

How can local health and social care services better support health and wellbeing in Kent and Medway

The NHS, social care and public health in Kent and Medway are working together to plan how we will transform health and social care services to meet the changing needs of local people. It is the first time we have all worked together in this way and it gives us a unique opportunity to bring about positive and genuine improvement to health and social care over the next five years.

We have identified key priorities within the plan:

- 1) Prevention – everyone has a part to play**
- 2) Local care – the care you can get out of hospital**
- 3) Hospital care – when you need it**

By answering this survey you will help us to identify what needs to change and to shape local services in your area.

Please don't feel obliged to answer all the questions, especially if you haven't used that service, but we are grateful for any information you can provide.

The survey will run from 13 October 2016 until 23 December 2016.

Your answers will be invaluable in helping us design services for your area that are really suited to the community.

Please reply in a personal capacity. If you would like to respond on behalf of a group that you represent, please email secsu.engagement@nhs.net so this can be organised.

All responses will be confidential, and the results anonymised and collated in a report for the commissioners and their partners. Thank you for your time, your views are very important to us and will help inform our plans.

Please tell us a little bit about your general health and how we can help you to take care of yourself and support you to stay fit and well:

1. Where is your home located? (please enter first part of your post code); for example, TN23

2. Which of the activities below do you do to stay healthy? Please tick those that you do regularly

- I eat at least five portions of fruit and vegetables a day
- I exercise or am active until I am slightly out of breath for at least 150 minutes a week

- I carry heavy shopping, dig the garden, work out with weights or do other things that keep my muscles strong

- I don't smoke tobacco/cigarettes
- I choose plain water or unsweetened drinks instead of fizzy or sugary drinks
- I limit sugary, fatty and salty snacks and foods
- I know my BMI - Body Mass Index - and maintain a healthy weight
- I keep to recommended daily alcohol consumption limits
- I get a good night's sleep
- I spend social time with other people and do activities I enjoy
- I talk about my feelings and ask for help when I need it

- Other (please specify)

3. What is the one change you would like to make to improve your general health and wellbeing?

4. What is the biggest barrier stopping you making that change?

5. What would most help you to make that change?

- Join a group
- One to one support (such as a health trainer)
- Information
- Low cost exercise activities
- Recommended smartphone apps
- Other (please explain below)

6. Do you know which services are available in your area to help you with health improvement - such as diet, or exercise or managing weight, stopping smoking?

- Yes
- No
- I am not sure
- Please tell us which condition(s), if applicable

7. What is the best way to tell you about health improvement services which are available in your area? Please tick those which are most likely to help

- Adverts on screens in waiting rooms in GP practices or hospital clinics
- Health focused website and app
- Paid-for promotions on Facebook

- Posts on Facebook shared by your friends
- Posters and leaflets in shops and community venues
- Posters and leaflets in GP practice, pharmacies and hospitals
- Leaflets put through your door
- Articles in council magazines
- Articles or adverts in local papers or magazines
- Text messages from your GP practice
- Emails from your GP practice or other service providers
- Articles or adverts on websites that you use a lot
- A leaflet given to you by staff treating or caring for you

Other (please specify)

8. Many people live with and manage one or more long-term health conditions such as: heart problems, lung disease (COPD) and diabetes.

If you have a long term health condition, how confident do you feel that you can watch out for and manage changes to your health condition at home, with advice and support from a health professional?

- Very confident - I know my body and have been managing my health for years
- Quite confident - I know who to ask for advice and I already know what to do for some issues or problems
- Not very confident - I worry things will get worse quickly and I won't know what to do
- Not at all confident - I want to be seen by a health professional, I would panic on my own
- Don't know - I've not thought about it or been asked about it before

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Improving local care

More joined up care

GPs, nurses, therapists, social care workers, mental health staff and urgent care staff in Kent and Medway are already looking at how they can work together across towns and rural areas so that you can get the care you need at home and in your community wherever possible.

