



Partners in improving local health



**North of England
Commissioning Support Unit**

Sunderland Urgent Care Public event evaluation and feedback forms

For NHS Sunderland Clinical Commissioning Group

January 2019



Sunderland Urgent Care – feedback and evaluation forms

Deliberative events

The public consultation for Sunderland Urgent Care took place between Wednesday 9 May to Sunday 2 September 2018.

During this period, 16 deliberative events were held throughout various locations throughout Sunderland. The events included a mix of day time and evening events. In total, 173 people attended these events, and 95 feedback and evaluation forms were collected.

Feedback events

Two feedback events were held on 22 and 23 October. In total, 60 feedback and evaluation forms were collected.

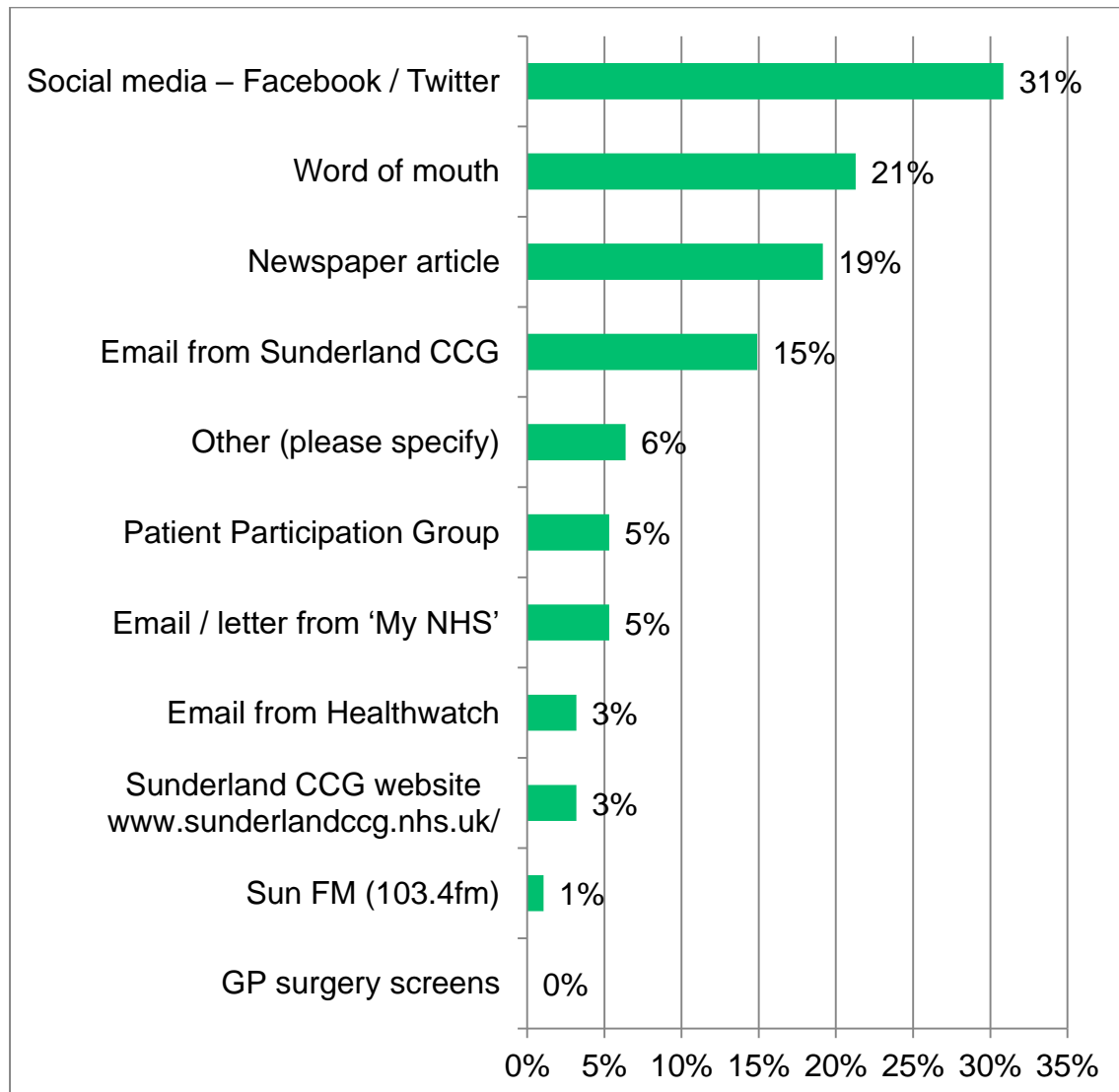
Report

This report will summarise the information collected through the feedback and evaluation forms

Deliberative events - summary

Please can you tell us how you heard about this event? (N=94)

