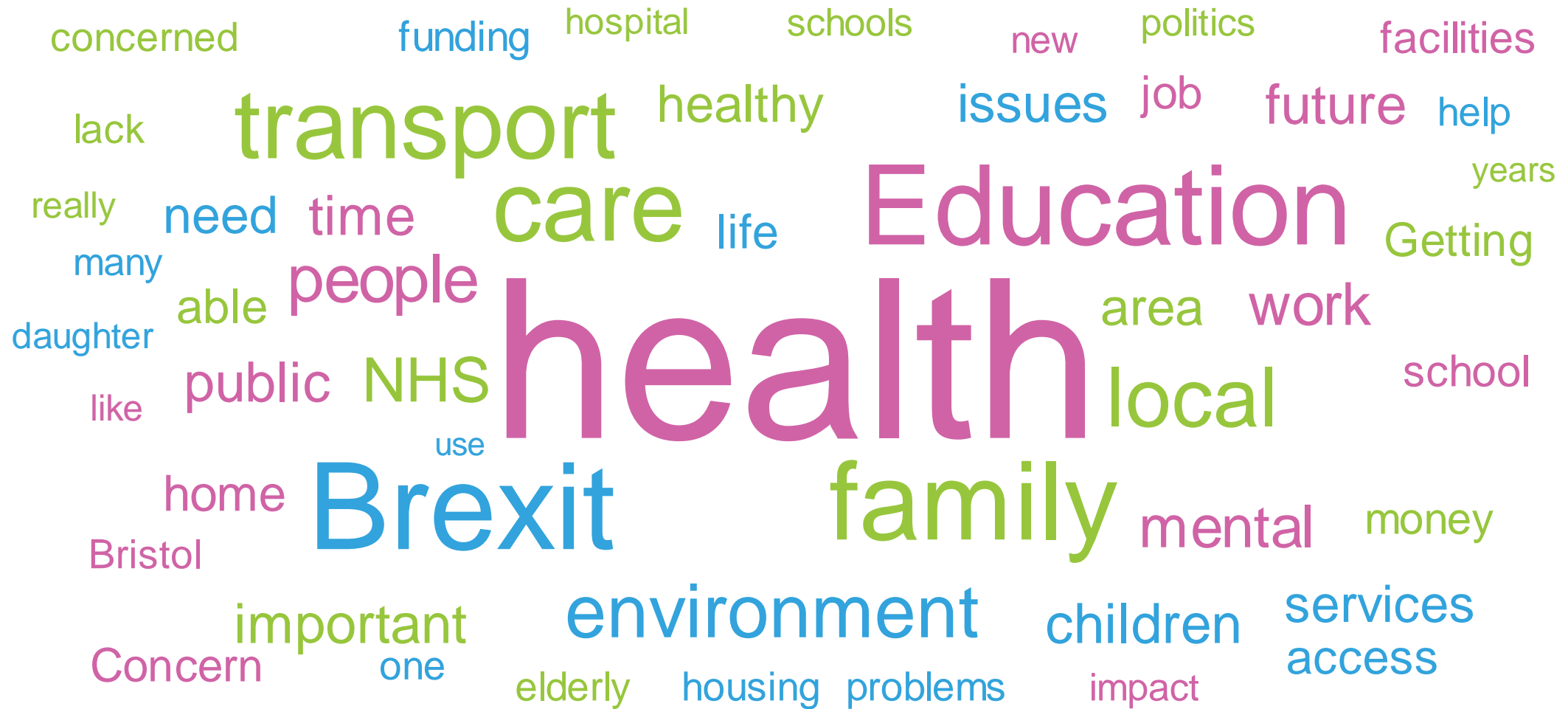




2.1
Current state of
mind

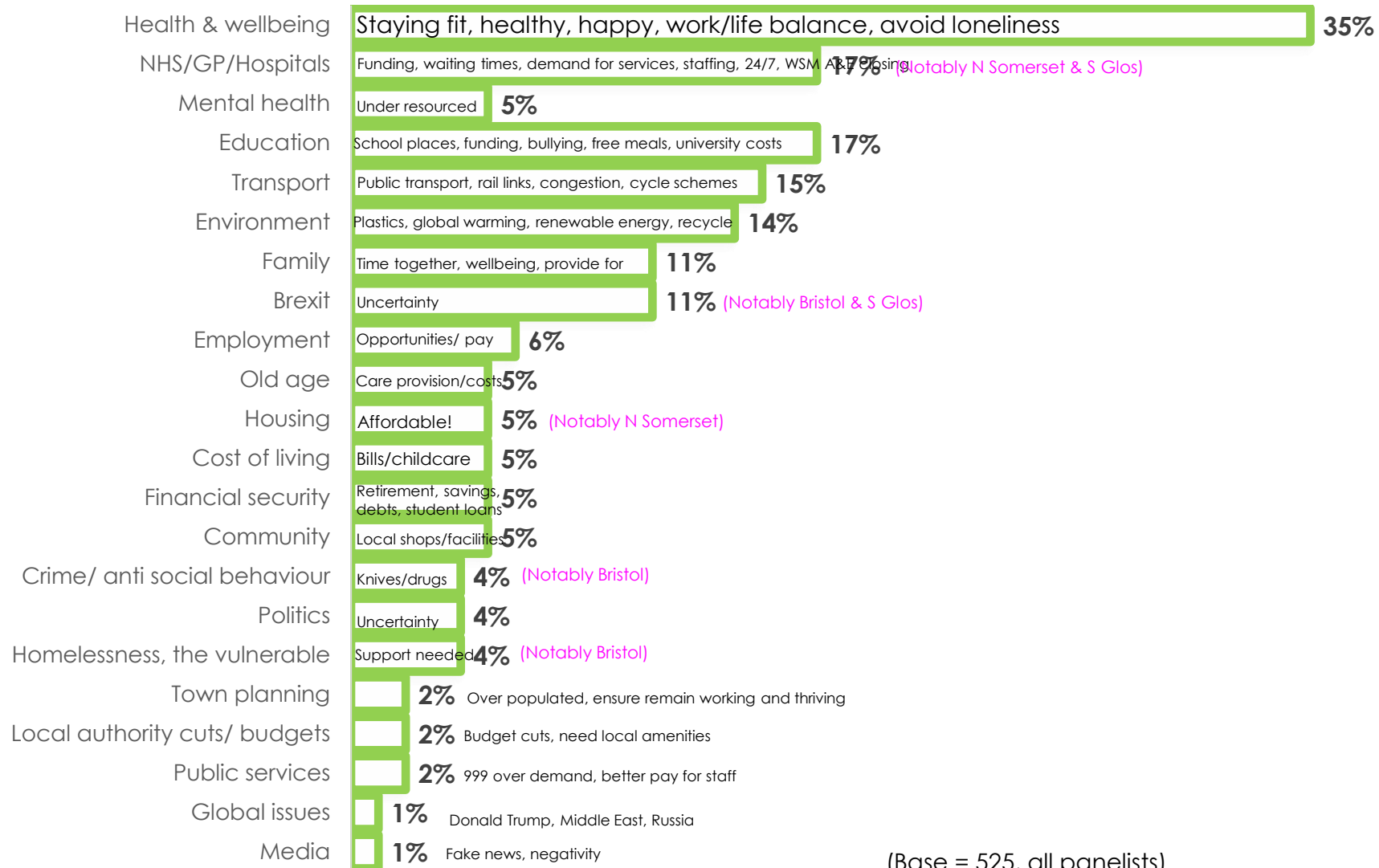
What is currently at the forefront of your mind?