People with long-term health problems and disabilities have told us they want:

- **to have all their needs and what works for them taken into account**
- **co-ordinated support for their physical and mental health given by professionals who talk and work together**
- **to tell their story once and have one point of contact**
- **to be able to access the right help when they are in crisis.**

The aim is for you to be supported by people working together as a single team which treats your physical and mental health needs, seven days a week.

To do this, we need to change not only the way we work with you, but the ways that we work together and, in some cases, where we work.

We would like to hear from you about how local health and social care services are working, and how services could improve.

Please take a few moments to answer the following questions about ALL or ANY health and social care services. If you have never used one of the services you can skip that question and go to the next one.

9. If health and social care services could be available at times when your usual GP practice is closed, when would you be most likely to need them? Please use the star rating to indicate which sessions you are likely to use - using the most stars for the one you will most use.

	one star	two star	three star	four star	five star
Weekday evenings after 5p.m. and before 10 p.m.	<input type="radio"/> Weekday evenings after 5p.m. and before 10 p.m. one star	<input type="radio"/> Weekday evenings after 5p.m. and before 10 p.m. two star	<input type="radio"/> Weekday evenings after 5p.m. and before 10 p.m. three star	<input type="radio"/> Weekday evenings after 5p.m. and before 10 p.m. four star	<input type="radio"/> Weekday evenings after 5p.m. and before 10 p.m. five star
Week days over night	<input type="radio"/> Week days over night one star	<input type="radio"/> Week days over night two star	<input type="radio"/> Week days over night three star	<input type="radio"/> Week days over night four star	<input type="radio"/> Week days over night five star
Saturday mornings between 9 a.m. and 1 p.m.	<input type="radio"/> Saturday mornings between 9 a.m. and 1 p.m. one star	<input type="radio"/> Saturday mornings between 9 a.m. and 1 p.m. two star	<input type="radio"/> Saturday mornings between 9 a.m. and 1 p.m. three star	<input type="radio"/> Saturday mornings between 9 a.m. and 1 p.m. four star	<input type="radio"/> Saturday mornings between 9 a.m. and 1 p.m. five star
Saturdays 9 a.m. to 5 p.m.	<input type="radio"/> Saturdays 9 a.m. to 5 p.m. one star	<input type="radio"/> Saturdays 9 a.m. to 5 p.m. two star	<input type="radio"/> Saturdays 9 a.m. to 5 p.m. three star	<input type="radio"/> Saturdays 9 a.m. to 5 p.m. four star	<input type="radio"/> Saturdays 9 a.m. to 5 p.m. five star
Saturdays 8 a.m. to 8 p.m.	<input type="radio"/> Saturdays 8 a.m. to 8 p.m. one star	<input type="radio"/> Saturdays 8 a.m. to 8 p.m. two star	<input type="radio"/> Saturdays 8 a.m. to 8 p.m. three star	<input type="radio"/> Saturdays 8 a.m. to 8 p.m. four star	<input type="radio"/> Saturdays 8 a.m. to 8 p.m. five star
Sundays 9 a.m. to 1 .p.m.	<input type="radio"/> Sundays 9 a.m. to 1 .p.m. one star	<input type="radio"/> Sundays 9 a.m. to 1 .p.m. two star	<input type="radio"/> Sundays 9 a.m. to 1 .p.m. three star	<input type="radio"/> Sundays 9 a.m. to 1 .p.m. four star	<input type="radio"/> Sundays 9 a.m. to 1 .p.m. five star
Sundays 9 a.m. to 5 p.m.	<input type="radio"/> Sundays 9 a.m. to 5 p.m. one star	<input type="radio"/> Sundays 9 a.m. to 5 p.m. two star	<input type="radio"/> Sundays 9 a.m. to 5 p.m. three star	<input type="radio"/> Sundays 9 a.m. to 5 p.m. four star	<input type="radio"/> Sundays 9 a.m. to 5 p.m. five star
Weekends overnight	<input type="radio"/> Weekends overnight one star	<input type="radio"/> Weekends overnight two star	<input type="radio"/> Weekends overnight three star	<input type="radio"/> Weekends overnight four star	<input type="radio"/> Weekends overnight five star

