

REPORT ON:

**The free text analysis and comments collected from the
three open questions on the Citizens' Panel application
form**

PREPARED FOR:

NHS Camden Clinical Commissioning Group

July 2016

Prepared by:

Membership Engagement Services

33 Clarendon Road

London N8 0NW





TABLE OF CONTENTS

1. EXECUTIVE SUMMARY.....	3
2. METHOD.....	3
3. FINDINGS.....	4
3.1 What extra help do you need, if any, to stay healthy?.....	4
3.2 What one thing would you change about your local health services?	6
3.3 What one thing would you keep the same about your local health service?	8



1. EXECUTIVE SUMMARY

In April 2016 Camden Clinical Commissioning Group (CCG) commissioned Membership Engagement Services (MES) to recruit 1,000 Citizens' Panel members. The CCG sought Citizens willing to be actively involved in providing their opinions and feedback by taking part in surveys, Citizens' Panel events, and focus groups.

Camden CCG also wanted the Citizens' Panel membership to be a representative sample of the Camden population in terms of age, gender, ethnicity, socio-economic status, mental health conditions, physical health conditions, and learning disabilities. The objective of the panel is to provide the CCG with access to 1,000 Citizens they can contact to provide quantitative and qualitative input and views on health and care in Camden.

2. METHOD

In order to be eligible to join and become a Camden CCG Citizens' Panel member, Citizens must be 18 years old or over, live in the Borough of Camden or have a registered GP in Camden. As part of the joining process, Citizens completed a membership application form where their personal details, level of involvement, areas of interest were recorded. In addition, three open questions were asked that elicited free text comments on the final page of the membership application form. The following sections provide the findings from the analysis of the three open questions:

What extra help do you need, if any, to stay healthy?

What one thing would you change about your local health services?

What one thing would you keep the same about your local health service?



3. FINDINGS

3.1 WHAT EXTRA HELP DO YOU NEED, IF ANY, TO STAY HEALTHY?

A total of 601 answers were collected in response to the question: *What extra help do you need, if any, to stay healthy?* 325 females and 273 males responded to this question.

36% (218) of all the responses were grouped into the “None” category, consisting of answers such as “I don’t need any” or “none”. The remaining responses were assigned to one or more themes, of which 113 responses fell into the **Community exercise, programmes and activities** theme.

3.1.1 COMMUNITY EXERCISE, PROGRAMMES AND ACTIVITIES

This theme received the highest amount of responses (113) after the “None” category with the following comments recorded:

“Community exercise programs”

“More ways to get adults and children involved in the community and just to stay fit and healthy”

“Local running group for older demographics”

24% (77) of female responses and 13% (35) of male answers were coded to this theme. Comments from females and males included:

“Come to the gym. Play football with friends.”

“Community active programs.”



3.1.2 INFORMATION AND ADVICE

The second theme that received the next highest amount of responses (78) was “Information and advice.” Respondents commented on how they would find it helpful to receive information and advice related to health, exercise and nutrition. The following comments were recorded and coded to this theme:

“Helpful tips on exercise, opposed to having to see help. Health tips like a newsletter + social activities like ice skating.”

“More advice on being healthy, more marketing material on NHS run exercise/health group.”

“Advice on fitness”

14% (37) of males and 12% of female (40) answers were related to this theme. Respondents quoted the following:

“Education on health, food, dental health and food for parents and children”

“More literature on healthy living. More specific for age group 25 - 35.”

“More information on diet and general health.”

“It’s important for us to look after ourselves. Maybe educate people how to eat”

3.1.3 FREE GYM / EXERCISE

The third theme that had the next highest amount of responses was “free gym / exercise” with 46 comments. For example:

“Free gym passes”

“Free exercise classes for mums”

“Free gym membership healthy eating classes a lot of people in London are lonely and need support”



3.2 WHAT ONE THING WOULD YOU CHANGE ABOUT YOUR LOCAL HEALTH SERVICES?

A total of 801 answers were collected in response to the question: *What one thing would you change about your local health services?* 421 females and 375 males responded to this question.

