

# Citizens Survey Report

The purpose of the survey was to try to measure; how many people are aware of HMR CCG, what they might wish to engage about, if engagement they have participated in has had an effect and how widely our third sector partners on the Patient and Public Engagement Committee are managing to reach the public.

The survey ran from June to the end of August and was available to complete on line or in paper form.

Healthwatch Rochdale was commissioned to administer the survey and to boost the number of respondents. Due to unforeseen circumstances they had to withdraw from the project before completion.

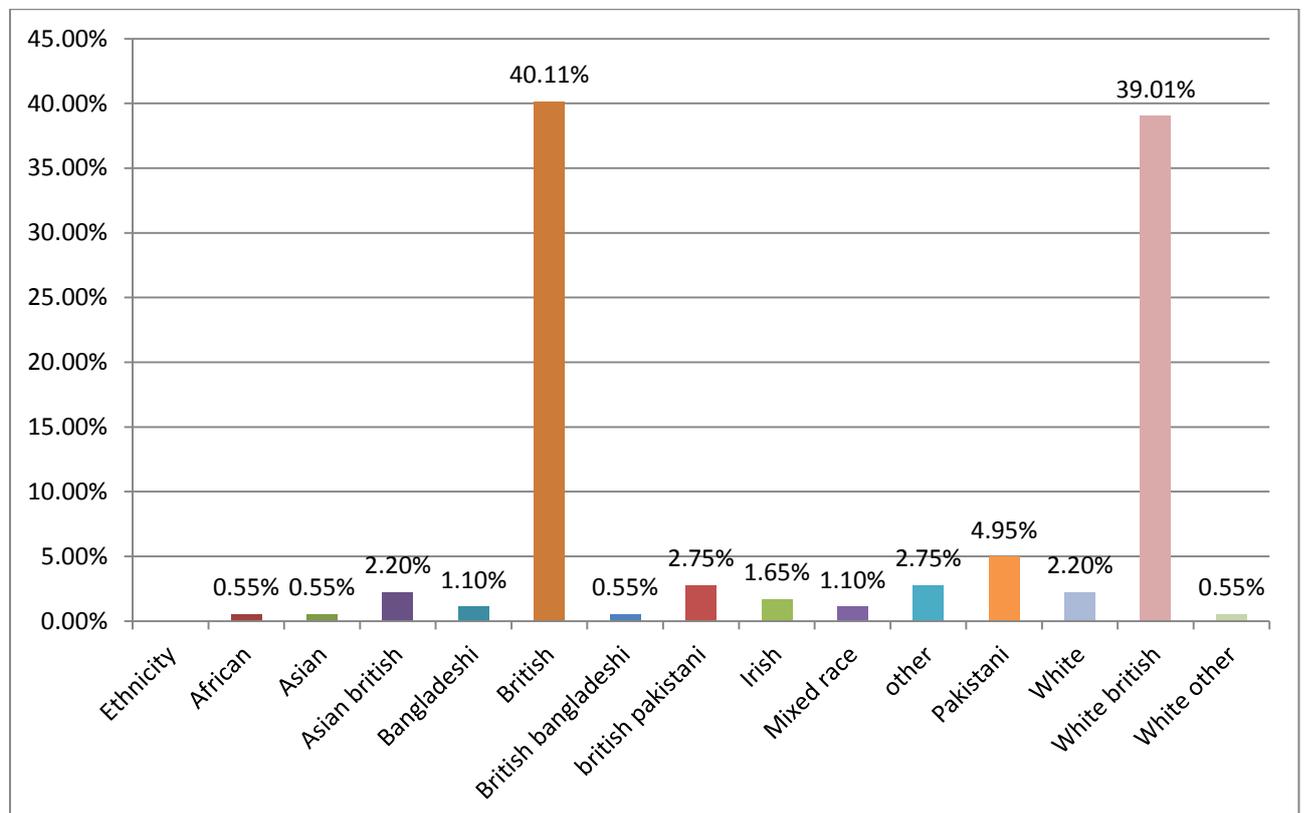
## Demographics

In total 237 people completed the survey though not all answered every question. This was below the anticipated response rate.

