

Quick statistics

Survey 342165 'Health and Care Insights newsletter'

Results

Survey 342165

Number of records in this query:	269
Total records in survey:	269
Percentage of total:	100.00%

Field summary for Q1(SQ001)

Please tick the boxes below the extent to which you believe the newsletter provides the above information, with 1 being the weakest score and 5 the highest. [News]

Answer	Count	Percentage	Sum
1 (1)	3	1.16%	5.41%
2 (2)	11	4.25%	
3 (3)	38	14.67%	14.67%
4 (4)	45	17.37%	
5 (5)	36	13.90%	31.27%
No answer	10	3.72%	
Not completed or Not displayed	126	46.84%	
Arithmetic mean	0		
Standard deviation	0		
Sum (Answers)	133	100.00%	100.00%
Number of cases		0%	

Field summary for Q1(SQ002)

Please tick the boxes below the extent to which you believe the newsletter provides the above information, with 1 being the weakest score and 5 the highest. [Progress updates]

Answer	Count	Percentage	Sum
1 (1)	7	2.70%	6.56%
2 (2)	10	3.86%	
3 (3)	42	16.22%	16.22%
4 (4)	44	16.99%	
5 (5)	30	11.58%	28.57%
No answer	10	3.72%	
Not completed or Not displayed	126	46.84%	
Arithmetic mean	0		
Standard deviation	0		
Sum (Answers)	133	100.00%	100.00%
Number of cases		0%	

Field summary for Q1(SQ003)

Please tick the boxes below the extent to which you believe the newsletter provides the above information, with 1 being the weakest score and 5 the highest. [Successes]

Answer	Count	Percentage	Sum
1 (1)	4	1.55%	4.65%
2 (2)	8	3.10%	
3 (3)	35	13.57%	13.57%
4 (4)	50	19.38%	
5 (5)	35	13.57%	32.95%
No answer	11	4.09%	
Not completed or Not displayed	126	46.84%	
Arithmetic mean	0		
Standard deviation	0		
Sum (Answers)	132	100.00%	100.00%
Number of cases		0%	

Field summary for Q2(SQ001)

Are there any of the above which you would like to see removed from the newsletter, or you would like to see more of? [News]

Answer	Count	Percentage
Keep content (A1)	92	34.20%
Remove content (A2)	2	0.74%
More of this (A3)	26	9.67%
Not bothered - could remove this if ever a lack of space (A4)	11	4.09%
No answer	12	4.46%
Not completed or Not displayed	126	46.84%

Field summary for Q2(SQ002)

Are there any of the above which you would like to see removed from the newsletter, or you would like to see more of? [Progress updates]

Answer	Count	Percentage
Keep content (A1)	85	31.60%
Remove content (A2)	1	0.37%
More of this (A3)	40	14.87%
Not bothered - could remove this if ever a lack of space (A4)	7	2.60%
No answer	10	3.72%
Not completed or Not displayed	126	46.84%

Field summary for Q2(SQ003)

Are there any of the above which you would like to see removed from the newsletter, or you would like to see more of? [Successes]

Answer	Count	Percentage
Keep content (A1)	77	28.62%
Remove content (A2)	0	0.00%
More of this (A3)	39	14.50%
Not bothered - could remove this if ever a lack of space (A4)	15	5.58%
No answer	12	4.46%
Not completed or Not displayed	126	46.84%

Field summary for Q2a

Any other comments?

Answer	Count	Percentage
Answer	24	8.92%
No answer	119	44.24%
Not completed or Not displayed	126	46.84%

