

NHS Long Term Plan

Survey Results - Appendix

Bath & North East Somerset, Swindon and Wiltshire

what
would you do?
It's your NHS. Have your say.

Appendix

Appendix 1: General Survey Quantitative Data Analysis

General Survey Results

Responses by Region - General Survey

The response rate for the Bath and North East Somerset region (B&NES) was significantly lower than the other two regions (12% vs 47% and 40% approximately for Wiltshire and Swindon respectively). Hence, any conclusions drawn in relation to responses from the B&NES region should be treated accordingly.

Region	N	%
Wiltshire	224	47.36
Swindon	191	40.38
Bath and North East Somerset	58	12.26
Grand Total	473	100.00

Who are you responding on behalf of?

Who are you responding on behalf	N	%
Yourself	435	91.97%
Someone else	25	5.29%
(blank)	13	2.75%
Grand Total	473	100.00%

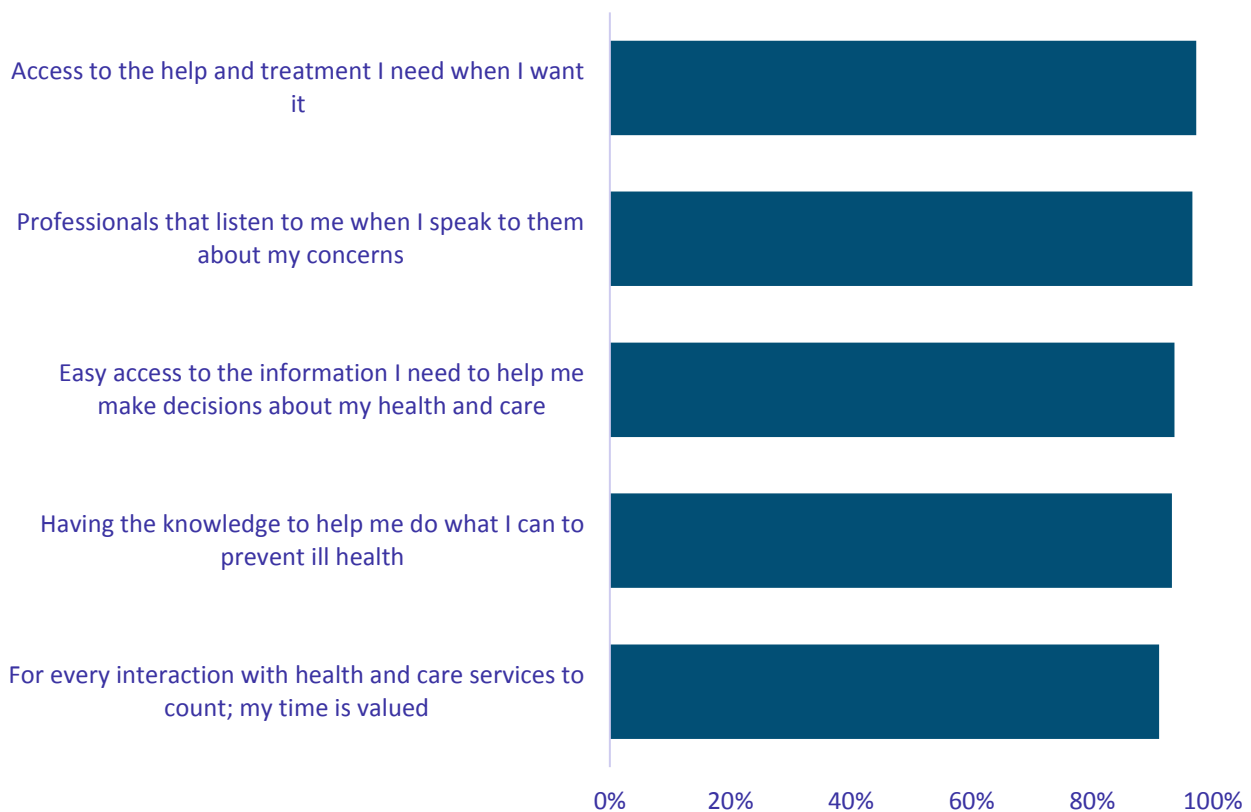
Having what I need to live a healthy life

Responses

Rate how important the following statements are to you when it comes to living a healthy life (5 sub-questions)

All statements were deemed very important or important by the survey participants with at least 91% combined response across the regions for each of the sub-questions. “Access to the help and treatment I need when I want it” and “Professionals that listen to me when I speak to them about my concerns” received even higher ratings (97% and 96% respectively). The regional variation was negligible.

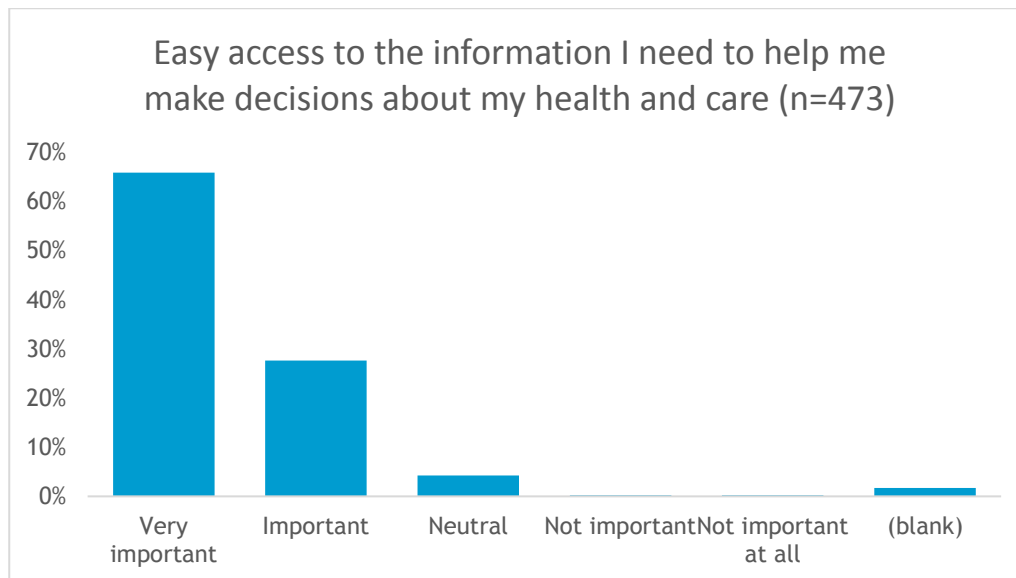
Rate how important the following statements are to you when it comes to living a healthy life (% of respondents rating statement as Very important or Important)



Easy access to the information I need to help me make decisions about my health and care

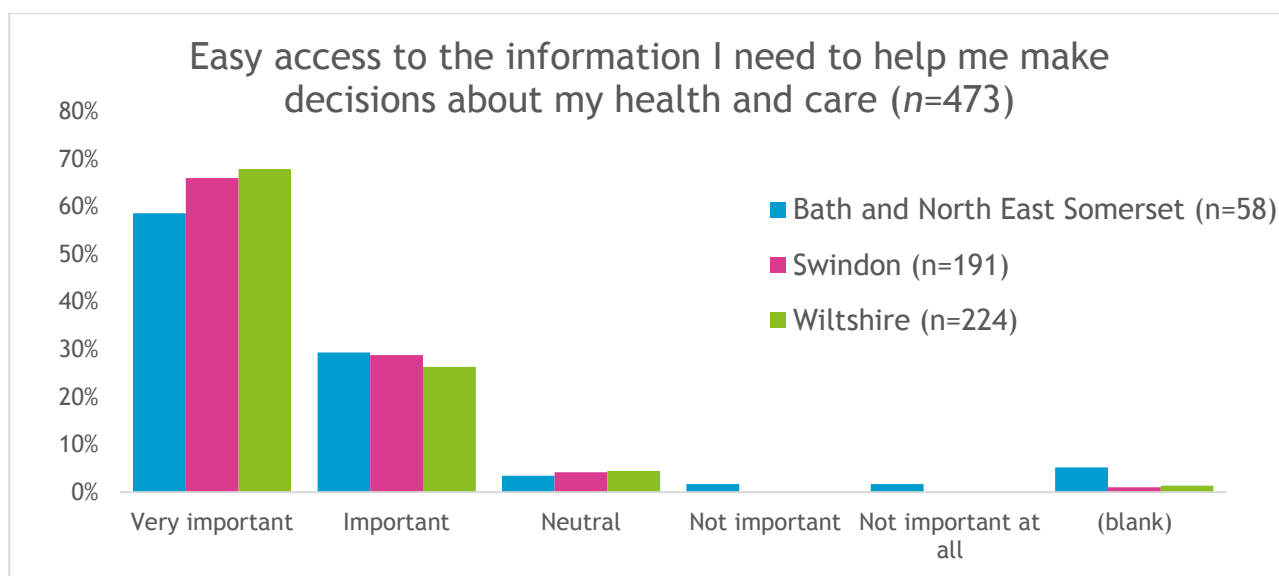
Easy access to the information I need to help me make decisions about my health and care

	N	%
Very important	312	65.96%
Important	131	27.70%
Neutral	20	4.23%
Not important	1	0.21%
Not important at all	1	0.21%
(blank)	8	1.69%
Total	473	100.00%



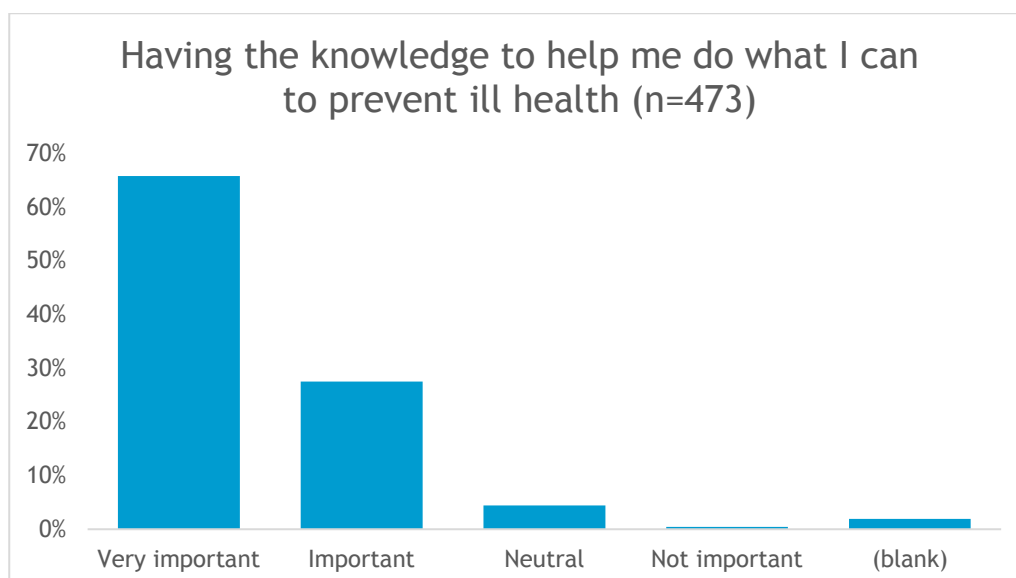
Easy access to the information I need to help me make decisions about my health and care	N	%
Bath and North East Somerset	58	12.26%
Very important	34	7.19%
Important	17	3.59%
Neutral	2	0.42%
Not important	1	0.21%
Not important at all	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	126	26.64%
Important	55	11.63%
Neutral	8	1.69%
(blank)	2	0.42%
Wiltshire	224	47.36%
Very important	152	32.14%
Important	59	12.47%
Neutral	10	2.11%
(blank)	3	0.63%
Total	473	100.00%

Easy access to the information I need to help me make decisions about my health and care	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	58.62%	65.97%	67.86%	65.96%
Important	29.31%	28.80%	26.34%	27.70%
Neutral	3.45%	4.19%	4.46%	4.23%
Not important	1.72%	0.00%	0.00%	0.21%
Not important at all	1.72%	0.00%	0.00%	0.21%
(blank)	5.17%	1.05%	1.34%	1.69%
Total	100.00%	100.00 %	100.00 %	100.00 %



Having the knowledge to help me do what I can to prevent ill health

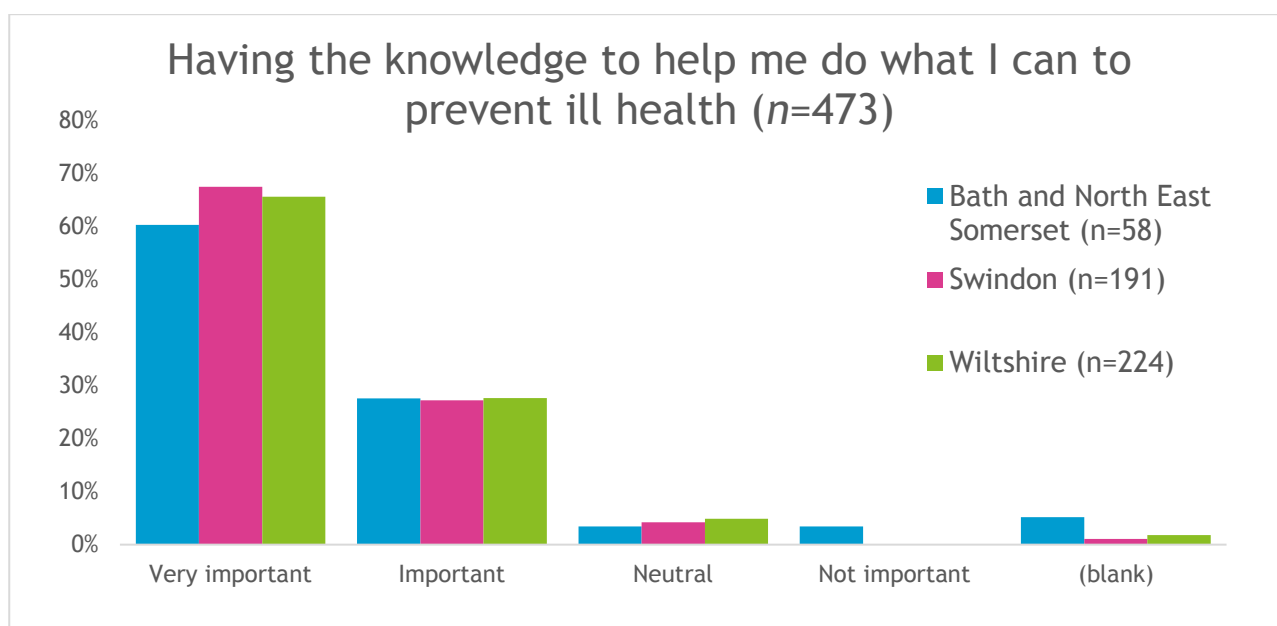
Having the knowledge	N	%
Very important	311	65.75%
Important	130	27.48%
Neutral	21	4.44%
Not important	2	0.42%
(blank)	9	1.90%
Grand Total	473	100.00%



Having the knowledge to help me do what I can to prevent ill health		
	N	%
Bath and North East Somerset	58	12.26%
Very important	35	7.40%
Important	16	3.38%
Neutral	2	0.42%
Not important	2	0.42%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	129	27.27%
Important	52	10.99%
Neutral	8	1.69%
(blank)	2	0.42%
Wiltshire	224	47.36%
Very important	147	31.08%
Important	62	13.11%
Neutral	11	2.33%
(blank)	4	0.85%
Grand Total	473	100.00%

Having the knowledge to help me do what I can to prevent ill health	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
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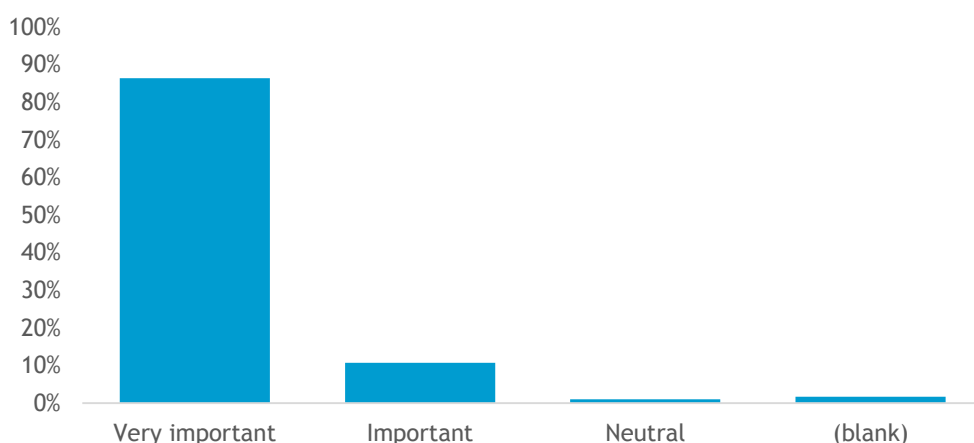
Very important	60.34%	67.54%	65.63%	65.75%
Important	27.59%	27.23%	27.68%	27.48%
Neutral	3.45%	4.19%	4.91%	4.44%
Not important	3.45%	0.00%	0.00%	0.42%
(blank)	5.17%	1.05%	1.79%	1.90%
Total	100%	100%	100%	100%



Access to the help and treatment I need when I want it

Access to the help and treatment	N	%
Very important	409	86.47%
Important	51	10.78%
Neutral	5	1.06%
(blank)	8	1.69%
Grand Total	473	100.00%

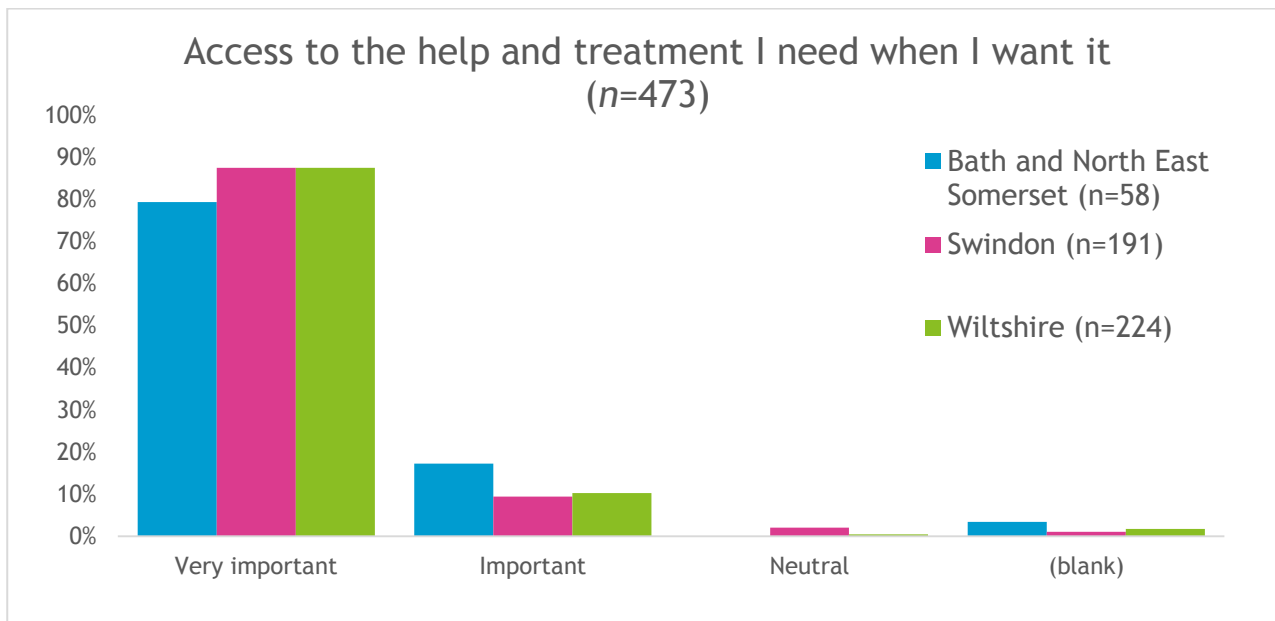
Access to the help and treatment I need when I want it (n=473)



Access to the help and treatment I need when I want it	N	%
Bath and North East Somerset	58	12.26%
Very important	46	9.73%
Important	10	2.11%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	167	35.31%
Important	18	3.81%
Neutral	4	0.85%
(blank)	2	0.42%
Wiltshire	224	47.36%
Very important	196	41.44%
Important	23	4.86%
Neutral	1	0.21%
(blank)	4	0.85%
Grand Total	473	100.00%

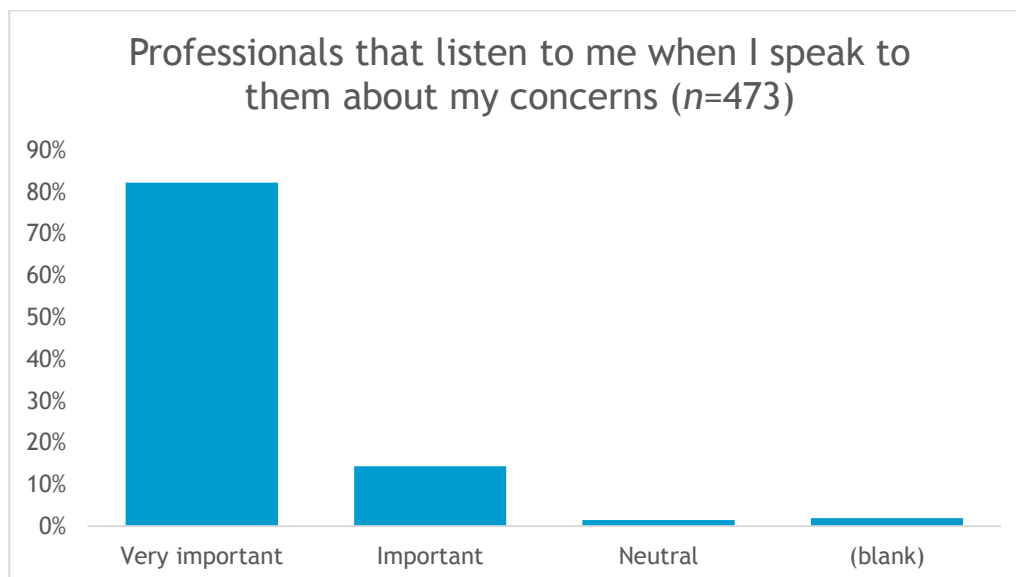
Access to the help and treatment I need when I want it	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	79.31%	87.43%	87.50%	86.47%
Important	17.24%	9.42%	10.27%	10.78%
Neutral	0.00%	2.09%	0.45%	1.06%

(blank)	3.45%	1.05%	1.79%	1.69%
Total	100%	100%	100%	100%



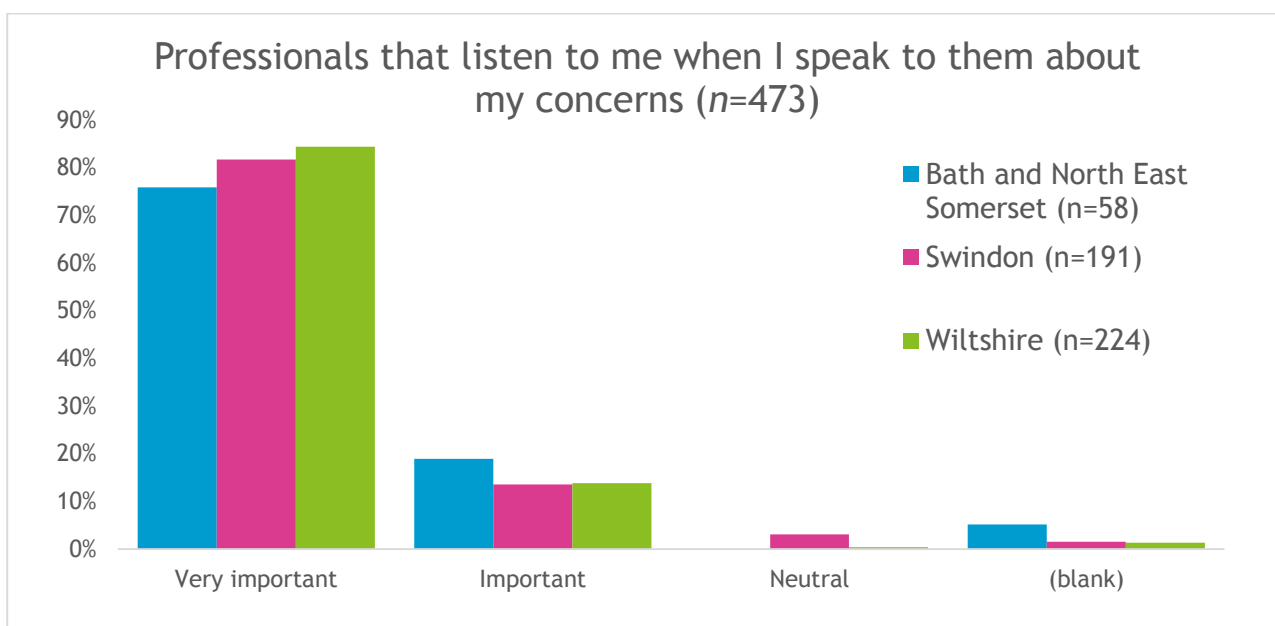
Professionals that listen to me when I speak to them about my concerns

Professionals that listen to me when I speak to them about my concerns	N	%
Very important	389	82.24%
Important	68	14.38%
Neutral	7	1.48%
(blank)	9	1.90%
Grand Total	473	100.00%



Professionals that listen to me when I speak to them about my concerns	N	%
Bath and North East Somerset	58	12.26%
Very important	44	9.30%
Important	11	2.33%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	156	32.98%
Important	26	5.50%
Neutral	6	1.27%
(blank)	3	0.63%
Wiltshire	224	47.36%
Very important	189	39.96%
Important	31	6.55%
Neutral	1	0.21%
(blank)	3	0.63%
Grand Total	473	100.00%

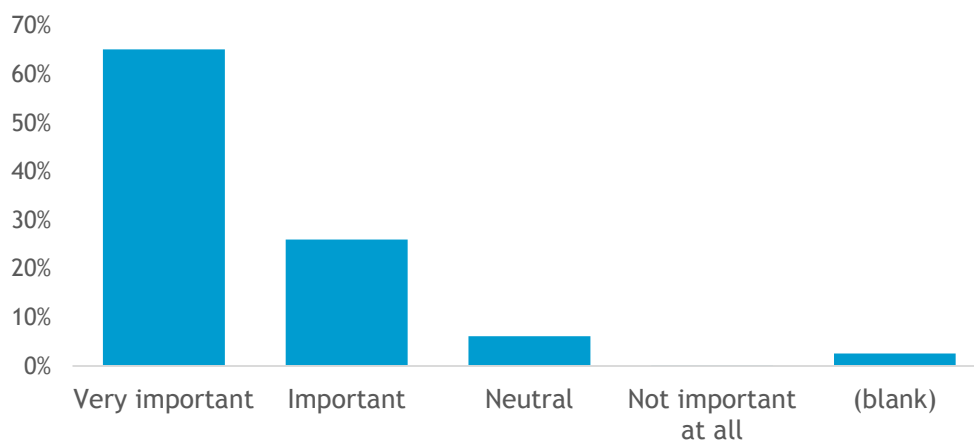
Professionals that listen to me when I speak to them about my concerns	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	75.86%	81.68%	84.38%	82.24%
Important	18.97%	13.61%	13.84%	14.38%
Neutral	0.00%	3.14%	0.45%	1.48%
(blank)	5.17%	1.57%	1.34%	1.90%
Total	100%	100%	100%	100%



For every interaction with health and care services to count; my time is valued

For every interaction with health and care services to count; my time is valued	N	%
Very important	308	65.12%
Important	123	26.00%
Neutral	29	6.13%
Not important at all	1	0.21%
(blank)	12	2.54%
Very important	308	65.12%
Grand Total	473	100.00%

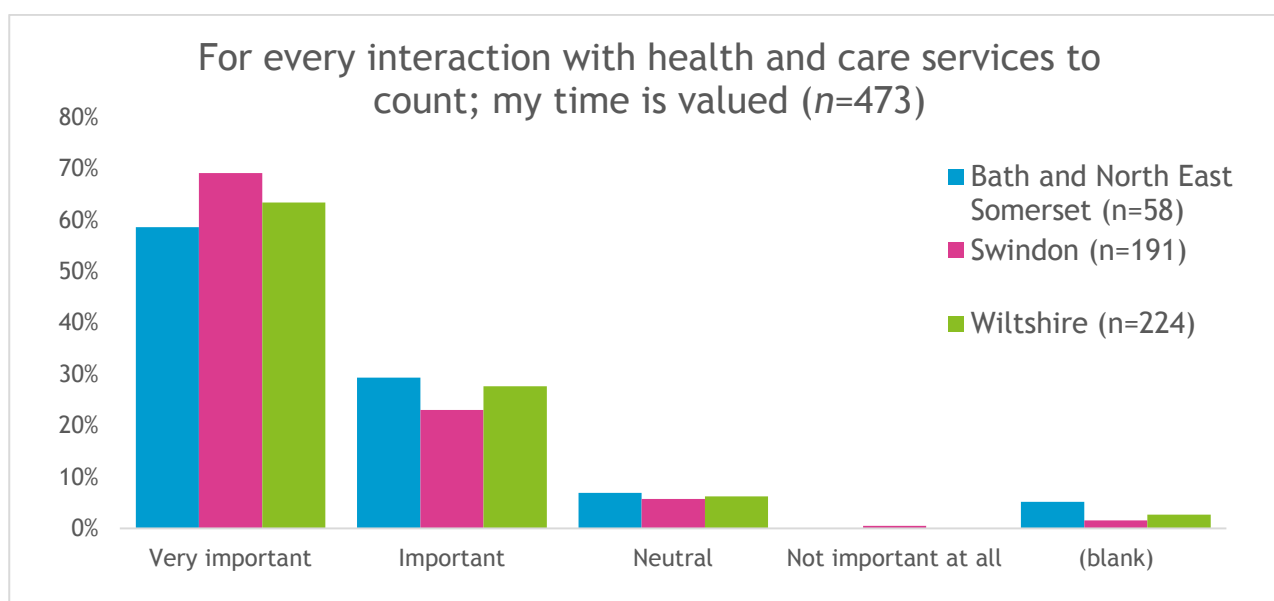
For every interaction with health and care services to count; my time is valued (n=473)



For every interaction with health and care services to count; my time is valued

	N	%
Bath and North East Somerset	58	12.26%
Very important	34	7.19%
Important	17	3.59%
Neutral	4	0.85%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	132	27.91%
Important	44	9.30%
Neutral	11	2.33%
Not important at all	1	0.21%
(blank)	3	0.63%
Wiltshire	224	47.36%
Very important	142	30.02%
Important	62	13.11%
Neutral	14	2.96%
(blank)	6	1.27%
Grand Total	473	100.00%

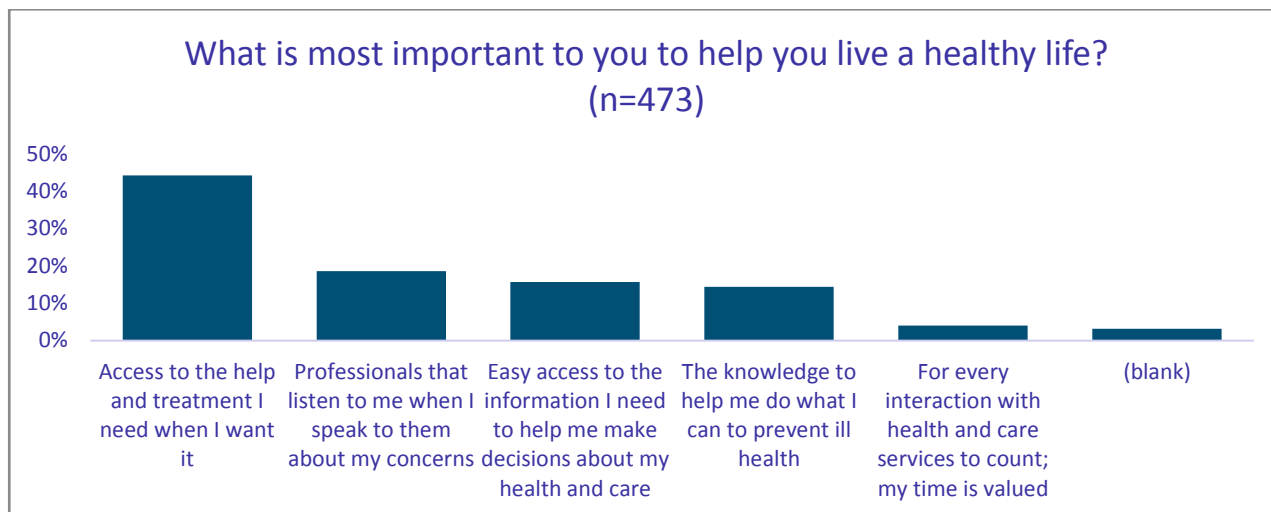
For every interaction with health and care services to count; my time is valued	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	58.62%	69.11%	63.39%	65.12%
Important	29.31%	23.04%	27.68%	26.00%
Neutral	6.90%	5.76%	6.25%	6.13%
Not important at all	0.00%	0.52%	0.00%	0.21%
(blank)	5.17%	1.57%	2.68%	2.54%
Total	100%	100%	100%	100%



What is most important to you to help you live a healthy life?

What is most important to you to help you live a healthy life?	N	%
Access to the help and treatment I need when I want it	209	44.19%
Professionals that listen to me when I speak to them about my concerns	88	18.60%
Easy access to the information I need to help me make decisions about my health and care	74	15.64%
The knowledge to help me do what I can to prevent ill health	68	14.38%
For every interaction with health and care services to count; my time is valued	19	4.02%

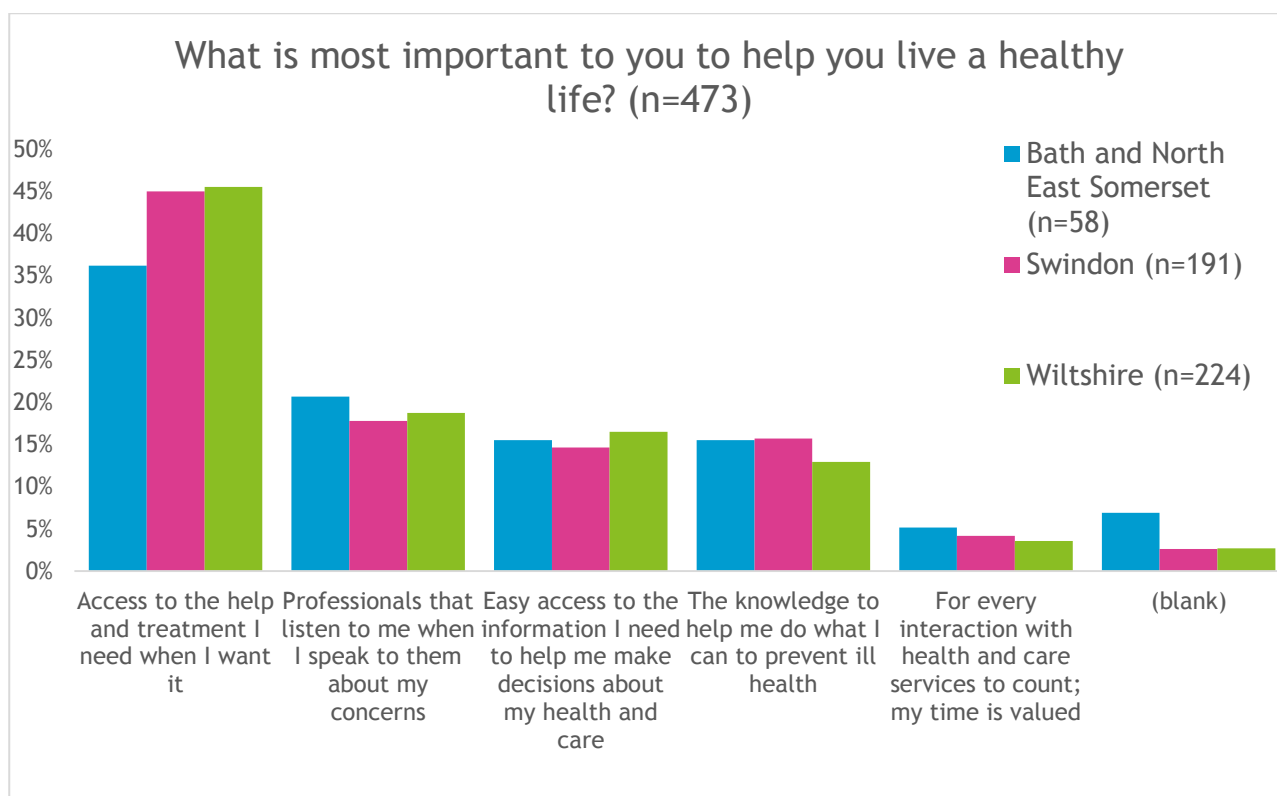
(blank)	15	3.17%
Grand Total	473	100.00%



What is most important to you to help you live a healthy life?	N	%
Bath and North East Somerset	58	12.26%
Access to the help and treatment I need when I want it	21	4.44%
Professionals that listen to me when I speak to them about my concerns	12	2.54%
The knowledge to help me do what I can to prevent ill health	9	1.90%
Easy access to the information I need to help me make decisions about my health and care	9	1.90%
(blank)	4	0.85%
For every interaction with health and care services to count; my time is valued	3	0.63%
Swindon	191	40.38%
Access to the help and treatment I need when I want it	86	18.18%
Professionals that listen to me when I speak to them about my concerns	34	7.19%
The knowledge to help me do what I can to prevent ill health	30	6.34%
Easy access to the information I need to help me make decisions about my health and care	28	5.92%
For every interaction with health and care services to count; my time is valued	8	1.69%
(blank)	5	1.06%
Wiltshire	224	47.36%
Access to the help and treatment I need when I want it	102	21.56%
Professionals that listen to me when I speak to them about my concerns	42	8.88%

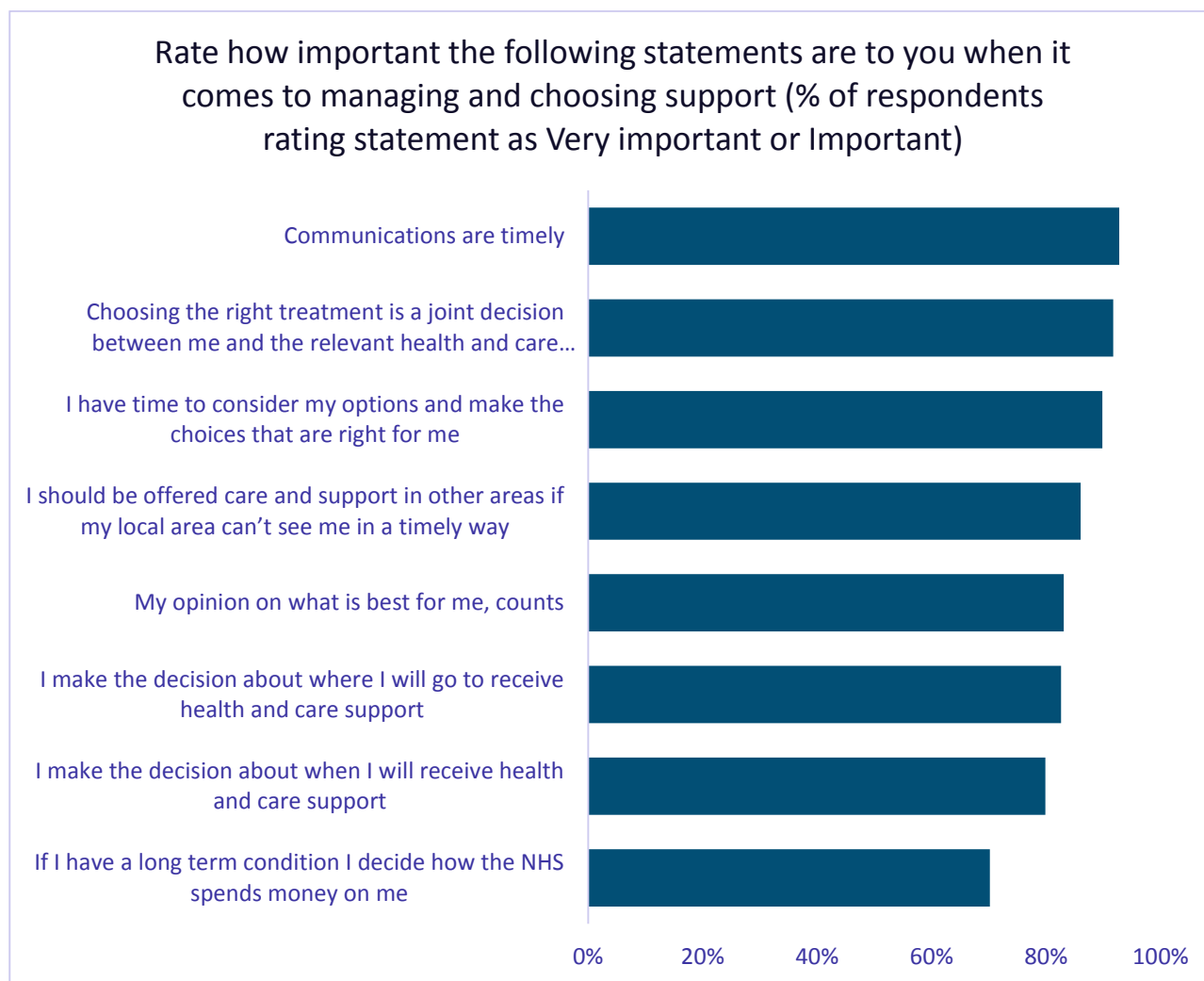
Easy access to the information I need to help me make decisions about my health and care	37	7.82%
The knowledge to help me do what I can to prevent ill health	29	6.13%
For every interaction with health and care services to count; my time is valued	8	1.69%
(blank)	6	1.27%
Grand Total	473	100.00 %

What is most important to you to help you live a healthy life?	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Access to the help and treatment I need when I want it	36.21%	45.03%	45.54%	44.19%
Professionals that listen to me when I speak to them about my concerns	20.69%	17.80%	18.75%	18.60%
Easy access to the information I need to help me make decisions about my health and care	15.52%	14.66%	16.52%	15.64%
The knowledge to help me do what I can to prevent ill health	15.52%	15.71%	12.95%	14.38%
For every interaction with health and care services to count; my time is valued	5.17%	4.19%	3.57%	4.02%
(blank)	6.90%	2.62%	2.68%	3.17%
Total	100%	100%	100%	100%



Being able to manage and choose support I need

All eight statements were deemed Important or Very important by the respondents. The figure below ranks each statement according to the % of respondents who gave a rating of Very important or important. There was some regional variation, notably BaNES respondents who tended to give a slightly less enthusiastic response, but any such variation was not substantial.