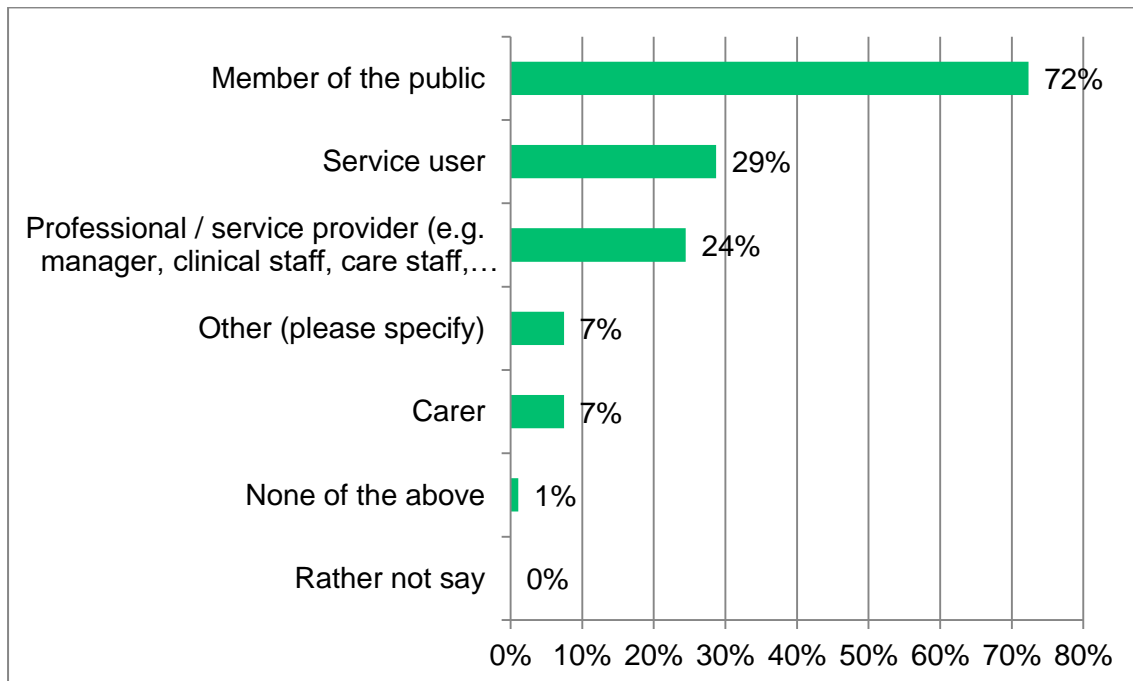
The majority of people told us they found out about the deliberative events through social media.



In total, six people made an 'other' comment. This identified that people found out about the events through a Councillor (2 comments), social media, word of mouth, Age UK, KONP information, and through Eventbrite.

Are you attending as... (n=94)

The majority of people who attended the deliberative events were members of the public.



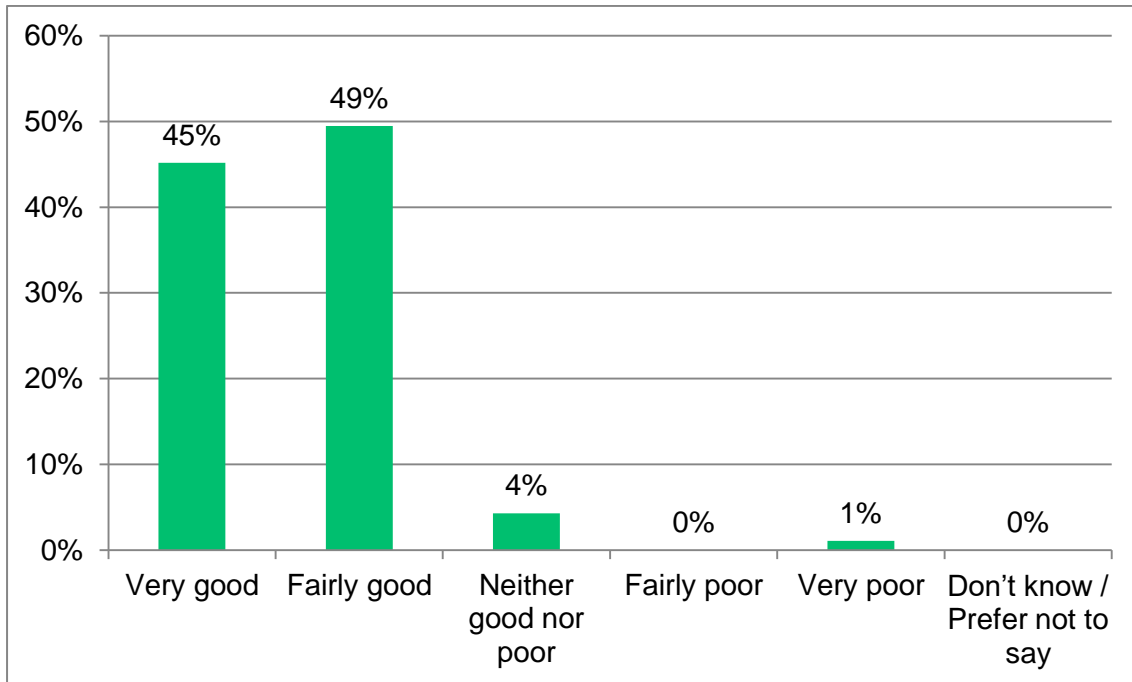
The 'other' comments received included:

- Retired nurse
- Overview and Scrutiny Officer
- CCG Lay member
- Healthwatch chair
- Care provider
- Sunderland City Council
- Councillor

What did you think of the venue? (n=93)

Nearly all respondents thought the venue was good (45%) or fairly good (49%). One person thought the venue (Bede Tower) was very poor. Four people felt the following venues were neither good nor poor:

- Hope street exchange (2 neutral)
- Bede Tower
- Bangladeshi Centre



A list of all venues used is included below:

- Bede Tower
- Bangladeshi Centre
- Boldon Community Association
- Glebe Centre
- Hetton Centre
- Hope Street Exchange
- North East BIC
- The Hetton Centre
- Washington Arts Centre

