

# Chronic Disease Health Check Survey - October 2018

## Summary of Results

### Introduction

The survey was designed by the Milford and Wistaria Patient Participation Group (M&W PPG) in consultation with the Practice Manager.

The survey was sent to all patients of Milford and Wistaria Surgeries who have signed up to email, about 6700. The survey opened on 28 September 2018 and closed on 19 October 2018. A total of 870 patients responded to the survey.

### General Comments

- The survey software (SmartSurvey) was funded by the Friends of Wistaria Surgery and the Milford on Sea Hospital League of Friends and suited our purpose very well.
- The survey sample size (870) is good and there are sufficient responses to provide results accurate to within  $\pm 5\%$ .
- The age profile of respondents matched that of surgery patients.



### Analysing the Results


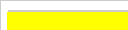
We were looking for:


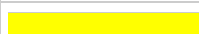
- the response rate to invitations to attend for a flu vaccination
- the reasons why patients did not attend these vaccination clinics
- the response rate to invitations to attend Chronic Disease Health Checks for various medical conditions
- the reasons why patients did not attend these checks
- where there is scope for improvement














N.B. The checks we were investigating did not include those offered to patients between the ages of 40 and 74, without any chronic health condition.

### Edited Results:

1. Are you offered a flu vaccination by the Surgery?				
			Response Percent	Response Total
1	Yes		85.71%	714
2	No		14.29%	119
			answered	833
			skipped	37

2. Did you take up your last invitation of receiving a flu vaccination?				
			Response Percent	Response Total
1	Yes		78.08%	552
2	No		21.92%	155
			answered	707
			skipped	163

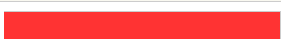

3. Is there a specific reason why you do not take up the invitation of a flu jab?				
			Response Percent	Response Total
1	Yes		66.89%	101
2	No		33.11%	50
			answered	151
			skipped	719

4. Please select all that apply from the following list of reasons for not taking up your invitation for the flu jab				
			Response Percent	Response Total
1	I have a flu vaccination at a Pharmacy or Private Clinic		11.27%	16
2	I do not feel that it is necessary		32.39%	46
3	I have read/heard negative comments about the flu vaccination		18.31%	26
4	I worry about having the flu vaccination		11.27%	16
5	I feel the flu vaccination does not prevent me getting flu		19.72%	28
6	I prefer natural remedies or spiritual interventions		4.93%	7
7	I prefer self-care		9.86%	14
8	I do not have enough time		4.23%	6
9	I am unable to get to the Surgery		2.11%	3
10	The Surgery opening times are unsuitable for me		4.23%	6
11	I did not receive an invitation		2.11%	3
12	I am too unwell to attend the Surgery		0.70%	1
13	I am told the same things each year so do not feel it is worth attending		2.11%	3
14	Other (please specify):	<input type="text"/>	35.21%	50
			answered	142
			skipped	728




**OTHER COMMENTS:**

10 respondents said they had difficulty making or attending appointments.  
 11 respondents did not want the vaccination or did not believe in its efficacy.  
 6 respondents preferred to use the pharmacy or had the vaccination at work.  
 7 respondents said that previous flu vaccinations had made them ill.

**5. Did you know that the Surgery receives payment for administering flu vaccinations, which is put directly back into your healthcare (providing extra clinics)? Therefore, if you have your flu vaccination it helps support your Surgery.**

			Response Percent	Response Total
1	Yes		57.57%	464
2	No		42.43%	342
			answered	806
			skipped	64



**6. Does knowing that the Surgery receives payment make you:**

			Response Percent	Response Total
1	More likely to have the flu vaccination at the surgery		49.94%	399
2	Less likely to have the flu vaccination at the surgery – if so please explain why		1.25%	10
3	Makes no difference		48.81%	390
			answered	799
			skipped	71



**OTHER COMMENTS:**

18 respondents were happy with the arrangement that the surgery receives payment  
 4 respondents noted that vaccinations should be given for health reasons not for financial benefit  
 6 respondents were unhappy with the financial arrangements







**7. Have you been diagnosed with Asthma?**

			Response Percent	Response Total
1	Yes		10.01%	80
2	No		89.99%	719
			answered	799
			skipped	71

