



Share your views on the future of health and care

Survey duration: 3 Feb – 3 March

Total responses received: 103



Reconnect, Reset, Rebuild - Share your views on the future of health and care

Over the past couple of months NHS Frimley has embarked on a large scale listening exercise, reaching out to stakeholders and communities across the area to help Reconnect, Reset and Rebuild our priorities and focus together.

The recent Darzi review, Grenfell recommendations, and work towards a new 10 year plan for the NHS, all provide an opportunity to open up a new conversation that can encourage a deeper understanding of our local communities, identify what matters to them as well as new

opportunities and aspirations for existing assets. The way people live their lives has a profound effect on health outcomes.

We ran this survey to hear from you, our resident, and gather your thoughts on health, care and wellbeing to help shape it's future.

We have tried to pick out the top themes amongst the answers for each question. The results will be shared with the communications and engagement team to help impact future communications.



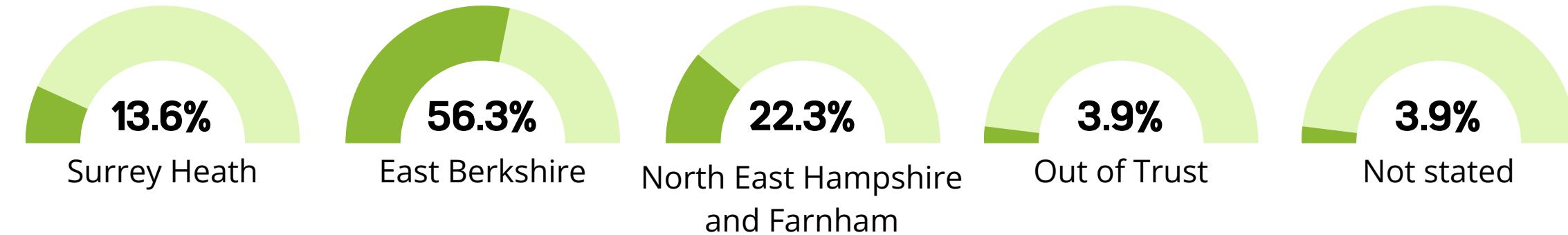
Survey respondent demographics

Total responses: **103**

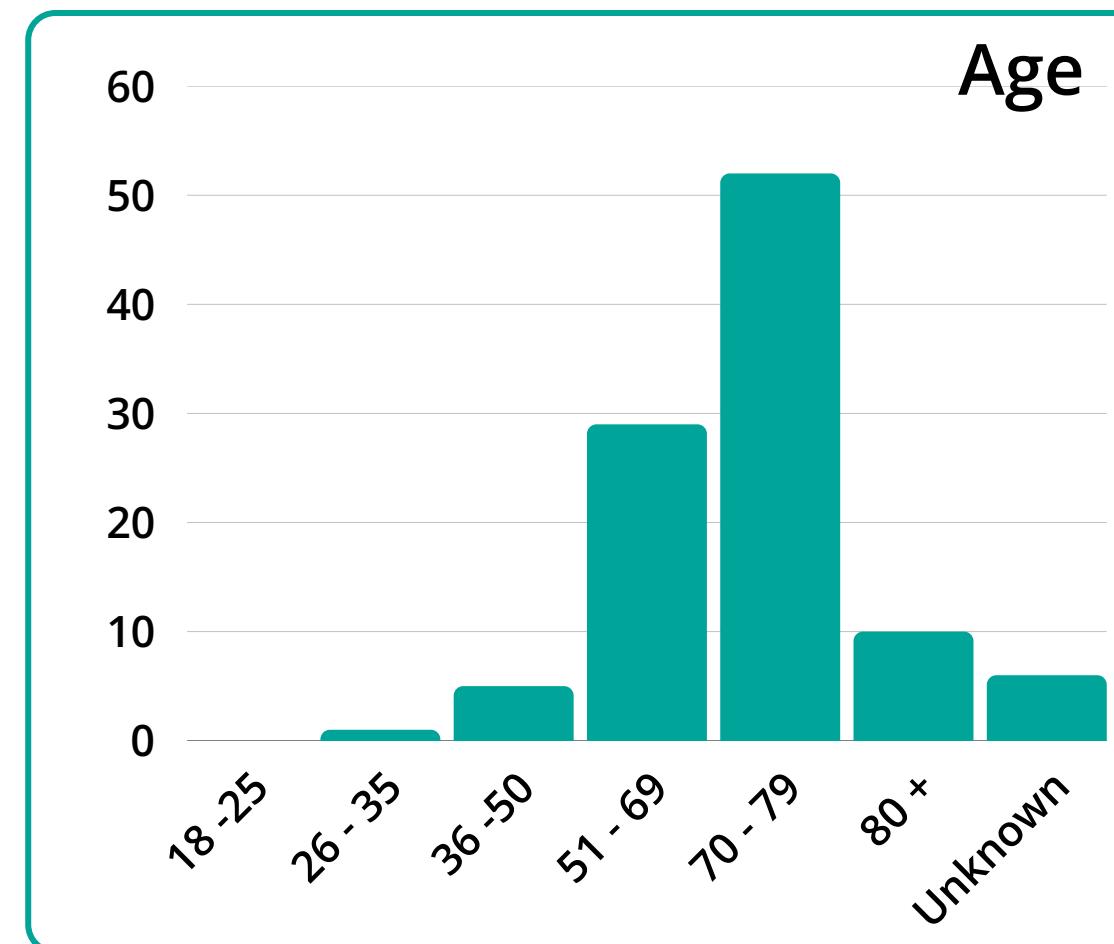
Gender



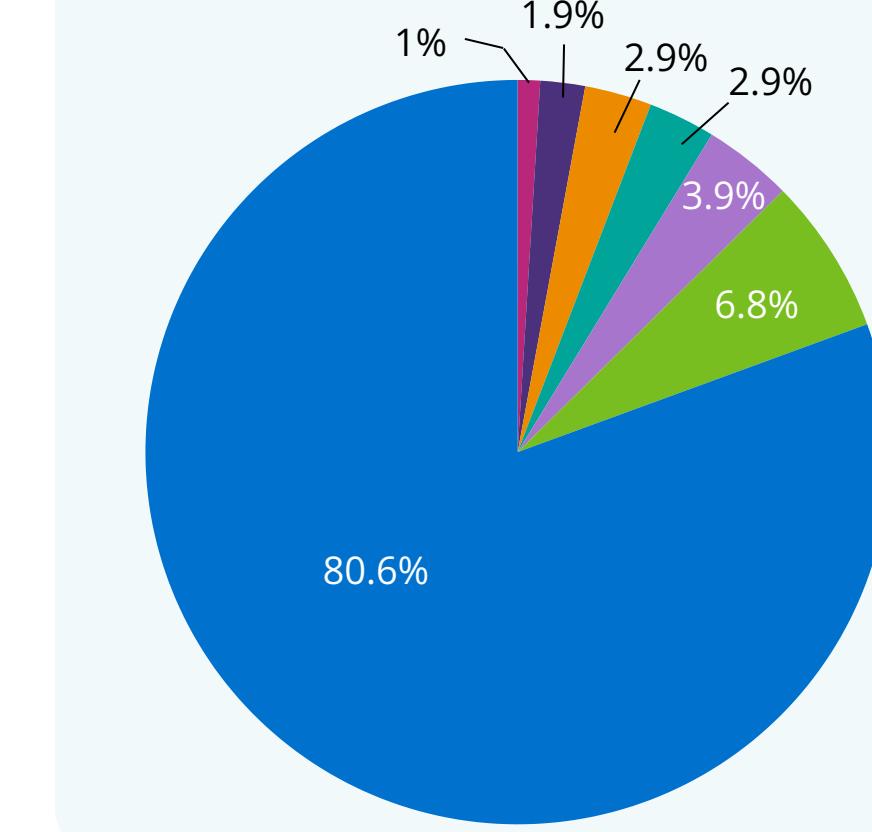
Constituency



Age



Ethnicity



What is important to you about health, care and wellbeing (this can include anything from housing, finance and the environment to healthcare itself)

Health service access



- **Quicker GP appointments and referrals** when needed
- **Affordable, timely and local access** to all health services and health professionals for all
- **Reliable and high quality care and quick responses** to any health worries
- More dedicated and **accessible mental health services**
- GPs to go back to providing minor procedures like stitch removals
- Personal GPs for the elderly
- Health care at home and in the community