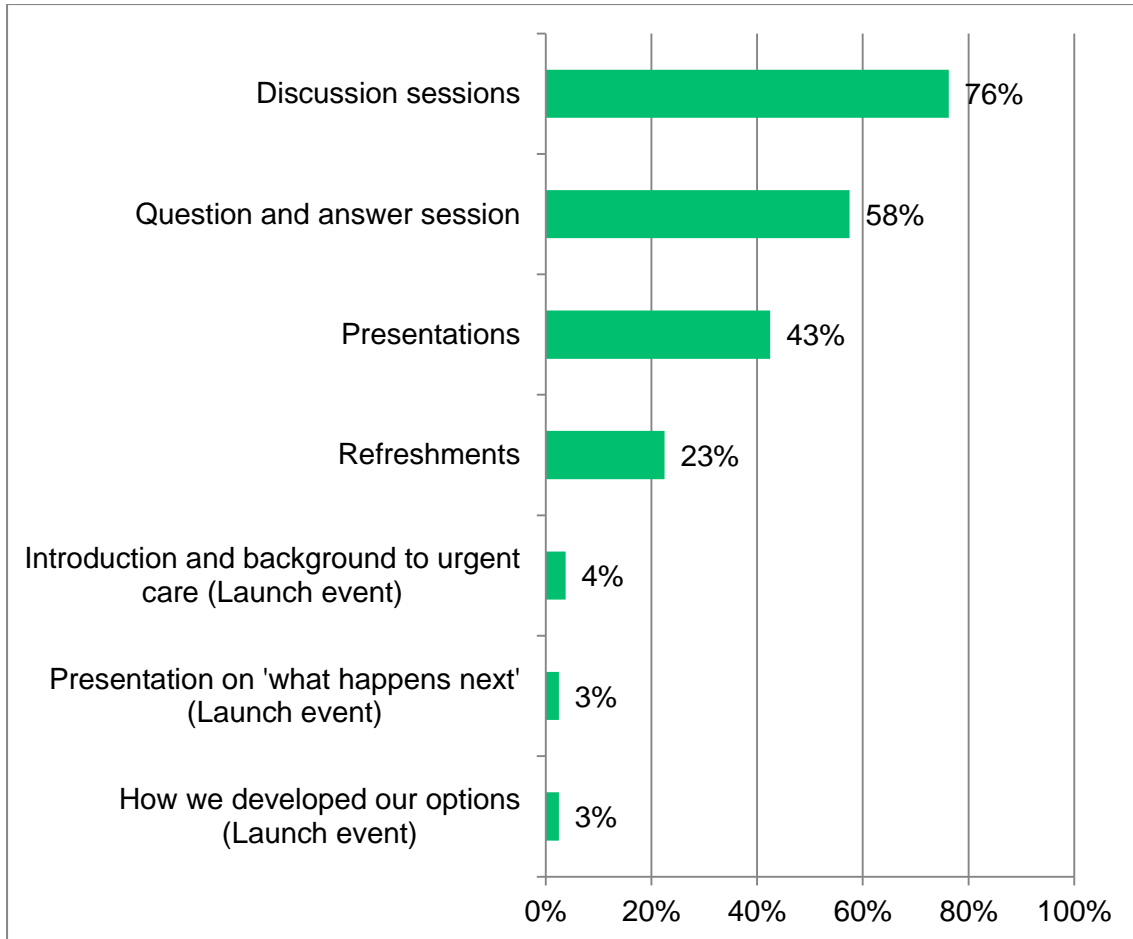
Do you have any other thoughts or comments you would like to make about the venue? (n=15)

People were asked to provide any other thoughts or comments about the venues used. In total, 15 comments were made, which are included below:

- No biscuits
- Poorly attended. The venue is quite nice
- Toilets need to be open. Got colder as evening progressed
- Venue location ideal, but I feel would need to provide more seating, especially if events are to be better publicised in future as promised
- Accessible by car, perhaps not so good by bus if poor mobility. Sound ok once air conditioning turned off
- Parking was an issue as it was very busy
- Better signposting this time, thank you.
- Mike system was poor
- Misleading Data
- brilliant biscuits
- very poor acoustics - problem of the building
- hard to find
- why not use the urgent care centre (walk in)
- It was cold
- Thank you for sound system, as a hearing aid user it really enables me to be involved

Thinking about today's topics, please could you tell us which ones you enjoyed? (n=80)

People were asked to tell us what they enjoyed at the deliberative events. People were most likely to say they enjoyed the discussion sessions and the question and answer sessions.



Were there any parts of the event that you particularly liked? (n=28)

When asked to tell us what people particularly liked, 28 comments were made. These are summarised below:

	No. of comments
Discussion	10
Question and answer session	5
All	4
Information provided	3
No	2
Presentations	1
Events team staff guiding discussions	1
Voicing opinion and being listened to	1
Finding out about the services available	1
Refreshments	1
Meet and greet	1
Listening to views of other people	1
Member of staff who dealt with disgruntled member of public on 121 basis	1
Small group	1