(looking at it qualitatively)



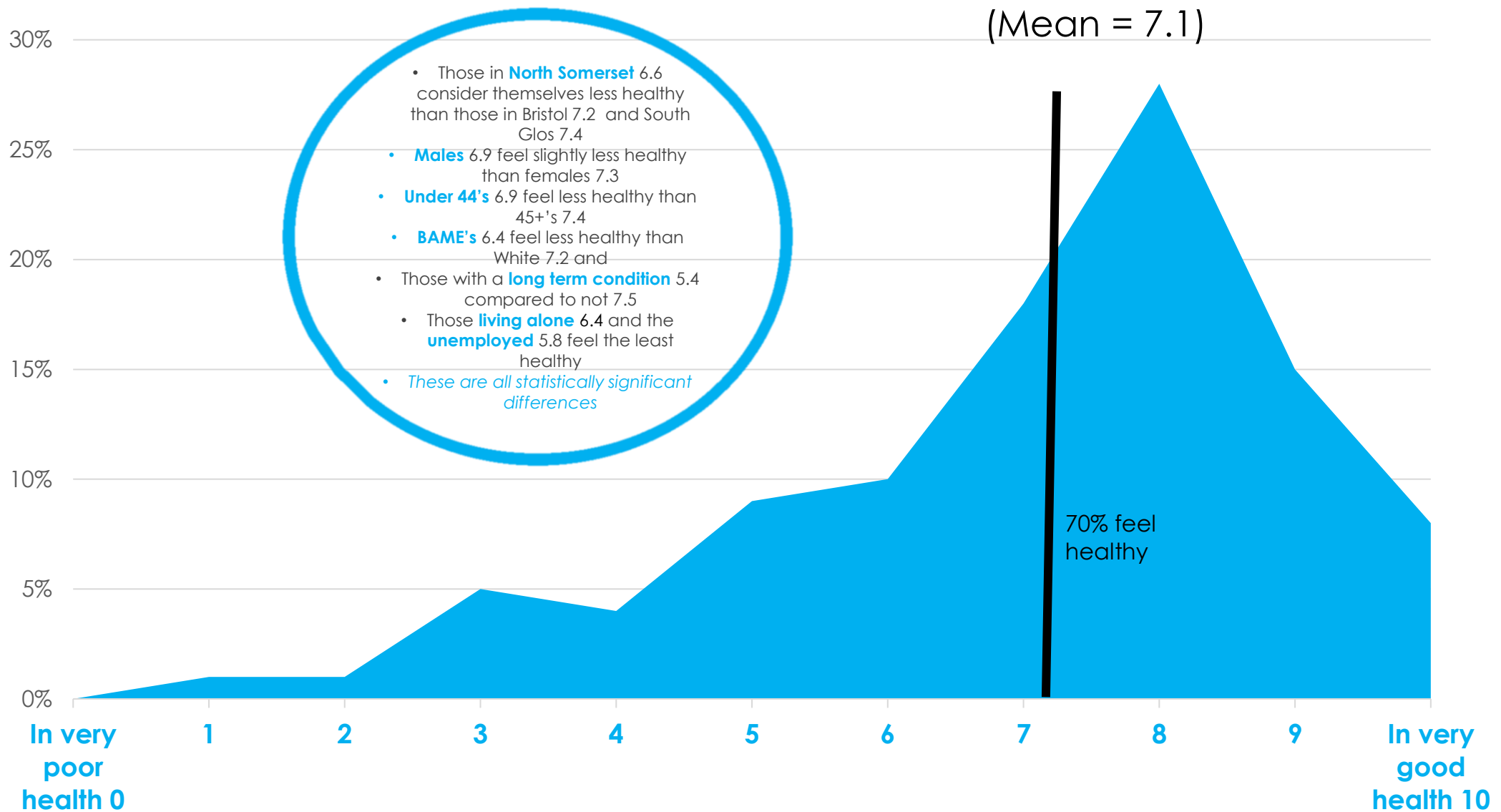
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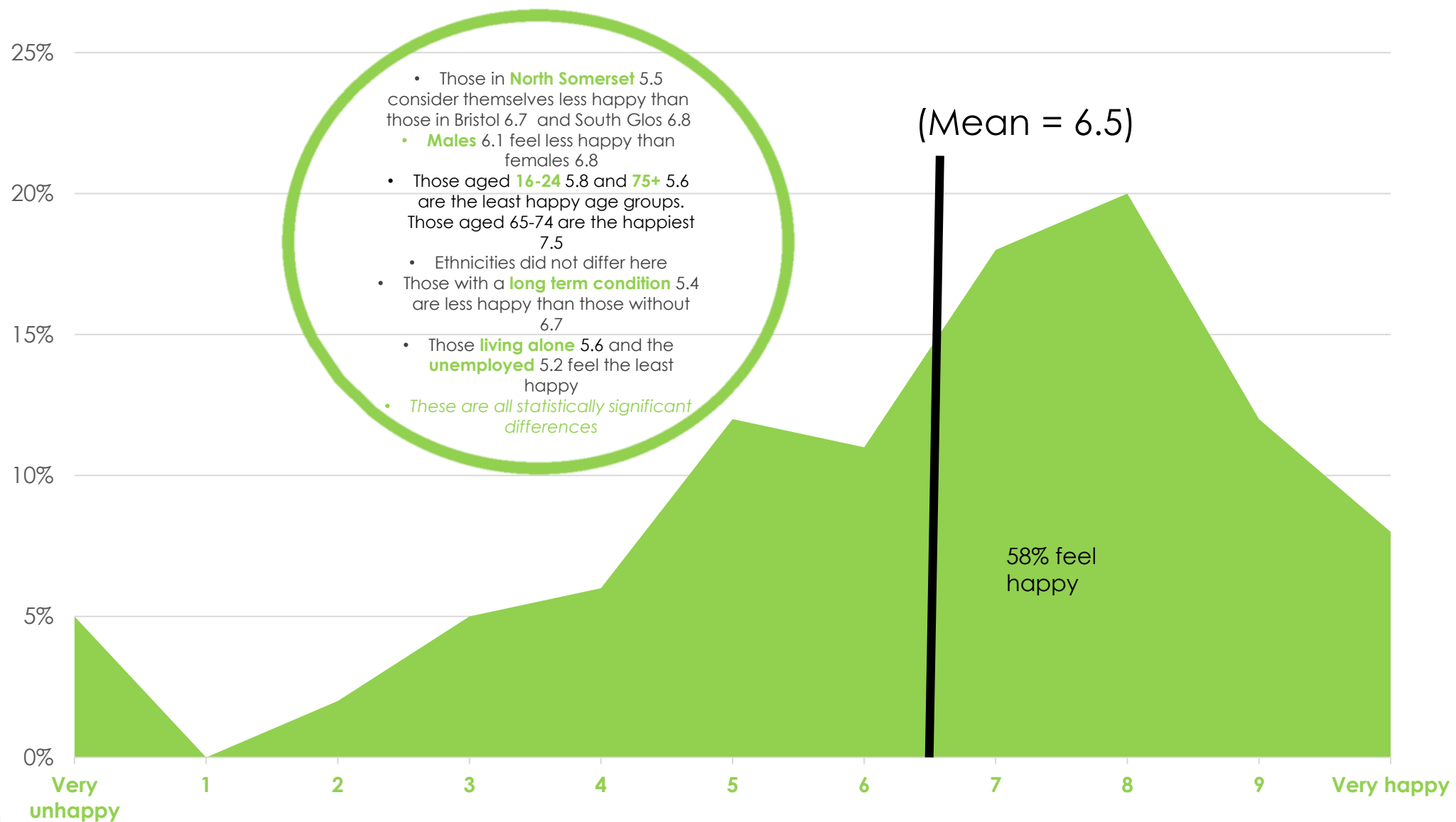
(Base = 525, all panelists)