In terms of age; 28.4% were aged between 16 and 40, 46.3% between 41 and 60, and 25.2% were over 61 years.

71.5% of respondents were female, and 27.6% were male. This gives a heavy imbalance in terms of gender and could mean that the responses are skewed because of this.

The following chart shows the breakdown of ethnic groups.



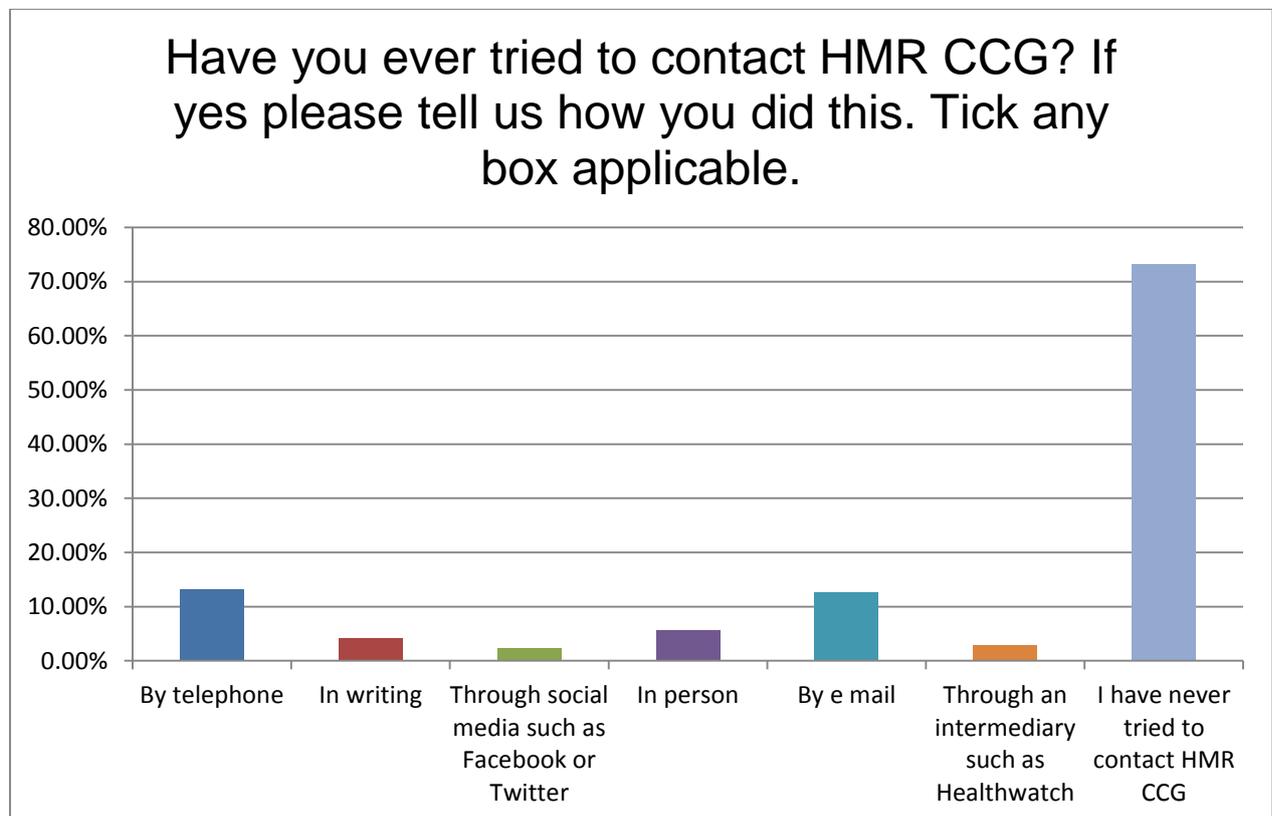
The two highest groups are British or White British totalling 79.1%, 7.8% of respondents were Pakistani or British Pakistani, 2.8% Asian or Asian British.

36% of respondents reported they had a long term health condition that limited their daily life and just over 17% stated they were disabled in some way.