Other (please specify)

10. If health and social care services could be contacted at times when your GP practice is closed, how would you prefer to contact them? Please use the star system to show which you would prefer to use (most stars) down to the one you at least likely to use (one star).

	one star	two star	three star	four star	five stars
By telephone to a single number	<input type="radio"/> By telephone to a single number one star	<input type="radio"/> By telephone to a single number two star	<input type="radio"/> By telephone to a single number three star	<input type="radio"/> By telephone to a single number four star	<input type="radio"/> By telephone to a single number five stars
By email	<input type="radio"/> By email one star	<input type="radio"/> By email two star	<input type="radio"/> By email three star	<input type="radio"/> By email four star	<input type="radio"/> By email five stars
By text message	<input type="radio"/> By text message one star	<input type="radio"/> By text message two star	<input type="radio"/> By text message three star	<input type="radio"/> By text message four star	<input type="radio"/> By text message five stars
Via a web site	<input type="radio"/> Via a web site one star	<input type="radio"/> Via a web site two star	<input type="radio"/> Via a web site three star	<input type="radio"/> Via a web site four star	<input type="radio"/> Via a web site five stars
Via a mobile phone app	<input type="radio"/> Via a mobile phone app one star	<input type="radio"/> Via a mobile phone app two star	<input type="radio"/> Via a mobile phone app three star	<input type="radio"/> Via a mobile phone app four star	<input type="radio"/> Via a mobile phone app five stars
All of the above	<input type="radio"/> All of the above one star	<input type="radio"/> All of the above two star	<input type="radio"/> All of the above three star	<input type="radio"/> All of the above four star	<input type="radio"/> All of the above five stars

11. We want to use technology to provide a faster more efficient service to our patients and their families. Which of these new additional services would you be happy to use? Please tick as many as you would like.

- A call back from a health professional
- A video call, SKYPE - or similar system, with a health professional in your home
- A video call, SKYPE or similar system, from a health professional whilst at your GP practice for example if a hospital consultant could talk to you and your GP at the same time to give advice on follow up treatment rather than going to a hospital appointment
- Messaging via a web site,

- Messaging via a mobile phone app
- All of the above

12. Please tell us what sort of assistance you would be happy to use via the technology linked health services listed above?

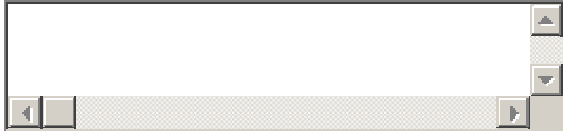
- Follow up after treatment
- Monitoring
- Specialist or second opinion on images (such as x-rays, scans, MRI) sent to another health professional
- Health screening
- Check ups
- All of the above

13. A modern approach to health and social care services requires the best technology so everyone treating or caring for you can (with your consent) see your record. Technology can also help you access health and care services more quickly and easily.

Which of the methods listed below would you use?

- A single, joint patient record that can be viewed and updated by all those providing that person's care
- A computer system that lets people book all their health appointments online
- Secure online access to your medical records
- Ability to book appointments and view your medical records via a smartphone app
- Electronic discharge letters and notifications
- Electronic test results
- Electronic referrals

14. Although the NHS and social care have secure systems and strict rules on how we protect your data, do you have any concerns about the increased use of technology? Yes / No. If yes, please explain



15. If you had access to ‘social prescribing’ – when a volunteer or professional links people to alternative sources of support in the community - which of the activities listed below would you be most likely to join?

- A walking group led by a volunteer
- Exercise classes led by a health or care profession
- Exercise classes led by a volunteer
- A peer support group organised by a voluntary sector organisation or charity
- A peer support group organised by staff at your GP practice or other health or care staff
- A weight loss or weight management programme
- Healthy eating, cooking and meal planning activities
- Community gardening or allotment activities
- Art and craft sessions
- A community choir or other voice-based music group
- Life story or local history group or memory café
- None
- Other (please add your answer below)

Page2 / 7 29% of survey complete.

