

COMMUNITY AND HEALTH CARE FORUM

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CHCF



Consulting on Health & Social Care in North Tyneside

Practical Quality Assurance System for Small Organisations Level 2

Self - Care Consultation Findings

Introduction

The Community and Health Care Forum (CHCF) is a voluntary organisation based in Wallsend and working across the borough of North Tyneside. The CHCF is funded jointly by NHS North Tyneside Clinical Commissioning Group (CCG) and North Tyneside Council to consult with North Tyneside residents, carers, relatives and the community and voluntary sector on the planning and delivery of health and social care services.

Process

The CHCF was requested by NHS North Tyneside Clinical Commissioning Group to consult with hard to reach and protected groups on self – care (how do the CCG best help people to help themselves when they have a minor ailment)

The CHCF met with established groups, invited members to focus groups and held 1-1 meetings totalling 82 people

CHCF advised the residents that they were there to seek the views of local people about self-care for minor ailments in North Tyneside. The CCG would like to support people to feel better able to take an active role in treating themselves for minor ailments rather than go to the doctor, walk-in centre or Accident & Emergency

All comments were noted and set out to form the report below

Paula Peart
Community and Health Care Forum
November 2014

Table of Groups

Date	Protected Group/Group	No. of Attendees
Nov 2014	Survey Monkey Results	31
12/11/14	Age – Older People	6
18/11/14	Gender Re-assignment 1 - 1	1
19/11/14	Disability – Mental Health Service Users	9
20/11/14	Sex - Female	4
20/11/14	Age – Youth Council	19
21/11/14	Sex - Male	3
24/11/14	Physical Disability	3
25/11/14	Faith – Salvation Army	5
26/11/14	Sexual Orientation 1 - 1	1
Total number of Attendees		82

Self Care
Survey Monkey Responses
No. of Responses = 31

1. What do you know about self-care? (With particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets).

I usually go to the pharmacist first.

Stomach bugs – drinking plenty of water and keep off food at first. Coughs and colds take paracetamol or lemsip and cough medicine. Put vic on chest. Flu – stay in bed and take medication. Use common sense.

Medicine cabinet first, then pharmacy, then GP but give each home remedy the chance to work.

A well stocked medicine chest; taking time off work etc.

Agree that GP surgeries should not be full of patients who don't need GP attention but could actually contact NHS helpline, look on internet or visit their local pharmacy and take responsibility for prevention of medical conditions. Lower alcohol, watch their weight. Self help with depression rather than medicate.

A fair amount.

Rather than taking up valuable time at A & E, walk-in centres and with GPs, people take responsibility for taking measures to improve their health and well being, for example taking pain killers, keeping fluid levels up when suffering from a cold. Also using the local pharmacist for advice on suitable remedies for minor ailments.

Looking after yourself to keep yourself as fit and healthy as possible.

Making sure you can use the correct medication for minor ailments that can often be made better by time and a bit of common sense, not to run to the doctor or clinic with every minor ailment, to recognise the difference between a minor ailment and an illness that needs further investigation.

Quite a bit and if you have access to internet, NHS Direct is very good. Would go to chemist for any minor ailments and take advice from them.

I have a small medicine cabinet at home for minor ailments. I consult my local pharmacist for advice and find the longer opening hours at the pharmacy really helpful.

Common sense - use over the counter medicines and if still concerned speak to pharmacist.

Quite a bit, I keep a medicine chest at home for minor ailments such as colds and sore throat. I have a good idea about when I should seek the advice of a GP. I believe I understand when something is wrong with my body and I should seek medical advice. I use the internet to research issues. I keep up to date with health related issues.

I know which non prescription drugs to take and what to eat, also interested in alternative remedies e.g. herbal remedies.

I use over the counter remedies for minor ailments.

Really a common sense approach. You don't/shouldn't go to your GP, A & E the moment you feel ill, or bang your finger with a hammer. What needs to be addressed is the expectation that we all have today is that the NHS is at your beck and call for any ailment, however small.

Most common minor ailments get better by themselves. Preparations are available from chemists to help reduce symptoms.

I have always resorted to self care.

Just what I have found out through the CCG Patient Forum

Good common sense knowledge about treating myself for minor ailments. Keep things like paracetamol, antacid, diarrhoea remedies in the house. I know which health websites can be trusted e.g. NHS Choices and would visit the pharmacist if I needed more help.

There is no point in going to your doctor for treatment for a cold, antibiotics don't help. For coughs you're as well buying an over the counter remedy. For stomach upsets you should try an antacid or Imodium if you also have diarrhoea – that's all the doctor would give you. If it lasts longer than a week then see the doctor.

I have been operating a self care approach to my health for most of my adult life – sometimes regarding this as preventative health care. I am currently part of the CCG Patient Forum and then a working group called self care. This group has been very proactive and meets every month or so from the Wellspring GP Surgery, practice manager and lead of the group, Liz Brittlebank. We have already put together the "Keep Calm" (and see your pharmacist etc) campaign and held a number of Eczema workshops throughout North Tyneside for parents who have children under 5 years suffering from this condition. We are currently putting together another range of workshops for back pain to be undertaken early in the new year.

I use the local chemists for advice and help rather than bother the doctor. Have tested cough mixtures over the years and go on recommendations from friends and what has worked for them.

I know that we can go to the walk-in centre at Battle Hill or Molineux.