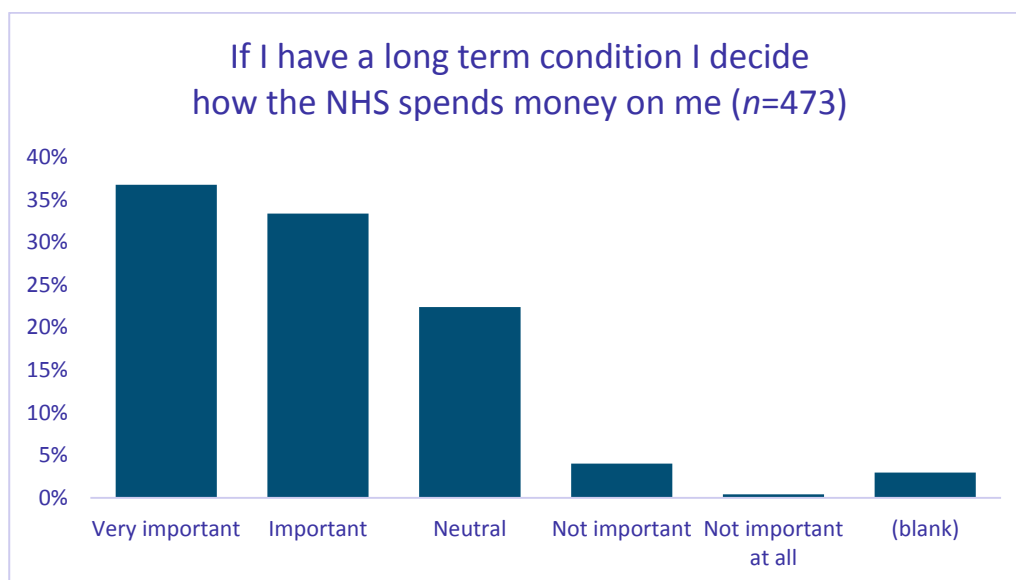


If I have a long term condition I decide how the NHS spends money on me

If I have a long term condition I decide how the NHS spends money on me		
	N	%
Very important	174	36.79%
Important	158	33.40%

Neutral	106	22.41%
Not important	19	4.02%
Not important at all	2	0.42%
(blank)	14	2.96%

Grand Total	473	100.00%
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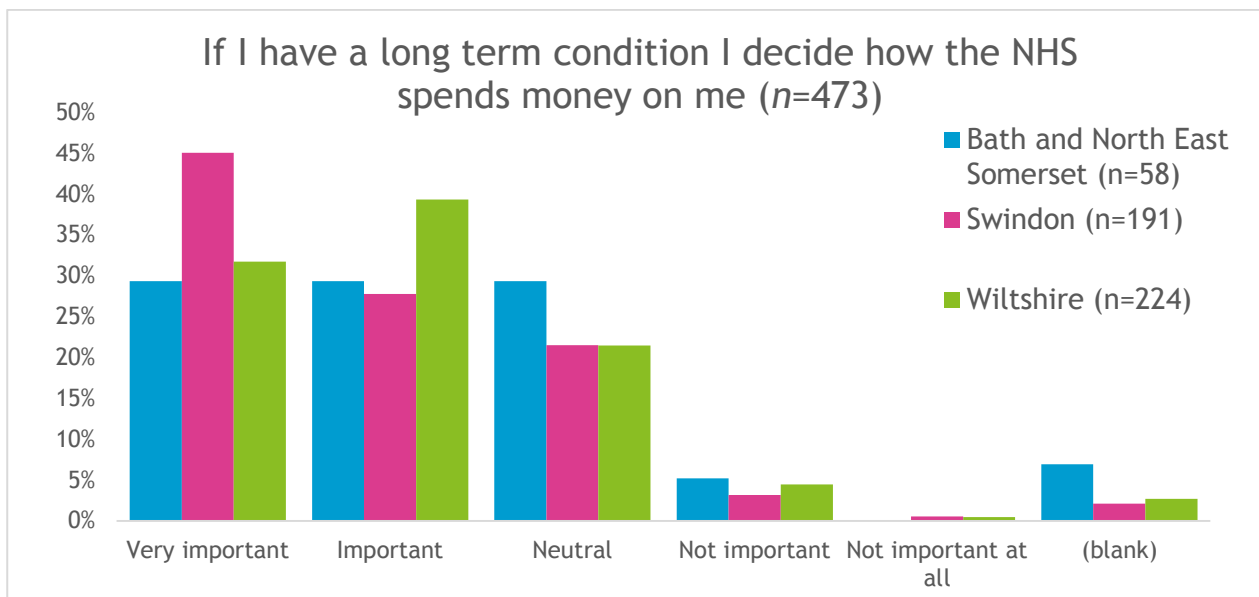
If I have a long term condition I decide how the NHS spends money on me

	N	%
Bath and North East Somerset	58	12.26%
Very important	17	3.59%
Important	17	3.59%
Neutral	17	3.59%
Not important	3	0.63%
(blank)	4	0.85%
Swindon	191	40.38%
Very important	86	18.18%
Important	53	11.21%
Neutral	41	8.67%
Not important	6	1.27%
Not important at all	1	0.21%
(blank)	4	0.85%
Wiltshire	224	47.36%

Very important	71	15.01%
Important	88	18.60%
Neutral	48	10.15%
Not important	10	2.11%
Not important at all	1	0.21%
(blank)	6	1.27%

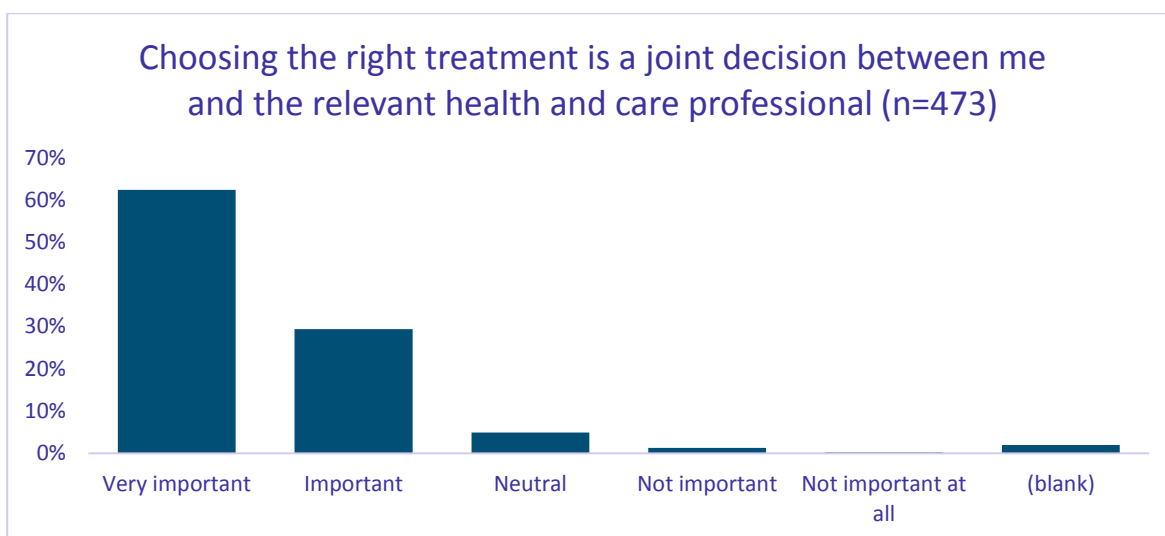
Grand Total	473	100.00%
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If I have a long term condition I decide how the NHS spends money on me	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	29.31%	45.03%	31.70%	36.79%
Important	29.31%	27.75%	39.29%	33.40%
Neutral	29.31%	21.47%	21.43%	22.41%
Not important	5.17%	3.14%	4.46%	4.02%
Not important at all	0.00%	0.52%	0.45%	0.42%
(blank)	6.90%	2.09%	2.68%	2.96%
Total	100%	100%	100%	100%



Choosing the right treatment is a joint decision between me and the relevant health and care professional

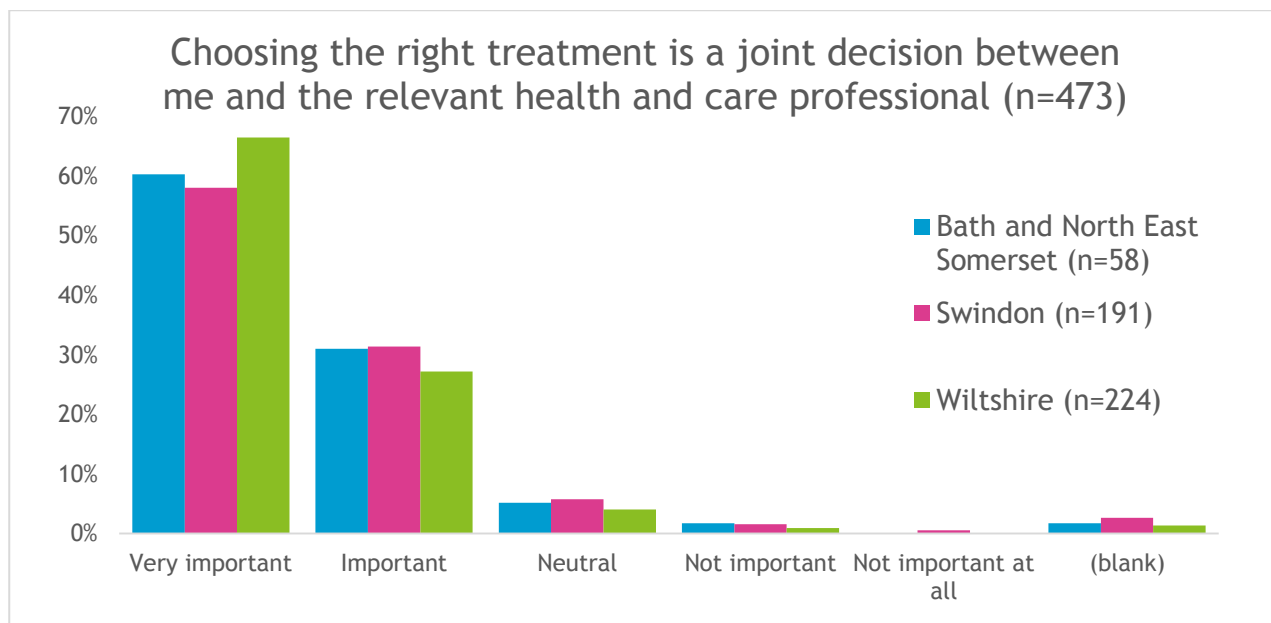
Choosing the right treatment is a joint decision between me and the relevant health and care professional	N	%
Very important	295	62.37%
Important	139	29.39%
Neutral	23	4.86%
Not important	6	1.27%
Not important at all	1	0.21%
(blank)	9	1.90%
Grand Total	473	100.00%



Choosing the right treatment is a joint decision between me and the relevant health and care professional	N	%
Bath and North East Somerset	58	12.26%
Very important	35	7.40%
Important	18	3.81%
Neutral	3	0.63%
Not important	1	0.21%

(blank)	1	0.21%
Swindon	191	40.38%
Very important	111	23.47%
Important	60	12.68%
Neutral	11	2.33%
Not important	3	0.63%
Not important at all	1	0.21%
(blank)	5	1.06%
Wiltshire	224	47.36%
Very important	149	31.50%
Important	61	12.90%
Neutral	9	1.90%
Not important	2	0.42%
(blank)	3	0.63%
Grand Total	473	100.00%

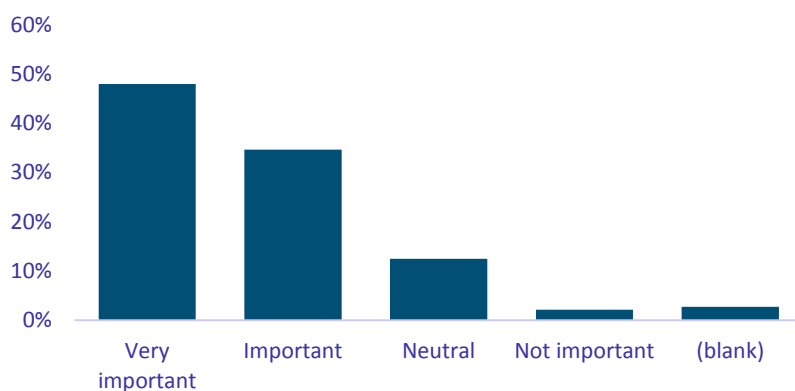
Choosing the right treatment is a joint decision between me and the relevant health and care professional	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	60.34%	58.12%	66.52%	62.37%
Important	31.03%	31.41%	27.23%	29.39%
Neutral	5.17%	5.76%	4.02%	4.86%
Not important	1.72%	1.57%	0.89%	1.27%
Not important at all	0.00%	0.52%	0.00%	0.21%
(blank)	1.72%	2.62%	1.34%	1.90%
Total	100%	100%	100%	100%



I make the decision about where I will go to receive health and care support

I make the decision about where I will go to receive health and care support	N	%
Very important	227	47.99%
Important	164	34.67%
Neutral	59	12.47%
Not important	10	2.11%
(blank)	13	2.75%
Grand Total	473	100.00%

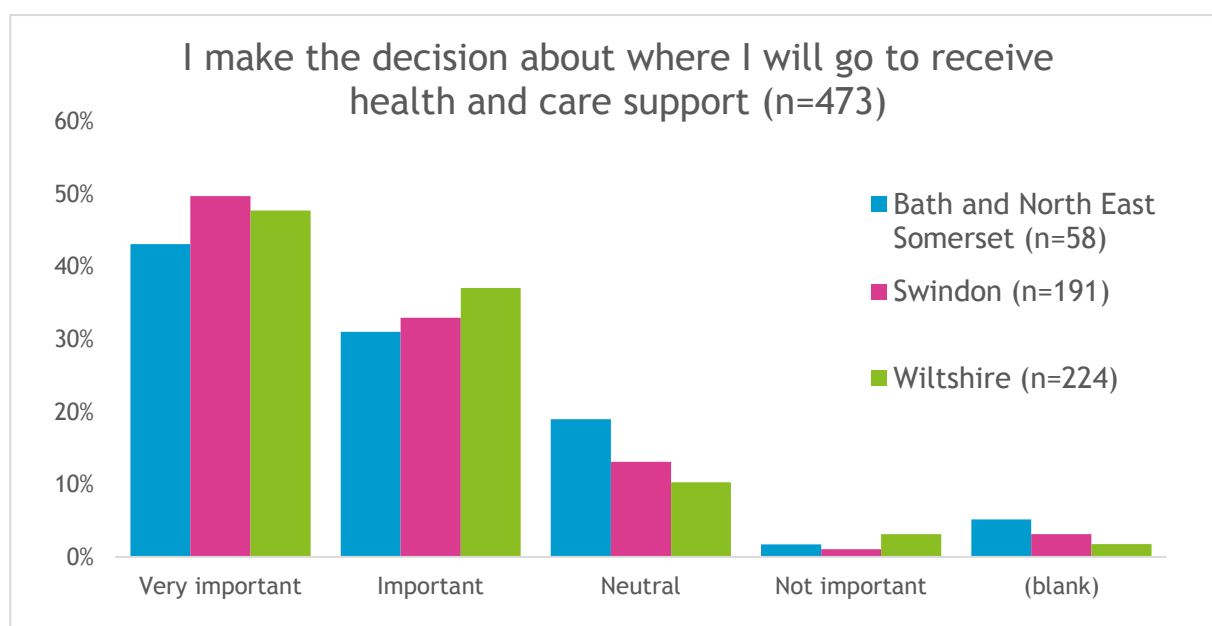
I make the decision about where I will go to receive health and care support (n=473)



I make the decision about where I will go to receive health and care support

	N	%
Bath and North East Somerset	58	12.26%
Very important	25	5.29%
Important	18	3.81%
Neutral	11	2.33%
Not important	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	95	20.08%
Important	63	13.32%
Neutral	25	5.29%
Not important	2	0.42%
(blank)	6	1.27%
Wiltshire	224	47.36%
Very important	107	22.62%
Important	83	17.55%
Neutral	23	4.86%
Not important	7	1.48%
(blank)	4	0.85%
Grand Total	473	100.00%

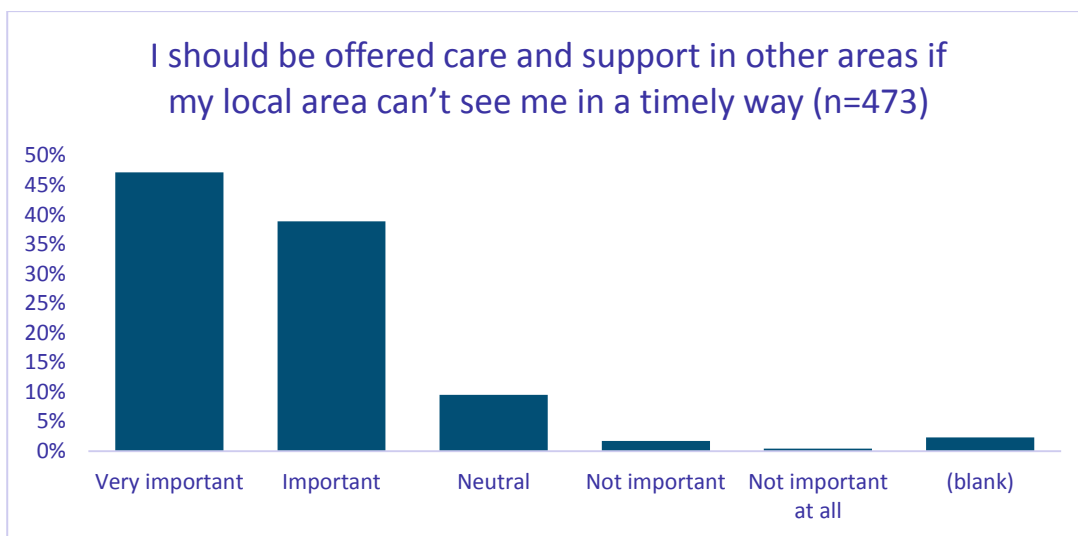
I make the decision about where I will go to receive health and care support	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	43.10%	49.74%	47.77%	47.99%
Important	31.03%	32.98%	37.05%	34.67%
Neutral	18.97%	13.09%	10.27%	12.47%
Not important	1.72%	1.05%	3.13%	2.11%
(blank)	5.17%	3.14%	1.79%	2.75%
Total	100%	100%	100%	100%



I should be offered care and support in other areas if my local area can't see me in a timely way

I should be offered care and support in other areas if my local area can't see me in a timely way	N	%
Very important	223	47.15%
Important	184	38.90%
Neutral	45	9.51%
Not important	8	1.69%
Not important at all	2	0.42%
(blank)	11	2.33%

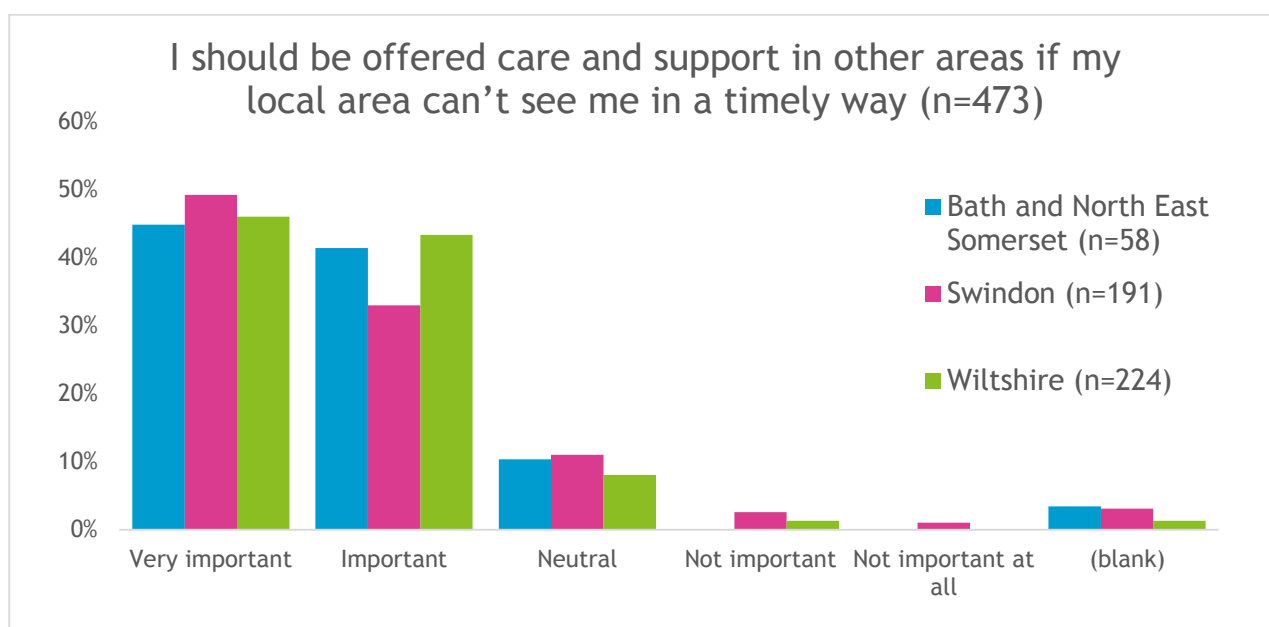
Grand Total	473	100.00%
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I should be offered care and support in other areas if my local area can't see me in a timely way

	N	%
Bath and North East Somerset	58	12.26%
Very important	26	5.50%
Important	24	5.07%
Neutral	6	1.27%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	94	19.87%
Important	63	13.32%
Neutral	21	4.44%
Not important	5	1.06%
Not important at all	2	0.42%
(blank)	6	1.27%
Wiltshire	224	47.36%
Very important	103	21.78%
Important	97	20.51%
Neutral	18	3.81%
Not important	3	0.63%
(blank)	3	0.63%
Grand Total	473	100.00%

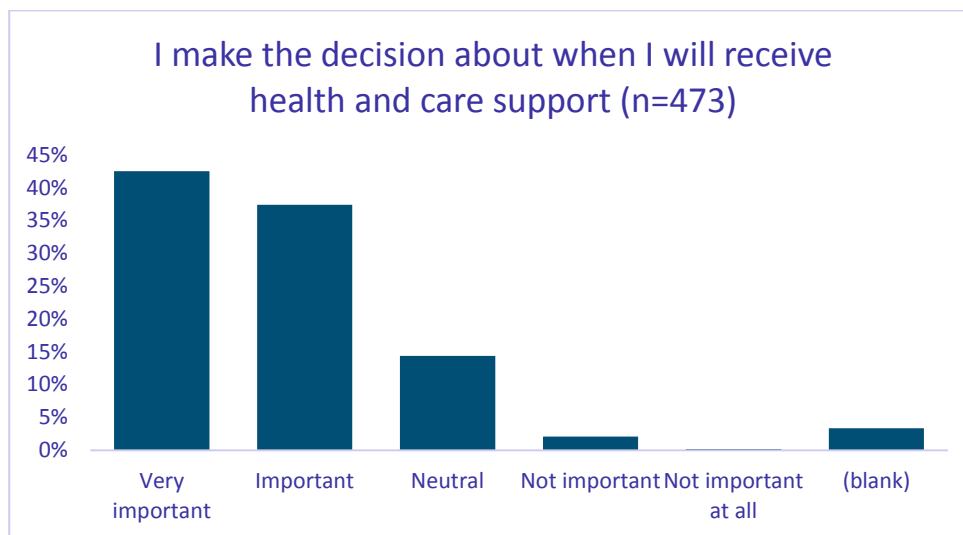
I should be offered care and support in other areas if my local area can't see me in a timely way	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	44.83%	49.21%	45.98%	47.15%
Important	41.38%	32.98%	43.30%	38.90%
Neutral	10.34%	10.99%	8.04%	9.51%
Not important	0.00%	2.62%	1.34%	1.69%
Not important at all	0.00%	1.05%	0.00%	0.42%
(blank)	3.45%	3.14%	1.34%	2.33%
Total	100%	100%	100%	100%



I make the decision about when I will receive health and care support

I make the decision about when I will receive health and care support	N	%
Very important	201	42.49%
Important	177	37.42%
Neutral	68	14.38%

Not important	10	2.11%
Not important at all	1	0.21%
(blank)	16	3.38%
Grand Total	473	100.00%

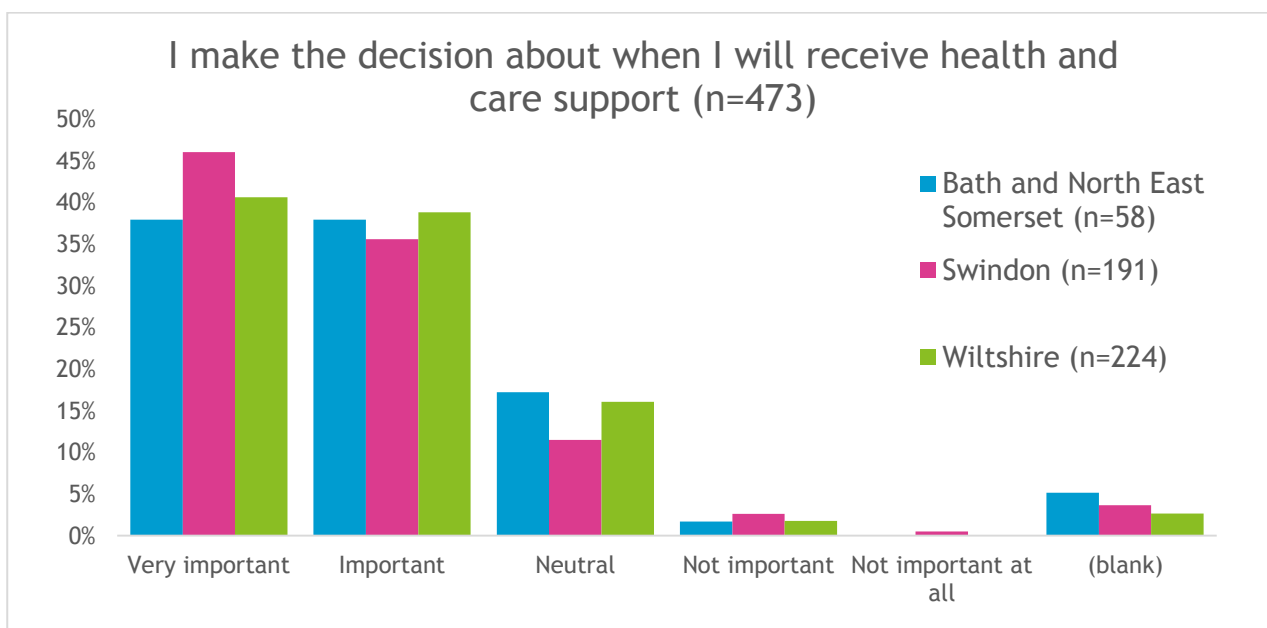


I make the decision about when I will receive health and care support	N	%
Bath and North East Somerset	58	12.26%
Very important	22	4.65%
Important	22	4.65%
Neutral	10	2.11%
Not important	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	88	18.60%
Important	68	14.38%
Neutral	22	4.65%
Not important	5	1.06%
Not important at all	1	0.21%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	91	19.24%
Important	87	18.39%

Neutral	36	7.61%
Not important	4	0.85%
(blank)	6	1.27%

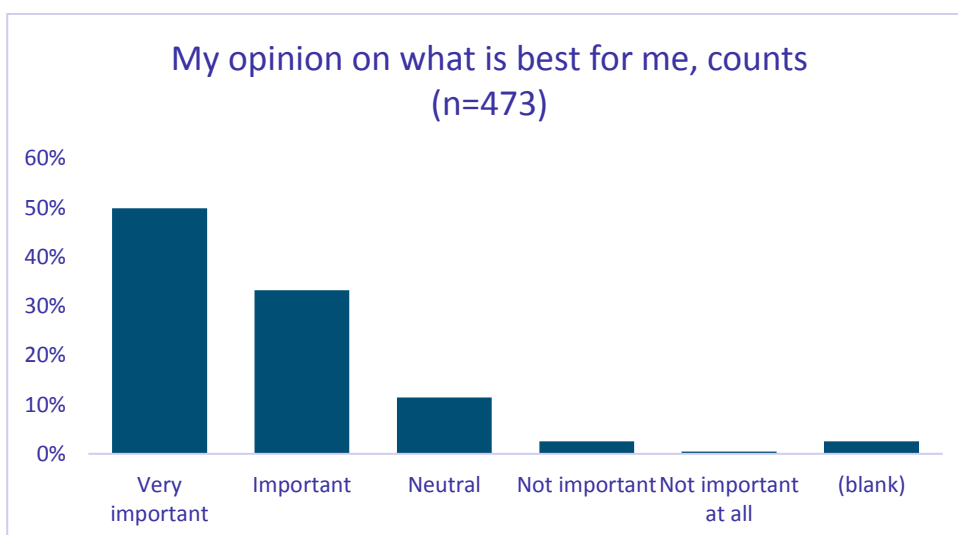
Grand Total	473	100.00%
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I make the decision about when I will receive health and care support	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	37.93%	46.07%	40.63%	42.49%
Important	37.93%	35.60%	38.84%	37.42%
Neutral	17.24%	11.52%	16.07%	14.38%
Not important	1.72%	2.62%	1.79%	2.11%
Not important at all	0.00%	0.52%	0.00%	0.21%
(blank)	5.17%	3.66%	2.68%	3.38%
Total	100%	100%	100%	100%



My opinion on what is best for me, counts

My opinion on what is best for me, counts	N	%
Very important	236	49.89%
Important	157	33.19%
Neutral	54	11.42%
Not important	12	2.54%
Not important at all	2	0.42%
(blank)	12	2.54%
Grand Total	473	100.00%

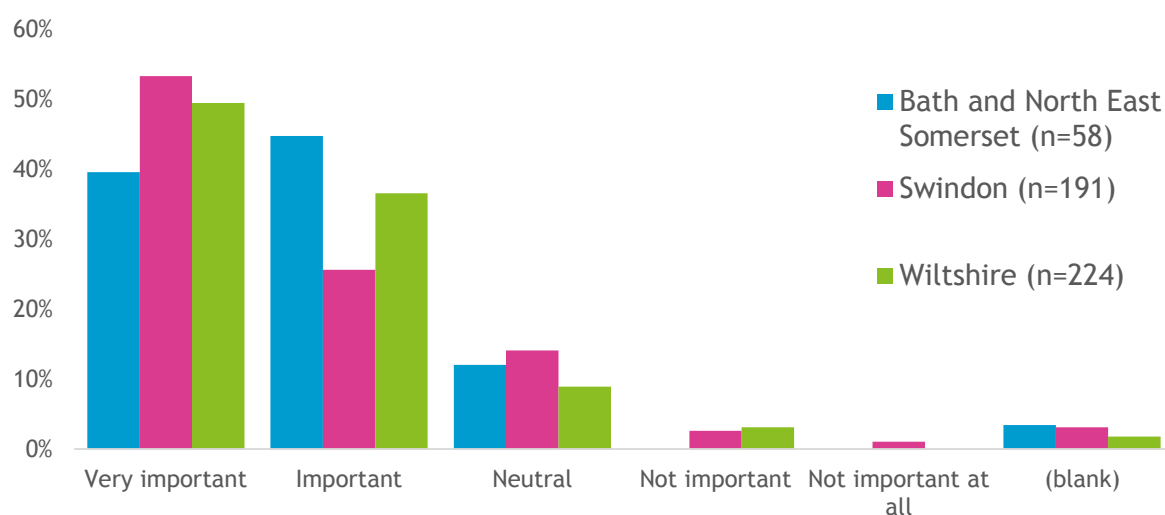


My opinion on what is best for me, counts	N	%
Bath and North East Somerset	58	12.26%
Very important	23	4.86%
Important	26	5.50%
Neutral	7	1.48%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	102	21.56%

Important	49	10.36%
Neutral	27	5.71%
Not important	5	1.06%
Not important at all	2	0.42%
(blank)	6	1.27%
Wiltshire	224	47.36%
Very important	111	23.47%
Important	82	17.34%
Neutral	20	4.23%
Not important	7	1.48%
(blank)	4	0.85%
Grand Total	473	100.00%

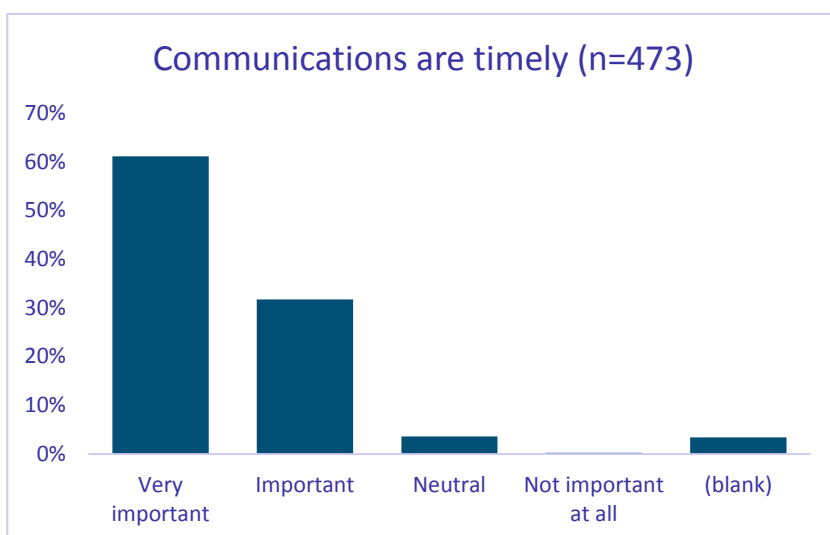
My opinion on what is best for me, counts	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	39.66%	53.40%	49.55%	49.89%
Important	44.83%	25.65%	36.61%	33.19%
Neutral	12.07%	14.14%	8.93%	11.42%
Not important	0.00%	2.62%	3.13%	2.54%
Not important at all	0.00%	1.05%	0.00%	0.42%
(blank)	3.45%	3.14%	1.79%	2.54%
Total	100%	100%	100%	100%

My opinion on what is best for me, counts (n=473)



Communications are timely

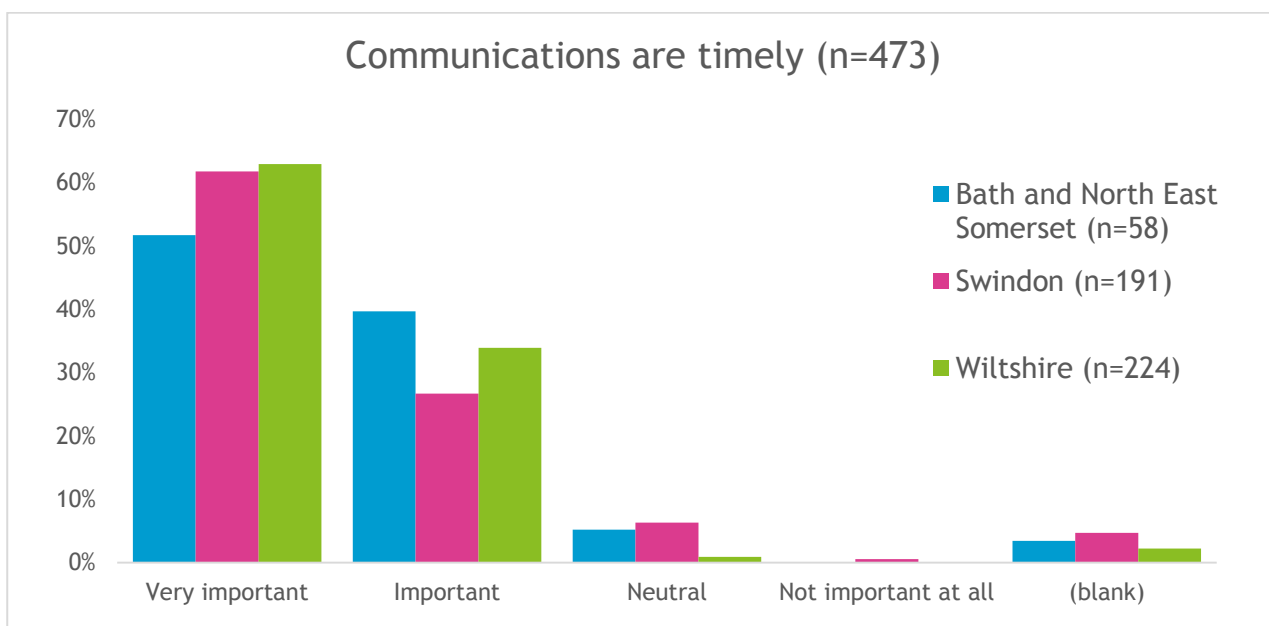
Communications are timely	N	%
Very important	289	61.10%
Important	150	31.71%
Neutral	17	3.59%
Not important at all	1	0.21%
(blank)	16	3.38%
Grand Total	473	100.00%



Communications are timely	N	%
Bath and North East Somerset	58	12.26%
Very important	30	6.34%
Important	23	4.86%
Neutral	3	0.63%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	118	24.95%
Important	51	10.78%
Neutral	12	2.54%
Not important at all	1	0.21%

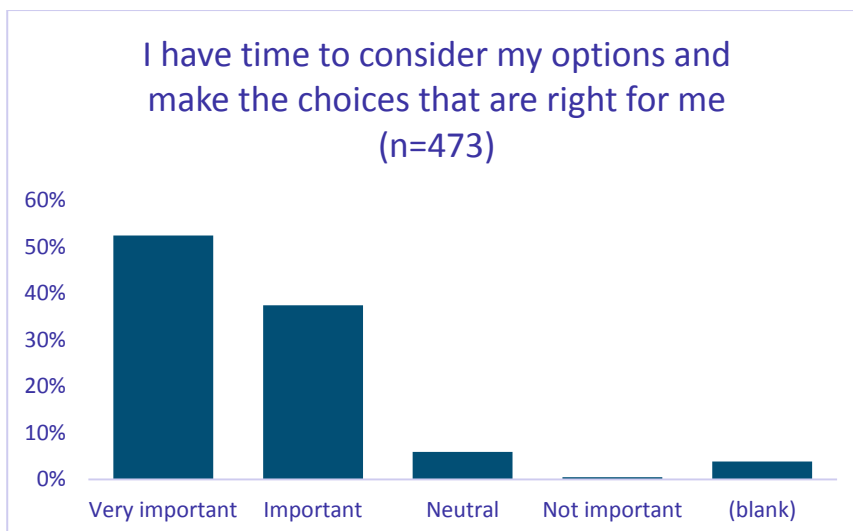
(blank)	9	1.90%
Wiltshire	224	47.36%
Very important	141	29.81%
Important	76	16.07%
Neutral	2	0.42%
(blank)	5	1.06%
Grand Total	473	100.00%

Communications are timely	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	51.72%	61.78%	62.95%	61.10%
Important	39.66%	26.70%	33.93%	31.71%
Neutral	5.17%	6.28%	0.89%	3.59%
Not important at all	0.00%	0.52%	0.00%	0.21%
(blank)	3.45%	4.71%	2.23%	3.38%
Total	100%	100%	100%	100%



I have time to consider my options and make the choices that are right for me

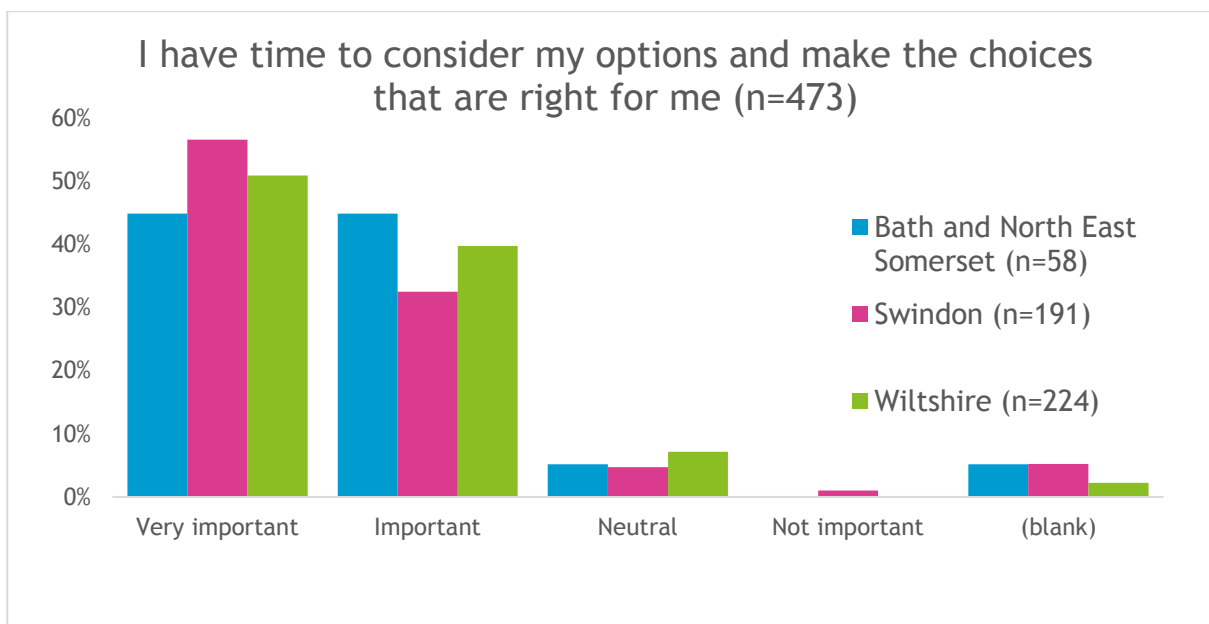
I have time to consider my options and make the choices that are right for me	N	%
Very important	248	52.43%
Important	177	37.42%
Neutral	28	5.92%
Not important	2	0.42%
(blank)	18	3.81%
Grand Total	473	100.00%



I have time to consider my options and make the choices that are right for me	N	%
Bath and North East Somerset	58	12.26%
Very important	26	5.50%
Important	26	5.50%
Neutral	3	0.63%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	108	22.83%
Important	62	13.11%
Neutral	9	1.90%

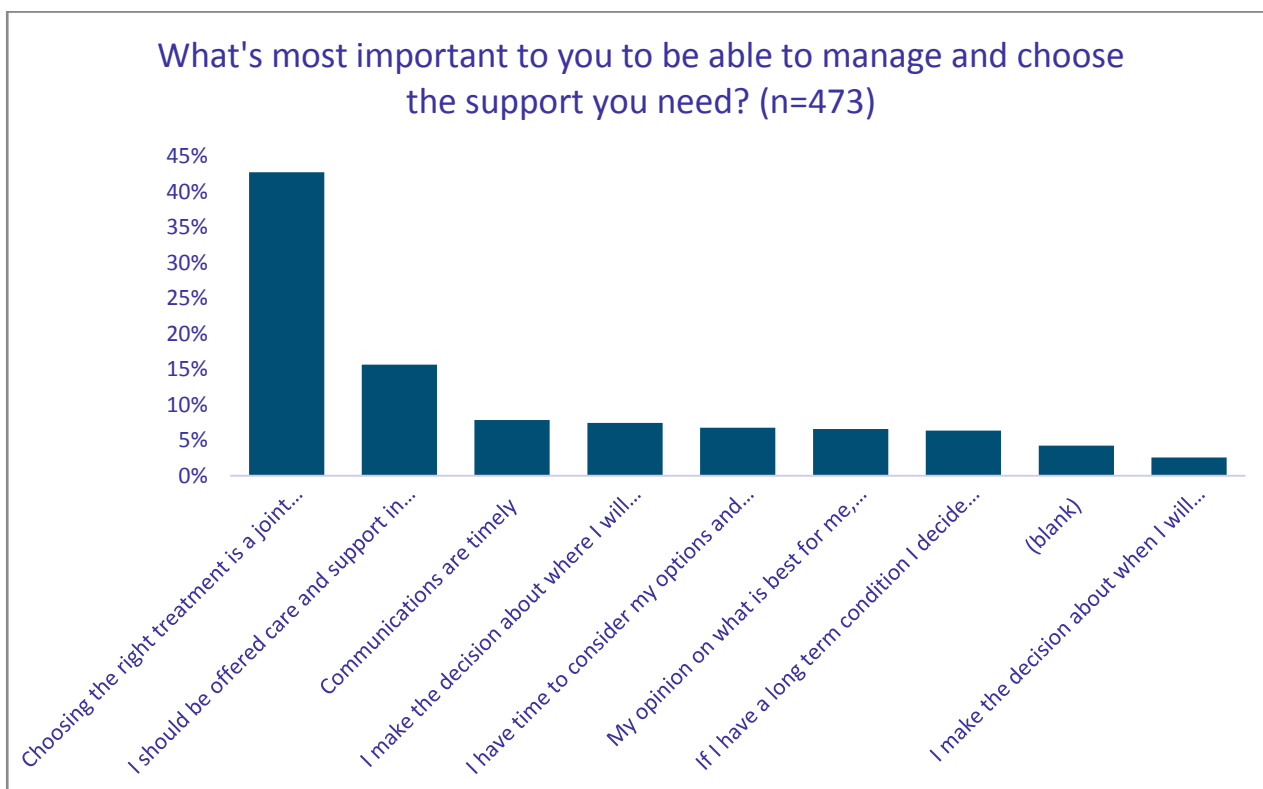
Not important	2	0.42%
(blank)	10	2.11%
Wiltshire	224	47.36%
Very important	114	24.10%
Important	89	18.82%
Neutral	16	3.38%
(blank)	5	1.06%
Grand Total	473	100.00%

I have time to consider my options and make the choices that are right for me	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	44.83%	56.54%	50.89%	52.43%
Important	44.83%	32.46%	39.73%	37.42%
Neutral	5.17%	4.71%	7.14%	5.92%
Not important	0.00%	1.05%	0.00%	0.42%
(blank)	5.17%	5.24%	2.23%	3.81%
Total	100%	100%	100%	100%



What's most important to you to be able to manage and choose the support you need?

What's most important to you to be able to manage and choose the support you need?	N	%
Choosing the right treatment is a joint decision between me and the relevant health and care professional	202	42.71%
I should be offered care and support in other areas if my local area can't see me in a timely way	74	15.64%
Communications are timely	37	7.82%
I make the decision about where I will go to receive health and care support	35	7.40%
I have time to consider my options and make the choices that are right for me	32	6.77%
My opinion on what is best for me, counts	31	6.55%
If I have a long term condition I decide how the NHS spends money on me	30	6.34%
(blank)	20	4.23%
I make the decision about when I will receive health and care support	12	2.54%
Grand Total	473	100.00%

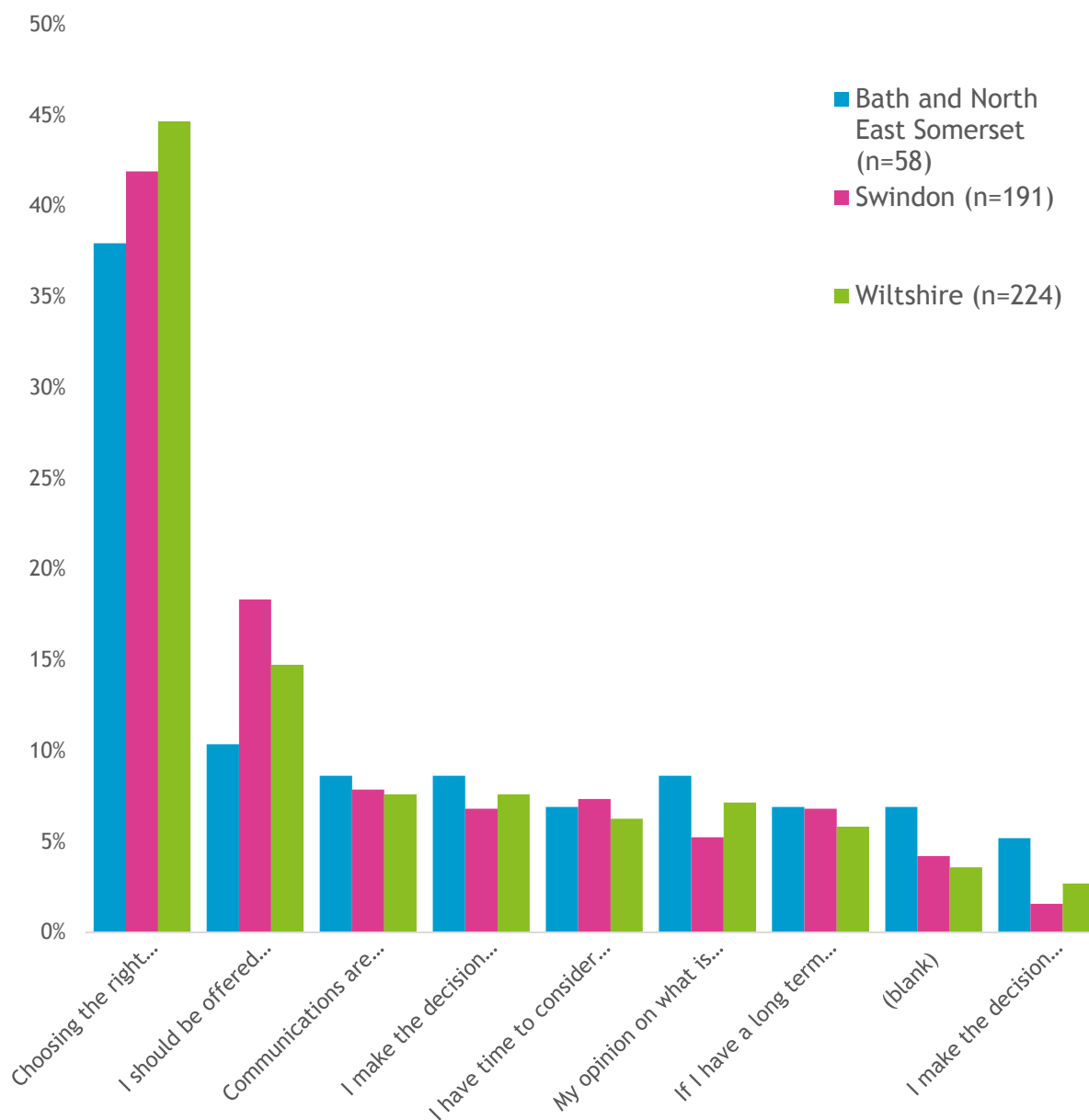


What's most important to you to be able to manage and choose the support you need?	N	%
Bath and North East Somerset	58	12.26%
Choosing the right treatment is a joint decision between me and the relevant health and care professional	22	4.65%
I should be offered care and support in other areas if my local area can't see me in a timely way	6	1.27%
My opinion on what is best for me, counts	5	1.06%
Communications are timely	5	1.06%
I make the decision about where I will go to receive health and care support	5	1.06%
I have time to consider my options and make the choices that are right for me	4	0.85%
(blank)	4	0.85%
If I have a long term condition I decide how the NHS spends money on me	4	0.85%
I make the decision about when I will receive health and care support	3	0.63%
Swindon	191	40.38%
Choosing the right treatment is a joint decision between me and the relevant health and care professional	80	16.91%
I should be offered care and support in other areas if my local area can't see me in a timely way	35	7.40%
Communications are timely	15	3.17%
I have time to consider my options and make the choices that are right for me	14	2.96%
If I have a long term condition I decide how the NHS spends money on me	13	2.75%
I make the decision about where I will go to receive health and care support	13	2.75%
My opinion on what is best for me, counts	10	2.11%
(blank)	8	1.69%
I make the decision about when I will receive health and care support	3	0.63%
Wiltshire	224	47.36%
Choosing the right treatment is a joint decision between me and the relevant health and care professional	100	21.14%
I should be offered care and support in other areas if my local area can't see me in a timely way	33	6.98%
Communications are timely	17	3.59%
I make the decision about where I will go to receive health and care support	17	3.59%
My opinion on what is best for me, counts	16	3.38%

I have time to consider my options and make the choices that are right for me	14	2.96%
If I have a long term condition I decide how the NHS spends money on me	13	2.75%
(blank)	8	1.69%
I make the decision about when I will receive health and care support	6	1.27%
Grand Total	473	100.00%

What's most important to you to be able to manage and choose the support you need?	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Choosing the right treatment is a joint decision between me and the relevant health and care professional	37.93%	41.88%	44.64%	42.71%
I should be offered care and support in other areas if my local area can't see me in a timely way	10.34%	18.32%	14.73%	15.64%
Communications are timely	8.62%	7.85%	7.59%	7.82%
I make the decision about where I will go to receive health and care support	8.62%	6.81%	7.59%	7.40%
I have time to consider my options and make the choices that are right for me	6.90%	7.33%	6.25%	6.77%
My opinion on what is best for me, counts	8.62%	5.24%	7.14%	6.55%
If I have a long term condition I decide how the NHS spends money on me	6.90%	6.81%	5.80%	6.34%
(blank)	6.90%	4.19%	3.57%	4.23%
I make the decision about when I will receive health and care support	5.17%	1.57%	2.68%	2.54%
Total	100%	100%	100%	100%

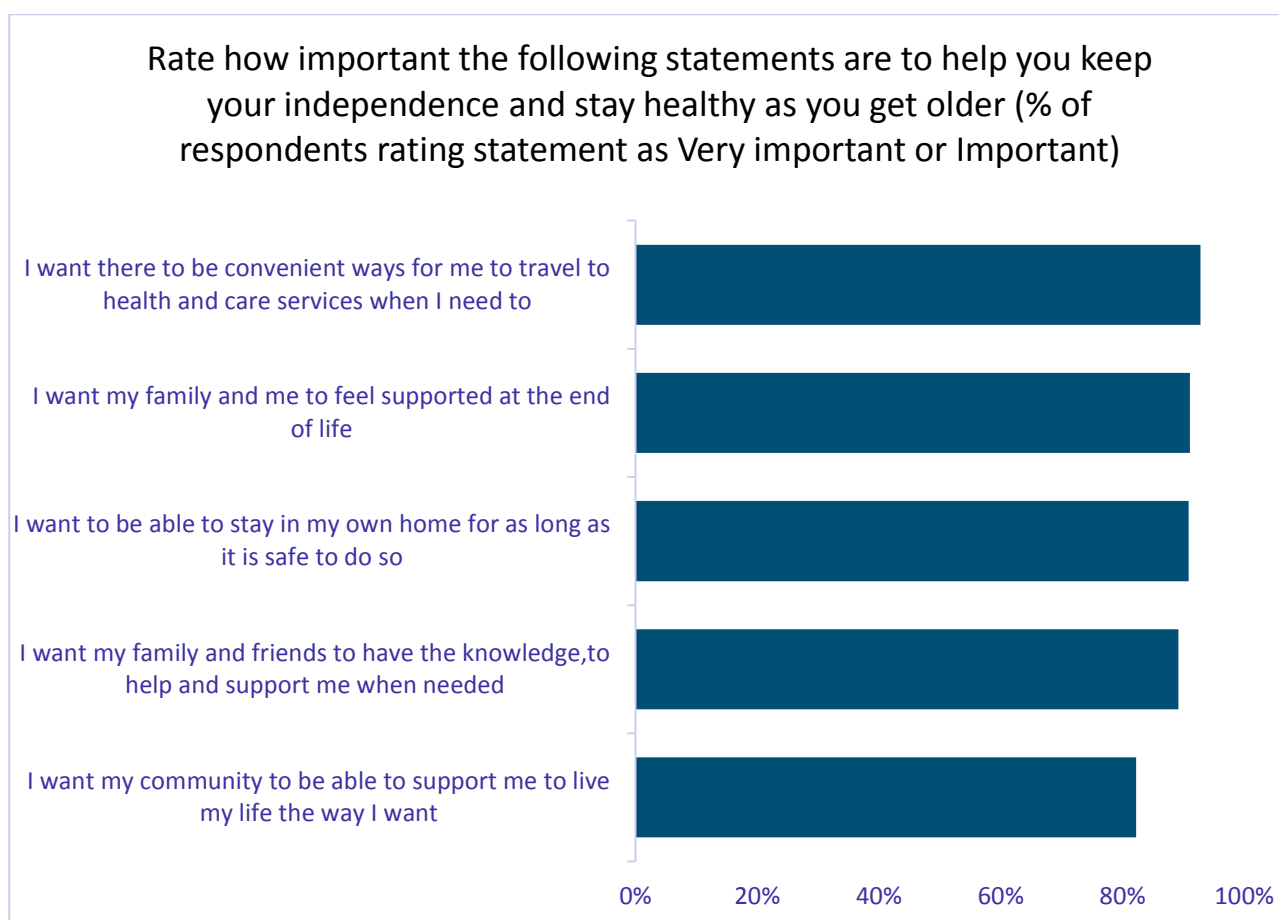
What's most important to you to be able to manage and choose the support you need? (n=473)



The help I need to keep my independence and stay healthy as I get older

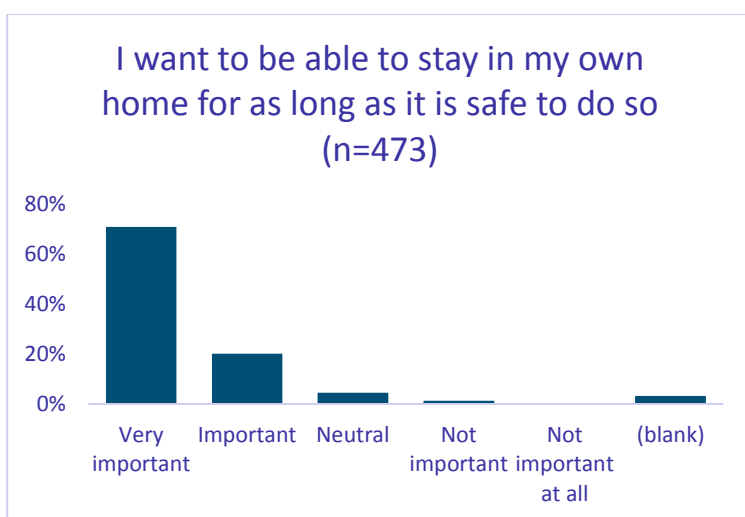
Rate how important the following statements are to help you keep your independence and stay healthy as you get older (5 sub-questions)

Again, all statements are supported by those taking the survey, with the support ranging from 93% (travel to health and care services) to 82% (community support). Again, regional variation does not appear to be substantial.



