

People's Panel Survey



Research Report

April 2022



People's Panel Survey

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Background

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StepBeyond 

Research Method

Fieldwork dates: 9-20 March 2022

Online survey emailed to all current members of the Staffordshire People's Panel

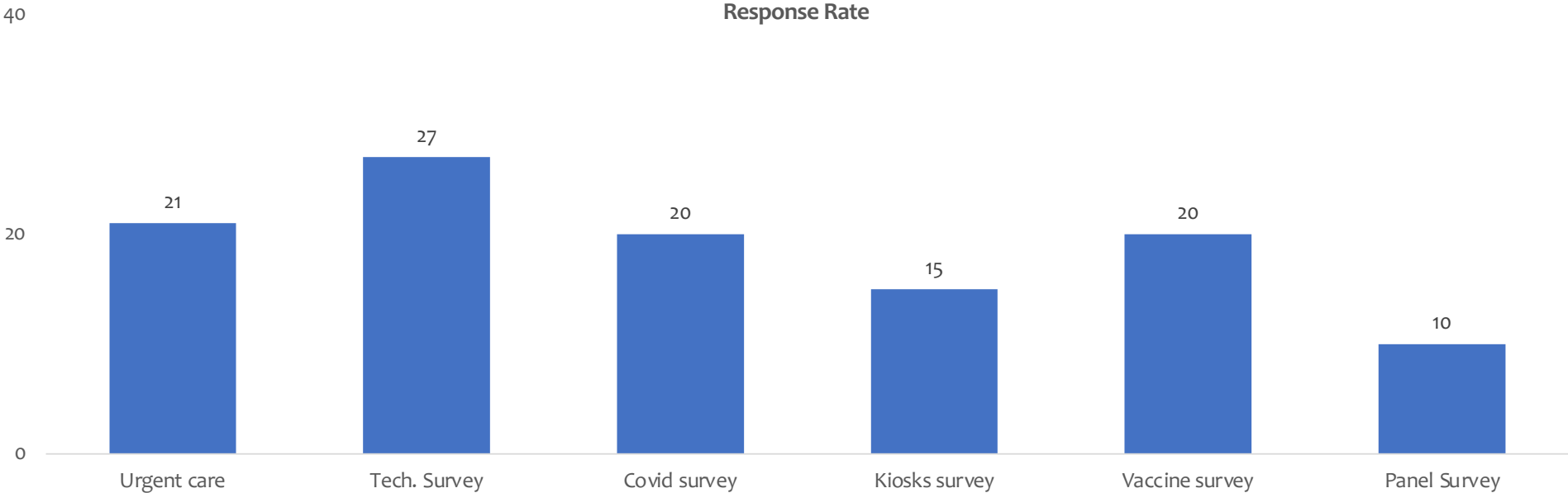
Emailed out invite:	1,098
Bounced back:	32
Unsubscribed:	21
Opened the survey but did not complete:	38
Completes:	104 (10 % response rate)

Responses:

Initial Mail Out:	50
1 st Reminder:	31
2 nd reminder:	17
Final call:	6

Comparison of Response Rates

- A disappointing response rate for this survey – perhaps because subject not directly linked to health and social care services.
- Notably 38 people opened the survey but didn't complete it – suggests they perhaps didn't see it as relevant.



Base: Total Sample (263 Tech Survey) (176 Urgent Care)

(238 Covid Survey)

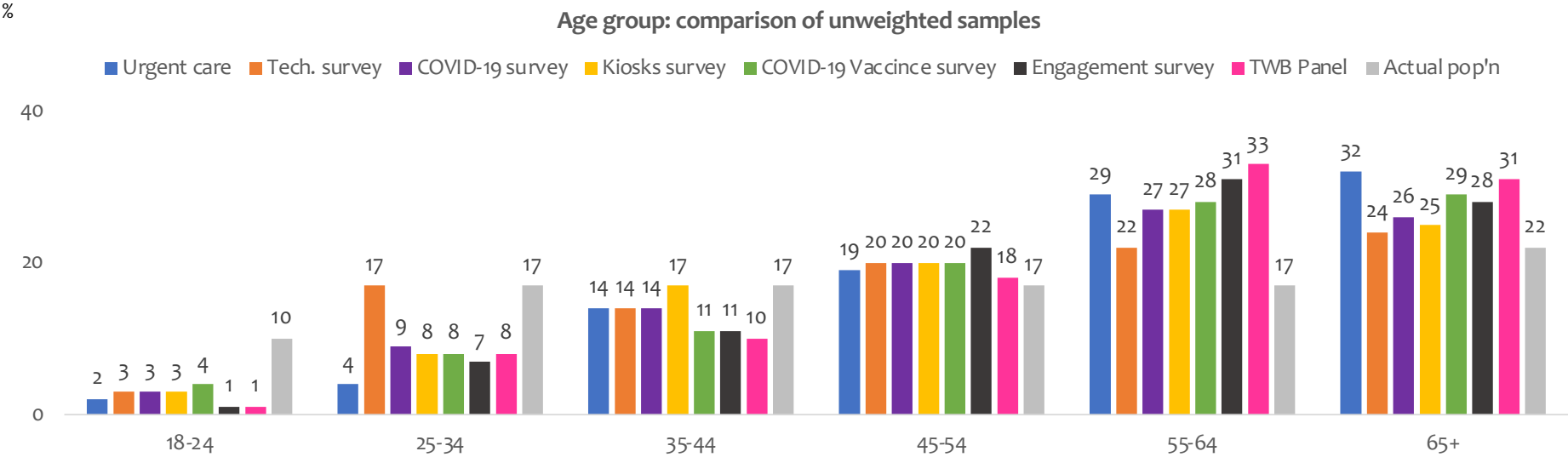
(189 Kiosks Survey)