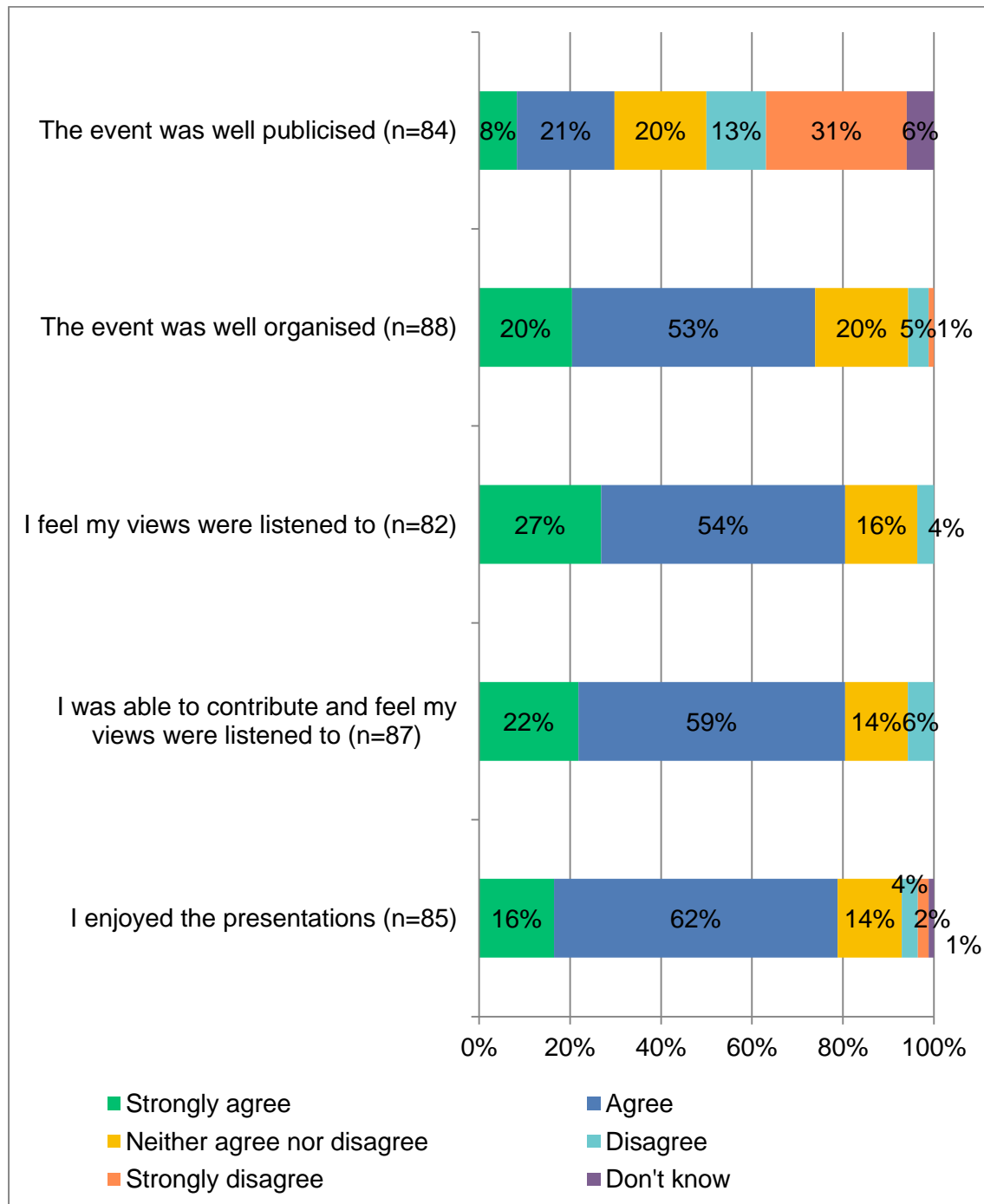
And what parts of the event do you think could be improved? (33)

People were asked to tell us what could be improved, and 33 people made suggestions. These are summarised below:

	No. of comments
None	4
Need factual information / data flawed / selective data used	4
Speakers / sound – make sure loud enough	3
Need more information (e.g. GP provision, suitability of proposed venues for SEAs / injury numbers) / information from GPs	3
Need better answers	2
Advertising	2
More time for question and answers	2
Attendees ill behaved (monopolised mic / wouldn't listen to answers)	2
Feedback events – different formats needed (information stands, drop-ins, online Q&As)	1
Presentations – bigger font needed	1
Amount of paper / printing	1
Travel and transport presentation / information	1
Events have improved	1
Room was cold	1
More time for discussions	1
Asking questions throughout event	1
Clearer advertising, letting people know it wasn't drop-in	1
Statistics hard to understand	1
Questions on GP capacity for SEAs and if this takes into consideration Urgent care numbers	1
Could have mentioned Durham	1
Needed to include journeys / transport	1
Presentations too long (10 min max)	1
Yes	1
Ask each table a question	1
Still confused	1

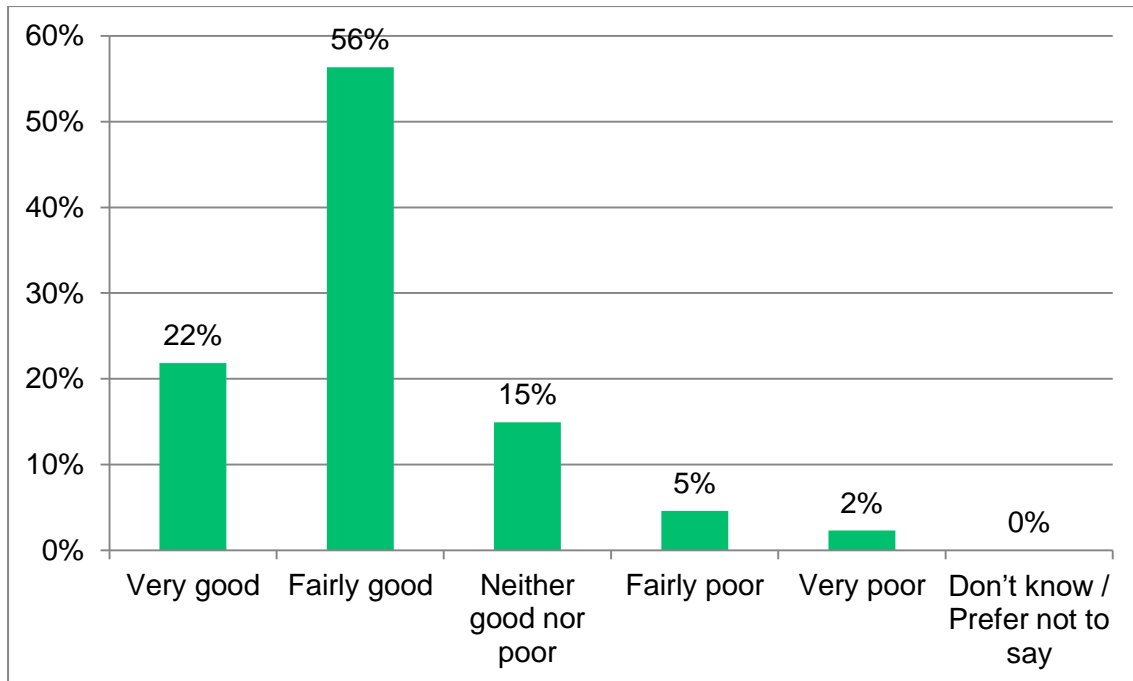
Please can you tell us how much you agree or disagree with the following statements: (n=82 – 88)

People were asked to tell us how much they agreed or disagreed with various statements about the events. Overall, people agreed or strongly agreed with nearly all statements (between 73% and 81%). The exception being the proportion of people who felt the event was well publicised (44% disagreed or strongly disagreed with this statement).