I know I can consult with our local pharmacist.

I always self care in the first instance.

Reasonable level.

I know that many minor ailments get better given time and rest – colds, flu, stomach bugs and that sometimes it is necessary to treat the symptoms with pain killers or similar. Only when symptoms persist longer than usual or recur frequently would I seek help. This might be a pharmacist or NHS website at first. I would be more likely to seek help for a frailer person or a young child than myself.

As part of the CCG Patient Forum working group on Self Care I think I understand the issues. I totally support the principle of self care for all the 10 minor ailments listed. More proactive efforts by pharmacies (Pharmacy First Programme) and promotional material in practices would help.

Apart from membership of the self-care working group of the CCG Patient Forum I have for more than 30 years had to some extent manage my own rheumatoid arthritis and especially food allergies where I am the only person who knows how I feel and which foodstuffs cause problems. Generally I am fortunate with regards to minor ailments, in seldom falling victim to them. If, for example, I sneeze I look for a likely allergic cause first.

To keep a first aid box and basic medications at home to treat minor cuts and abrasions and have painkillers, diarrhoea and cold and flu medication on hand. To take a keen interest in your basic functions and use support websites NHS patient UK and Boots chemist to get advice about symptoms and to use NHS direct first if more serious situations occur before calling the surgery

2. Do you think it is important for people to self-care?

Yes	No
31	

Please explain your reasons

Leaves more time for GPs to deal with more serious cases.

To save NHS resources.

Too much time wasted on trivial things.

Keeps people out of GPs.

A & E, GPs etc are overstretched and the current demand on resources is unsustainable.

Looking after yourself is so important – knowing your own body and how to treat minor ailments helps you to understand and realise when something is seriously wrong.

You can do much for yourself without referring to a GP. These days with pressures on health care funding it is important not to use resources unnecessarily.

Because of lack of resources in the NHS. Much of self care is common sense and people should already have the knowledge to take care of themselves.

Quicker and I know what works for me.

To reduce pressure on GPs, A & E and walk-in centres.

Unclogs surgeries.

I have been self caring for 2 years after a wakeup call I have overseen myself losing 5 stone in weight and I monitor my progress with BP and other ailments using the website Patient UK.

Most minor ailments are self limiting and can be safely treated at home yourself. GPs are under increasing time pressure and if you are normally healthy there is no need to trouble your GP for coughs/colds etc. GPs can then give time to deal with those in greater need of help.

The NHS is overloaded.

Because it is well within people's capability to take responsibility for their healthcare – certainly at this level –without recourse to your GP. Local pharmacies hold a wealth of knowledge and medications for minor ailments.

Doctor's time and the NHS need our help as now and in the future it is failing under the strain. We must take responsibility for our own health. Education is the key and it should start in schools.

It's quicker and easier to do it yourself if possible.

Fighting off infection may help with developing immunity and also boost confidence in one's own ability to recover.

Not only does this encourage a healthy self reliance it must relieve pressure on GPs and hopefully A & E departments, which too many people seem to regard as first point of call for even minor problems.

If every minor ailment or accident had to be treated by the NHS it would collapse.

3. What do you think would help people to self-care?

	No. of People
Better knowledge/understanding of the minor ailment and its treatment	31
More advice and guidance from doctors/practice nurse	21
Encouragement from GPs/health professionals to give confidence	23
More health information (books/ magazines/leaflets/pamphlets)	17
Leaflets or posters in your GP practice	19
Don't know	0
<p>Other (please say)</p> <p>All of the above - knowledge is power.</p> <p>We should all be encouraged to make use of the expertise of pharmacists, like we do when we are on holiday! (well I do anyway).</p> <p>Internet, with a slant towards apps on a smart phone.</p> <p>More informal meetings and workshops targeted at GP practices and general public.</p> <p>Schools should concentrate on healthy eating and lifestyle care. New parents should go on a course arranged locally maybe volunteer mentors to learn about self care and only rely on hospitals for serious ailments or diseases.</p> <p>Accessible format like British Sign Language and also group support – peer support would be good. Like a health buddy?</p> <p>The pharmacist is a valuable local tool and is usually available and convenient.</p> <p>More proactive stance by pharmacies (Pharmacy First Programme) and promotional material in practices would help. Clearer understanding that pharmacists may provide prescriptions for older people and young children and dispense without charge (to help cost fears).</p>	9

At school we learned biology, it needs to be put back on the curriculum	
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4. What do you think stops people to self-care?

	No. of People
A lack of money	7
A lack of time	2
A lack of knowledge of health and health care issues	28
A lack of health or treatment information	16
A lack of interest	13
A lack of confidence	23
A lack of training or skills	9
Information is too complex/contradictory	16
A lack of support from GPs/practice nurses	12
A lack of understanding of how to use available information	12
A lack of support, such as from family, friends or community groups	9
Other (please say)	11
<p>It is the easier option to go to the GP.</p> <p>If someone is isolated then sadly they may regard the opportunity to speak to a GP, nurse etc as a social opportunity and a chance to talk to someone.</p> <p>A culture that you should always go to your GP however minor the ailment.</p> <p>I know doctors and nurses are overworked at present but if everyone was self caring there may be too many of them.</p> <p>Lack of promotion of pharmacists and schemes like Pharmacy First.</p>	

Over dependence on the NHS. For many people the medicine will be free on prescription whereas they would have to pay if they buy over the counter.