**8. Are you offered asthma check-ups at the Surgery?**



			Response Percent	Response Total
1	Yes		75.31%	61
2	No		24.69%	20
			answered	81
			skipped	789



9. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		88.52%	54
2	No		11.48%	7
			answered	61
			skipped	809


10. Why do you not attend the check-ups? Please select all that apply.				
			Response Percent	Response Total
1	I do not feel that it is necessary		42.86%	3
2	I have read/heard negative comments about the check ups		0.00%	0
3	I am worried about having the check up		0.00%	0
4	I feel the check-ups do not benefit me		14.29%	1
5	I prefer natural remedies or spiritual interventions		0.00%	0
6	I prefer self-care		14.29%	1
7	I do not have enough time		14.29%	1
8	I am unable to get to the Surgery		0.00%	0
9	The Surgery opening times are unsuitable for me		0.00%	0
10	I did not receive an invitation		0.00%	0
11	I am too unwell to attend the Surgery		0.00%	0
12	I am told the same things each year so do not feel it is worth attending		28.57%	2
13	Other (please specify):		28.57%	2
			answered	7
			skipped	863



**OTHER COMMENTS:**



I respondent said that as the asthma was stable they only attended every 2 years



11. Have you been diagnosed with Chronic Heart Disease (CHD)?				
			Response Percent	Response Total
1	Yes		3.88%	31
2	No		96.12%	767
			answered	798
			skipped	72



12. Are you offered CHD check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		61.29%	19
2	No		38.71%	12
			answered	31
			skipped	839



13. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		100.00%	19
2	No		0.00%	0
			answered	19
			skipped	851


15. Have you been diagnosed with Chronic Obstructive Pulmonary Disease (COPD)?				
			Response Percent	Response Total
1	Yes		3.89%	31
2	No		96.11%	765
			answered	796
			skipped	74

16. Have you been offered COPD check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		58.06%	18
2	No		41.94%	13
			answered	31
			skipped	839



17. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		94.44%	17
2	No		5.56%	1
			answered	18
			skipped	852

9. Do You have Diabetes?				
			Response Percent	Response Total
1	Yes		9.31%	74
2	No		90.69%	721
			answered	795
			skipped	75



20. Are you offered Diabetes check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		98.65%	73
2	No		1.35%	1
			answered	74
			skipped	796

21. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		100.00%	73
2	No		0.00%	0
			answered	73
			skipped	797

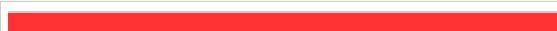

**23. Have you been diagnosed with high blood pressure, or have you had a Stroke or Mini Stroke or transient ischaemic attack (TIA)?**

			Response Percent	Response Total
1	Yes		34.47%	274
2	No		65.53%	521
			answered	795
			skipped	75



**24. Are you offered high blood pressure, stroke or mini stroke or TIA check-ups at the Surgery?**

			Response Percent	Response Total
1	Yes		45.26%	124
2	No		54.74%	150
			answered	274
			skipped	596



**25. Do you attend these check-ups?**

			Response Percent	Response Total
1	Yes		93.50%	115
2	No		6.50%	8
			answered	123
			skipped	747

**26. Why do you not attend the check-ups? Please select all that apply.**

			Response Percent	Response Total
1	I do not feel that it is necessary		25.00%	2
2	I have read/heard negative comments about the check ups		0.00%	0
3	I am worried about having the check up		0.00%	0
4	I feel the check-ups do not benefit me		0.00%	0
5	I prefer natural remedies or spiritual interventions		0.00%	0
6	I prefer self-care		0.00%	0
7	I do not have enough time		0.00%	0
8	The Surgery opening times are unsuitable for me		12.50%	1
9	I did not receive an invitation		25.00%	2



**26. Why do you not attend the check-ups? Please select all that apply.**

			Response Percent	Response Total
10	I am unable to get to the Surgery		12.50%	1
11	I am too unwell to attend the Surgery		0.00%	0
12	I am told the same things each year so do not feel it is worth attending		0.00%	0
13	Other (please specify):		37.50%	3
			answered	8
			skipped	862



**OTHER COMMENTS:**

Appointment times, no invitation and check up unnecessary.



