

Accessing information about health & support in Somerset:

6

Appendices

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Appendices

The four appendices detail the full survey results for the report *Accessing information about health & support in Somerset: The views of local people*, which can be viewed and downloaded from the following link:

<https://healthwatchesomerset.co.uk/reports-publications/>

Appendix A. Ethnicity of the people we spoke to

Ethnicity	Response percent	Response total
White British	93.64%	221
White Irish	0.85%	2
White Other	2.97%	7
White and Asian	0.42%	1
Any other mixed background	0.85%	2
African	0.42%	1
Prefer not to say	0.85%	2

Appendix B. Information and advice about health conditions

“When you need information about a health condition, where do you currently go to find the information and advice you need (e.g. symptoms, treatments etc)? Please tick all that apply.”

Full list:

Information source	Response percent	Response total
GP surgery	79%	166
Online (e.g. Google search)	53%	125
Local pharmacy	24%	57
Friend/family	17%	39
Other*	16%	38
NHS 111 phonenumber	15%	35
NHS Choices	15%	35
Hospital	10%	23
Support organisations, e.g. Mind, Age Concern	8%	19
Social media, e.g. Facebook, Instagram, Twitter	3%	6
Somerset County Council website	3%	6
CAB	2%	5
Midwifery/Health Visiting services	2%	5
Local library	2%	4
Somerset Direct telephone line	0.5%	1

*Other responses included:

- Frome Medical Centre (4 people)
- Health Connections Mendip (3 people)
- Village Agents/Talking Café (3 people)
- GP Phonenumber (2 people)
- Care Home Staff, including GP (2 people)
- Psychiatrist
- Epilepsy Specialists
- Dentist
- Church Hall
- Consultant
- District Nurse
- Carers Service
- Phone
- Leaflets
- Nurse
- Myself (own knowledge)
- Psychiatrist
- Patientinfo
- St Margaret’s Hospice
- Colleagues
- NHS App
- Piperline
- Work
- Local MP

One person left blank, another person said that they did not know where to find any information.

“Where would you like to go for information about a health condition?”

Full list:

Information source	Extra information	Response total
GP practice	Doctors, Nurses	128
Google/general online		17
A local Hub/local area		12
NHS website	NHS Choices	10
Pharmacy	Pharmacist	10
Hospital		10
Walk-in clinics/drop-in centres		6
Library		3
Phone line	At GP/pharmacy	3
Community centre		3
Health Connections		2
Mental health support organisations		2
County Council website		1
Information given in person	Face-to-face	1
Citizens Advice		1
TV adverts		1
Council office		1
Health Connector		1
Sheltered accommodation support		1
Talking Cafe		1
Unbiased help		1
PatientInfo		1
Leaflets in local shops		1
Support group with visiting professionals		1
Surgery run by specialist in condition		1
Public lecture with specialist in condition		1
Patient groups		1
Dentist		1
Care home staff		1

Appendix C. Information about support services

When you need information about support services (e.g. day centres, lunch clubs, community groups), where do you currently go to find the information and advice you need? Please tick all that apply.”

Full list:

Information source	Response percent	Response total
Online (e.g. Google search)	41.46%	85
GP surgery	31.71%	65
Friend/family	27.32%	56
Other*	25.37%	52
Support organisations, e.g. Mind, Age Concern	16.10%	33
Local library	10.24%	21
Somerset County Council website	8.29%	17
Social media, e.g. Facebook, Instagram, Twitter	7.80%	16
NHS Choices	2.93%	6
Local pharmacy	2.44%	5
CAB	1.95%	4
Somerset Direct telephone line	1.46%	3
Hospital	0.98%	2
Midwifery/Health Visiting services	0.49%	1
NHS 111 phonenumber	0.49%	1

*Other responses included:

- Village Agents/Talking Café (6 people)
- Health Connections Mendip (5 responses)
- Not Applicable/Haven't needed to look up yet (4 people)
- Can't get any information (2 people)
- Local press (2 people)
- Care Home staff (2 people)
- Social Services (2 people)
- Support Worker (2 people)
- Frome Lunch Club (2 people)
- Parish/Town Newsletter
- Not sure where to look
- Umbrella Home staff
- Word of mouth
- Own initiative (HCP)
- Anywhere but no luck yet
- Too ill for services
- Tourist Information
- Supermarket
- Community
- Enos Way Health Centre
- Phone
- Victoria Park Community Centre
- Care Assessor
- Carer Support
- HCP at Glastonbury Hub
- Church
- Community Hospital
- Support groups contact me
- Neighbours

“Where would you like to go for information about support services?”