I want to be able to stay in my own home for as long as it is safe to do so

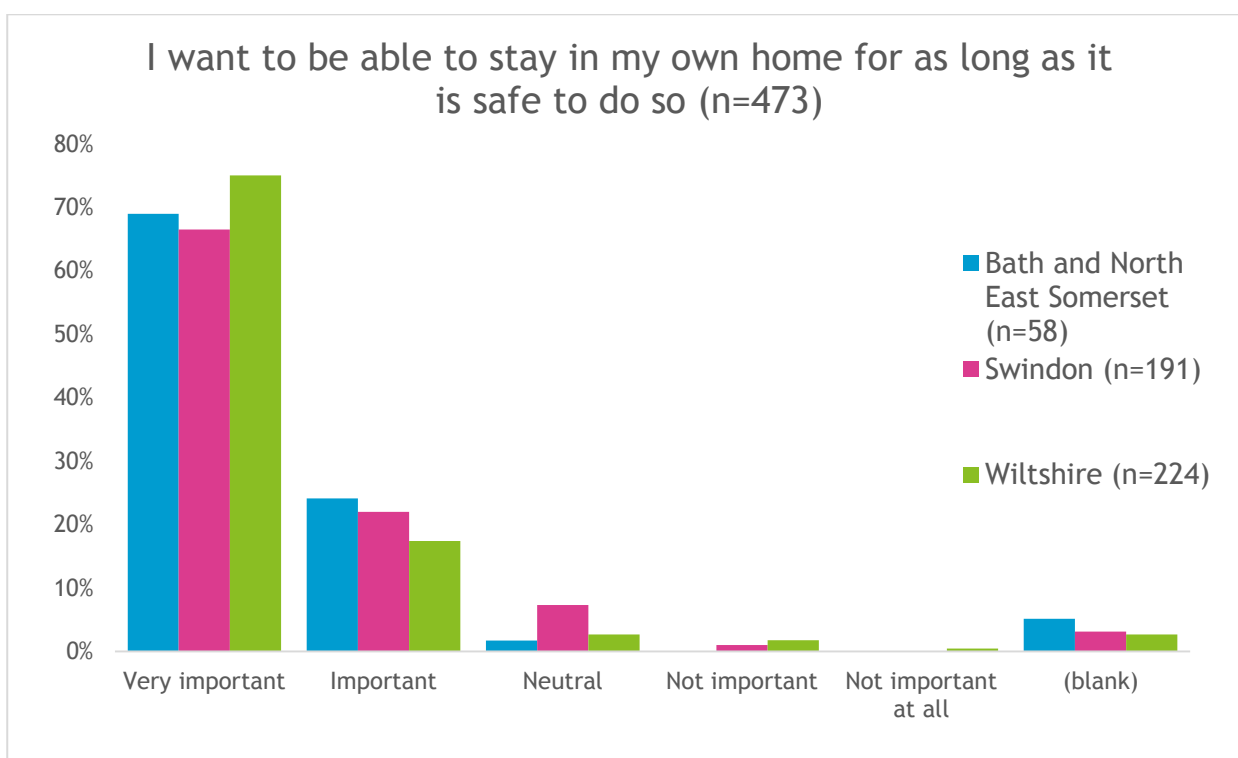
I want to be able to stay in my own home for as long as it is safe to do so	N	%
Very important	335	70.82%
Important	95	20.08%
Neutral	21	4.44%
Not important	6	1.27%
Not important at all	1	0.21%
(blank)	15	3.17%
Grand Total	473	100.00%



I want to be able to stay in my own home for as long as it is safe to do so	N	%
Bath and North East Somerset	58	12.26%
Very important	40	8.46%
Important	14	2.96%
Neutral	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	127	26.85%
Important	42	8.88%

Neutral	14	2.96%
Not important	2	0.42%
(blank)	6	1.27%
Wiltshire	224	47.36%
Very important	168	35.52%
Important	39	8.25%
Neutral	6	1.27%
Not important	4	0.85%
Not important at all	1	0.21%

I want to be able to stay in my own home for as long as it is safe to do so	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	68.97%	66.49%	75.00%	70.82%
Important	24.14%	21.99%	17.41%	20.08%
Neutral	1.72%	7.33%	2.68%	4.44%
Not important	0.00%	1.05%	1.79%	1.27%
Not important at all	0.00%	0.00%	0.45%	0.21%
(blank)	5.17%	3.14%	2.68%	3.17%
Total	100%	100%	100%	100%

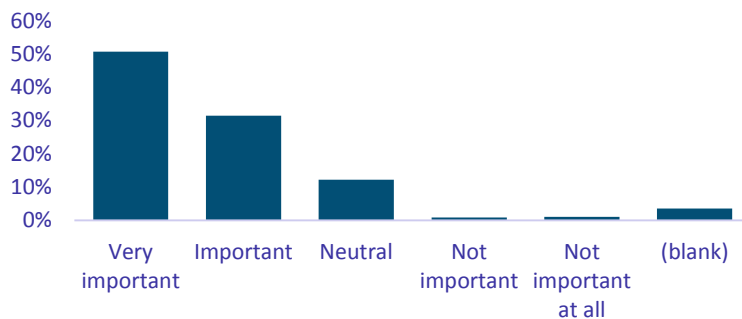


I want my community to be able to support me to live my life the way I want

I want my community to be able to support me to live my life the way I want

	N	%
Very important	240	50.74%
Important	149	31.50%
Neutral	58	12.26%
Not important	4	0.85%
Not important at all	5	1.06%
(blank)	17	3.59%
Grand Total	473	100.00%

I want my community to be able to support me to live my life the way I want (n=473)



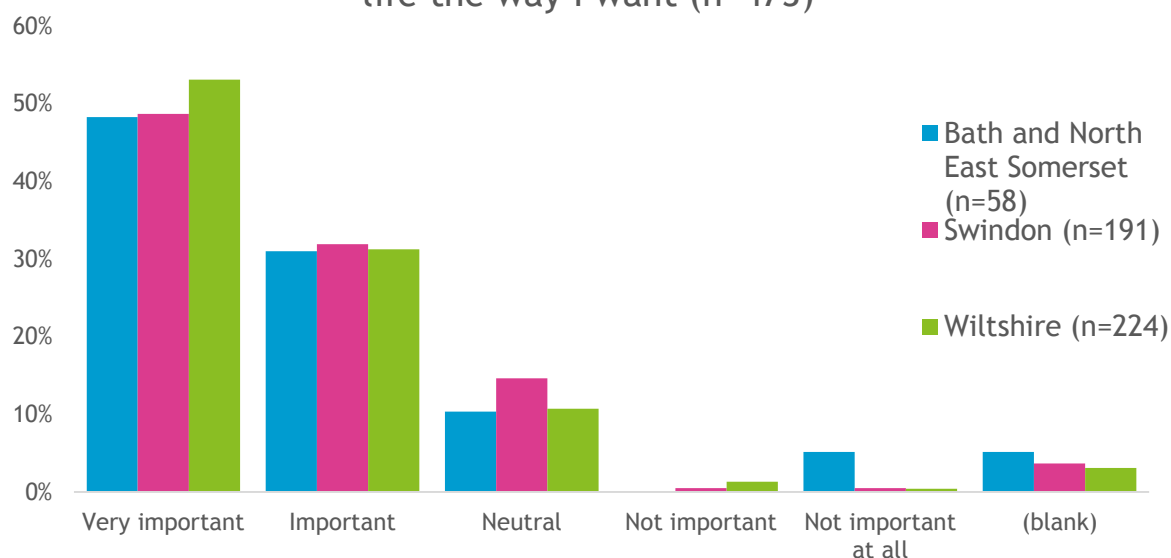
I want my community to be able to support me to live my life the way I want

	N	%
Bath and North East Somerset	58	12.26%
Very important	28	5.92%
Important	18	3.81%
Neutral	6	1.27%
Not important at all	3	0.63%
(blank)	3	0.63%
Swindon	191	40.38%

Very important	93	19.66%
Important	61	12.90%
Neutral	28	5.92%
Not important	1	0.21%
Not important at all	1	0.21%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	119	25.16%
Important	70	14.80%
Neutral	24	5.07%
Not important	3	0.63%
Not important at all	1	0.21%
(blank)	7	1.48%
Grand Total	473	100.00%

I want my community to be able to support me to live my life the way I want	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	48.28%	48.69%	53.13%	50.74%
Important	31.03%	31.94%	31.25%	31.50%
Neutral	10.34%	14.66%	10.71%	12.26%
Not important	0.00%	0.52%	1.34%	0.85%
Not important at all	5.17%	0.52%	0.45%	1.06%
(blank)	5.17%	3.66%	3.13%	3.59%
Total	100%	100%	100%	100%

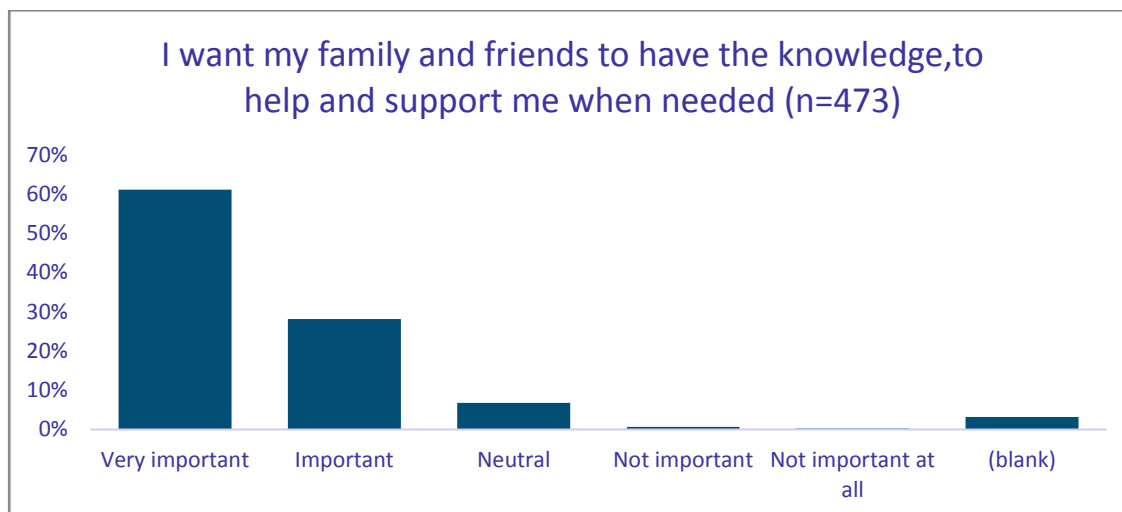
I want my community to be able to support me to live my life the way I want (n=473)



I want my family and friends to have the knowledge, to help and support me when needed

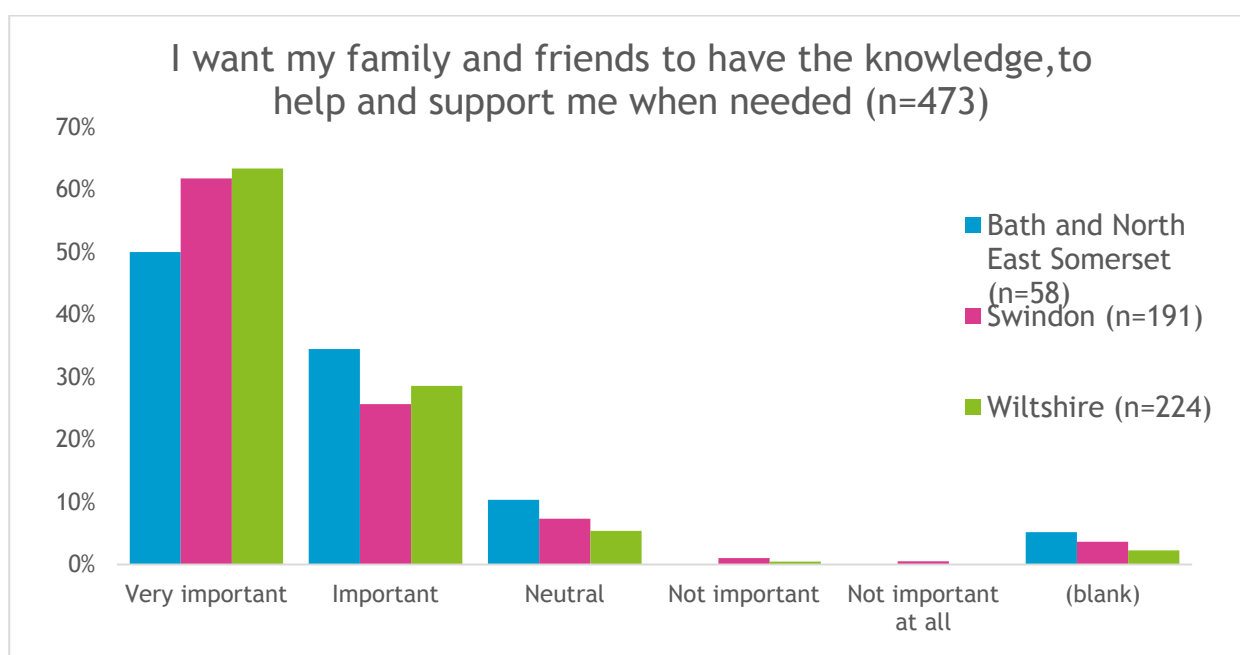
I want my family and friends to have the knowledge, to help and support me when needed

	N	%
Very important	289	61.10%
Important	133	28.12%
Neutral	32	6.77%
Not important	3	0.63%
Not important at all	1	0.21%
(blank)	15	3.17%
Grand Total	473	100.00%



I want my family and friends to have the knowledge, to help and support me when needed	N	%
Bath and North East Somerset	58	12.26%
Very important	29	6.13%
Important	20	4.23%
Neutral	6	1.27%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	118	24.95%
Important	49	10.36%
Neutral	14	2.96%
Not important	2	0.42%
Not important at all	1	0.21%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	142	30.02%
Important	64	13.53%
Neutral	12	2.54%
Not important	1	0.21%
(blank)	5	1.06%
Grand Total	473	100.00%

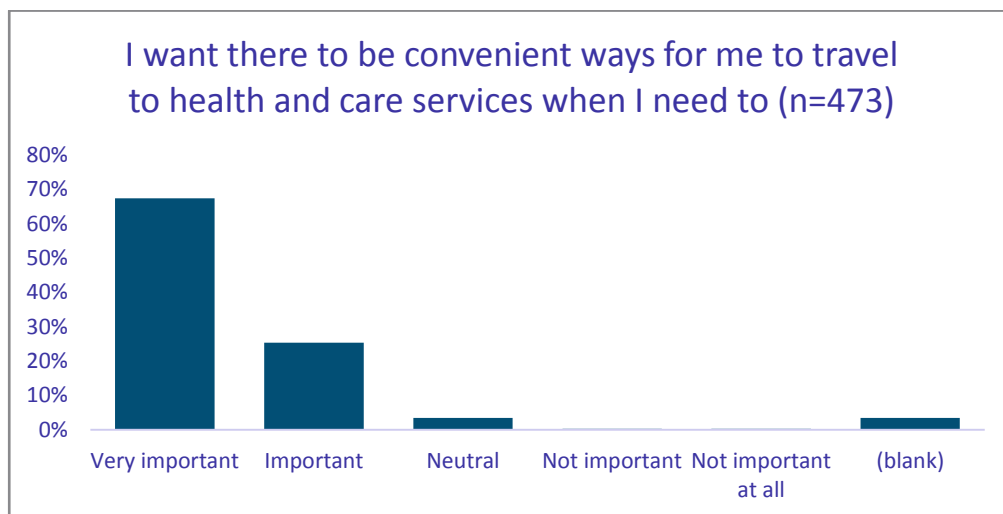
I want my family and friends to have the knowledge, to help and support me when needed	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	50.00%	61.78%	63.39%	61.10%
Important	34.48%	25.65%	28.57%	28.12%
Neutral	10.34%	7.33%	5.36%	6.77%
Not important	0.00%	1.05%	0.45%	0.63%
Not important at all	0.00%	0.52%	0.00%	0.21%
(blank)	5.17%	3.66%	2.23%	3.17%
Total	100%	100%	100%	100%



I want there to be convenient ways for me to travel to health and care services when I need to

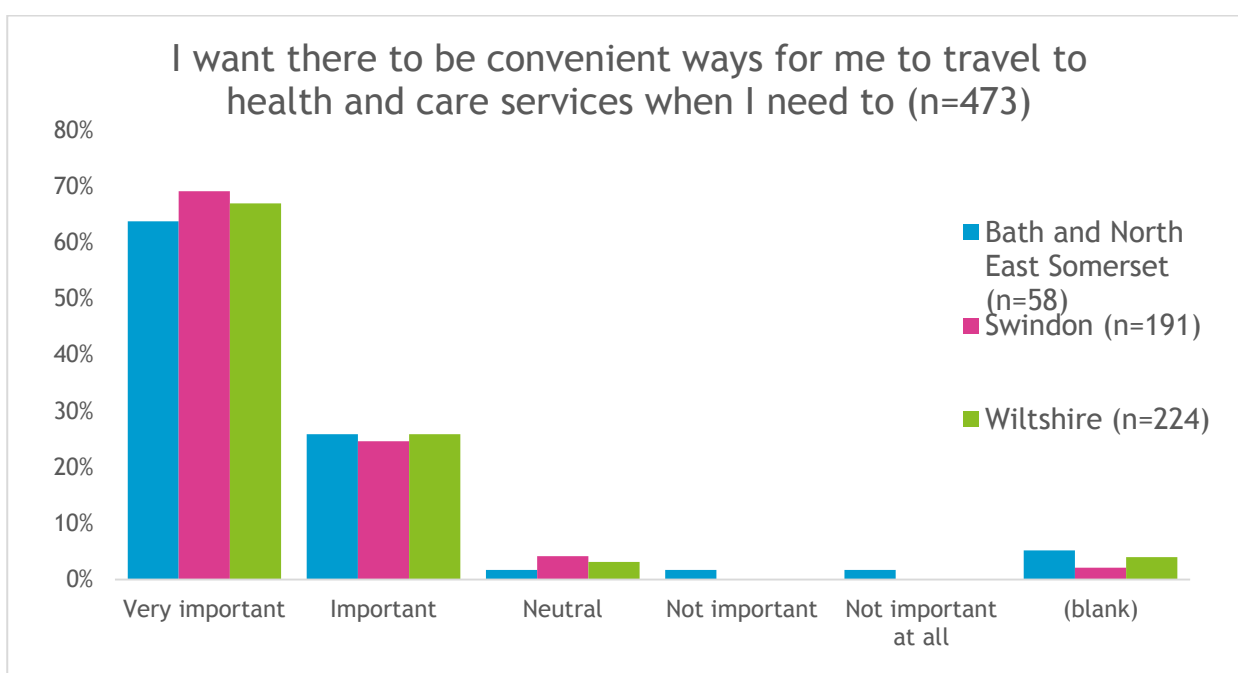
I want there to be convenient ways for me to travel to health and care services when I need to	N	%
Very important	319	67.44%
Important	120	25.37%
Neutral	16	3.38%
Not important	1	0.21%
Not important at all	1	0.21%

(blank)	16	3.38%
Grand Total	473	100.00%



I want there to be convenient ways for me to travel to health and care services when I need to	N	%
Bath and North East Somerset	58	12.26%
Very important	37	7.82%
Important	15	3.17%
Neutral	1	0.21%
Not important	1	0.21%
Not important at all	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	132	27.91%
Important	47	9.94%
Neutral	8	1.69%
(blank)	4	0.85%
Wiltshire	224	47.36%
Very important	150	31.71%
Important	58	12.26%
Neutral	7	1.48%
(blank)	9	1.90%
Grand Total	473	100.00%

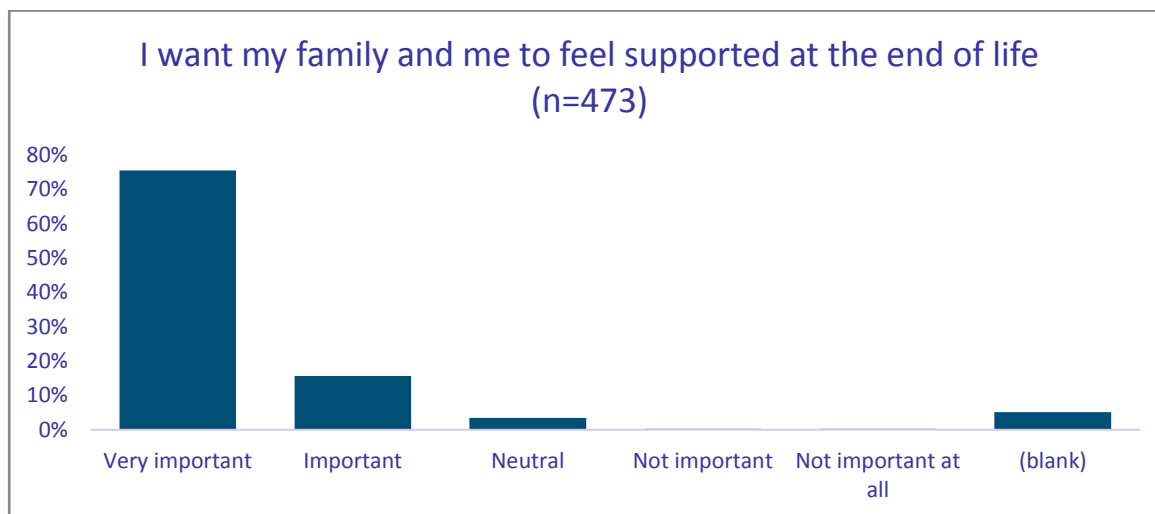
I want there to be convenient ways for me to travel to health and care services when I need to	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	63.79%	69.11%	66.96%	67.44%
Important	25.86%	24.61%	25.89%	25.37%
Neutral	1.72%	4.19%	3.13%	3.38%
Not important	1.72%	0.00%	0.00%	0.21%
Not important at all	1.72%	0.00%	0.00%	0.21%
(blank)	5.17%	2.09%	4.02%	3.38%
Total	100%	100%	100%	100%



I want my family and me to feel supported at the end of life

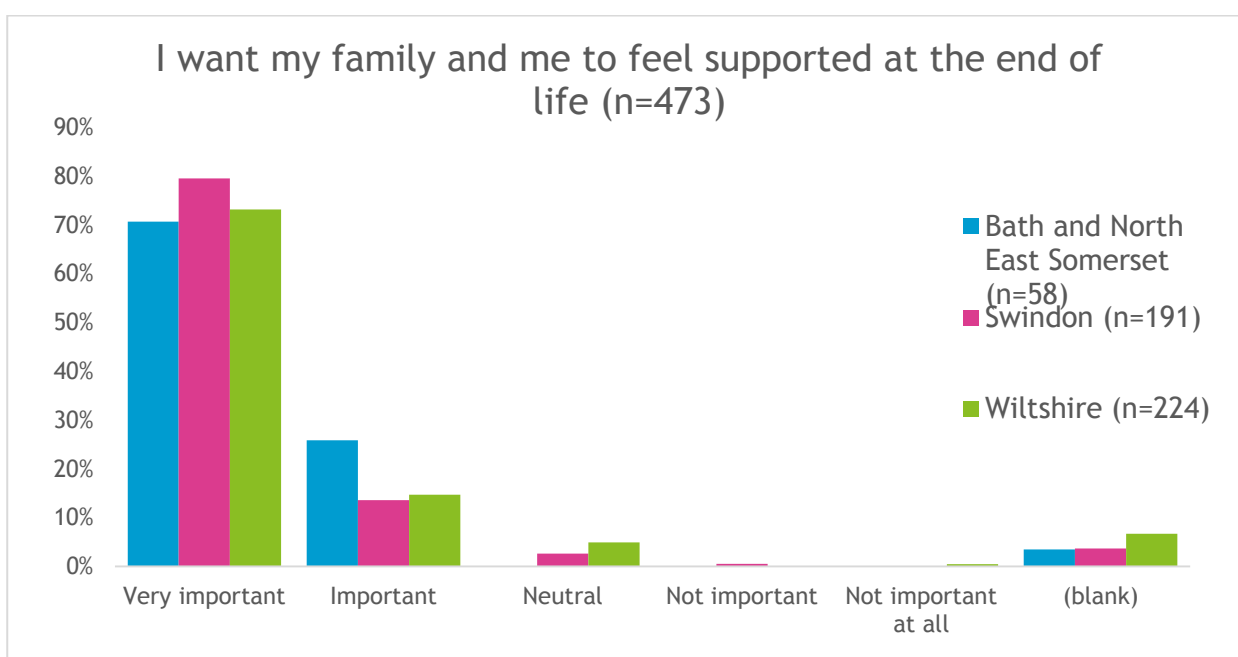
I want my family and me to feel supported at the end of life	N	%
Very important	357	75.48%
Important	74	15.64%
Neutral	16	3.38%
Not important	1	0.21%
Not important at all	1	0.21%

(blank)	24	5.07%
Grand Total	473	100.00%



I want my family and me to feel supported at the end of life	N	%
Bath and North East Somerset	58	12.26%
Very important	41	8.67%
Important	15	3.17%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	152	32.14%
Important	26	5.50%
Neutral	5	1.06%
Not important	1	0.21%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	164	34.67%
Important	33	6.98%
Neutral	11	2.33%
Not important at all	1	0.21%
(blank)	15	3.17%
Grand Total	473	100.00%

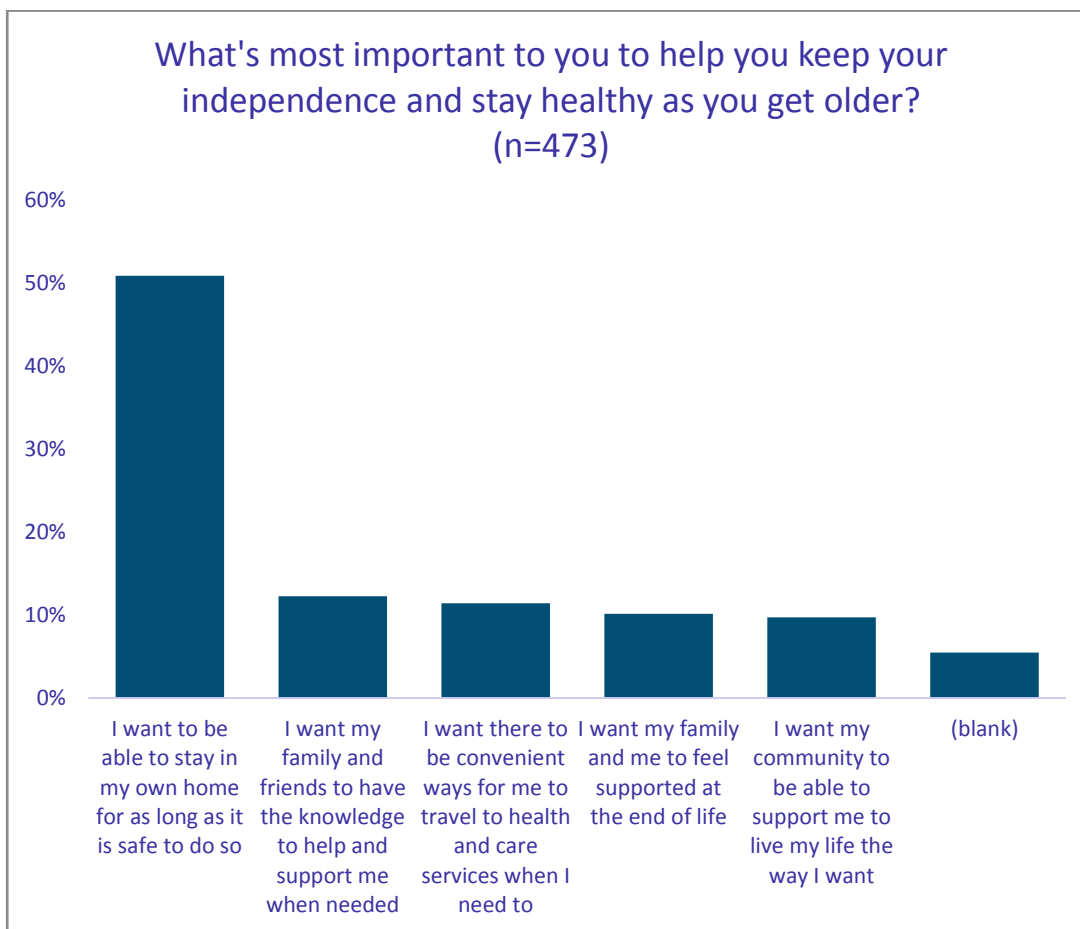
I want my family and me to feel supported at the end of life	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	70.69%	79.58%	73.21%	75.48%
Important	25.86%	13.61%	14.73%	15.64%
Neutral	0.00%	2.62%	4.91%	3.38%
Not important	0.00%	0.52%	0.00%	0.21%
Not important at all	0.00%	0.00%	0.45%	0.21%
(blank)	3.45%	3.66%	6.70%	5.07%
Total	100%	100%	100%	100%



What's most important to you to help you keep your independence and stay healthy as you get older?

What's most important to you to help you keep your independence and stay healthy as you get older?	N	%
I want to be able to stay in my own home for as long as it is safe to do so	241	50.95%
I want my family and friends to have the knowledge to help and support me when needed	58	12.26%
I want there to be convenient ways for me to travel to health and care services when I need to	54	11.42%
I want my family and me to feel supported at the end of life	48	10.15%
I want my community to be able to support me to live my life the way I want	46	9.73%

(blank)	26	5.50%
Grand Total	473	100.00%



What's most important to you to help you keep your independence and stay healthy as you get older?	N	%
Bath and North East Somerset	58	12.26%
I want to be able to stay in my own home for as long as it is safe to do so	28	5.92%
I want there to be convenient ways for me to travel to health and care services when I need to	9	1.90%
I want my community to be able to support me to live my life the way I want	7	1.48%
I want my family and friends to have the knowledge to help and support me when needed	5	1.06%
I want my family and me to feel supported at the end of life	5	1.06%
(blank)	4	0.85%
	19	
Swindon	1	40.38%

I want to be able to stay in my own home for as long as it is safe to do so	96	20.30%
I want my family and friends to have the knowledge to help and support me when needed	29	6.13%
I want my family and me to feel supported at the end of life	21	4.44%
I want there to be convenient ways for me to travel to health and care services when I need to	20	4.23%
I want my community to be able to support me to live my life the way I want	17	3.59%
(blank)	8	1.69%
Wiltshire	224	47.36%
I want to be able to stay in my own home for as long as it is safe to do so	117	24.74%
I want there to be convenient ways for me to travel to health and care services when I need to	25	5.29%
I want my family and friends to have the knowledge to help and support me when needed	24	5.07%
I want my community to be able to support me to live my life the way I want	22	4.65%
I want my family and me to feel supported at the end of life	22	4.65%
(blank)	14	2.96%
Grand Total	473	100.00%

What's most important to you to help you keep your independence and stay healthy as you get older?	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
I want to be able to stay in my own home for as long as it is safe to do so	48.28%	50.26%	52.23%	50.95%
I want my family and friends to have the knowledge to help and support me when needed	8.62%	15.18%	10.71%	12.26%
I want there to be convenient ways for me to travel to health and care services when I need to	15.52%	10.47%	11.16%	11.42%
I want my family and me to feel supported at the end of life	8.62%	10.99%	9.82%	10.15%

I want my community to be
able to support me to
live my life the way I
want

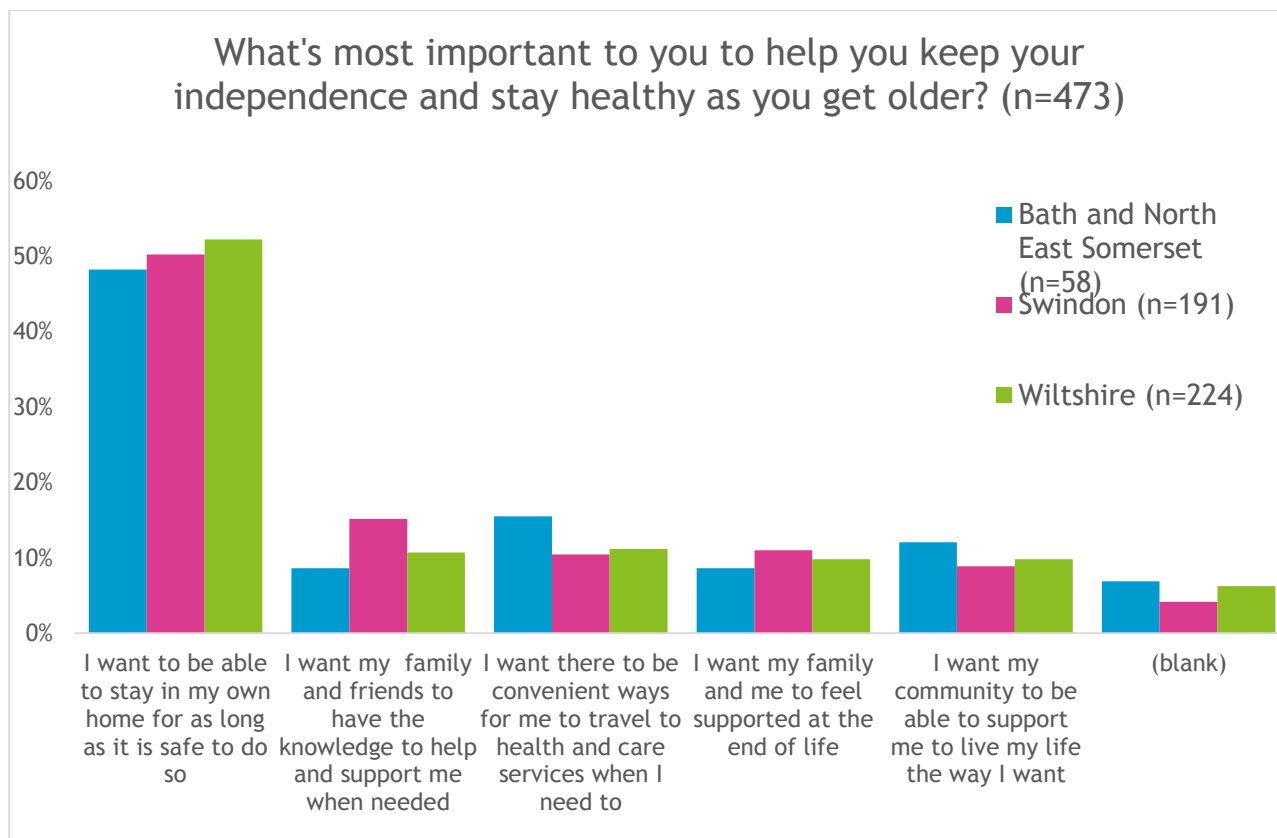
12.07% 8.90% 9.82% 9.73%

(blank)

6.90% 4.19% 6.25% 5.50%

Total

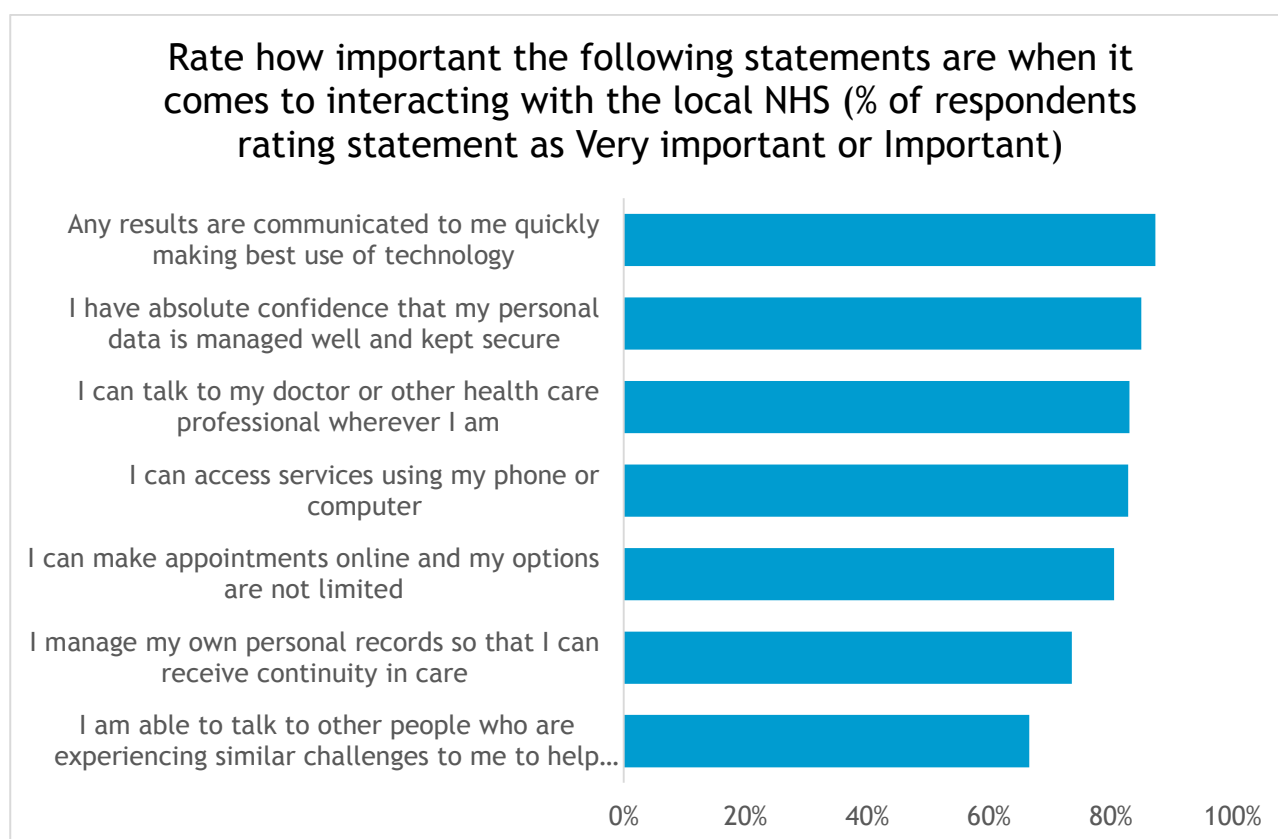
100% 100% 100% 100%



How you interact with the local NHS

Rate how important the following statements are when it comes to interacting with the local NHS (7 sub-questions)

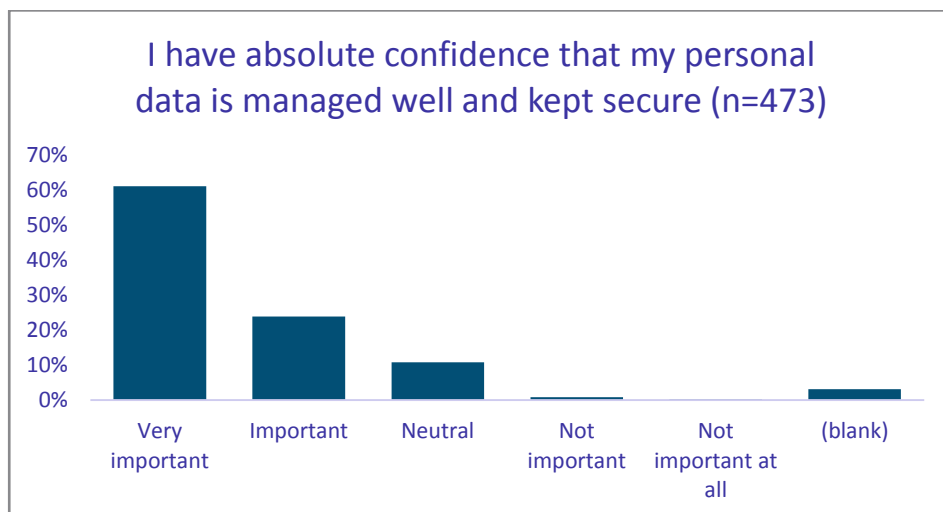
Although there is support for all seven statements, the variation is rather higher in this question compared to the previous. Support ranges from 87% (using technology to communicate results quickly) down to 67% for the ability to talk to other people who are experiencing similar challenges. Some regional variation appears to exist, with Swindon respondents showing higher preference for managing their own personal records and making appointments online.



I have absolute confidence that my personal data is managed well and kept secure

I have absolute confidence that my personal data is managed well and kept secure	N	%
Very important	289	61.10%
Important	113	23.89%
Neutral	51	10.78%

Not important	4	0.85%
Not important at all	1	0.21%
(blank)	15	3.17%
Grand Total	473	100.00%

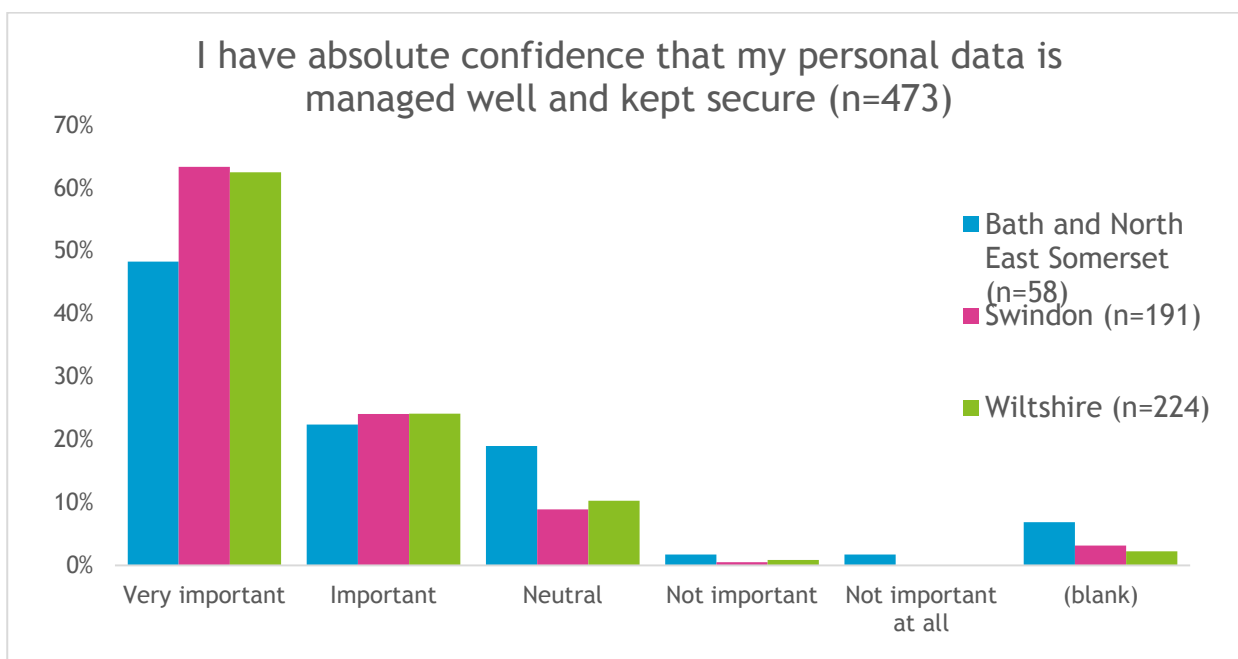


I have absolute confidence that my personal data is managed well and kept secure	N	%
Bath and North East Somerset	58	12.26%
Very important	28	5.92%
Important	13	2.75%
Neutral	11	2.33%
Not important	1	0.21%
Not important at all	1	0.21%
(blank)	4	0.85%
Swindon	191	40.38%
Very important	121	25.58%
Important	46	9.73%
Neutral	17	3.59%
Not important	1	0.21%
(blank)	6	1.27%
Wiltshire	224	47.36%
Very important	140	29.60%
Important	54	11.42%

Neutral	23	4.86%
Not important	2	0.42%
(blank)	5	1.06%

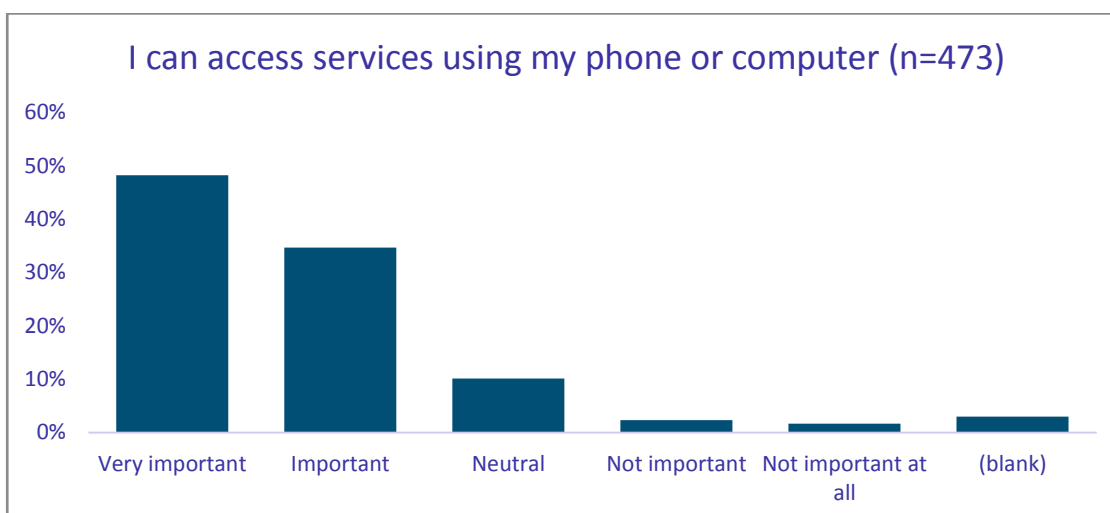
Grand Total	473	100.00%
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I have absolute confidence that my personal data is managed well and kept secure	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total (n=473)
Very important	48.28%	63.35%	62.50%	61.10%
Important	22.41%	24.08%	24.11%	23.89%
Neutral	18.97%	8.90%	10.27%	10.78%
Not important	1.72%	0.52%	0.89%	0.85%
Not important at all	1.72%	0.00%	0.00%	0.21%
(blank)	6.90%	3.14%	2.23%	3.17%
Total	100%	100%	100%	100%



I can access services using my phone or computer

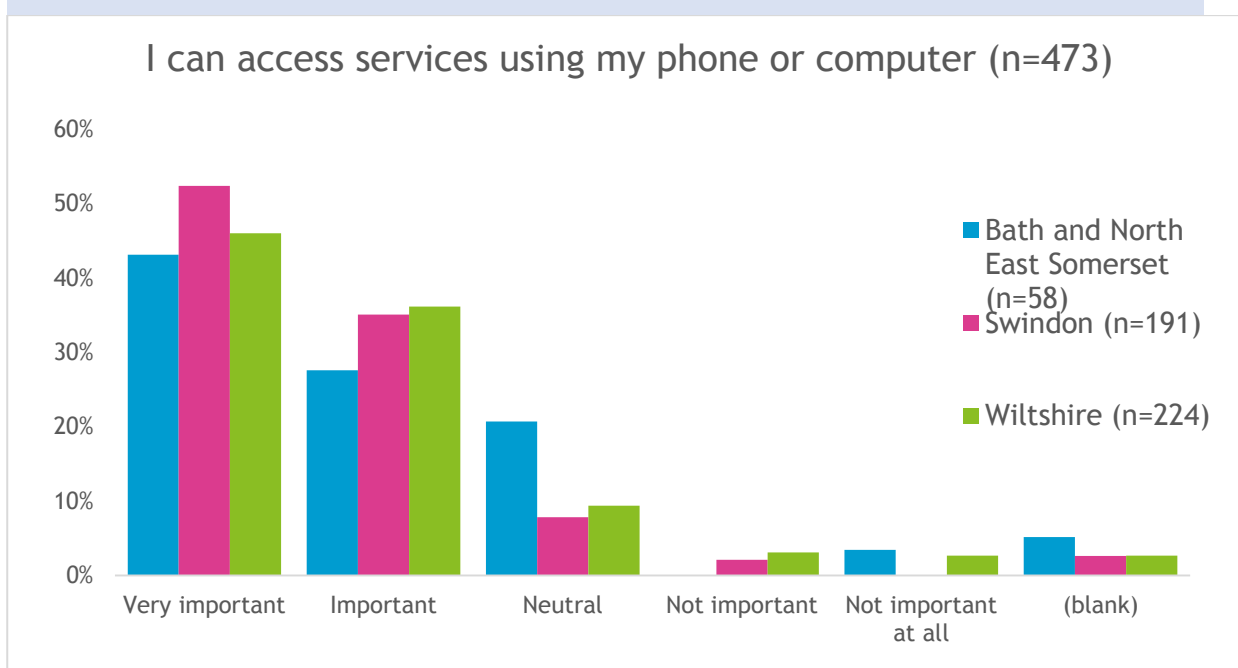
I can access services using my phone or computer	N	%
Very important	228	48.20%
Important	164	34.67%
Neutral	48	10.15%
Not important	11	2.33%
Not important at all	8	1.69%
(blank)	14	2.96%
Grand Total	473	100.00%



