



What Matters to You Engagement Report

Executive Summary

June 2021



Purpose



Ten years from now healthcare across the Humber will look very different.

As we design and implement new and better ways of meeting our population's health and care needs, we want to ensure decisions about what changes to make are informed by what local people have told us matters most to them.

The What Matters To You engagement exercise was undertaken to gather the views and perspectives of a range of stakeholders to **enable decision-making within the programme to reflect the priorities and preferences of local people.**

This report provides a summary of the findings of the first round of engagement undertaken between February and May 2021.

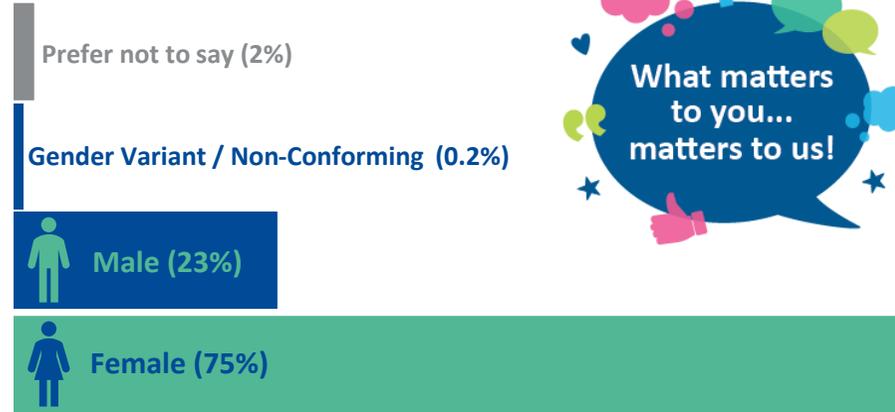
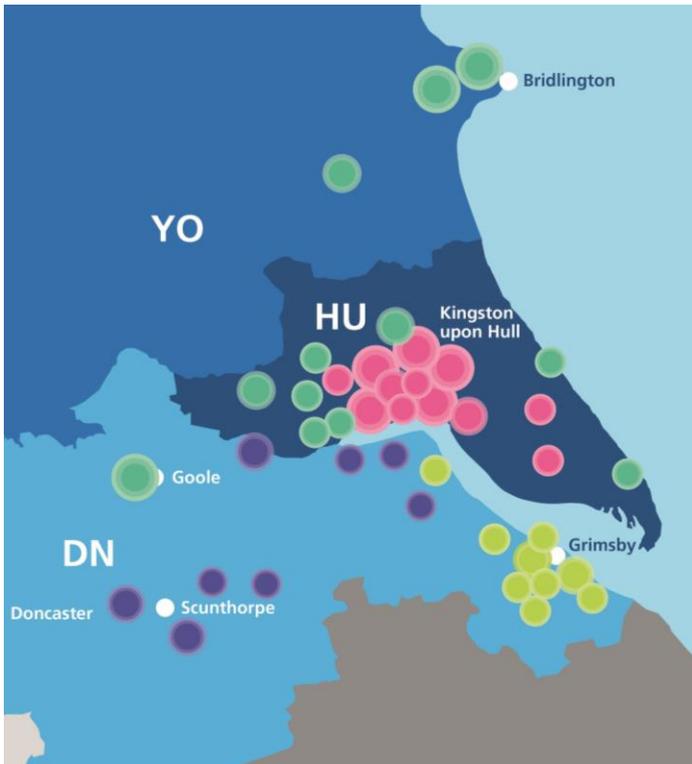
The engagement exercise will continue throughout the Humber Acute Services programme and will form an important strand of engagement activity across the programme. Follow-up engagement activity will be undertaken in the coming months to ensure all communities are given the opportunity to get involved. Future engagement work will be targeted towards groups and individuals that are under-represented in this engagement exercise.

Regular updates to this report will be provided.