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Improving local care

16. Below are some services that could be included as part of single teams providing health and social care of different types. For each service select a score on the scale from 0 to 4, 0 being it's a bad idea and 4 being it's a great idea

	0	1	2	3	4
Home-birthing support	<input type="checkbox"/> Home-birthing support 0	<input type="checkbox"/> Home-birthing support 1	<input type="checkbox"/> Home-birthing support 2	<input type="checkbox"/> Home-birthing support 3	<input type="checkbox"/> Home-birthing support 4
Care coordinators or personal care managers	<input type="checkbox"/> Care coordinators or personal care managers 0	<input type="checkbox"/> Care coordinators or personal care managers 1	<input type="checkbox"/> Care coordinators or personal care managers 2	<input type="checkbox"/> Care coordinators or personal care managers 3	<input type="checkbox"/> Care coordinators or personal care managers 4
Personal assistant employer support and advice	<input type="checkbox"/> Personal assistant employer support and advice 0	<input type="checkbox"/> Personal assistant employer support and advice 1	<input type="checkbox"/> Personal assistant employer support and advice 2	<input type="checkbox"/> Personal assistant employer support and advice 3	<input type="checkbox"/> Personal assistant employer support and advice 4
Personal budget support	<input type="checkbox"/> Personal budget support 0	<input type="checkbox"/> Personal budget support 1	<input type="checkbox"/> Personal budget support 2	<input type="checkbox"/> Personal budget support 3	<input type="checkbox"/> Personal budget support 4
Carer support and advice services	<input type="checkbox"/> Carer support and advice services 0	<input type="checkbox"/> Carer support and advice services 1	<input type="checkbox"/> Carer support and advice services 2	<input type="checkbox"/> Carer support and advice services 3	<input type="checkbox"/> Carer support and advice services 4
End of life care support	<input type="checkbox"/> End of life care support 0	<input type="checkbox"/> End of life care support 1	<input type="checkbox"/> End of life care support 2	<input type="checkbox"/> End of life care support 3	<input type="checkbox"/> End of life care support 4
Hearing loss support, advice services and clinics	<input type="checkbox"/> Hearing loss support, advice services and clinics 0	<input type="checkbox"/> Hearing loss support, advice services and clinics 1	<input type="checkbox"/> Hearing loss support, advice services and clinics 2	<input type="checkbox"/> Hearing loss support, advice services and clinics 3	<input type="checkbox"/> Hearing loss support, advice services and clinics 4
Medication advice and medicines use reviews	<input type="checkbox"/> Medication advice and medicines use reviews 0	<input type="checkbox"/> Medication advice and medicines use reviews 1	<input type="checkbox"/> Medication advice and medicines use reviews 2	<input type="checkbox"/> Medication advice and medicines use reviews 3	<input type="checkbox"/> Medication advice and medicines use reviews 4
Cancer survivor	<input type="checkbox"/> Cancer	<input type="checkbox"/> Cancer	<input type="checkbox"/> Cancer	<input type="checkbox"/> Cancer	<input type="checkbox"/> Cancer

	0	1	2	3	4
support	survivor support 0	survivor support 1	survivor support 2	survivor support 3	survivor support 4
Support for parents of children with additional physical and mental health needs	<input type="checkbox"/> Support for parents of children with additional physical and mental health needs 0	<input type="checkbox"/> Support for parents of children with additional physical and mental health needs 1	<input type="checkbox"/> Support for parents of children with additional physical and mental health needs 2	<input type="checkbox"/> Support for parents of children with additional physical and mental health needs 3	<input type="checkbox"/> Support for parents of children with additional physical and mental health needs 4

17. These are some ideas that have been suggested nationally or internationally. Which, if any, of these ideas do you think might help you and people you know to lead healthier lives?