I can access services using my phone or computer	N	%
Bath and North East Somerset	58	12.26%
Very important	25	5.29%
Important	16	3.38%
Neutral	12	2.54%
Not important at all	2	0.42%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	100	21.14%

Important	67	14.16%
Neutral	15	3.17%
Not important	4	0.85%
(blank)	5	1.06%
Wiltshire	224	47.36%
Very important	103	21.78%
Important	81	17.12%
Neutral	21	4.44%
Not important	7	1.48%
Not important at all	6	1.27%
(blank)	6	1.27%
Grand Total	473	100.00%

I can access services using my phone or computer	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	43.10%	52.36%	45.98%	48.20%
Important	27.59%	35.08%	36.16%	34.67%
Neutral	20.69%	7.85%	9.38%	10.15%
Not important	0.00%	2.09%	3.13%	2.33%
Not important at all	3.45%	0.00%	2.68%	1.69%
(blank)	5.17%	2.62%	2.68%	2.96%
Total	100%	100%	100%	100%



I can talk to my doctor or other health care professional wherever I am

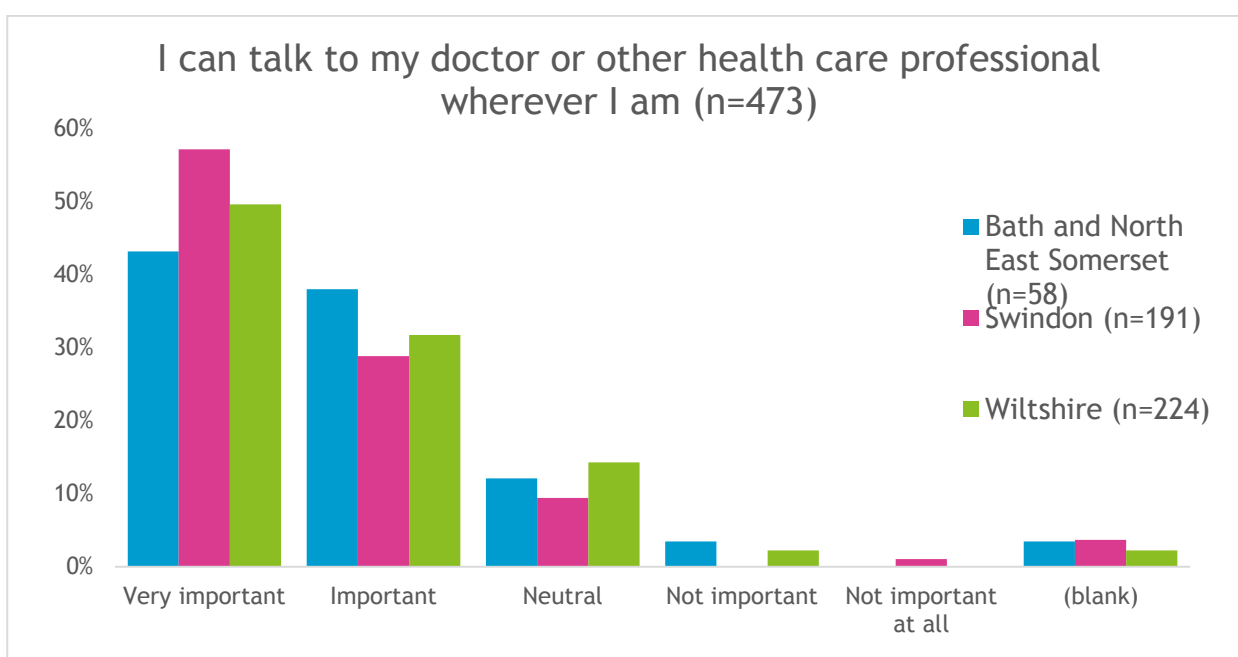
I can talk to my doctor or other health care professional wherever I am	N	%
Very important	245	51.80%
Important	148	31.29%
Neutral	57	12.05%
Not important	7	1.48%
Not important at all	2	0.42%
(blank)	14	2.96%
Grand Total	473	100.00%



I can talk to my doctor or other health care professional wherever I am	N	%
Bath and North East Somerset	58	12.26%
Very important	25	5.29%
Important	22	4.65%
Neutral	7	1.48%
Not important	2	0.42%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	109	23.04%

Important	55	11.63%
Neutral	18	3.81%
Not important at all	2	0.42%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	111	23.47%
Important	71	15.01%
Neutral	32	6.77%
Not important	5	1.06%
(blank)	5	1.06%
Grand Total	473	100.00%

I can talk to my doctor or other health care professional wherever I am	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	43.10%	57.07%	49.55%	51.80%
Important	37.93%	28.80%	31.70%	31.29%
Neutral	12.07%	9.42%	14.29%	12.05%
Not important	3.45%	0.00%	2.23%	1.48%
Not important at all	0.00%	1.05%	0.00%	0.42%
(blank)	3.45%	3.66%	2.23%	2.96%
Total	100%	100%	100%	100%

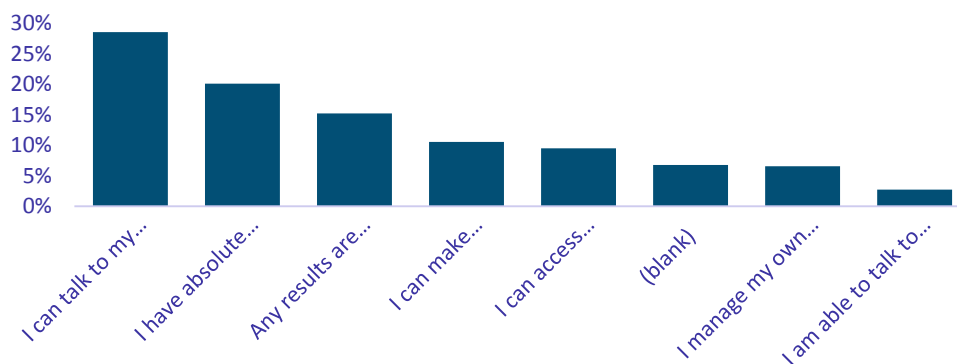


I can make appointments online and my options are not limited

I can make appointments online and my options are not limited

	N	%
Very important	243	51.37%
Important	138	29.18%
Neutral	54	11.42%
Not important	13	2.75%
Not important at all	16	3.38%
(blank)	9	1.90%
Grand Total	473	100.00%

What is most important to you when interacting with the NHS (n=473)

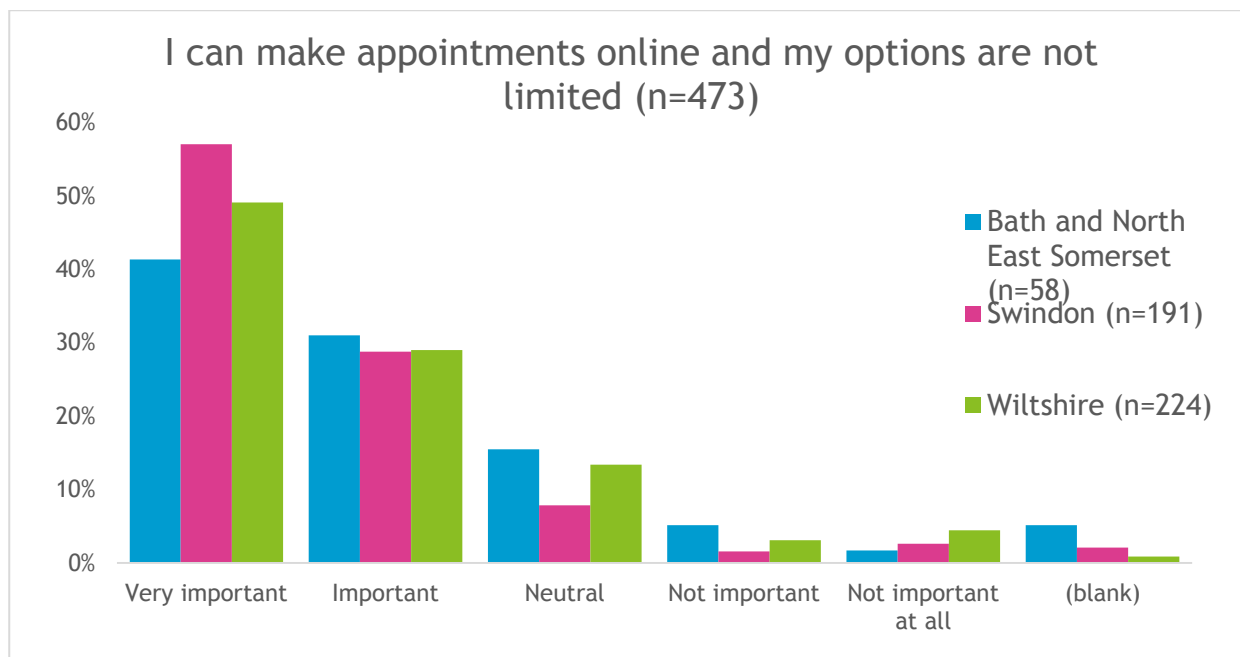


I can make appointments online and my options are not limited

	N	%
Bath and North East Somerset	58	12.26%
Very important	24	5.07%
Important	18	3.81%
Neutral	9	1.90%
Not important	3	0.63%
Not important at all	1	0.21%
(blank)	3	0.63%

Swindon	191	40.38%
Very important	109	23.04%
Important	55	11.63%
Neutral	15	3.17%
Not important	3	0.63%
Not important at all	5	1.06%
(blank)	4	0.85%
Wiltshire	224	47.36%
Very important	110	23.26%
Important	65	13.74%
Neutral	30	6.34%
Not important	7	1.48%
Not important at all	10	2.11%
(blank)	2	0.42%
Grand Total	473	100.00%

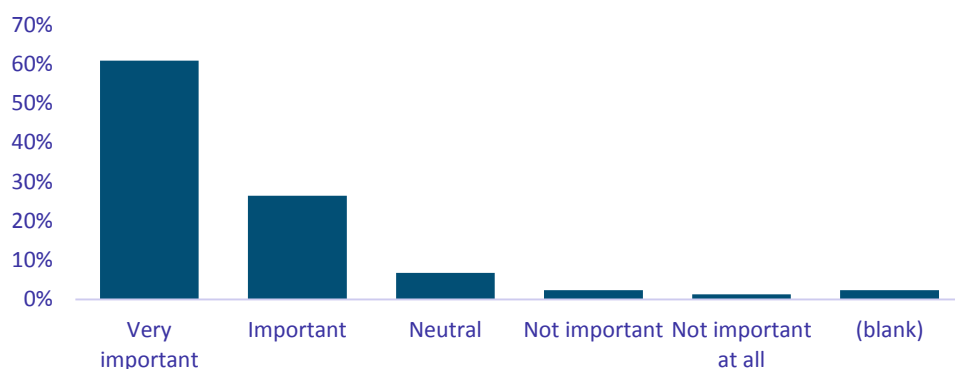
I can make appointments online and my options are not limited	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	41.38%	57.07%	49.11%	51.37%
Important	31.03%	28.80%	29.02%	29.18%
Neutral	15.52%	7.85%	13.39%	11.42%
Not important	5.17%	1.57%	3.13%	2.75%
Not important at all	1.72%	2.62%	4.46%	3.38%
(blank)	5.17%	2.09%	0.89%	1.90%
Total	100%	100%	100%	100%



Any results are communicated to me quickly making best use of technology

Any results are communicated to me quickly making best use of technology	N	%
Very important	288	60.89%
Important	125	26.43%
Neutral	32	6.77%
Not important	11	2.33%
Not important at all	6	1.27%
(blank)	11	2.33%
Grand Total	473	100.00%

Any results are communicated to me quickly
making best use of technology (n=473)

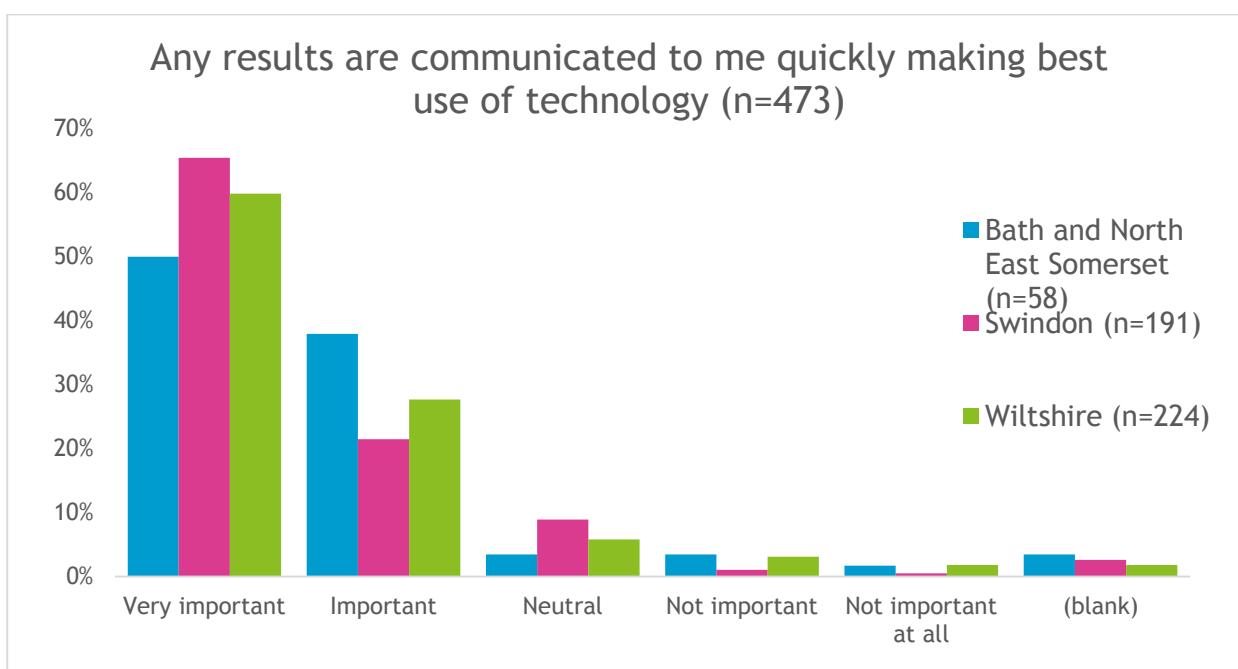


Any results are communicated to me
quickly making best use of technology

	N	%
Bath and North East Somerset	58	12.26%
Very important	29	6.13%
Important	22	4.65%
Neutral	2	0.42%
Not important	2	0.42%
Not important at all	1	0.21%
(blank)	2	0.42%
Swindon	191	40.38%
Very important	125	26.43%
Important	41	8.67%
Neutral	17	3.59%
Not important	2	0.42%
Not important at all	1	0.21%
(blank)	5	1.06%
Wiltshire	224	47.36%
Very important	134	28.33%
Important	62	13.11%
Neutral	13	2.75%
Not important	7	1.48%
Not important at all	4	0.85%
(blank)	4	0.85%

Grand Total	473	100.00%
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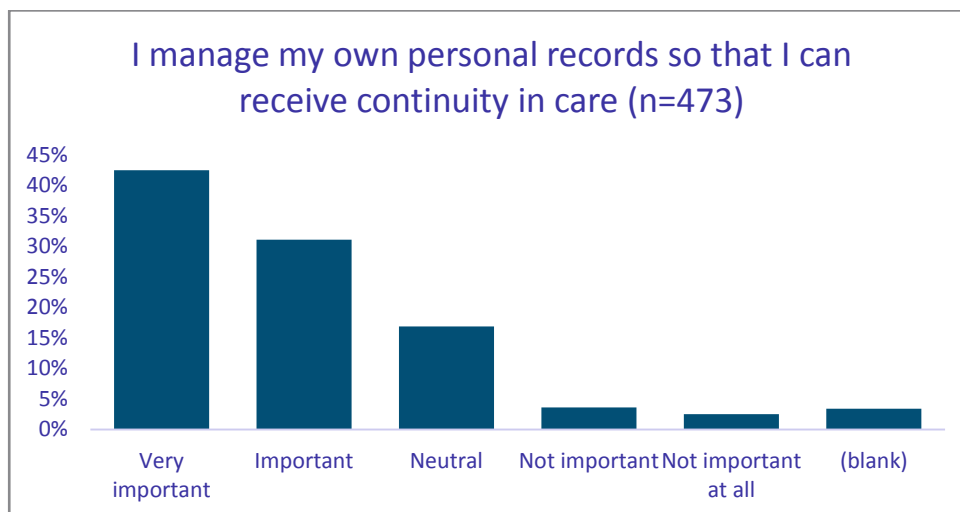
Any results are communicated to me quickly making best use of technology	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	50.00%	65.45%	59.82%	60.89%
Important	37.93%	21.47%	27.68%	26.43%
Neutral	3.45%	8.90%	5.80%	6.77%
Not important	3.45%	1.05%	3.13%	2.33%
Not important at all	1.72%	0.52%	1.79%	1.27%
(blank)	3.45%	2.62%	1.79%	2.33%
Total	100%	100%	100%	100%



I manage my own personal records so that I can receive continuity in care

I manage my own personal records so that I can receive continuity in care	N	%
Very important	201	42.49%
Important	147	31.08%
Neutral	80	16.91%

Not important	17	3.59%
Not important at all	12	2.54%
(blank)	16	3.38%
Grand Total	473	100.00%

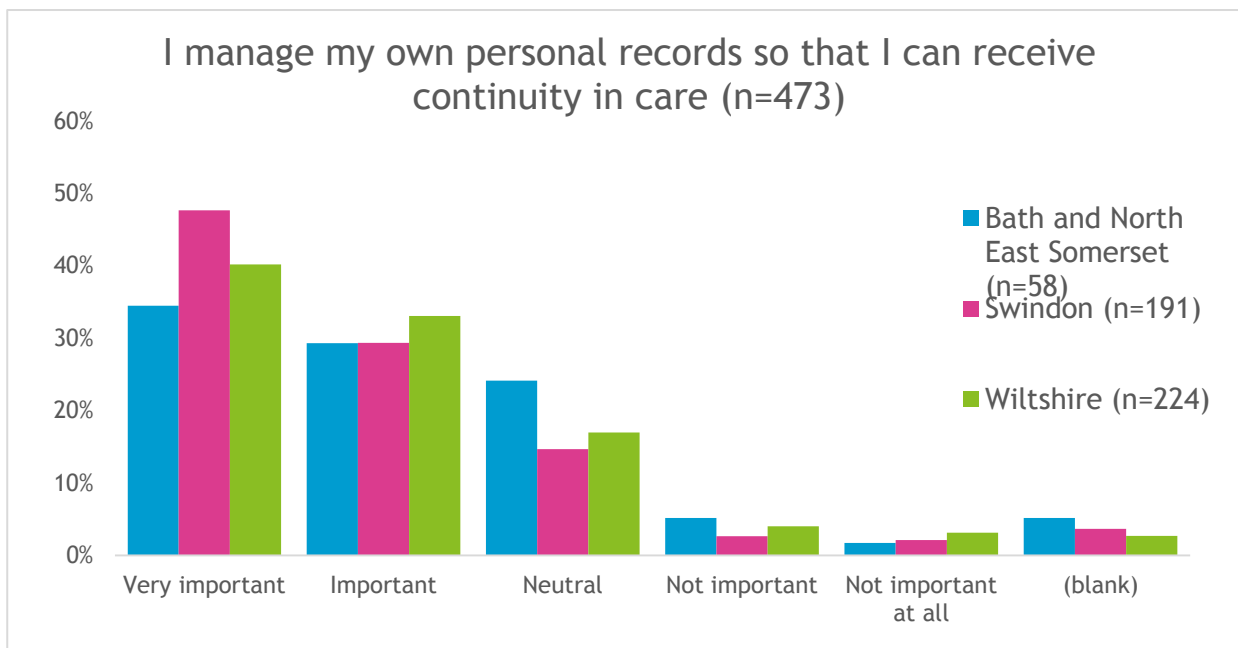


I manage my own personal records so that I can receive continuity in care	N	%
Bath and North East Somerset	58	12.26%
Very important	20	4.23%
Important	17	3.59%
Neutral	14	2.96%
Not important	3	0.63%
Not important at all	1	0.21%
(blank)	3	0.63%
Swindon	191	40.38%
Very important	91	19.24%
Important	56	11.84%
Neutral	28	5.92%
Not important	5	1.06%
Not important at all	4	0.85%
(blank)	7	1.48%
Wiltshire	224	47.36%
Very important	90	19.03%
Important	74	15.64%

Neutral	38	8.03%
Not important	9	1.90%
Not important at all	7	1.48%
(blank)	6	1.27%

Grand Total	473	100.00%
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I manage my own personal records so that I can receive continuity in care	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	34.48%	47.64%	40.18%	42.49%
Important	29.31%	29.32%	33.04%	31.08%
Neutral	24.14%	14.66%	16.96%	16.91%
Not important	5.17%	2.62%	4.02%	3.59%
Not important at all	1.72%	2.09%	3.13%	2.54%
(blank)	5.17%	3.66%	2.68%	3.38%
Total	100%	100%	100%	100%

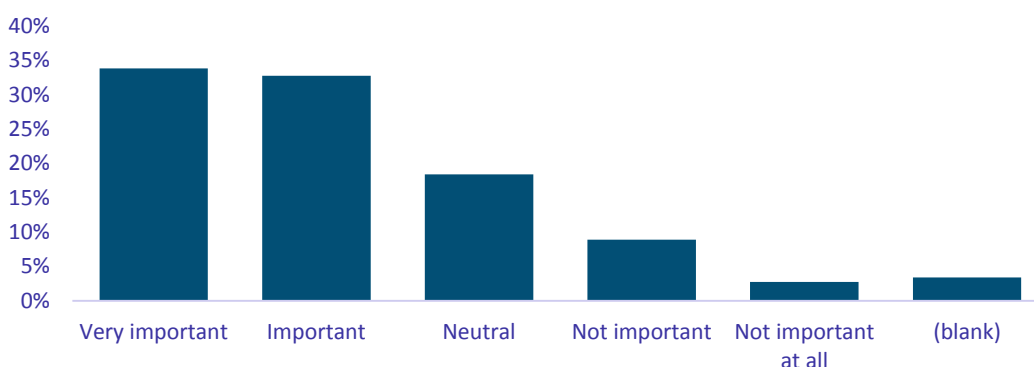


I am able to talk to other people who are experiencing similar challenges to me to help me feel better

I am able to talk to other people who are experiencing similar challenges to me to help me feel better

	N	%
Very important	160	33.83%
Important	155	32.77%
Neutral	87	18.39%
Not important	42	8.88%
Not important at all	13	2.75%
(blank)	16	3.38%
Grand Total	473	100.00%

I am able to talk to other people who are experiencing similar challenges to me to help me feel better (n=473)



I am able to talk to other people who are experiencing similar challenges to me to help me feel better

	N	%
Bath and North East Somerset	58	12.26%
Very important	14	2.96%
Important	21	4.44%
Neutral	12	2.54%
Not important	5	1.06%
Not important at all	3	0.63%
(blank)	3	0.63%

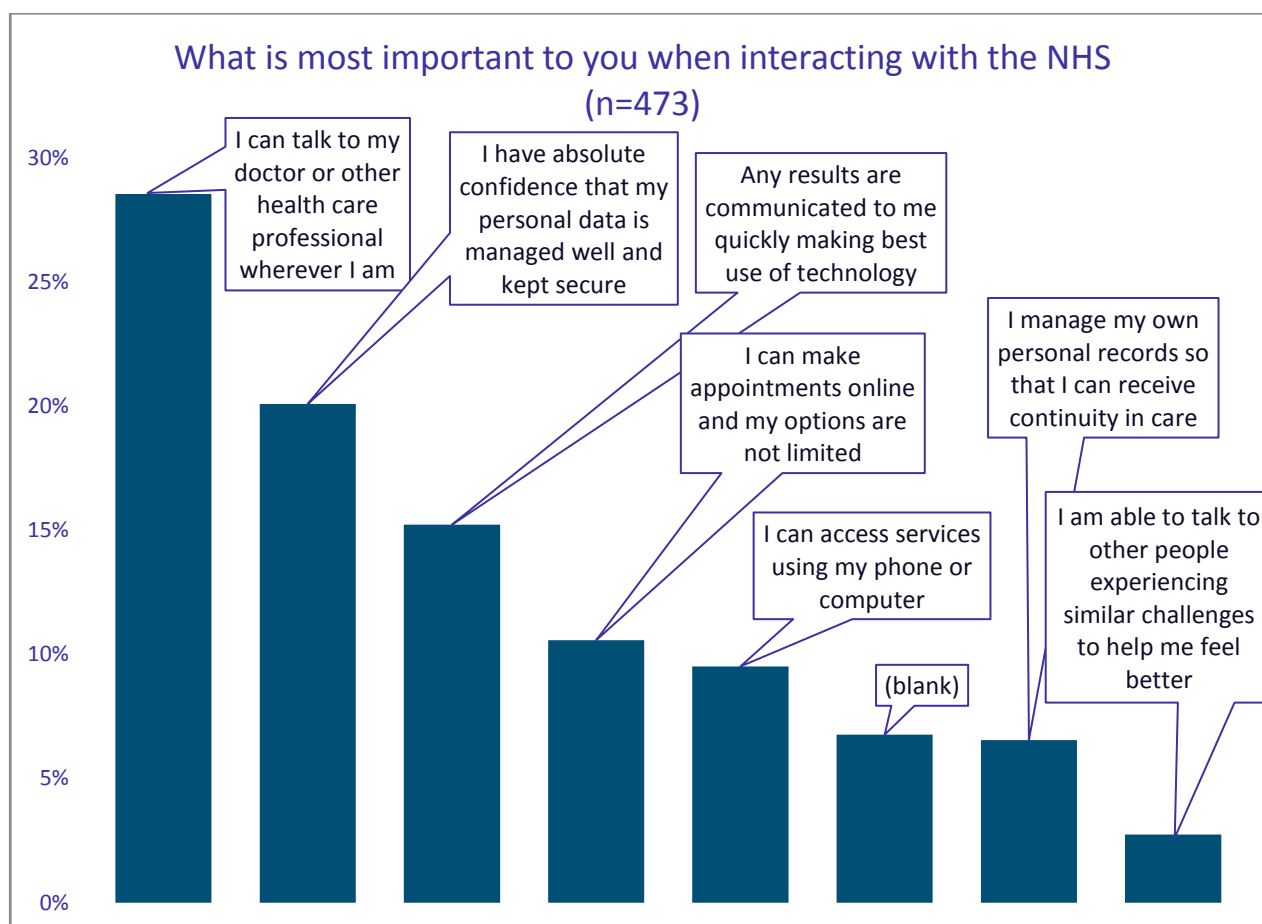
Swindon	191	40.38%
Very important	78	16.49%
Important	52	10.99%
Neutral	33	6.98%
Not important	13	2.75%
Not important at all	7	1.48%
(blank)	8	1.69%
Wiltshire	224	47.36%
Very important	68	14.38%
Important	82	17.34%
Neutral	42	8.88%
Not important	24	5.07%
Not important at all	3	0.63%
(blank)	5	1.06%
Grand Total	473	100.00%

I am able to talk to other people who are experiencing similar challenges to me to help me feel better	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
Very important	24.14%	40.84%	30.36%	33.83%
Important	36.21%	27.23%	36.61%	32.77%
Neutral	20.69%	17.28%	18.75%	18.39%
Not important	8.62%	6.81%	10.71%	8.88%
Not important at all	5.17%	3.66%	1.34%	2.75%
(blank)	5.17%	4.19%	2.23%	3.38%
Total	100%	100%	100%	100%



What is most important to you when interacting with the NHS

Row Labels	N	%
I can talk to my doctor or other health care professional wherever I am	135	28.54%
I have absolute confidence that my personal data is managed well and kept secure	95	20.08%
Any results are communicated to me quickly making best use of technology	72	15.22%
I can make appointments online and my options are not limited	50	10.57%
I can access services using my phone or computer	45	9.51%
(blank)	32	6.77%
I manage my own personal records so that I can receive continuity in care	31	6.55%
I am able to talk to other people who are experiencing similar challenges to me to help me feel better	13	2.75%
Grand Total	473	100.00%



What is most important to you when interacting with the NHS	N	%
Bath and North East Somerset	58	12.26%
I can talk to my doctor or other health care professional wherever I am	16	3.38%
I have absolute confidence that my personal data is managed well and kept secure	10	2.11%
Any results are communicated to me quickly making best use of technology	9	1.90%
I can access services using my phone or computer	7	1.48%
(blank)	6	1.27%
I manage my own personal records so that I can receive continuity in care	4	0.85%
I can make appointments online and my options are not limited	4	0.85%
I am able to talk to other people who are experiencing similar challenges to me to help me feel better	2	0.42%
Swindon	191	40.38%
I can talk to my doctor or other health care professional wherever I am	55	11.63%
I have absolute confidence that my personal data is managed well and kept secure	38	8.03%
I can make appointments online and my options are not limited	25	5.29%

I can access services using my phone or computer	24	5.07%
Any results are communicated to me quickly making best use of technology	22	4.65%
(blank)	11	2.33%
I manage my own personal records so that I can receive continuity in care	9	1.90%
I am able to talk to other people who are experiencing similar challenges to me to help me feel better	7	1.48%
Wiltshire	224	47.36%
I can talk to my doctor or other health care professional wherever I am	64	13.53%
I have absolute confidence that my personal data is managed well and kept secure	47	9.94%
Any results are communicated to me quickly making best use of technology	41	8.67%
I can make appointments online and my options are not limited	21	4.44%
I manage my own personal records so that I can receive continuity in care	18	3.81%
(blank)	15	3.17%
I can access services using my phone or computer	14	2.96%
I am able to talk to other people who are experiencing similar challenges to me to help me feel better	4	0.85%
Grand Total	473	100.00%

What is most important to you when interacting with the NHS	Bath and North East Somerset (n=58)	Swindon (n=191)	Wiltshire (n=224)	Total
I can talk to my doctor or other health care professional wherever I am	27.59%	28.80%	28.57%	28.54%
I have absolute confidence that my personal data is managed well and kept secure	17.24%	19.90%	20.98%	20.08%
Any results are communicated to me quickly making best use of technology	15.52%	11.52%	18.30%	15.22%
I can make appointments online and my options are not limited	6.90%	13.09%	9.38%	10.57%
I can access services using my phone or computer	12.07%	12.57%	6.25%	9.51%
(blank)	10.34%	5.76%	6.70%	6.77%
I manage my own personal records so that I can receive continuity in care	6.90%	4.71%	8.04%	6.55%

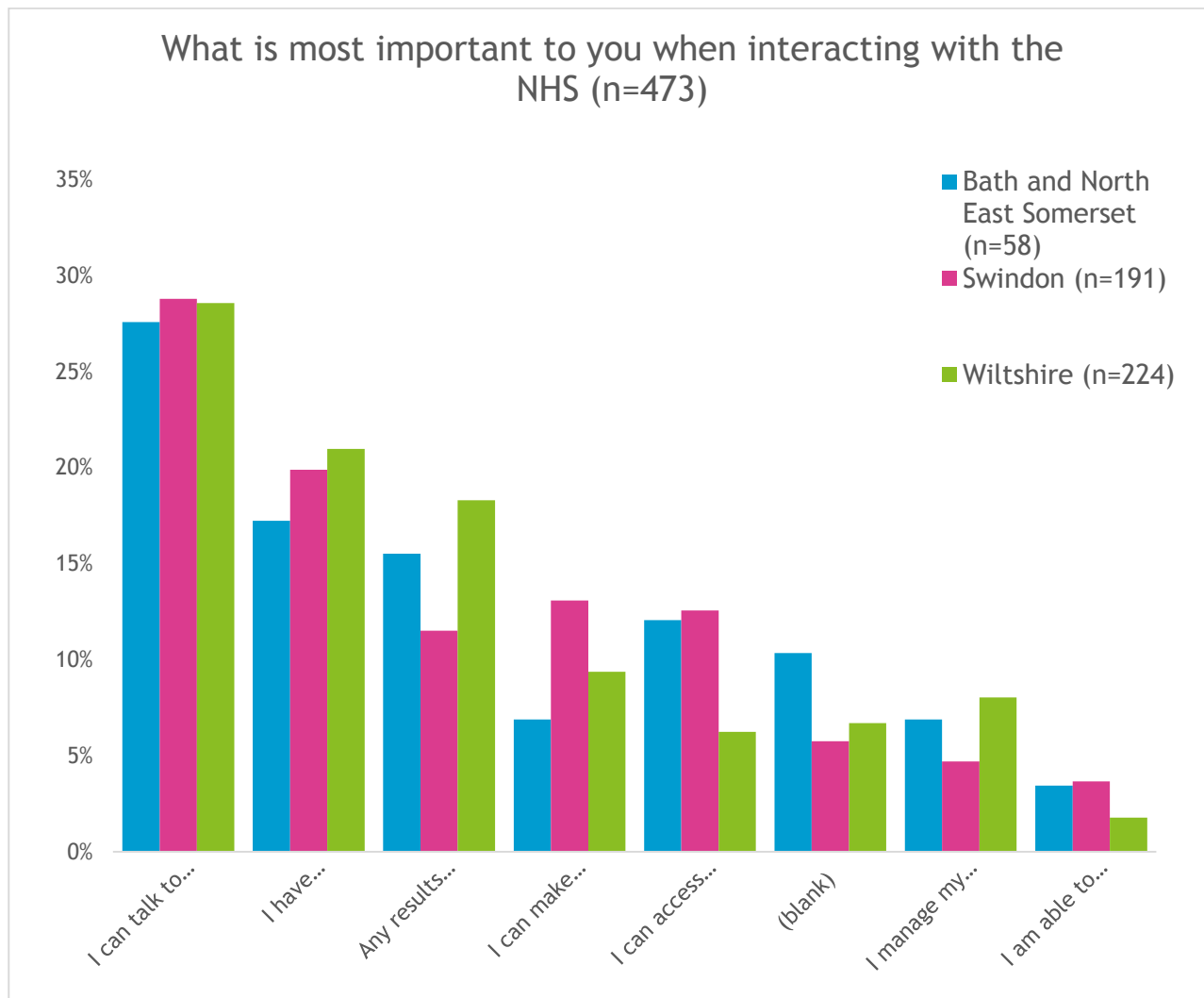
I am able to talk to other people
who are experiencing similar
challenges to me to help me
feel better

3.45%

3.66%

1.79%

2.75%

Total**100%****100%****100%****100%**

Appendix 2 - Condition Specific Survey Quantitative Data Analysis

Condition Specific Survey Results

Responses by Region

The number of responses in this survey was lower compared to the first survey and half the responses came from one region (Wiltshire). As a result, any conclusions drawn from the data and comparisons between regions should be interpreted with even more caution.

Responses by region	N	%
Bath and North East Somerset	42	26.92
Swindon	35	22.44
Wiltshire	79	50.64
Grand Total	156	100.00

Who are you responding on behalf of?

Who are you responding on behalf of?	N	%
Myself	119	76.28%
Someone else	36	23.08%
(blank)	1	0.64%
Grand Total	156	100.00%

Summary of Findings

- Long term conditions such as diabetes and arthritis were top of the list (one in three respondents). One in five reported a mental health condition, with cancer completing the top three. There was significant regional variation with Swindon respondents reporting much higher learning disabilities and autism (26% learning disabilities and 17% autism compared to 2% and 5% in B&NES and 5% and 8% in Wiltshire respectively). Note that the Swindon results include surveys completed at a Focus Group at SAM (Swindon Advocacy Movement) for people with learning disabilities.
- Overall, almost two in three respondents said that the support they received met their needs ('yes' and 'somewhat' options combined). There was significant variation between the three regions.
- In general, the overall experience has been positive or average (combined very positive, positive and average responses close to 70%). Again, there is substantial regional variation.
- Almost three quarters of respondents were referred to a specialist. The proportion was high across the three regions, ranging from 68% in Wiltshire to 80% in Swindon. Again, the small sample size should temper any conclusions drawn from this survey.

- Overall, 4 in 10 respondents consider it will be difficult or very difficult to access ongoing support. The regional picture is not very clear and not much should be inferred from the differences observed in the relevant tables and chart.
- Almost 55% of respondents felt that the support options offered met their expectations (yes and somewhat combined). Positive responses were more prominent in B&NES (62%) vs. Swindon (54%) and Wiltshire (52%).
- Two in three respondents reported receiving timely and consistent communication from all services they came into contact with, and this rate was very similar across all three regions.
- Over two in three respondents would be willing to travel for at least 30 minutes to receive a quick and accurate diagnosis. There are substantial differences between the three regions, with Swindon respondents less willing to travel for longer (57% willing to travel less than 30 minutes).
- Over one in five respondents would be willing to travel for at least 30 minutes to receive specialist treatment or support. There are substantial differences between the three regions, with Swindon respondents less willing to travel for longer (71% willing to travel less than one hour).

Tell us what is most important (4 sub-questions)

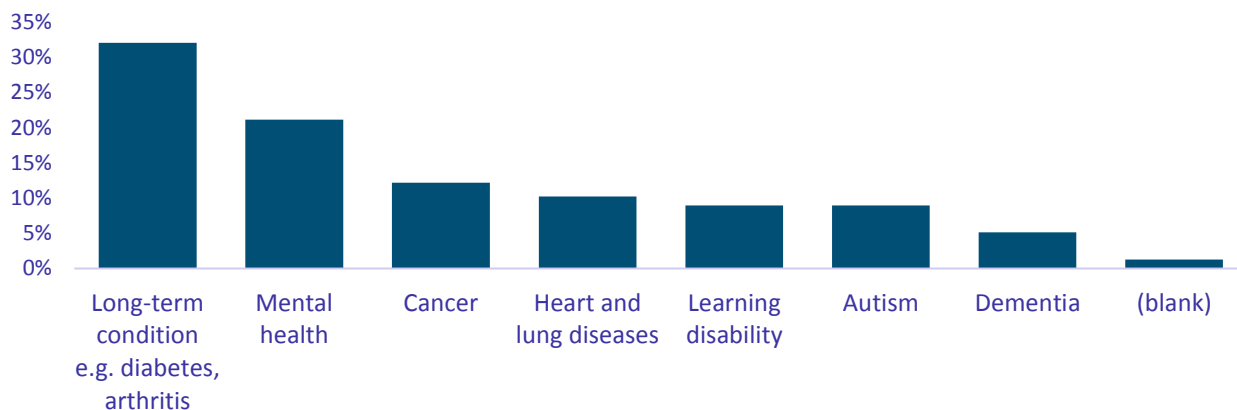
- No clear front-runner emerged in this set of questions, apart from the last one that sought to understand what is most important during long term support for an individual. In that case, continuity of care was the clear choice of preference with over half the respondents choosing this option (54% approximately). It was also the top choice across the three regions with 50%, 46% and 59% preferences in B&NES, Swindon and Wiltshire respectively.

Responses

Please select the condition you would like to tell us about

Please select the condition you would like to tell us about	N	%
Long-term condition e.g. diabetes, arthritis	50	32.05%
Mental health	33	21.15%
Cancer	19	12.18%
Heart and lung diseases	16	10.26%
Learning disability	14	8.97%
Autism	14	8.97%
Dementia	8	5.13%
(blank)	2	1.28%
Grand Total	156	100.00%

Please select the condition you would like to tell us about (n=156)

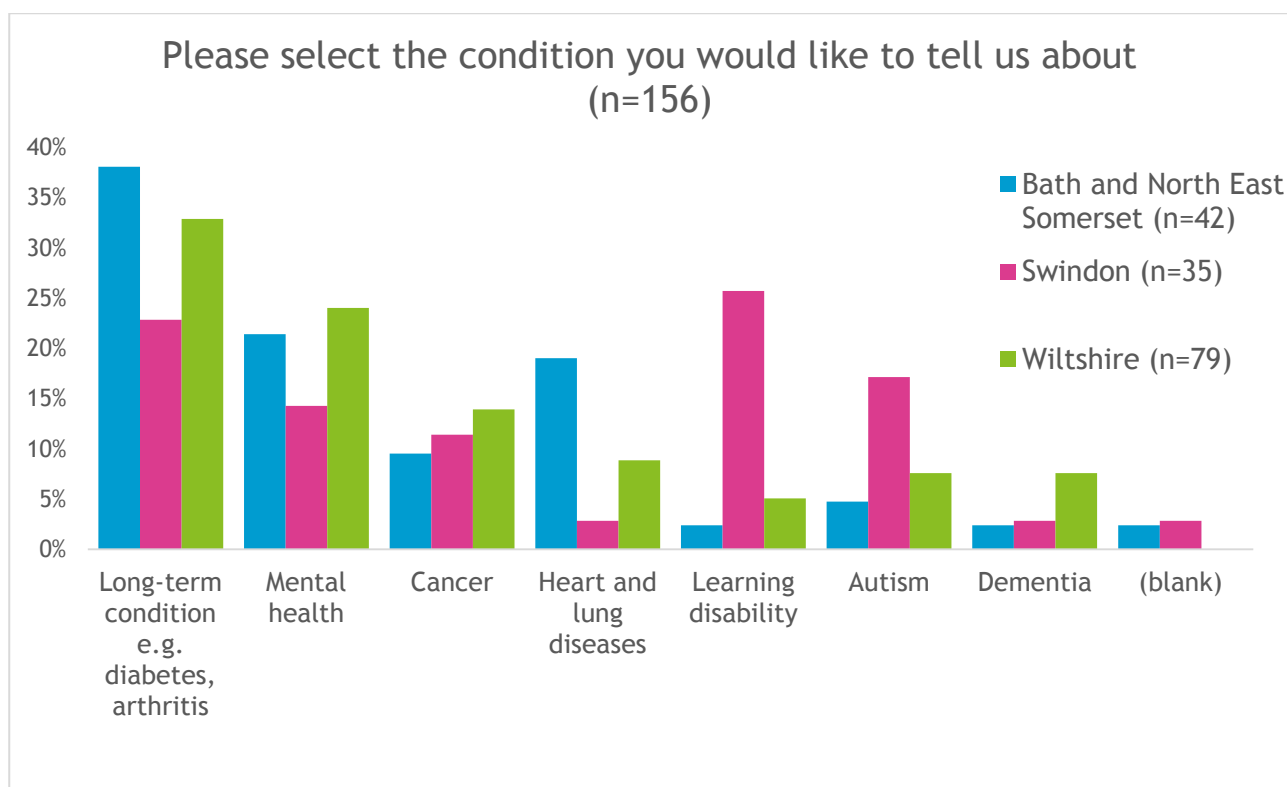


Please select the condition you would like to tell us about

	N	%
Bath and North East Somerset	42	26.92%
Long-term condition e.g. diabetes, arthritis	16	10.26%
Mental health	9	5.77%
Heart and lung diseases	8	5.13%
Cancer	4	2.56%
Autism	2	1.28%
Learning disability	1	0.64%
(blank)	1	0.64%
Dementia	1	0.64%
Swindon	35	22.44%
Learning disability	9	5.77%
Long-term condition e.g. diabetes, arthritis	8	5.13%
Autism	6	3.85%
Mental health	5	3.21%
Cancer	4	2.56%
(blank)	1	0.64%
Dementia	1	0.64%
Heart and lung diseases	1	0.64%
Wiltshire	79	50.64%
Long-term condition e.g. diabetes, arthritis	26	16.67%

Mental health	19	12.18%
Cancer	11	7.05%
Heart and lung diseases	7	4.49%
Autism	6	3.85%
Dementia	6	3.85%
Learning disability	4	2.56%
Grand Total	156	100.00%

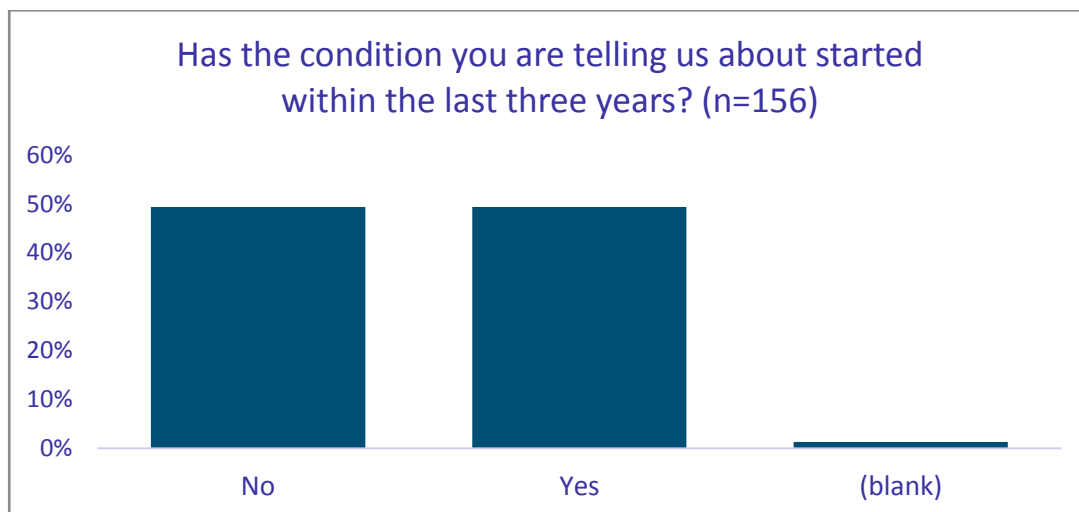
Please select the condition you would like to tell us about	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Long-term condition e.g. diabetes, arthritis	38.10%	22.86%	32.91%	32.05%
Mental health	21.43%	14.29%	24.05%	21.15%
Cancer	9.52%	11.43%	13.92%	12.18%
Heart and lung diseases	19.05%	2.86%	8.86%	10.26%
Learning disability	2.38%	25.71%	5.06%	8.97%
Autism	4.76%	17.14%	7.59%	8.97%
Dementia	2.38%	2.86%	7.59%	5.13%
(blank)	2.38%	2.86%	0.00%	1.28%
Total	100.00%	100.00%	100.00%	100.00%



Has the condition you are telling us about started within the last three years?

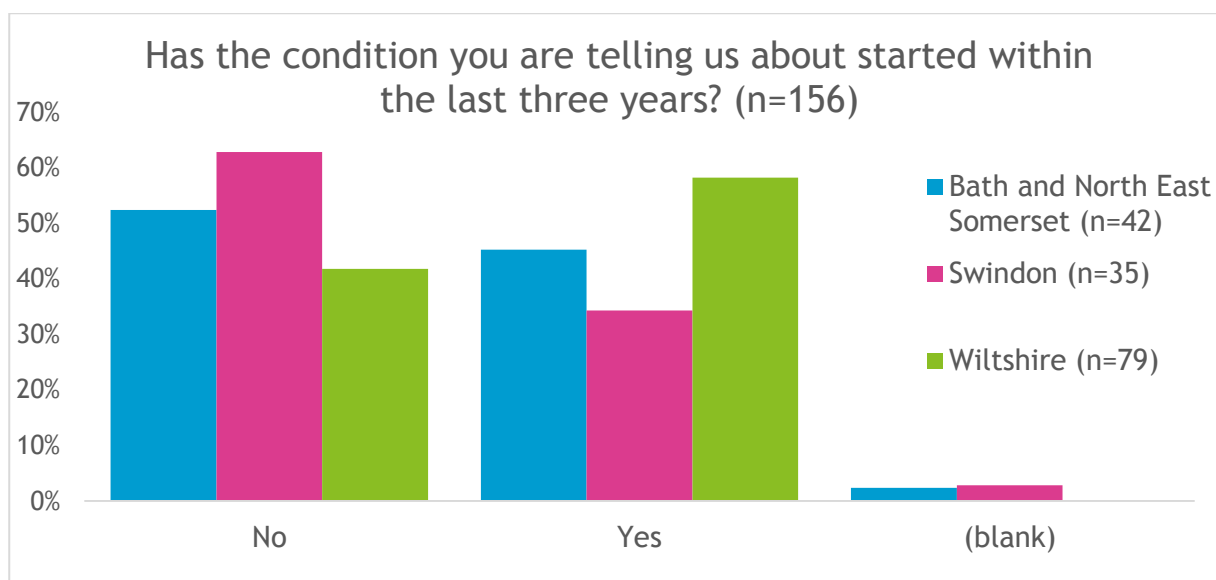
The yes and no answers were perfectly balanced in the whole region. Some variation existed in the responses from the three regions, with the biggest gap in the responses coming from Wiltshire (63/34% split for No/Yes).