(226 COVID-19 vaccine survey)

(104 Panel Survey)

Age group

- The sample for the Panel survey is very similar to the previous 2021 surveys in terms of age profile, with a strong skew towards the mid-older age groups.
- This is due to the fact that we had even lower responses from the under 35s (despite them being representative within the Panel itself)
- The sample size is however not big enough to allow reliable weighting and so all results are unweighted.



Base: Total Sample (263 Tech Survey)

(176 Urgent Care)

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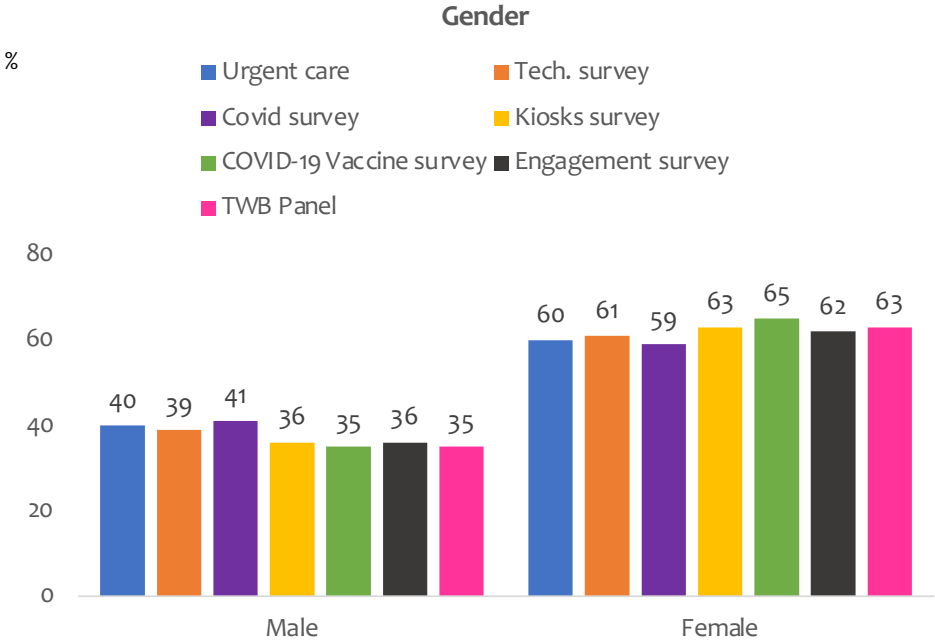
(189 Kiosks Survey)

(226 COVID-19 vaccine survey)

(104 Panel Survey)

Gender & Children

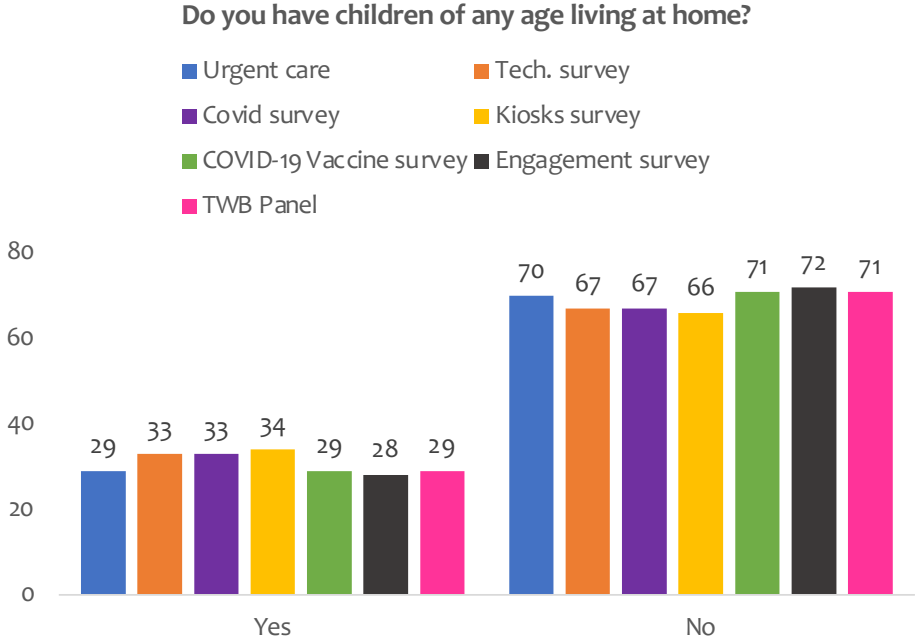
- The sample for this survey is similar to previous surveys in terms of gender profile – the majority again being female
- NB 55% of Panel members are female
- The same is true of the percentage with children living at home



Base: Total Sample (263 Tech Survey)

(176 Urgent Care)

(238 Covid Survey)