Full list:

Information source	Extra information	Response total
GP practice	Including Health Coaches	35
Google/general online		19
A local Hub/local area		11
Library		10
One-stop shop	Either physical space, or online, where everything is presented in one place.	10
Leaflets	Either through the door, or given at GP	7
N/A or not sure	Either due to not needing support services, or unsure where to go or where they would go	6
Community		4
Hospital	Community and acute	3
Somerset County Council	Either website or other contact methods	3
Notice boards	Supermarkets, town centre	3
Social Services		3
Family and friends	Word of mouth - many family	3
Information given in person	Face-to-face	3
MIND		3
Lists in case of emergency	List of services to have to hand	3
Pharmacy		2
CAB		2
Information about transport		2
NHS	Direct from NHS - via website or services	2
Walk-in clinics		2
Parish/Town newsletters		1
Facebook support groups		1
Mendip Health Connections		1
Support groups should come to me		1
Adverts from groups		1
Home visits		1
Village Hall		1
Burnhamonsea.com		1
Telephone services		1
Charity shops		1
Day centres		1
Talking Cafe		1
Church		1

“Are you aware of any support groups in your area? If so, please specify which ones?”

Full list:

Support Group	Extra information	Response total
No	For some, this was due to not needing support groups at this time. For others, they did not know where to find this information	58
Dementia and Alzheimer’s Group	Specific groups mentioned: Memory Café	20
Talking Café	Specific groups mentioned: Williton, Beach Hotel	17
Mental Health Groups	Specific groups mentioned: MIND in Minehead, Bridgewater and Taunton. Art groups and Wellbeing groups run by MIND. Rethink	14
Lunch Clubs/ Day Centres	Specific Groups: Frome and District Day Centre, Lunch Club Warminster, Lunch Club Bradford-on-Avon, Day Centre Glastonbury	12
Yes	Respondent answered “Yes” but did not specify which groups they knew of.	7
Parkinson’s Support Group	Specific Groups mentioned: Burnham-on-Sea and Taunton	4
Stroke Club	Specific group mentioned: Wincanton	3
Age Concern		3
Health Connections Mendip	For signposting to groups	3
Active and In Touch		3
Cancer Support Club	Specific groups mentioned: Minehead and group at HUB, Macmillan Cancer Care, Breast Cancer Group	3
Local Church	Specific church group mentioned: The Gateway Church, Yeovil	5
Diabetes Support Group	Specific group mentioned: Preston Grove	4
U3A		3
Age UK	Befriending and Exercise class	3
Carers Support Group	Specific group mentioned: Chard Carers	3
Connect Centre		2
Bereavement Group		2
CAB		2
Fibromyalgia Group		2
Fair Frome		2
Compass Disability/ Mendip Disability Forum		2
Trinity Community Group		2
Boccia Group	Salvation Army	2

Support Group (continued...)	Extra information	Response total
Community Centre	Not specified which one	1
MHA Live at Home		1
Balsam Centre		1
South Somerset CAT		1
Growing Space		1
Knitting Groups		1
Umbrella Homes		1
Gay Pride in Watchet		1
Contact the Elderly		1
Forget Me Knot Club		1
Red Cross		1
Adult Social Care		1
Home-Start		1
Talking Newspaper		1
Somerset Sight		1
Health Coach at GP Surgery		1
Veteran Support Groups		1
Men's Shed		1
Breathe Easy		1
Headway		1
Go Socialise		1
COPD Group		1
Reminiscence Learning		1
Watchet Sanctuary		1
IT Support - Your IT Now		1
Stepping Stones		1
Walking Club Warminster		1
History Club Chapmanslade		1

Appendix D. How people would like to receive information about a health condition and/or support services

Information source	Response percent	Response total
Face-to-face	77.25%	180
Leaflets/books	54.08%	126
Online written information	47.67%	111
Online video	14.59%	34
Other*	12.45%	29
Online audio	3.00%	7
Video/DVD/Blu-Ray	3.00%	7
Podcasts	2.58%	6
Audio recording	2.15%	5

***Other responses included:**

- Via telephone (10 people)
- Post (6 people)
- TV (4 people)
- Friends/family (3 people)
- Via GP/Consultant (2 people)
- Village Agent
- Own organisation
- Local advertising
- One person left this section blank