Healthiness - do you currently consider yourself to be.....

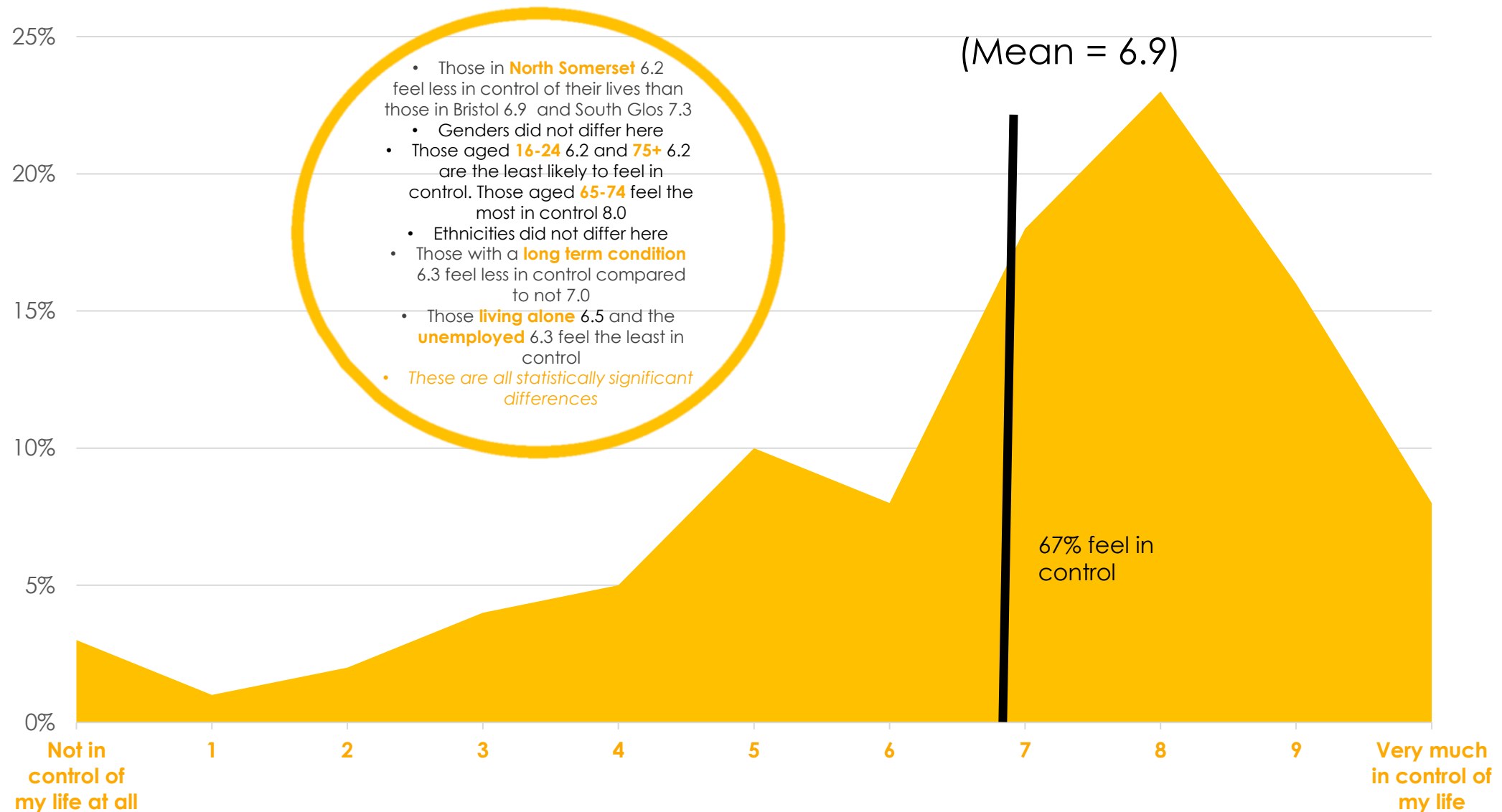


(Base = 525, all panelists)

Happiness - do you currently consider yourself to be.....



Control - do you currently consider yourself to be.....



What do you believe is the SINGLE MOST effective thing that you could do to keep yourself healthy and well?

- 7 main themes emerge overall
- Lifestyle changes, mental health awareness and stress reduction account for three quarters of the total measures
- Money matters make up much of the remainder



(Base = 525, all panelists)

What do you believe is the SINGLE MOST effective thing that you could do to keep yourself healthy and well?