Some people say they are entitled to see a doctor irrespective of whether their condition warrants this or not and a possible change of culture perhaps needs to be supported from a very young age via an educational route. Our current Health Service, which is second to none, and media publicity supports this in people expecting to have this service which is free at point of delivery.

Education is the thing. Help people and children understand the seriousness of overloading an already stretched system. Once it's gone we won't get it back. Home visitors from health services can deliver in conversation about the NHS crisis and what they can do to help. Chemists don't advertise their skills enough. Tell people what they do; they don't just hand out tablets.

Wanting attention that in most cases is not necessary.

Fear of doing harm. Unhelpful attitude about NHS generally (e.g.) I pay my taxes so it is up to them.

Worry

Older people
12th November 2014
6 Attendees

Gender		Male 3					Female 3			
Age	15-24	25-34	35-44	45-54	55-64	65-74	75-84 5	85+ 1		
Working status	Full-time			Part-time			Not working	Retired 6		

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	4
Text messaging on a mobile phone	2
PC – desktop/laptop/tablet	2
Internet	3
None of these	1

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice <u>to</u> a member of my family, friends or colleagues	2
provided health advice <u>to</u> a member of my local community or neighbourhood	3
acted on health advice received <u>from</u> a member of my family, friends, colleagues	4
acted on health advice received <u>from</u> a member of my local community or neighbourhood	2
taken action based upon information I found in a health magazine/leaflet	3
taken action based upon information I have found in a health website	1
None of these	1

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	1	3	1	1	
I don't want any more responsibility for my health			2	3	1
People often visit their GP when it is not necessary	3	2			1
People often visit A&E when it is not necessary	2	3			1

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
	1	1	2	1	1

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP		1	4	1			
Practice nurse	2	3	1				
Local pharmacist (other than to pick up prescriptions)	2	1		1	1	1	
GP Out of Hours	2	1		1	1	1	
NHS 111	5		1				
Walk-in centre	6						
Accident & Emergency	5		1				

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	3
Most of the time	
Quite often	1
sometimes	2
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	4
Fairly interested	2
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	1
Fairly confident	4
Not very confident	1
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	1
A lack of time	1
A lack of knowledge of health and health care issues	1
A lack of health or treatment information	3
A lack of interest	
A lack of confidence	1
A lack of training or skills	1
Information is too complex/contradictory	
A lack of support from GPs/practice nurses	1
A lack of understanding of how to use available information	1
A lack of support, such as from family, friends or community groups	
Other (please say)	1
Nothing	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	3
More advice and guidance from doctors/practice nurse	4
Encouragement from GPs/health professionals to give confidence	2
More health information (books/ magazines/leaflets/pamphlets)	2
Leaflets or posters in your GP practice	
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	4	4
Your family, friend, or colleague	1	
Your Practice Nurse	3	4
Health books/magazines		
Health shows on TV	2	
Your local pharmacist	2	2
Leaflets or posters in your GP practice/walk-in centre	1	1
Health websites on the internet	1	1
Health visitor	2	3
NHS 111	1	2
Walk-in centre	1	2
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath	2	2
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	
Fairly confident	1
Not very confident	2
Not confident at all	3

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	3
Work	
Place of study	
Friend's home	1
Library	
Internet café	
Smart phone	
Community centre	
None- don't use internet	2
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	
Likely	1
Unlikely	4
Very unlikely	1

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	1
Likely	2
Unlikely	1
Very unlikely	2

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

Experience

Common sense

Indigestion could be a heart problem

Judgement

Take a tablet and find it's not working/check time limit

Self medication

2. Do you think it is important for people to self-care? Please explain your reasons

Yes x 6

No

Save doctors time

Self care – monitoring yourself

Strain on NHS

Accept responsibility for your own health

3. What do you think would help people to self-care?

More information from GP about meds

Ask why you are taking these meds

People are scared of the side effects of meds

Pharmacists to explain meds and minor ailments

More information needed in general

Information leads to confidence

Information should be provided at point of delivery – it needs to be stressed that you go to a doctor if symptoms last

Education of lifestyle

4. What do you think stops people to self-care?

Lack of confidence

Fear – don't want to know what is wrong with me

Lack of information

A lot of people self care because they don't want to bother anyone
– at what point does self care become self harm?

Many people self care because they think the hassle of getting an appointment with GPs/hospitals is too much and then they are confronted with the waiting times, especially in A & E.

Transgender
18th November 2014
1 Attendee

Gender		Male					Female 1		
Age	15-24	25-34	35-44	45-54 1	55-64	65-74	75-84	85+	
Working status	Full-time 1		Part-time			Not working		Retired	

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	1
Text messaging on a mobile phone	1
PC – desktop/laptop/tablet	1
Internet	1
None of these	

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice <u>to</u> a member of my family, friends or colleagues	1
provided health advice <u>to</u> a member of my local community or neighbourhood	1
acted on health advice received <u>from</u> a member of my family, friends, colleagues	1
acted on health advice received <u>from</u> a member of my local community or neighbourhood	
taken action based upon information I found in a health magazine/leaflet	
taken action based upon information I have found in a health website	
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself		1			
I don't want any more responsibility for my health				1	
People often visit their GP when it is not necessary	1				
People often visit A&E when it is not necessary		1			