Has the condition you are telling us about started within the last three years	N	%
No	77	49.36%
Yes	77	49.36%
(blank)	2	1.28%
Grand Total	156	100.00%



Has the condition you are telling us about started within the last three years	N	%
Bath and North East Somerset	42	26.92%
No	22	14.10%
Yes	19	12.18%
(blank)	1	0.64%
Swindon	35	22.44%
No	22	14.10%
Yes	12	7.69%
(blank)	1	0.64%
Wiltshire	79	50.64%
Yes	46	29.49%
No	33	21.15%
Grand Total	156	100.00%

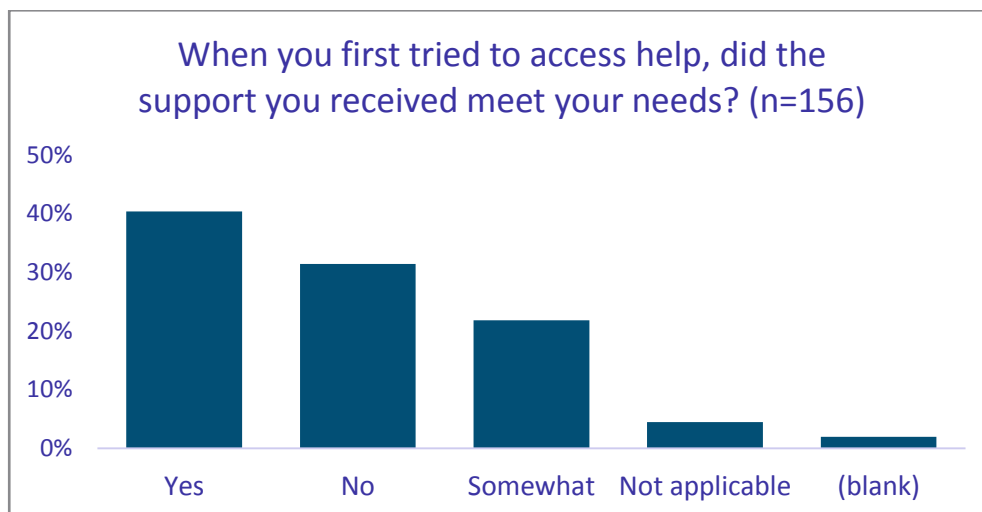
Has the condition you are telling us about started within the last three years	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
No	52.38%	62.86%	41.77%	49.36%
Yes	45.24%	34.29%	58.23%	49.36%
(blank)	2.38%	2.86%	0.00%	1.28%
Total	100.00%	100.00%	100.00%	100.00%



When you first tried to access help, did the support you received meet your needs?

Overall, almost two in three respondents said that the support they received met the needs ('yes' and 'somewhat' combined). However, there is significant variation between the three regions. Summing up 'yes' and 'somewhat' responses, BaNES had a positive response rate of approx. 82% (54.75 + 26.19%), Wiltshire 58% (40.51 + 17.72%) and Swindon less than 50% (22.86 + 25.71%).

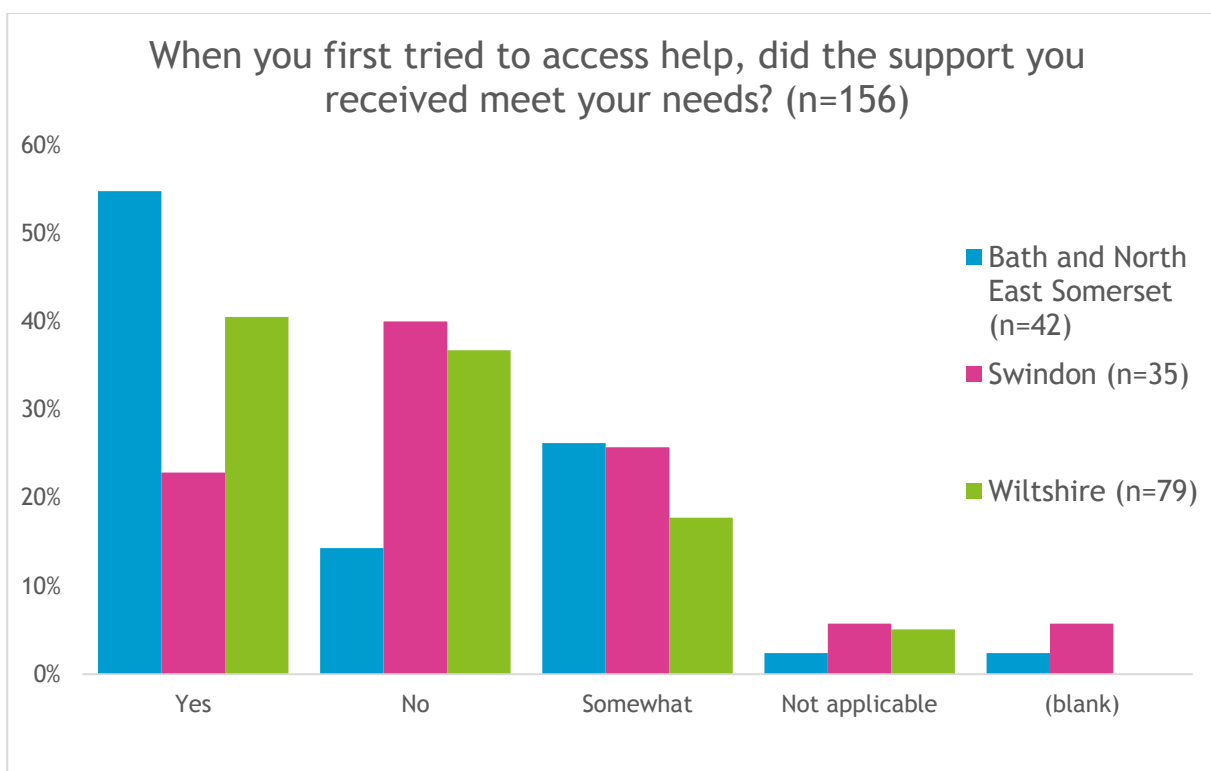
When you first tried to access help, did the support you received meet your needs?	N	%
Yes	63	40.38%
No	49	31.41%
Somewhat	34	21.79%
Not applicable	7	4.49%
(blank)	3	1.92%
Grand Total	156	100.00%



When you first tried to access help, did the support you received meet your needs?	N	%
Bath and North East Somerset	42	26.92%
Yes	23	14.74%
Somewhat	11	7.05%
No	6	3.85%
(blank)	1	0.64%
Not applicable	1	0.64%
Swindon	35	22.44%
No	14	8.97%
Somewhat	9	5.77%
Yes	8	5.13%
(blank)	2	1.28%
Not applicable	2	1.28%
Wiltshire	79	50.64%
Yes	32	20.51%
No	29	18.59%
Somewhat	14	8.97%
Not applicable	4	2.56%
Grand Total	156	100.00%

	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
When you first tried to access help, did the support				

you received meet your needs?				
Yes	54.76%	22.86%	40.51%	40.38%
No	14.29%	40.00%	36.71%	31.41%
Somewhat	26.19%	25.71%	17.72%	21.79%
Not applicable	2.38%	5.71%	5.06%	4.49%
(blank)	2.38%	5.71%	0.00%	1.92%
Total	100.00%	100.00%	100.00%	100.00%



How would you describe your overall experience of getting help?

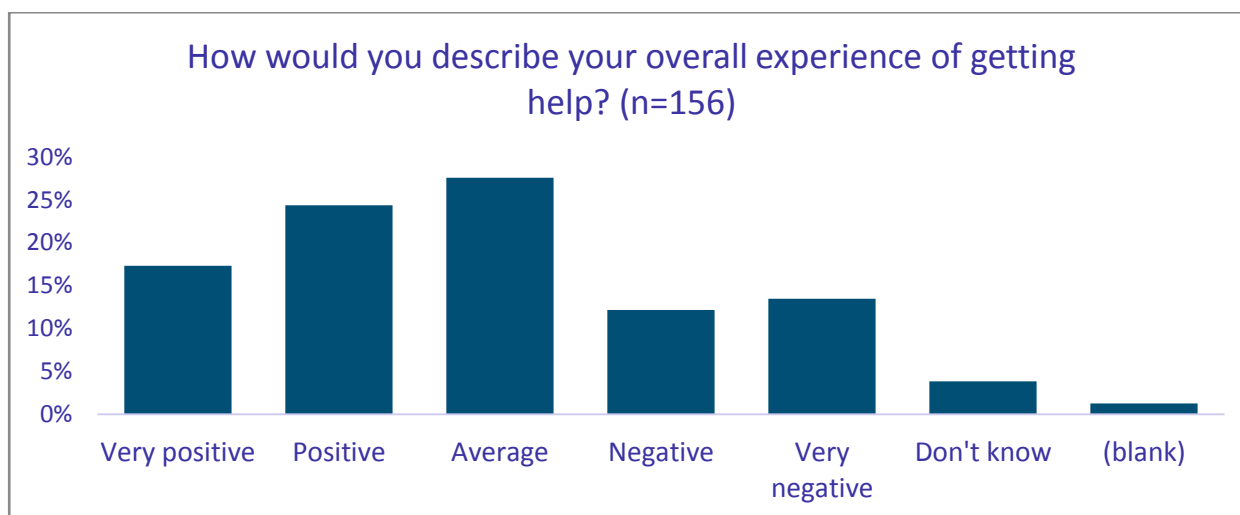
In general, the overall experience has been positive or average (combined very positive, positive and average responses close to 70%). However, there is substantial regional variation with only 17% reported negative or very negative experience of getting help in BaNES, with slightly over one in four (26%) and almost one in three (30%) in Swindon and Wiltshire respectively.

Note: the categories sorted in descending order of perceived quality starting from Very positive.

Row Labels	N	%
Very positive	27	17.31%
Positive	38	24.36%

Average	43	27.56%
Negative	19	12.18%
Very negative	21	13.46%
Don't know	6	3.85%
(blank)	2	1.28%

Grand Total	156	100.00%
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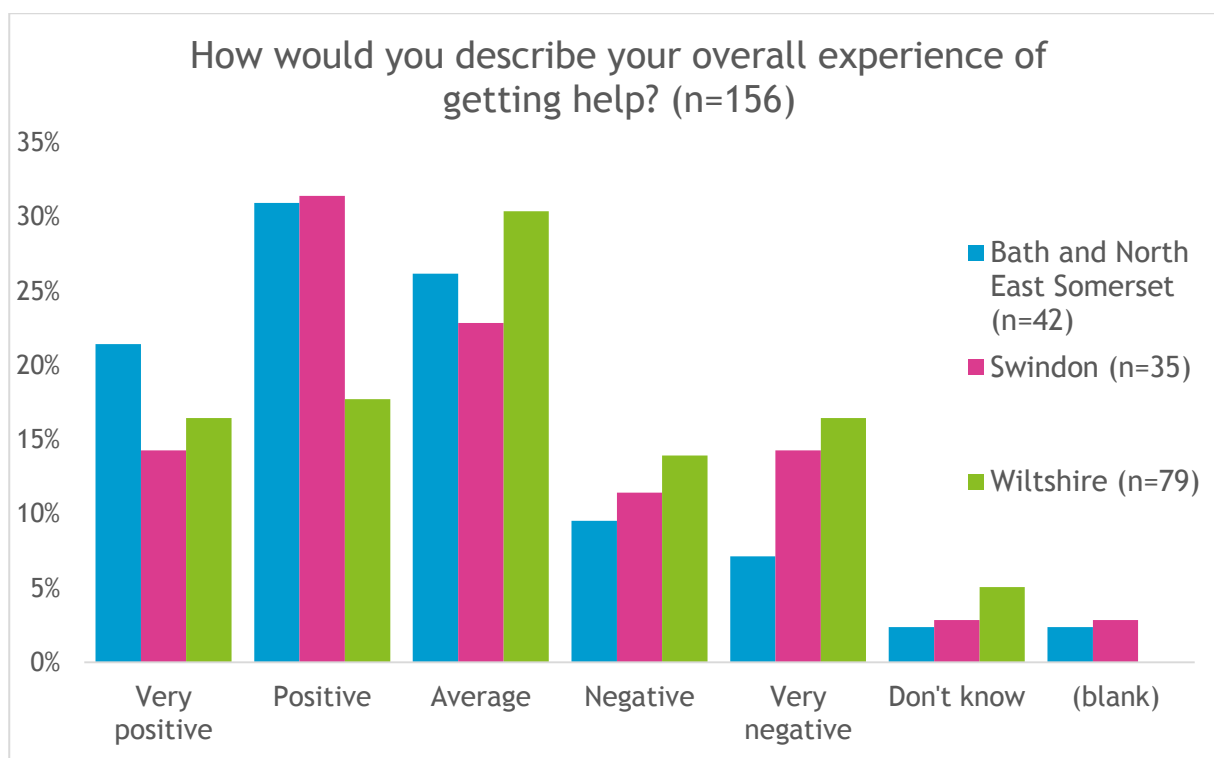


Row Labels	N	%
Bath and North East Somerset	42	26.92%
Very positive	9	5.77%
Positive	13	8.33%
Average	11	7.05%
Negative	4	2.56%
Very negative	3	1.92%
(blank)	1	0.64%
Don't know	1	0.64%
Swindon	35	22.44%
Very positive	5	3.21%
Positive	11	7.05%
Average	8	5.13%
Negative	4	2.56%
Very negative	5	3.21%
(blank)	1	0.64%

Don't know	1	0.64%
Wiltshire	79	50.64%
Very positive	13	8.33%
Positive	14	8.97%
Average	24	15.38%
Negative	11	7.05%
Very negative	13	8.33%
Don't know	4	2.56%
Grand Total	156	100.00%

Row Labels	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Very positive	21.43%	14.29%	16.46%	17.31%
Positive	30.95%	31.43%	17.72%	24.36%
Average	26.19%	22.86%	30.38%	27.56%
Negative	9.52%	11.43%	13.92%	12.18%
Very negative	7.14%	14.29%	16.46%	13.46%
Don't know	2.38%	2.86%	5.06%	3.85%
(blank)	2.38%	2.86%	0.00%	1.28%
Total	100.00%	100.00%	100.00%	100.00%

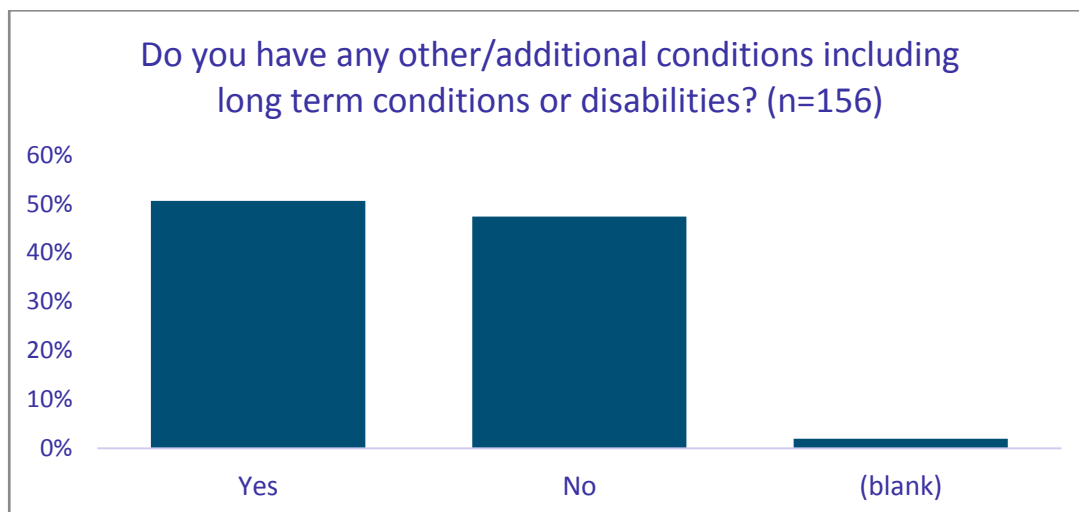
Note: the categories on the horizontal axis sorted in descending order of perceived quality starting from Very positive.



Do you have any other/additional conditions including long term conditions or disabilities?

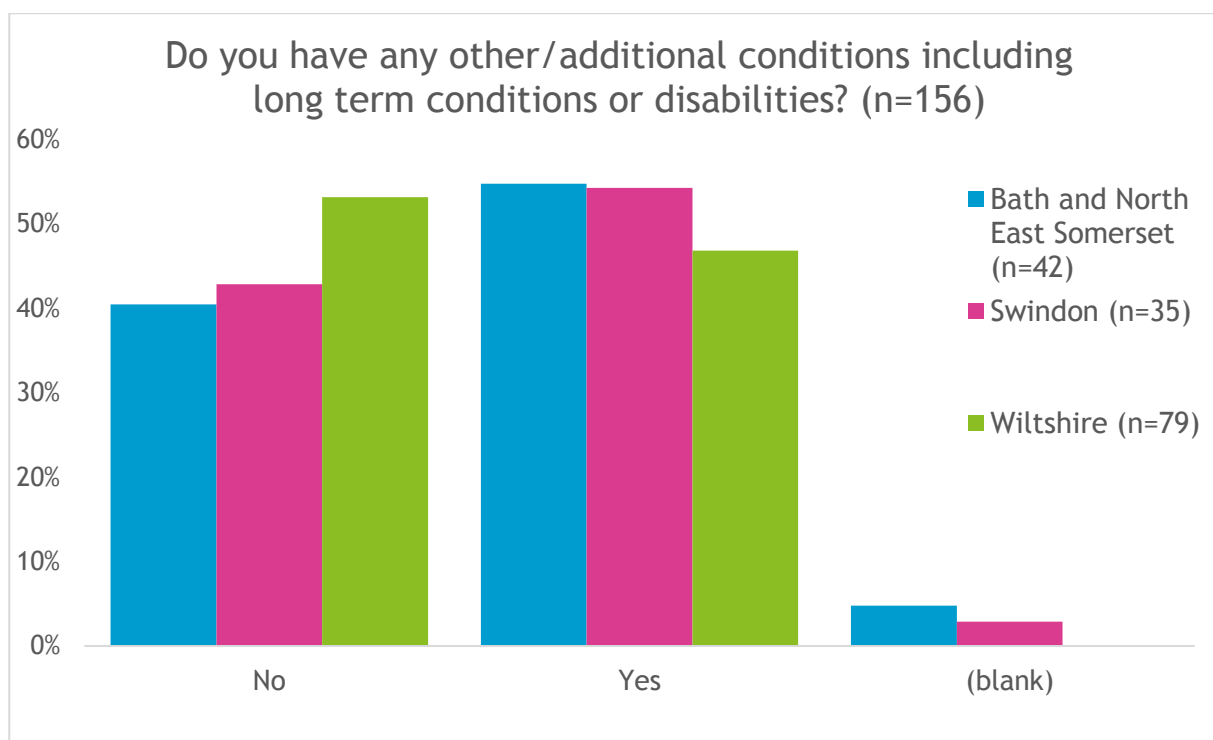
The responses were equally split overall with 51% of respondents reporting having other/additional long term conditions or disabilities. The regional variation was low.

Do you have any other/additional conditions including long term conditions or disabilities	N	%
Yes	79	50.64%
No	74	47.44%
(blank)	3	1.92%
Grand Total	156	100.00%



Do you have any other/additional conditions including long term conditions or disabilities	N	%
Bath and North East Somerset	42	26.92%
Yes	23	14.74%
No	17	10.90%
(blank)	2	1.28%
Swindon	35	22.44%
Yes	19	12.18%
No	15	9.62%
(blank)	1	0.64%
Wiltshire	79	50.64%
No	42	26.92%
Yes	37	23.72%
Grand Total	156	100.00%

Do you have any other/additional conditions including long term conditions or disabilities	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Yes	54.76%	54.29%	46.84%	50.64%
No	40.48%	42.86%	53.16%	47.44%
(blank)	4.76%	2.86%	0.00%	1.92%
Total	100.00%	100.00%	100.00%	100.00%

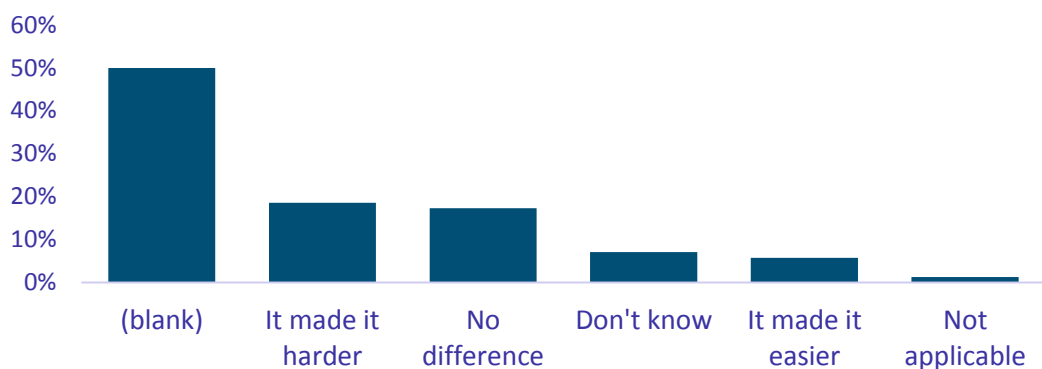


If so, how would you describe the experience of seeking support for more than one condition at a time?

Half of respondents left this question blank, presumably in line with a similar proportion reporting not having more than one condition. Made it harder and no difference were the second and third most popular choices 19% and 17% respectively.

If so, how would you describe the experience of seeking support for more than one condition at a time	N	%
(blank)	78	50.00%
It made it harder	29	18.59%
No difference	27	17.31%
Don't know	11	7.05%
It made it easier	9	5.77%
Not applicable	2	1.28%
Grand Total	156	100.00%

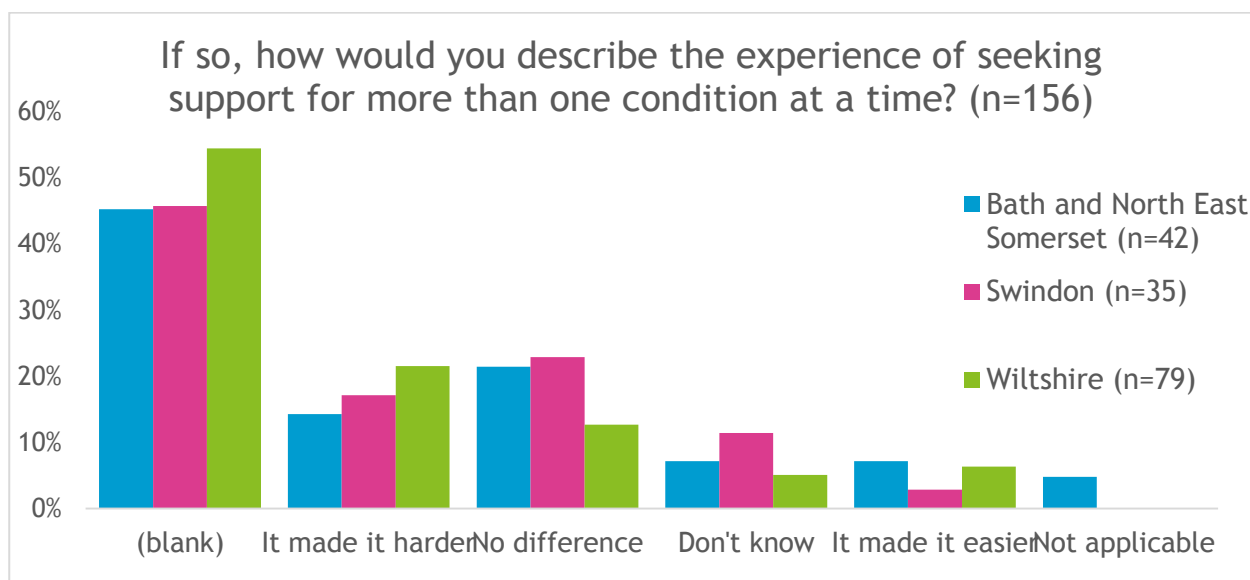
If so, how would you describe the experience of seeking support for more than one condition at a time? (n=156)



If so, how would you describe the experience of seeking support for more than one condition at a time

	N	%
Bath and North East Somerset	42	26.92%
(blank)	19	12.18%
No difference	9	5.77%
It made it harder	6	3.85%
It made it easier	3	1.92%
Don't know	3	1.92%
Not applicable	2	1.28%
Swindon	35	22.44%
(blank)	16	10.26%
No difference	8	5.13%
It made it harder	6	3.85%
Don't know	4	2.56%
It made it easier	1	0.64%
Wiltshire	79	50.64%
(blank)	43	27.56%
It made it harder	17	10.90%
No difference	10	6.41%
It made it easier	5	3.21%
Don't know	4	2.56%
Grand Total	156	100.00%

If so, how would you describe the experience of seeking support for more than one condition at a time	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
(blank)	45.24%	45.71%	54.43%	50.00%
It made it harder	14.29%	17.14%	21.52%	18.59%
No difference	21.43%	22.86%	12.66%	17.31%
Don't know	7.14%	11.43%	5.06%	7.05%
It made it easier	7.14%	2.86%	6.33%	5.77%
Not applicable	4.76%	0.00%	0.00%	1.28%
Total	100.00%	100.00%	100.00%	100.00 %

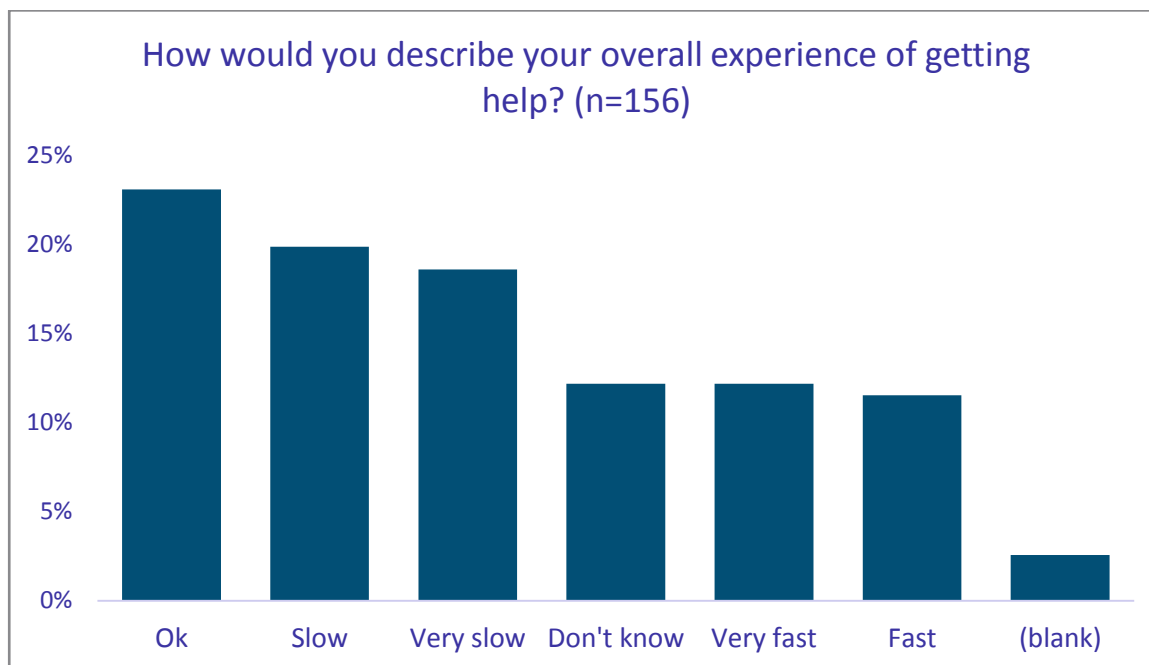


How would you describe the time you had to wait to receive your initial assessment or diagnosis?

It is fair to say that overall, the entire spectrum of responses is covered from 'OK' with 23% on one end, to 'Fast' on the other end but with 12% of responses.

How would you describe the time you had to wait to receive your initial assessment or diagnosis	N	%
Ok	36	23.08%
Slow	31	19.87%
Very slow	29	18.59%
Don't know	19	12.18%

Very fast	19	12.18%
Fast	18	11.54%
(blank)	4	2.56%
Grand Total	156	100.00%

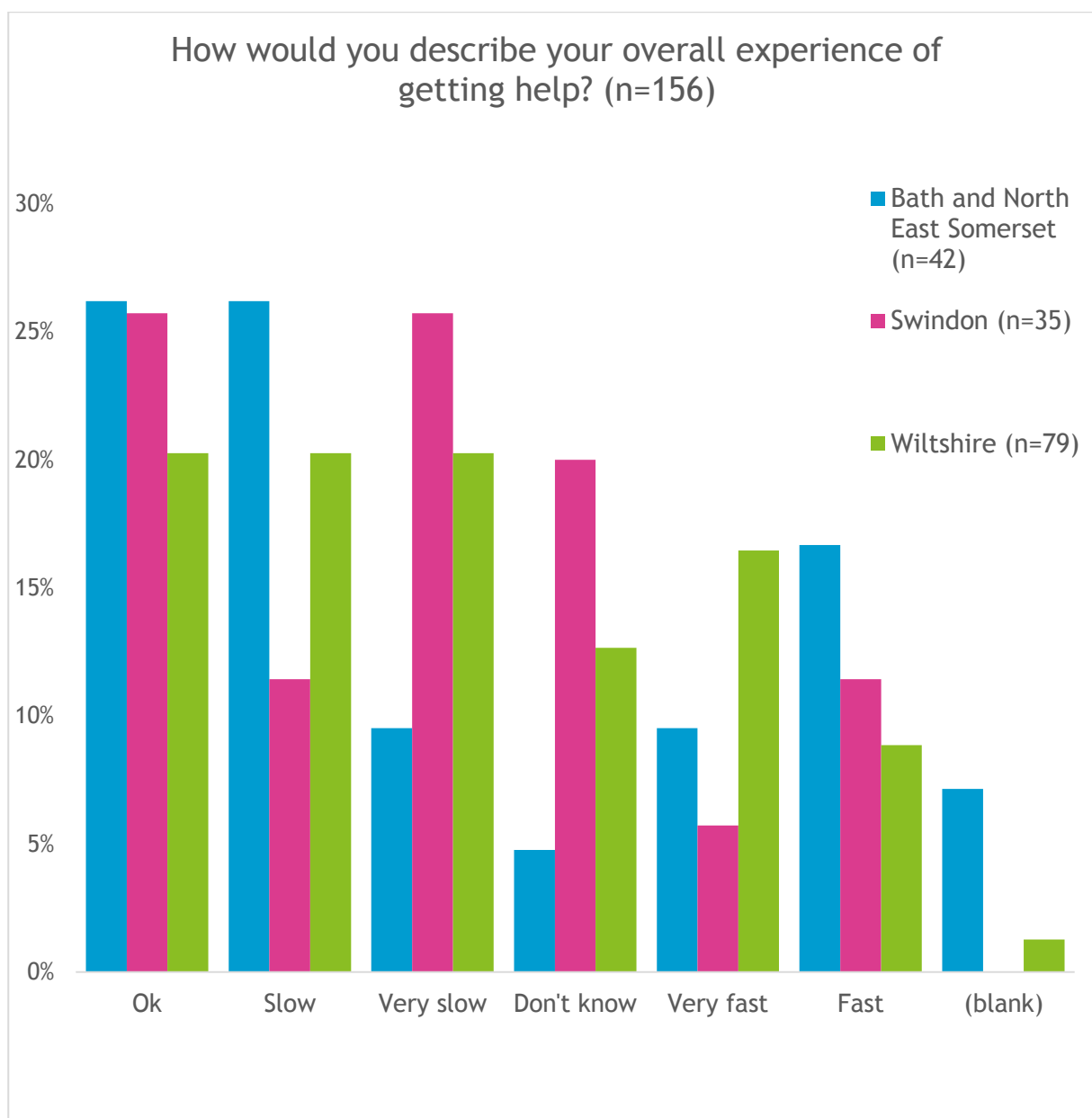


How would you describe the time you had to wait to receive your initial assessment or diagnosis

	N	%
Bath and North East Somerset	42	26.92%
Ok	11	7.05%
Slow	11	7.05%
Fast	7	4.49%
Very slow	4	2.56%
Very fast	4	2.56%
(blank)	3	1.92%
Don't know	2	1.28%
Swindon	35	22.44%
Very slow	9	5.77%
Ok	9	5.77%
Don't know	7	4.49%
Fast	4	2.56%
Slow	4	2.56%

Very fast	2	1.28%
Wiltshire	79	50.64%
Ok	16	10.26%
Very slow	16	10.26%
Slow	16	10.26%
Very fast	13	8.33%
Don't know	10	6.41%
Fast	7	4.49%
(blank)	1	0.64%
Grand Total	156	100.00%

How would you describe the time you had to wait to receive your initial assessment or diagnosis	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Ok	26.19%	25.71%	20.25%	23.08%
Slow	26.19%	11.43%	20.25%	19.87%
Very slow	9.52%	25.71%	20.25%	18.59%
Don't know	4.76%	20.00%	12.66%	12.18%
Very fast	9.52%	5.71%	16.46%	12.18%
Fast	16.67%	11.43%	8.86%	11.54%
(blank)	7.14%	0.00%	1.27%	2.56%
Total	100.00%	100.00%	100.00%	100.00%



How would you describe the time you had to wait between your initial assessment /diagnosis and receiving treatment?

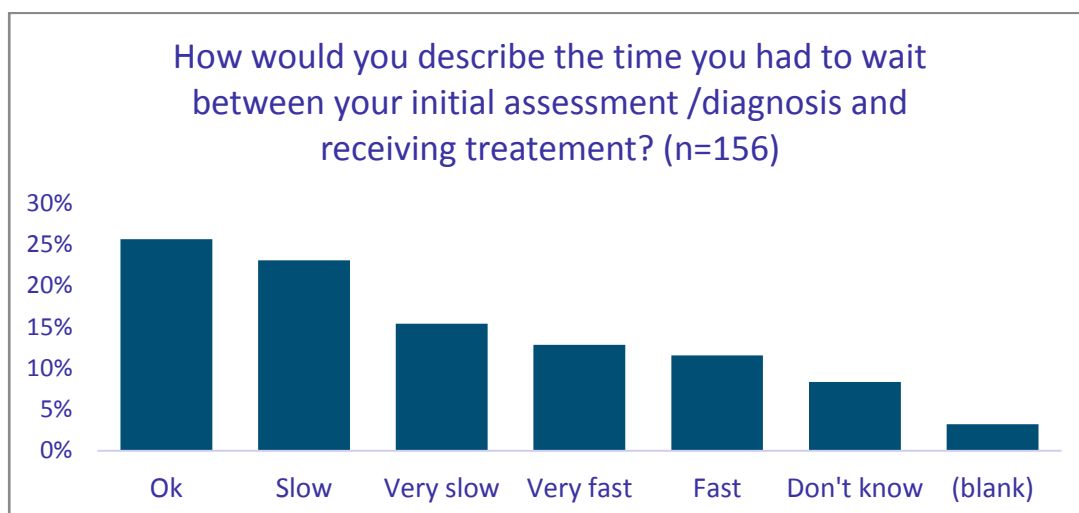
As with the previous question, the picture emerging is not entirely clear, with the 'needle' resting towards the slow/very slow side. Regionally, Swindon respondents report both the highest very slow and fast response times.

How would you describe the time you had to wait between your initial assessment /diagnosis and receiving treatment

	N	%
Ok	40	25.64%
Slow	36	23.08%
Very slow	24	15.38%

Very fast	20	12.82%
Fast	18	11.54%
Don't know	13	8.33%
(blank)	5	3.21%

Grand Total	156	100.00%
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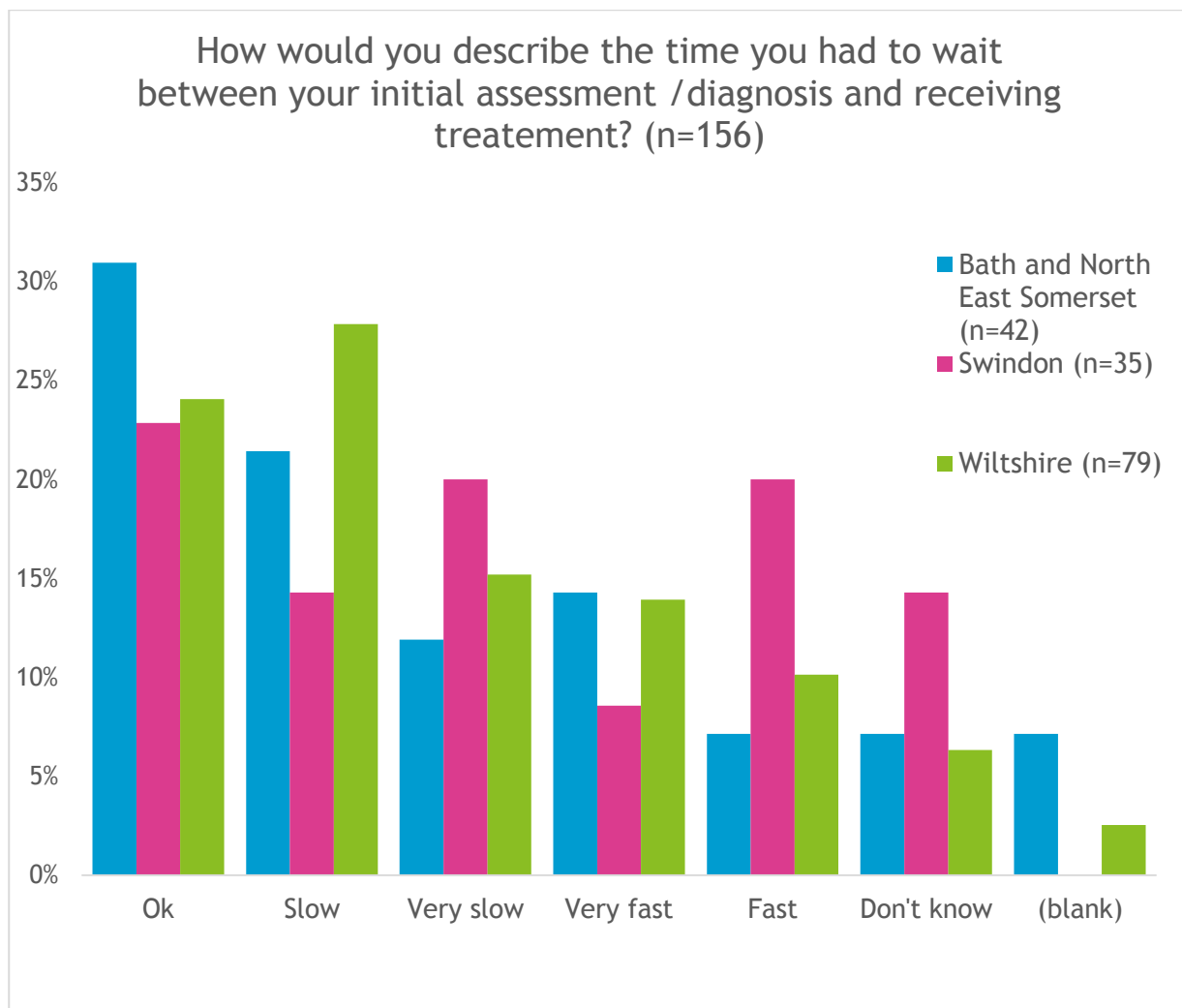


How would you describe the time you had to wait between your initial assessment /diagnosis and receiving treatment

	N	%
Bath and North East Somerset	42	26.92%
Ok	13	8.33%
Slow	9	5.77%
Very fast	6	3.85%
Very slow	5	3.21%
(blank)	3	1.92%
Don't know	3	1.92%
Fast	3	1.92%
Swindon	35	22.44%
Ok	8	5.13%
Very slow	7	4.49%
Fast	7	4.49%
Don't know	5	3.21%
Slow	5	3.21%
Very fast	3	1.92%

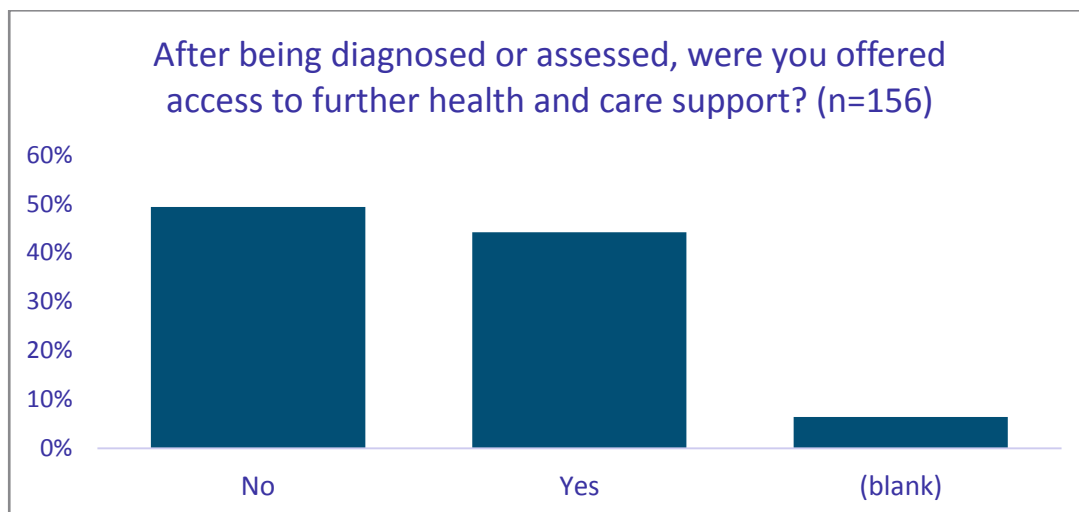
Wiltshire	79	50.64%
Slow	22	14.10%
Ok	19	12.18%
Very slow	12	7.69%
Very fast	11	7.05%
Fast	8	5.13%
Don't know	5	3.21%
(blank)	2	1.28%
Grand Total	156	100.00%

How would you describe the time you had to wait between your initial assessment /diagnosis and receiving treatment	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Ok	30.95%	22.86%	24.05%	25.64%
Slow	21.43%	14.29%	27.85%	23.08%
Very slow	11.90%	20.00%	15.19%	15.38%
Very fast	14.29%	8.57%	13.92%	12.82%
Fast	7.14%	20.00%	10.13%	11.54%
Don't know	7.14%	14.29%	6.33%	8.33%
(blank)	7.14%	0.00%	2.53%	3.21%
Total	100.00%	100.00%	100.00%	100.00%



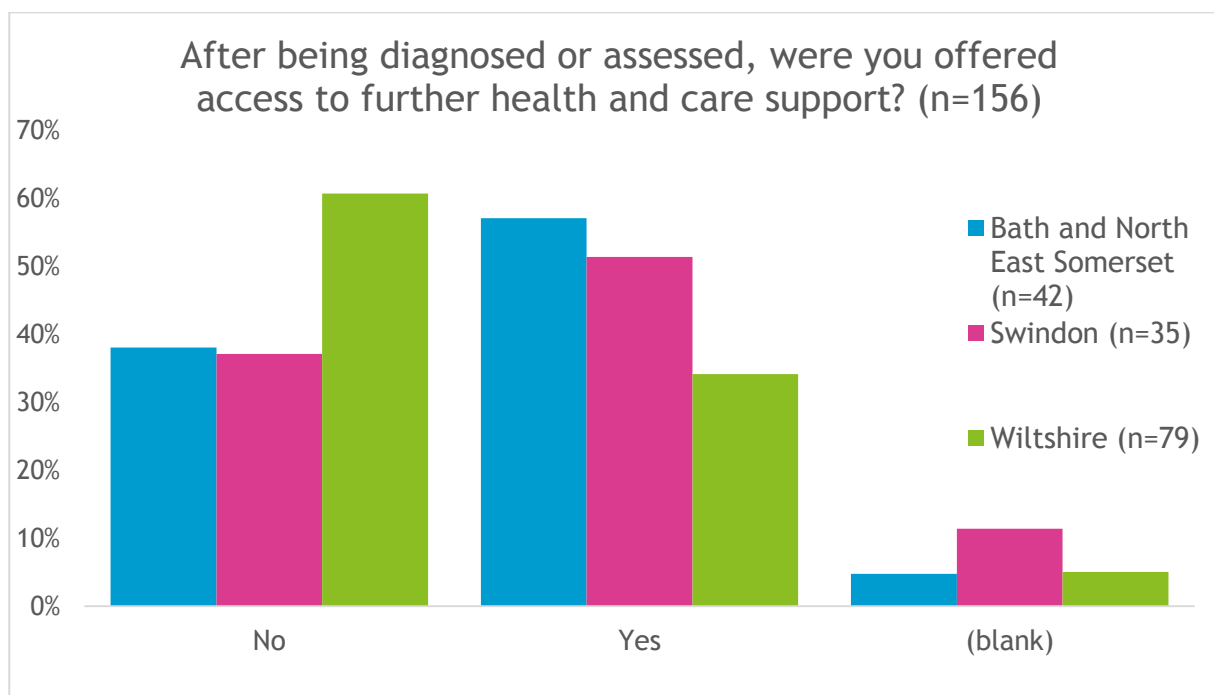
After being diagnosed or assessed, were you offered access to further health and care support?

After being diagnosed or assessed, were you offered access to further health and care support	N	%
No	77	49.36%
Yes	69	44.23%
(blank)	10	6.41%
Grand Total	156	100.00%



After being diagnosed or assessed, were you offered access to further health and care support	N	%
Bath and North East Somerset	42	26.92%
Yes	24	15.38%
No	16	10.26%
(blank)	2	1.28%
Swindon	35	22.44%
Yes	18	11.54%
No	13	8.33%
(blank)	4	2.56%
Wiltshire	79	50.64%
No	48	30.77%
Yes	27	17.31%
(blank)	4	2.56%
Grand Total	156	100.00%

After being diagnosed or assessed, were you offered access to further health and care support	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
No	38.10%	37.14%	60.76%	49.36%
Yes	57.14%	51.43%	34.18%	44.23%
(blank)	4.76%	11.43%	5.06%	6.41%
Total	100.00%	100.00%	100.00%	100.00%



Were you referred to a specialist? For example, a hospital consultant, psychiatrist or physiotherapist

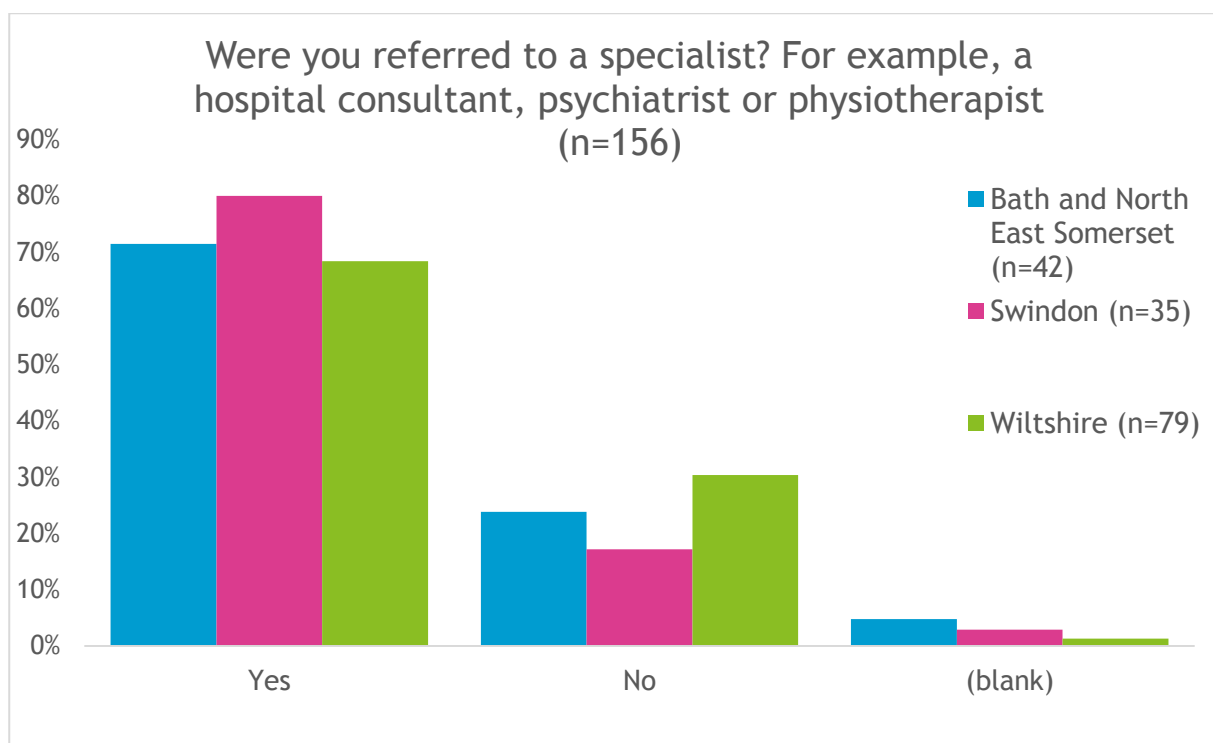
Almost three quarters of respondents were referred to a specialist. The proportion was high across the three regions, ranging from 68% in Wiltshire to 80% in Swindon. Again, the small sample size should temper any conclusions drawn from this survey.

Were you referred to a specialist?	N	%
Yes	112	71.79%
No	40	25.64%
(blank)	4	2.56%
Grand Total	156	100.00%



Were you referred to a specialist?	N	%
Bath and North East Somerset	42	26.92%
Yes	30	19.23%
No	10	6.41%
(blank)	2	1.28%
Swindon	35	22.44%
Yes	28	17.95%
No	6	3.85%
(blank)	1	0.64%
Wiltshire	79	50.64%
Yes	54	34.62%
No	24	15.38%
(blank)	1	0.64%
Grand Total	156	100.00%

Were you referred to a specialist?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Yes	71.43%	80.00%	68.35%	71.79%
No	23.81%	17.14%	30.38%	25.64%
(blank)	4.76%	2.86%	1.27%	2.56%
Total	100.00%	100.00%	100.00%	100.00%

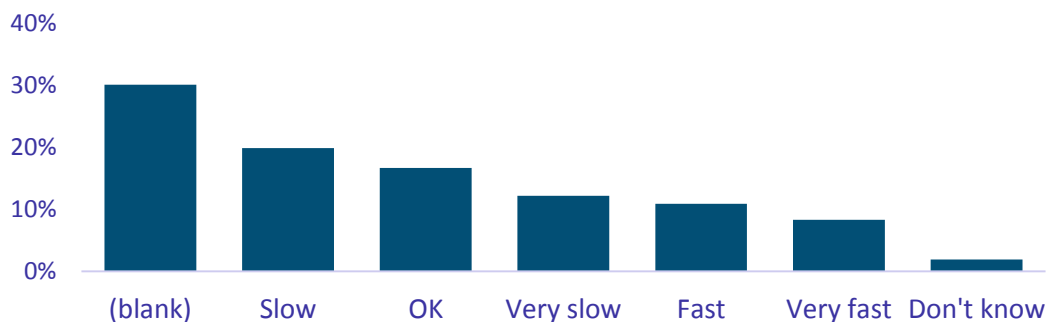


How would you describe the time you had to wait between initial appointment and seeing the specialist?

