

whot
would you do?

It's your NHS. Have your say.

Healthwatch Salford
Priorities Report July 2019
Full report including comments

Contents

Background	4
About the NHS Long-Term Plan	4
About the survey.....	5
Summary.....	7
Engagement and analysis.....	7
How many people took part in the survey?.....	10
Demographics	
Salfordwide	11
Eccles, Irlam, Winton and Cadishead neighbourhood	12
Walkden, Little HUYLTON, Worsley and Boothstown neighbourhood	13
Swinton and Pendlebury neighbourhood.....	14
Broughton and Irwell Riverside neighbourhood	15
Ordsall, Claremont and Pendleton neighbourhood	16
Survey Results	
Prevention	17
Personalisation.....	23
Care Closer to Home	29
Technology.....	35
What else did they say?	41
Conclusion.....	45

Healthwatch Salford

The Old Town Hall
5 Irwell Place
Eccles
M30 0FN
T: 0330 355 0300
W: www.healthwatchsalford.co.uk

© 2019 Healthwatch Salford - Registered Charity: 1171170 - Registered Company: 09563358

Background

Healthwatch Salford is the independent consumer champion for children, young people and adults who use health and social care services in Salford.

Healthwatch Salford:

- Provides people with information, advice and support about local health and social care services
- Listens to the views and experiences of local people about the way health and social care services are commissioned and delivered
- Uses views and experiences to improve the way services are designed and delivered
- Influences how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- Passes information and recommendations to Healthwatch England and the Care Quality Commission

Each year, to make sure that we are focussing our activities in the areas that are important to the people of Salford, we carry out a priorities survey. The results of which help to inform us where the direction of our business plan and work should travel towards.

This year, we decided to coincide our priorities survey with national engagement surrounding the NHS Long Term Plan alongside the other 152 Healthwatch organisations across the country. This would give the people of Salford the opportunity to influence good health and care not just locally for Salford but also regionally across Greater Manchester and nationally across the country.

About the NHS Long Term Plan

With growing pressure on the NHS and an ageing population, more people living with long-term conditions, and lifestyle choices affecting people's health - changes are needed to make sure everybody gets the support they need.

The Government is investing an extra £20bn a year in the NHS and has produced a Long-Term Plan, which sets out what they want to do better. This plan includes making it easier for people to access support closer to home and via technology. The focus is on doing more to help people stay well, and providing better support for people with long-term conditions, such as cancer, mental ill health, heart and lung diseases, diabetes, arthritis, learning disabilities autism, and for people as they get older and experience conditions such as dementia.

About the survey

This year's annual survey ran from 15th April through to the 1st May 2019. The survey questions were co-designed between Healthwatch England and NHS England. They were then delegated to the 152 Local Healthwatch organisations across England in order to undertake the same survey at the same time.

This would provide valuable data which could be reported on at 3 different levels:

- Locally in Salford (as coordinated by Healthwatch Salford)
- Regionally across Greater Manchester (as coordinated by Healthwatch Bolton)
- Nationally across England (as coordinated by Healthwatch England)

Whilst the survey was based around the NHS Long-Term Plan, the questions were designed to explore what people felt about keeping themselves well and the services that they needed to help do this, rather than their understanding of the plan itself.

The survey asked respondents to rate how important the following statements were to them based around 4 themes:

Prevention - what was felt to be important things when it came to living a healthy life
Rate how important the following things are to you when it comes to living a healthy life:

- Easy access to the information I need to help me make decisions about my health and care
- Having the knowledge to help me do what I can to prevent ill health
- Access to the help and treatment I need when I want it
- Professionals that listen to me when I speak to them about my concerns
- For every interaction with health and care services to count; my time is valued

Personalisation - about being able to manage and choose the support they needed

Rate how important the following things are to you when it comes to managing and choosing support:

- If I have a long-term condition, I decide how the NHS spends money on me
- Choosing the right treatment is a joint decision between me and the relevant health and care professional
- I make the decision about where I will go to receive health and care support
- I should be offered care and support in other areas if my local area can't see me in a timely way
- I make the decision about when I will receive health and care support
- My opinion on what is best for me, counts
- Communications are timely
- I have time to consider my options and make the choices that are right for me

Care Closer to Home - what respondents felt was essential to staying independent and healthy as they got older

Rate how important the following things are to you when it comes to keeping your independence and staying healthy as you get older:

- I want to be able to stay in my own home for as long as it is safe to do so
- My community can support me to live my life the way I want
- My family and friends have the knowledge, confidence and power to help and support me when needed
- I expect there to be convenient ways for me to travel to health and care services when I need to
- I expect that my family and I will feel supported at the end of life

Technology - looked at how the NHS interacted with people

Rate how important the following things are to you when interacting with the NHS:

- I have absolute confidence that my personal data is managed well and kept secure
- I can access services using my phone or computer
- I can talk to my doctor or other health care professional wherever I am
- I can make appointments online and my options are not limited
- Any results are communicated to me quickly making best use of technology
- I manage my own personal records so that I can receive continuity in care
- I am able to talk to other people who are experiencing similar challenges to me to help me feel better

At the end of each section, respondents were also asked the question ‘if there was one more thing that would help...’ which enabled them to leave free text comments for that particular section. Overall, we received 252 additional comments which have been analysed and grouped together based on types of things people were saying.



Summary

We had 356 respondents, 296 of them lived in the city of Salford. A common trend of 82 comments throughout the survey leant towards the need for people to have better access to health and care services alongside the advice to enable them to make informed choices.

From the 4 themes throughout the survey, respondents also told us:

Prevention

It is important for patients to have access to health and care treatment when they need it

- Patients want the freedom and choice to be able to decide where to go for their health and care services, but they also need the right information to be able to help themselves.
- Access needs to be improved to gyms and other exercise programmes.

Personalisation

It is important that choosing the right treatment should be a joint decision between the healthcare professional and the patient

- Patients want to choose where they go to for treatment.
- Any decisions about their care should include the patient and they should also be given time to consider their options.
- Communication between primary and secondary care needs to improve.

Care Closer to Home

It is important for people to be able to stay in their own home for as long as it is safe to do so

- Respondents wanted to be able to stay in their own home for as long as it was safe to do so but need the services (Home Care Services) to be efficient, affordable and reliable in order to do so.

Technology

It is important that patients are able to talk to their Doctor or other healthcare professional from wherever they are

- Some respondents didn't shy away from the use of technology in communicating with the NHS but this technology needs to be simple to use and more importantly, reliable.
- Services need to remember that not everyone is comfortable using technology.

Engagement & Analysis

In Greater Manchester, Healthwatch Bolton acted as the lead coordinator for our regional Greater Manchester report and hosted the electronic survey online with Survey Monkey, which our Salford residents were able to complete.

Paper copies of the survey were also produced and distributed across the City to enable those who didn't have access to a computer to take part.

Salford Community Leisure (SCL) very kindly facilitated the hosting of paper surveys alongside collection post boxes in each of their 16 libraries across Salford to allow visitors to take part and complete the survey. Library staff were also proactive in their approach to helping respondents with the survey.

In addition, SCL staff were also able to distribute the paper survey through their Books at Home Service which further ensured those people who are unable to leave their homes the opportunity to have their say.

We saw this as a real positive step to including a hidden group of people who may not have had their voices heard.



3 public engagement events were held within Salford Royal NHS Foundation Trust Hospital.

HWS staff and volunteers were able to engage with patients and visitors in the various waiting rooms increasing the awareness of the NHS Long Term Plan as well as gathering important feedback.

