

Community Services Procurement – Survey Results Summary

Members of the public, patients and carers were invited to complete an online survey or a paper survey in October and November 2018 asking about community health services.

Services working together

Survey respondents said that ‘services working together’ was important to them. Those who completed the survey felt that if a patient was seen by different health professionals, all professionals should be able to see the same information about that patient. This would mean that patients would not have to repeat themselves each time they see somebody different.

Respondents were then asked to name their single most important factor which could ‘make the NHS better’ and many comments talked about the idea of ‘joined up care’ and / or ‘services working together’.

Other areas that were deemed ‘most important’ included:

- increasing staff numbers
- preventing patients getting worse
- keeping people out of hospital
- using new computer systems for appointments

While respondents agreed that they should know more about local services, there was disagreement over how this should be done. Some suggested that health professionals telling patients about services would be good. Others believed that services should be ‘promoted’ in some way.

Respondents also focused on what happened after they had experienced a community health service. Some suggested that they had to ‘chase up’ individuals in order to get proper follow-up after their care. It was suggested that this part of care could be improved.

Locality hubs

There was a mix of opinions as to which services should be located within physical ‘locality hubs’. If there was a building where different services were located next to each other, respondents said a place where people could find out about health and social care would be useful. Mental health counselling services and social care services were also put forward as good things to have close together.

Other suggestions for a ‘locality hub’ included seven-day a week GP services and having more blood tests and / or x-ray facilities. Another option which was heavily selected was specific services for those suffering with long-term conditions.

When asked to give further comment to support their choices, some people suggested that services being next to each other would be the most important factor, where patients could see different professionals easily.

Some respondents thought that hubs could help provide greater access to doctors and other general practice services, while others felt that services for people with more complicated conditions and illnesses would be more suitable for this sort of place.

‘The NHS is thinking about putting some community services together in local buildings. What types of services would you most like to see in these hubs?’