## The survey

Respondents were asked if they had heard of Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG); 66.5% said they had. (Base 233).

Question 2 asked if they had ever tried to contact HMR CCG; 41% said they had tried to contact the CCG in some way. (Base 213) The chart below shows the breakdown of methods used.

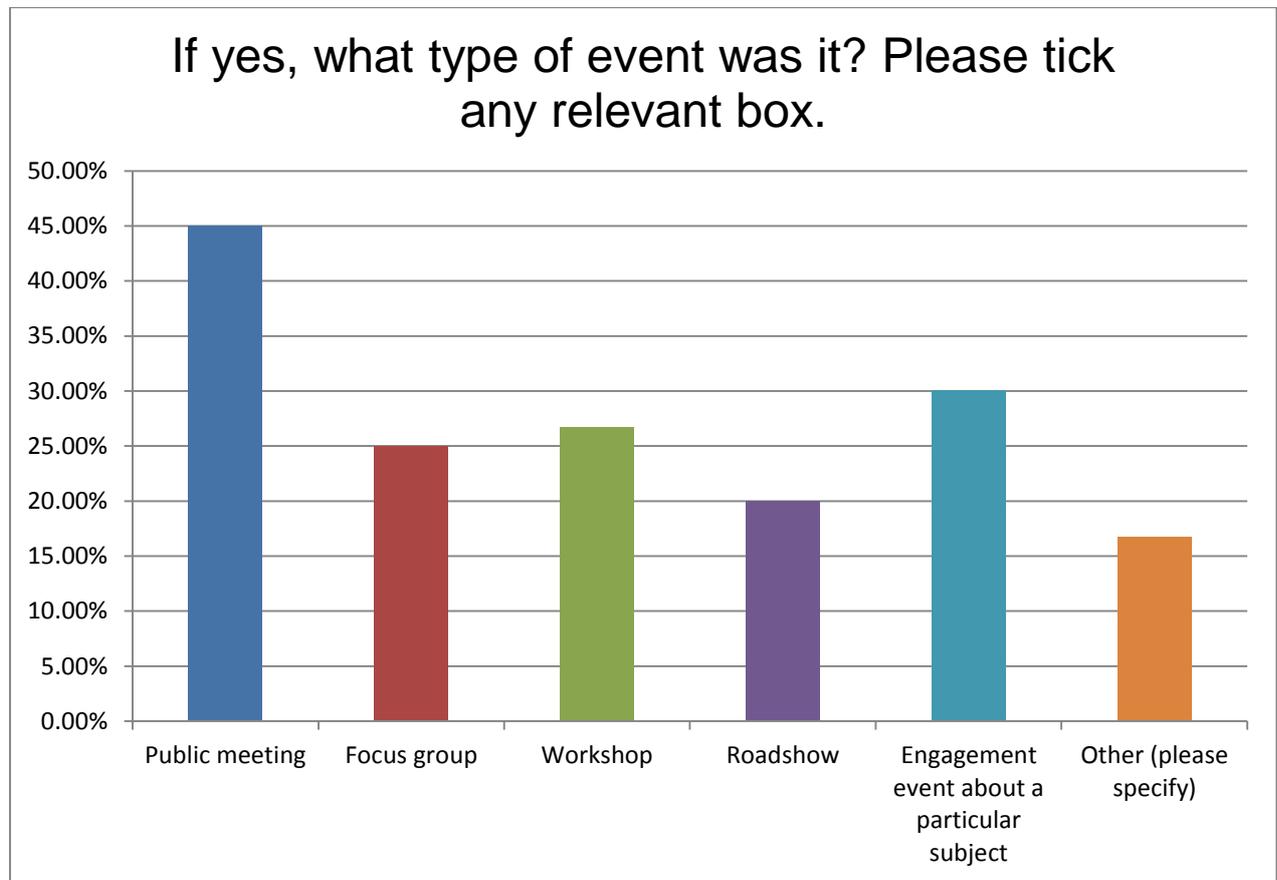


The most popular methods of contact were telephone (13.5%) and by e mail (12.68%).