We held 3 focus group sessions with members from different backgrounds looking at specific condition areas in more depth, these were:

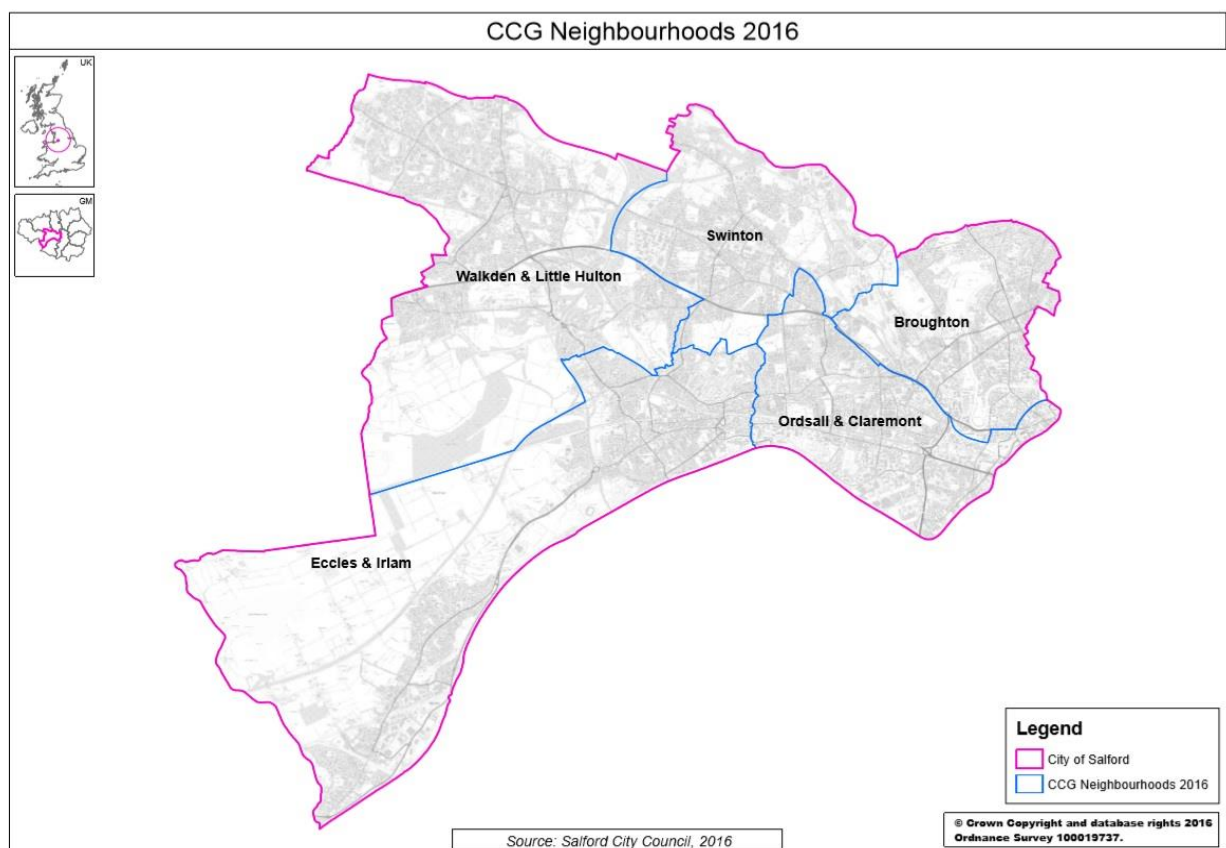
- Adults with learning disabilities
- People with visual impairments
- People living with dementia

Once the survey had closed, the data was shared with Healthwatch Bolton (for the Greater Manchester report) and Healthwatch England (for the national report). Our local data was also extracted from this and analysed by Healthwatch Salford staff.

The results of this report have been broken down into the each of the 5 Clinical Commissioning Group (CCG) neighbourhoods across Salford:

- **Eccles, Winton, Irlam and Cadishead** (referred to as ‘Eccles’ in this report)
- **Walkden, Little Hulton, Worsley & Boothstown** (referred to as ‘Walkden’ in this report)
- **Swinton & Pendlebury** (referred to as ‘Swinton’ in this report)
- **Broughton & Irwell Riverside** (referred to as ‘Broughton’ in this report)
- **Ordsall, Claremont & Pendleton** (referred to as ‘Ordsall’ in this report)

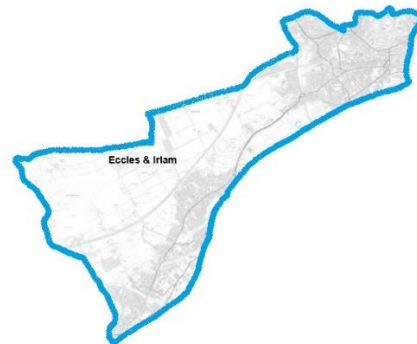
We hope this will assist those areas to focus on some of the main issues coming from their locality.



How many people took part in the survey?

Eccles, Winton, Irlam
and Cadishead

73 responses



Walkden, Little Hulton,
Worsley & Boothstown

58 responses



Swinton and Pendlebury

54 responses



Broughton and Irwell
Riverside

40 responses



Ordsall, Claremont and
Pendleton

71 responses



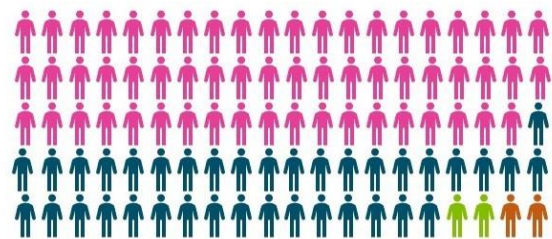
Demographics across Salford

296 respondents took part in the survey across Salford

Our staff and volunteers also engaged with a further **60** people who were not from Salford - the results of their surveys were shared with their local Healthwatch organisation, so their valuable feedback was not lost.

What were their ages?

	Salford wide	
	N	%
Under 18	0	0.0%
18-24	16	5.4%
25-34	31	10.5%
35-44	28	9.5%
45-54	38	12.8%
55+	173	58.4%
Not Disclosed	10	3.4%



Female (175) Male (109) Pref. not to say (6) Unknown (6)

Did they have long-term medical conditions?

155 (52%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African	1	0.3%
Asian British	3	1.0%
Bangladeshi	1	0.3%
Black British	4	1.4%
Did not answer	12	4.1%
Indian	3	1.0%
Other	7	2.4%
Other mixed	1	0.3%
Other white	15	5.1%
White British	249	84.1%

Did they have any religious or cultural beliefs?

	N	%
Christian	161	54.2%
No religion	82	27.6%
Jewish	13	4.4%
Prefer not to say	13	4.4%
Did not answer	11	3.7%
Muslim	7	2.4%
Other	5	1.7%
Hindu	3	1.0%
Buddist	1	0.3%

N = number of respondents, % = percentage of respondents from total

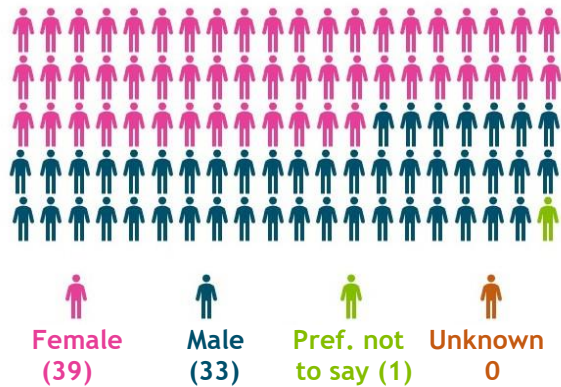
Eccles, Winton, Irlam and Cadishead

73 respondents took part in the survey from this area

Eccles, Irlam and Cadishead made up to **25%** of the respondents for the main Salford Survey

What were their ages?