**Overall, taking everything into account, what did you think of today's event?
(n=87)**

People were asked to take everything into account and tell us what they thought of the session. Overall, the majority of people (78%) thought the event was very good or good. Only 7% of respondents thought the events were poor or very poor.



**Are there any topics you would like Sunderland CCG to engage people about?
(n=15)**

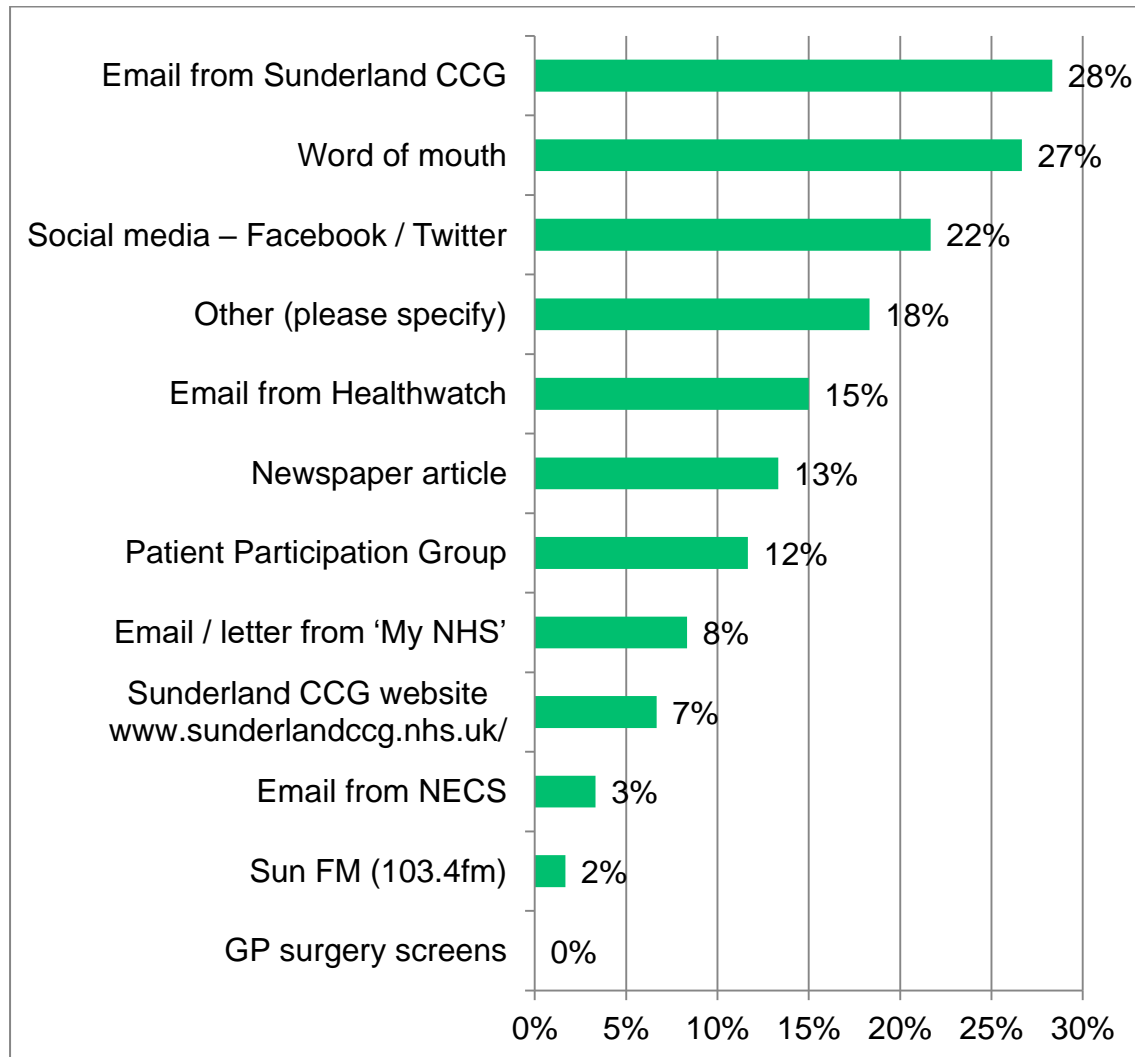
Finally, people were asked to tell us if there are any topics they would like the CCG to engage people about in the future, and fifteen people made a comment. These have been summarised in the table below:

	No. of comments
Prevention / self-care / Healthy living	4
Mental Health Services / self-care / Mindfulness	4
Education through schools / young people / self-care for youth	3
None	1
Access to general practice	1
Travel planning	1
Out of hours Chemist	1
Equipment Services	1
Social Care / Health Integration	1
Disability awareness	1
Proposed changes to current services	1
Sunderland urgent care	1
GPs as private providers	1
Ending of CCGs	1
Open and honest	1
Transfer of services from South Tyneside to Sunderland	1

Feedback events - summary

Please can you tell us how you heard about this event? (N=60)