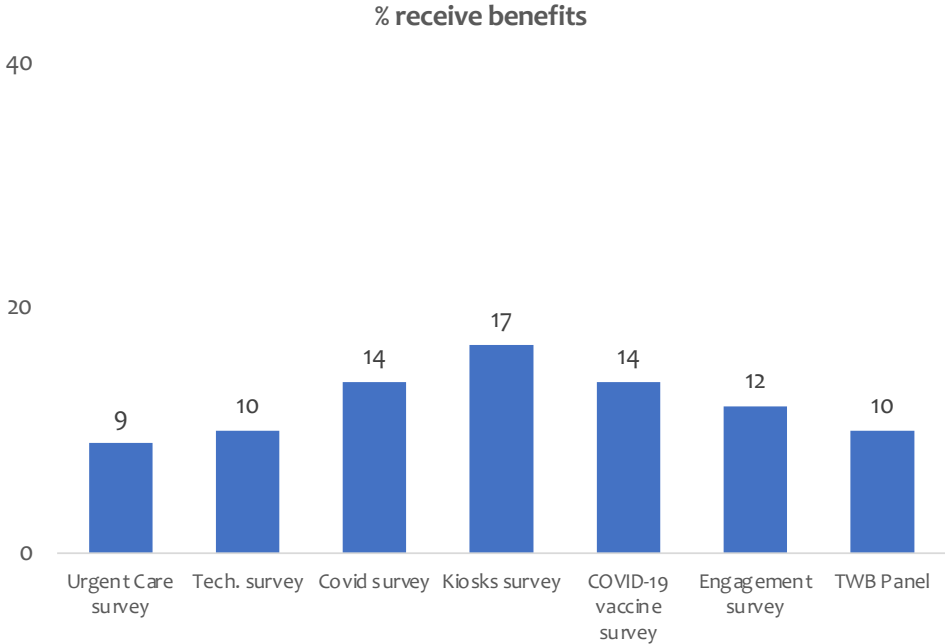
(189 Kiosks Survey)

(226 COVID-19 vaccine survey)

(104 Panel Survey)

Vulnerable groups

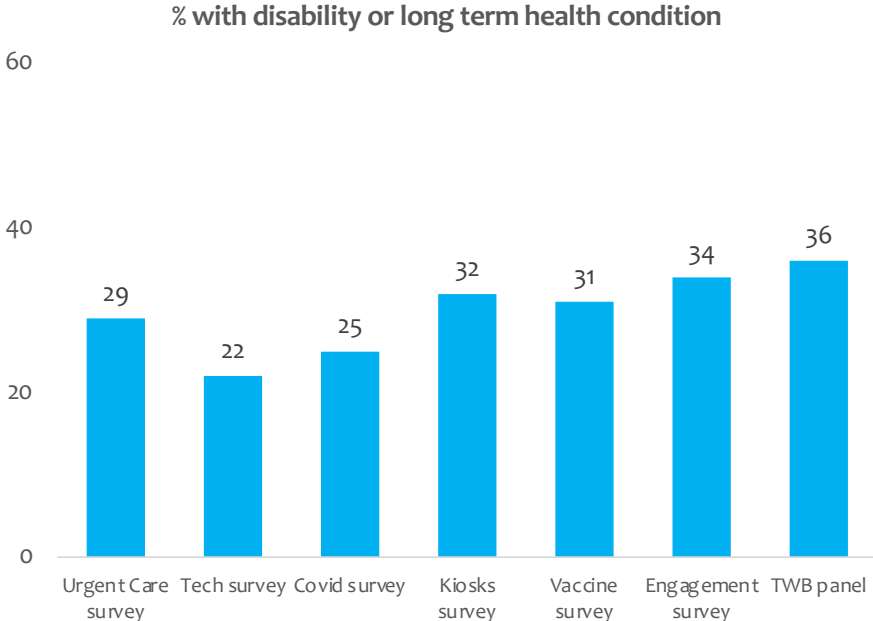
- 10% of survey participants receive some form of benefits, which is slightly lower than some previous surveys
- Although 36% have some form of disability or long-standing health condition.
- Therefore we're getting a good representation of these groups (indeed much higher than their representation within the Panel – 20%)



Base: Total Sample (263 Tech Survey)

(176 Urgent Care)

(238 Covid Survey) (189 Kiosks Survey)



(226 COVID-19 vaccine survey)

(137 Engagement Survey)

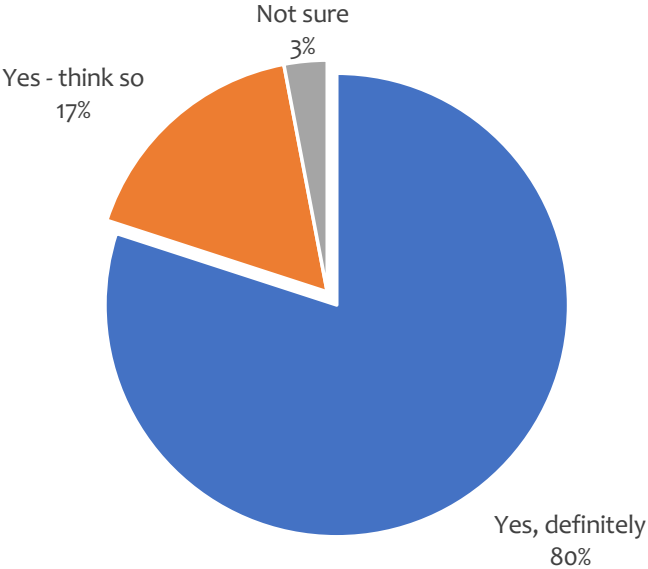
Key Findings



People's Panel Engagement

- The great majority of respondents are 'definitely' aware that they are a member of the People's Panel