**27. Have you been diagnosed with Rheumatoid Arthritis?**

			Response Percent	Response Total
1	Yes		4.43%	35
2	No		95.57%	755
			answered	790
			skipped	80

**28. Are you offered rheumatoid arthritis check-ups at the Surgery?**



			Response Percent	Response Total
1	Yes		11.43%	4
2	No		88.57%	31
			answered	35
			skipped	835


**29. Do you attend these check-ups?**

			Response Percent	Response Total
1	Yes		75.00%	3
2	No		25.00%	1
			answered	4
			skipped	866



Respondent was worried about attending the check up.



31. Have you been diagnosed with Dementia?				
			Response Percent	Response Total
1	Yes		0.25%	2
2	No		99.75%	787
			answered	789
			skipped	81

32. Are you offered Dementia check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		100.00%	2
			answered	2
			skipped	868

35. Would it be helpful if your invitation was sent to your carer/spouse/partner/representative?				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		0.00%	0
			answered	0
			skipped	870

37. Have you been diagnosed with Mental Health Issues/Problems? – not including depression as this is covered later in the survey.				
			Response Percent	Response Total
1	Yes		2.53%	20
2	No		97.47%	769
			answered	789
			skipped	81



38. Are you offered mental health check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		28.57%	6
2	No		71.43%	15
			answered	21
			skipped	849

39. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		83.33%	5
2	No		16.67%	1
			answered	6
			skipped	864



41. Would it be helpful if your invitation was sent to your carer/spouse/partner/representative?				
			Response Percent	Response Total
1	Yes		0.00%	0
2	No		0.00%	0
			answered	0
			skipped	870



43. Have you been diagnosed with Depression?				
			Response Percent	Response Total
1	Yes		8.89%	70
2	No		91.11%	717
			answered	787
			skipped	83


44. Are you offered Depression check-ups at the Surgery?				
			Response Percent	Response Total
1	Yes		25.71%	18
2	No		74.29%	52
			answered	70
			skipped	800

45. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		88.89%	16
2	No		11.11%	2
			answered	18
			skipped	852



1 respondent thought it was unnecessary to attend, 1 was on anti depressants





47. Have you been diagnosed with Learning Difficulties?				
			Response Percent	Response Total
1	Yes		0.76%	6
2	No		99.24%	781
			answered	787
			skipped	83



48. Are you offered check-ups to do with your Learning Difficulties at the Surgery?				
			Response Percent	Response Total
1	Yes		16.67%	1
2	No		83.33%	5
			answered	6
			skipped	864



49. Do you attend these check-ups?				
			Response Percent	Response Total
1	Yes		100.00%	1
2	No		0.00%	0
			answered	1
			skipped	869

51. Would it be helpful if your invitation was sent to your carer/spouse/partner/representative?				
			Response Percent	Response Total
1	Yes		16.67%	1
2	No		83.33%	5
			answered	6
			skipped	864

52. If your invitation was sent to your carer/spouse/partner/representative would this aid your attendance?				
			Response Percent	Response Total
1	Yes		16.67%	1
2	No		83.33%	5
			answered	6
			skipped	864










53. How would you prefer to be invited/reminded of your Health Check-up?				
			Response Percent	Response Total
1	Letter		18.34%	144
2	Telephone call		2.04%	16
3	Text		13.63%	107
4	Email		65.99%	518
			answered	785
			skipped	85

54. Do you find that the Check ups are helpful/useful for you/your health condition?				
			Response Percent	Response Total
1	Yes		85.79%	664
2	No		14.21%	110
			answered	774
			skipped	96












55. Could the Check ups be improved in any way? If Yes, please give details.				
			Response Percent	Response Total
1	Yes		27.32%	209
2	No		72.68%	556
			answered	765
			skipped	105

**OTHER COMMENTS:**



- 37 respondents would like more often or more regular check ups
- 10 respondents would like more thorough check ups
- 13 respondents were generally happy with the present check ups
- 8 respondents would like results in writing and better follow up
- 8 respondents were unhappy with the experience of their check up
- 9 respondents would like more suitable appointment slots
- 7 respondents mentioned review of blood tests, review of medication, well-man clinic