	Eccles, Irlam and Cadishead	
	N	%
Under 18	0	0%
18-24	2	3%
25-34	3	4%
35-44	7	9%
45-54	10	14%
55+	51	70%
Not Disclosed	0	0%



Did they have long-term medical conditions?

41 (56%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African		
Asian British		
Bangladeshi		
Black British		
Did not answer	1	1.4%
Indian	1	1.4%
Other	1	1.4%
Other mixed	1	1.4%
Other white	4	5%
White British	65	89%

Did they have any religious or cultural beliefs?

	N	%
Christian	44	60%
No religion	19	26%
Jewish		
Prefer not to say	7	10%
Did not answer	1	1.4%
Muslim		
Other	1	1.4%
Hindu	1	1.4%
Buddist		

N = number of respondents, % = percentage of respondents from total

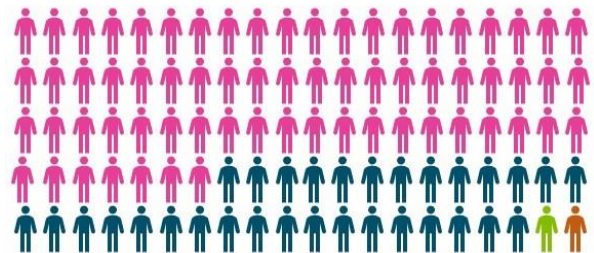
Walkden, Little Hulton, Worsley & Boothstown

58 respondents took part in the survey from this area

Walkden and Little Hulton made up to **20%** of the respondents for the main Salford Survey

What were their ages?

	Walkden wide	
	N	%
Under 18	0	0%
18-24	2	3%
25-34	7	12%
35-44	5	9%
45-54	4	7%
55+	39	67%
Not Disclosed	1	2%



♀ Female (39)
 ♂ Male (17)
 ♂ Pref. not to say (1)
 ♂ Unknown (1)

Did they have long-term medical conditions?

30 (52%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African	1	2%
Asian British		
Bangladeshi		
Black British	1	2%
Did not answer	2	4%
Indian		
Other		
Other mixed		
Other white		
White British	54	93%

Did they have any religious or cultural beliefs?

	N	%
Christian	39	67%
No religion	17	29%
Jewish		
Prefer not to say	1	2%
Did not answer	1	2%
Muslim		
Other		
Hindu		
Buddist		

N = number of respondents, % = percentage of respondents from total

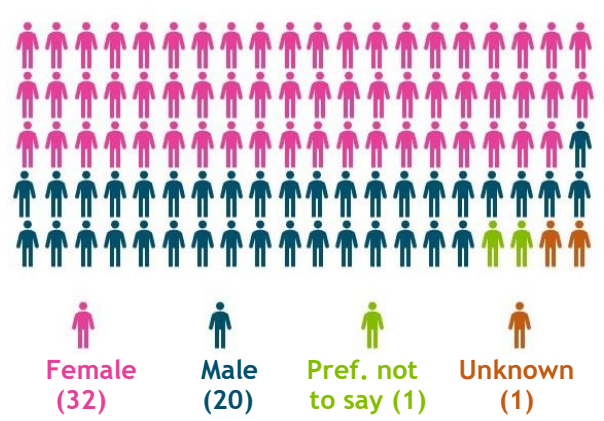
Swinton and Pendlebury

54 respondents took part in the survey from this area

Swinton neighbourhood made up to **18%** of the respondents for the main Salford Survey

What were their ages?

	Swinton neighbourhood	
	N	%
Under 18	0	0%
18-24	4	7%
25-34	8	15%
35-44	5	9%
45-54	10	19%
55+	26	48%
Not Disclosed	1	2%



Did they have long-term medical conditions?

26 (46%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African		
Asian British	1	2%
Bangladeshi		
Black British	1	2%
Did not answer	2	4%
Indian		
Other	3	5.5%
Other mixed		
Other white	3	5.5%
White British	44	81%

Did they have any religious or cultural beliefs?

	N	%
Christian	29	54%
No religion	18	33%
Jewish		
Prefer not to say	2	4%
Did not answer	3	5%
Muslim		
Other	2	4%
Hindu		
Buddist		

N = number of respondents, % = percentage of respondents from total

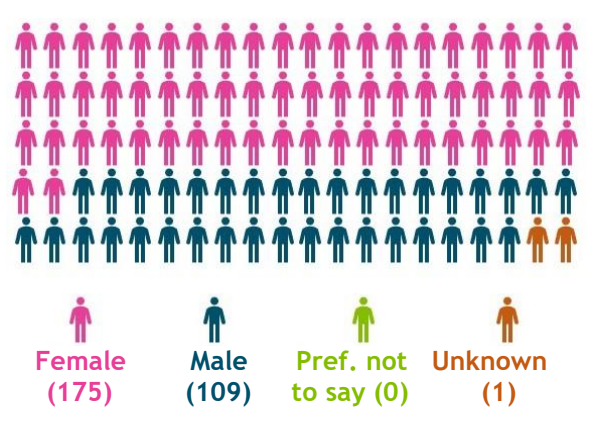
Broughton and Irwell Riverside

40 respondents took part in the survey from this area

Broughton and Irwell Riverside neighbourhood made up to **18%** of the respondents for the main Salford Survey

What were their ages?

	Broughton neighbourhood	
	N	%
Under 18		
18-24		
25-34	3	7.5%
35-44	4	10%
45-54	5	12.5%
55+	25	62.5%
Not Disclosed	3	7.5%



Did they have long-term medical conditions?

25 (62.5%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African		
Asian British		
Bangladeshi		
Black British		
Did not answer	1	2.5%
Indian	1	2.5%
Other		
Other mixed		
Other white	5	12.5%
White British	33	82.5%

Did they have any religious or cultural beliefs?

	N	%
Christian	12	30%
Jewish	12	30%
No religion	9	22.5%
Prefer not to say	2	5%
Did not answer	1	2.5%
Muslim	1	2.5%
Other	1	2.5%
Hindu	1	2.5%
Buddist	1	2.5%

N = number of respondents, % = percentage of respondents from total

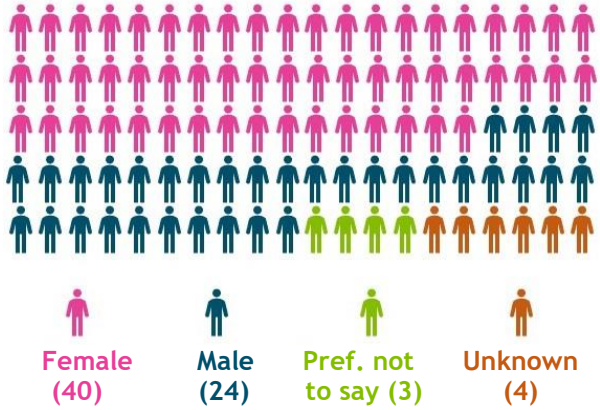
Ordsall, Claremont and Pendleton

71 respondents took part in the survey from this area

Ordsall, Claremont and Pendleton neighbourhood made up to **24%** of the respondents for the main Salford Survey

What were their ages?

	Ordsall neighbourhood N	%
Under 18		
18-24	8	11%
25-34	11	15%
35-44	7	10%
45-54	9	13%
55+	32	45%
Not Disclosed	4	6%



Did they have long-term medical conditions?

31 (44%) people who took part said that they had one or more long-term conditions

What was their ethnicity?