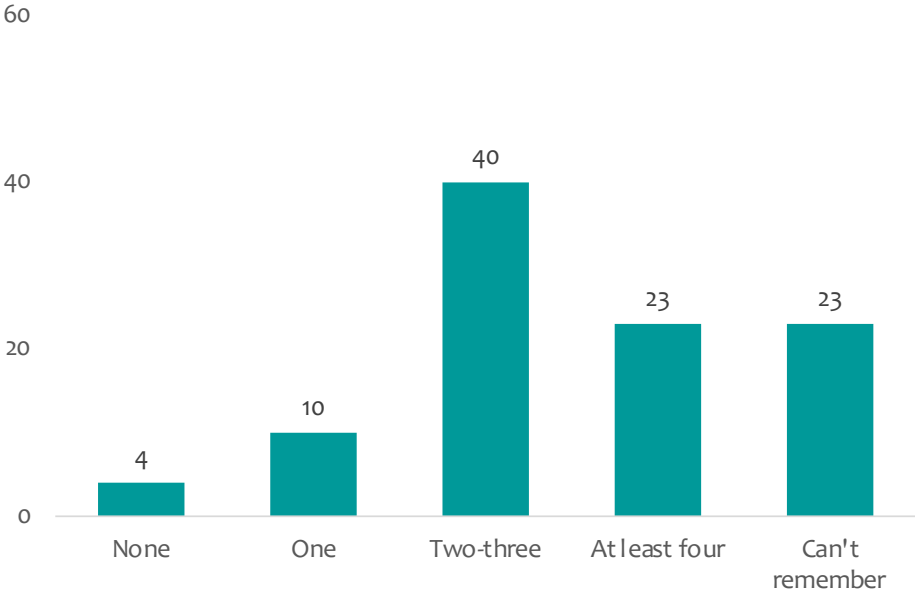
Did you know that you're a member of the Together We're Better People's Panel?



Base: Total sample (104)

- And most have taken part in more than one survey: generally 2-3

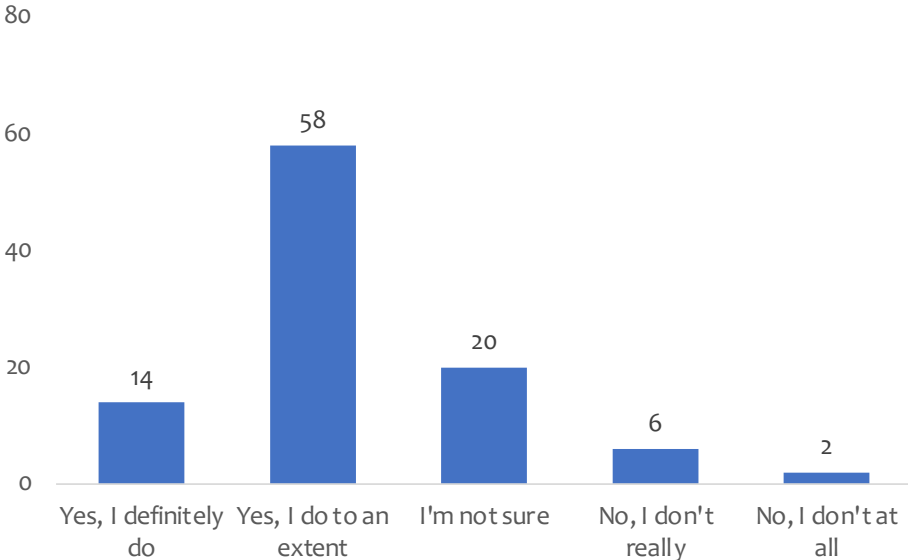
How many People Panel surveys have you taken part in so far?



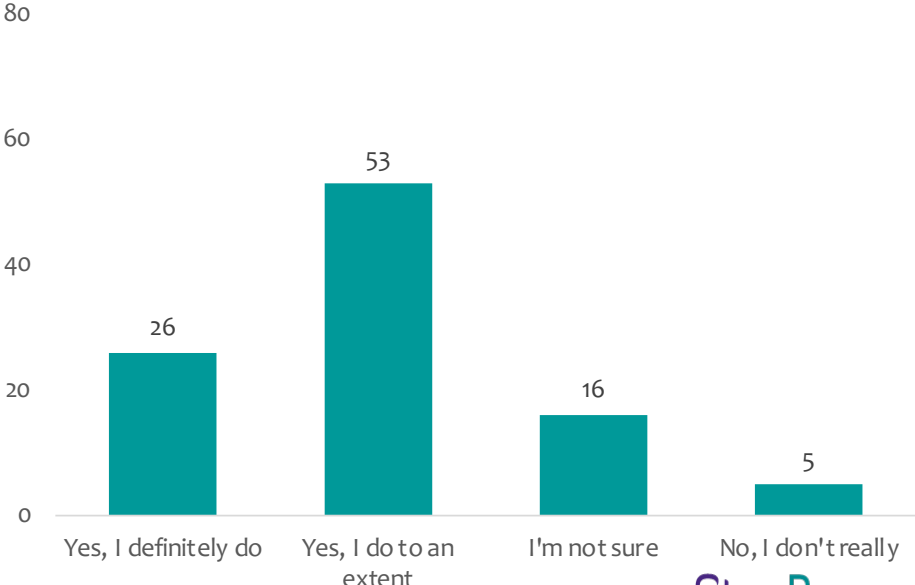
Awareness of Together We're Better

- The majority of survey participants said they do understand what Together We're Better is and what it does – at least ‘to an extent’.