ID	Response
12	None.
10	It's fabulous!
18	There seems to be so much NEGATIVE comments about NHS/staff etc that successes really do need to be celebrated make this the exception to the rule that seems to say "Good news is no news"!
20	There should be more detail about local issues. The impact of reorganisation (redistribution of finances?) on the local community is not reflected in the reports. There is little mention of the impact of hospital closures, and distance travelled for treatment etc, but emphasis on successes.
23	More information why decisions have been made - what were the alternatives and the pros and cons of each option.
24	In Dartmouth the fight continues to reopen the hospital there is a need now to make a statement one and for all whether this is achievable, if its dead in the water the need to have everyone on board for the new proposal is a must or it will delay any chances on moving forward with this.
32	Will do my best, but as am getting older cannot always do.
35	Helpful. Keep it coming!
41	would like to see more insight from staff about their successes especially around the care model
46	Less propaganda - more information about things which are changing, progress on previously announced initiatives. Enough info to assess whether Trust doing what it said it would be doing.
71	Progress with care in community was initially given space. That seems to have fallen away and would be good to know how the promised hubs and use of hospital buildings e.g. Ashburton hospital are working. Also how recruitment for careers is going and whether the axing of hospital beds has worked in the way hoped by the trust.
83	Include new consultant appointments
89	NA
98	There is not enough comment on, nor, apparently, attention being given, to matters which most concern users of NHS services day to day. Some examples are:- 1. Continued failure to integrate services between GPs, hospitals and care at home - this last is still quite inadequate. Communication too often fails. 2. Inadequate hospital parking facilities, and its cost particularly for those who need to visit frequently. The stress these inadequacies cause is huge. 3. Inter personal skills of medical and other staff are too often lacking. 4. Hospital bed blocking remains a serious problem - what is being done about this (except closing beds)? 5. Discharge of patients from hospital is often handled insensitively and without adequate ongoing care.
113	It is interesting to learn of developments etc in other areas
115	I think that because it is monthly reading the news is old information. I'm not sure what can be done about this but it is usually the 2nd, 3rd or 4th time i have read it. I don't find much new information in this newsletter.
157	What's happening with the a&e departments funding?!!
160	I have never seen this newsletter before, nor has any of my colleagues heard of it; this survey came to us by mistake, obviously.
186	I am not aware how the information for the newsletter is gathered. Should all staff be asked to provide contributions? There is a risk that some of the 'smaller', but no less remarkable/newsworthy achievements may be overlooked.
203	More success is reported at the hospitals not so much in the community - I know of instances where community success has been sent in to be included but has never appeared - disappointing.

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218	Rarely see the newsletter-does it come to Ophthalmology?
233	Would like to know more about current GPs
268	Many of the successes are only shown when it is senior members of staff.
289	I would like here more about staff achievements and especially the TORBAY PHARMACEUTICALS site as we fell like we are a bit of none HNS thing and yet it is us that keep TORBAY hospitals debt in the GREEN!!!! We got completely ignored when it came to the 70th anniversary tea party affair, even though 4 of us made the effort to attend the ball.

Field summary for Q3

Is there any content you would like to receive in the newsletter that is not currently covered?

Answer	Count	Percentage
No, I am content with the current content of the newsletter (A1)	101	37.55%
Yes, I would like to receive additional content (please comment below the content you would like the newsletter to contain) (A2)	27	10.04%
Comments	30	11.15%
No answer	15	5.58%
Not completed or Not displayed	126	46.84%

ID	Response
17	more about current issues
11	Key health messages
18	Would it be possible to run a brief article about the different areas of the hospitals and the work they do? A different area each month? For example A&E, Paediatrics both the ward and out patients Paediatric clinics, Audiology, Cardiology etc etc Just a thought! Also something about the Apprentices and the nurses in training?
20	More information on the impact of the Dartmouth Cottage Hospital closure. The community were assured that this would not happen until the Health and Well-being Centre was in place. This has not happened. Confidence is low and we feel abandoned.
22	Like to know more of what extra services you are undertaking for the elderly.
23	see above
41	good news stories and indeed bad that may appear in the press locally. i.e. I have had the misfortune of being asked about events that have taken place in the trust, that I was not be aware of and then seen them in the local press.
46	As in response to question above
61	Better balance between Acute and Community
63	High lights of one area of health each month
68	An assessment of how much this news letter is costing and details if why it is cost effective Inter-action between NHS and Social Services - and practical ways in which staff shortages can be helped.
79	More info re the state of GP practices in this area
83	see above
89	NA
93	successes are great to see. News of progress
98	Please see comments above.
107	Future proposals which are being considered
113	News on waiting lists and reasons why they exist eg hip replacement
115	Can't think of anything else to add.
126	focus or feature article from different job role and departments
157	Keep your staff more in the loop. We know 'higher up' people are aware of stuff much before the rest of us. How is this fair?!
160	I would like to receive the newsletter in the first place so I know what you're talking about
218	Rarely see it. Would be interesting to have list of NHS Discounts, days out for NHS staff with special offers.
233	See above
243	Info on CQC reports and how results were handled
267	Less of management successes and more of lower skilled achievements
268	More about each team and the way they work....perhaps a department 'Spotlight'
271	We need an update of professional issues as well. Occupational Therapists have been without a professional Head of OT for over 2 years. Why have we waited so long? Staff have concerns.
286	Perhaps we could have a bit more of a national context for the news sometimes if this seemed appropriate?
289	Information about Torbay Pharmaceuticals as a regular item.