3.2.1 ACCESS TO GP

The theme that had largest amount of comments (195) was “Access to GP.” With 24% of females (103) and males (91) stating that this is the one thing they would change about their local health services. The comments included:

“More accessible working hours of GP.”

“The booking of the GP services takes 2-3 weeks. It takes too long to see the GP.”

“Easier to see a named GP. Faster access to ongoing psychiatric care.”

“Better access to the doctor, getting appointments is really hard.”

“Easier access to get a GP appointment. Speed of getting GP appointment / less waiting time”

“Being able to contact the GP more easily, I went online recently and I couldn’t get through. I was told to come in.”

3.2.2 APPOINTMENT SYSTEM

The second common theme was “appointment system” which consisted of 182 comments. The data collected recorded that 25% (107) of females and 20% (74) of males made comments around:

“Bookings for appointments need to improve”



“Getting a GP appointment is very difficult. Needs to improve. To be quicker.”

“Make it easier to book an appointment”

“Open over weekends for people working. It’s difficult to get an appointment”

A significant amount of responses and comments coded to this theme were related to GP practices.

3.2.3 OTHER

The third common theme was “**other**” with 119 comments recoded. These responses fell outside the categorical themes created for the analysis. The answers recorded included:

“More guidance towards food nutrition. Education towards food and eating healthy.”

“Free prescription for people who work.”

“Ensure integration between services is complete and with some of the GP’s consistency”

“Occupy and engage the patients in the community activities.”

3.2.4 CONDUCT / CUSTOMER SERVICE

The fourth common theme related to the question was “**conduct / customer service.**” A total of 109 comments were coded this theme with responses obtained from 56 females and 51 males. The statements below illustrate some of the comments that were recorded:

“Reception are sometime unfriendly, sometimes they are rude”

“More listening from GP and spend a bit time with people.”



“GP and NHS service people are suffering and not getting a good service. Rushed service. Need more personal service. Quality time.”

“Receptionists should have better trained and have interpersonal skills. Waiting time too long to get treatment”

“Customer service. Face to face appointment. Appointment waiting time.”

3.3 WHAT ONE THING WOULD YOU KEEP THE SAME ABOUT YOUR LOCAL HEALTH SERVICE?

3.3.1 GOOD SERVICE - QUALITY

The most common reoccurring theme related to the question “What one thing would you keep the same about your local health service” was “**Good service - quality**” with 179 codes.

Comments such as the below were recoded:

“The Doctors & Nurses are brilliant.”

“The local GP service seems to be good to me.”

“Customer Service at Reception is very good.”

“Very friendly and helpful staff and clean GP surgery.”

“Good service, free service, efficient.”

“Good service. Morning call in for emergency services. Had my children here and had great service”

“Service is good. Both GP / Hospital”



“Good service, free service, efficient.”

“Good service. Morning call in for emergency services. Had my children here and had great service.”

3.3.2 GP / DOCTORS

The second common theme was “GP / Doctors” with 153 comments. 21% (78) of female and 19% (75) of male responses were correlated to this theme.

Respondents expressed that:

“Doctors and Nurses were nice and personal.”

“Good quality, great standard GP’s - don’t downsize”

“GPs and Consultants are fantastic”

“The doctors and GPs and nurses and the ambulance men”

The data collected in response to this question received a significant amount of positive comments and feedback. For example:

“My GP, she’s absolutely terrific”

“Keeping the same GP but being able to see him more easily - getting an appointment. The same goes for Nurses, it’s difficult to see them.”

“I am happy with the GP Service and the hospital Service”

“The GP, she is helpful”



3.3.3 OTHER

The third reoccurring theme was “other” with 150 comments recorded. These responses fell outside the categorical themes created for the analysis. The answers recorded included:

“More local services in area. More support for people to look after themselves. Improve the safety net of local services.”

“Apart from the GP appointments, everything is alright.”

“Keep nursing student bursaries free.”

“As long as it’s still there when I need it.”

“The Public National Health Service and the Doctors and Nurses - More pay and better services.”

“The people involved in it”

“Stay as it is”

“Keep the brilliant Doctors and Nurses but pay them more and have more of them”

Visit our website: www.membra.co.uk