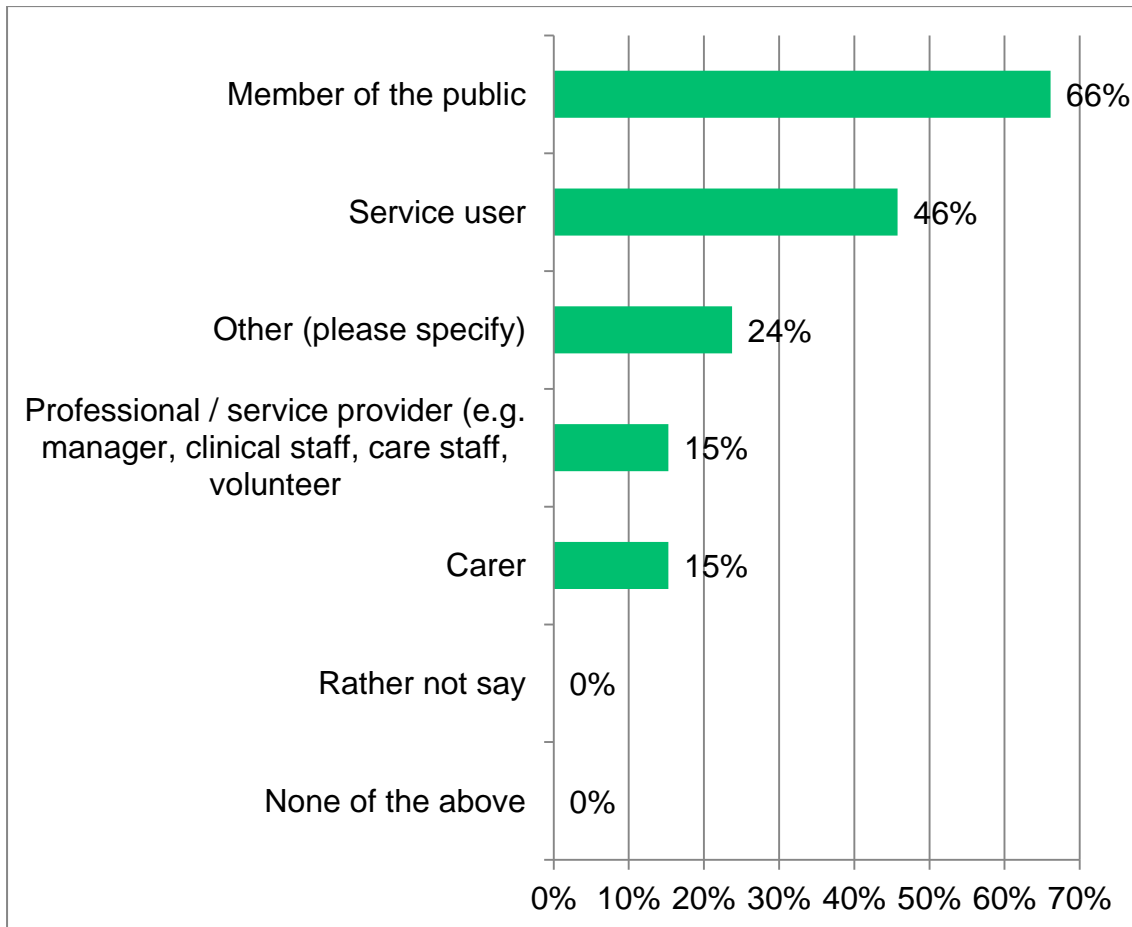
The majority of people told us they found out about the feedback events from an email from Sunderland CCG or through word of mouth.



Eleven people mentioned an 'other' method. This included through Councillors, the voluntary community sector or community group, through Sunderland Council or a meeting at the Council, through contact with Sunderland CCG, or through a neighbour. Two people said they could not remember how they found out about the feedback sessions.

Are you attending as... (n=59)

The majority of attendees were there as a member of the public.

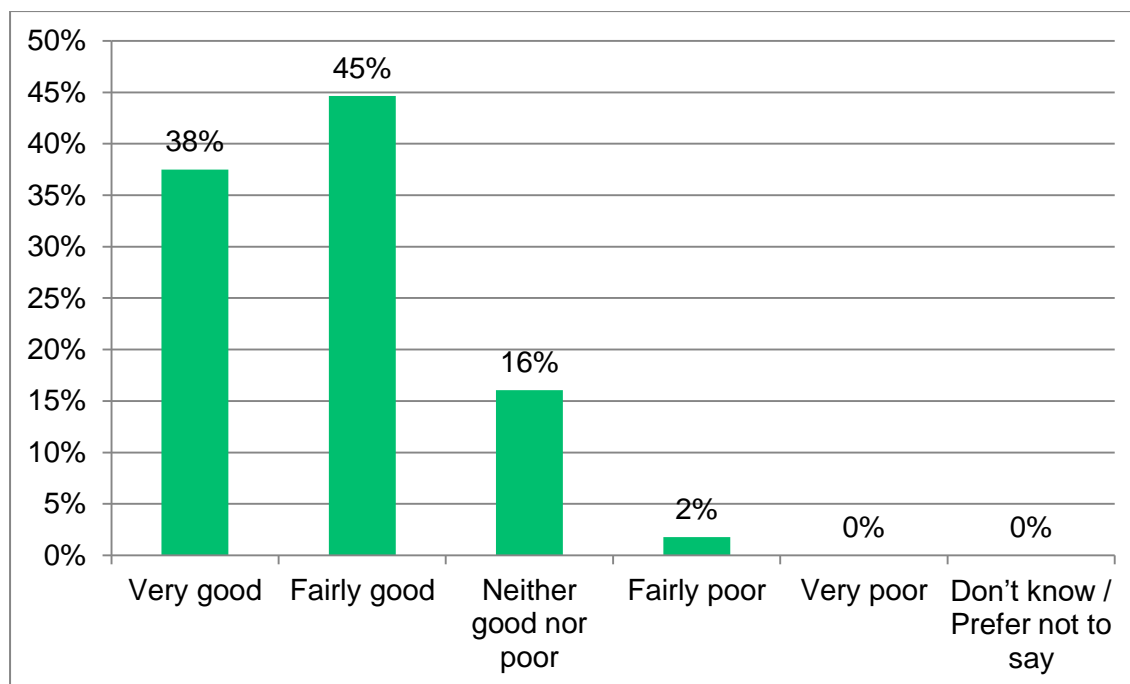


Fourteen people provided an 'other' comment. This included:

- Councillor (x4)
- Sunderland Council Health & Well Being
- Council representative / local authority officer (x2)
- PPG (Chairman or member) x4
- Lay member for CCG
- Retired nurse
- VCSO

What did you think of the venue? (n=56)

Nearly all respondents thought the venue was either very good (38%) or fairly good (45%). One person thought Bede Tower was poor. Three people were neutral about Bede Tower, and six people were neutral about Houghton Welfare Hall. These were the only two venues used for the feedback sessions.