Differences across sub categories



(Base = 525, all panelists)

How easy do you find it is to make these things happen? (i.e. the single most effective thing they could do to keep themselves healthy and well)

(Base = 525, all panelists)

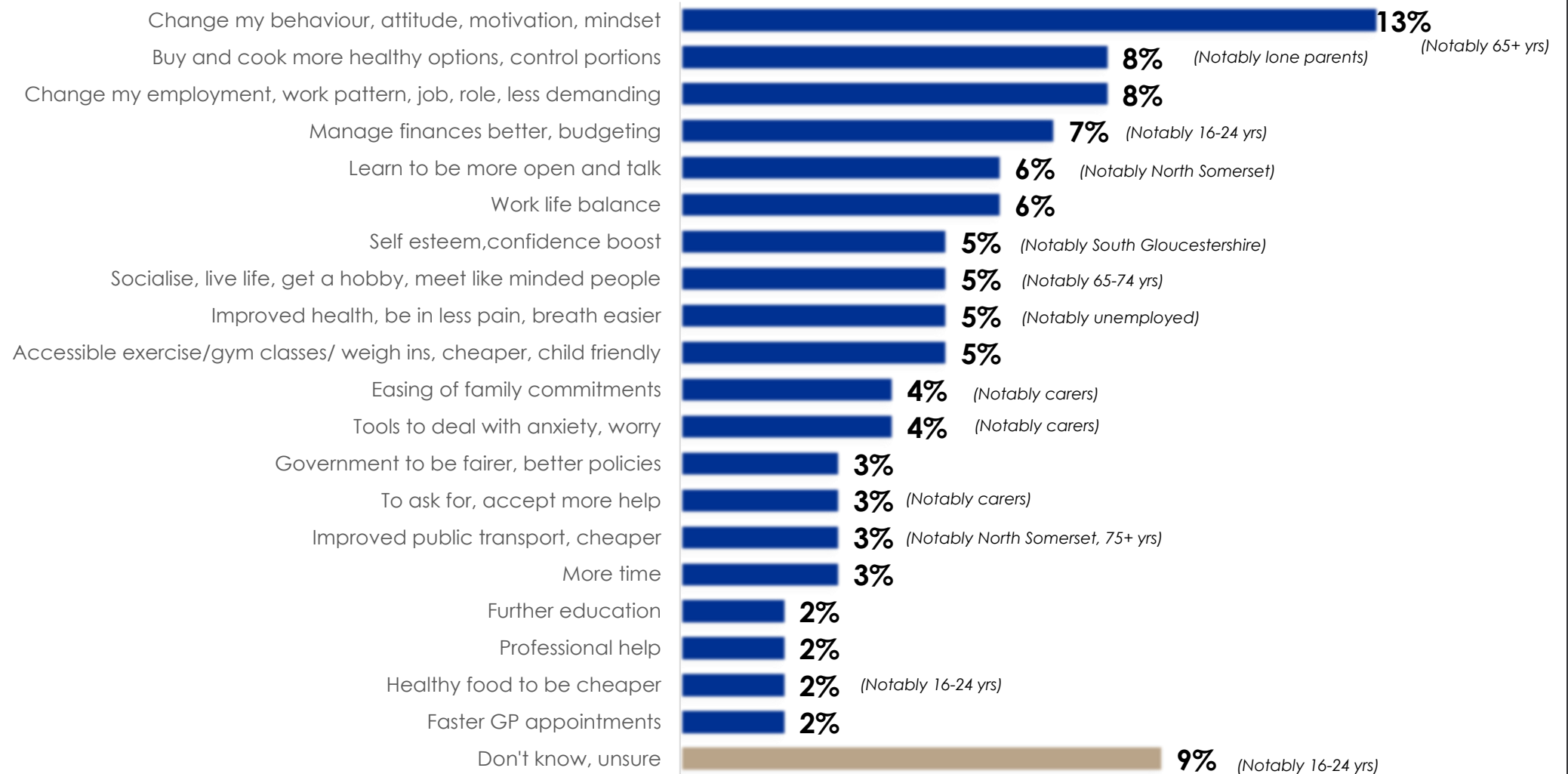


Category	% saying not easy to make happen
Bristol	68%
North Som	68%
South Gos	65%

(* significant differences)

Category	% saying not easy to make happen
Not working	84% *
Student	76% *
Living alone	77% *
Lone parent	91% *
Long term condition	78% *

What needs to change/happen to make it easier for you to keep healthy and well? (Quantitatively)



In your frank and honest opinion, to what extent do you believe that people are responsible for ensuring that they are as healthy and well as they can be?
 (as opposed to it being the NHS/LA's responsibility)

(Base = 525, all panelists)



Category	% saying mainly NHS/LA
Males	16%
Females	15%
Younger	11% (Equal R. 36%)
Older	19%

Category	% saying mainly NHS/LA
Bristol	13%
North Som	28% * (significant difference)
South Glos	8%

Category	% saying mainly NHS/LA
White	16%
BAME	4% (Equal R. 39%)
Long term condition/no LTC	15% / 15%
Unemployed	23% (Equal R. 50%)

Self – help scenario testing

We'd now like you to think back to a time when the following scenario has happened to you.....