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
					1

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	1						
Practice nurse		1					
Local pharmacist (other than to pick up prescriptions)	1						
GP Out of Hours	1						
NHS 111	1						
Walk-in centre	1						
Accident & Emergency	1						

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	1
Most of the time	
Quite often	
sometimes	
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	1
Fairly interested	
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	
Fairly confident	1
Not very confident	
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	
A lack of time	
A lack of knowledge of health and health care issues	
A lack of health or treatment information	
A lack of interest	
A lack of confidence	1
A lack of training or skills	1
Information is too complex/contradictory	1
A lack of support from GPs/practice nurses	
A lack of understanding of how to use available information	
A lack of support, such as from family, friends or community groups	
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	1
More advice and guidance from doctors/practice nurse	
Encouragement from GPs/health professionals to give confidence	
More health information (books/ magazines/leaflets/pamphlets)	
Leaflets or posters in your GP practice	
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP		
Your family, friend, or colleague	1	
Your Practice Nurse		1
Health books/magazines		
Health shows on TV		
Your local pharmacist		1
Leaflets or posters in your GP practice/walk-in centre		
Health websites on the internet		1
Health visitor		
NHS 111		
Walk-in centre		1
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath		
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	1
Fairly confident	
Not very confident	
Not confident at all	

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	1
Work	1
Place of study	
Friend's home	
Library	1
Internet café	
Smart phone	1
Community centre	
None- don't use internet	
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	
Likely	1
Unlikely	
Very unlikely	

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	
Likely	1
Unlikely	
Very unlikely	

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

For minor ailments such as coughs and colds I would access the pharmacist rather than the GP
For sprains etc I would access the walk-in clinics rather than the GP

2. Do you think it is important for people to self-care? Please explain your reasons

Yes

People should be taking more responsibility for their own health where possible

3. What do you think would help people to self-care?

More media campaigns e.g. NHS 111 – I did not know about this
Information should be predominately in pharmacies
Getting people to understand the costs of seeing a GP etc

4. What do you think stops people to self-care?

A lack of information
A lack of confidence
Lack of education as to what GPs are there for

Mental Health Service Users
19th November 2014
9 Attendees

Gender		Male 5				Female 4			
Age	15-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	
			1	7		1			
Working status	Full-time		Part-time			Not working	Retired		
			1			7	1		

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	7
Text messaging on a mobile phone	3
PC – desktop/laptop/tablet	2
Internet	2
None of these	2

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice <u>to</u> a member of my family, friends or colleagues	3
provided health advice <u>to</u> a member of my local community or neighbourhood	
acted on health advice received <u>from</u> a member of my family, friends, colleagues	6
acted on health advice received <u>from</u> a member of my local community or neighbourhood	1
taken action based upon information I found in a health magazine/leaflet	
taken action based upon information I have found in a health website	2
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	5	2	2		
I don't want any more responsibility for my health	4	2	1		2
People often visit their GP when it is not necessary	4	3	2		
People often visit A&E when it is not necessary	5	2	1		1

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
	1		3	4	1

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	3	4	1	1			
Practice nurse	1	4	4				
Local pharmacist (other than to pick up prescriptions)	4	1		3		1	
GP Out of Hours	7	2					
NHS 111	8	1					
Walk-in centre	7	2					
Accident & Emergency	7	2					

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	3
Most of the time	2
Quite often	1
sometimes	2
Hardly ever	
never	1

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	4
Fairly interested	3
Not very interested	1
Not interested at all	1

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	1
Fairly confident	4
Not very confident	2
Not confident at all	2

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	3
A lack of time	2
A lack of knowledge of health and health care issues	3
A lack of health or treatment information	5
A lack of interest	2
A lack of confidence	4
A lack of training or skills	4
Information is too complex/contradictory	4
A lack of support from GPs/practice nurses	2
A lack of understanding of how to use available information	2
A lack of support, such as from family, friends or community groups	1
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	4
More advice and guidance from doctors/practice nurse	5
Encouragement from GPs/health professionals to give confidence	4
More health information (books/ magazines/leaflets/pamphlets)	4
Leaflets or posters in your GP practice	3
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	3	4
Your family, friend, or colleague	2	
Your Practice Nurse	4	2
Health books/magazines	1	
Health shows on TV	2	2
Your local pharmacist	4	4
Leaflets or posters in your GP practice/walk-in centre	3	2
Health websites on the internet		
Health visitor	1	1
NHS 111		1
Walk-in centre	1	1
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath		
Other (please say)		
None of these	2	1
Don't know		1

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	2
Fairly confident	
Not very confident	2
Not confident at all	5

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	4
Work	1
Place of study	
Friend's home	
Library	2
Internet café	1
Smart phone	
Community centre	1
None- don't use internet	4
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	1
Likely	1
Unlikely	2
Very unlikely	5

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	2
Likely	3
Unlikely	2
Very unlikely	2

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

<p>I know how to treat coughs, colds and headaches</p> <p>I know when to go to the pharmacist and when to go to the Doctor</p> <p>I go to the walk-in centre when my Doctors is closed</p>
--

2. Do you think it is important for people to self-care? Please explain your reasons

Yes x 9

Leaves more time for the Doctors to treat more serious complaints

3. What do you think would help people to self-care?

More information from the Doctor

The prescription should be explained fully including side effects

4. What do you think stops people to self-care?

Frightened in case it is something more serious

I don't know enough to trust myself

Sex – Female
20/11/14
4 Attendees

Gender	Male					Female 4		
Age	15-24	25-34	35-44	45-54 1	55-64 3	65-74	75-84	85+
Working status	Full-time 1		Part-time 2			Not working	Retired 1	