Respondents were then asked if they had contacted HMR CCG were they able to get through to the person they needed immediately, 33.3% said they had. (Base 114)

The following question asked if they could not reach the person they needed were they told someone would get back to them and did anyone do that. 38% of respondents said they were promised someone would get back to them and 44% of those responding to this question said that happened. 26.5% stated no one ever got back to them. (Base 76)

Question 5 asked if respondents had ever attended an event facilitated by HMR CCG. Just over a quarter of respondents (26.8%) said they had. (Base 216). Respondents were then asked to state what type of event. The chart below shows the results. (Base 60)



The fact that only 26.8% of respondents attended a CCG facilitated event is disappointing though the sample did turn out to be small and the confidence interval was +/- 10%, so responses could range between 16.8% and 36.8%.

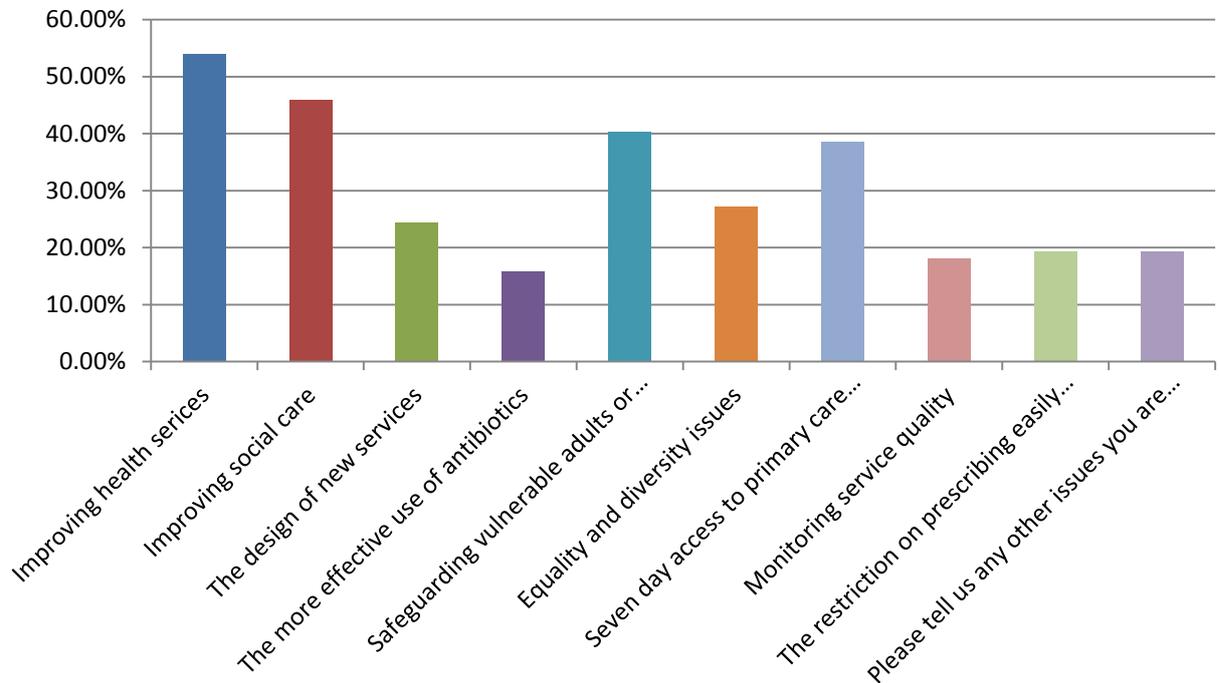
Encouragingly 67% of those who did attend an event felt it was useful.

The survey asked respondents if they wanted to engage with HMR CCG what would be their key issues for engagement.

Of the 176 who responded to this question the most popular issue was improving health services at 54%, followed by; improving social care (46%) and safeguarding vulnerable people (40.3%).