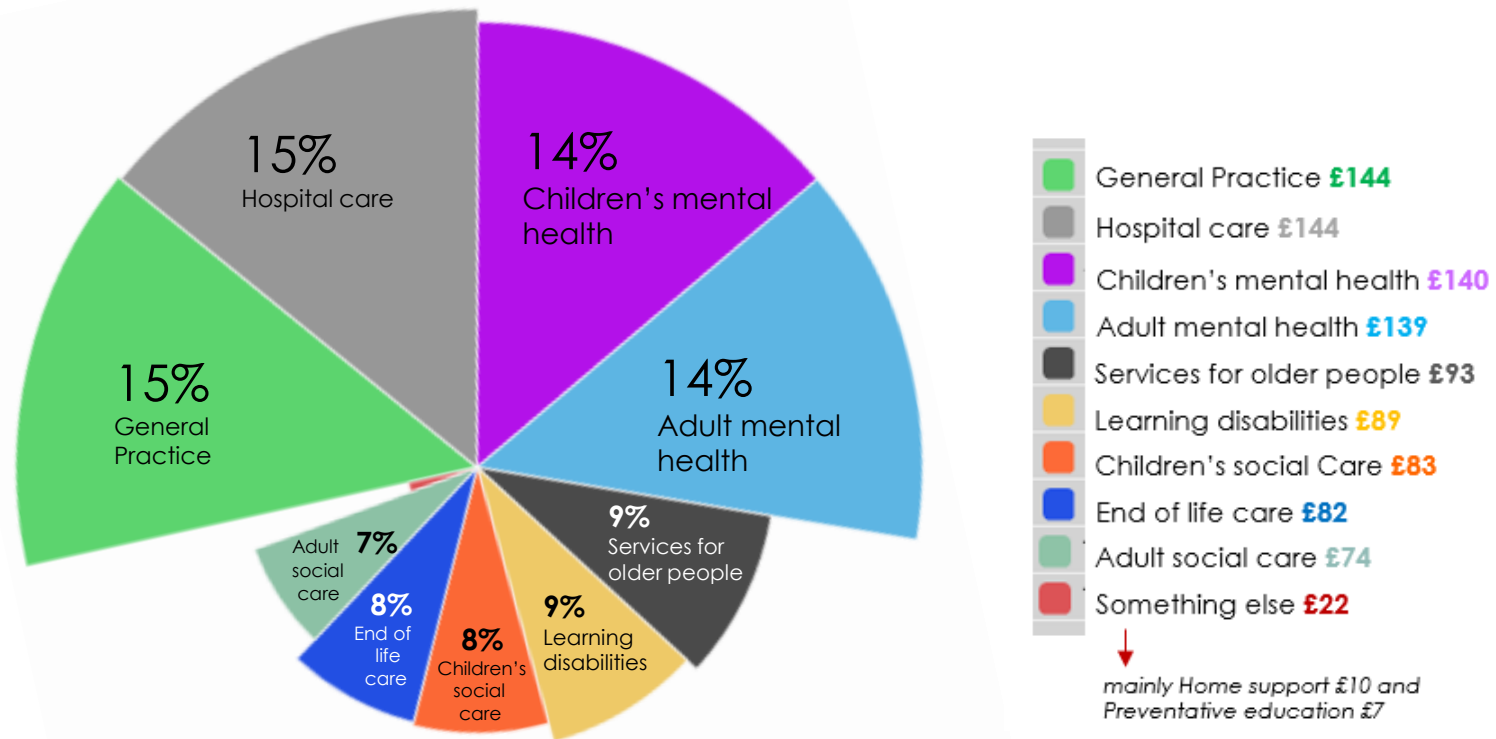
For 2 to 3 days you have been feeling shivery, have a slight temperature, you're sneezing or coughing and feeling achy and tired. What action did you take? (or if this hasn't happened to you for a long while, what would you typically do?)



(Base = 525, all panelists)



Each panelist was given a £1,000 budget and asked to share this between a number of local health and care provision priorities



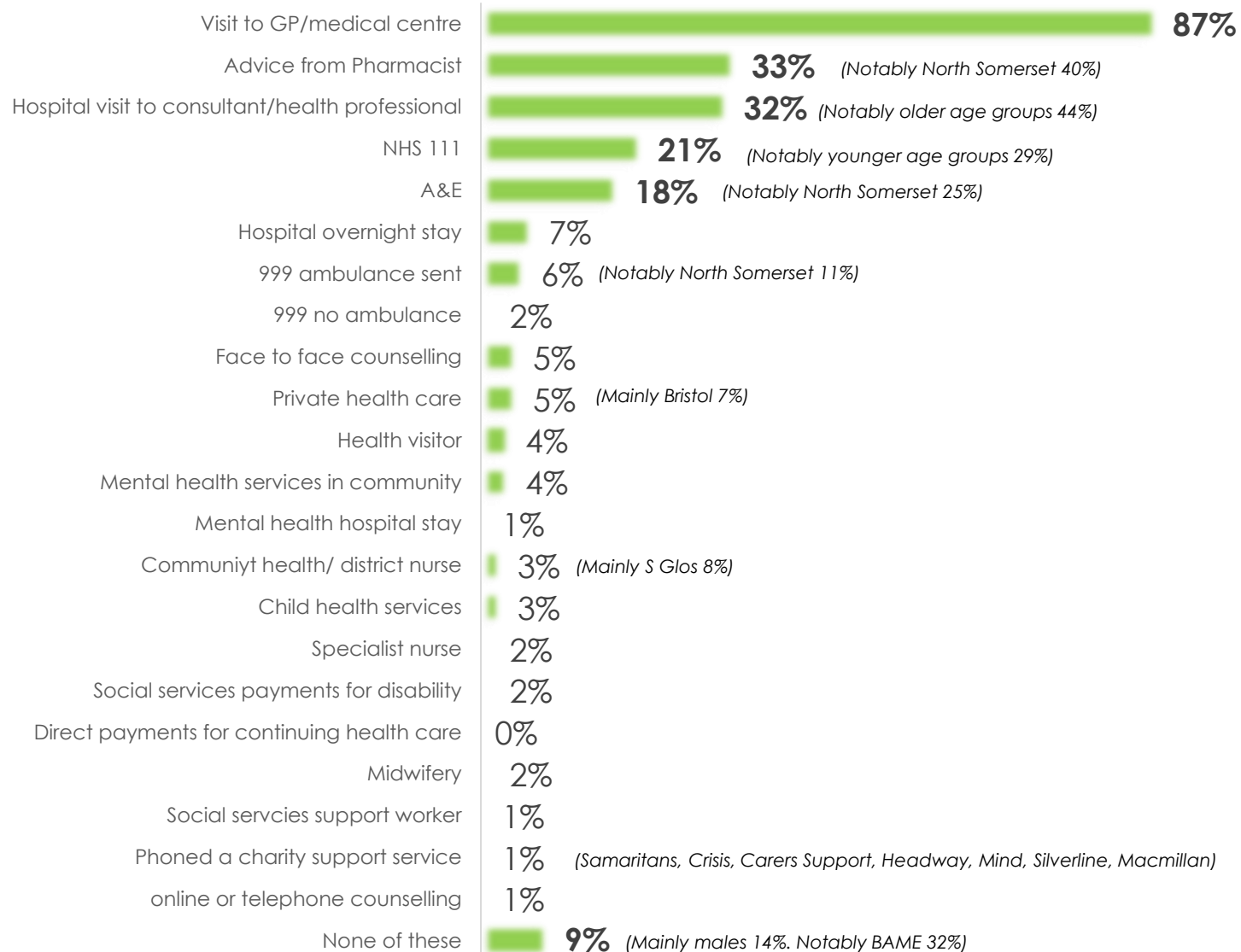
(Base = 525, all panelists)

Summary

- More than **one quarter of the total budget (28%)** would be spent **on mental health** by a representative sample of BNSSG citizens
 - Split equally between adult mental health and children's mental health
- Just under **one third of the total budget (30%)** would be shared equally between **hospital care** and **General Practice**
- The **remainder of the budget (42%) is shared relatively equally** between the remaining priorities: services for older people, learning disabilities, end of life care, children's social care and adult social care
- Looking across sub-segments of this representative sample of BNSSG citizens (*as per the following two charts*), **spending priorities do not vary wildly** but there are some slight differences of opinion/emphasis:
 - Bristol places a little more emphasis on **hospital care** and a little less on **adult mental health**, compared to the average
 - North Somerset places more emphasis on **adult mental health** and **children's social care** with a little less emphasis on **hospital care** and **children's mental health** than the average
 - South Gloucester places a little more emphasis on **adult and children's mental health** and a little less on **learning disabilities**, compared to the average
 - Those with a long term condition place a little extra emphasis on **adult social care** than the average
 - Males place less emphasis on **mental health** and more on **hospital care** and **General Practice**, for females it's the **exact opposite**
 - BAME citizens place less emphasis on **mental health** and more on **services for older people**, compared to the average
 - Younger age groups place a little more emphasis on **children's mental health** than older age groups
 - Those with children at home prioritise **children's mental health** over everything else
 - The unemployed prioritise spend on **adult mental health** and **learning disabilities**



Use of health and care services over the last year



(Base = 525, all panelists)

Was your most recent experience of health and care services a good experience?