Field summary for Q4

Please indicate below your preference for the format of the newsletter by ticking the relevant box (you may tick more than one).

Answer	Count	Percentage
Current PDF format is fine (SQ001)	107	39.78%
Would prefer email link to website and no attachment (SQ002)	25	9.29%
Would prefer to pick up a copy in my local GP surgery or Health and Wellbeing Centre (SQ003)	6	2.23%
Not completed or Not displayed	131	48.70%

Field summary for Q4a

Any other comments?

Answer	Count	Percentage
Answer	13	4.83%
No answer	125	46.47%
Not completed or Not displayed	131	48.70%

ID	Response
12	None
10	It's fabulous!
18	None really ... except to say Well done for the current information sent out so regularly. I find it most informative.
20	Please let me know the financial status of the Dartmouth Cottage Hospital. Has it been sold, and if so to whom? Any proceeds from such a sale should go to Dartmouth healthcare. Dartmouth feels completely let down by the people who made promises at the Community College presentation. Assurances have not been delivered, and no-one seems to be accountable. Sorry is not sufficient for the people being affected by the changes.
23	but would be happy with email link to website
46	Shorter, clearer writing on key issues, not rambling stories which can mean anything
89	NA
98	No
101	None
113	Enjoy reading this informative newsletter
160	Don't receive this; must have been left off the mailing list. WHY DID THIS SURVEY COME TO ME???
240	paper copies in Surgeries etc would be very welcome
289	I like mine via the link but I feel a paper copy is good for patients and clients to look at whilst they wait to see Drs/Nurses etc

Field summary for Q5

Please tick the box to indicate your preference below for the newsletter length.

Answer	Count	Percentage
Retain current length of two pages, sent out each month (A1)	84	31.23%
Provide a longer monthly newsletter, with more detailed content (A2)	31	11.52%
Provide a longer quarterly newsletter, with more detailed content (A3)	13	4.83%
Comments	10	3.72%
No answer	4	1.49%
Not completed or Not displayed	137	50.93%

ID	Response
12	None
14	i think it is correct size
10	It's fabulous!
20	We need detailed content about our local area. For Dartmouth, it is important to know about developments here, as well as in areas such as Brixham and Teignmouth. To hear about other areas is helpful, but not to the exclusion of our own are.
46	If anything would prefer more frequent, shorter updates so information is current
113	On individual departments
126	2-4 pages is cool
160	See previous comments
186	As before - more space for news from the 'shop floor'
289	To me the content is more import than the size and how often it comes out. QUALITY IS BEST!

Field summary for Q6

Please use the space below to provide any further feedback.

Answer	Count	Percentage
Answer	9	3.35%
No answer	121	44.98%
Not completed or Not displayed	139	51.67%

ID	Response
12	None
10	In case you didn't know - it's fabulous!
46	Good to split by area so we can read info local to where we live/work
71	Would appreciate responses to comments e mailed in the past.
89	NA
113	I am very proud of our NHS and my two recent involvements with Torbay Hospital have been brilliant, thank you.
160	What is this newsletter, why have I never heard of it, why have my colleagues never heard of it, why do we not get it and why has this survey come to us given the prior questions????
233	Updates on minor procedures for the elderly. Newspaper today commented on further delays on cataract surgery. It's bad enough now. How on earth can it get worse? I have come to the conclusion that you have to be blind before help is available. Very shortsighted as accidents are more likely to happen and people will probably take up time in hospital beds due to broken limbs.
289	We really are fed up over here of feeling left out from the main hospital and yet we provide your income!!

Field summary for Q7

It may be useful for the Trust to map your answers to your role as a stakeholder. Please tick any relevant statements below that may apply to you:

Answer	Count	Percentage
I am an elected representative (MP or Councillor) (SQ001)	5	1.86%
I currently work for the health and care sector (SQ002)	66	24.54%
I currently volunteer for the health and care sector (SQ003)	7	2.60%
I currently work for the voluntary sector (SQ004)	10	3.72%
None of the above (SQ005)	32	11.90%
Other	10	3.72%
Not completed or Not displayed	139	51.67%

ID	Response
17	Medically trained
11	PPG representative!
18	I have just retired from volunteering at Torbay Hospital and want to keep in touch
35	Retired Health Care Provider
55	Ex Health Care Employee
88	Retired NHS employee
106	Work for Local MP
120	I am a retired nurse and carer for my husband
233	Patient
289	Torbay Pharmaceuticals