Understand what Together We're Better does



Understand what Together We're Better is

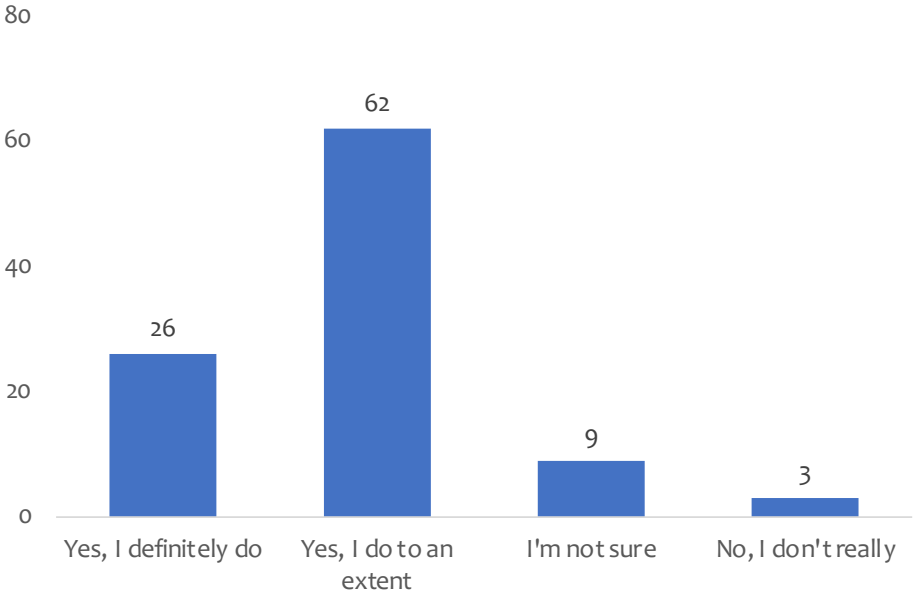


Base: Total sample (104)

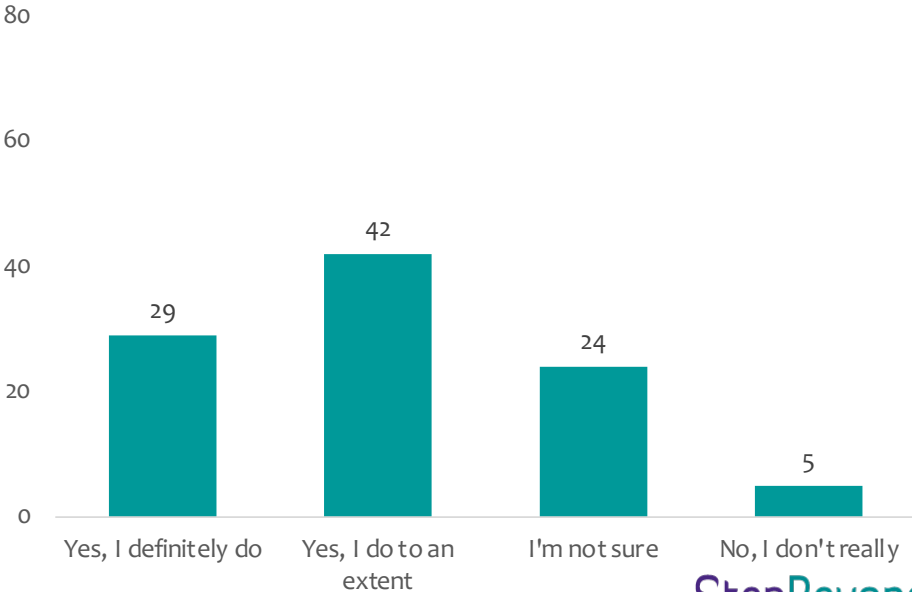
Feelings about the People's Panel

- The great majority of respondents say they know what the People's Panel is all about.
- Although the majority of people say they enjoy being a People's Panel member, 29% aren't so convinced and so this could be something to focus on.