No clear picture emerges in this question, with many respondents choosing not to record an opinion.

How would you describe the time you had to wait between initial appointment and seeing the specialist?	N	%
(blank)	47	30.13%
Slow	31	19.87%
OK	26	16.67%
Very slow	19	12.18%
Fast	17	10.90%
Very fast	13	8.33%
Don't know	3	1.92%
Grand Total	156	100.00%

How would you describe the time you had to wait
between initial appointment and seeing the specialist?
(n=156)

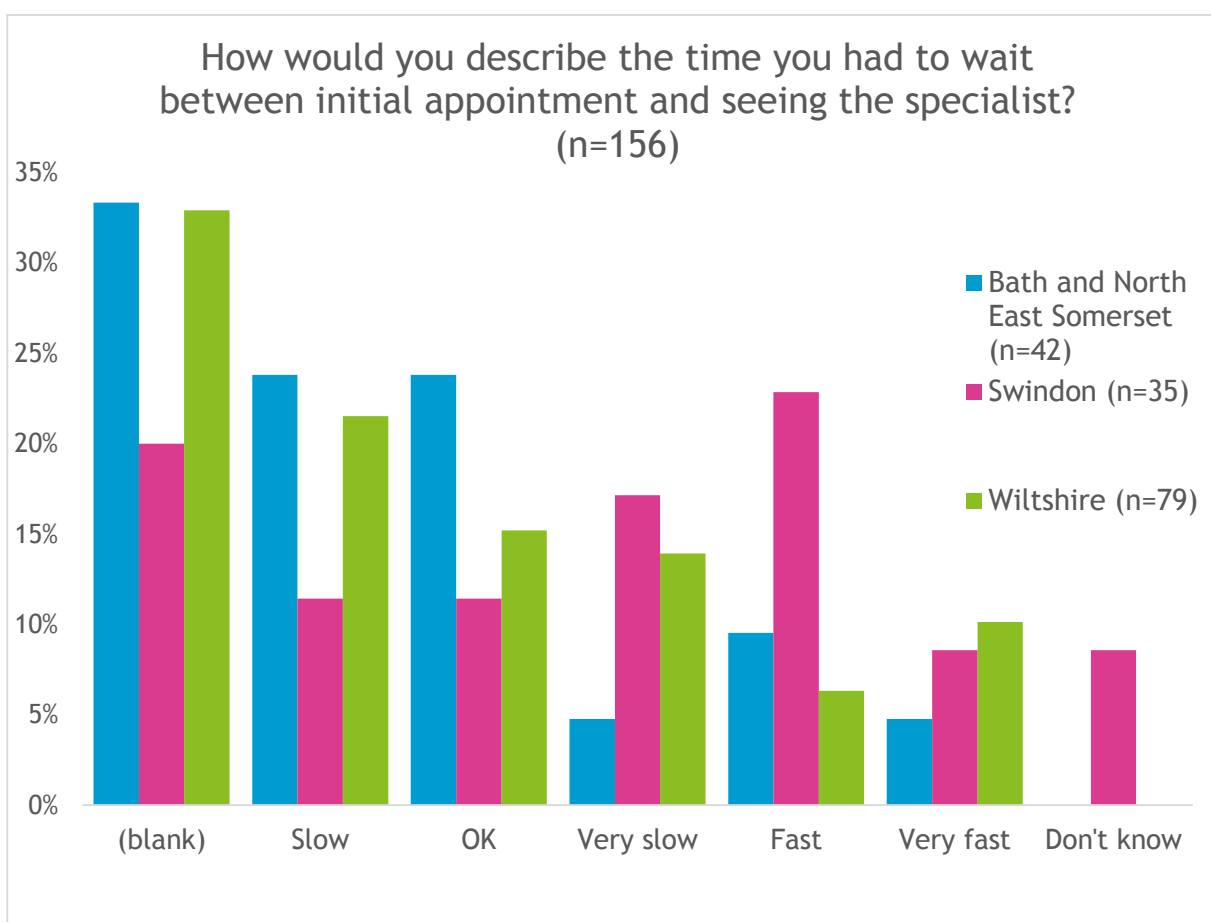


How would you describe the time you had to
wait between initial appointment and seeing the
specialist?

	N	%
Bath and North East Somerset	42	26.92%
(blank)	14	8.97%
OK	10	6.41%
Slow	10	6.41%
Fast	4	2.56%
Very fast	2	1.28%
Very slow	2	1.28%
Swindon	35	22.44%
Fast	8	5.13%
(blank)	7	4.49%
Very slow	6	3.85%
OK	4	2.56%
Slow	4	2.56%
Very fast	3	1.92%
Don't know	3	1.92%
Wiltshire	79	50.64%
(blank)	26	16.67%
Slow	17	10.90%
OK	12	7.69%
Very slow	11	7.05%
Very fast	8	5.13%
Fast	5	3.21%

Grand Total	156	100.00%
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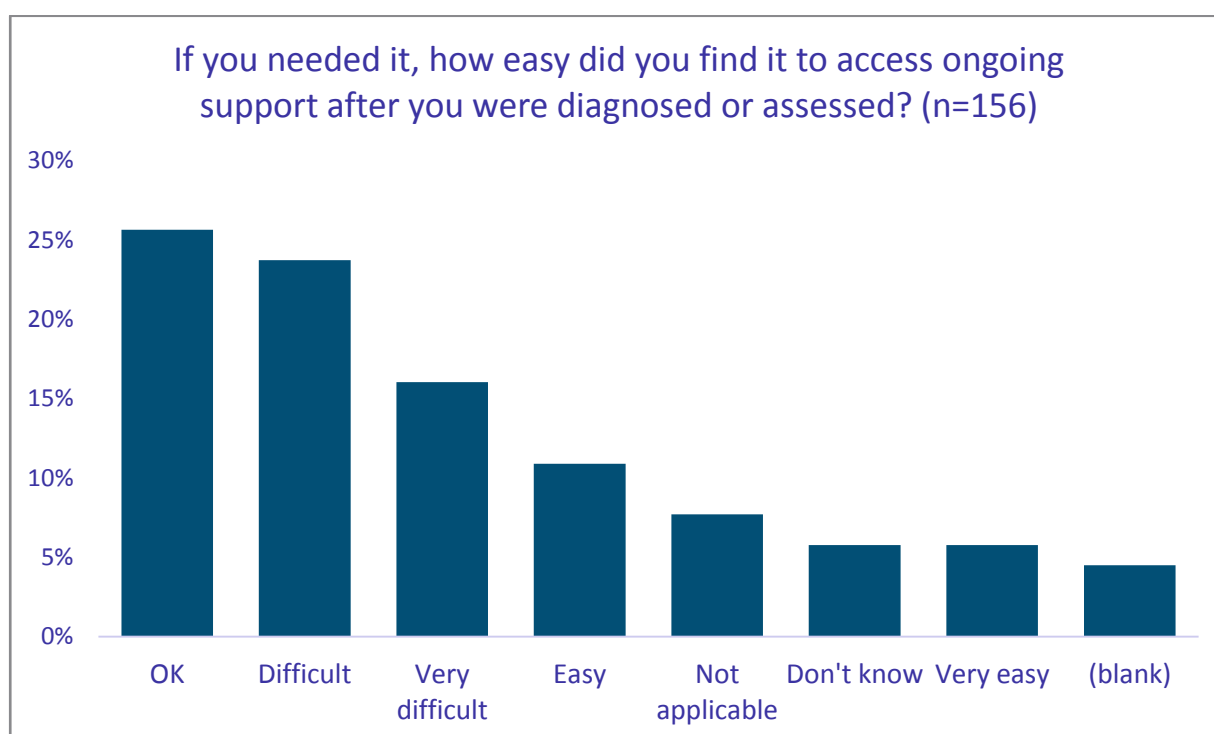
How would you describe the time you had to wait between initial appointment and seeing the specialist?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
(blank)	33.33%	20.00%	32.91%	30.13%
Slow	23.81%	11.43%	21.52%	19.87%
OK	23.81%	11.43%	15.19%	16.67%
Very slow	4.76%	17.14%	13.92%	12.18%
Fast	9.52%	22.86%	6.33%	10.90%
Very fast	4.76%	8.57%	10.13%	8.33%
Don't know	0.00%	8.57%	0.00%	1.92%
Total	100.00%	100.00%	100.00%	100.00%



If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?

Overall, 4 in 10 respondents consider it will be difficult or very difficult to access ongoing support. The regional picture is not very clear and not much should be inferred from the differences observed in the relevant tables and chart.

If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?	N	%
OK	40	25.64%
Difficult	37	23.72%
Very difficult	25	16.03%
Easy	17	10.90%
Not applicable	12	7.69%
Don't know	9	5.77%
Very easy	9	5.77%
(blank)	7	4.49%
Grand Total	156	100.00%

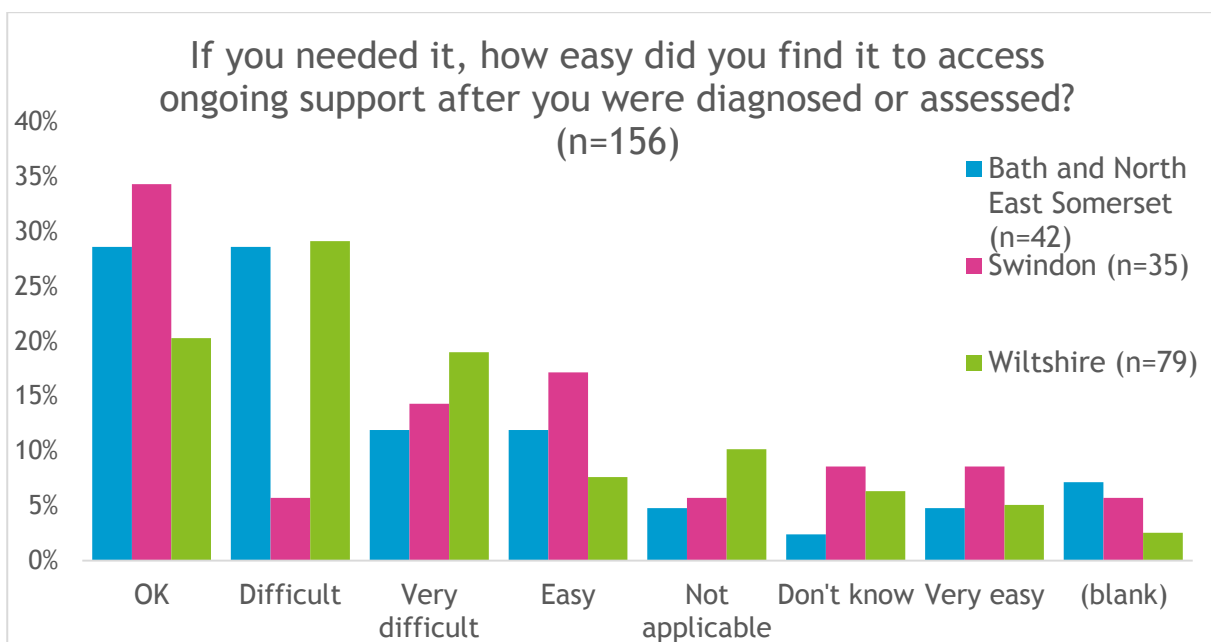


If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?	N	%
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Bath and North East Somerset	42	26.92%
OK	12	7.69%
Difficult	12	7.69%
Very difficult	5	3.21%
Easy	5	3.21%
(blank)	3	1.92%
Very easy	2	1.28%
Not applicable	2	1.28%
Don't know	1	0.64%
Swindon	35	22.44%
OK	12	7.69%
Easy	6	3.85%
Very difficult	5	3.21%
Don't know	3	1.92%
Very easy	3	1.92%
(blank)	2	1.28%
Difficult	2	1.28%
Not applicable	2	1.28%
Wiltshire	79	50.64%
Difficult	23	14.74%
OK	16	10.26%
Very difficult	15	9.62%
Not applicable	8	5.13%
Easy	6	3.85%
Don't know	5	3.21%
Very easy	4	2.56%
(blank)	2	1.28%
Grand Total	156	100.00%

If you needed it, how easy did you find it to access ongoing support after you were diagnosed or assessed?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
OK	28.57%	34.29%	20.25%	25.64%
Difficult	28.57%	5.71%	29.11%	23.72%
Very difficult	11.90%	14.29%	18.99%	16.03%

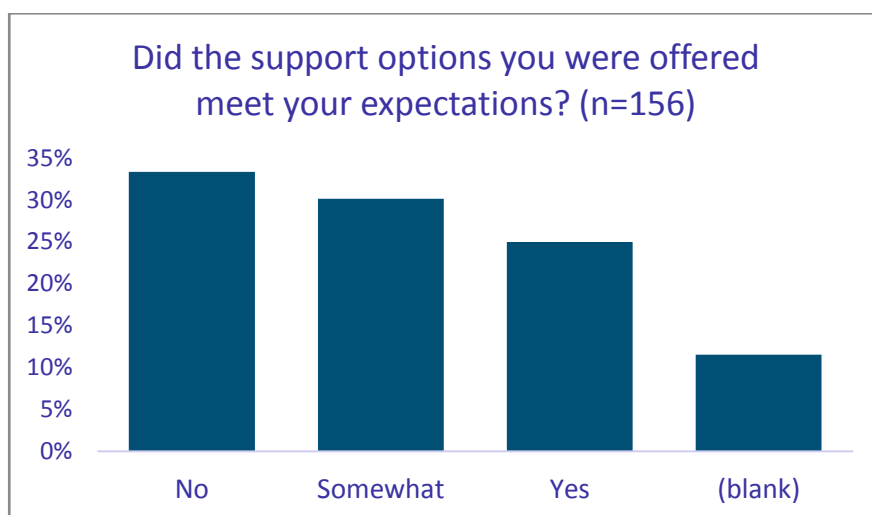
Easy	11.90%	17.14%	7.59%	10.90%
Not applicable	4.76%	5.71%	10.13%	7.69%
Don't know	2.38%	8.57%	6.33%	5.77%
Very easy	4.76%	8.57%	5.06%	5.77%
(blank)	7.14%	5.71%	2.53%	4.49%
Total	100.00%	100.00%	100.00%	100.00%



Did the support options you were offered meet your expectations?

Almost 55% of respondents felt that the support option offered met their expectations (yes and somewhat combined). Positive responses were more prominent in BaNES (62%) vs. Swindon (54%) and Wiltshire (52%).

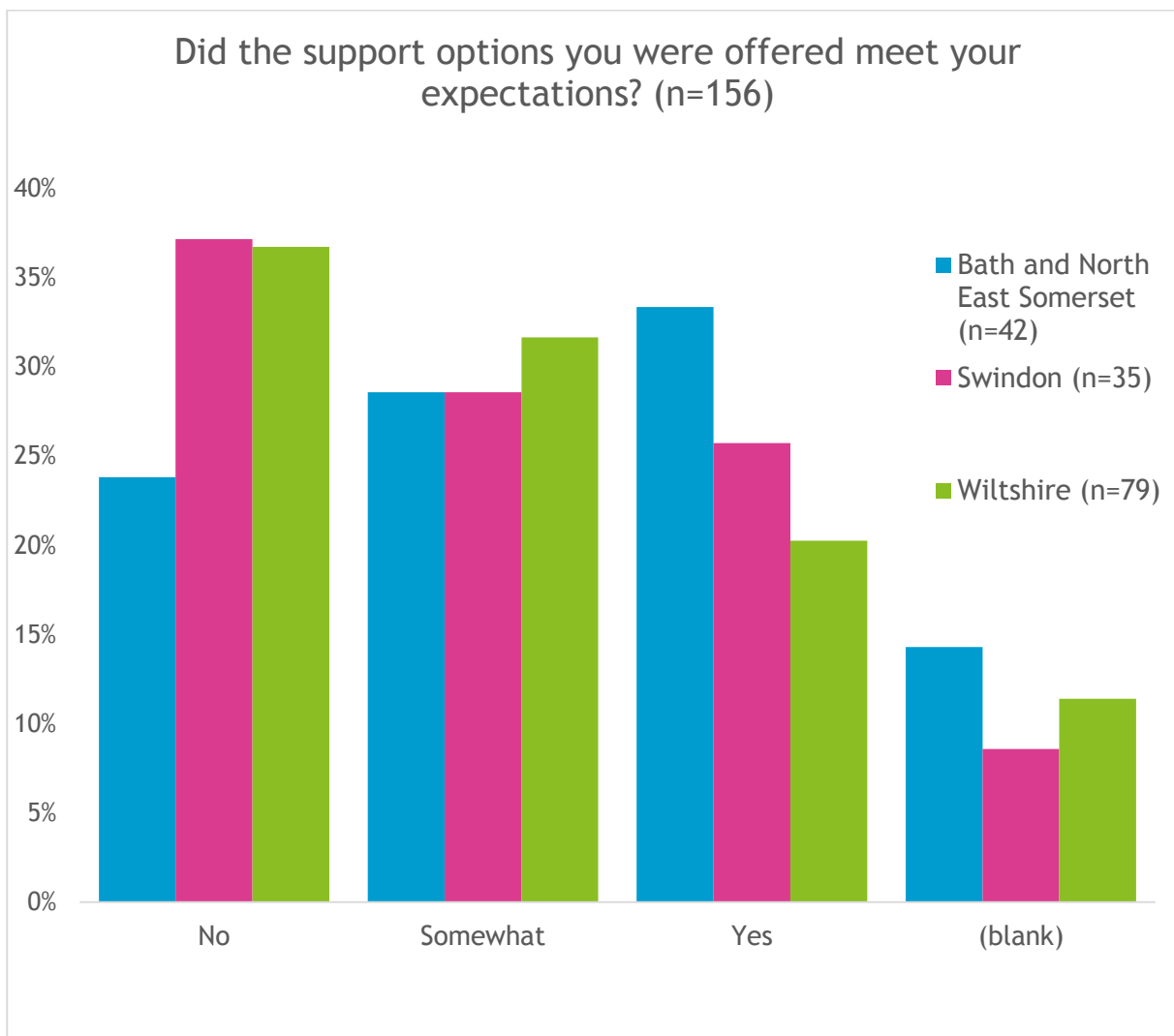
Did the support options you were offered meet your expectations?	N	%
No	52	33.33%
Somewhat	47	30.13%
Yes	39	25.00%
(blank)	18	11.54%
Grand Total	156	100.00%



Did the support options you were offered meet your expectations?	N	%
Bath and North East Somerset	42	26.92%
Yes	14	8.97%
Somewhat	12	7.69%
No	10	6.41%
(blank)	6	3.85%
Swindon	35	22.44%
No	13	8.33%
Somewhat	10	6.41%
Yes	9	5.77%
(blank)	3	1.92%
Wiltshire	79	50.64%
No	29	18.59%
Somewhat	25	16.03%
Yes	16	10.26%
(blank)	9	5.77%
Grand Total	156	100.00%

Did the support options you were offered meet your expectations?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
No	23.81%	37.14%	36.71%	33.33%
Somewhat	28.57%	28.57%	31.65%	30.13%
Yes	33.33%	25.71%	20.25%	25.00%

(blank)	14.29%	8.57%	11.39%	11.54%
Total	100.00%	100.00%	100.00%	100.00%



During your whole experience of getting support did you receive timely and consistent communication from all of the services that you came into contact with?

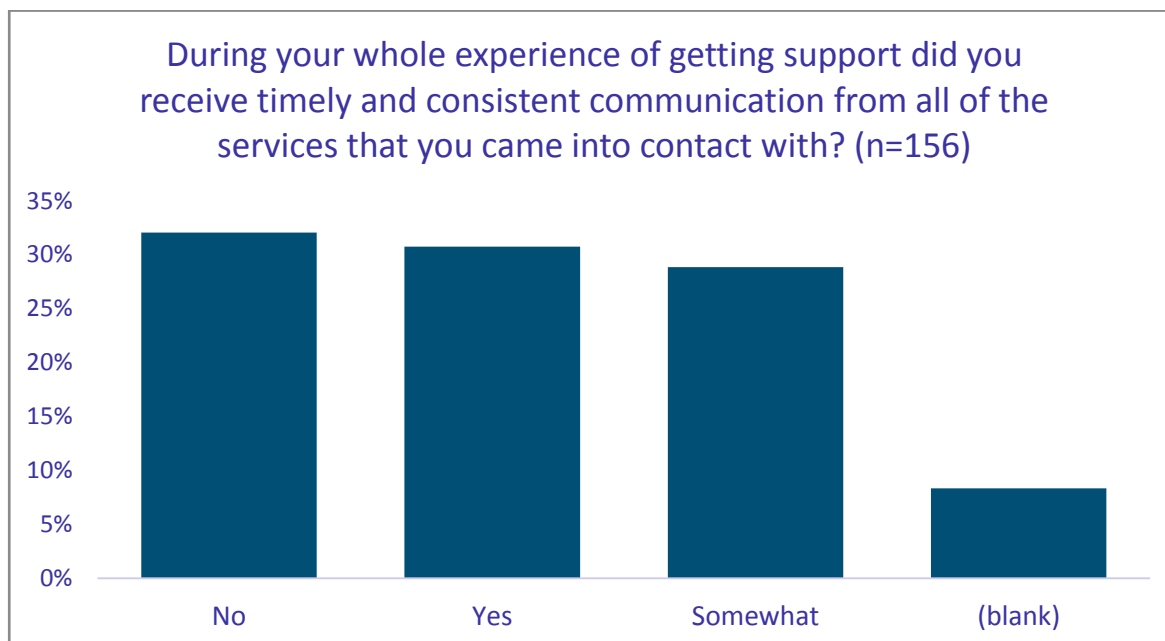
Two in three respondents reported receiving timely and consistent communication from all services they came into contact with, and this rate was very similar across all three regions.

During your whole experience of getting support did you receive timely and consistent communication from all of the services that you came into contact with?

	N	%
No	50	32.05%
Yes	48	30.77%
Somewhat	45	28.85%

(blank) 13 8.33%

Grand Total 156 100.00%

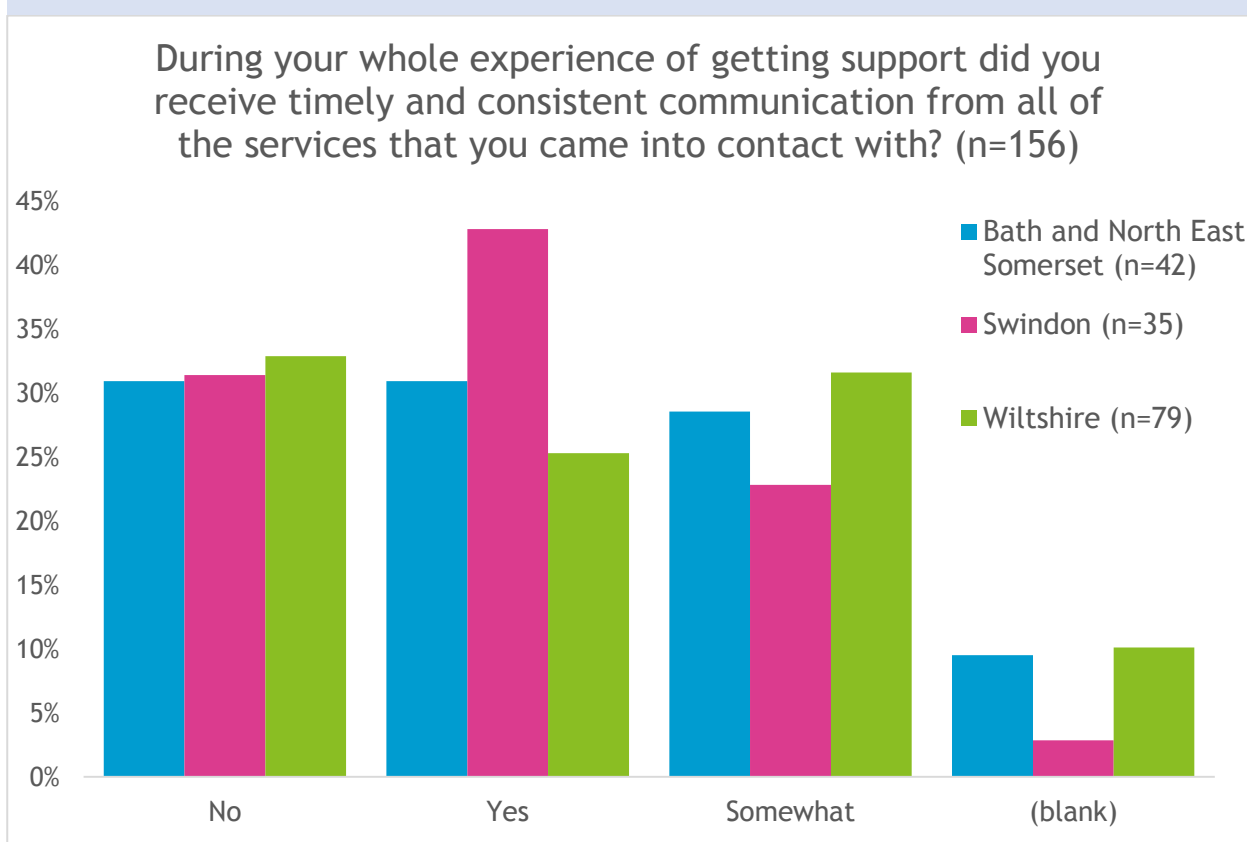


During your whole experience of getting support did you receive timely and consistent communication from all of the services that you came into contact with?

	N	%
Bath and North East Somerset	42	26.92%
No	13	8.33%
Yes	13	8.33%
Somewhat	12	7.69%
(blank)	4	2.56%
Swindon	35	22.44%
Yes	15	9.62%
No	11	7.05%
Somewhat	8	5.13%
(blank)	1	0.64%
Wiltshire	79	50.64%
No	26	16.67%
Somewhat	25	16.03%
Yes	20	12.82%
(blank)	8	5.13%

Grand Total	156	100.00%
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During your whole experience of getting support did you receive timely and consistent communication from all of the services that you came into contact with?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
No	30.95%	31.43%	32.91%	32.05%
Yes	30.95%	42.86%	25.32%	30.77%
Somewhat	28.57%	22.86%	31.65%	28.85%
(blank)	9.52%	2.86%	10.13%	8.33%
Total	100.00%	100.00%	100.00%	100.00%

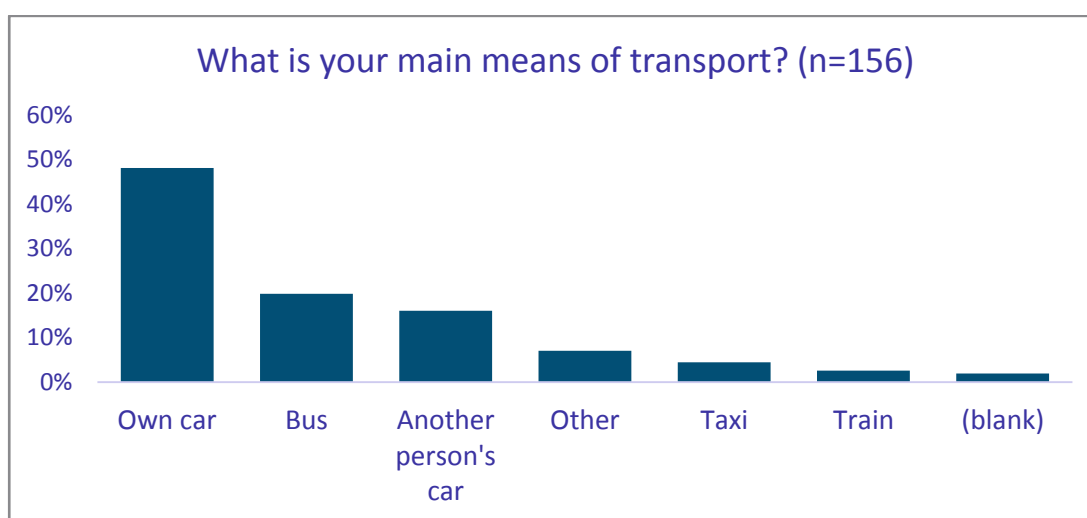


What is your main means of transport?

Own car was the main means of transport for almost half of the respondents. The rate was higher in Wiltshire (56%) while the bus was the most common means of transport in Swindon (40% vs. 37% using their cars).

The focus group held in Swindon gathering feedback from adults with learning disabilities highlighted the importance of being able to use a bus or walk to their appointments. They felt that when they had to rely on other people for transport this took away their independence and also the 'carer' in this situation would sometimes speak on their behalf.

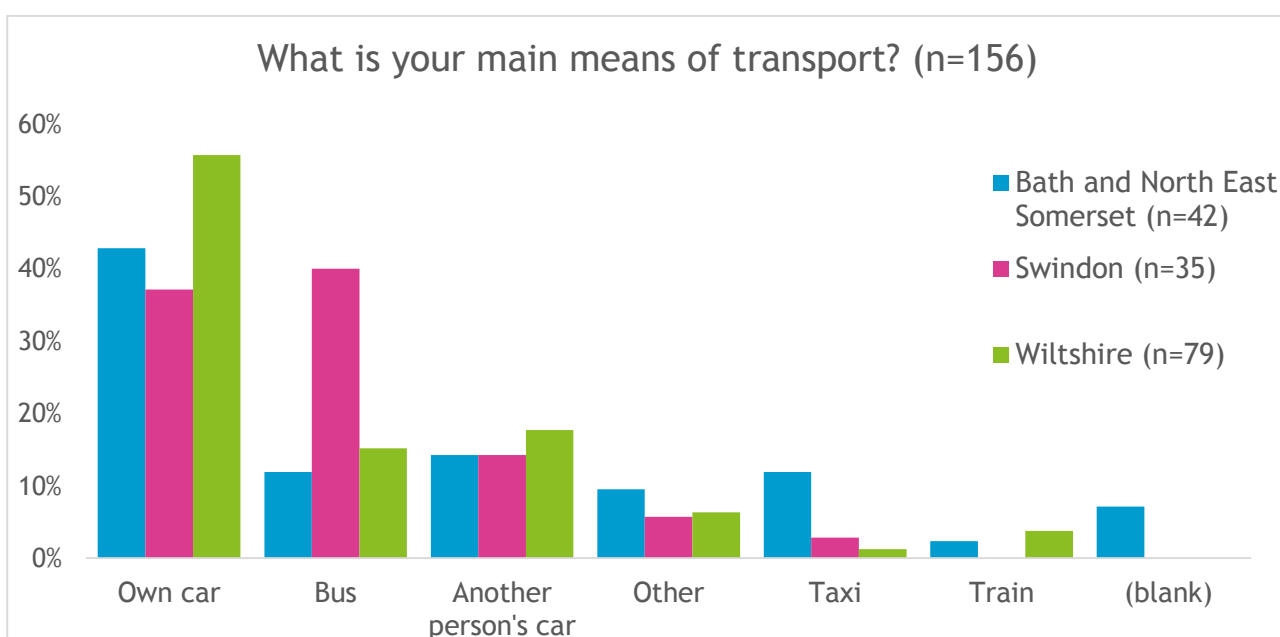
What is your main means of transport?	N	%
Own car	75	48.08%
Bus	31	19.87%
Another person's car	25	16.03%
Other	11	7.05%
Taxi	7	4.49%
Train	4	2.56%
(blank)	3	1.92%
Grand Total	156	100.00%



What is your main means of transport?	N	%
Bath and North East Somerset	42	26.92%
Own car	18	11.54%
Another person's car	6	3.85%
Bus	5	3.21%
Taxi	5	3.21%
Other	4	2.56%
(blank)	3	1.92%
Train	1	0.64%
Swindon	35	22.44%
Bus	14	8.97%
Own car	13	8.33%
Another person's car	5	3.21%

Other	2	1.28%
Taxi	1	0.64%
Wiltshire	79	50.64%
Own car	44	28.21%
Another person's car	14	8.97%
Bus	12	7.69%
Other	5	3.21%
Train	3	1.92%
Taxi	1	0.64%
Grand Total	156	100.00%

What is your main means of transport?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Own car	42.86%	37.14%	55.70%	48.08%
Bus	11.90%	40.00%	15.19%	19.87%
Another person's car	14.29%	14.29%	17.72%	16.03%
Other	9.52%	5.71%	6.33%	7.05%
Taxi	11.90%	2.86%	1.27%	4.49%
Train	2.38%	0.00%	3.80%	2.56%
(blank)	7.14%	0.00%	0.00%	1.92%
Total	100.00%	100.00%	100.00%	100.00%

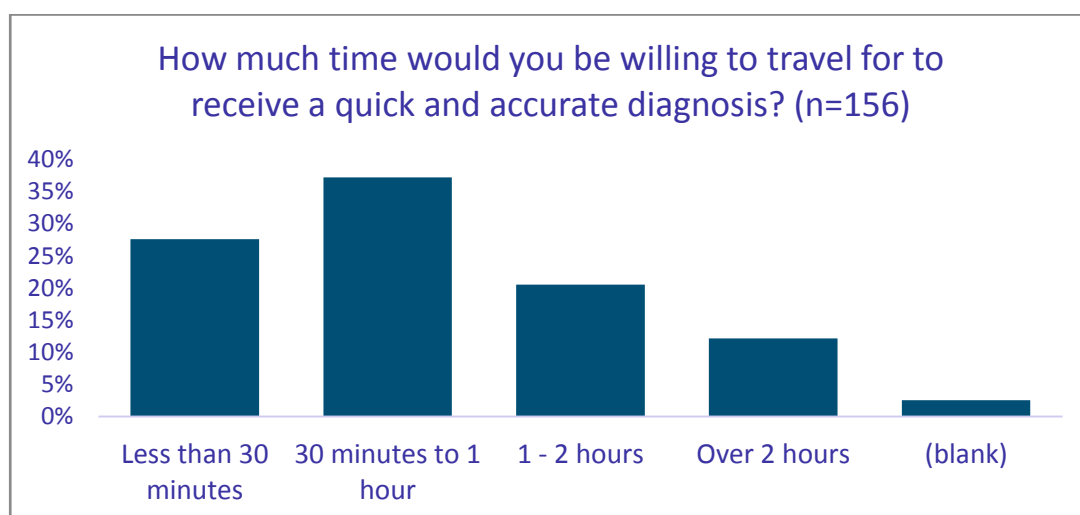


How much time would you be willing to travel for to receive a quick and accurate diagnosis?

Over two in three respondents would be willing to travel for at least 30 minutes to receive a quick and accurate diagnosis. There are substantial differences between the three regions, with Swindon respondents less willing to travel for longer (57% willing to travel less than 30 minutes).

Note: These tables/charts are sorted by travel times (from shorter duration to longest).

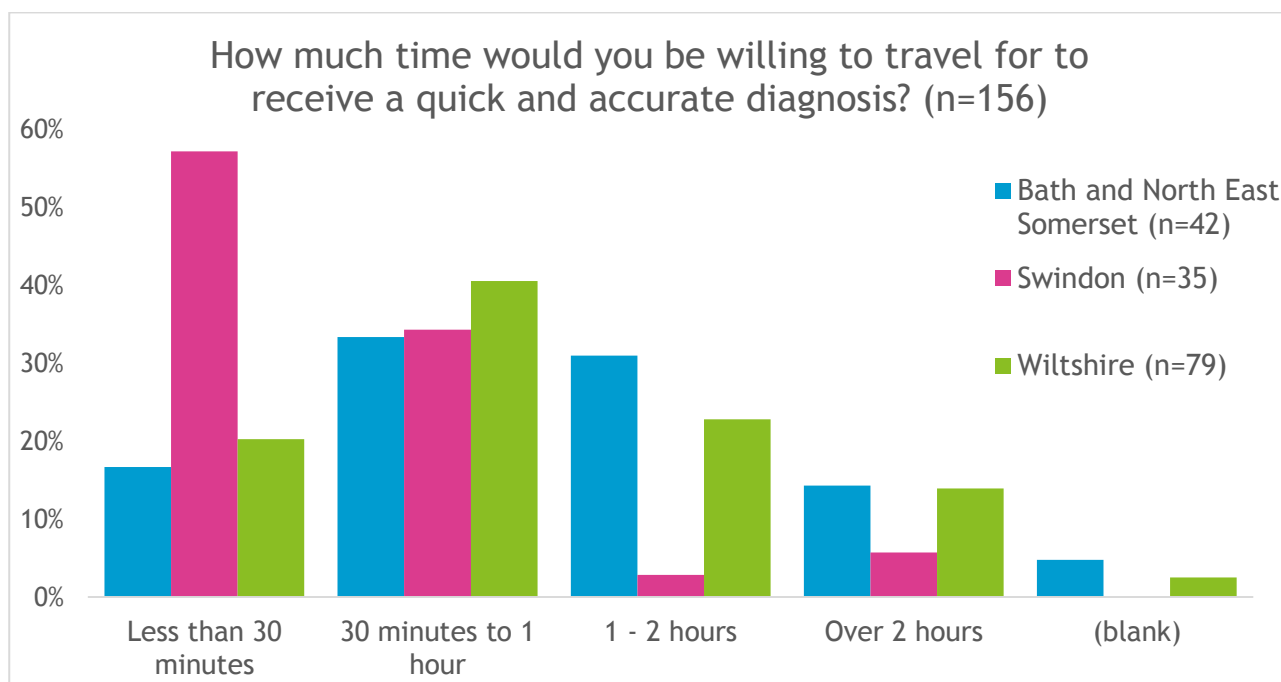
How much time would you be willing to travel for to receive a quick and accurate diagnosis?	N	%
Less than 30 minutes	43	27.56%
30 minutes to 1 hour	58	37.18%
1 - 2 hours	32	20.51%
Over 2 hours	19	12.18%
(blank)	4	2.56%
Grand Total	156	100.00%



How much time would you be willing to travel for to receive a quick and accurate diagnosis?	N	%
Bath and North East Somerset	42	26.92%
Less than 30 minutes	7	4.49%
30 minutes to 1 hour	14	8.97%
1 - 2 hours	13	8.33%
Over 2 hours	6	3.85%
(blank)	2	1.28%
Swindon	35	22.44%

Less than 30 minutes	20	12.82%
30 minutes to 1 hour	12	7.69%
1 - 2 hours	1	0.64%
Over 2 hours	2	1.28%
Wiltshire	79	50.64%
Less than 30 minutes	16	10.26%
30 minutes to 1 hour	32	20.51%
1 - 2 hours	18	11.54%
Over 2 hours	11	7.05%
(blank)	2	1.28%
Grand Total	156	100.00%

How much time would you be willing to travel for to receive a quick and accurate diagnosis?	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Less than 30 minutes	16.67%	57.14%	20.25%	27.56%
30 minutes to 1 hour	33.33%	34.29%	40.51%	37.18%
1 - 2 hours	30.95%	2.86%	22.78%	20.51%
Over 2 hours	14.29%	5.71%	13.92%	12.18%
(blank)	4.76%	0.00%	2.53%	2.56%
Total	100.00%	100.00%	100.00%	100.00%



How much time would you be willing to travel to receive specialist treatment or support?

Over one in five respondents would be willing to travel for at least 30 minutes to receive specialist treatment or support. There are substantial differences between the three regions, with Swindon respondents less willing to travel for longer (71% willing to travel less than one hour).

Note: These tables/charts are sorted by travel times (from shorter duration to longest).

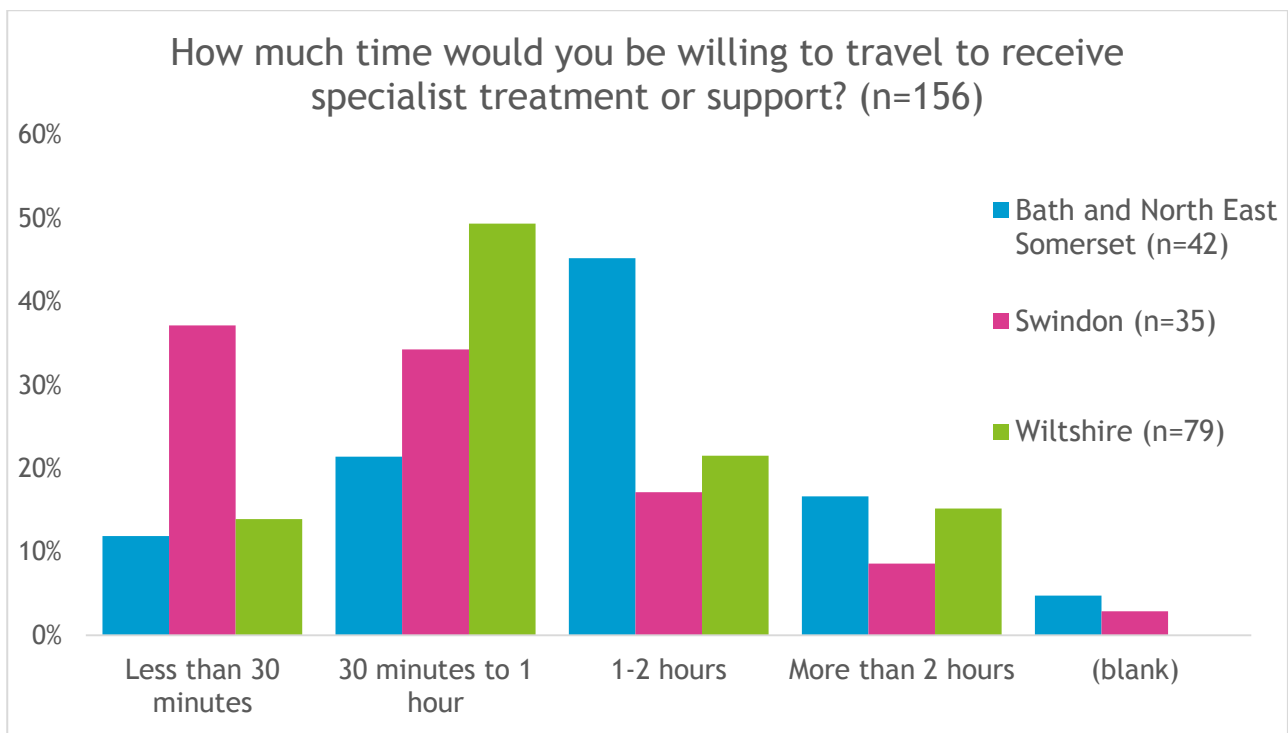
How much time would you be willing to travel to receive specialist treatment or support	N	%
Less than 30 minutes	29	18.59%
30 minutes to 1 hour	60	38.46%
1-2 hours	42	26.92%
More than 2 hours	22	14.10%
(blank)	3	1.92%
Grand Total	156	100.00%



How much time would you be willing to travel to receive specialist treatment or support	N	%
Bath and North East Somerset	42	26.92%
Less than 30 minutes	5	3.21%
30 minutes to 1 hour	9	5.77%
1-2 hours	19	12.18%
More than 2 hours	7	4.49%
(blank)	2	1.28%

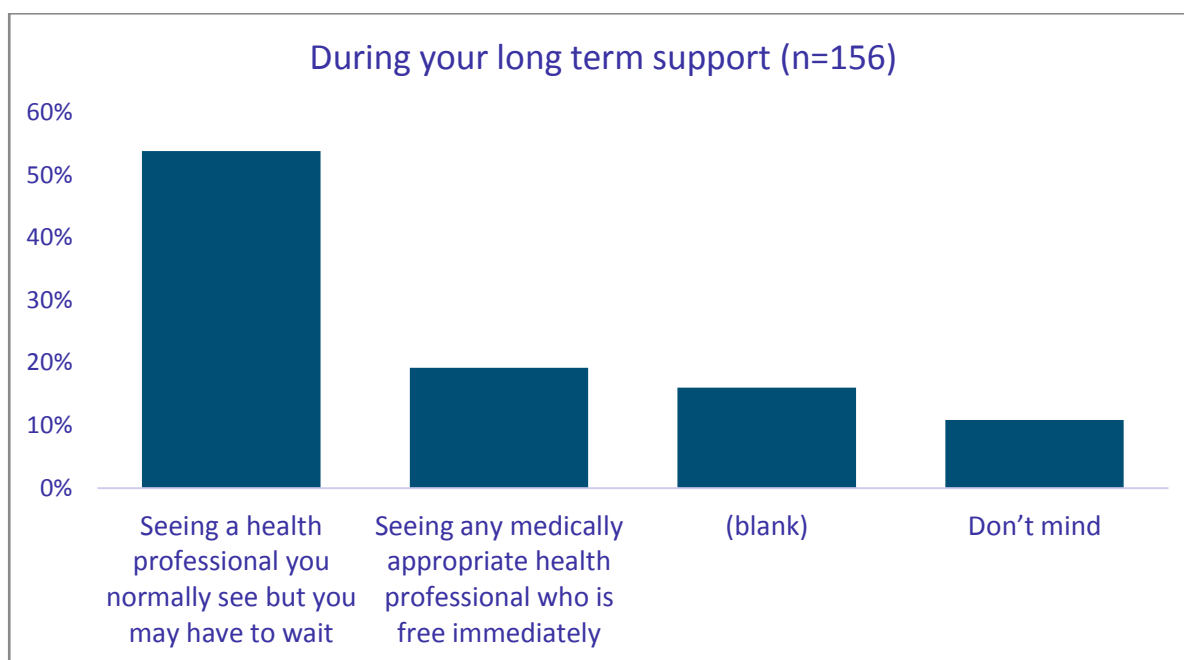
Swindon	35	22.44%
Less than 30 minutes	13	8.33%
30 minutes to 1 hour	12	7.69%
1-2 hours	6	3.85%
More than 2 hours	3	1.92%
(blank)	1	0.64%
Wiltshire	79	50.64%
Less than 30 minutes	11	7.05%
30 minutes to 1 hour	39	25.00%
1-2 hours	17	10.90%
More than 2 hours	12	7.69%
Grand Total	156	100.00%

How much time would you be willing to travel to receive specialist treatment or support	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Less than 30 minutes	11.90%	37.14%	13.92%	18.59%
30 minutes to 1 hour	21.43%	34.29%	49.37%	38.46%
1-2 hours	45.24%	17.14%	21.52%	26.92%
More than 2 hours	16.67%	8.57%	15.19%	14.10%
(blank)	4.76%	2.86%	0.00%	1.92%
Total	100.00%	100.00%	100.00%	100.00%



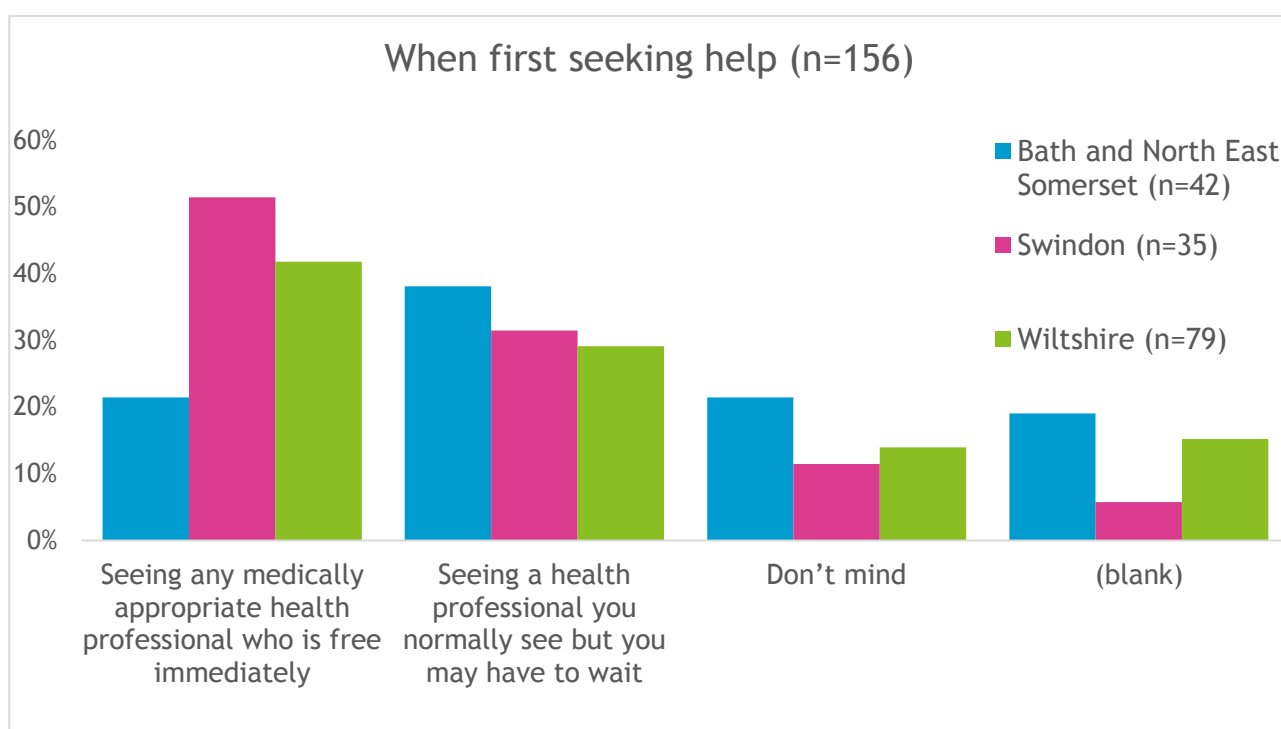
When first seeking help

When first seeking help	N	%
Seeing any medically appropriate health professional who is free immediately	60	38.46%
Seeing a health professional you normally see but you may have to wait	50	32.05%
Don't mind	24	15.38%
(blank)	22	14.10%
Grand Total	156	100.00%