Who took part

3883 survey responses **63** focus group participants



Under 18

18-24

25-34

35-44

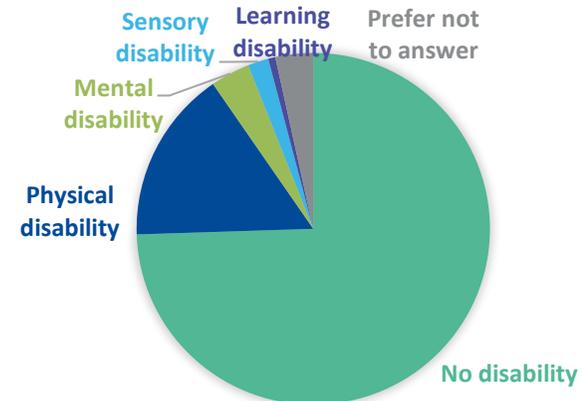
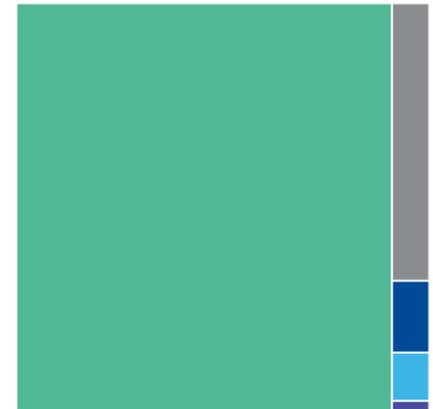
45-54

55-64

65-74

75-84

85+



Experiences of Care

Respondents were asked if they or a member of their family had accessed hospital services within the last two years. The majority of respondents (82%) had accessed one or more type of hospital service: most commonly this was planned care/diagnostics (60%) and/or A&E (53%). More than half had received their care at Hull Royal Infirmary with Castle Hill Hospital the second most common response.

Respondents were asked if they were satisfied with the care they received and asked to comment on their experiences and suggest any areas where improvements to care could be made. **83% of respondents were satisfied or very satisfied with their care.**

The most common areas of positive feedback were in relation to **workforce** – praising kind, compassionate and caring staff; **waiting times** – praising efficient and well-run services and **clinical standards** – commenting on how safe and well looked after respondents felt.

The most common areas where respondents felt improvements could be made were in relation to clinical outcomes – in particular improving **communication** with patients and between different parts of the health and care system and **travel and access** – in particular improving access to car parking facilities.

The following provides a snapshot of the comments contained in the report.

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

“It was most efficient and felt looked after most impressed with covid hygiene and protection and felt safe.”

“The staff were brilliant, really good at their jobs, happy, professional and caring.”

“Staff were caring and compassionate in a very difficult situation.”

“Parking. It is very stressful trying to find a parking space.”
oversubscribed”

Time for patient to ask questions which are causing them concern”

“Communication between GP surgeries and the hospital needs to be improved upon....”

What matters to you...

Respondents were asked to rank the nine decision making criteria in order of importance to them. For the purposes of this engagement exercise, simplified definitions were developed to explain the decision-making criteria headings in partnership with our Citizen's Panel to ensure they were clear and understandable [see page 26]. The table below shows the overall weighted score for each statement across the engagement exercise (including both the survey and workshop responses).