Comments from those with a positive experience...

- Helpful 21%**
- Listened to me and spent time 12%**
- Good service 17%**
- Effective – issue resolved 13%**
- Amazing, excellent, brilliant, wonderful 14%**
- Clear, concise advice, easy to understand 10%**
- Prompt, quick, short wait 15%**
- Kind, caring, lovely, felt valued, understanding 10%**
- Professional, knowledgeable, informative, reassured 9%**

Comments from those with a mixed/poor experience

GP appointments

Appointment difficult to make,
lack of availability,
takes too long **26%**

Poor explanations, advice,
answers, unresolved, lacked
knowledge **25%**

Felt rushed, pressured **13%**

Didn't feel enough was done,
felt fobbed off **8%**

Didn't feel listened to **4%**

A & E / Hospital visits

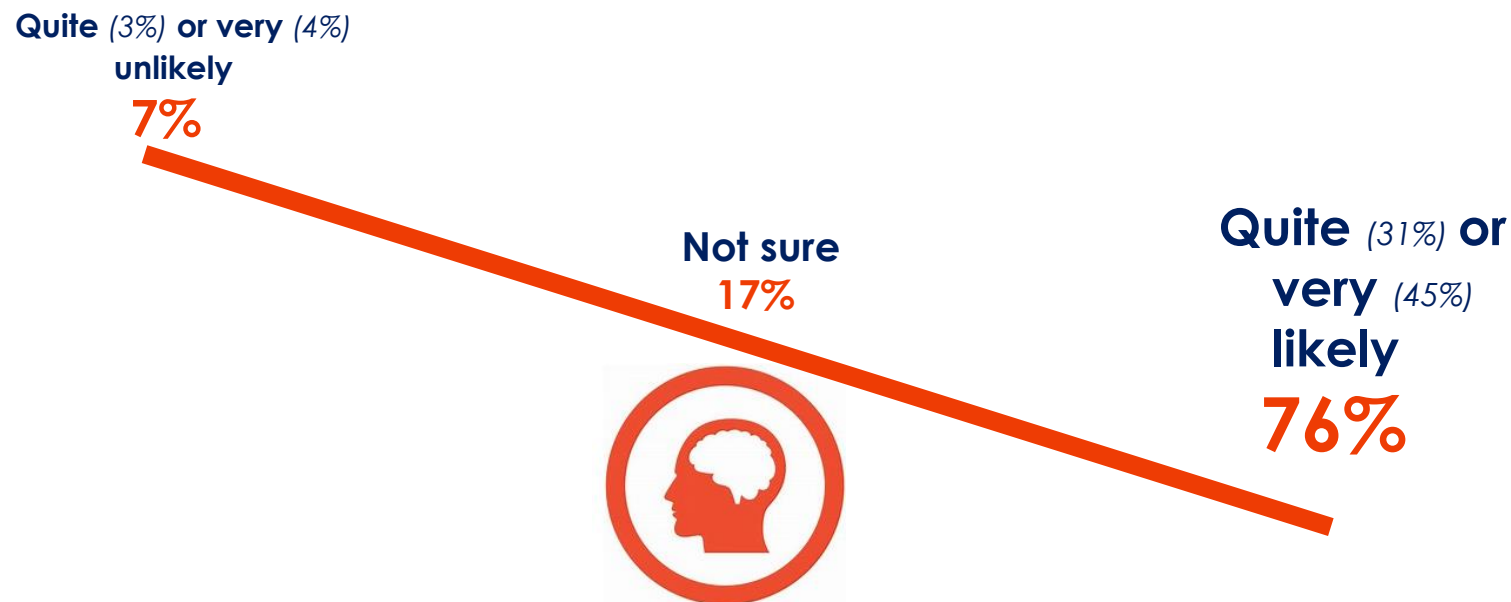
Understaffed, "*horrendous
waiting times*" **7%**



2.4
Mental health

If you became worried about your mental health wellbeing (or that of a close friend/member of the family) how likely would you be to take any action?

(Base = 525, all panelists)