- A neighbourhood social care bank or cooperative society where people can offer to swap or exchange care services with their neighbours
- 'National volunteering service' where younger people volunteer to care for others in exchange for reduced higher education tuition fees or fast track access to apprenticeships and public sector posts
- Professional care brokers who match those who need care one-to-one with local volunteers
- Priority planning approval for housing developments that are dementia friendly, accessible and include intergenerational communal living space and amenities and on-site care provision
- Help to buy, shared ownership for younger adults sharing or sub-letting their home to lone, isolated and vulnerable elderly people
- Local restrictions on alcohol sales, restricted outlets and personal use purchase limits, restricted opening hours and licensing hours
- Combined, single site day services for children under 5 and older adults

18. Are there any innovative ideas that you think might help you and people you know to lead healthier lives?

19. Community and GP practice nurses have a wide range of skills that are absolutely essential to giving people local care and treatment. Please take a moment to read through the list of these services then tick up to five that you think are most important for your area.

- Provide care and treatment for people with long term conditions, working with a team of professionals who care for people with complicated health issues and conditions
- Plan and support care at home or close to home for people at the end of their lives, including giving medicines
- Provide intravenous therapy (drips) and device care
- Train patients and their carers in self management such as to take or give medicines themselves
- Care for wounds including assessments, prescribing care and referrals to specialist services
- Provide care at clinics including specialised nursing for certain conditions
- Recognise and treat urinary tract (water) infections when patients are housebound
- Provide nursing care with GPs so that the most vulnerable patients avoid going to hospital
- Prescribe continence products (pads etc) and manage referral to specialist services
- Provide health checks and flu jabs for housebound people
- Recognise and support patients with complex, complicated and or long term conditions
- Be a constant point of contact for patients on their list.
- Be notified when patients on their list go in to hospital and be involved when they come out
- Be able to admit patients into community hospitals and respite care.
- Make referrals to specialist respiratory (lungs and breathing) / heart failure teams.
- Support for patients and carers living with dementia
- Provide an assessment of mental health and referral to the appropriate service

20. If you have direct experience of COMMUNITY NURSE OR GP PRACTICE NURSE services please tell us in the boxes below what works well, and what needs to improve?

What works well?

What could be improved?

21. Adult social care helps people live their lives comfortably, particularly those people who require extra practical and physical help, and to stay connected in their community.

Adult social care aims to help individuals to improve or maintain their wellbeing and live as independently as possible.

Do you or does somebody that you care for receive any of the social care services listed below? Please tick any that you receive.

- Help or support with personal hygiene (such as bathing and being dressed)
- Help or support with access to nutrition (such as delivery of meals)
- Help or support to make use of the home safely
- Somebody to support you to access work or training, or attend day activities and venues outside your home
- Benefit advice, help and support.
- Support with housing.
- Support with accessing employment services

22. Do you or somebody that you care for pay for [self-fund] any of these social care services ? Please tick any that you make a contribution towards or pay for in full

- Help or support with personal hygiene (such as bathing and being dressed)
- Help or support with access to nutrition (such as delivery of meals)
- Help or support to make use of the home safely
- Somebody to support you to access work or training, or attend day activities and venues outside your home

23. If you or somebody that you care for have used social care services please tell us in the boxes below what works well and what needs to improve

What works well?

What could be improved?

24. Please take a moment to read through the list of MENTAL HEALTH AND DEMENTIA CARE services. Please choose up to three that, in your opinion, are the most essential for us to provide?

- Work together in a multidisciplinary team so that all patients' medical needs are treated at the same time
- Provide support and early help to known and new patients with mental health needs
- Work with patients to manage their mental health and wellbeing, and crisis situations
- Be a constant point of contact for patients on their list
- Quick access to specialist teams (eating disorders, drug and alcohol services)
- Set boundaries with the person using services and their family/carer, focusing on choices and independence.
- Support patients with medication including requesting an urgent review of any medication that they take to help their mental health
- Access to a wide range of support services including leisure, employment and other non-NHS services
- Recognise physical illness and refer to colleagues in multidisciplinary teams
- Provide support for people in a mental health crisis.
- Support the early identification and diagnosis of dementia
- Work with people who have dementia and their carers to manage their health and wellbeing.