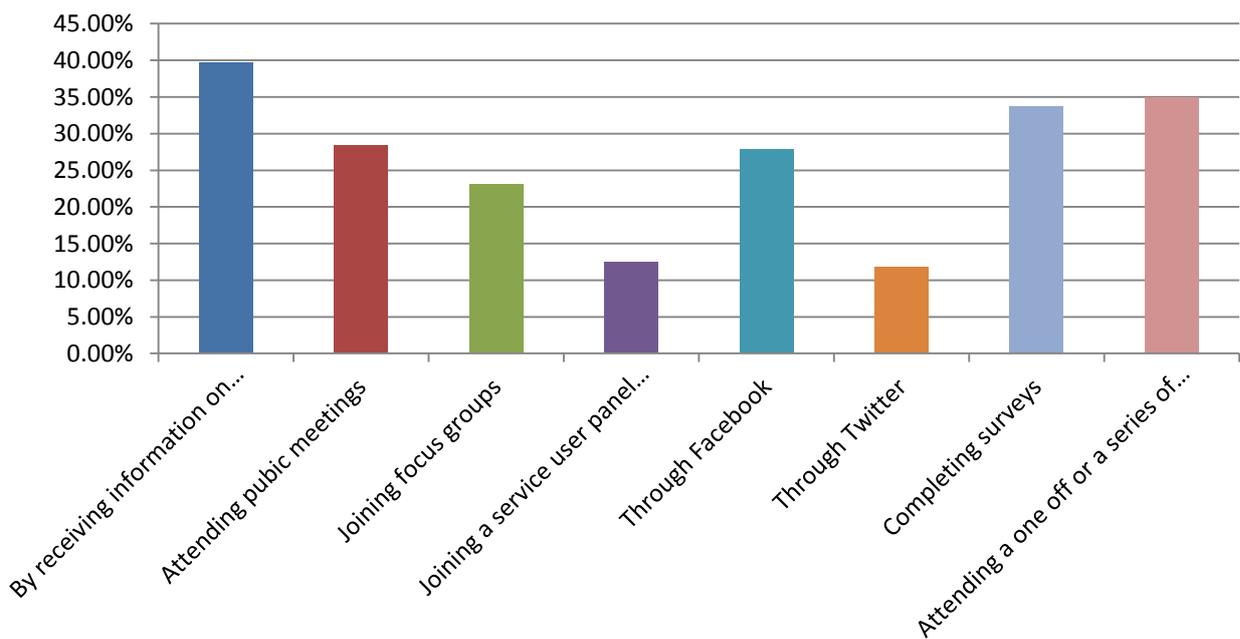
The chart below shows the range of results.

We try to engage with local people on a number of issues, such as the transformation of health and social care locally. Please look at the list of issues below and tick the box against any that you would like to be involved in.



Respondents were asked how they would like to be engaged about the issues they had raised (base 169). The most popular choice was receiving information (39.6%). The chart below shows the full range of choices.

Thinking about the issues that interest you, how would you like to be involved with HMR CCG? Please tick any box that applies.