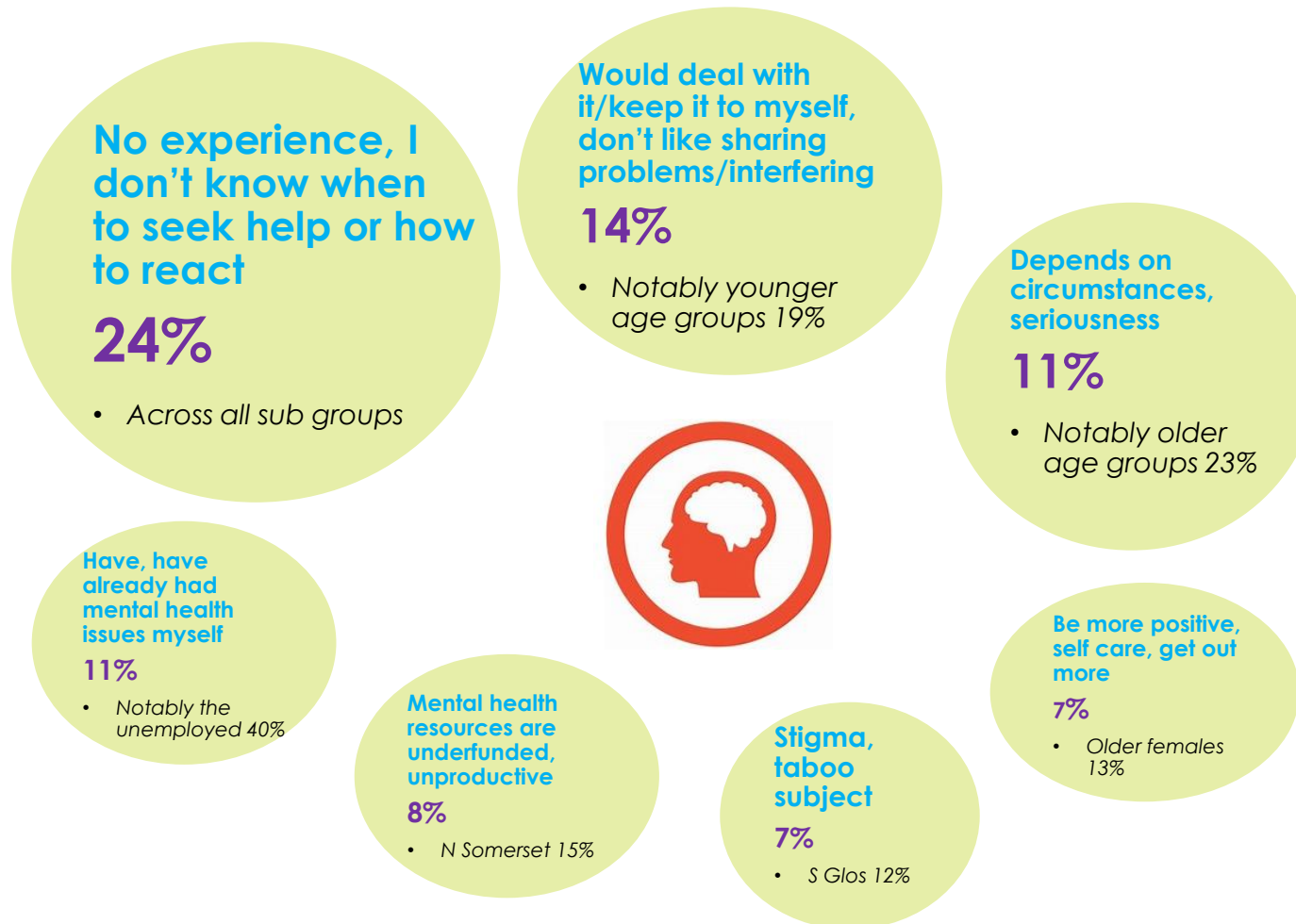
Very few differences across sub-categories.
Some stand out %'s though:

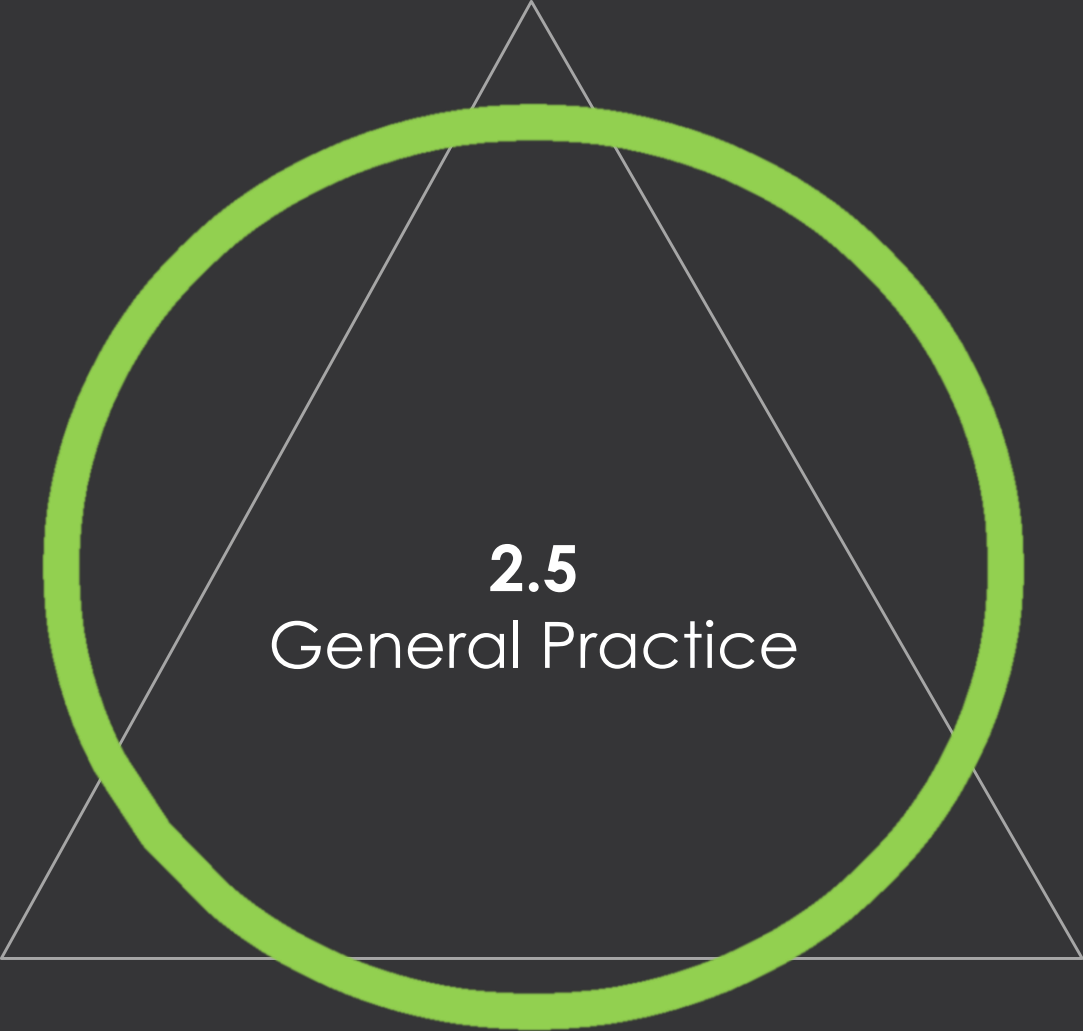
Category	% saying very or quite likely
BAME	84%
Unemployed	86%
Lone parents	92%
Students	92%

Mental health - Those who say likely to take action – What would you do?