When first seeking help	N	%
Bath and North East Somerset	42	26.92%
Seeing a health professional you normally see but you may have to wait	16	10.26%
Don't mind	9	5.77%
Seeing any medically appropriate health professional who is free immediately	9	5.77%
(blank)	8	5.13%
Swindon	35	22.44%
Seeing any medically appropriate health professional who is free immediately	18	11.54%
Seeing a health professional you normally see but you may have to wait	11	7.05%
Don't mind	4	2.56%
(blank)	2	1.28%
Wiltshire	79	50.64%
Seeing any medically appropriate health professional who is free immediately	33	21.15%
Seeing a health professional you normally see but you may have to wait	23	14.74%
(blank)	12	7.69%
Don't mind	11	7.05%
Grand Total	156	100.00%

When first seeking help	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Seeing any medically appropriate health professional who is free immediately	21.43%	51.43%	41.77%	38.46%
Seeing a health professional you normally see but you may have to wait	38.10%	31.43%	29.11%	32.05%
Don't mind	21.43%	11.43%	13.92%	15.38%
(blank)	19.05%	5.71%	15.19%	14.10%
Total	100.00%	100.00%	100.00%	100.00%

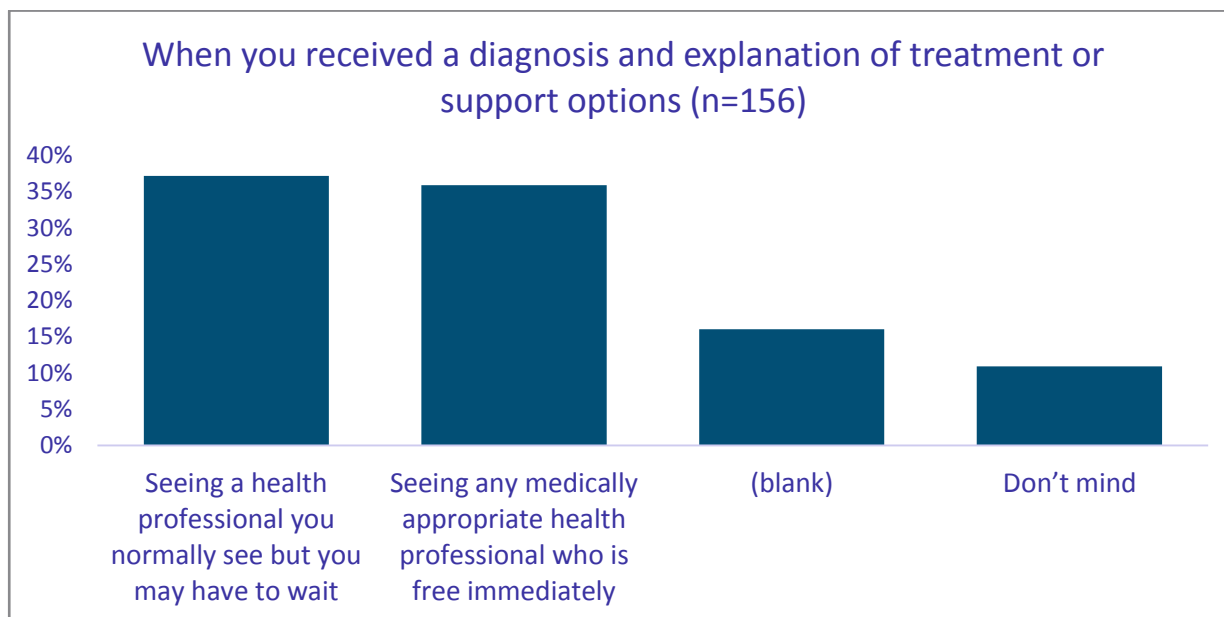


When you received a diagnosis and explanation of treatment or support options

When you received a diagnosis and explanation of treatment or support options	N	%
Seeing a health professional you normally see but you may have to wait	58	37.18%
Seeing any medically appropriate health professional who is free immediately	56	35.90%
(blank)	25	16.03%

Don't mind 17 10.90%

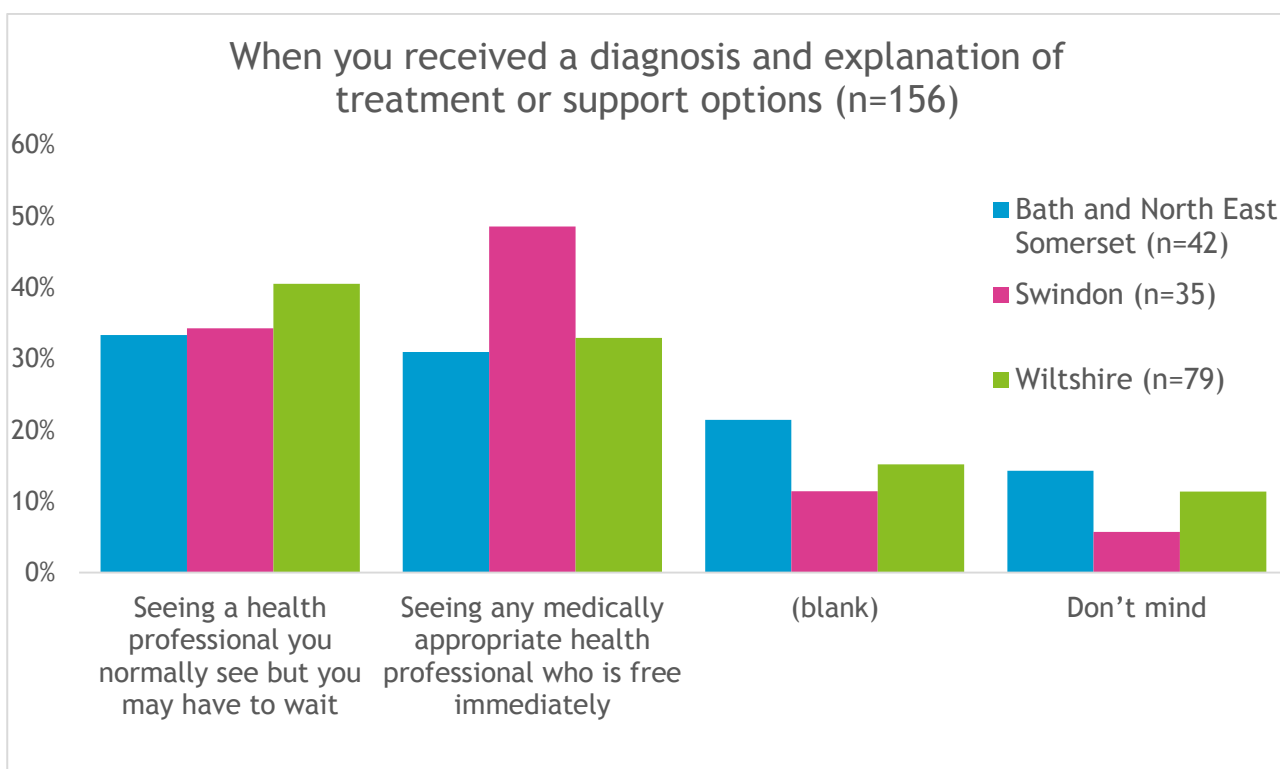
Grand Total 156 100.00%



When you received a diagnosis and explanation of treatment or support options	N	%
Bath and North East Somerset	42	26.92%
Seeing a health professional you normally see but you may have to wait	14	8.97%
Seeing any medically appropriate health professional who is free immediately	13	8.33%
(blank)	9	5.77%
Don't mind	6	3.85%
Swindon	35	22.44%
Seeing any medically appropriate health professional who is free immediately	17	10.90%
Seeing a health professional you normally see but you may have to wait	12	7.69%
(blank)	4	2.56%
Don't mind	2	1.28%
Wiltshire	79	50.64%
Seeing a health professional you normally see but you may have to wait	32	20.51%
Seeing any medically appropriate health professional who is free immediately	26	16.67%
(blank)	12	7.69%
Don't mind	9	5.77%

Grand Total	156	100.00%
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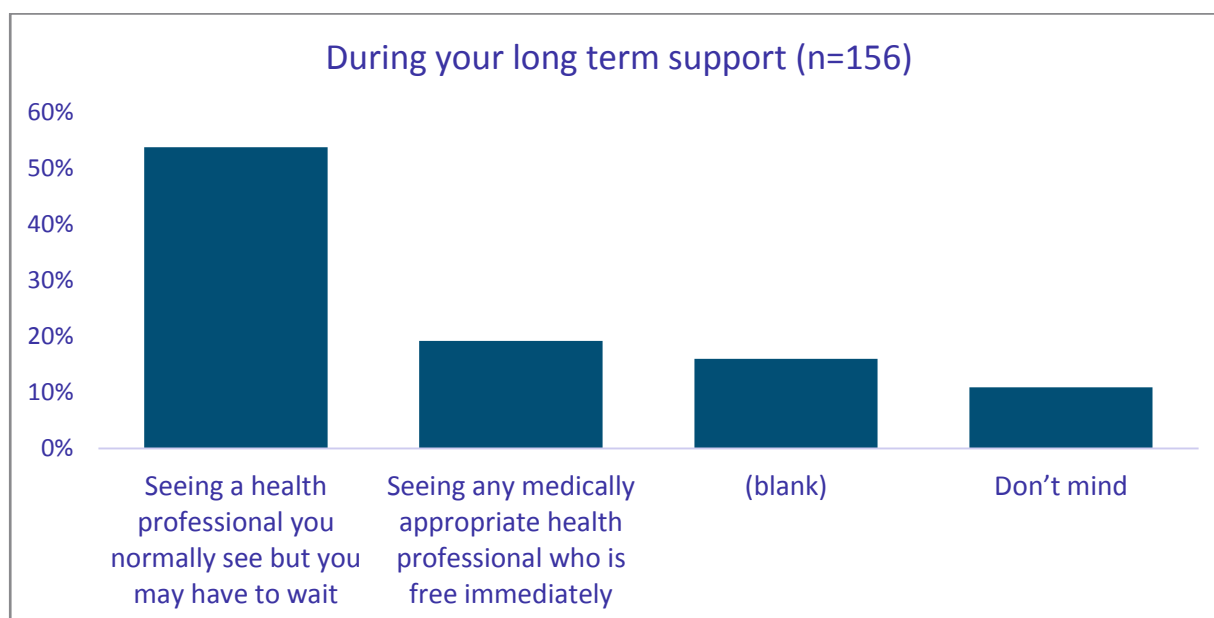
When you received a diagnosis and explanation of treatment or support options	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Seeing a health professional you normally see but you may have to wait	33.33%	34.29%	40.51%	37.18%
Seeing any medically appropriate health professional who is free immediately	30.95%	48.57%	32.91%	35.90%
(blank)	21.43%	11.43%	15.19%	16.03%
Don't mind	14.29%	5.71%	11.39%	10.90%
Total	100.00%	100.00%	100.00%	100.00%



During your initial treatment or support

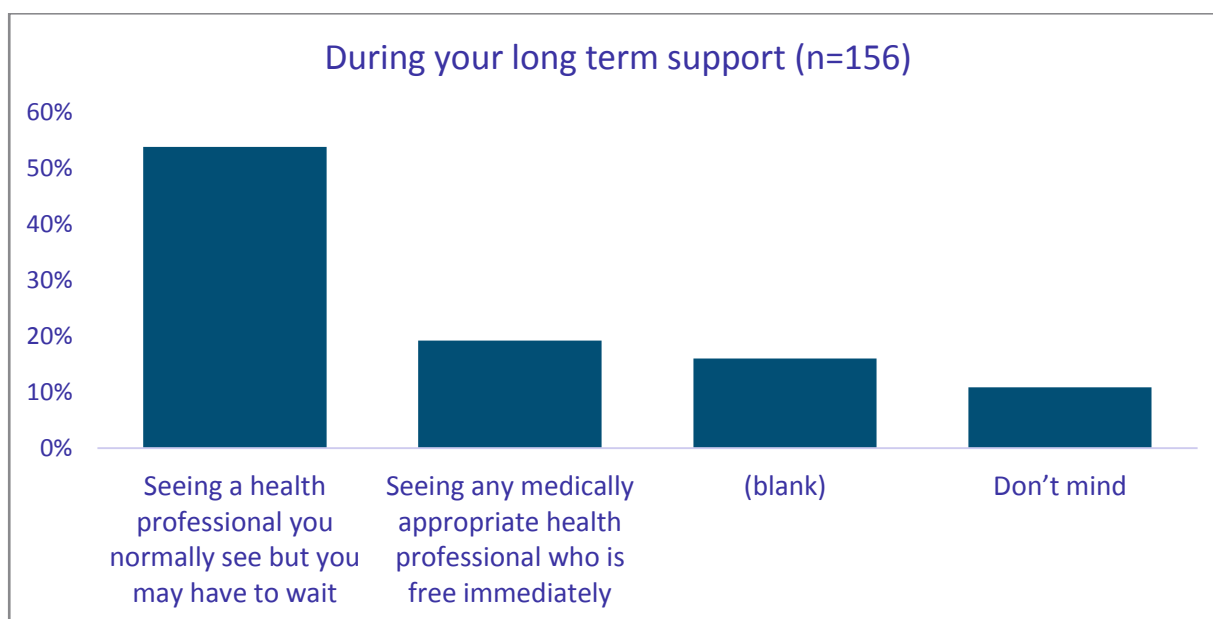
During your initial treatment or support	N	%
Seeing a health professional you normally see but you may have to wait	68	43.59%

Seeing any medically appropriate health professional who is free immediately	50	32.05%
(blank)	22	14.10%
Don't mind	16	10.26%
Grand Total	156	100.00%



During your initial treatment or support

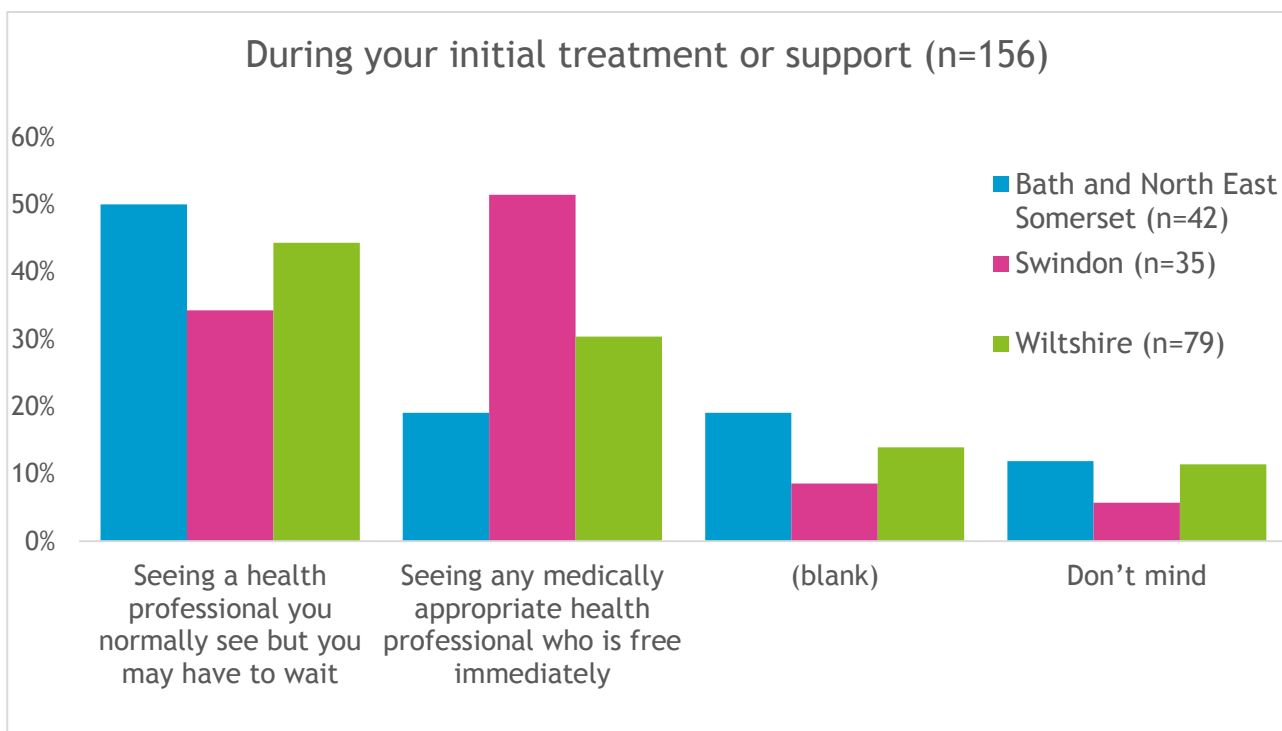
During your initial treatment or support	N	%
Seeing a health professional you normally see but you may have to wait	68	43.59%
Seeing any medically appropriate health professional who is free immediately	50	32.05%
(blank)	22	14.10%
Don't mind	16	10.26%
Grand Total	156	100.00%



During your initial treatment or support	N	%
Bath and North East Somerset	42	26.92%
Seeing a health professional you normally see but you may have to wait	21	13.46%
(blank)	8	5.13%
Seeing any medically appropriate health professional who is free immediately	8	5.13%
Don't mind	5	3.21%
Swindon	35	22.44%
Seeing any medically appropriate health professional who is free immediately	18	11.54%
Seeing a health professional you normally see but you may have to wait	12	7.69%
(blank)	3	1.92%
Don't mind	2	1.28%
Wiltshire	79	50.64%
Seeing a health professional you normally see but you may have to wait	35	22.44%
Seeing any medically appropriate health professional who is free immediately	24	15.38%
(blank)	11	7.05%
Don't mind	9	5.77%
Grand Total	156	100.00%

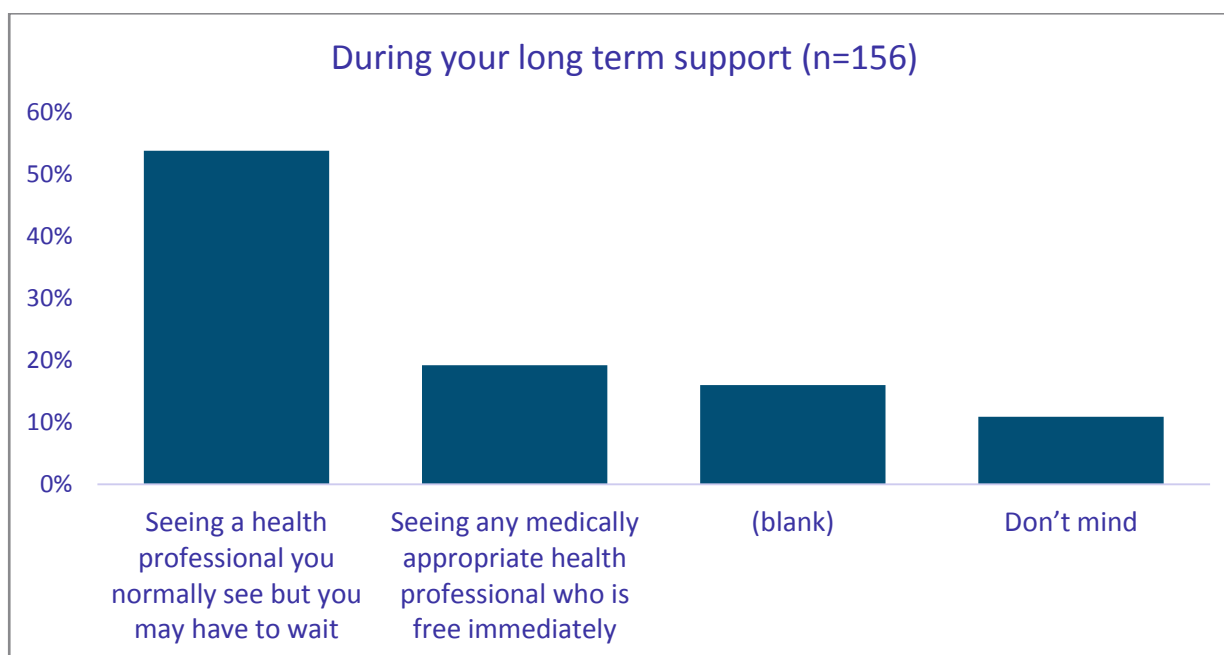
	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
During your initial treatment or support				

Seeing a health professional you normally see but you may have to wait	50.00%	34.29%	44.30%	43.59%
Seeing any medically appropriate health professional who is free immediately	19.05%	51.43%	30.38%	32.05%
(blank)	19.05%	8.57%	13.92%	14.10%
Don't mind	11.90%	5.71%	11.39%	10.26%
Total	100.00%	100.00%	100.00%	100.00%



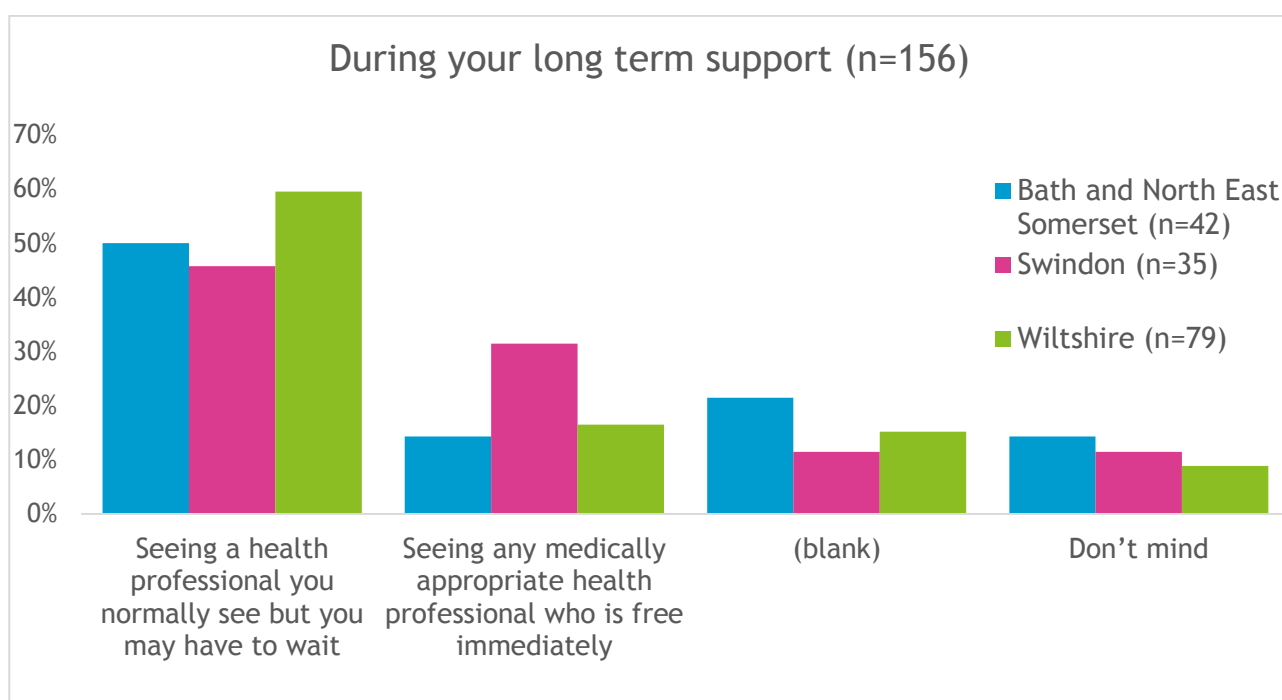
During your long term support

During your long term support	N	%
Seeing a health professional you normally see but you may have to wait	84	53.85%
Seeing any medically appropriate health professional who is free immediately	30	19.23%
(blank)	25	16.03%
Don't mind	17	10.90%
Grand Total	156	100.00%



During your long term support	N	%
Bath and North East Somerset	42	26.92%
Seeing a health professional you normally see but you may have to wait	21	13.46%
(blank)	9	5.77%
Don't mind	6	3.85%
Seeing any medically appropriate health professional who is free immediately	6	3.85%
Swindon	35	22.44%
Seeing a health professional you normally see but you may have to wait	16	10.26%
Seeing any medically appropriate health professional who is free immediately	11	7.05%
(blank)	4	2.56%
Don't mind	4	2.56%
Wiltshire	79	50.64%
Seeing a health professional you normally see but you may have to wait	47	30.13%
Seeing any medically appropriate health professional who is free immediately	13	8.33%
(blank)	12	7.69%
Don't mind	7	4.49%
Grand Total	156	100.00%

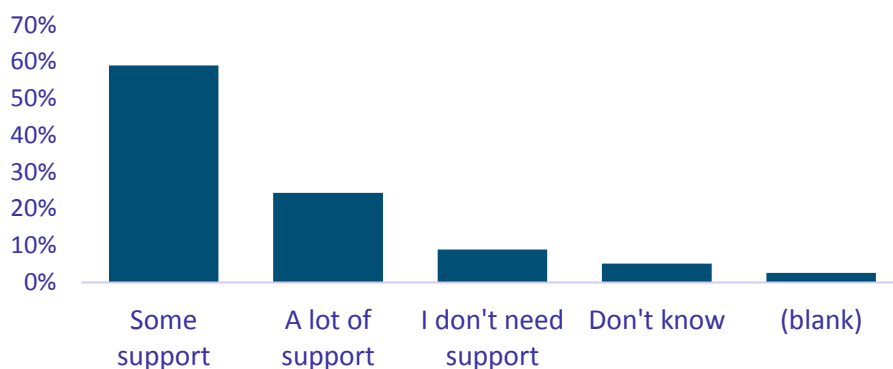
During your long term support	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Seeing a health professional you normally see but you may have to wait	50.00%	45.71%	59.49%	53.85%
Seeing any medically appropriate health professional who is free immediately	14.29%	31.43%	16.46%	19.23%
(blank)	21.43%	11.43%	15.19%	16.03%
Don't mind	14.29%	11.43%	8.86%	10.90%
Total	100.00%	100.00%	100.00%	100.00%



What level of support do you want the NHS to provide to help you stay healthy?

What level of support do you want the NHS to provide to help you stay healthy?	N	%
Some support	92	58.97%
A lot of support	38	24.36%
I don't need support	14	8.97%
Don't know	8	5.13%
(blank)	4	2.56%
Grand Total	156	100.00%

What level of support do you want the NHS to provide to help you stay healthy? (n=156)



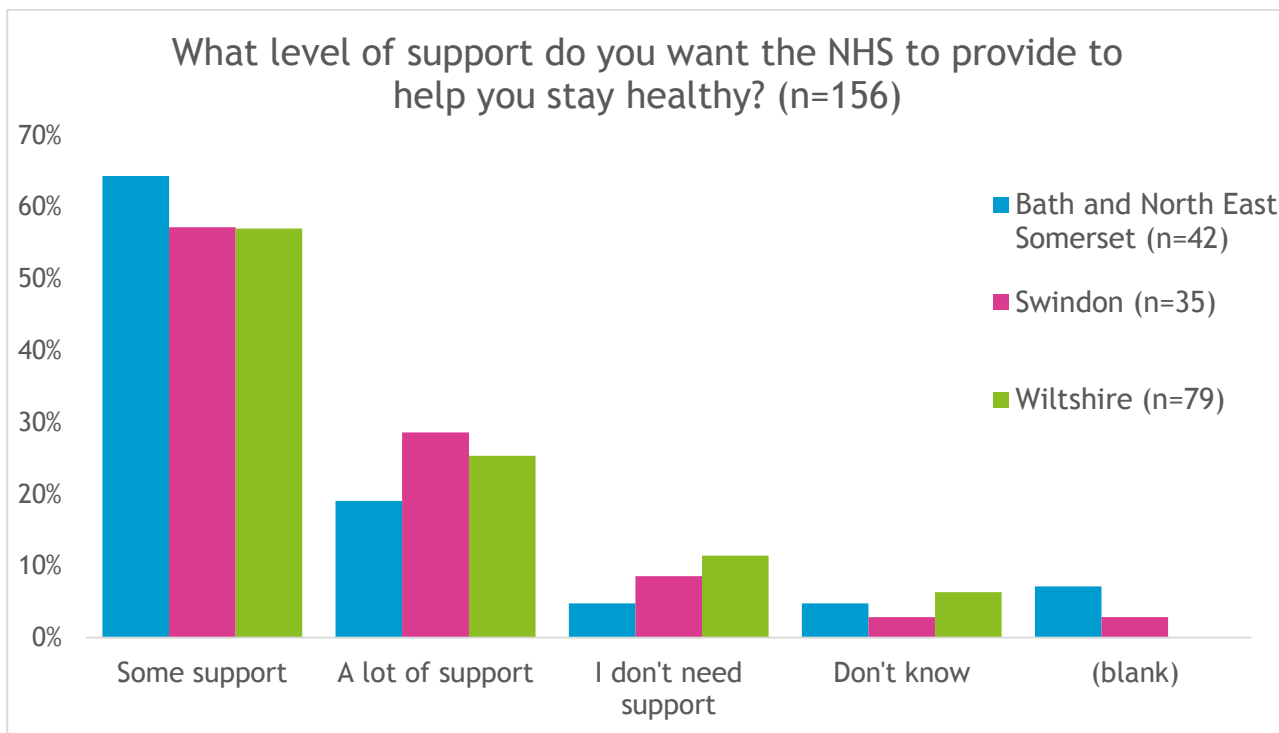
What level of support do you want the NHS to provide to help you stay healthy?

	N	%
Bath and North East Somerset	42	26.92%
Some support	27	17.31%
A lot of support	8	5.13%
(blank)	3	1.92%
Don't know	2	1.28%
I don't need support	2	1.28%
Swindon	35	22.44%
Some support	20	12.82%
A lot of support	10	6.41%
I don't need support	3	1.92%
(blank)	1	0.64%
Don't know	1	0.64%
Wiltshire	79	50.64%
Some support	45	28.85%
A lot of support	20	12.82%
I don't need support	9	5.77%
Don't know	5	3.21%
Grand Total	156	100.00%

What level of support do you want the NHS to provide to help you stay healthy?

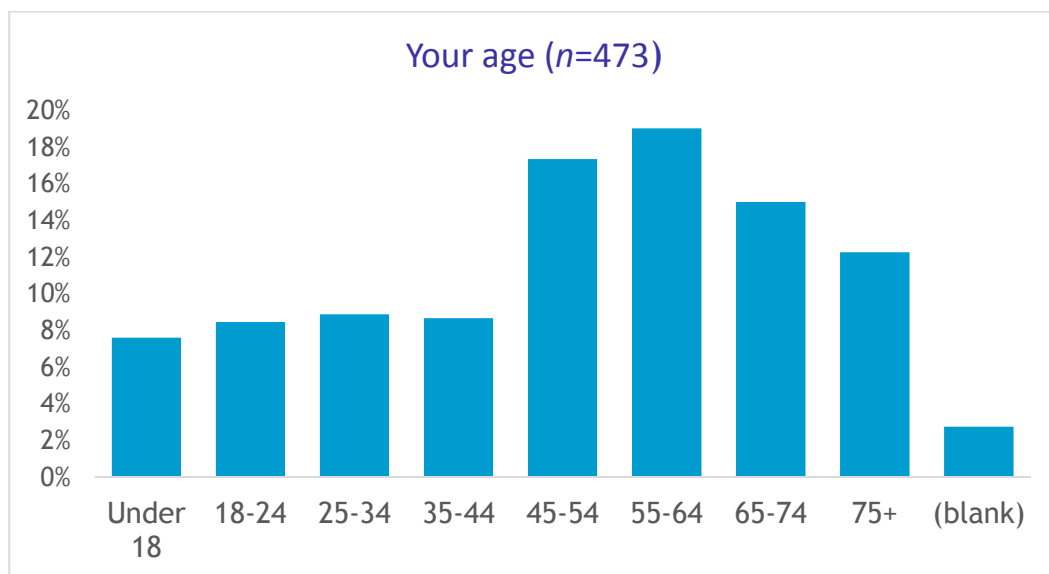
	Bath and North East Somerset (n=42)	Swindon (n=35)	Wiltshire (n=79)	Total
Some support	64.29%	57.14%	56.96%	58.97%

A lot of support	19.05%	28.57%	25.32%	24.36%
I don't need support	4.76%	8.57%	11.39%	8.97%
Don't know	4.76%	2.86%	6.33%	5.13%
(blank)	7.14%	2.86%	0.00%	2.56%
Total	100.00%	100.00%	100.00%	100.00%

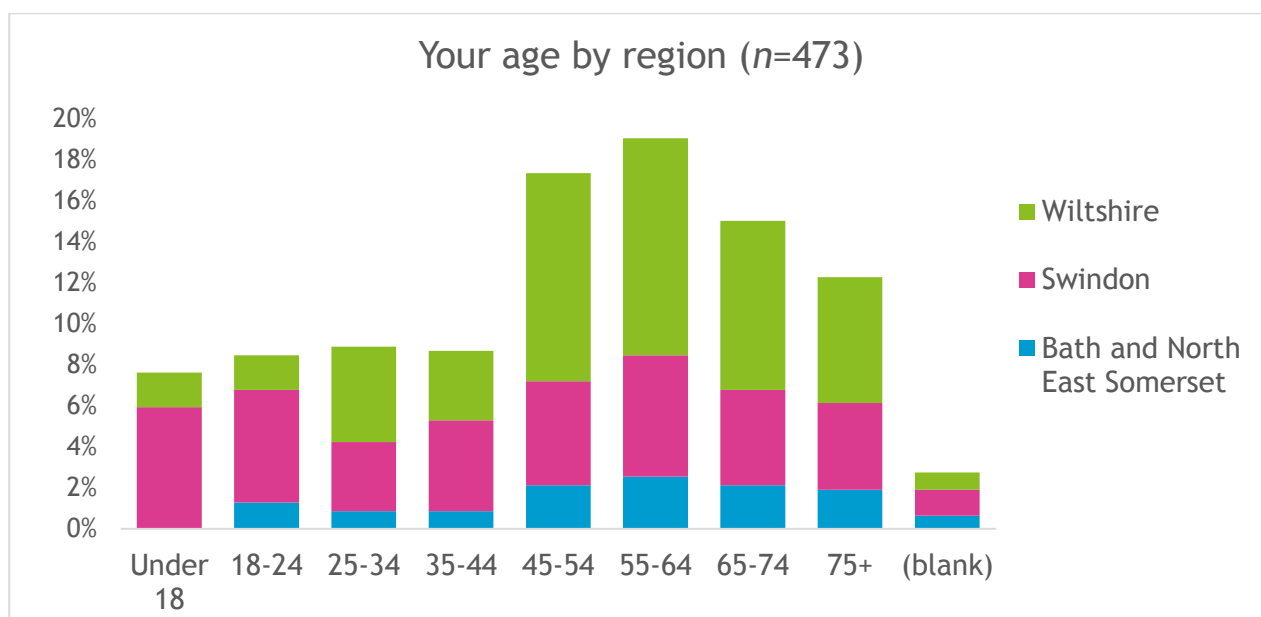


Appendix 3 - Demographics - General Survey

Demographics



Bath and North				
Your age	East Somerset	Swindon	Wiltshire	Total
Under 18	0.00%	5.92%	1.69%	7.61%
18-24	1.27%	5.50%	1.69%	8.46%
25-34	0.85%	3.38%	4.65%	8.88%
35-44	0.85%	4.44%	3.38%	8.67%
45-54	2.11%	5.07%	10.15%	17.34%
55-64	2.54%	5.92%	10.57%	19.03%
65-74	2.11%	4.65%	8.25%	15.01%
75+	1.90%	4.23%	6.13%	12.26%
(blank)	0.63%	1.27%	0.85%	2.75%
Grand Total	12.26%	40.38%	47.36%	100.00%



Ethnicity

Over three quarters of the respondents across the three regions reported White British as their ethnicity. The distribution was fairly similar across the three regions.

Ethnicity	N	%
White British	373	78.86%
(blank)	20	4.23%
Any other white background	14	2.96%
Other	13	2.75%
Black British	11	2.33%
Asian British	10	2.11%
Pakistani	6	1.27%
Arab	6	1.27%
Any other mixed background	6	1.27%
Indian	6	1.27%
African	3	0.63%
Bangladeshi	2	0.42%
Caribbean	2	0.42%
Gypsy or Irish Traveller	1	0.21%
Grand Total	473	100.00

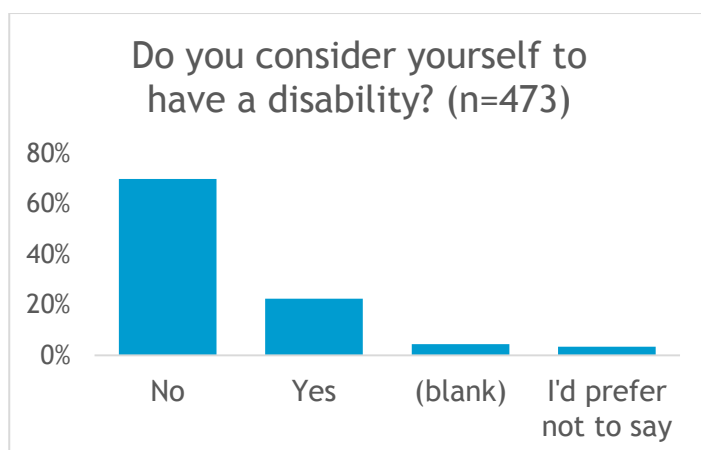
Ethnicity	N	%
Bath and North East Somerset	58	12.26
White British	45	77.59
(blank)	4	6.90
Black British	3	5.17
Any other white background	2	3.45
Other	2	3.45
Any other mixed background	1	1.72
Caribbean	1	1.72
Swindon	191	40.38
White British	140	73.30
Other	9	4.71
Asian British	8	4.19
(blank)	8	4.19
Indian	6	3.14
Any other white background	4	2.09
Black British	4	2.09
Pakistani	4	2.09
Any other mixed background	3	1.57
African	2	1.05
Bangladeshi	2	1.05
Caribbean	1	0.52
Wiltshire	224	47.36
White British	188	83.93
(blank)	8	3.57
Any other white background	8	3.57
Arab	6	2.68
Black British	4	1.79
Any other mixed background	2	0.89
Asian British	2	0.89
Other	2	0.89
Pakistani	2	0.89
Gypsy or Irish Traveller	1	0.45
African	1	0.45

Grand Total	473	100.00
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Do you consider yourself to have a disability?

Overall, approximately one in five respondents reported a disability. The proportion was higher among respondents from Wiltshire (27% vs. 16% and 19% in B&NES and Swindon respectively).

Do you consider yourself to have a disability?	N	%
No	330	69.77
Yes	106	22.41
(blank)	21	4.44
I'd prefer not to say	16	3.38
Grand Total	473	100.00



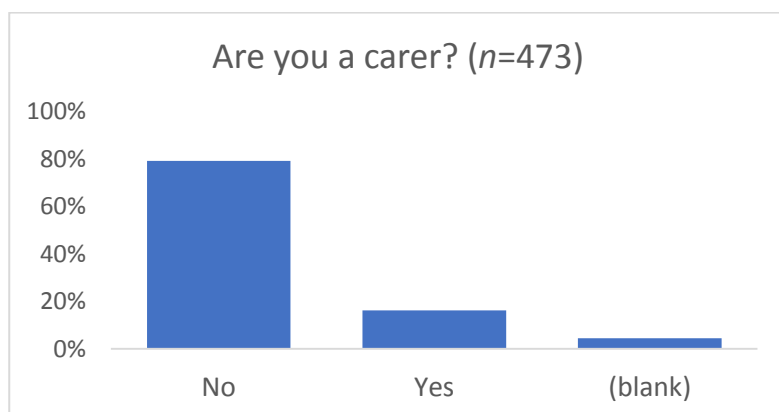
Do you consider yourself to have a disability?	N	%
Bath and North East Somerset	58	12.26
No	44	75.86
Yes	9	15.52
I'd prefer not to say	2	3.45
(blank)	3	5.17
Swindon	191	40.38
No	141	73.82
Yes	36	18.85
I'd prefer not to say	7	3.66

(blank)	7	3.66
Wiltshire	224	47.36
No	145	64.73
Yes	61	27.23
I'd prefer not to say	7	3.13
(blank)	11	4.91
Grand Total	473	100.00

Are you a carer?

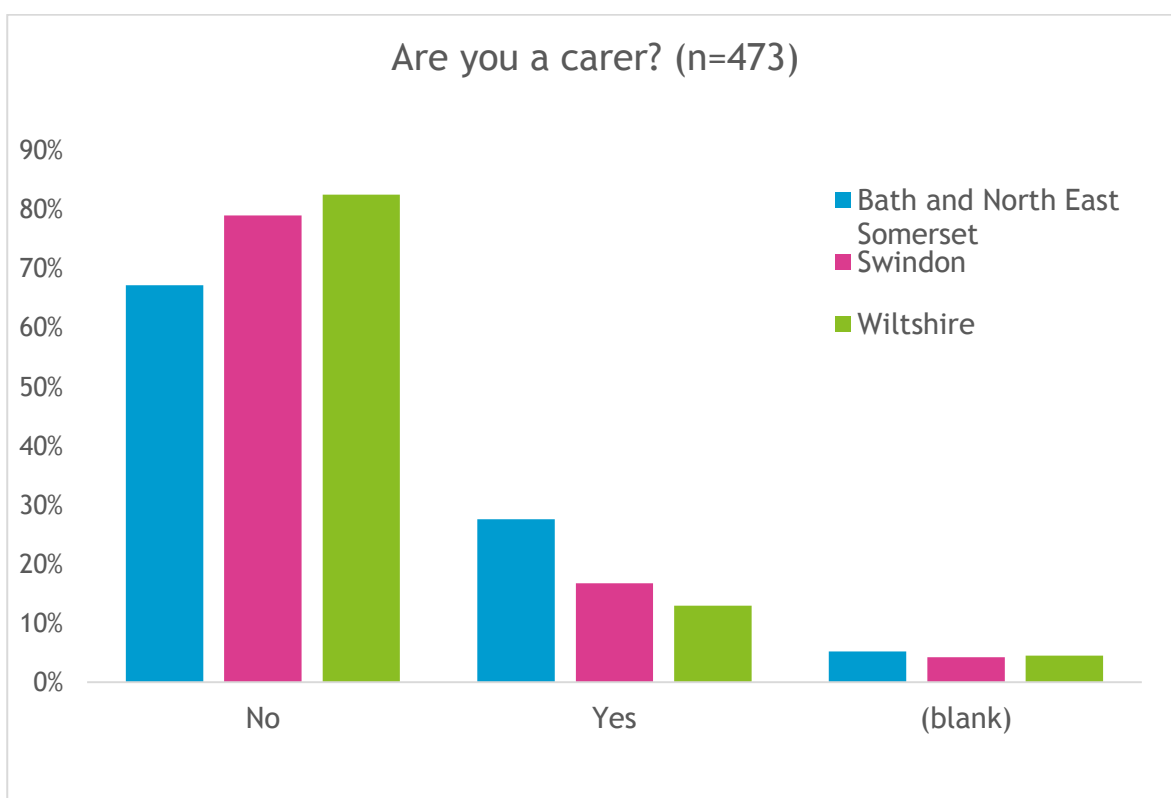
Across the three regions, just over 16% respondents reported being a carer. The proportion of respondents who identified as carers was higher in B&NES compared to the other two regions (28% vs. 17% and 13% for Swindon and Wiltshire respectively).

Are you a carer?	N	%
No	375	79.28
Yes	77	16.28
(blank)	21	4.44
Grand Total	473	100.00

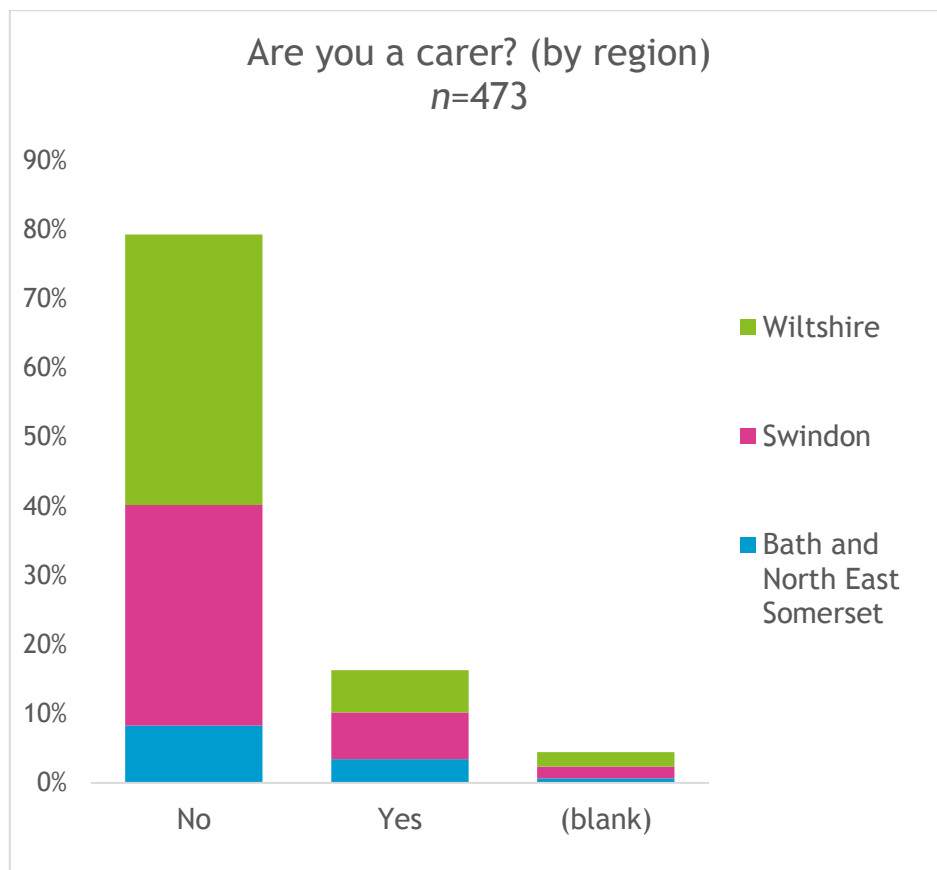


Are you a carer?	N	%
Bath and North East Somerset	58	12.26
No	39	67.24
Yes	16	27.59
(blank)	3	5.17
Swindon	191	40.38

No	151	79.06
Yes	32	16.75
(blank)	8	4.19
Wiltshire	224	47.36
No	185	82.59
Yes	29	12.95
(blank)	10	4.46
Grand Total	473	100.00



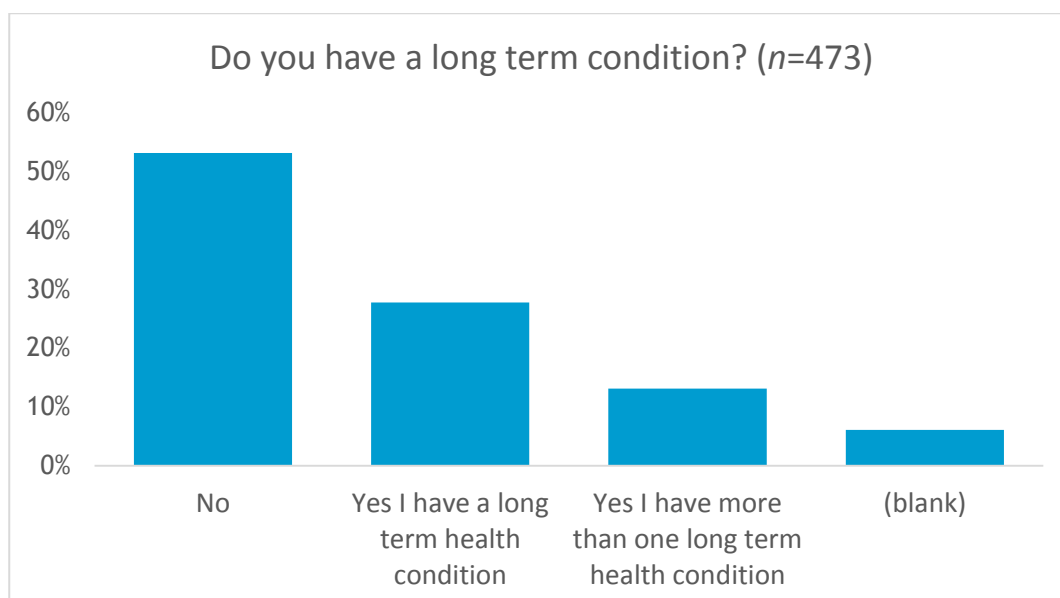
Are you a carer?	Bath and North East Somerset	Swindon	Wiltshire	Total
No	8.25%	31.92%	39.11%	79.28%
Yes	3.38%	6.77%	6.13%	16.28%
(blank)	0.63%	1.69%	2.11%	4.44%
Grand Total	12.26%	40.38%	47.36%	100.00%



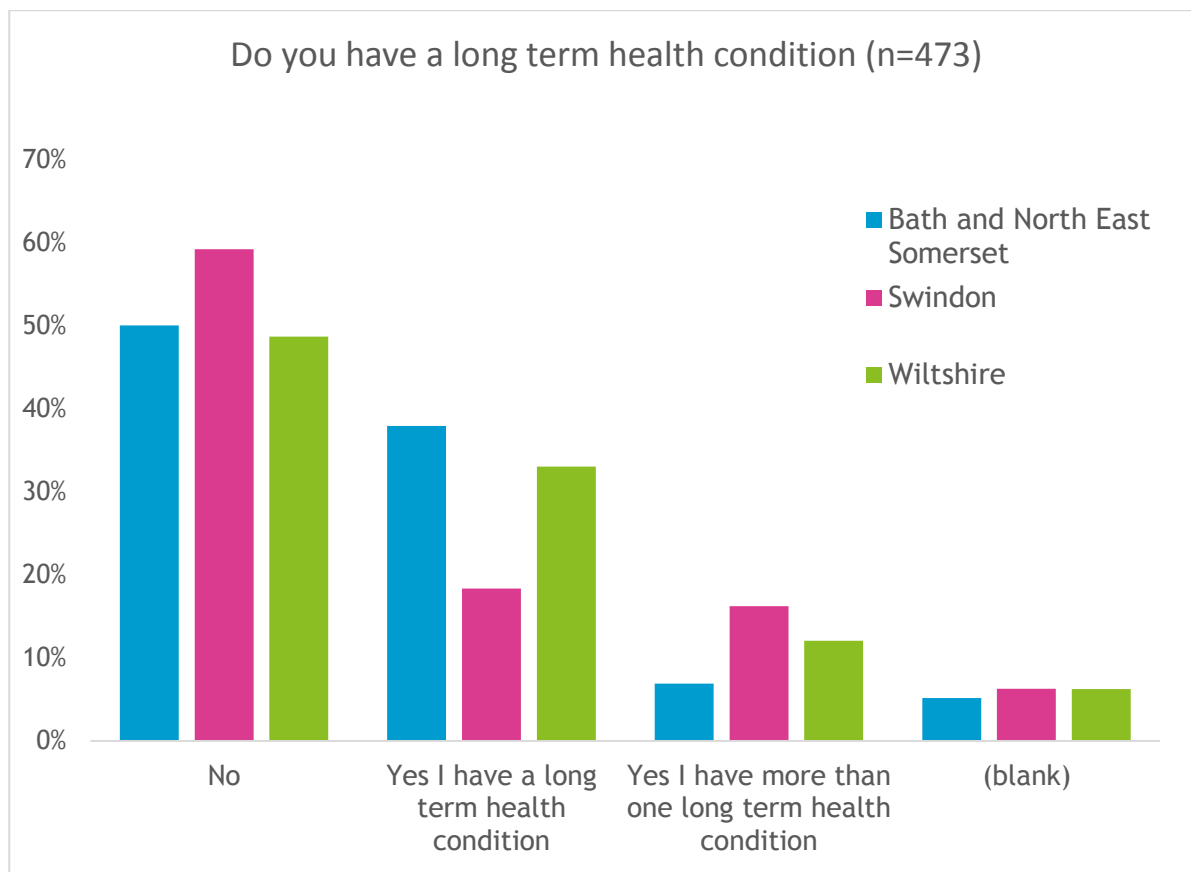
Do you have a long term condition?