Do you have any other thoughts or comments you would like to make about the venue? (n=29)

Several comments were made in relation to the venue. A number of people commented that Bede Tower was cold. Five people told us they didn't have any additional comments. All comments are summarised in the below table.

	No. of comments
Too cold (Bede Tower)	9
None	5
Difficult to access / need directions to venue	3
Good parking	3
Refreshments positive	2
More coffee needed / wait for hot drinks	2
Should have been at Houghton Primary Care Centre	2
Ladies toilet facilities poor	2
Good venue	2
Advertise / publicise more	2
No aid/assistance for disabled at the meeting.	1
Include information about parking	1
Sound / acoustics	1

Were there any parts of the event that you particularly liked? (n=29)

People were asked to tell us if there were any parts of the event they particularly liked. These have been summarised in the below table.

	No. of comments
Question and answer section / discussion / amount of time for	11
Sign language interpreter	4
No / None	3
All	2
Public viewed negatively	2
Polite / clear / clarity / honesty	2
Presentation good	2
Available documents / paperwork	1
Live streaming	1
Wall display of results	1
Easy read document	1
Refreshments	1
Low publicity of events / consultation	1
Good audio	1
Difficult to read some slides	1

And what parts of the event do you think could be improved? (n=31)

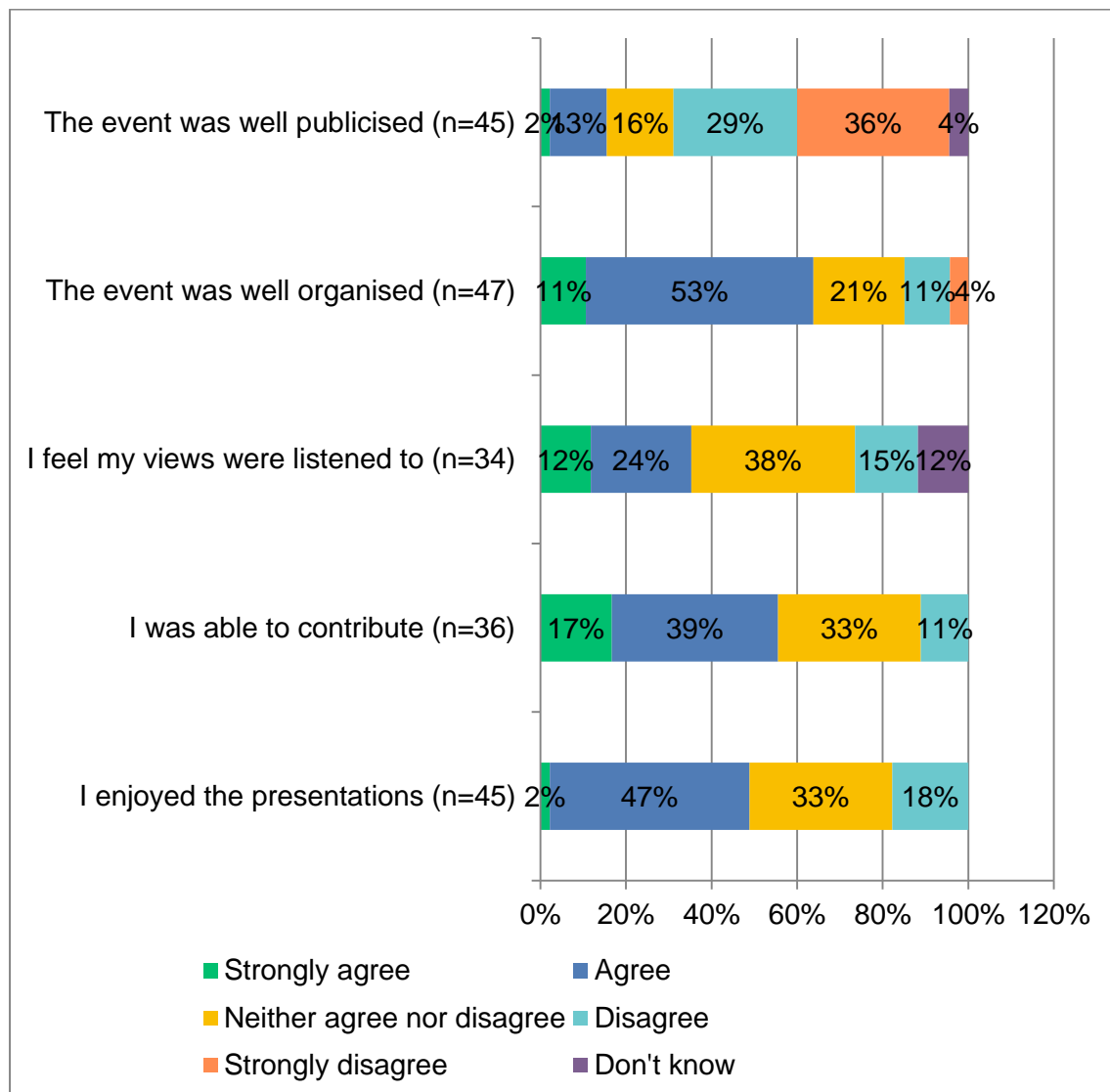
People were asked to tell us what part of the events they thought could be improved. The responses have been summarised in the below table.