	N	%
African	3	4.2%
Asian British	2	2.8%
Bangladeshi	1	1.4%
Black British	2	2.8%
Did not answer	5	7.0%
Indian	1	1.4%
Other	3	4.2%
Other mixed		
Other white	3	4.2%
White British	51	71.8%

Did they have any religious or cultural beliefs?

	N	%
Christian	36	50.7%
No religion	18	25.4%
Jewish	1	1.4%
Prefer not to say	2	2.8%
Did not answer	6	8.5%
Muslim	6	8.5%
Other	1	1.4%
Hindu	1	1.4%
Buddist		

N = number of respondents, % = percentage of respondents from total

Survey Results - Prevention

This section of the survey looked at what the people of Salford’s first preference was in relation to prevention and healthcare. The ‘prevention preference questions’ asked respondents to choose the most important statement out of the five given. The chart below shows the results with the area highlighted in green as the most popular answer:

Which is the most important when it comes to living a healthy lifestyle?

	Salford wide		Eccles		Walkden		Swinton		Broughton		Ordsall	
			N	%	N	%	N	%	N	%	N	%
Easy access to the information I need to help me make decisions about my health and care	37	12.5%	12	16.4%	7	12.1%	7	13.0%	2	5.0%	9	12.7%
Having the knowledge to help me do what I can to prevent ill health	38	12.8%	9	12.3%	9	15.5%	8	14.8%	0	0.0%	12	16.9%
Access to the help and treatment I need when I want it	85	28.6%	21	28.8%	14	24.1%	17	31.5%	13	32.5%	20	28.2%
Professionals that listen to me when I speak to them about my concerns	70	23.6%	16	21.9%	15	25.9%	16	29.6%	6	15.0%	17	23.9%
For every interaction with health and care services to count; my time is valued	16	5.4%	4	5.5%	6	10.3%	3	5.6%	2	5.0%	1	1.4%
Didn't answer this question	50	16.8%	11	15.1%	7	12.1%	3	5.6%	17	42.5%	12	16.9%

N = number of respondents, % = percentage of respondents for that area

From the people that we spoke to, the majority (85) felt that timely access to help and treatment at the time of need was most important to them. This was closely followed by the desire people had for health and care professionals to listen to patients/service users when they speak of their concerns. This is a reoccurring theme running through all HWS engagement projects.

Again, this survey highlights that people still feel that services should be made more accessible, with shorter waiting times for appointments and better use of timings.

There seemed to be a need for clearer information to be provided so that people can make informed choices for themselves.

A few respondents mentioned the continued benefits of exercise with requests for more affordable gyms and good quality walks need



Interestingly, 5 respondents from different areas made comments relating to air quality and the environment, something not directly connected to the NHS but important to note, nevertheless.



Respondents were given the option of leaving a comment to the question ‘If there was one more thing that would help you live a healthy life, what would it be?’. This is what they told us:

Eccles, Winton, Irlam and Cadishead (14 comments)

Access to services	Easier access to Choose & Book, i.e. access to specialists outside of Salford if required.
Exercise, gyms and healthy walks	Cheaper access to Local Authority gyms. I use the gym but find it more expensive than it needs to be.
	Exercise on prescription.
	Continued access to local countryside pathways, e.g. Chat Moss on which there are proposals to build many new houses.
	More leisure resources in the area to experience with family
Environment and air quality	I cycle to work so it would have to be reducing air pollution. Whilst I am cycling to improve fitness, I am increasingly concerned about the long term (and unknown) damage of deeply breathing the in the pollutants from motor vehicles. Is

	it really worth it in the long run? I may be fitter in the short term but if I'm going to shorten my life because of the damage of these pollutants then what's the point?
	Clean air
Dietary advice and healthy eating	Learn about meditation and diet that is affordable.
	Eat healthier
Mental health support	Easy and professional access to mental healthcare
	Somewhere to go when things become too much, somewhere nonclinical where I can receive support to plan steps away from crisis.
General comments	Have my care looked after by one person who ensures I get the right help at the right time
	Time that ME was taken seriously and people given the support they desperately need.
	Continued support through my local GP practise who are already helping me with this.

Walkden, Little Hulton, Worsley & Boothstown

(13 comments)

Access to services	Reasonable waiting time to see a doctor or to get a hospital appointment.
	Time for my healthcare professional to spend time explaining tests etc.
	To get appointments quickly with professionals not reception/nurses on the reception desks or fast tracked.
	Better services in Little Hulton. I'm sick of having to travel to access support. Years ago, we had things in the area. I rely on my mentor (which I access via a charity in Little Hulton) to take me to appointments.
Exercise, gyms and healthy walks	Access and support to be able to try holistic therapies/exercise such as yoga
	Free access to exercise facilities.
	Ability to walk more easily
	More choices in activities relating to health. Gateway classes, sessions focusing for diet and exercise. Introductory classes in

	relaxation, yoga, etc. More funding for local gym swimming pool access.
Advice and guidance	For Health Persons to give their opinions more on what they think you should do to help your health. Instead of saying nothing I feel they should be more proactive in their patients care.
	Straightforward information about diet and exercise
Mental health support	Every time my husband comes to the hospital he feels 'fobbed off' with mental health conditions.
General comments	More GP's available
	A good mindset and acceptance of ageing and possible health decline.

Swinton and Pendlebury (9 comments)

Access to services	Reduction of waiting lists and rapid access to specialist services without having to be referred by GP or other healthcare professional.
	Access to GP
	The last statement about time: Can the hospitals stop listing every patient to a clinic at the same time. Seconds, minutes, hours were invented yonks ago, ask them to use them more efficiently so us patients are not wasting the relatively few hours we have left on this planet looking at hospital walls.
	Easier access to Healthcare
Environment and air quality	Climate improvement.
Dietary advice and healthy eating	Clear dietary advice and guidance.
General comments	Support - encouragement to help you feel normal and pick yourself back up
	Treated absolutely brilliant
	more resources in the NHS

Broughton and Irwell Riverside (9 comments)

Access to services	Easier access to support and information local to me
	If I could see 1 doctor on a regular basis it would save time and money, a different gp every visit is useless as they have different opinions about what the treatment should be so how can you have confidence in gp if they disagree with how the previous gp wants to proceed. I'm still in same situation I was in, in 2015
	More doctors appointments available, not having to wait for 4 weeks from when you call.
	Not having to wait so long for appointments, treatment and other services
Dietary advice and healthy eating	Advice on a healthy diet
General comments	Happiness, secure warm family life, health diet, exercise, daily walking

Ordsall, Claremont and Pendleton (24 comments)

Access to services	getting the right service at the right time
	A yearly personal MOT and access to professional dietician to make a food health plan personal to that person
	More access to nurse practitioners at GP level, to sort out things that are bothering me but I don't feel they merit a GP visit.
	Shorter waiting times for treatments
	Smoking cessation treatment has slowed down - I got a free e-cig yesterday
Exercise, gyms and healthy walks	Help to be active. Telling people, they should be doing 150 minutes of exercise a week just sounds like a chore and too time consuming. The focus should be on being active and generally moving. Having the services of a personal coach for a few weeks, to help me find activities I enjoy. Not just Active Lifestyles who just give an 8 week pass to the gym, which is boring and too expensive to continue with anyway). I'd like to see free activities offered in my local area (Pendleton) with no need to wear exercise clothes and to go a specific place (gym) Activities should be fun e.g. Nordic walking.