Understand what the People's Panel is about



Enjoy being a member of the Panel

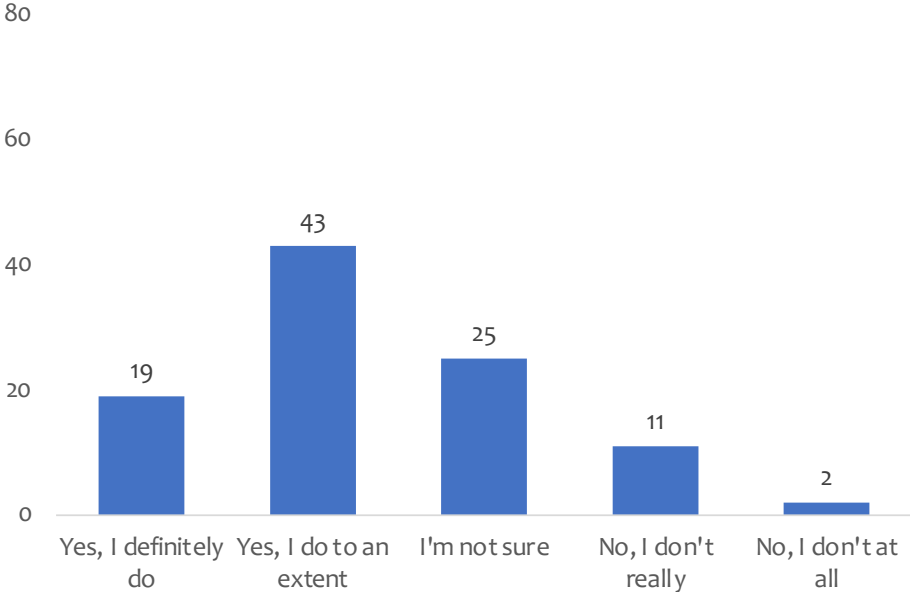


Base: Total sample (104)

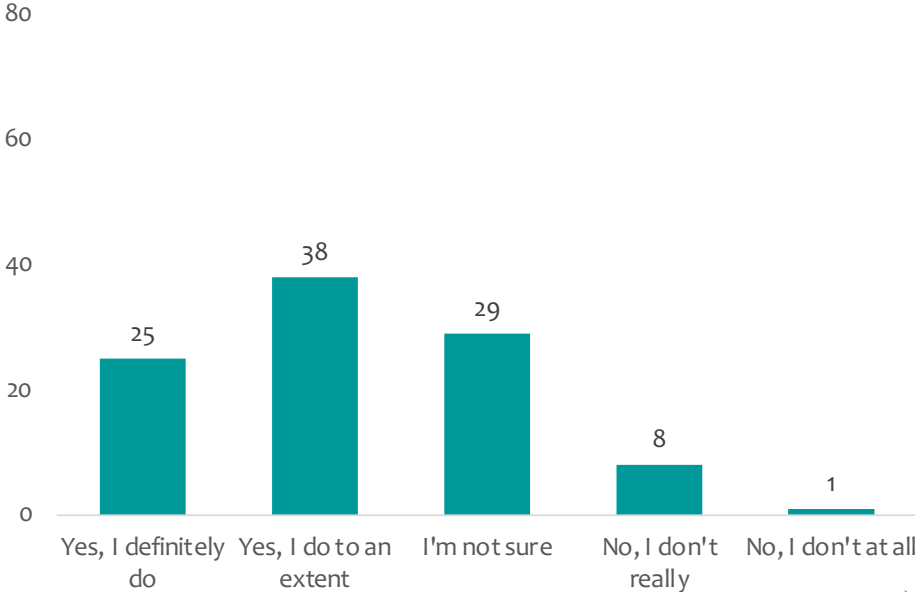
Feelings about the People's Panel

- The majority of survey participants say they feel involved in the Panel and also feel valued.
- However, at least a third aren't convinced about either measure and there's definitely scope to push more people into the 'Top Box' ie 'Yes, I definitely do'

Feel involved in the Panel



Feel valued as a member of the Panel

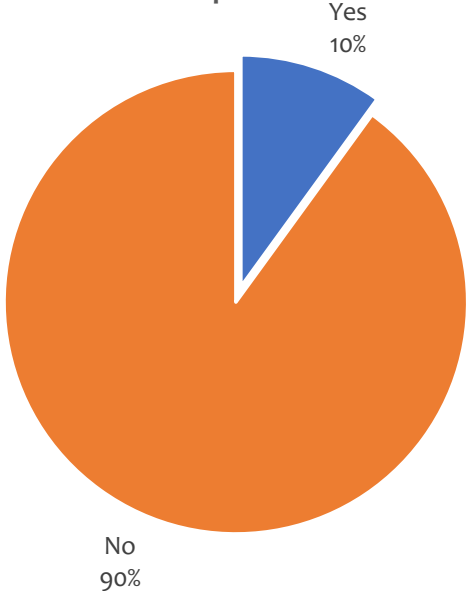


Base: Total sample (104)

Improvements to the People's Panel

- One-in-ten survey participants suggested a possible improvement to the People's Panel

Do you have any thoughts and ideas about ways to improve the People's Panel?



Base: Total sample (104)

Pleasingly, almost all are already in progress, with suggestions relating to increasing Panel diversity and also asking Panel members what they'd like to give feedback on.

Ask the Peoples Panel what health issues they want surveys to be focussed on. Make the questions that are asked relevant to actual experiences. Focus on the aspects of healthcare that affect the users of healthcare rather than the policy setters.

Explore ways to improve healthcare for marginalised groups such as trans and LGBTQ folk, disabled folks and highlight other groups who may be struggling with access

The panel should get the views if possible of people in all geographical areas and sociology economic groups. Are you just asking people who have the time and inclination to complete surveys?