56. What age bracket do you fit into? This question cannot identify you but is important for our research.				
			Response Percent	Response Total
1	Under 16		0.13%	1
2	17-24		0.66%	5
3	25-34		1.44%	11
4	35-44		2.75%	21
5	45-55		8.13%	62
6	55-64		17.04%	130
7	65-74		39.58%	302
8	75-84		25.03%	191
9	Over 85		5.24%	40
			answered	763
			skipped	107

**57. Which of these best describes what you are doing at present? This question cannot identify you but is important for our research. Please tick all that apply**

			<b>Response Percent</b>	<b>Response Total</b>
1	Full time employed paid work		7.48%	57
2	Part time paid work		8.27%	63
3	Self Employed		7.09%	54
4	Unpaid full-time voluntary work		0.39%	3
5	Unpaid part time voluntary work		12.07%	92
6	Retired		69.16%	527
7	Looking after the home		15.09%	115
8	Full time education		0.52%	4
9	Unemployed		0.66%	5
10	Permanently disabled		2.49%	19
11	Doing something else		4.46%	34
			answered	762
			skipped	108

**58. Which surgery are you registered with? (If you live in Milford this is likely to be Milford, if you live in Lymington it is likely to be Wistaria)**

			<b>Response Percent</b>	<b>Response Total</b>
1	Milford		46.39%	353
2	Wistaria		53.61%	408
			answered	761
			skipped	109

**Reasons given for not attending check up appointments:**

<b>Health Condition</b>	<b>No of times mentioned</b>	<b>Other reason for not attending check up</b>
Flu Injections		
	9	Had it elsewhere before surgery offered
	5	Became ill after having previous flu injections
	4	Not eligible for it
	4	Not enough appointments
	3	Scared of injections
	4	Prefer not to have it
	2	Unable to get through to book on telephone
	2	Appointment times not suitable
Asthma	1	Am Stable so attend every 2 years
	1	Some nurses need to work on their 'bedside' manner.
COPD	1	Accidently missed appointment
	1	Seeing Dr at Lymington Hospital
High BP, Stoke, Mini Stroke, TIA	1	Unable to get to surgery during opening hours
	1	Not been called in for a blood check up and putting my arm in the machine and getting it right is not always satisfactory.
	1	I go for my meds' review. I believe the medication has it under control. I have my own BP machine.
Depression	1	On anti-depressants
Diabetes	1	Have no childcare to be able to attend

**CONSTRUCTIVE COMMENTS:**

<b>Subject of comment</b>	<b>No of times mentioned</b>	<b>Example</b>
Format of survey	10	I would prefer it to be more compact rather than one question to each page
		It's a nice simple way to collect information and I thought well written and brief
		.....there wasn't an option to say not applicable
		This was one of the better compiled surveys I have been asked to complete
		The survey shows that you are interested in the welfare of your patients and is reassuring
		Did not make it clear which flu year you were asking about
		Most of the questions wqere irrelevant to me
Praise for the surgery	16	Very well run and good service
		My experience of Milford Surgery has been first class
		Keep up the good work Wistaria
		Thank you to everyone who I know are working well under the limitations
		Always impressed with quality of reception staff
Criticism of the surgery	10	I suggest that the receptionists be trained to be less arrogant
		I bet this survey will make no difference at all to doctor behaviour over the next year
		.....passing on test results automatically to the patient
		Very poor appointment process, very hard to get an appointment
		Never seen on time
Learning disability and dementia	4	Someone with dementia is likely unaware of having it because they can't remember anything
		If I had dementia or any mental health issues would I have the ability to answer the survey questions
		Make the questions easier for people with learning disabilities as I did not understand most of these questions



## **WHAT HAPPENS NEXT:**

The following points will be considered by the Surgery

1. Flu vaccinations - start the vaccinations as early as possible after receipt of the vaccine to catch those who would otherwise go to the pharmacy or have it at work. Pharmacies this year were advertising before the surgery.
2. Chronic Disease Health Checks - more appointments could be made available. They could also be available earlier and later in the day to cater for those who work.
3. Prompt feedback of results should be given to the patient, either in writing or electronically. They appear to feel they are being left in the dark.
4. More information could be given as to why attending the health check is important, with perhaps a more encouraging and inspiring letter. This could be sent by email.
5. Make sure that patients know if they have one of the health conditions eg the patient may know they have heart trouble but do they know they have chronic heart disease?