I am seen and treated as quickly as possible

I am kept safe and well looked after

There are enough staff with the right skills and experience

Things go well for me and I am satisfied with my care

Everyone can access care, especially those most in need

I know services will be there when I need them

I am able to get there

Good quality buildings and the latest equipment

Services are good value for money

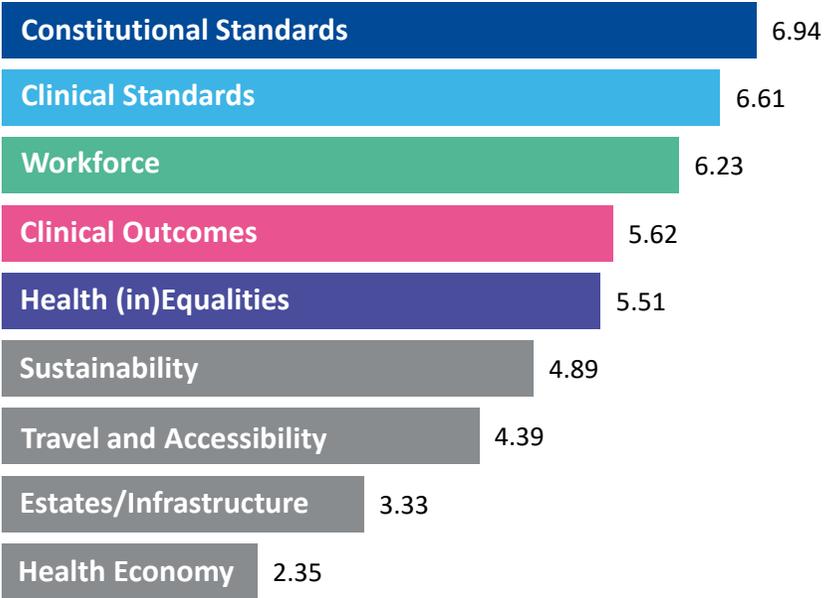


What matters to you – survey and workshop responses

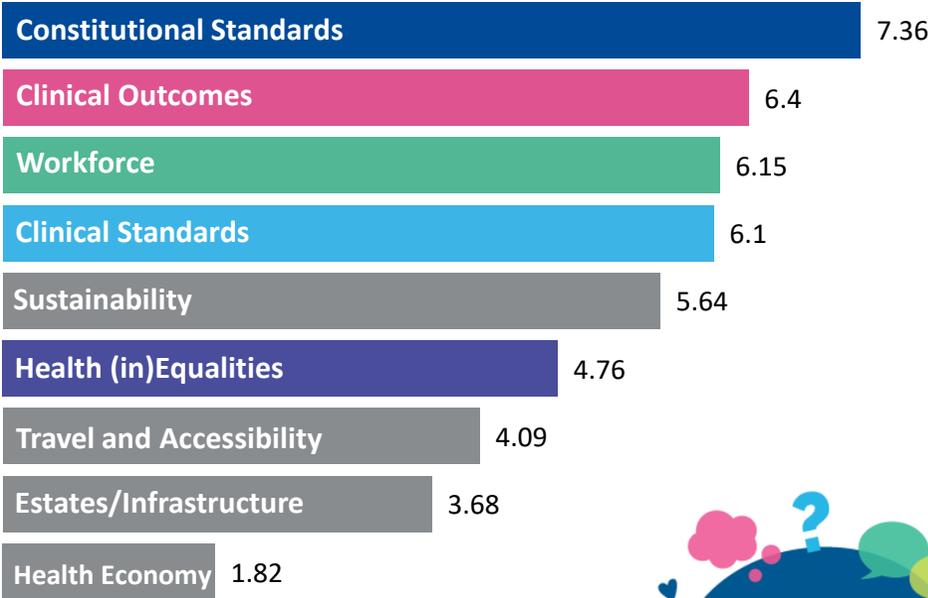
Participants in the workshop sessions were asked the same question as those taking part in the survey – to rank the decision-making criteria in order of importance. Across both modes of engagement, participants identified being seen and treated as quickly as possible as the most important factor to them. Workforce, Clinical Standards and Clinical Outcomes also scored highly in both sets of respondents, however, not in the same order of importance.

The following diagrams provide a snapshot of the combined responses.