Improvements to the People's Panel

- Other people requested feedback on survey results and outcomes – underlining the need for regular infographics that highlight actions subsequently taken.

I would like to know the outcome. What does this survey actual do for care?

I'd like to know the point of it, what it has actually achieved?

For zoom meeting a separate microphone on the table to allow people attending over the web to hear the conversation better. Thought the group demographics were probably all over 55. Be nice to have some younger input

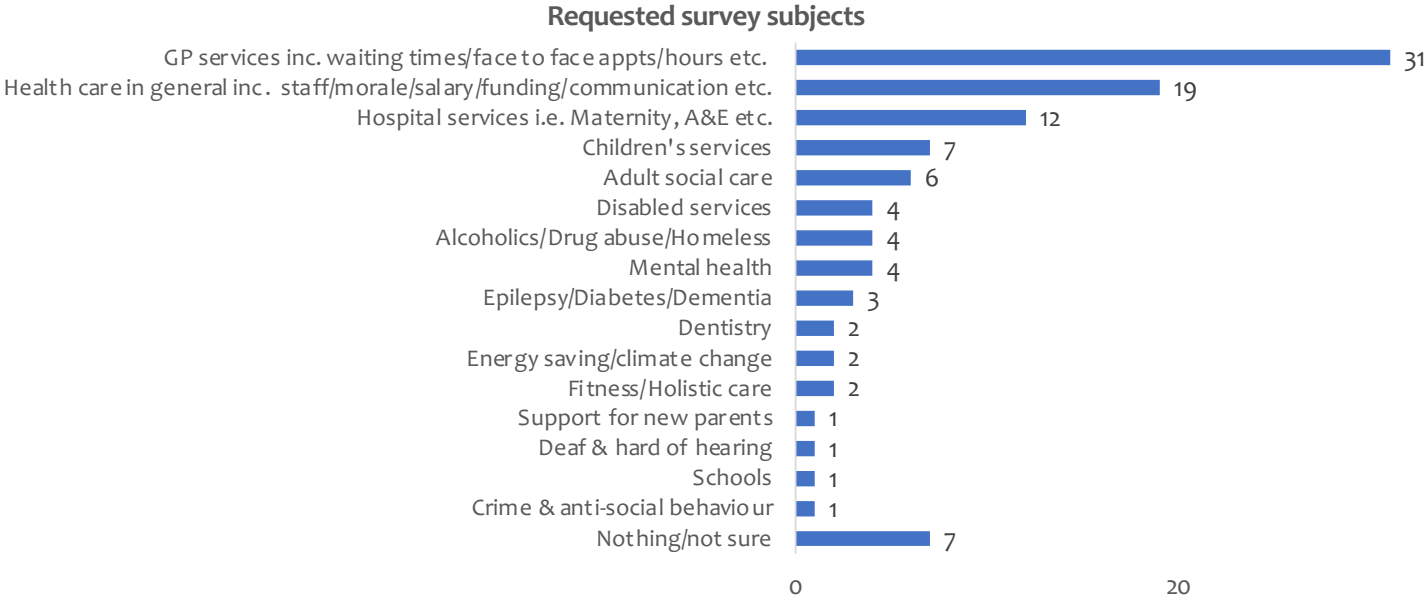
Main thing would be to get more respondents to improve quality of survey results.

Have clear goals on subjects that affect people, inform panel of other members have all state their area of expertise if they have one or more, set up project groups for specific areas of interest so we can move forward in a number of areas at the same time and report success and failure per group to all members

To know that some good suggestions are being heard and considered

2022-23 Surveys

- By far the most common survey subject requested was around GP services – especially relating to waiting times, difficulties in getting face-to-face appointments and communications/difficulties in making contact
- This was followed by hospital services, children’s services and social care services for the elderly.
- Along with a diverse range of other aspects of health and social care services that people would like to talk about



Base: Total sample (104)

2022-23 Surveys

I spend quite a lot of time in Scotland, where the Health Service has a good number of 'infomercials' on TV, e.g. 'Be kind to the autistic mind'. I wonder what issues people feel that we as a society would benefit from knowing more about?

Older people's services especially as ageing population and where will funding come from. Experiences of patients at GP surgeries post covid eg have all services resumed?

Better service from Drs surgeries. It is really annoying if your telephone call is not answered or you are 10th in the queue, need more receptionists and better training.

GP service it's changed for the worst we need it back to how it was

I predate the National Health Service . I remember it starting - “cradle to grave “ and all that. I no longer have any relatives. I do feel that if/when I need help in the house, a home help, There will come a time when I cannot afford it. I do have concerns that by the time I NEED something like that, it will no longer be available. I do think most strongly that these services should be run by the local Council or the NHS. THEY SHOULD NOT BE RUN FOR PRIVATE PROFITS by commercial companies.

Elderly community care, special needs care

2022-23 Surveys

Age concern / stroke sufferers / more funding for things like this

Communication between health and social care services

SEN, Autism

Children's services, mental health, elderly care

The care for old people needs looking at. It's unbalanced and unfair for people who have worked all their life or own their own home

How does the social care system see its future with budgets being so tight?

I am interested in mental health and I feel little has been achieved and Changes and the Stepping Stones in Stafford and Lichfield.