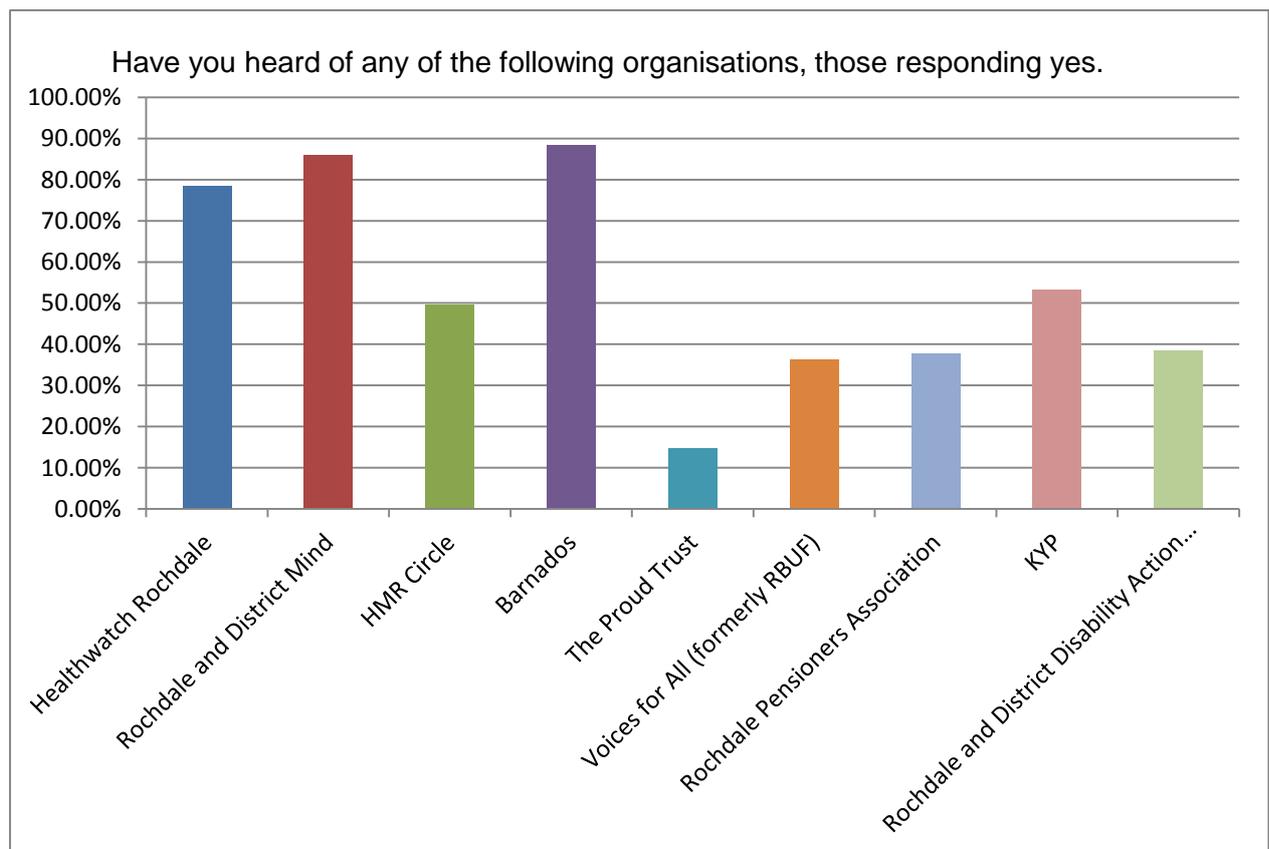


Respondents were asked if they were to attend an event, when would be the best time for them. Surprisingly a weekday afternoon was the most popular choice ( 39.4%), followed by a weekday evening (34.29%) and weekday morning (32%) (Base 175)

Respondents were asked if they would like information on CCG meetings held in public; 54.5% said they would like information. (Base 211).