Four in 10 respondents reported at least one long term condition overall. Fewer respondents from Swindon reported at least one disability compared to the other two regions (35% vs. 45% for both B&NES and Wiltshire).

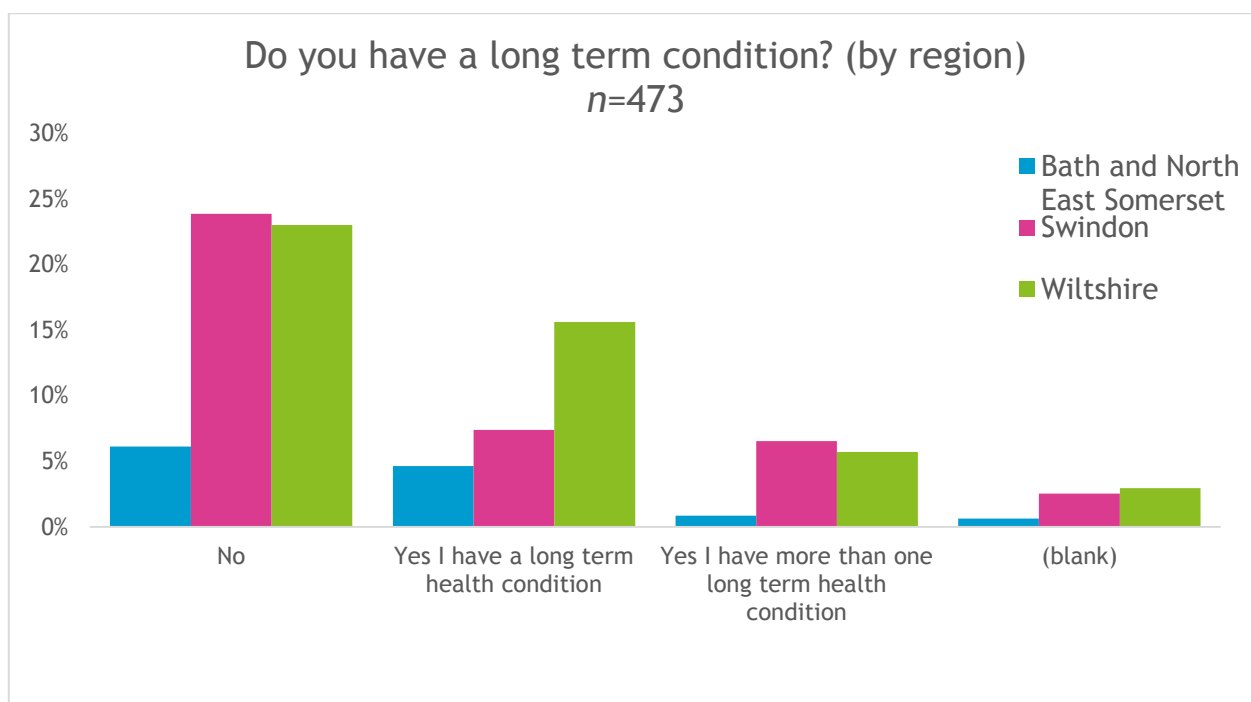
Do you have a long term condition?	N	%
No	251	53.07
Yes I have a long term health condition	131	27.70
Yes I have more than one long term health condition	62	13.11
(blank)	29	6.13
Grand Total	473	100.00



Do you have a long term condition?	N	%
Bath and North East Somerset	58	12.26
No	29	50.00
Yes I have a long term health condition	22	37.93
Yes I have more than one long term health condition	4	6.90
(blank)	3	5.17
Swindon	191	40.38
No	113	59.16
Yes I have a long term health condition	35	18.32
Yes I have more than one long term health condition	31	16.23
(blank)	12	6.28
Wiltshire	224	47.36
No	109	48.66
Yes I have a long term health condition	74	33.04
Yes I have more than one long term health condition	27	12.05
(blank)	14	6.25
Grand Total	473	100.00



Do you have a long term condition?	Bath and North East Somerset	Swindon	Wiltshire	Total
No	6.13%	23.89%	23.04%	53.07%
Yes I have a long term health condition	4.65%	7.40%	15.64%	27.70%
Yes I have more than one long term health condition	0.85%	6.55%	5.71%	13.11%
(blank)	0.63%	2.54%	2.96%	6.13%
Grand Total	12.26%	40.38%	47.36%	100.00%

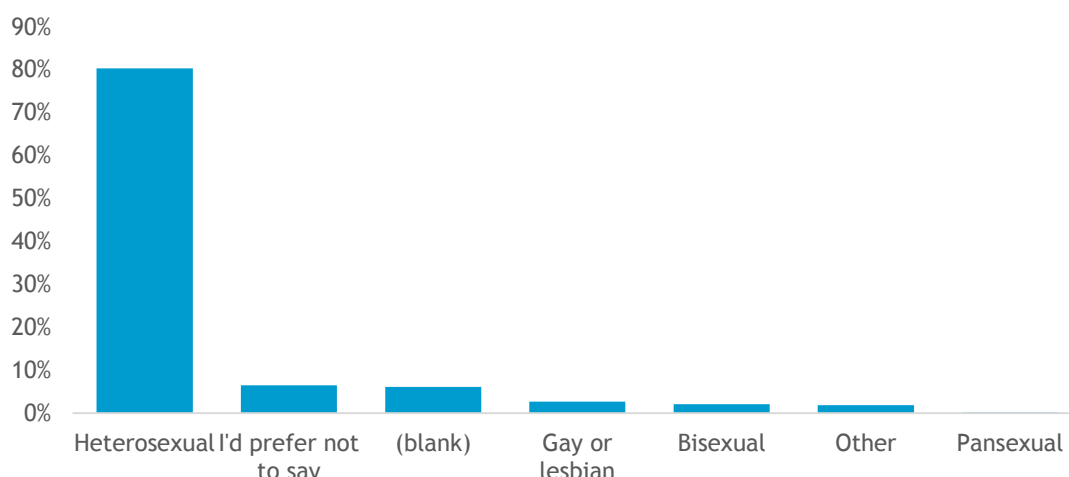


Which of the following best describes you?

Overall, 80% of respondents identified as heterosexual. The second and third highest responses was “I’d prefer not to say” and “Blank” (for a combined 13% of responses). There was not much variation across the three regions.

Which of the following best describes you?	N	%
Heterosexual	380	80.34
I'd prefer not to say	31	6.55
(blank)	29	6.13
Gay or lesbian	13	2.75
Bisexual	10	2.11
Other	9	1.90
Pansexual	1	0.21
Grand Total	473	100.00

Which of the following best describes you? (n=473)



Which of the following best describes you?

N

%

Bath and North East Somerset**58****12.26%**

Heterosexual

42

72.41%

I'd prefer not to say

6

10.34%

Gay or lesbian

5

8.62%

(blank)

4

6.90%

Bisexual

1

1.72%

Swindon**191****40.38%**

Heterosexual

153

80.10%

I'd prefer not to say

11

5.76%

(blank)

10

5.24%

Bisexual

7

3.66%

Other

6

3.14%

Gay or lesbian

4

2.09%

Wiltshire**224****47.36%**

Heterosexual

185

82.59%

(blank)

15

6.70%

I'd prefer not to say

14

6.25%

Gay or lesbian

4

1.79%

Other

3

1.34%

Bisexual

2

0.89%

Pansexual

1

0.45%

Grand Total	473	100.00%
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	N	%
Bath and North East Somerset	58	12.26
Bisexual	1	1.72
Gay or lesbian	5	8.62
Heterosexual	42	72.41
I'd prefer not to say	6	10.34
(blank)	4	6.90
Swindon	191	40.38
Bisexual	7	3.66
Gay or lesbian	4	2.09
Heterosexual	153	80.10
I'd prefer not to say	11	5.76
Other	6	3.14
(blank)	10	5.24
Wiltshire	224	47.36
Bisexual	2	0.89
Gay or lesbian	4	1.79
Heterosexual	185	82.59
I'd prefer not to say	14	6.25
Other	3	1.34
Pansexual	1	0.45
(blank)	15	6.70
Grand Total	473	100.00

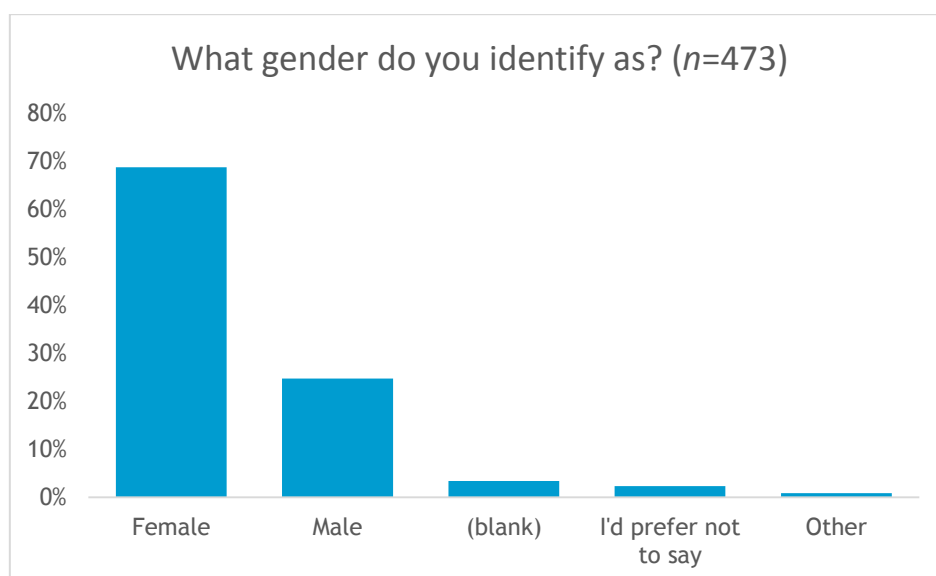
What gender do you identify as?

More than two in three respondents were identified as female across the three regions. The proportion of female respondents was higher in B&NES and Wiltshire (70% and 74% respectively) and lower in Swindon (62%).

What gender do you identify as?	N	%
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Female	325	68.71
Male	117	24.74
(blank)	16	3.38
I'd prefer not to say	11	2.33
Other	4	0.85

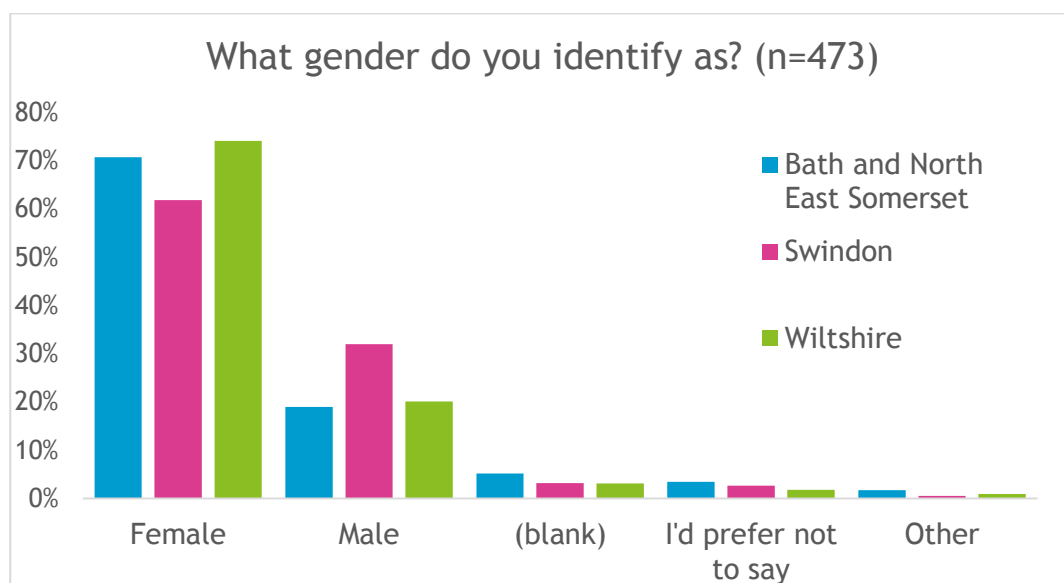
Grand Total	473	100.00
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What gender do you identify as?	N	%
Bath and North East Somerset	58	12.26
Female	41	70.69
Male	11	18.97
(blank)	3	5.17
I'd prefer not to say	2	3.45
Other	1	1.72
Swindon	191	40.38
Female	118	61.78
Male	61	31.94
(blank)	6	3.14
I'd prefer not to say	5	2.62
Other	1	0.52
Wiltshire	224	47.36
Female	166	74.11
Male	45	20.09

(blank)	7	3.13
I'd prefer not to say	4	1.79
Other	2	0.89

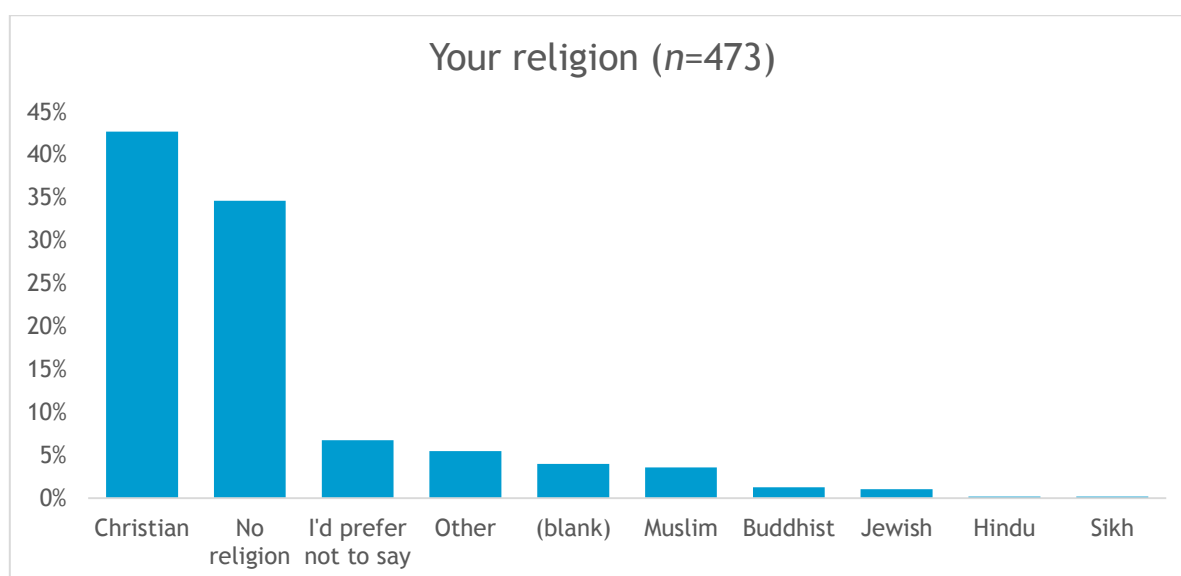
Grand Total	473	100.00
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Your Religion

Just over 40% of respondents identified as Christian, with almost 35% stating they have no religion. The proportion of those stating 'No religion' was lower in Wiltshire, while no other faith crossed the 10% threshold in any of the regions.

Your religion	N	%
Christian	202	42.71
No religion	164	34.67
I'd prefer not to say	32	6.77
Other	26	5.50
(blank)	19	4.02
Muslim	17	3.59
Buddhist	6	1.27
Jewish	5	1.06
Hindu	1	0.21
Sikh	1	0.21
Grand Total	473	100.00

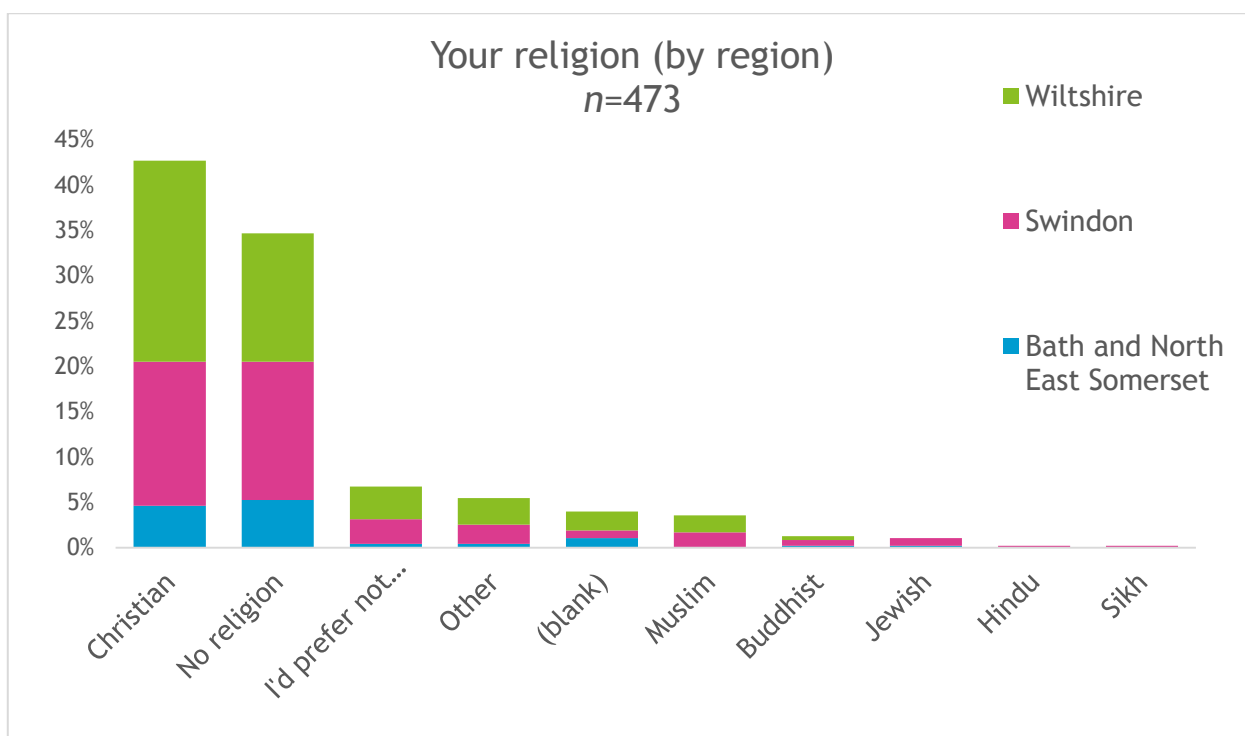


Your religion	N	%
Bath and North East Somerset	58	12.26
Buddhist	1	1.72
Christian	22	37.93
I'd prefer not to say	2	3.45
Jewish	1	1.72
No religion	25	43.10
Other	2	3.45
(blank)	5	8.62
Swindon	191	40.38
Buddhist	3	1.57
Christian	75	39.27
Hindu	1	0.52
I'd prefer not to say	13	6.81
Jewish	4	2.09
Muslim	8	4.19
No religion	72	37.70
Other	10	5.24
Sikh	1	0.52
(blank)	4	2.09
Wiltshire	224	47.36
Buddhist	2	0.89
Christian	105	46.88

I'd prefer not to say	17	7.59
Muslim	9	4.02
No religion	67	29.91
Other	14	6.25
(blank)	10	4.46

Grand Total	473	100.00
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Your religion	Bath and North East Somerset	Swindon	Wiltshire	Total
Christian	4.65%	15.86%	22.20%	42.71%
No religion	5.29%	15.22%	14.16%	34.67%
I'd prefer not to say	0.42%	2.75%	3.59%	6.77%
Other	0.42%	2.11%	2.96%	5.50%
(blank)	1.06%	0.85%	2.11%	4.02%
Muslim	0.00%	1.69%	1.90%	3.59%
Buddhist	0.21%	0.63%	0.42%	1.27%
Jewish	0.21%	0.85%	0.00%	1.06%
Hindu	0.00%	0.21%	0.00%	0.21%
Sikh	0.00%	0.21%	0.00%	0.21%
Grand Total	12.26%	40.38%	47.36%	100.00%

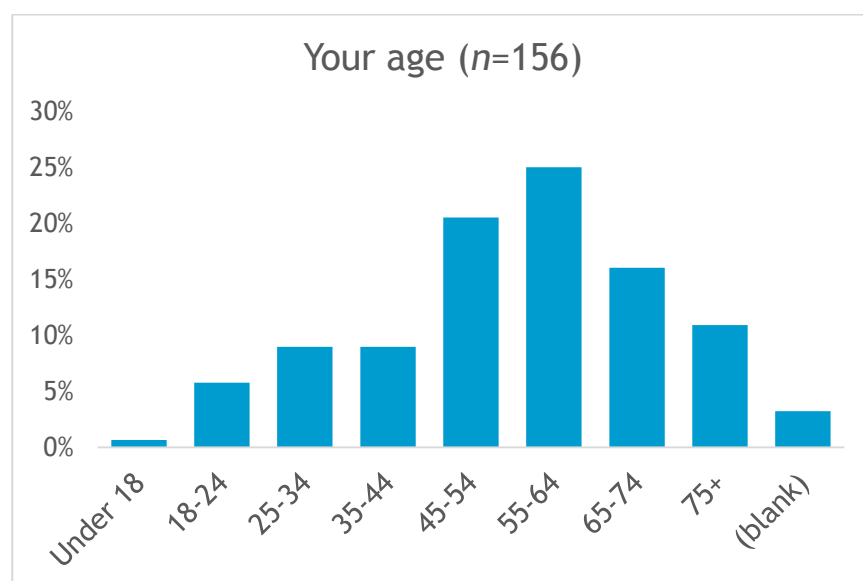


Appendix 4 - Demographics - Conditions Specific On-Line Survey

Your Age

Almost three quarters of the respondents were over the age of 45 years. Swindon was again different with respect to age, with the respondents more evenly distributed across the groups.

Your age	N	%
Under 18	1	0.64%
18-24	9	5.77%
25-34	14	8.97%
35-44	14	8.97%
45-54	32	20.51%
55-64	39	25.00%
65-74	25	16.03%
75+	17	10.90%
(blank)	5	3.21%
Grand Total	156	100.00%



Your age	N	%
Bath and North East Somerset	42	26.92%
Under 18	1	0.64%
18-24	2	1.28%
25-34	3	1.92%

35-44	3	1.92%
45-54	3	1.92%
55-64	16	10.26%
65-74	10	6.41%
75+	1	0.64%
(blank)	3	1.92%
Swindon	35	22.44%
18-24	3	1.92%
25-34	7	4.49%
35-44	6	3.85%
45-54	8	5.13%
55-64	6	3.85%
65-74	5	3.21%
Wiltshire	79	50.64%
18-24	4	2.56%
25-34	4	2.56%
35-44	5	3.21%
45-54	21	13.46%
55-64	17	10.90%
65-74	10	6.41%
75+	16	10.26%
(blank)	2	1.28%
Grand Total	156	100.00%

Bath and North				
Your age	East Somerset	Swindon	Wiltshire	Total
Under 18	0.64%	0.00%	0.00%	0.64%
18-24	1.28%	1.92%	2.56%	5.77%
25-34	1.92%	4.49%	2.56%	8.97%
35-44	1.92%	3.85%	3.21%	8.97%
45-54	1.92%	5.13%	13.46%	20.51%
55-64	10.26%	3.85%	10.90%	25.00%
65-74	6.41%	3.21%	6.41%	16.03%

75+	0.64%	0.00%	10.26%	10.90%
(blank)	1.92%	0.00%	1.28%	3.21%
Grand Total	26.92%	22.44%	50.64%	100.00%

Ethnicity

A very large proportion of respondents (almost 86%) reported White British ethnicity. The proportion of White British respondents was lower in B&NES (79%).

Ethnicity	N	%
White British	134	85.90%
Any other white background	12	7.69%
(blank)	5	3.21%
African	1	0.64%
Any other mixed background	1	0.64%
Black British	1	0.64%
Other	1	0.64%
Pakistani	1	0.64%
Grand Total	156	100.00%

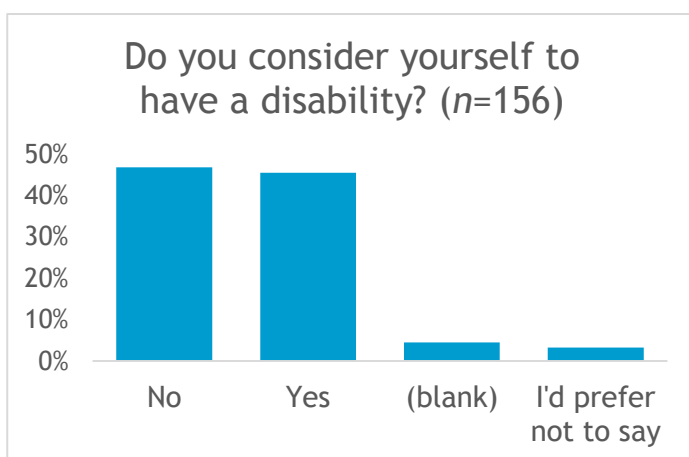
Ethnicity	N	%
Bath and North East Somerset	42	26.92%
White British	33	78.57%
(blank)	3	7.14%
Any other white background	3	7.14%
Other	1	2.38%
African	1	2.38%
Black British	1	2.38%
Swindon	35	22.44%
White British	31	88.57%
Any other white background	4	11.43%
Wiltshire	79	50.64%
White British	70	88.61%
Any other white background	5	6.33%
(blank)	2	2.53%

Any other mixed background	1	1.27%
Pakistani	1	1.27%
Grand Total	156	100.00%

Do you consider yourself to have a disability?

Almost half the respondents report a disability (46% approximately). The proportion was slightly higher in the responses from B&NES (50% compared to 54% and 52% in Swindon and Wiltshire respectively).

Do you consider yourself to have a disability?	N	%
No	73	46.79%
Yes	71	45.51%
(blank)	7	4.49%
I'd prefer not to say	5	3.21%
Grand Total	156	100.00%



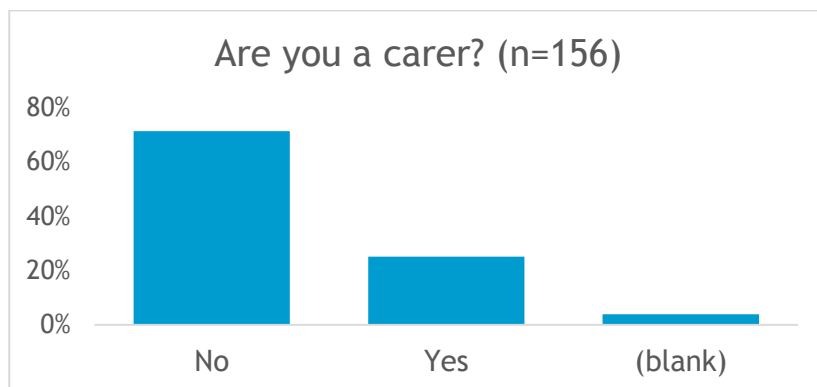
Do you consider yourself to have a disability?	N	%
Bath and North East Somerset	42	26.92%
Yes	21	50.00%
No	13	30.95%
(blank)	4	9.52%
I'd prefer not to say	4	9.52%

Swindon	35	22.44%
No	19	54.29%
Yes	15	42.86%
I'd prefer not to say	1	2.86%
Wiltshire	79	50.64%
No	41	51.90%
Yes	35	44.30%
(blank)	3	3.80%
Grand Total	156	100.00%

Are you a carer?

A quarter of respondents is a carer, with Wiltshire reporting a lower proportion compared to the other two regions (30% vs. 21% and 17% for B&NES and Swindon respectively).

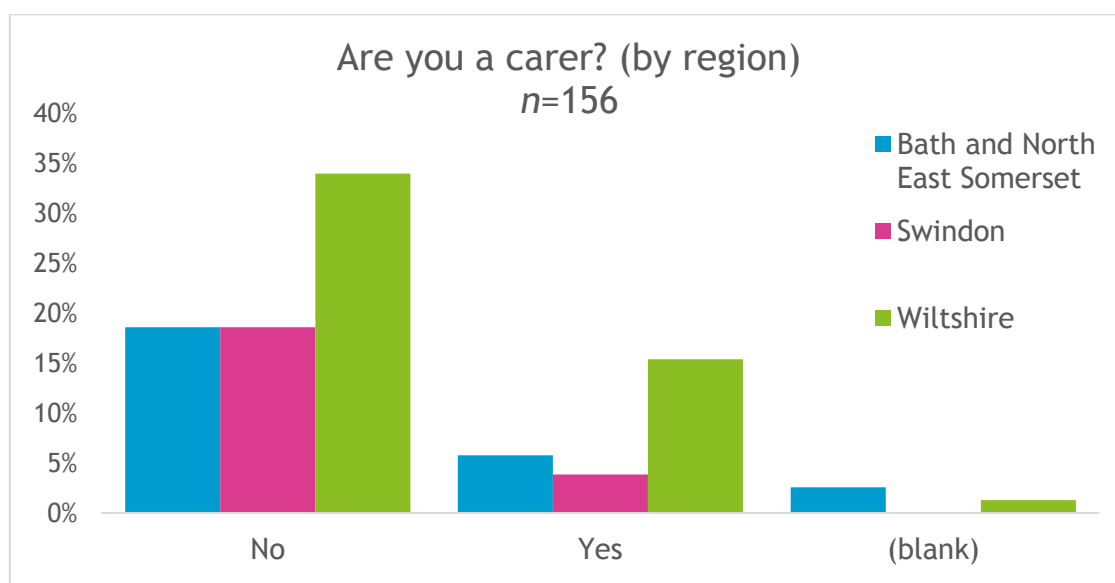
Are you a carer?	N	%
No	111	71.15%
Yes	39	25.00%
(blank)	6	3.85%
Grand Total	156	100.00%



Are you a carer?	N	%
Bath and North East Somerset	42	26.92%
No	29	69.05%
Yes	9	21.43%
(blank)	4	9.52%
Swindon	35	22.44%

No	29	82.86%
Yes	6	17.14%
Wiltshire	79	50.64%
No	53	67.09%
Yes	24	30.38%
(blank)	2	2.53%
Grand Total	156	100.00%

Are you a carer?	Bath and North East Somerset	Swindon	Wiltshire	Total
No	18.59%	18.59%	33.97%	71.15%
Yes	5.77%	3.85%	15.38%	25.00%
(blank)	2.56%	0.00%	1.28%	3.85%
Grand Total	26.92%	22.44%	50.64%	100.00%

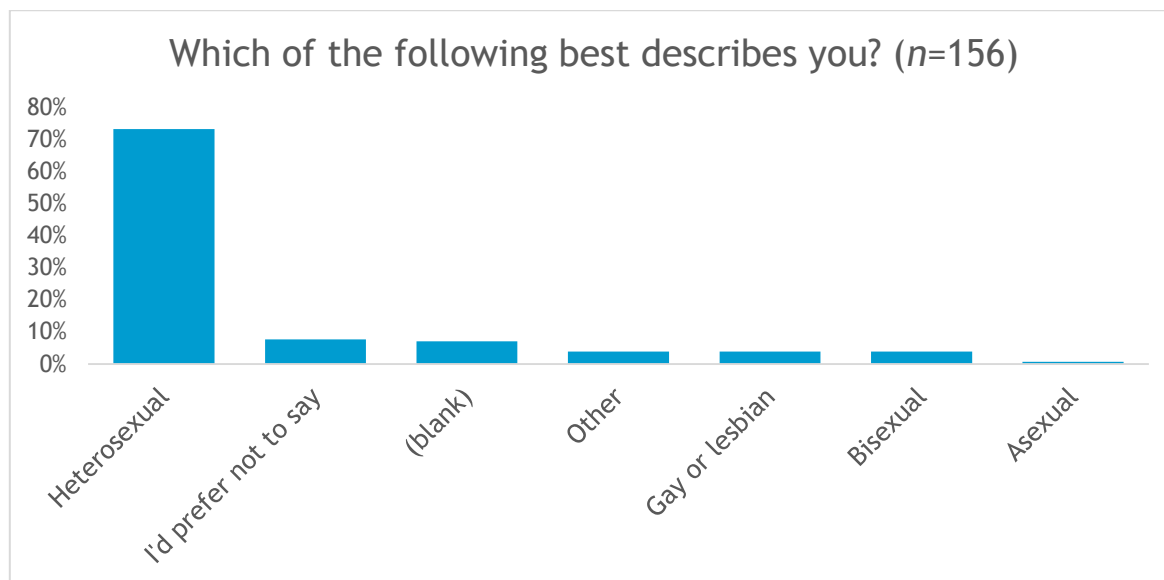


Which of the following best describes you?

Which of the following best describes you?	N	%
Heterosexual	114	73.08%
I'd prefer not to say	12	7.69%
(blank)	11	7.05%

Other	6	3.85%
Gay or lesbian	6	3.85%
Bisexual	6	3.85%
Asexual	1	0.64%

Grand Total	156	100.00%
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Which of the following best describes you?	N	%
Bath and North East Somerset	42	26.92%
Heterosexual	27	64.29%
(blank)	7	16.67%
Other	3	7.14%
I'd prefer not to say	3	7.14%
Gay or lesbian	1	2.38%
Bisexual	1	2.38%
Swindon	35	22.44%
Heterosexual	28	80.00%
I'd prefer not to say	3	8.57%
Other	2	5.71%
Gay or lesbian	1	2.86%
Bisexual	1	2.86%
Wiltshire	79	50.64%
Heterosexual	59	74.68%

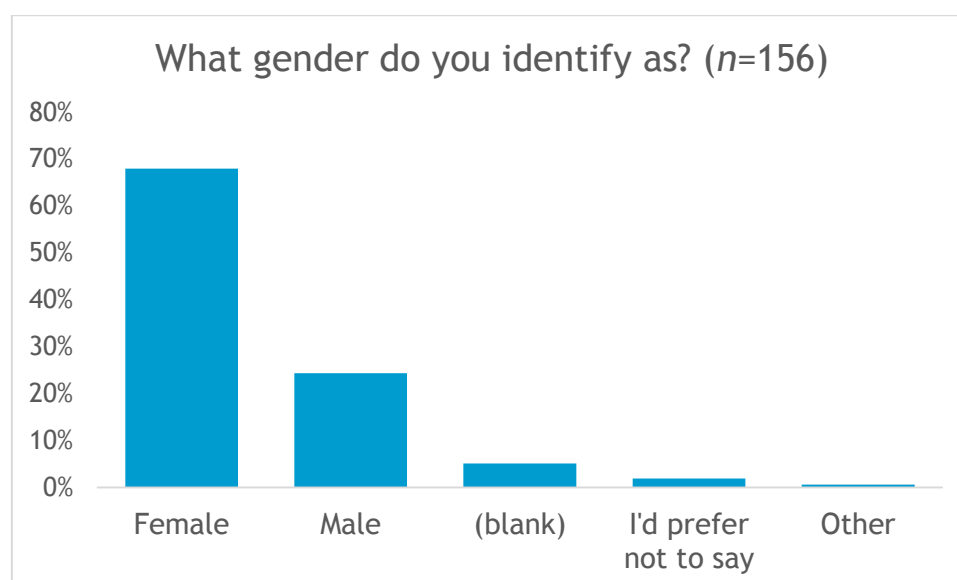
I'd prefer not to say	6	7.59%
(blank)	4	5.06%
Gay or lesbian	4	5.06%
Bisexual	4	5.06%
Other	1	1.27%
Asexual	1	1.27%

Grand Total	156	100.00%
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What gender do you identify as?

Two of every three respondents were female (68%). This was even more so in the pool of responses coming from B&NES (79%).

What gender do you identify as?	N	%
Female	106	67.95%
Male	38	24.36%
(blank)	8	5.13%
I'd prefer not to say	3	1.92%
Other	1	0.64%
Grand Total	156	100.00%

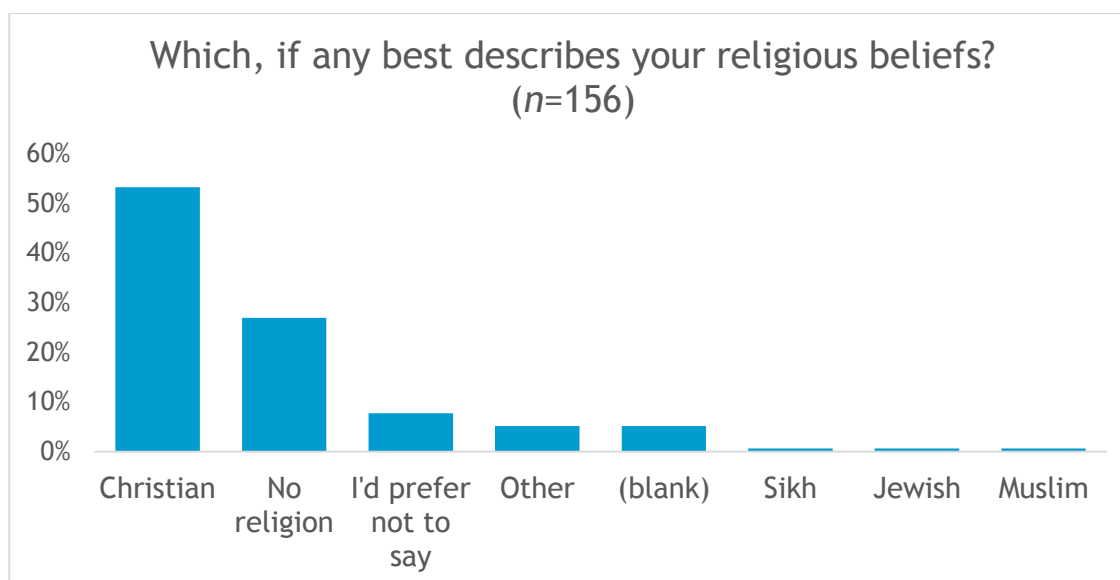


What gender do you identify as?	N	%
Bath and North East Somerset	42	26.92%
Female	33	78.57%
(blank)	4	9.52%
Male	4	9.52%
Other	1	2.38%
Swindon	35	22.44%
Female	21	60.00%
Male	13	37.14%
I'd prefer not to say	1	2.86%
Wiltshire	79	50.64%
Female	52	65.82%
Male	21	26.58%
(blank)	4	5.06%
I'd prefer not to say	2	2.53%
Grand Total	156	100.00%

Which if any best describes your religious beliefs?

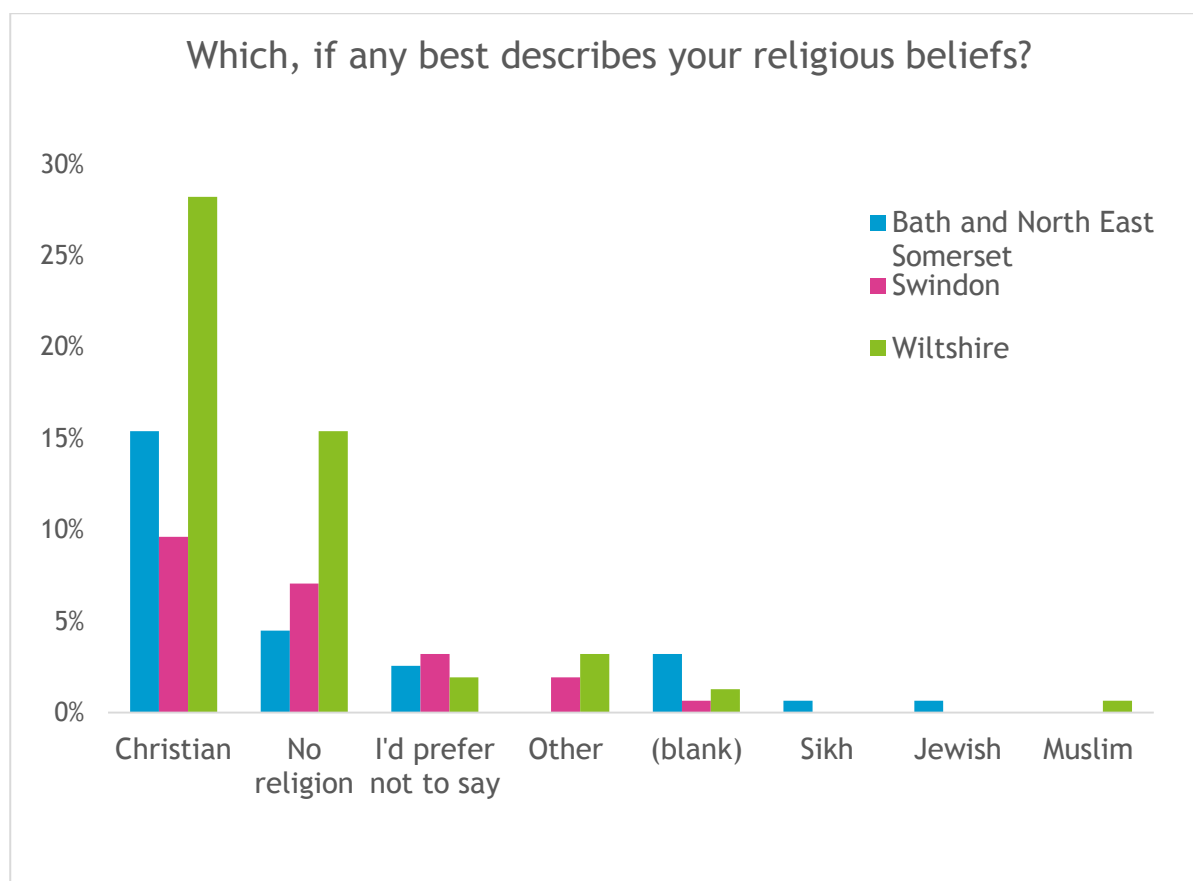
Almost half of the respondents described their religious beliefs as Christian. About one in five declared no religion. There were variations between the regions, which may be explained by the small sample size.

Which, if any best describes your religious beliefs?	N	%
Christian	83	53.21%
No religion	42	26.92%
I'd prefer not to say	12	7.69%
Other	8	5.13%
(blank)	8	5.13%
Jewish	1	0.64%
Muslim	1	0.64%
Sikh	1	0.64%
Grand Total	156	100.00%



Which, if any best describes your religious beliefs?	N	%
Bath and North East Somerset	42	26.92%
Christian	24	57.14%
No religion	7	16.67%
(blank)	5	11.90%
I'd prefer not to say	4	9.52%
Sikh	1	2.38%
Jewish	1	2.38%
Swindon	35	22.44%
Christian	15	42.86%
No religion	11	31.43%
I'd prefer not to say	5	14.29%
Other	3	8.57%
(blank)	1	2.86%
Wiltshire	79	50.64%
Christian	44	55.70%
No religion	24	30.38%
Other	5	6.33%
I'd prefer not to say	3	3.80%
(blank)	2	2.53%
Muslim	1	1.27%
Grand Total	156	100.00%

Your religion	Bath and North East Somerset	Swindon	Wiltshire	Total
Christian	15.38%	9.62%	28.21%	53.21%
No religion	4.49%	7.05%	15.38%	26.92%
I'd prefer not to say	2.56%	3.21%	1.92%	7.69%
Other	0.00%	1.92%	3.21%	5.13%
(blank)	3.21%	0.64%	1.28%	5.13%
Jewish	0.64%	0.00%	0.00%	0.64%
Muslim	0.00%	0.00%	0.64%	0.64%
Sikh	0.64%	0.00%	0.00%	0.64%
Grand Total	26.92%	22.44%	50.64%	100.00%



Appendix 5 - BSW STP Engagement Plan

Local Priorities

1. Frailty / Ageing Well
2. Primary Care Networks

Date	Activity	Local Healthwatch	Group	Update / Outcomes
7 March 2019	Focus Group - Children & Young People	Wiltshire	Wiltshire Youth Union	12 young people attended focus group
12 March 2019	Engagement Activity - General Experiences	Wiltshire	The Shires Trowbridge	Info stand at Nadder Centre , 10 completed surveys, 4 general, 6 conditions specific
	Engagement Activity - General Experiences	B&NES	Orchard House, Keynsham	10 surveys complete
16 March 2019	Engagement Activity - General Experiences	Swindon	Local Offer event, Steam	15 paper copies of general survey complete, plus some on-line
	Engagement Activity - General Experiences	Wiltshire	Community Open Day, Nadder Centre, Tisbury	14 completed surveys, 13 general, 3 specific conditions. Plus about 20 given out with freepost envelopes
19 March 2019	Engagement Activity - General Experiences	Wiltshire	Five Rivers Health and Wellbeing Centre, Salisbury	5 completed surveys, 4 general, 1 specific additional 20 given out with freepost envelopes
20 March 2019	Engagement Activity - General Experiences	Wiltshire	Royal Wootton Bassett Library	8 completed surveys
	Focus Group - Learning Disabilities	Swindon	Swindon Advocacy Movement	18 condition specific (LD) surveys completed at focus group
26 March 2019	Engagement Activity - Children & Young People	Swindon	New College	80 completed general surveys (staff and students incentivised with £2 voucher for use in College restaurant)
	Engagement Activity - General Experiences	Wiltshire	Canal and River Trust, Disabled Boaters Meeting, Bradford-on-Avon	Handed out details of the online survey

1 April 2019	Engagement Activity - General Experiences	Wiltshire	Allied Services Meeting, Tidworth	Handed out details of online survey
2 April 2019	Engagement Activity - General Experiences	Wiltshire	Beverbrook Medical Centre	Handed out details of online survey Specific - one survey taken away to be completed
3 April 2019	Engagement Activity - General Experiences	B&NES	Open meeting, Conygre Hall, Timsbury	1 paper copy completed, details of on-line survey given out.
	Focus Group - Frailty /Ageing Well	Swindon	Live at Home	11 surveys complete
	Engagement Activity - General Experiences	Wiltshire	West Wilts Multi Faith Forum	10 general surveys given out
4 April 2019	Focus Group - Frailty/Ageing Well	B&NES	Orchard Hall, Midsomer Norton	11 condition specific surveys complete
5 April 2019	Engagement Activity - General Experiences	Wiltshire	Warminster Library	Handed out details of online survey and paper surveys 2 surveys completed
9 April 2019	Engagement Activity - General Experiences	Wiltshire	Springfield Community Campus	
10 April 2019	Focus Group - Frailty/Ageing Well	Swindon	First City Nursing	Discussion group - on Ageing Well and Domiciliary Care
11 April 2019	Focus Group - Frailty/Ageing Well	B&NES	U3A, Manvers Open House	Handed out details of online survey and paper copies with SAEs. 5 surveys completed
	Engagement Activity - General Experiences	Wiltshire	Devizes Market	
	Focus Group - Frailty/Ageing Well	Swindon	Mervyn Webb Place	18 surveys completed. Discussion held on 'Ageing Well'
15 April 2019	Engagement Activity - General Experiences	Wiltshire	Turning Point, Trowbridge	
16 April 2019	Focus Group - Primary Care Networks	Wiltshire	Primary Care Network with PPG, Devizes	
	Engagement Activity - General Experiences	Wiltshire	LD specific with Wiltshire People	

			Speaking Up Group, Devizes	
18 April	Engagement Activity - General Experiences	Wiltshire	Coffee Morning Healthwood Unit, Fountain Way, Devizes	
24 April 2019	Focus Group - Frailty/Ageing Well	Swindon	Age UK, 3 pm Christchurch	12 people attended discussion on 'Ageing Well'
25 April 2019	Focus Group - Frailty/Ageing Well	Wiltshire	Chippenham Memory Café	
	Focus Group - Frailty/Ageing Well	Wiltshire	The Jubilee Centre, Marlborough	
29 April	Focus Group - Frailty Ageing Well	Wiltshire	Athelstan House Care Home, Malmesbury	
2 May 2019	Focus Group - Primary Care Networks	Swindon	PPG Forum Primary Networks	Discussion group held with 20 PPG representatives on PCNs.
3 May 2019	Engagement activity - General Experiences	B&NES	Second visit to Age UK group at Charlton House in Keynsham	Handed out details of online surveys and paper copies. 6 surveys completed