Financial

- Free prescriptions for people who are retired or have chronic illnesses
- Free heating for clinical workers
- More funding to be directed to social care that isn't funnelled through health



Information

- **More access to preventative services** and information throughout life
- More easy to read, medical information (awareness and preventative) in laymen's terms for all diverse communities



Environmental

- Greater focus on environmental issues that have a direct impact on health
- More open spaces for physical activity

What is important to you about health, care and wellbeing (this can include anything from housing, finance and the environment to healthcare itself)

Other

- **Better provisions and care for the elderly**
- A fully integrated approach to health and social services
- Better affordable access to good, healthy food
- More accessible community areas/spaces for people to connect and have human interaction
- More of an emphasis on self-care, nutrition, exercise and work life balance
- Better online access to personal health data
- A more reliable NHS striving for improvement and efficiency



What do you feel are the top priorities for health and care in your community?

- Improving access to health and social care professionals and services, treatment and speed of diagnosis
- Spending on care for the elderly population and supporting them to remain at home
- Timely interventions and appointments from GP surgeries
- NHS backlog and delays - more NHS staff
- Supporting unpaid carers
- Timely A&E services
- Accessibility of face to face appointments
- Self help - educating the public that it is in their interest to care for themselves to help reduce pressure on the NHS, more accessible information on prevention and care at home and in the community
- Provision of local health and care services in the community with easier access and knowledge of what is available
- More accessible disability, mental health, neurodiversity, child health, drug and alcohol support services
- Sharing awareness and building relationships with organisations and community group leaders to that they can help to deliver important health messages
- Affordability of health care and healthy lifestyle provisions like good food, physical activity and preventative medicine
- Clear consistent pathways for accessing health care
- Better education on healthy living from school level
- Better accessible transport to health and care services - not everyone has a care or access to public transport

1 =

2 =

3 =



What is the one thing that would make the biggest difference to your wellbeing?

- Being able to easily and more quickly contact the correct department/health professional and get the help needed
- Accurate diagnoses
- More availability of face to face appointments
- Having a designated GP who knows my medical history
- More alternatives to GP surgeries like walk in centres/clinics
- Knowing there will be space in the hospital for me if required
- More health and social care staff
- Being treated as an individual not a number, and being respected even when elderly
- Better work life balance
- Better mental health provisions
- More confidence in medical professionals who are not trained doctors
- Not having to worry about the cost of care when I can no longer look after myself
- Affordable housing that is also warm
- Using other forms of communication rather than just social media as not everyone has access
- Better, accessible preventative advice for helping people to stay well
- integrated and coordinated support from all health and social care teams
- Access to cost effective groups and programmes for elderly

Are there any challenges you feel prevent your community from accessing the care and support they need?

Length of referrals (waiting lists)

Use of technology

Disability access is poor

Finances and affordability

Lack of communication from health services and a lack of follow ups

Not enough walk in clinics/surgeries

**Lack of GP appointments,
especially face to face**

Travel and remoteness of services

Lack of mental health support and services

Lack of staff and carers

Pressure on NHS services (backlog)

Hospital parking

What would you tell those in a leadership position within the NHS to focus and improve on?



Please find all our social media channels and websites below:

Frimley Health and Care



[FrimleyHealthandCare](#)



[frimleyhealthandcareics](#)



[FrimleyHC](#)

Websites



www.frimleyhealthandcare.org.uk



www.frimleyhealthandcare.org.uk/maternity



<https://frimley-healthiertogther.nhs.uk>

Online Community Panel

The Frimley Health and Care Online Community Panel is one way of ensuring local people and communities are at the heart of our decision making.



Share your views

- Tell us what you think about local health and care services
- Help us test our assumptions
- Share your ideas for improvements
- Tell us what works and what doesn't



Stay informed

- Keep up to date with local health and care news
- Learn more about local services
- Feel informed to share important news with friends and family



On your terms

- Share your views at a time that suits you
- We'll only contact you via email
- Choose to get further involved if you'd like to
- Unsubscribe at any time

We are actively recruiting to the panel - scan the QR code or visit the website to register. Please share this opportunity with colleagues, friends and family.

<https://secure.membra.co.uk/Join/FrimleyPanel>