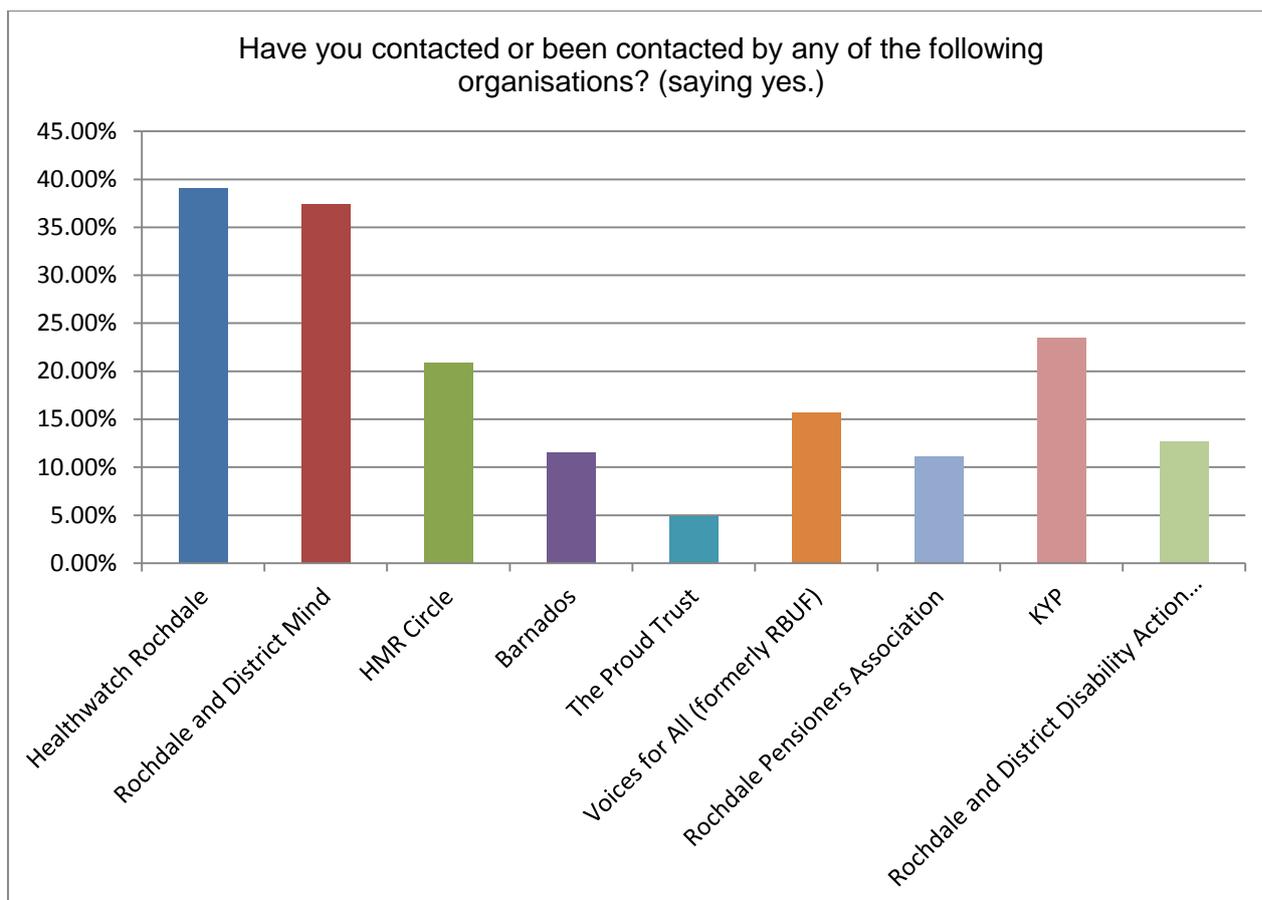
Finally respondents were asked if they had heard of some of the CCG third sector partners and whether they had ever been contacted by them. The third sector organisations are partners on the Patient and Public Engagement Committee.

The charts below show the responses.



88.3% said they had heard of Barnardos, 85.8% had heard of Rochdale and District Mind and 78.4% Healthwatch. At the lower end of the scale; 14.7% had heard of the Proud Trust, 36.3% had heard of Voices for All, and 37.6% Rochdale pensioners Association.

When stating if they had been contacted by any of the organisations for any reason, 39% had been contacted by Healthwatch and 37.4% by Rochdale and District Mind. Only 5% had been contacted by the Proud Trust and 11% by Rochdale Pensioners. (Base 216). It should be noted however that some of these organisations do very much serve a niche audience.



### What have we learned from the survey?

Unfortunately the number of responses to the survey was much lower than anticipated this means that in some cases the confidence interval is +/- 10% which gives a 20% range for those answers.

The survey does not work as a benchmarking exercise again because of the dearth of respondents.

Only 2.4% of respondents who contacted the CCG used social media.

44% of people expecting a response after contact with the CCG got one.

26.8% of respondents had attended an event facilitated by the CCG and most (67%) found it useful.

When thinking about how they wanted to engage with the CCG 39.6% said they just wanted to receive information, attending a one off event and completing surveys were the next most popular options.

The issues of improving health services at 54%, followed by; improving social care (46%) and safeguarding vulnerable people (40.3%) were the most popular topics for engaging with the CCG.

Though the CCG third sector partners often serve niche markets awareness of the organisations was, overall, low. The two with the highest awareness ratings were linked to national charities. Though the survey was administered by Healthwatch and they gave out hard copy versions (which make up 90% of responses) only 78.4% had heard of them and 39% had any contact from them.