Questionnaire Results



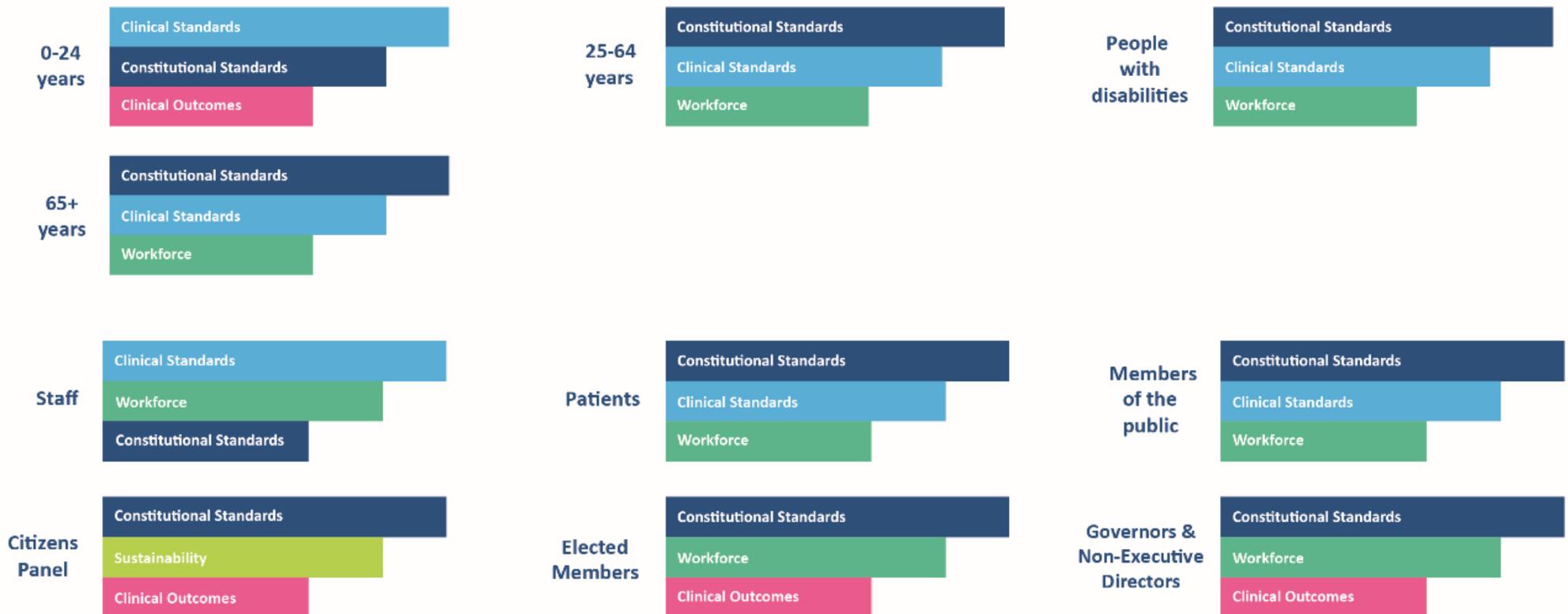
Combined Workshop Results



What matters to you – cohort analysis

The responses to what matters most have been stratified across different cohorts of the population. When stratified by geographical location, all cohorts identify the same top three priorities (Constitutional Standards, Clinical Standards and Workforce). When stratified by age and functional constituency, there is more variety in the order of preference, however, the same four criteria consistently appear as highest priorities across all cohorts, with health inequalities following closely behind in the responses from most cohorts.

The following diagrams provide a snapshot of where differences in priorities were reflected.



What matters to you – free text responses

Respondents were also given an opportunity to add any additional feedback about their experiences of services and suggest any additional areas that need to be considered when making decisions about the future of healthcare services. The focus groups also provided the opportunity to explore some of the themes in more detail to identify priorities and areas of concern for different stakeholders.

The most common themes emerging were issues linked to **patient experience** – being treated with respect, looked after and kept safe; **travel and accessibility** – the importance of local services and accessible car parking; friendly, well-paid **staff** in sufficient numbers and being seen and treated in a timely manner.

The following provides a snapshot of the feedback contained in the report.



“While waiting I am kept informed about any delay.”

“Provide enough car parking for patients to attend on time without the worry of being late.”

“Treated like a human being, listened to, given information if choices have to be made”

“Get more staff as it is evident that wards are undermanned which comes at a price to the patient who are just a number.”

“All relevant medical information is available to those dealing with me. This was NOT the case when day surgery was needed”

“Services should be available equally in all hospitals in the group not a postcode lottery”

“Most important for me is it remains NHS not private and outsourced and is properly funded..”

“I think quality of care is important - care shouldn't be the minimum standard.”

Next steps

Whilst we received nearly 4000 responses to our survey, the number of responses from some groups and communities was relatively low. We want to gather more feedback from those we have not yet heard from to help us when we come to make decisions. We want to listen more to our population as we continue to develop our possible options for change. We want to understand if peoples' priorities change when we know more about what the possible changes might be and what that will mean for them.

This process of listening will continue throughout our change programme so we can continue to respond to what you are telling us is most important and take these factors into account when designing ways of providing care in the future. We are continuing to ask the *What Matters to You* question within all our engagement activities and will continue to listen to feedback.

Next, we will:

- ✓ ask our staff *What Matters To You* in a bespoke staff survey;
- ✓ listen to more children and young people to find out what they think;
- ✓ ask *What Matters To You* in all our other engagement on specific services;
- ✓ re-open our questionnaire and raise awareness to prompt those who have not yet responded to have their say.