	Free advice on how to keep fit & exercise safety with my health difficulties & follow up support
	Access to local gym with expert support.
	Reasonable cost to active lifestyles.
	Incentives to make me exercise more.
	Free gym membership
Advice and guidance	Clearer information about how I can help myself. Whether it be prescription free services by Pharmacists (for certain antibiotics) or links to local counsellors where I can self-refer myself. This would certainly free up my GP's time and would mean I am getting the service I need a lot quicker.
	Being given more information or told which internet sites are accurate & dependable to find my own info
	More detailed information about prevention, information on the NHS website is highly 'dumbed down' and often just states the obvious.
	Knowledge & information widely available to relevant parties
	More information about temperature control in relation to weight management, e.g.; turning the central heating down, I know I lose 25 calories if I drink a litre of cold water (at 5°C), but what else?
	Education and knowledge.
Environment and air quality	Better weather
	Better air quality. Less noise. Well woman clinics.
Mental health support	A better knowledge of what mental health illness actually is.
General comments	Proscriptions to be made less stressful at point of sale
	Better D/deaf awareness training for healthcare professionals.
	Better cycling paths in Greater Manchester
	More sleep

Personalisation

This section looked at respondents first preferences across Salford in relation to personalisation and healthcare. The chart below shows the results with the area highlighted in green as the most popular answer:

Which is the most important when it comes to managing and choosing support?

	Salford wide		Eccles		Walkden		Swinton		Broughton		Ordsall	
	N	%	N	%	N	%	N	%	N	%	N	%
If I have a long-term condition, I decide how the NHS spends money on me	19	6.4%	8	11.0%	2	3.4%	4	7.4%	0	0.0%	5	7.0%
Choosing the right treatment is a joint decision between me and the relevant health and care professional	98	33.0%	12	16.4%	20	34.5%	30	55.6%	11	27.5%	25	35.2%
I make the decision about where I will go to receive health and care support	43	14.5%	11	15.1%	11	19.0%	1	1.9%	6	15.0%	14	19.7%
I should be offered care and support in other areas if my local area can't see me in a timely way	33	11.1%	7	9.6%	6	10.3%	4	7.4%	6	15.0%	10	14.1%
I make the decision about when I will receive health and care support	14	4.7%	10	13.7%	1	1.7%	2	3.7%	1	2.5%	0	0.0%
My opinion on what is best for me, counts	14	4.7%	3	4.1%	3	5.2%	1	1.9%	4	10.0%	3	4.2%
Communications are timely	22	7.4%	11	15.1%	3	5.2%	3	5.6%	2	5.0%	3	4.2%
I have time to consider my options and make the choices that are right for me	19	6.4%	8	11.0%	6	10.3%	5	9.3%	0	0.0%	0	0.0%
Didn't answer this question	31	10.4%		0.0%	6	10.3%	4	7.4%	10	25.0%	11	15.5%

N = number of respondents, % = percentage of respondents for that area



98 (33%) respondents decided that ‘choosing the right treatment is a joint decision between me and the relevant health and care professional’ as the most important. Again, from the survey comments we found that respondents still talked about access to services and the need to reduce waiting times. They also talked about wanting a range of options to enable them to make an informed choice in a language that’s easy to understand whilst also given time to consider their options.

43 (14.5%) respondents felt it was important that they make the decision about where to go to for health and support with 33 (11.1%) saying that they should be offered health and care services in another area if their local area could not see them in a timely way.



Some comments also mentioned the need to improve communication between healthcare departments as well as professionals to patients.

Respondents were given the option of leaving a comment to the question ‘If there was one more thing that would help you manage and chose how the NHS supports you, what would it be?’. This is what they told us:

Eccles, Winton, Irlam and Cadishead (11 comments)

Access to services	Access to GP and practice nurse when needed, not in 17 months’ time
	Face to face access to health professional as quickly as needed
	Longer GP appointments - difficult at the moment given resources are stretched. I know it’s possible to book double slots if necessary.
	I should get the best treatment possible even if I have to travel across Manchester
Advice and guidance	An understanding of what is available, where and when.

	Offers more than the GP as the first port of call. We need more signposts. Visiting the GP isn't an expensive and often unnecessary first step.
	A proper website - where the decisions being made about me, notes doctors making, reasons for decisions etc, are laid out.
Staff and communications	Consistency! Being able to see the same healthcare professional whilst making that decision. Once the decision is made, I'd be happy to then see other staff members
	Communications are un-necessarily delayed between Primary and hospital level. Salford hospitals do not provide full info about treatment options under NHS even if requested to do so. One has to insist often at a time of distress/crisis.
General comments	Involve immediate family of carers
	Be open and honest

Walkden, Little Hulton, Worsley & Boothstown

(12 comments)

Access to services	Being able to get a doctor's appointment a lot quicker.
	NHS departments integrated better so that I can contact one person for any problem and not lots of different departments.
	Being able to speak to a person - no press option 1, 2, 3
	Again, better access. Why doesn't the NHS provide regular transport to and from appointments? When I was younger, I could walk, but now this is different. I need support
Advice and guidance	For all options to be mentioned to me.
	Easy access to information on available services.
	In depth explanations of my health, welfare and in easy to follow manner.
	Having options offered to me.
Staff and communications	Increase numbers of nursing staff in hospitals.
	Easier access for health at Doctors and Hospitals. Better treatment in Salford Royal Hospital.

General comments	Challenge decision making.
	More money available from the government

Swinton and Pendlebury (6 comments)

Access to services	To be able to choose health care professional when possible.
	Easier to access by phone with a person and not a mechanical voice
	See my records to see if COPD is improving or not.
	Quicker appointments with my GP.
	Health professionals being allowed sufficient time with you
General comments	Saying I am OK because money is not being spent on mental health unless there is an emergency

Broughton and Irwell Riverside (4 comments)

Access to services	More accessible services, with decent customer service and less bureaucracy.
	To be able to go to my nearest hospital. Not one miles away. Not everybody has a car or can get an ambulance.
	More access to professional services by phone (or in person) - less stress on 'online' to contact (which is very impersonal and has pitfalls and can be very frustrating)
General comments	Consistency

Ordsall, Claremont and Pendleton (12 comments)

Access to services	Utilise new technology i.e. confirming appts via email rather than costly letters. Also enabling doctors in different regions to be able to access my medical records
	Reducing waiting times. Telephone consultancies to discuss treatment plans etc rather than a face to face appointment. Social Media platforms to encourage

	<p>young and working people to seek advice from Pharmacists (yes you pay full price but for some they would take this rather than wait a week to see a GP and then have a delay on their appointment when they've arrived at the surgery). I myself only found out about the services Lloyd Pharmacy could offer after being up all night with bladder infections googling treatment options. That was at the age of 32. Have never been told this before and have been to see my GP with same symptoms regularly over the years.</p>
	More time in doctors' appointments
	More appointments and choices of times.
	I should be referred to specialists when needed (e.g. to a dermatologist for my dermatitis and extremely dry skin. No GP has ever referred me to one). Chiropractors should be available on the NHS - they could treat so many problems which would relieve some of the burden on the GP's. How many people have a bad back? A great many!
	Time with GP to discuss all options available
	Appointment times
	Availability of home support - cost?
	Shorter times to be seen by consultants.
Advice and guidance	A bit more information about where clinics are
	need more clarification of medical term they use
	Being given information, alternative choices & time to think - consider
	More than one professional opinion to provide multiple options or one more secure option
Staff and communications	Improved communication between GP's and secondary care. A more joined up IT system. Better use of e-mail instead of using outdated faxes and letters, which are costly, time consuming and environmentally poor.
General comments	Someone who understands my daily needs - access to many rather than the few
	NHS account



More support without medication

That I have the support of my daughter at all health visits who is my main carer

Care closer to home

The survey went on to explore what respondents felt was important when thinking about the help they needed to stay independent and healthy as they got older. The chart below shows the results with the area highlighted in green as the most popular answer:

Which of these is the most important when thinking about the help you need to keep your independence and stay healthy as you get older?