Old people, drug and substance misuse, gambling issues, diabetes

The facilities available at Leek Moorlands Hospital

Other comments about the People's Panel itself

- Some lovely comments about appreciating the purpose and value of the People's Panel
- But also a definite need to give more feedback on actions and improvements made as a result

THE VALUE OF THE PEOPLE'S PANEL

It seems a really great idea to give the people voice over improving healthcare

I do understand the need to ask public opinion about healthcare matters!

Looking forward to seeing how this initiative develops

Yes, let us make a difference.

Nice to see that you are trying to find out about the systems and the way they work

Yes I think the panel is providing an excellent service to the local community

WHAT COULD BE BETTER?

Perhaps more short surveys, a bit more frequently, though obv you don't want to over burden respondents. Maybe a newsletter explaining results occasionally.

Feedback we get is more about numbers and base results would like to hear more about what is actually happening

Does anyone act on what the Panel finds?

Feedback regarding the People's Panel surveys and their usefulness.

I'm not really sure what impact, if any, I am having by playing a part

Not all surveys seemed relevant for me

Other comments about health and social care services

More provision for people with hearing loss like Derbyshire!

It is hard to find information about facilities for young adults with learning difficulties.

Try to help the elderly more, a lot of people do not have access to iphones, computers etc and are being left behind booking appointments etc for various things. The younger generation should be more understanding also companies who ask for everything via the Internet. There are still lots of people not into this new way of living.

Is any progress being made about face-to-face appointments with GP's. Dental appointments seem to be improving.

I believe that the local government/authority/teams, and everyone connected with covid vaccinations etc should be very proud of themselves they have done an excellent job in the Stafford area

GPs are not accessible as they once were, this needs to be improved

Pain management

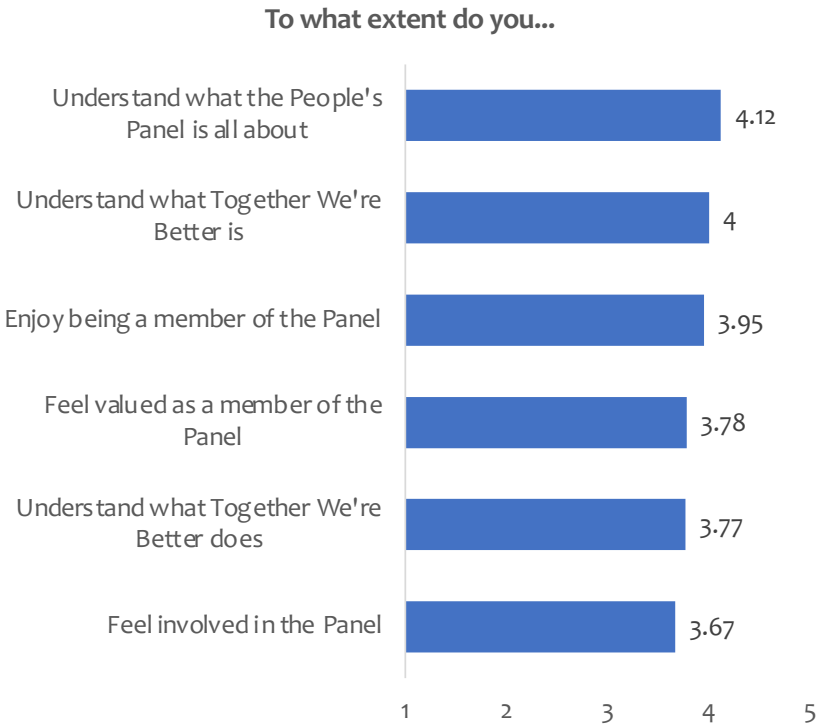
Summary & Conclusions

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Summary & Conclusions

- Firstly, the response rate to this survey was disappointing (10%) – we need to make sure that future surveys improve on this.
- Panel members (who took part in the survey) have reasonably good levels of existing awareness of what the People’s Panel and Together We’re Better are. They generally enjoy being Panel members and feel valued, with some specifically saying that it’s a great initiative.
- They often want to know though what Together We’re Better do with the survey findings – there’s a definite demand for more feedback on how the People’s Panel is actively contributing to better local health and care services. Panel members don’t want to feel their precious time is being wasted!
- There’s also a need to include some surveys on subjects that Panel members find personally relevant: these definitely include GP services, plus healthcare in general, hospital services, and services for children and the elderly.



Mean scores:
 5 = Yes, I definitely do
 4 = Yes, I do to an extent

Base: Total sample (104)

Recommendations

The survey clearly highlights that the following would help...

- People's Panel members feel more involved and boost their enjoyment levels
- People's Panel members feel that their involvement is directly contributing to positive change
- Increase response rates
- Increase responses from other demographic groups in addition to those that generally take part (mid-older, higher social grades)

1. Circulate a clear, concise infographic for each survey that highlights key findings, and key actions taken/being considered as a direct consequence.
2. Create an Annual Summary of Positive Change – ie the positive changes/initiatives/plans that the People's Panel has contributed to
3. Create some surveys tailored for, and distributed to, specific sub-groups within the Panel eg minority groups, the elderly, parents of young children, people with long term health conditions etc.
4. Include some surveys on subjects of particular interest and relevance to Panel members eg GP services

Thank You!

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