25. If you or somebody that you care for have used MENTAL HEALTH or DEMENTIA CARE services please tell us in the boxes below what works well and what needs to improve.

What works well?

What could be improved?

Improving local care

Making the most of our resources

We know that GP Practices and our community hospitals can play an even stronger role at the heart of our NHS - with more joined-up services linking hospitals, GP practices and social care more closely to deliver better health outcomes for patients, with more personalised care.

We want to make the most of the resources the NHS has in terms of staff, services and facilities. We will still refer patients to our bigger hospitals or clinical specialists when necessary, but there is much more that can now be done locally, given the advances in medical practice.

We may be able to offer a greater range of services locally, and we may need to modernise some of our facilities, but by working more effectively together we can provide a better service for patients and improve their experience of health care locally.

26. Do you think it would be a good idea if GP practices shared facilities with other community-based health and social care services?

- Yes
- No
- Not sure
- If yes, which services do you think they should be?

27. As part of the Kent and Medway plan, we want to make better use of public buildings and share space where possible, introducing health and social care services alongside others, for example regular opportunities to have health checks in your library or children's centre. Please share your ideas for how we could do this.

How do you think better use could be made of our community [cottage] hospitals? For example for healthy living services and access to social care?

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Please tell us a little about you

Please tell us a little about you, this information is for monitoring purposes and will not be shared with any third parties, all results will be anonymised. We are very grateful for your taking the time to complete the survey and would appreciate understanding a little more about who responded.

28. Are you male or female?

- Male
- Female

29. What is your age?

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

30. What is your ethnicity please choose from the list below

- English/ Welsh/ Scottish/ Northern Irish/ British
- Irish
- Gypsy or Traveller
- Any other white background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed/multiple ethnic group backgrounds
- Indian
- Pakistani
- Bangladeshi
- Chinese

- Any other Asian back ground
- African
- Caribbean
- Any other Black /African / Caribbean background
- Arab
- Any other ethnic group (please state)

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Improving local care

Thank you for taking the time to complete the survey

Thank you for taking the time to complete the survey, your comments and information will help inform our plans and provide the insight we need into our patient's experience of current services, so we can plan how to improve them.

31. If you would like to be further involved in this work, please give us your name and contact details in the box below. *Please note this information will be kept confidential and will not be linked to your survey answers, or used to contact you about anything else.*

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Improving local care

Thanks for sharing your thoughts.

We will consider all feedback we receive and will take account of it as we draw up plans for improved health and social care services for the future.

Visit the website of your local clinical commissioning group (see below) for more information about how you can get involved. Many CCGs have health networks which you can join to get a regular update. CCGs will be working in partnership with local authorities, NHS hospitals and other providers of care, including the voluntary and community sector, to find out what local people think, so that information can shape the plan.

www.ashfordccg.nhs.uk: Ashford and rural area

www.canterburycoastalccg.nhs.uk: Canterbury, Faversham, Herne Bay, Sandwich and Ash, Whitstable

www.dartfordgraveshamswanleyccg.nhs.uk: the boroughs of Dartford and Gravesham and the northern part of Sevenoaks district including Swanley town

www.medwayccg.nhs.uk: Medway Council area

www.southkentcoastccg.nhs.uk: Deal, Dover and the district of Shepway, including Folkestone and Romney Marsh

www.swaleccg.nhs.uk: Sittingbourne, Sheppey and surrounding villages

www.thanetccg.nhs.uk: the district of Thanet

www.westkentccg.nhs.uk: the boroughs of Maidstone, Tonbridge and Malling and Tunbridge Wells, and the southern part of Sevenoaks district