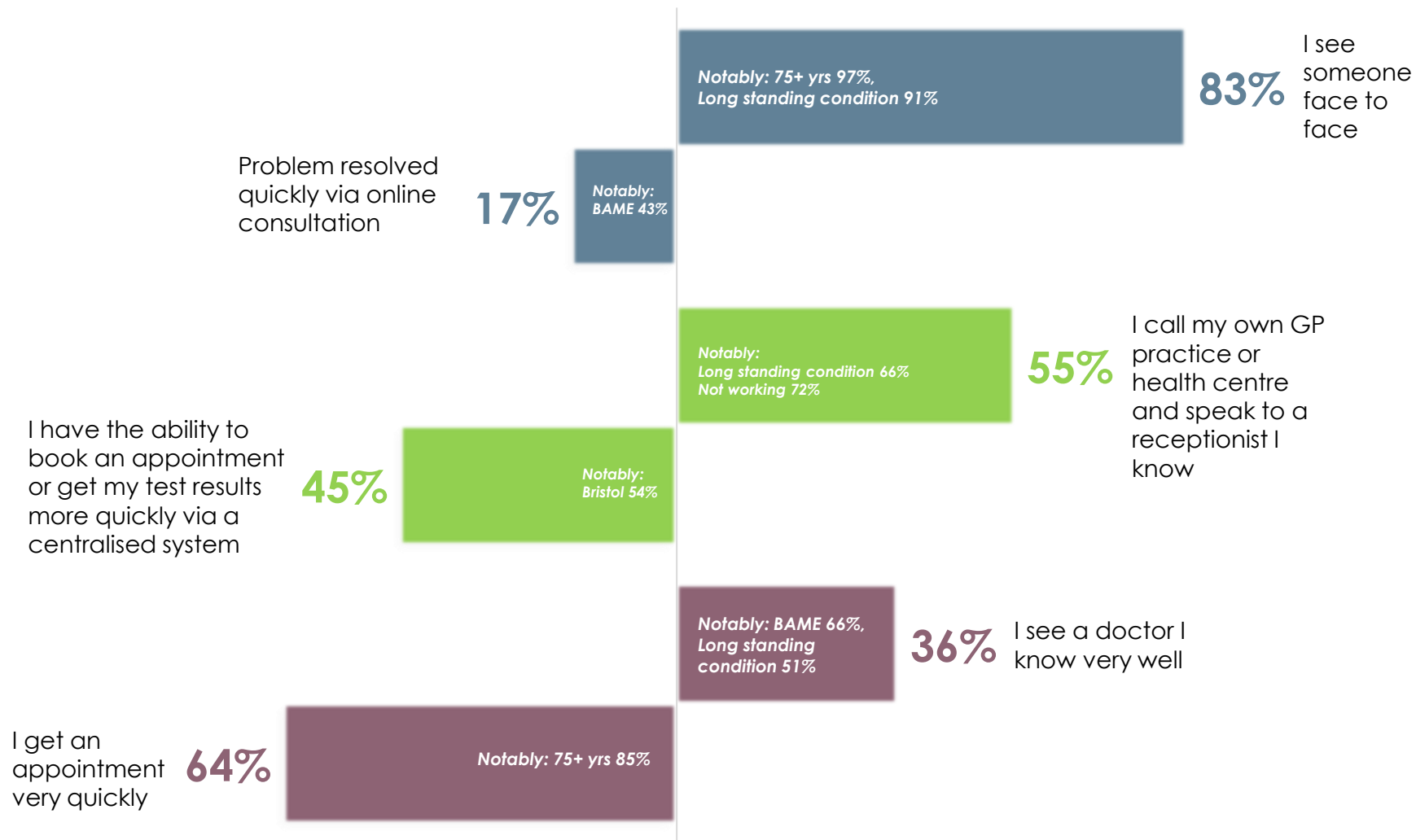
Mental health - Those who say not sure or unlikely to take action – Why do you say that?





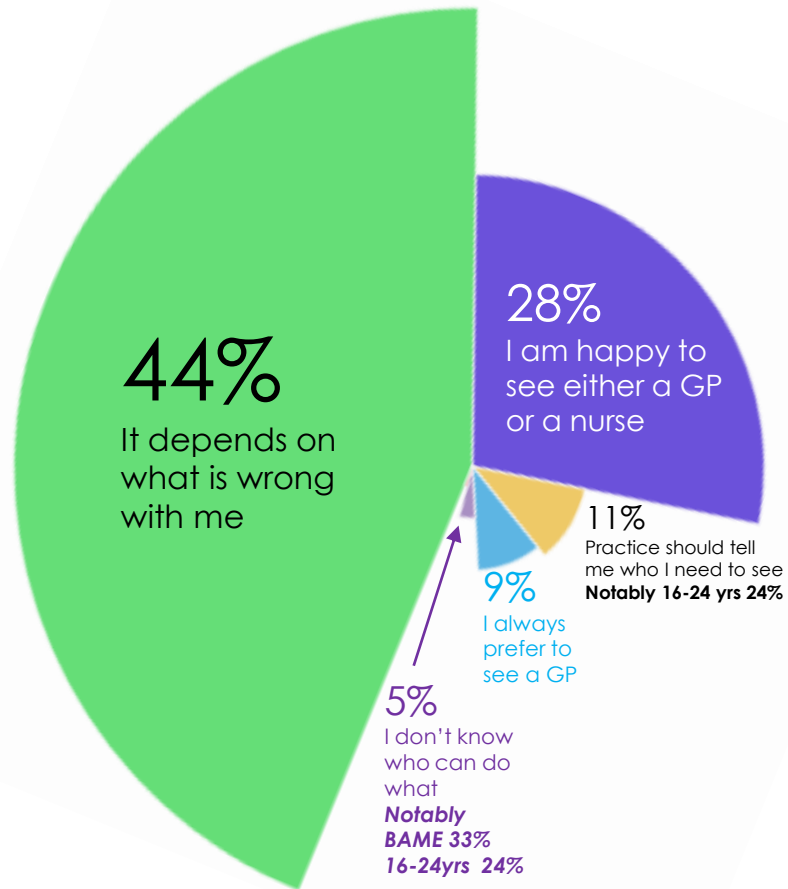
2.5
General Practice

When thinking about how you access health services, which is more important to you on balance...



(Base = 525, all panelists)

Thinking about making appointments at your GP practice, which of the following applies to you most strongly?



(Base = 525, all panelists)

Thinking now about when you are unwell and visit the GP. What do you think might make you more likely to visit a pharmacist instead?

(Base = 525, all panelists)



GP

vs



Pharmacist

Around one half would go to a pharmacy instead on the advice of their GP or GP practice

If the GP told me to go to a pharmacist next time I have a similar problem

31%

More than a quarter would go to a pharmacy instead if they knew more about a pharmacist's role

Understanding more about what the pharmacist does

29%

If I contacted my practice and was told I should visit the pharmacist first

26%

One in five would visit a pharmacy instead if the understood the benefits to the NHS

Understanding why going to a pharmacist helps the NHS

24%

22%

If I could be seen by the pharmacist quicker than by my GP


8%

If the pharmacy was closer to my home than the GP practice

Speed and, to a lesser extent distance, also have a part to play

None of the above
20%
One in five would not go to a pharmacy instead if they felt unwell

(This analysis applies very similarly across panellist sub-categories)



**Please contact us
with any further
questions**

Bnssg.healthier.together@nhs.net