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	3
Text messaging on a mobile phone	3
PC – desktop/laptop/tablet	3
Internet	3
None of these	1

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice <u>to</u> a member of my family, friends or colleagues	3
provided health advice <u>to</u> a member of my local community or neighbourhood	
acted on health advice received <u>from</u> a member of my family, friends, colleagues	3
acted on health advice received <u>from</u> a member of my local community or neighbourhood	
taken action based upon information I found in a health magazine/leaflet	3
taken action based upon information I have found in a health website	2
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	3	1			
I don't want any more responsibility for my health		1		3	
People often visit their GP when it is not necessary	1	3			
People often visit A&E when it is not necessary	2	2			

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
	2	2			

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	1	1	2				
Practice nurse	2	2					
Local pharmacist (other than to pick up prescriptions)		2	1	1			
GP Out of Hours	4						
NHS 111	4						
Walk-in centre	3		1				
Accident & Emergency	3		1				

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	2
Most of the time	2
Quite often	
sometimes	
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	2
Fairly interested	2
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	2
Fairly confident	1
Not very confident	1
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	
A lack of time	
A lack of knowledge of health and health care issues	2
A lack of health or treatment information	2
A lack of interest	
A lack of confidence	1
A lack of training or skills	2
Information is too complex/contradictory	2
A lack of support from GPs/practice nurses	
A lack of understanding of how to use available information	
A lack of support, such as from family, friends or community groups	
Other (please say)	2
Nothing	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	2
More advice and guidance from doctors/practice nurse	2
Encouragement from GPs/health professionals to give confidence	2
More health information (books/ magazines/leaflets/pamphlets)	2
Leaflets or posters in your GP practice	1
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	2	3
Your family, friend, or colleague	4	2
Your Practice Nurse	2	1
Health books/magazines	1	3
Health shows on TV		1
Your local pharmacist	3	3
Leaflets or posters in your GP practice/walk-in centre		2
Health websites on the internet	2	3
Health visitor		1
NHS 111		2
Walk-in centre		2
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath		2
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	3
Fairly confident	
Not very confident	1
Not confident at all	

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	3
Work	3
Place of study	
Friend's home	1
Library	
Internet café	
Smart phone	1
Community centre	
None- don't use internet	
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	3
Likely	
Unlikely	1
Very unlikely	

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	2
Likely	1
Unlikely	
Very unlikely	1

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

I know enough to treat myself
I always go to the chemist first
I would rather go to the walk-in centre than wait for an appointment at my GP
I don't like to Waste the GP's time

2. Do you think it is important for people to self-care? Please explain your reasons

Yes x 4
No

Saves NHS money
GP's time is precious

3. What do you think would help people to self-care?

More information, TV adverts and posters

4. What do you think stops people to self-care?

Self doubt
Lack of confidence

Age – Youth Council
20th November 2014
19 Attendees

Gender			Male 12					Female 7		
Age	Under 15 2	15-24 13	25-34 1	35-44 1	45-54 2	55-64	65-74	75-84	85+	
Working status			Full-time 2		Part-time 4		Not working 13	Retired		

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	18
Text messaging on a mobile phone	19
PC – desktop/laptop/tablet	17
Internet	18
None of these	

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice to a member of my family, friends or colleagues	9
provided health advice to a member of my local community or neighbourhood	3
acted on health advice received from a member of my family, friends, colleagues	7
acted on health advice received from a member of my local community or neighbourhood	3
taken action based upon information I found in a health magazine/leaflet	5
taken action based upon information I have found in a health website	7
None of these	5

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	6	9	3	1	
I don't want any more responsibility for my health		4	7	7	1
People often visit their GP when it is not necessary	1	7	6	3	2
People often visit A&E when it is not necessary	1	10	4	3	1

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
4	6	6	1	1	1

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	8	5	4	1		1	
Practice nurse	15	3		1			
Local pharmacist (other than to pick up prescriptions)	9	6	1	1	1	1	
GP Out of Hours	17		1		1		
NHS 111	16	1	1			1	
Walk-in centre	13	2	3			1	
Accident & Emergency	14	3	1	1			

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	6
Most of the time	8
Quite often	1
sometimes	2
Hardly ever	2
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	9
Fairly interested	7
Not very interested	3
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	4
Fairly confident	9
Not very confident	6
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	1
A lack of time	1
A lack of knowledge of health and health care issues	8
A lack of health or treatment information	5
A lack of interest	1
A lack of confidence	9
A lack of training or skills	3
Information is too complex/contradictory	2
A lack of support from GPs/practice nurses	2
A lack of understanding of how to use available information	1
A lack of support, such as from family, friends or community groups	2
Other (please say) Nothing	1

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	14
More advice and guidance from doctors/practice nurse	8
Encouragement from GPs/health professionals to give confidence	10
More health information (books/ magazines/leaflets/pamphlets)	7
Leaflets or posters in your GP practice	3
Don't know	2
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	9	11
Your family, friend, or colleague	10	6
Your Practice Nurse	2	5
Health books/magazines	3	5
Health shows on TV	2	5
Your local pharmacist	4	8
Leaflets or posters in your GP practice/walk-in centre	3	3
Health websites on the internet	4	9
Health visitor	2	3
NHS 111	4	2
Walk-in centre	3	5
GP Out of Hours	1	2
A&E	2	2
Complementary therapist, such as homeopath, osteopath	2	3
Other (please say) Mini medical school	1	
None of these	1	1
Don't know		1