	Salford wide		Eccles		Walkden		Swinton		Broughton		Ordsall	
	N	%	N	%	N	%	N	%	N	%	N	%
I want to be able to stay in my own home for as long as it is safe to do so	99	33.3%	28	38.4%	19	32.8%	20	37.0%	10	25.0%	22	31.0%
My community can support me to live my life the way I want	21	7.1%	5	6.8%	6	10.3%	3	5.6%	1	2.5%	6	8.5%
My family and friends have the knowledge, confidence and power to help and support me when needed	31	10.4%	6	8.2%	6	10.3%	8	14.8%	2	5.0%	9	12.7%
I expect there to be convenient ways for me to travel to health and care services when I need to	51	17.2%	13	17.8%	9	15.5%	10	18.5%	10	25.0%	9	12.7%
I expect that my family and I will feel supported at the end of life	46	15.5%	15	20.5%	6	10.3%	8	14.8%	4	10.0%	13	18.3%
Didn't answer this question	45	15.2%	3	4.1%	12	20.7%	5	9.3%	13	32.5%	12	16.9%

N = number of respondents, % = percentage of respondents for that area

Responses from 99 (33%) people told us that the most important thing to them was to be able to stay in their own home for as long as it was safe to do so. They also felt that having convenient ways for them to travel to health and care services when they needed them was also important.



46 (15.5%) of the respondents felt that it was important they and their family felt supported at the end of their lives.

Having friends and family with the knowledge, confidence and support to help them was also important to 31 (10.4%) respondents who further went on to talk about funding and care agencies.



Respondents were given the option of leaving a comment to the question ‘If there was one more thing that would help you retain your independence and live healthy for as long as possible, what would it be?’. This is what they told us:

Eccles, Winton, Irlam and Cadishead (10 comments)

Access to services	Access to the GP Monton Medical Practice is difficult to get an appointment, no discretion for over 80's - we don't want to spend 4/5 hours in A&E
	Accessible timely support when things are too much, quicker, more efficient social care assessments.
Advice and guidance	Dietary advice along with exercise and mental wellbeing
Carers and support services	For there to be more appropriate and highly monitored good home care support. Too many of the companies are providing poor/inadequate services, especially to those who have to self-fund their care needs.
Staff, funding and resources	Provision by the NHS of equipment such as bath lifts, wheelchairs, grab rails etc paid for by increased taxation and the prevention of healthcare organisations e.g. BUPA from using NHS hospital wards and facilities.
	To be treated as an adult not a child.
	Please recognise the demands on your district nursing service, this should be reflected in funding. They are the absolute backbone of community health. They are who promote holistic care and ensure the value and opinion of the patient matters. Great service when looking after a family member but you're focusing too much on specialised community teams such as rapid response, matron service etc

	Enough trained staff on duty. Staff who can tell the difference between someone who is confused because they have a water infection and someone who is near the end of her life. Staff who can tell that the family don't really have the patient's best interest at hand and are confident enough to challenge the family. Staff who can see when someone is starving to death and is in distress.
Wellbeing and self help	Ongoing support from local GP practise like now - annual check-ups etc, advice about positive lifestyle changes. Subsidised or free access to exercise classes or gyms for 50 years plus would assist with this for me.
General comments	I think services for the elderly need to improve drastically. My father is on EAU at SRFT presently, I am dreading him being moved to Ladywell due to past experiences on the elderly care wards being totally upsetting and inadequate

Walkden, Little Hulton, Worsley & Boothstown

(10 comments)

Access to services	Better access to GP's
	Once again being able to see a doctor/hospital a lot quicker.
	Easy access to occupational therapy services.
	Very local 'hub' type services for those of us who don't drive, so have to rely on public transport or go 'by foot'
Carers and support services	Support to maintain as much independence as possible and to be cared for in my own home.
Staff, funding and resources	To make caring staff available when needed in the home and allow them time to do the job.
	To have a doctor who is experienced and knowledgeable in the elderly and looking after them exceptionally well like their own parents.
Wellbeing and self help	Literally stand on my own two feet, walk (aided or unaided) and keep my present mental capacity.
General comments	To bring back services and a sense of community. It's very hard to achieve a sense of community when there is nowhere to go locally. I rely on my mentor from Society Inc to take me places and keep me active

All options to be discussed

Swinton and Pendlebury (6 comments)

Access to services	Full support and access to other facilities to people on the road to recovery
	To be able to have access to new technology, equipment in order to keep my independence.
	More services in the community
Advice and guidance	How to keep active in old age.
Staff, funding and resources	More resources for social care
Wellbeing and self help	Local outdoor recreation grounds. We have beaches in Salford so the open spaces for walking, running and cycling are important and should not be pressured to sell for housing. The infrastructure for a bigger population is not in place.

Broughton and Irwell Riverside (6 comments)

Access to services	Locally accessible services and more flexibility on appointment times.
	GP Doctor more accessible - an appointment within a few days - week maximum - not weeks-
	Very local 'hub' type services for those of us who don't drive, so have to rely on public transport or go 'by foot'
Carers and support services	To have health professionals come to my house
Wellbeing and self help	Good Health
General comments	Financial Security

Ordsall, Claremont and Pendleton (20 comments)

Access to services	Regular health checks and medication reviews - with a practice nurse rather than my GP
	Wider access/information about community services
Advice and	An easily accessible advocacy service, such as the CHC used

guidance	to be PALS are in accessible, constant answering machine, followed by excuses in favour of un-valued, under paid medical/nursing staff. They appear to fulfil no useful purpose other than plastering over the cracks, pacifying patients and carers.
Carers and support services	<p>Pay carers a better salary</p> <p>Adequate care from carers and sufficient time to spend with older people in their own homes.</p> <p>To be able to have excellent home care support that I can afford so as to keep independent & not be a burden to family</p> <p>Available and reliable and adequate home care system - cost?</p> <p>I don't have family to support me as I age, and friends are too busy with their own lives to be concerned with me. People in my situation should be given priority for retirement housing, so that they can live in a safer environment with someone to notice if they are not well or need help coping. That way they can still retain some independence as long as possible. It would be better for their mental health as well, as it should reduce loneliness.</p> <p>Variety of effective community support, better paid/trained care staff</p>
Staff, funding and resources	<p>I go twice weekly to a HH class and have found it very very good. But it has just put its annual fee for over 70's to £52 from £30 which is a huge rise. If our pensions went up by this rise, we would be very very happy but they do not. For many pensioners that need this class, that could be just a bit too much rise. All of the people that attend this class have been recommended by their GP, so this is for health which is very important and it also helps the mental health by meeting other people and combating loneliness and making new friends.</p> <p>Easier communication with professionals, e.g. by phone, skype/facetime, email. It's often very difficult to get hold of people in the NHS.</p> <p>I attend hospital referred gym for older people. The fees are £30 for my age group but are rising to £52. For an elderly person this could make a difference to continue this great help to health.</p> <p>A good community care team.</p>

Wellbeing and self help	having more friends
	Stay healthy and be active however limited.
	Being able to get out and about with help to keep me active physically and mentally
General comments	Bridge the love deficit.
	Not to assume everyone has a family support network.
	Free bus travel
	As a driver with my own transport I hope to remain able to drive myself wherever I need to go but... access to transport when this isn't possible (i.e. Taxi vouchers) so I still retain my independence would be my choice.

Technology

The final part of the survey looked into the ways that people interact with the NHS using technology and what was important to them. We asked respondents to say which of the following statements were the most important to them with the area highlighted in green as the most popular answer:

Which is the most important when interacting with the NHS as you get older?