	No. of comments
Negative staff response to difficult member of public / rude	7
More time needed for questions	4
Too much time on research findings / Shorter presentations	4
Low attendance / more advertising needed	3
Presentation – small font on some slides	2
Providing written information days prior to event / people need time to digest information	2
Public questions in Question and answer sessions	1
Cold room	1
Make note of questions	1
Statistics should be available to attendees	1
More time for presentations	1
People need to turn off mobile phones	1
Staff dealt well with difficult attendees	1
None	1
Rename Sunderland CCG to reflect geographical area	1
Too loud	1
People should not have to register for events	1
Felt talked down to	1
Served its purpose	1
Time of event to maximise attendance	1
Researcher had no local knowledge	1
People did not understand what event was for	1
Questions cherry picked	1
Explain how a proposal has been made around the information collected	1
Does not address problem of inappropriate use of A&E and ambulance/paramedic.	1

Please can you tell us how much you agree or disagree with the following statements: (n=34 - 47)

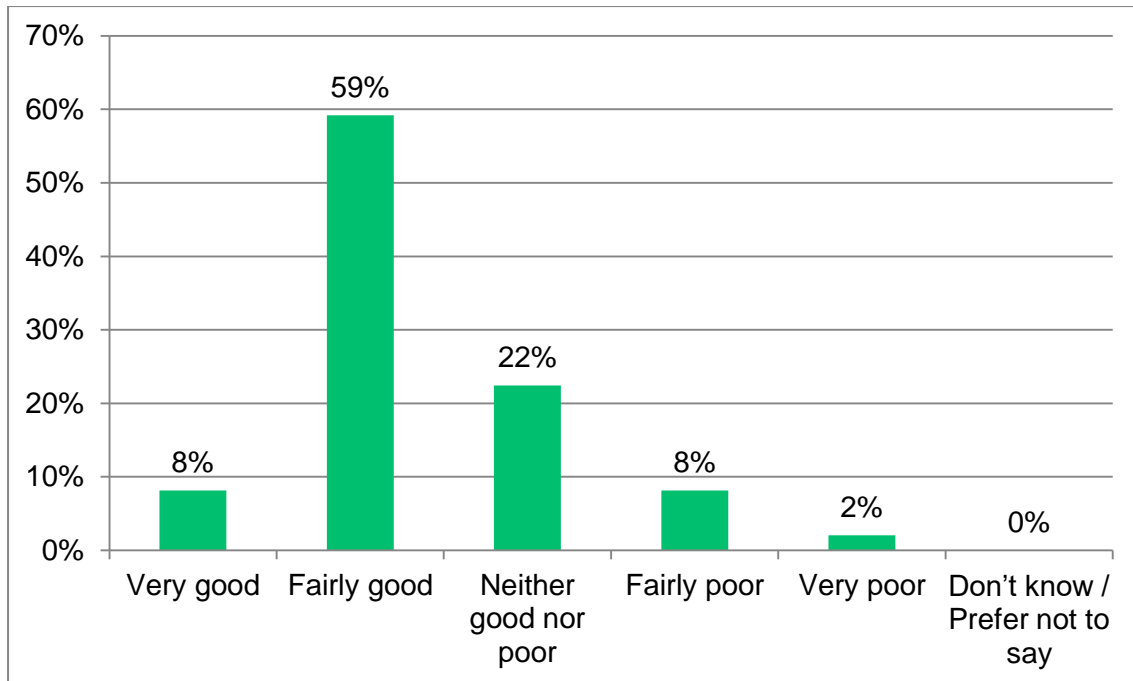
People were asked to tell us how much they agreed or disagreed with various statements about the events.

- People disagreed or strongly disagreed that the events were well publicised (65%)
- People agreed or strongly agreed that the events were well organised (64%)
- A third (36%) or people agreed or strongly agreed that their views were listened to. Nearly four out of ten (38%) neither agreed or disagreed with this statement.
- Over half (56%) of respondents felt they were able to contribute. A third (33%) neither agreed or disagreed with this statement.
- Just under half (49%) of respondents said they enjoyed the presentations. A third (33%) of respondents neither agreed or disagreed with this statement.



**Overall, taking everything into account, what did you think of today's event?
(n=49)**

Over two-thirds (67%) of respondents thought the feedback sessions were either fairly or very good. A fifth (22%) thought they were neither good nor poor. Ten per cent thought they were fairly or very poor.



Demographic profile of attendees

	Deliberative events	Feedback events
No. of events	16	2
Attendees	173	
Completed forms	95	60
Age		
18 - 24	1	0
25 – 34	1	1
35-44	6	0
45-54	23	3
55-64	22	15
65-74	22	19
75+	8	17
Prefer not to say / no answer	2	0
Gender		
Male	27	12
Female	57	43
Prefer not to say	1	0
Gender identity match sex as registered at birth		
Yes	72	54
No	1	0
Prefer not to say	3	1
Currently pregnant / pregnant in last year		
Yes	1	0
No	62	35
Prefer not to say	2	0
Not applicable	19	16
Marital status		
Single	17	2
Cohabiting	1	2
Married	58	36
Separated	2	1
Divorced / civil partnership dissolved	2	1
Widowed	4	10
Prefer not to say	1	3
Disabled		
Yes	33	28
No	45	24
Prefer not to say	4	1
Caring responsibilities		

None	49	27
Primary carer of a child or children aged 2 - 18	2	3
Primary carer or assistant for a disabled adult (18 years and over)	1	3
Primary carer or assistant for an older person or people (65 years and over)	9	11
Secondary carer	1	3
Prefer not to say	2	0
Race / ethnicity		
Asian / Asian British	0	1
Black / Black British	1	0
White British, Irish, European	78	51
Rather not say	1	0
Sexual orientation		
Heterosexual	75	49
Bisexual		1
Prefer not to say	5	3
Religion / belief		
No religion	22	7
Christianity	50	42
Buddhism	0	1
Prefer not to say	4	2
Other religion	2	0