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	16
Fairly confident	2
Not very confident	1
Not confident at all	

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	17
Work	7
Place of study	11
Friend's home	6
Library	7
Internet café	4
Smart phone	11
Community centre	1
None- don't use internet	1
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	7
Likely	6
Unlikely	5
Very unlikely	1

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	
Likely	4
Unlikely	11
Very unlikely	4

Questionnaires were handed out by the Youth Council facilitators as we were unable to attend the meeting therefore there are no focus group comments

Sex – Male
21st November 2014
3 Attendees

Gender		Male 3				Female			
Age	15-24 1	25-34	35-44 1	45-54 1	55-64	65-74	75-84	85+	
Working status		Full-time 2		Part-time 1		Not working		Retired	

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	3
Text messaging on a mobile phone	3
PC – desktop/laptop/tablet	2
Internet	3
None of these	

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice <u>to</u> a member of my family, friends or colleagues	2
provided health advice <u>to</u> a member of my local community or neighbourhood	
acted on health advice received <u>from</u> a member of my family, friends, colleagues	1
acted on health advice received <u>from</u> a member of my local community or neighbourhood	
taken action based upon information I found in a health magazine/leaflet	2
taken action based upon information I have found in a health website	1
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	2	1			
I don't want any more responsibility for my health			1	2	
People often visit their GP when it is not necessary		1			2
People often visit A&E when it is not necessary		1			2

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
2	1				

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	1	1	1				
Practice nurse	3						
Local pharmacist (other than to pick up prescriptions)	1	1	1				
GP Out of Hours	3						
NHS 111	2	1					
Walk-in centre	3						
Accident & Emergency	1	2					

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	2
Most of the time	1
Quite often	
sometimes	
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	3
Fairly interested	
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	1
Fairly confident	2
Not very confident	
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	1
A lack of time	2
A lack of knowledge of health and health care issues	
A lack of health or treatment information	
A lack of interest	
A lack of confidence	
A lack of training or skills	
Information is too complex/contradictory	
A lack of support from GPs/practice nurses	1
A lack of understanding of how to use available information	
A lack of support, such as from family, friends or community groups	
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	1
More advice and guidance from doctors/practice nurse	
Encouragement from GPs/health professionals to give confidence	1
More health information (books/ magazines/leaflets/pamphlets)	1
Leaflets or posters in your GP practice	
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	3	2
Your family, friend, or colleague		
Your Practice Nurse		
Health books/magazines		2
Health shows on TV		
Your local pharmacist	2	
Leaflets or posters in your GP practice/walk-in centre		
Health websites on the internet	2	2
Health visitor		
NHS 111		
Walk-in centre		
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath	1	
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	2
Fairly confident	1
Not very confident	
Not confident at all	

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	2
Work	1
Place of study	1
Friend's home	
Library	
Internet café	
Smart phone	1
Community centre	
None- don't use internet	
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	2
Likely	1
Unlikely	
Very unlikely	

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	1
Likely	2
Unlikely	
Very unlikely	

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

I go to my medicine cabinet first, then pharmacy if need to

I think I know a fair amount – if I don't know I look on the internet before seeing a Doctor

Do you think it is important for people to self-care? Please explain your reasons

Yes x 3

No

Keeps patients out of overstretched GP practices when it is not necessary to be there
It's difficult to get an appointment with a GP so the best option is to go to the pharmacy first

2. What do you think would help people to self-care?

Education from an early age
Simple leaflet available in pharmacies, libraries, customer service centres etc

3. What do you think stops people to self-care?

Confidence in their knowledge of the ailment

Physical Disability
24th November 2014
3 Attendees

Gender		Male 1				Female 2		
Age	15-24	25-34	35-44 1	45-54	55-64 1	65-74	75-84 1	85+
Working status		Full-time 1		Part-time		Not working 1		Retired 1

Q1. Which of the following do you use personally?

	No. of Responses
Mobile phone	3
Text messaging on a mobile phone	3
PC – desktop/laptop/tablet	3
Internet	3
None of these	

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	No. of responses
provided health advice to a member of my family, friends or colleagues	2
provided health advice to a member of my local community or neighbourhood	3
acted on health advice received from a member of my family, friends, colleagues	3
acted on health advice received from a member of my local community or neighbourhood	2
taken action based upon information I found in a health magazine/leaflet and support group	3
taken action based upon information I have found in a health website	2
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	2	1			
I don't want any more responsibility for my health		1	1	1	
People often visit their GP when it is not necessary	2	1			
People often visit A&E when it is not necessary	3				

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
	1	1		1	

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP	1		1	1			
Practice nurse	1	2					
Local pharmacist (other than to pick up prescriptions)		1	2				
GP Out of Hours	3						
NHS 111	3						
Walk-in centre	2	1					
Accident & Emergency	2	1					