	Salford wide		Eccles		Walkden		Swinton		Broughton		Ordsall	
	N	%	N	%	N	%	N	%	N	%	N	%
I have absolute confidence that my personal data is managed well and kept secure	53	17.8%	11	15.1%	11	19.0%	12	22.2%	6	15.0%	13	18.3%
I can access services using my phone or computer	14	4.7%	5	6.8%	2	3.4%	2	3.7%	0	0.0%	5	7.0%
I can talk to my doctor or other health care professional wherever I am	71	23.9%	22	30.1%	17	29.3%	10	18.5%	6	15.0%	16	22.5%
I can make appointments online and my options are not limited	29	9.8%	1	1.4%	6	10.3%	10	18.5%	4	10.0%	8	11.3%
Any results are communicated to me quickly making best use of technology	46	15.5%	15	20.5%	6	10.3%	10	18.5%	7	17.5%	8	11.3%
I manage my own personal records so that I can receive continuity in care	20	6.7%	6	8.2%	5	8.6%	3	5.6%	0	0.0%	6	8.5%
I am able to talk to other people who are experiencing similar challenges to me to help me feel better	23	7.7%	7	9.6%	5	8.6%	3	5.6%	4	10.0%	4	5.6%
Didn't answer this question	37	12.5%	3	4.1%	6	10.3%	4	7.4%	13	32.5%	11	15.5%

N = number of respondents, % = percentage of respondents for that area



The results for this question were quite mixed in the different neighbourhoods with 71 (23.9%) respondents across Salford telling us that being able to talk to a Doctor or another health care professional from wherever they were, was most important to them. Some comments did however mention that any technology needed to be simple to use and reliable.

Responses from 53 (17.8%)

people mentioned data security and confidentiality being of high importance as well.

Some respondents still do not use online services and therefore wanted to continue having face to face and telephone methods for communication.

Respondents were given the option of leaving a comment to the question ‘If there was one more thing that you think needs to change to help you successfully manage your health and care, what would it be?’. This is what they told us:

Eccles, Winton, Irlam and Cadishead (17 comments)

IT systems and technology	One system for all clinicians, trusts and care providers - simplify sharing of information between organisations/out of hours etc. Let me choose what information is shared about me.
	Do not over complicate the process patients need to use in order to set themselves up digitally.
	IT systems! It's all dependent on good data being input into reliable systems that work and are for purpose. We still don't have a single patient electronic record after all these years!
Access to GP appointments	More done at GP surgeries to see someone on the day you wish, not a few days later
	Make it easier to obtain a Doctor's appointment when needed.
Those people who don't use the computer	We don't use any. At 92 years I don't want to start, why is everything online for the elderly. I would like to see or speak to my GP without having to try and get online
	Ability to communicate in person - not using online apps/technology etc. Telephone is acceptable, but everything is moving online makes me worry we won't be able to access services easily. I understand the

	benefits of new technology, but it cannot replace people/personal interaction. No computer.
Staffing	More staff for the NHS facilitated by the re-introduction of training bursaries.
Telephone	Telephone consultation
Patient confidentiality	Prevent my confidence being breached as it was again at hospital level (Salford Royal). Condition now hopefully rectified. Former A&E senior consultants assured this in writing.
General comments	More help and money for my carer
	Continual blood glucose monitor
	I go to my local Fit City, but I feel the increase in the membership is very unfair it has gone from £30 a year to £52 a year a jump of 73% we had no warning. A lot of old people use the gym as a social meeting point and cannot afford the increase, I think this is not right when the NHS tell us to keep fit.
	Active health care should be promoted to the elderly.
	To reduce my fees at my local leisure centre, the reason for this is because I was sent there by my NHS professional to improve my health after I had a heart attack.
	Increase in costs for people who have minimal social interaction is unfair. some only use services once a week but have to pay the same cost as someone who uses the service daily

Walkden, Little Hulton, Worsley & Boothstown

(6 comments)

Staffing	For healthcare professionals to visit at home.
Telephone and in person	Elderly patients should be able to phone in irrespective of their mobility, thank you
	To speak to a person who is qualified in medicine quickly and in person.

	A person to speak to directly who can put me in touch with any issues I may have.
Patient confidentiality	I visited Bolton General Hospital for a foot injury and had an X-ray. On returning home I received a call from an accident insurance claim firm. Coincidence or not?
General comments	Being kept up to date and offered different options.

Swinton and Pendlebury (9 comments)

IT systems and technology	It would help Greatly if the technology worked. Every time I have had to use any NHS technology it has not worked correctly
	100 % behind the NHS. Absolutely excellent over the last 80 years. I support doctors & staff 100%.
	Updated technology
Access to GP appointments	A better GP service. It is not easy to get a quick appointment. They tell you that if you can't book in advance or when they write to tell you they give you one 3 or more weeks later. They tell you to ring on the day for one that day but you can never get through.
	Easier access to my GP.
Those people who don't use the computer	The statements on online appointments etc this is a bit unfair on the less tech savvy (normally older, less able members of society).
Staffing	Access to online technology - information that will help me understand results and symptoms.
Patient confidentiality	I visited Bolton General Hospital for a foot injury and had an X-ray. On returning home I received a call from an accident insurance claim firm. Coincidence or not?
General comments	More links with others in similar situations

Broughton and Irwell Riverside (4 comments)

IT systems and technology	Better use of technology, less obstructive bureaucracy. Improved communications - no more letters telling me I have a screening appointment in a van in a car park seven miles away, a letter that arrives the day after the
---------------------------	--

	appointment, followed by a snippy note telling me I missed an appointment!
Telephone and in person	Phone. I don't have a computer. See the same doctor each time I visit the surgery. Strange doctors when making an appointment, I am 81 and husband is 86.
	Face to face provision is still available for those who do not have/dislike online access to help and information
General comments	Providing better support for people with arthritis. At the moment there is no support & there should be

Ordsall, Claremont and Pendleton (20 comments)

IT systems and technology	My GP does not give me access to my medical records on the GP app
	Access to my own medical records
	Online systems for appointments need to be simpler - I've tried and tried but cannot get either of 2 possible systems to work. Won't download, ask me for passwords I don't have and can't create. Older people aren't good at this stuff. It's too confusing.
Access to GP appointments	GP receptionists shouldn't be so hard on people. I understand that time wasters have to be weeded out, but the receptionists can go overboard. I had a blood test early last year, and the phlebotomist insisted on telling me everything she was doing, even when I told her I was very squeamish and asked her not to, with the result that I nearly fainted. When I saw the Nurse Practitioner about the results I mentioned this and she said I could have the next blood test in 6 months' time done by her - however when I tried to make an appointment the receptionist refused to make one with the nurse and said I could only have the phlebotomist. That was several months ago, and so far, I haven't had the blood test, all because the receptionist wasn't prepared to be flexible. How many others are in the same boat? These receptionists have too much power and like almost everyone in that situation they misuse it.
	More GP appointment slots, I don't feel confident that telephone calls are a good substitute for face to face time. More highly trained practise nurses would also help to share the load.