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	No of Responses
All the time	1
Most of the time	1
Quite often	1
sometimes	
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	No. of Responses
Very interested	2
Fairly interested	1
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	No. of Responses
Very confident	1
Fairly confident	1
Not very confident	1
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	No. of Responses
A lack of money	
A lack of time	
A lack of knowledge of health and health care issues	
A lack of health or treatment information	2
A lack of interest	
A lack of confidence	1
A lack of training or skills	1
Information is too complex/contradictory	1
A lack of support from GPs/practice nurses	
A lack of understanding of how to use available information	1
A lack of support, such as from family, friends or community groups	
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	No. of Responses
Better knowledge/understanding of the minor ailment and its treatment	3
More advice and guidance from doctors/practice nurse	1
Encouragement from GPs/health professionals to give confidence	1
More health information (books/ magazines/leaflets/pamphlets)	
Leaflets or posters in your GP practice	1
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 No. of Responses	Q12 No. of Responses
Your GP	2	2
Your family, friend, or colleague	1	1
Your Practice Nurse	2	2
Health books/magazines	1	
Health shows on TV		
Your local pharmacist	2	3
Leaflets or posters in your GP practice/walk-in centre	2	3
Health websites on the internet	1	2
Health visitor		
NHS 111		
Walk-in centre		1
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath		
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	No. of Responses
Very confident	2
Fairly confident	
Not very confident	1
Not confident at all	

Q14 and where, if at all, do you access the internet?

	No. of Responses
Home	3
Work	1
Place of study	
Friend's home	
Library	
Internet café	
Smart phone	
Community centre	
None- don't use internet	
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	No. of Responses
Very likely	1
Likely	2
Unlikely	
Very unlikely	

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	No. of Responses
Very likely	
Likely	1
Unlikely	
Very unlikely	2

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

I always self care first
I prefer to go to the pharmacist rather than the GP

2. Do you think it is important for people to self-care? Please explain your reasons

Yes x 3

No

Save GPs time for more serious conditions

3. What do you think would help people to self-care?

More information on the television

More education to increase confidence

4. What do you think stops people to self-care?

Lack of confidence in case they get it wrong and the condition is more serious

Faith – Salvation Army
24th November 2014
5 Attendees

Gender		Male					Female 5		
Age	15-24	25-34	35-44	45-54	55-64 1	65-74 2	75-84 2	85+	
Working status		Full-time 1		Part-time		Not working		Retired 4	

Q1. Which of the following do you use personally?

	Please tick
Mobile phone	3
Text messaging on a mobile phone	2
PC – desktop/laptop/tablet	2
Internet	2
None of these	2

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	Please tick all that apply
provided health advice to a member of my family, friends or colleagues	2
provided health advice to a member of my local community or neighbourhood	1
acted on health advice received from a member of my family, friends, colleagues	2
acted on health advice received from a member of my local community or neighbourhood	
taken action based upon information I found in a health magazine/leaflet	
taken action based upon information I have found in a health website	
None of these	2

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	1	4			
I don't want any more responsibility for my health		1	3	1	
People often visit their GP when it is not necessary	1	4			
People often visit A&E when it is not necessary	1	4			

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
		1	2	2	

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP			1	3	1		
Practice nurse	1	1	2			1	
Local pharmacist (other than to pick up prescriptions)	2	3					
GP Out of Hours	5						
NHS 111	5						
Walk-in centre	4	1					
Accident & Emergency	4	1					

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	Please tick
All the time	1
Most of the time	2
Quite often	1
sometimes	1
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	Please tick
Very interested	3
Fairly interested	1
Not very interested	1
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	Please tick
Very confident	1
Fairly confident	2
Not very confident	2
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	Please tick all that apply
A lack of money	1
A lack of time	1
A lack of knowledge of health and health care issues	3
A lack of health or treatment information	
A lack of interest	
A lack of confidence	2
A lack of training or skills	
Information is too complex/contradictory	
A lack of support from GPs/practice nurses	
A lack of understanding of how to use available information	
A lack of support, such as from family, friends or community groups	
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	Please tick all that apply
Better knowledge/understanding of the minor ailment and its treatment	2
More advice and guidance from doctors/practice nurse	1
Encouragement from GPs/health professionals to give confidence	1
More health information (books/ magazines/leaflets/pamphlets)	1
Leaflets or posters in your GP practice	
Don't know	1
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 Please tick	Q12 Please tick
Your GP	3	2
Your family, friend, or colleague	3	3
Your Practice Nurse	1	2
Health books/magazines		
Health shows on TV		
Your local pharmacist		
Leaflets or posters in your GP practice/walk-in centre		
Health websites on the internet		
Health visitor		
NHS 111		
Walk-in centre		1
GP Out of Hours		1
A&E	1	1
Complementary therapist, such as homeopath, osteopath		
Other (please say)		
None of these		
Don't know		

Q13 How confident are you about using the internet?

	Please tick
Very confident	1
Fairly confident	
Not very confident	1
Not confident at all	3

Q14 and where, if at all, do you access the internet?

	Please tick
Home	2
Work	1
Place of study	
Friend's home	
Library	
Internet café	
Smart phone	1
Community centre	
None- don't use internet	3
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	Please tick
Very likely	1
Likely	1
Unlikely	
Very unlikely	3

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	Please tick
Very likely	
Likely	1
Unlikely	2
Very unlikely	2

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

I like to keep myself fit and healthy
 I have a large medicine box which I go to first
 I would rather go to the pharmacist than the doctor

2. Do you think it is important for people to self-care? Please explain your reasons

Yes x 5

No

Its quicker than going to the GP
GPs are over stretched

3. What do you think would help people to self-care?

More knowledge of treatments from GPs and pharmacists

4. What do you think stops people to self-care?

In case I get it wrong
Lack of confidence
I'd rather see my GP

Sexual Orientation
22nd November 2014
1 Attendee

Gender		Male 1				Female			
Age	15-24	25-34	35-44	45-54 1	55-64	65-74	75-84	85+	
Working status		Full-time 1		Part-time		Not working		Retired	

Q1. Which of the following do you use personally?