Those people who don't use the computer	Don't use computer Depends on where you live when they (NHS) but you can't have it because it's out of area
Staffing	Continuity with the same doctor /healthcare staff.
	Use less locum GP's. They cause havoc and do the absolute least they can get away with, passing the book as par for the course. They cost too much. Use more nurse practitioners and final year medical students (F2's).
	Different healthcare staff have varied skills in patient care
Patient confidentiality	Prevent hospitals from accessing my records from other hospitals without my consent
General comments	A point of contact for support like a key worker of some kind
	Adequate, affordable, reliable home care. Too many care companies are inadequate - not satisfactory, particularly if you are self-funding.
	Make the most out of social platforms. Online appointments for the Sorrel Group are, at the moment, limited to 10am - 3pm. For a full time working single mum this restricts me and I lose out on appointments as I am only able to use my phone at certain times during the day. Mostly it is routine check-ups so to be able to book in advance would be nice. Rather than the current "ring at 8am for the next days' appointments" that GP surgeries tend to operate by. Telephone consultations or in-surgery blood pressure machines will speed up prescription orders. So, for myself, I have to attend a GP appointment every 3 months for my blood pressure before I am allowed a prescription for the contraceptive pill. If every woman in Salford on the same process on me could eliminate this by handing over a machine reading to the medical secretary, for Pharmacists to then pick up our prescription and have us collect in store. Imagine how many appointments this would free up for genuinely ill patients needing to seek a GP's advice
	I go to my local Fit City but I feel the increase in the membership is very unfair it has gone from £30 a year to £52 a year a jump of 73% we had no warning. A lot of old people use the gym as a social meeting point and cannot afford the increase, I think this is not right when the NHS tell us to keep fit.

	Active health care should be promoted to the elderly.
	To reduce my fees at my local leisure centre, the reason for this is because I was sent there by my NHS professional to improve my health after I had a heart attack.
	Increase in costs for people who have minimal social interaction is unfair. some only use services once a week but have to pay the same cost as someone who uses the service daily

What else did people have to say?

Finally, we gave respondents the opportunity to add any further comments that they felt were relevant.

Eccles, Winton, Irlam and Cadishead (6 comments)

Eccles	Been happy with healthcare at my health centre/hospital.
	Being able to get a doctor's appointment with more ease. Also, better monitoring of home care companies providing services as currently many are inadequate and unaffordable. How and when, will you give feedback and these results and give the respondents a plan of how you intent to improve services - who will fund this? - Taxpayer? (as usual)
	The NHS needs properly funding
	They are all important
	This survey is a good idea and I hope the responses help manage a complex service with many difficult constraints.
	Whilst I appreciate preventing hospital admissions saves money and benefits the patient too. I feel there are too many community services which now cross over care. Apply more funding and support to the district nurses. The variable skills they apply to their job is second to none, yet they're overlooked, and the trend seems to be setting up menial teams who focus on one area. There no consistency for the patient when you have a crossover of care

Walkden, Little Hulton, Worsley & Boothstown

(6 comments)

Walkden	Compulsory Health Education in school from 3 plus so by the age of 16 young people have the knowledge to live a healthy lifestyle and hopefully the responsibility to do so.
	Continuity of care is most important, records kept up to date. Visiting on wards should be adaptable.
	Let's have well qualified and experienced professionals who give continuity of a good service provider. Has staff that work their contracted hours - Hour after hour then the rest of the week work from the bank working longer hours with them for better rates. This type of staff are second rate as they do not give the best themselves as they are worn out and some find nice kitchens on nights to have a nap.
	Should concentrate on hospitals.
	We have annual fundraising on TV for Children in Need and other for foreign aid. Why is our own NHS struggling when we can provide funding abroad? Why is the National Lottery not helping the NHS?

Swinton and Pendlebury (3 comments)

Swinton	Health and leisure activities for the elderly and sick are out of reach for many because of price increases.
	I feel well looked after by the NHS.
	Yes don't assume all older people can use a computer, in fact anyone (those with a disability or who can't read or write) or people who don't want to learn to use a computer. Don't assume people who are older don't have a great quality of life or are not valued by other - they do a lot of voluntary work.

Broughton and Irwell Riverside (4 comments)

Broughton	I am aware how busy Salford CAB is - there is clearly a great need for face to face provision to explain or assist the average citizen when modern life becomes too complicated! This applies to medical and care provision (as well as other matters) and is important for mental health!
	I am deterred from accessing services by the gatekeepers and the

	bureaucracy. I would seek support to improve my health and wellbeing if services were more welcoming and accessible, and less labyrinthine and full of barriers and bureaucracy.
	It would be a lot better if one could get transport for hospital appointments if the hospital is not near you. Taxis are dear for long distances and not having family with cars, so it is a problem.
	My gp hasn't told me about medical issues that I'm suffering with even though I have now got proof they knew

Ordsall, Claremont and Pendleton (11 comments)

Ordsall	Recent experience - Stroke patient sent home, discharged without medications. Patient had undergone major brain surgery. The patient suffered another stroke at home. This involved a return to hospital.
	Cost free access to health facilities within my area to enable me to contribute to my wellbeing. Community facilities aimed at elderly residents where social contact improves mental health and inclusion.
	Having a good standard of living I am aware when I need it that I can access/purchase the services I need when I need it. I hope that poverty isn't a barrier for too many people in Salford in the future.
	I am D/deaf, so it is vital to me healthcare professionals are effective communicators and prepared to write/type during a consultation. In addition, I am gay without a family support network so it must not be assumed all patients have family support or want it.
	I live in south London and am registered with a GP practice there but work and live in Salford during the week. If taken ill emergency GPs do not have access to my records. Nightmare.
	I would have ticked more than one box as all the needs are equally important to me.
	I would like to see a ban on unhealthy communal food in workplaces, i.e. cakes, sweets etc. Brought in to share. It makes it very hard for those of us who don't want to eat them not to succumb when this kind of just is sitting around in plain sight. No one would expect a recovering alcoholic to be around alcohol and not drink any - it's just as impossible for someone with a sweet tooth to exert superhuman willpower. And this kind of rubbishy junk is not good for anyone, even if they are not visibly fat. Would also like to see restrictions places on shops. If they have to sell them, they should be restricted to only one aisle, so it can be easily avoided.

	<p>Many of us will die of cancer. I would like to see a great reduction in the amount spent on highly expensive medications that prolong life for only a short period, and more money spent on counselling/support services to allow people to face their death with less fear.</p>
	<p>Physio support at Salford royal following surgery has been very efficient. the service is a model & should be developed across other services.</p>
	<p>Stop issuing prescriptions for paracetamols which cost 19p and ibuprofen which cost 26p per pack. Issue fines for missed appointments (Gp's and hospitals). Throw drunks out of A&E - if they are not dying. Issue bills for self-inflicted injuries (e.g. cause by drink and drugs) Send obese people to weight loss boot camps.</p>
	<p>The introduction also needs to add that the NHS has to cope with a growing population number and also more complex treatments. The Government rightly claim they are providing more money, but they constantly fail to acknowledge the greater number of people it has to cover.</p>

Conclusion

What we are hearing from people following this survey is that they are aware of the need to take charge of their own health, care and lifestyle choices, but need to have the right advice and support in order to do so. People feel that their timely access to services and clear 2-way communication are crucial to maintaining their well-being. This mirrors closely the broad theme across Greater Manchester following general analysis by Healthwatch Bolton in the report ‘NHS Long Term Plan - General responses to our survey - Healthwatch in Greater Manchester June 2019’:

“They [survey respondents] also recognised the need to support their health through lifestyle choices. People were aware of the need to exercise and eat healthily but thought this needed more support; particularly with greater availability of gyms and possibly their subsidy through free or reduced entrance fees. The counterpoint was a desire for GP and other medical services to be responsive to the need for timely appointments”

Whilst respondents were open minded about how technology can support access, there was concern about not everyone being able to use this and the reliability of technology.

Detailed comments and analysis for each of the 5 neighbourhood areas is available on request. We hope that this report will be useful for the Neighbourhood Leadership Teams and help with the understanding of what is needed in each locality and that it is useful regionally and nationally. We will also submit this report for consideration in the refresh of the Salford Locality Plan.