	Please tick
Mobile phone	1
Text messaging on a mobile phone	1
PC – desktop/laptop/tablet	1
Internet	1
None of these	

Q2. Which, if any of the following have you personally done in the last 6 months?

I have.....	Please tick all that apply
provided health advice <u>to</u> a member of my family, friends or colleagues	1
provided health advice <u>to</u> a member of my local community or neighbourhood	
acted on health advice received <u>from</u> a member of my family, friends, colleagues	1
acted on health advice received <u>from</u> a member of my local community or neighbourhood	
taken action based upon information I found in a health magazine/leaflet	
taken action based upon information I have found in a health website	1
None of these	

Q3. To what extent do you agree with these statements:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
When I have a minor ailment, the first thing I do is try to find some relevant health information myself	1				
I don't want any more responsibility for my health				1	
People often visit their GP when it is not necessary		1			
People often visit A&E when it is not necessary		1			

Your Health

Q4. Over the last 6 months, would you say your health has been...(please tick).

excellent	Very good	good	fair	poor	Very poor
			1		

Q5. How many times have you made use of the following services for your own treatment or care in the last 6 months?

	Not at all	once	2 to 3 times	4 to 6 times	7 to 10 times	Over 10 times	Don't know
Your GP			1				
Practice nurse	1						
Local pharmacist (other than to pick up prescriptions)		1					
GP Out of Hours	1						
NHS 111		1					
Walk-in centre		1					
Accident & Emergency		1					

Self-Care

Q6. How often do you take an active role in treating yourself for minor ailments (such as coughs or stomach aches) when you get them (e.g. rather than going to the doctor/A&E/walk-in service)?

	Please tick
All the time	
Most of the time	1
Quite often	
sometimes	
Hardly ever	
never	

Q7. To what extent are you interested in playing a greater role in treating your minor ailments yourself?

	Please tick
Very interested	1
Fairly interested	
Not very interested	
Not interested at all	

Q8. How confident, if at all, are you that you have the knowledge and understanding to treat your own minor ailments without seeing a healthcare professional (e.g. doctor, nurse, going to the walk-in centre or going to A&E)?

	Please tick
Very confident	
Fairly confident	1
Not very confident	
Not confident at all	

Q9. What, if anything, stops you from taking care of your own minor ailments?

	Please tick all that apply
A lack of money	
A lack of time	
A lack of knowledge of health and health care issues	1
A lack of health or treatment information	
A lack of interest	
A lack of confidence	1
A lack of training or skills	
Information is too complex/contradictory	
A lack of support from GPs/practice nurses	
A lack of understanding of how to use available information	1
A lack of support, such as from family, friends or community groups	
Other (please say)	

Q10. What, if any of the following, would better help you to take care of your own minor ailments?

	Please tick all that apply
Better knowledge/understanding of the minor ailment and its treatment	1
More advice and guidance from doctors/practice nurse	
Encouragement from GPs/health professionals to give confidence	1
More health information (books/ magazines/leaflets/pamphlets)	
Leaflets or posters in your GP practice	
Don't know	
Other (please say)	

Advice and Information

Q11 In the last 6 months from which of the following sources, if any, have you received information or advice on how you can take better care of yourself for any minor ailments?

Q12 And which of these sources, if any, would you wish to use **in the future** for information or advice on what you can do to take better care of yourself for any minor ailments

	Q11 Please tick	Q12 Please tick
Your GP		
Your family, friend, or colleague		
Your Practice Nurse		
Health books/magazines		
Health shows on TV		
Your local pharmacist	1	
Leaflets or posters in your GP practice/walk-in centre	1	
Health websites on the internet		
Health visitor		
NHS 111		
Walk-in centre	1	
GP Out of Hours		
A&E		
Complementary therapist, such as homeopath, osteopath		
Other (please say)		
None of these		
Don't know		1

Q13 How confident are you about using the internet?

	Please tick
Very confident	1
Fairly confident	
Not very confident	
Not confident at all	

Q14 and where, if at all, do you access the internet?

	Please tick
Home	1
Work	
Place of study	1
Friend's home	
Library	1
Internet café	
Smart phone	1
Community centre	
None- don't use internet	
Other – please say	

Q15 When you seek out information, how likely are you to look at internet health websites?

	Please tick
Very likely	1
Likely	
Unlikely	
Very unlikely	

Q16 When you seek out information, how likely are you to call NHS 111, a telephone helpline?

	Please tick
Very likely	
Likely	1
Unlikely	
Very unlikely	

Focus Group Questions

1. What do you know about self-care? (with particular focus on treating yourself for minor ailments, such as coughs, colds, stomach upsets)

I think I know enough not to have to go to the Doctor

2. Do you think it is important for people to self-care? Please explain your reasons

Yes

Doctors are too busy

3. What do you think would help people to self-care?

More information and signposting to NHS Choices website

4. What do you think stops people to self-care?

Lack of information